

FREQUENTLY ASKED QUESTIONS

How do I log in to the Tenant Portal?

All tenants have been sent a letter and email notifying them of the tenant portal launch. This letter or email contains a QR Code, scan the QR code and follow the instructions to create your account using the email address that you have on file with us.

What to do if I can't find my log in?

If you can't find your letter or email or are unsure of the email address you have on file with us please call the Contact Centre on 1800 693 865 or email us at myevolve@evolvehousing.com.au. If you do email, please include your name, address, and contact number so we can verify your personal details.

If I need help, who do I contact?

As above if you need help, please call our contact center, or email us.

We are also holding Tenant Portal Community Roadshow Sessions in local communities and will share details soon so tenants can come along and get help to log in and use the tenant portal.

Is there a user guide for the multi-authenticator app?

Yes, this will be provided and available on our website <https://evolvehousing.com.au/tenantportal/>

Do I have to use the tenant portal?

The tenant portal is an addition to the services we currently provide to our residents.

Please be assured you can still contact Evolve Housing through our website, phone number and email to access normal services.

We encourage you to explore the portal and take advantage of its features to make the most of your tenancy with us.

Is there a user guide?

You can download a copy of our user guide by visiting <https://evolvehousing.com.au/tenantportal/>

You can also contact your Housing Manager to request an emailed copy or visit our offices for a hard copy.

Will my personal details be secure?

We have implemented multi-factor authentication to add an additional layer of protection for our tenants. We also have an existing internal cyber security policy and team that we adhere to for all information to protect our tenant's data.

What if I have more questions regarding the Tenant Portal?

For more information about the tenant portal please contact us on **1800 693 865**

or via email: myevolve@evolvehousing.com.au

You can also view more information on our website at <https://evolvehousing.com.au/tenantportal/>