

Tenant Portal User Guide Desktop Computer



MANAGING YOUR TENANCY ONLINE



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01 Introduction

The Tenant Portal User Guide is designed to help tenants understand how to use the Tenant Portal effectively.

This user guide outlines the following:



Step-by-step instructions

It explains how to reset your password, log in for the first time, navigate and use features such as paying rent, reporting repairs and updating details.



Troubleshooting Help

Provides solutions for common issues like password reset, login errors or accessing specific forms.



Feature Overview

Outline all available functions in the tenant portal such as rent review submission, feedback options and resource access.



Best Practice

Offers tips for secure usage, such as keeping login details safe and updating contact information regularly.



Support Information

Includes contact details or links for further assistance if tenants need help beyond the guide.

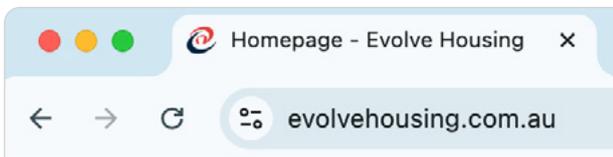
02 Reset your Tenant Portal password

The Reset Password feature provides a secure and user-friendly way for you to regain access to your tenant portal accounts. If you forget your password or suspect unauthorised access, you can start the reset process directly from the login page by clicking on the **Forgot Password** tab. The system will guide you through the identity verification, typically via email or SMS, before allowing you to create a new password that meets security requirements. This ensures your account protection, giving you confidence in the portal's reliability and ease of use.

The following is a step-by-step guide on how to reset your tenant portal password.

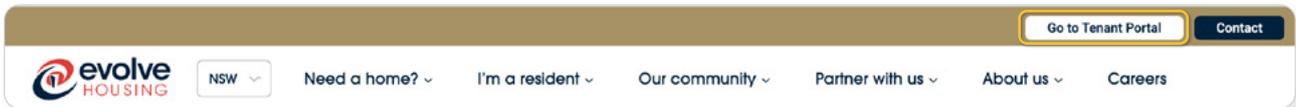
Step 1

Type into your web browser **www.evolvehousing.com.au**



Step 2

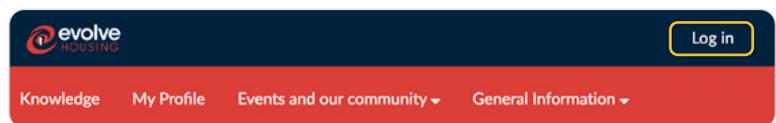
In the top right hand side of the screen click on the **Go to Tenant Portal** button.



Step 3

The top of your screen should now look like the one below.

In the top right-hand corner of the screen click on Log in and a pop-up screen below will appear.



Step 3a

Type in your client ID number in the User name field.

You can find your client ID number on the Tenant Portal Welcome email. If you cannot find your client ID please call **1800 693 865** or contact your **Housing Manager**.

 A screenshot of the 'Log in' form. It has a title 'Log in'. There are two input fields: 'User name' and 'Password'. Below the 'Password' field is a 'Forgot Password?' link highlighted with a yellow box. At the bottom of the form is a 'Log in' button.

Step 4

Click on the **Forgot Password?** link.

A screen with a CAPTCHA will pop-up.

Step 4a

Enter your six (6) digit user name.

Step 4b

Enter the CAPTCHA code as soon on your screen and then press the 'Next' button.

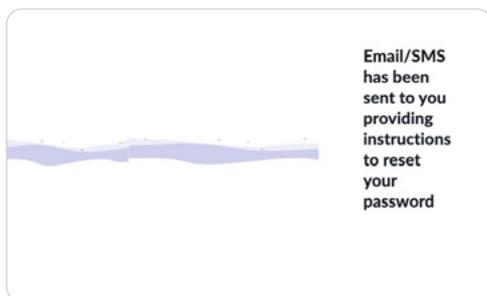
This will take you to the following screen as seen below.

Step 5

Enter your email address and then press the 'Next' button.

The below screen will appear.

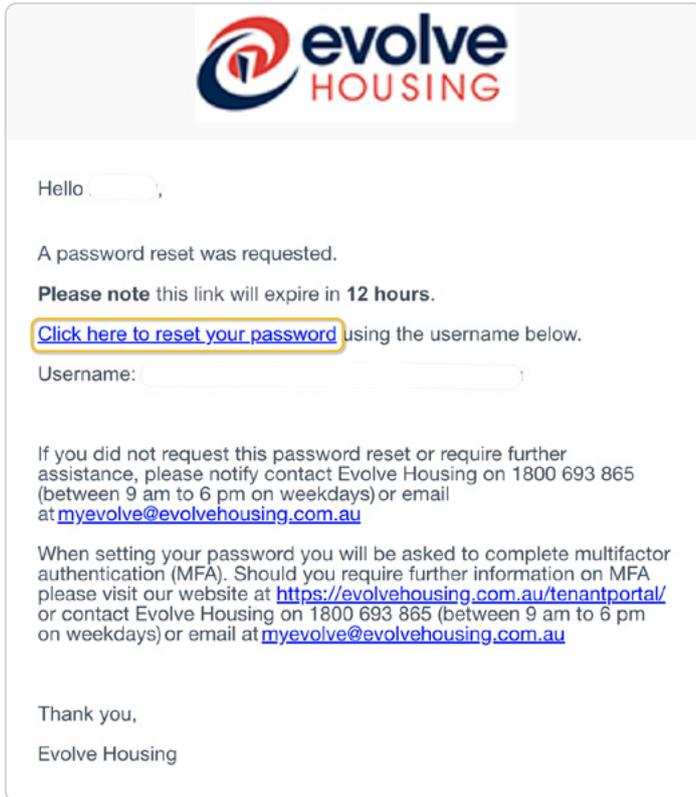
Please note: The email address has to be the same as the one provided at the time of tenant registration



Step 6

You will also receive an email in your inbox to reset your password.

Please note: If the email address is incorrect, you will not receive the password reset email.





Hello _____;

A password reset was requested.

Please note this link will expire in **12 hours**.

[Click here to reset your password](#) using the username below.

Username:

If you did not request this password reset or require further assistance, please notify contact Evolve Housing on 1800 693 865 (between 9 am to 6 pm on weekdays) or email at myevolve@evolvehousing.com.au

When setting your password you will be asked to complete multifactor authentication (MFA). Should you require further information on MFA please visit our website at <https://evolvehousing.com.au/tenantportal/> or contact Evolve Housing on 1800 693 865 (between 9 am to 6 pm on weekdays) or email at myevolve@evolvehousing.com.au

Thank you,
Evolve Housing

Sample Password Reset email

Step 7

In the email click on the link that says '**Click here to reset your password**'.

This will take you to the below screen.

Step 8

Now you can create your new password.

