



How to enable Multi-Factor Authentication on your Housing Online Account

Help Resource

You can enable multi-factor authentication (MFA) by visiting <u>Housing Online</u> and logging into your Housing Online account.

To log in, you must enter your password and username. Then click 'Log In'.

Welcome to Housing Online				
A simple and secure way to access Housing information and services.				
Please login or create an account.				
Login to your account				
Email address				
johnsmith@gmail.com				
Forgot email address?				
Password				
XXXXXXXXXXXXX	□ Show			
Forgot password?				
Log In				
Create an account				

From the main page, click on 'My login'. You can enable MFA by completing Steps 1 - 7.



Step 1 – Enable MFA by selecting 'Yes'.

	Government of Western Au Department of Communities	stralia			Accessibili	ity	Housing Online	🖨 Log Out
Home	My accounts	My contact details	My login	My messages	My repairs	My tenancies	My housing application	
			y login de	etails	letails here.			
		Mu	Ilti-Factor Aut	hentication is	now availab	le for Housin	g Online. Please scroll down ar	nd follow the instructions.
		Hous	ing Online login detai	ils for				Body_text2
		Em: Joi	ail hnsmith@gmail.com					
		This	email address will be	e updated in our hous	sing records system	m.		
		То с	hange your password	d please complete the	fields below and o	click the update but	ton at the bottom of the screen.	
		• 8 • 1 • 1 • 1	r password must have characters capital letter lower case letter number	e at least:				
		Cun	rent password				□ Show	
		New	v password				Show	
		Pa	issword Strength					
		Con	firm your password					
		Mu	Ilti-Factor Aut	nentication				
		Mult of se	tifactor Authenticatior ecurity, further protec	n is an extra level of s ting your person info	ecurity you can ap rmation	oply to your Housin	g Online account. This is optional, but will provi	de your account with an extra layer
		To s Step	et up Multifactor Auth o 1: Set the indicator t	nentication, follow the below to enabled	steps below:			
		Mult • Y • N	Inactor Authentication E	nabied	Select Yes.			

Step 2 – Download an authenticator app on your device.

Step 3 – Click Generate QR.



Step 4 – Scan the QR code with your authenticator app.

QR Code				
Generate QR	Validate	Update	Cancel	

Step 5 – Enter the code generated via your app into Housing Online. The code is valid for a short period of time. If you do not enter it within that time, you will need to wait for a new code to automatically generate.

Tip: If you are enabling MFA on a single device and cannot scan the QR code, copy the **Secret Key** and paste it into your authenticator app.

ecret Key	
GU3DQMZVGM4DQQRXGEZDE	QJUIUYUEMZZIFCECNCCGM2DSMSBIJCTQQRZGFCDOMBTINATKNBZIU3UIRK
nter the Security Token here	

Step 6 – Click Validate.

Validate	Update	Cancel
	Validate	Validate Update

The screen will refresh and advise if the token is valid

My login details		
You can change any of your Housing Online login det	✓ Token is Valid	
Housing Online login details		
John Smith		
Email		
johnsmith@gmail.com		

Step 7 – Return to the bottom of the page and click **Update**.

Generate QR Validate Update Cancel

The screen will refresh to advise that your details have been updated.

My login details	
You can change any of your Housing Online login det: Your details have been updated successfully.	
Multi-Factor Authentication is now available for Housing Online. Please scroll dov	wn and follow the instructions.
Housing Online Login details for Hanny Mohannynants	

Note: You must complete each step and update your record. If you do not update your record, the MFA will not save, and you will need to repeat the process.

After you enable MFA, you will need to enter a 6-digit code alongside your password whenever you log in to Housing Online. This will provide an extra layer of security for your personal information.