

# Tenant Portal FAQs



We have prepared a list of questions we are frequently asked in relation to the Tenant Portal. If your question is not listed below, please contact the Contact Centre by phone on 1800 693 865 or your Housing Manager.

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## **Q1 What is the Tenant Portal and what are the benefits of signing up?**

The Tenant Portal is a self-service, secure online platform designed to give you an option to request services and access information related to your tenancy.

### **You will be able to:**

- Request repairs for your property and view status updates
  - Pay your rent and see balances of rent and non-rent accounts
  - Submit your Rent Review form and supporting documents
  - Create your personal profile and update your phone number and email
  - Access the Tenant Portal User Guide and find useful information through the Knowledge Article Library
  - Complete satisfaction surveys and provide feedback to assist us in delivering high quality customer service.
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## **Q2 What information does Evolve Housing need have on file about me so I can successfully access the Tenant Portal?**

To access the Tenant Portal, you will need to have registered with us your

- email address
- mobile number

If you haven't communicated this information previously to Evolve Housing, please call our Contact Centre on **1800 693 865**

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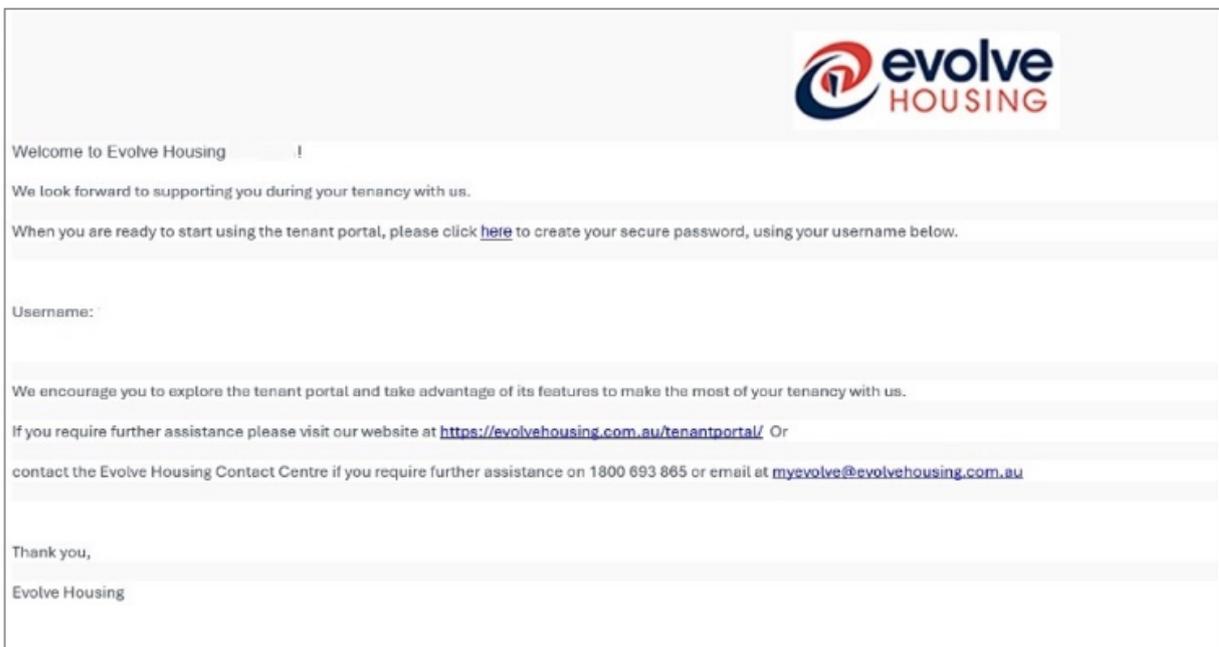


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## Q3 I don't know what my username for the Tenant Portal is. How do I get it?

You should have received a Welcome Email from Evolve Housing with your username in it.

It looks like the sample Welcome email below.



If you did not receive the email with your username, you can either

- Call the Contact Centre on **1800 693 865**
- Contact your Housing Manager

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## Q4 I have my username. What do I do next? (Reset your password!)

The first thing you need to do is to reset your password.

To do this go to the [Tenant Portal login screen](#). Click the link 'Forgot password?' (*link under the password field*) and follow the prompts to reset your password.