Step 8a

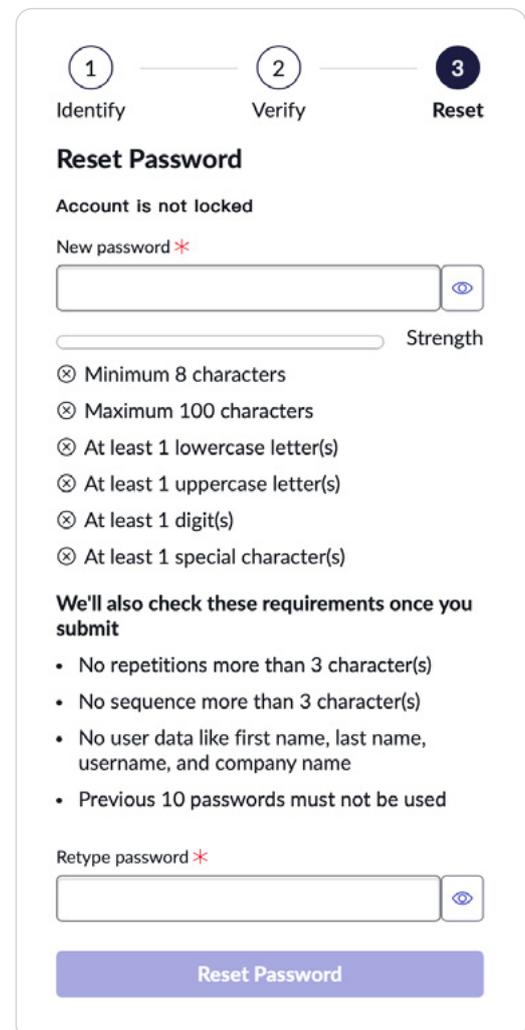
Type in your new password in the '**New password**' and '**Retype password**' field.

Please note, for it to be a valid password, it must be:

- Minimum 8 characters
- At least one lower case letter
- At least one upper case letter
- At least 1 number
- At least one special character

Step 8b

Click on '**Reset Password**'



1 — 2 — 3
 Identify Verify **Reset**

Reset Password

Account is not locked

New password *

Strength

- ⊗ Minimum 8 characters
- ⊗ Maximum 100 characters
- ⊗ At least 1 lowercase letter(s)
- ⊗ At least 1 uppercase letter(s)
- ⊗ At least 1 digit(s)
- ⊗ At least 1 special character(s)

We'll also check these requirements once you submit

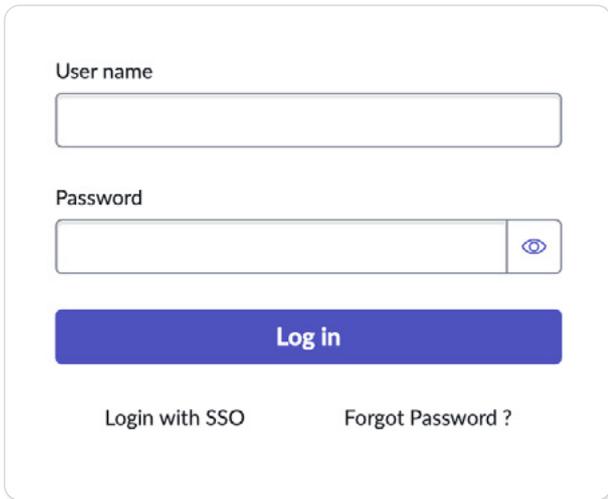
- No repetitions more than 3 character(s)
- No sequence more than 3 character(s)
- No user data like first name, last name, username, and company name
- Previous 10 passwords must not be used

Retype password *

Reset Password

Step 9

The password is set and a message will be displayed on the screen, asking if you want this password to be remembered as seen in the screenshot below.



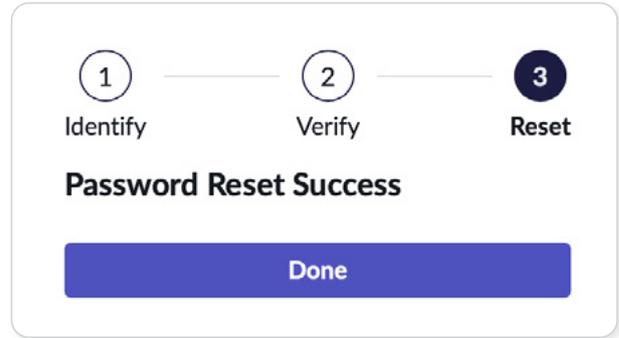
The screenshot shows a login form with two input fields: 'User name' and 'Password'. The 'Password' field has a toggle icon for visibility. Below the fields is a blue 'Log in' button. At the bottom, there are two links: 'Login with SSO' and 'Forgot Password?'.

Step 11a

Pick one option from the list you wish to receive the verification code and press **'continue'**

Step 11b

You will be sent a six (6) digit code via your chosen method.



The screenshot shows a 'Password Reset Success' message. At the top, there is a progress indicator with three steps: 1 Identify, 2 Verify, and 3 Reset. The 'Reset' step is highlighted. Below the progress indicator is the text 'Password Reset Success' and a blue 'Done' button.

Step 10

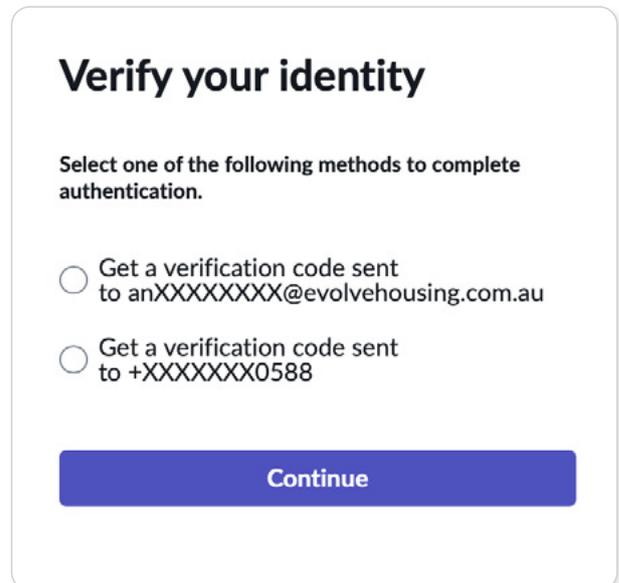
You will be taken back to the **'Login Page'** where you can log in using your six (6) digit username and password you created.

Step 11

Every time you log into your tenant portal, you will be asked to verify your identity using one of the following options:

- Receive a verification code sent to your email account
- Receive a verification code sent to your mobile phone

The image to the left is an example of the screen that will pop-up on your screen each time you log into your tenant portal.



The screenshot shows a 'Verify your identity' screen. It asks the user to 'Select one of the following methods to complete authentication.' There are two radio button options: 'Get a verification code sent to anXXXXXXXX@evolvehousing.com.au' and 'Get a verification code sent to +XXXXXXXX0588'. A blue 'Continue' button is at the bottom.

Step 12a - Verification via mobile phone

Select this option and you will see the screen to the right.

Please note: Verification code for mobile phones is valid for only 5 minutes. If you don't receive the code within 30 seconds, you can click 'Resend Code', to receive another code, which will be valid for the next 5 minutes.

Verify your identity

Enter the code sent to your email

6-digit verification code

Resend code in **19 seconds**

Verify

[Try another way to verify](#)

Verify your identity

Enter the 6-digit code sent to +:

6-digit verification code

Resend code in **21 seconds**

Verify

[Try other way to verify](#)

Step 12b - Verification via email

Select this option and you will see the screen below.

Step 13

Once you enter the verification code your Tenant Portal home page will be displayed.

evolve HOUSING
Tours

Knowledge
Requests ▾
My Profile
Events and our community ▾
General Information ▾

Evolve Housing Tenant Portal

Search (minimum 3 characters)
 Q

🔧

My Repairs

Transparent process for property repairs and communication between tenants and maintenance teams.

✉️

My Feedback

Constructive feedback that contributes to continuous improvement and better experiences.

🔍

What's New

Stay in the loop for the latest updates, innovations, and announcements.

My Rent

Current Rent Balance

\$ 0

Step 13a

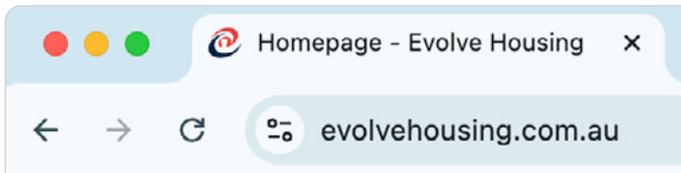
Click 'Agree' in the 'Enable Analytics' pop-up, which is for tracking in-app activity only.

You have successfully completed your password reset.

03 How to access the Portal

Step 1

Type into your web browser www.evolvehousing.com.au



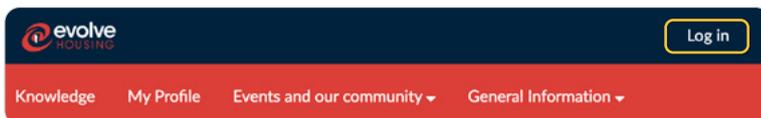
Step 2

In the top right hand side of the screen click on the Go to Tenant Portal button



Step 3

Your screen should now look like the one below



Step 3a

In the top right-hand corner of the screen click on Log in and a pop-up screen below will appear

Log in

User name

Password
 👁

[Forgot Password ?](#)

Log in

Step 4

Enter your username and password to access the portal.

Step 4a

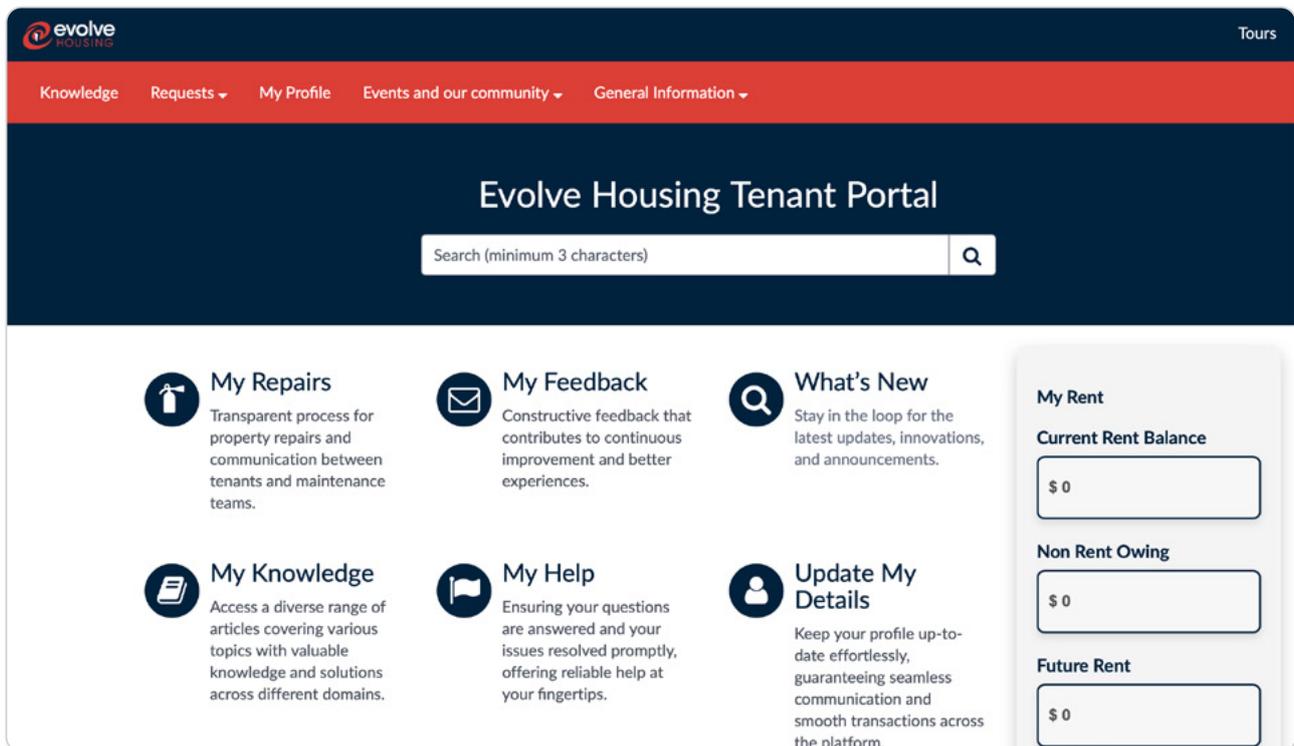
If you are accessing the Tenant Portal for the first time you will need to reset/create your password. Please follow the reset password instructions in Chapter A of this Guide.

04 How to navigate from the Portal homepage

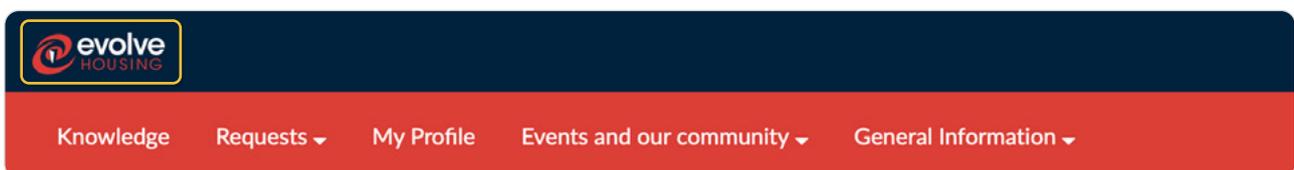
You can navigate to the different sections of the Portal by hovering your mouse over the menu items and seeing the different sections available.



Alternatively, you will be able to see menu options on the homepage.



How to get back to the homepage



To return to the homepage from anywhere in the Portal, click on the Evolve logo in the top left-hand side of the screen.