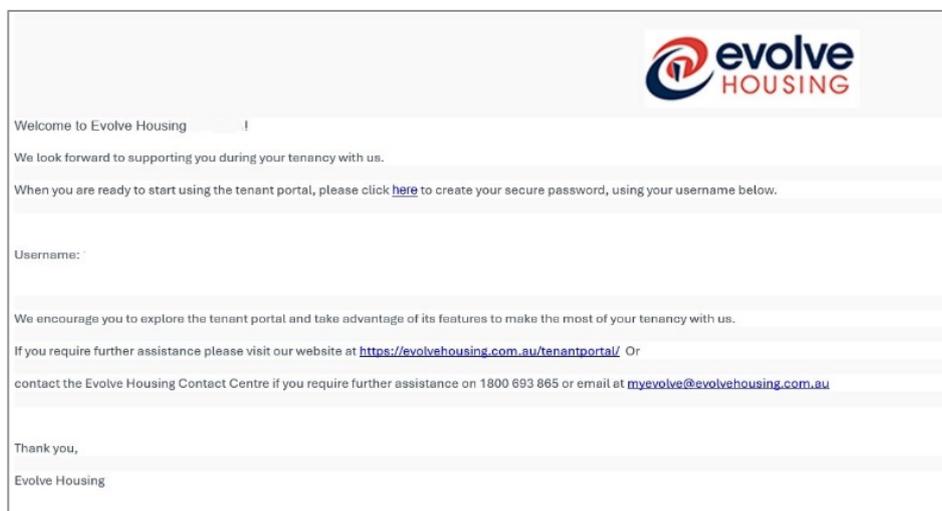
For step-by-step guide to resetting your password [click here](#).

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## Q5 I am a new Evolve Housing tenant; how do I log in to the Tenant Portal?

All new tenants will receive a welcome email within 24 hours of becoming an Evolve Housing tenant. In this email you will find instructions on how to create your Tenant Portal account using the email address that you have given us.

It looks like the sample Welcome email below.



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## Q6 How do I reset my password

If you have forgotten your password, you can simply reset it by following the [Reset My Password User Guide](#).

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## Q7 What happens if I try to reset the password multiple times?

- If you try to reset the password more than once, you may receive an email like one of the following emails. In that case, please contact the Contact Centre on for immediate help.
- This may happen if you try to reset your password multiple times in a single day or enter incorrect email address while resetting the password, just to give a few examples.

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## Sample Error Email 1:

Hello

You requested a password reset for your Default Self Service user account.

Your password reset request wasn't processed because a verification has failed.

If you want immediate help, contact the service desk.

Thank you,

Customer Support

## Sample Error Email 2:

Hello

You requested a password reset for your Default Self Service user account.

**Your password reset request was not processed because of any of these reasons:**

- You aren't enrolled.
- You aren't a part of the configured password reset process.
- Your account is blocked because either the account exceeded the limit on reset attempts or you have reset your password recently.
- Your account is locked.

If you want immediate help, contact the service desk.

Thank you,

Customer Support

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## Q8 Is there a guide for the Multi-Factor Authentication (MFA) process?

See the user guide titled '[Multi-Factor Authentication User Guide](#)'.

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## Q9 How long can I stay logged into the Tenant Portal without having to log in again?

The amount of time you stay logged in depends on the option you chose during the multi-factor authentication (MFA) process:

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- If you used an Authenticator App and selected the option to stay logged in for 8 hours, you will remain logged in for that time. After 8 hours, you will need to log in again by entering your User ID, Password, and a new MFA code.
  - If you used email or SMS for authentication, you will stay logged in for 30 minutes. After that, you will need to log in again with your User ID, Password, and a new MFA code.
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## **Q10 Do I have to use the Tenant Portal?**

The Tenant Portal is an addition to the services we currently provide to our residents. 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.

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## **Q11 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.

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## **Q12 If I need help or have more questions about the Tenant Portal, who do I contact?**

If you need help,

- call our Contact Centre on 1800 693 865
- email us at [myevolve@evolvehousing.com.au](mailto:myevolve@evolvehousing.com.au)
- call your Housing Manager

We will also have a team of Tenant Portal Genius Team available to assist you at our resident events and forums. Residents can come along and get help to log in and use the Tenant Portal.