My Rent

Current Rent Balance

Non Rent Owing

Future Rent

Date Future Rent is Applied

Apply for Rent Review

Make a Payment

My Property

Address

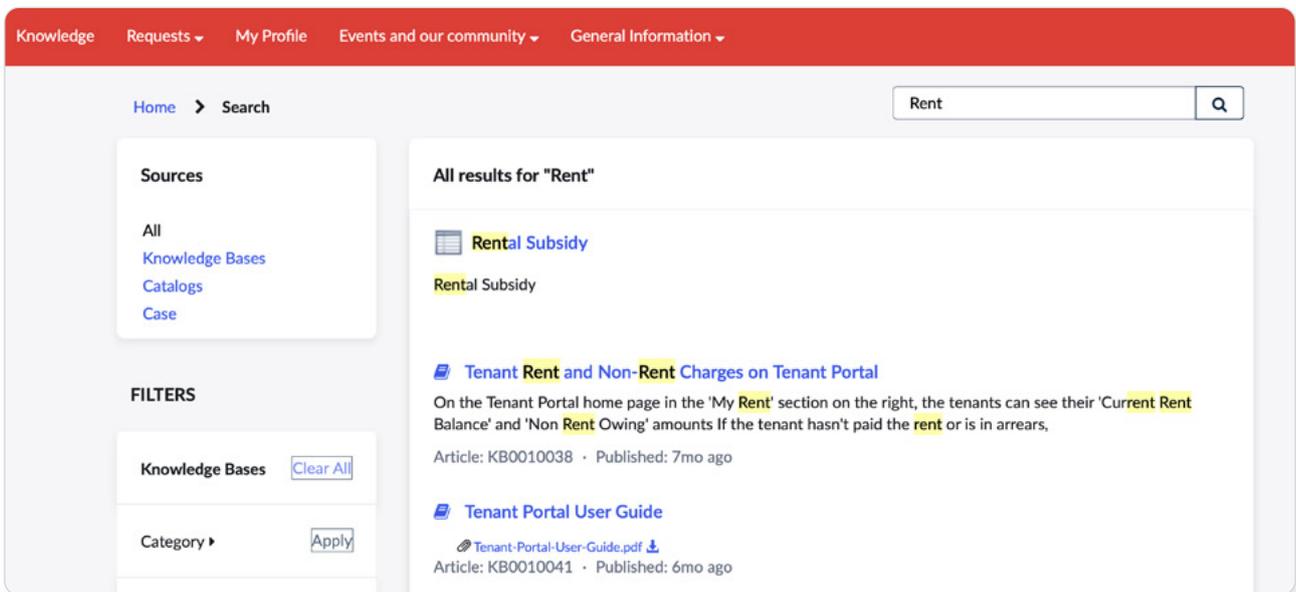
Housing Manager

My Rent / Property details / Housing Manager name

- On the right of the screen you can see a rent overview under the 'My Rent' menu. You can click on 'Apply for rent rebate' or 'Make a Payment' to navigate to those items.
- You will also be able to see your property address and Housing Manager's name.

Searching the Portal

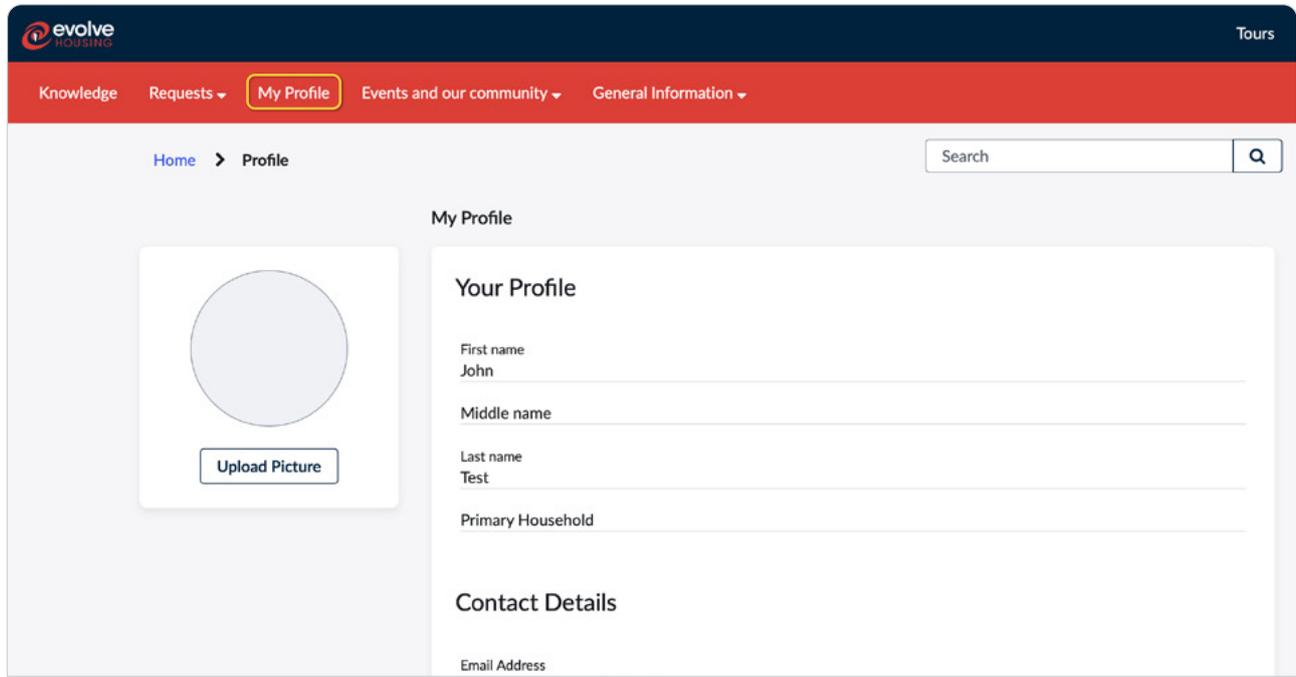
You can use the search bar to search for any key words or phrases related to items on the portal.



05 View 'My Profile'

Click on the menu option called **'My Profile'** to access your profile information.

There you will be able to click on the fields and update your information.



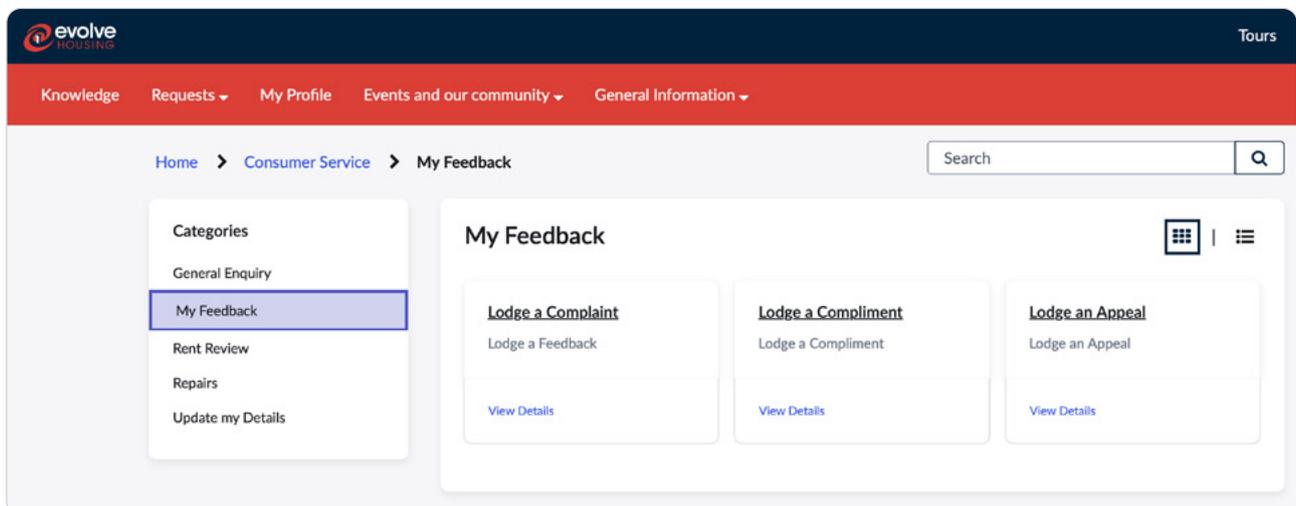
06 How to raise a request

Step 1

Click on **'Request'** from the main menu then select **'New Requests'** from the dropdown menu.

OR: Select from **'Popular Items'** and follow screen instructions to access related forms for requests.

In this example we show how to lodge a complaint.



Step 2

Follow the form questions and provide the relevant details to raise a request and then click on submit.

Mandatory fields are marked with a red asterisk (*)

evolve HOUSING Tours

Knowledge Requests My Profile Events and our community General Information

Home > Consumer Service > My Feedback > Lodge a Complaint Search

Lodge a Complaint

Lodge a Feedback

If you are not happy with the actions, services or conduct of any of our staff members, please let us know so we can work together to resolve the issue and improve our services for you.

For more information, please refer to our [Complaints Factsheet](#).

If you would like to nominate a third party to submit this complaint on your behalf, please fill in the appropriate sections below.

* Indicates required

Tenant
John Test

Property
1002 Sphinx Ave Padstow NSW 2211

Current Phone Number
+61 000 000 000

Email Address
john.test@email.com

If the email address or phone number is incorrect, please use the [Update My Details](#) form to update it.

Do you want to submit your complaint anonymously?
By checking "Yes" this complaint will be de-identified in our system ✖

-- None --

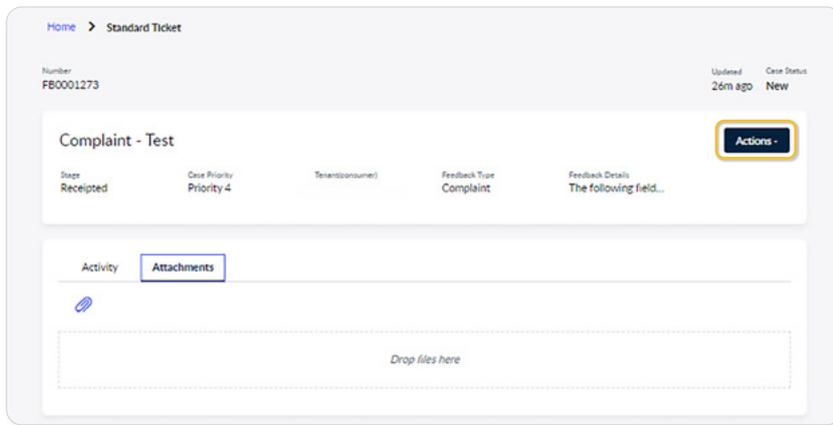
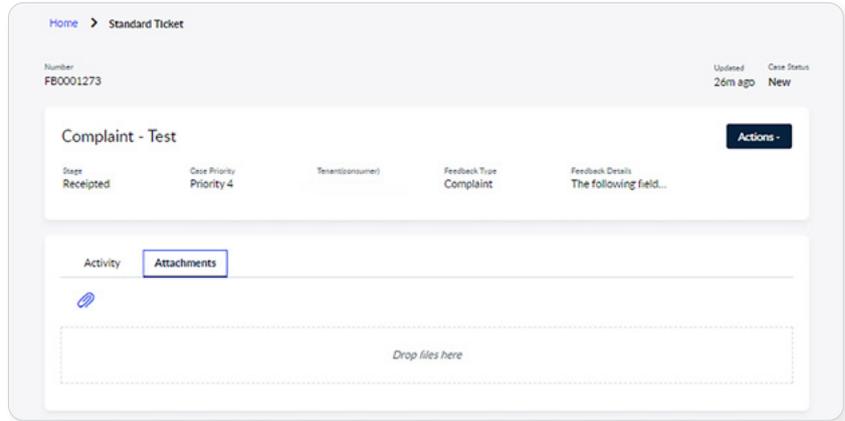
*Details of complaint

Submit

Required information
[Details of complaint](#)
Would you like us to contact you about your complaint?

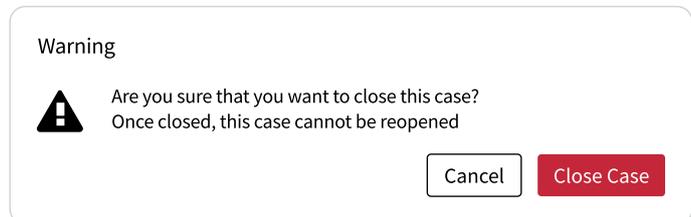
Step 3

Once you submit a request you will be taken to the ticket tracking page, where you can see updates regarding your request and add attachments for the support team to see by going to **'Attachments'** section as shown in the screenshot below.



If you wish to close the complaint, because you no longer lodge one or the complaint was resolved, please click on **'Actions'** and click on **'Close Case'**

You will get the below pop-up for confirmation. Click on **'Close Case'**



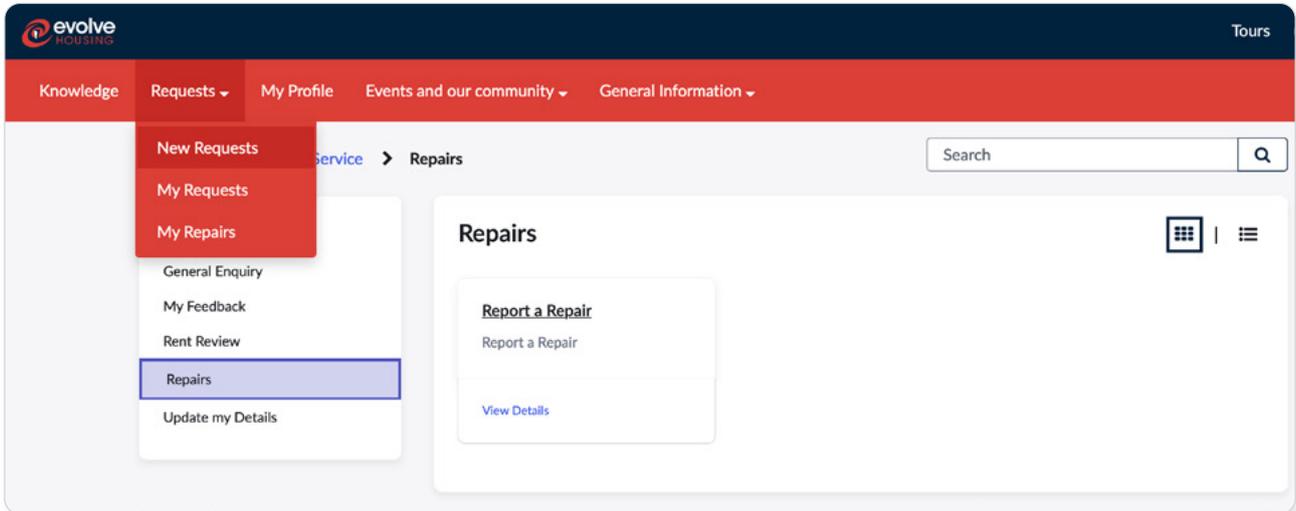
There will be a pop-up message at the top confirming that the case has been closed.

You will also be able to see it under **'Activity'**.

07 Report a repair

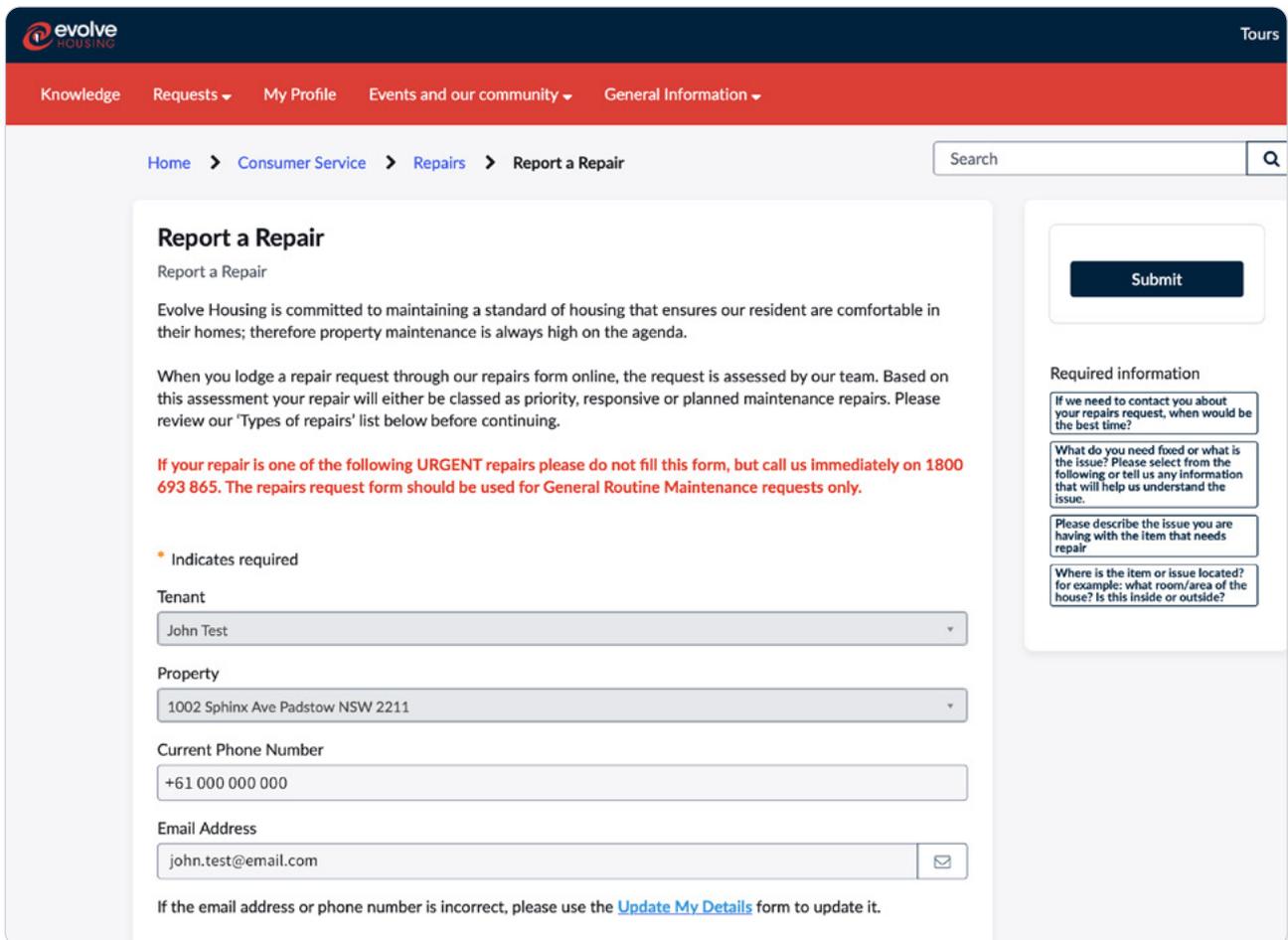
Step 1

You can also report a repair request, using the 'Report a Repair' or 'Repair' option as shown below.



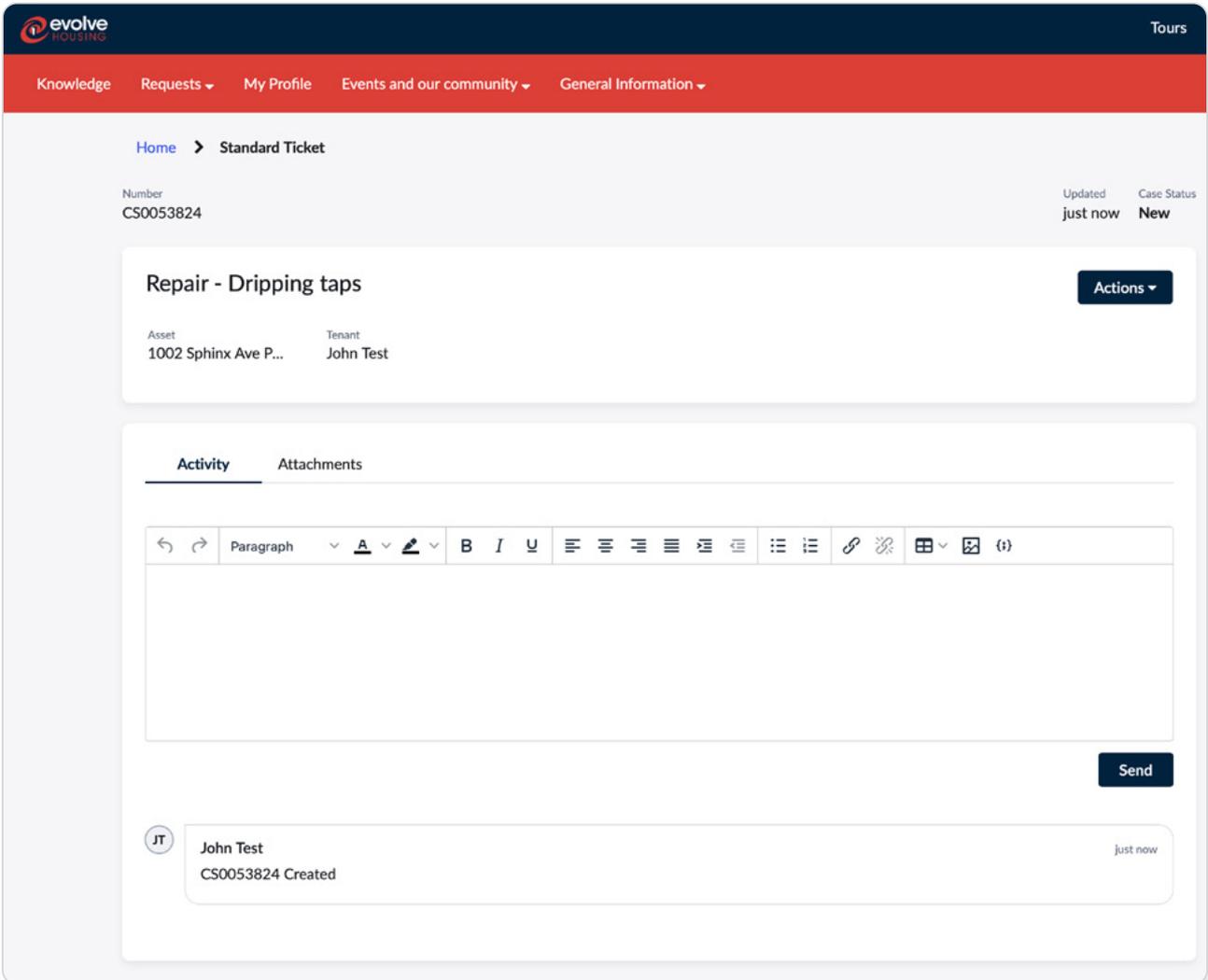
Step 2

Follow the form questions and provide the relevant details to raise a request and then click on submit.



Step 3

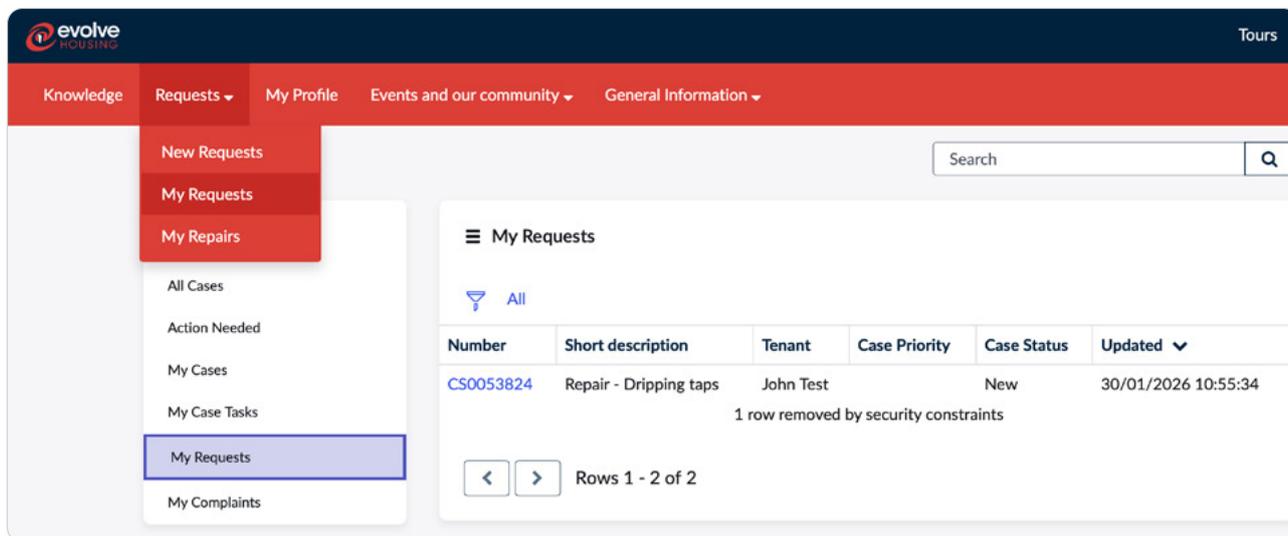
Once you submit a request you will be taken to the ticket tracking page, where you can see updates regarding your request and add additional comments for the support team to see by including additional details under 'Activity' and clicking 'send'.



08 View our requests where there is action required by you

Step 1

To view any items that require action by you, click on the **'My Request'** option from the drop-down menu under **'Requests'**.



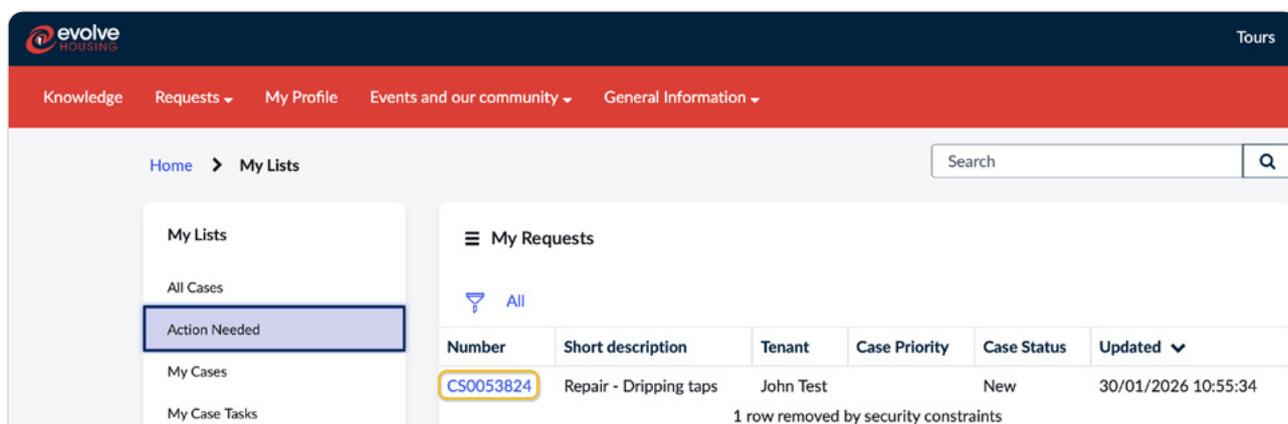
The screenshot shows the Evolve Housing portal interface. The top navigation bar includes 'Knowledge', 'Requests', 'My Profile', 'Events and our community', and 'General Information'. The 'Requests' dropdown menu is open, showing options: 'New Requests', 'My Requests' (highlighted), 'My Repairs', 'All Cases', 'Action Needed', 'My Cases', 'My Case Tasks', 'My Requests' (highlighted), and 'My Complaints'. The main content area displays a table titled 'My Requests' with columns: Number, Short description, Tenant, Case Priority, Case Status, and Updated. A single row is visible: CS0053824, Repair - Dripping taps, John Test, New, 30/01/2026 10:55:34. Below the table, it indicates '1 row removed by security constraints' and 'Rows 1 - 2 of 2'.

Step 2

Then select **'Actions Needed'** menu option in the list to view the requests that have pending action on you.

Step 2a

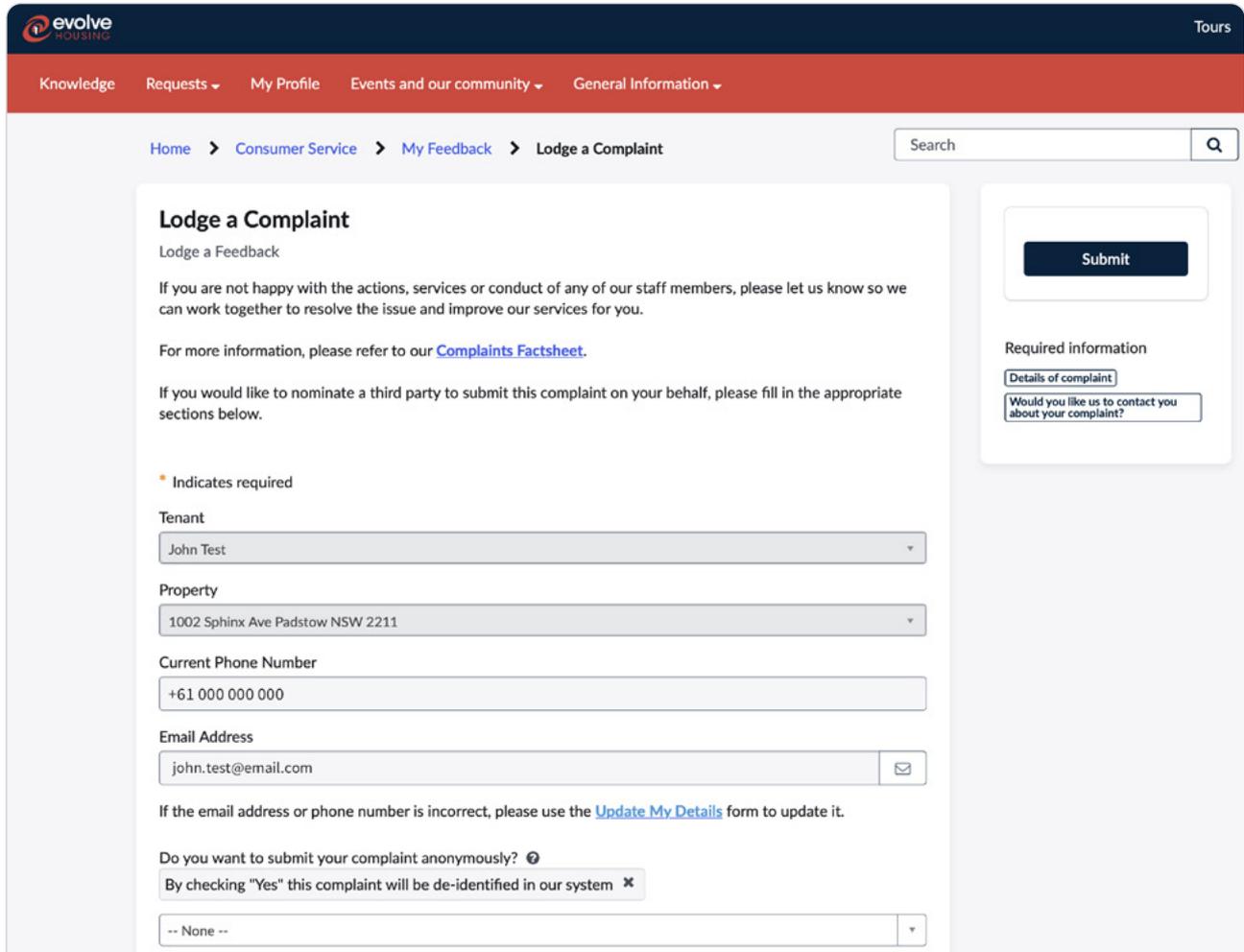
Click on the case number to open and review the request.



The screenshot shows the Evolve Housing portal interface. The top navigation bar includes 'Knowledge', 'Requests', 'My Profile', 'Events and our community', and 'General Information'. The 'Requests' dropdown menu is open, showing options: 'My Lists', 'All Cases', 'Action Needed' (highlighted), 'My Cases', and 'My Case Tasks'. The main content area displays a table titled 'My Requests' with columns: Number, Short description, Tenant, Case Priority, Case Status, and Updated. A single row is visible: CS0053824, Repair - Dripping taps, John Test, New, 30/01/2026 10:55:34. Below the table, it indicates '1 row removed by security constraints'.

09 How to add an attachment to a request

When submitting a request, you will see the attachments logo (which looks like this). 



The screenshot shows the 'Lodge a Complaint' form in the Evolve Housing system. The form is titled 'Lodge a Complaint' and includes a 'Submit' button. The form fields are as follows:

- Tenant:** John Test
- Property:** 1002 Sphinx Ave Padstow NSW 2211
- Current Phone Number:** +61 000 000 000
- Email Address:** john.test@email.com
- Do you want to submit your complaint anonymously?** By checking "Yes" this complaint will be de-identified in our system ✕
- Submission Method:** -- None --

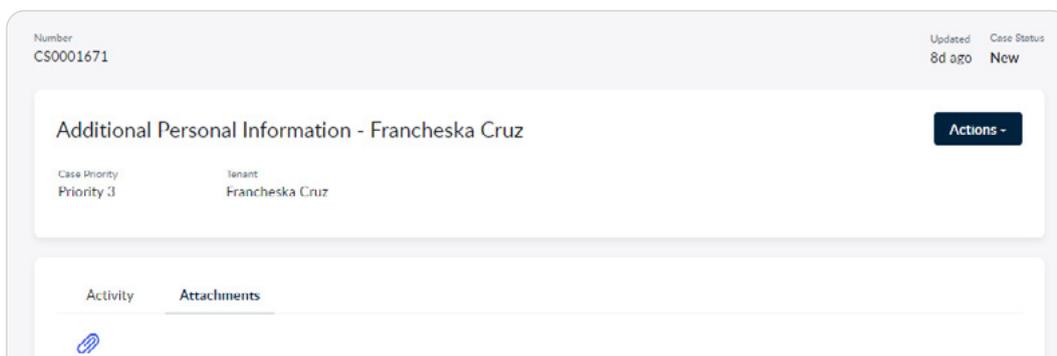
On the right side of the form, there is a 'Submit' button and a 'Required information' section with two sub-sections: 'Details of complaint' and 'Would you like us to contact you about your complaint?'.

Step 1

After clicking on the Add attachment link, you will get a pop up for the file selection menu screen.

Step 2

Select the files you want to add as attachments and upload.



The screenshot shows the case details page for CS0001671. The case is titled 'Additional Personal Information - Francheska Cruz'. The case priority is 'Priority 3' and the tenant is 'Francheska Cruz'. The case was updated '8d ago' and is in a 'New' status. There is an 'Attachments' tab selected, and an attachment icon is visible in the bottom left corner.

10 Complete a survey

Once your request has been resolved, you will be prompted to complete a survey.

Step 1

Click on **'My Assessments and Surveys'** on the homepage

The screenshot shows the Evolve Housing Tenant Portal homepage. The navigation bar includes 'Knowledge', 'Requests', 'My Profile', 'Events and our community', and 'General Information'. The main content area features a search bar and several service tiles: 'My Repairs', 'My Feedback', 'What's New', 'My Knowledge', 'My Help', and 'Update My Details'. On the right, there is a 'My Rent' section with input fields for 'Current Rent Balance', 'Non Rent Owing', and 'Future Rent', all showing '\$ 0'. At the bottom, there are three buttons: 'My Assessments and Surveys' (highlighted with a yellow border), 'Most Viewed', and 'Most Useful Articles'.

Step 2

Click on the Survey link and then **'Get Started'** button to begin the survey and follow the instructions to complete the survey.

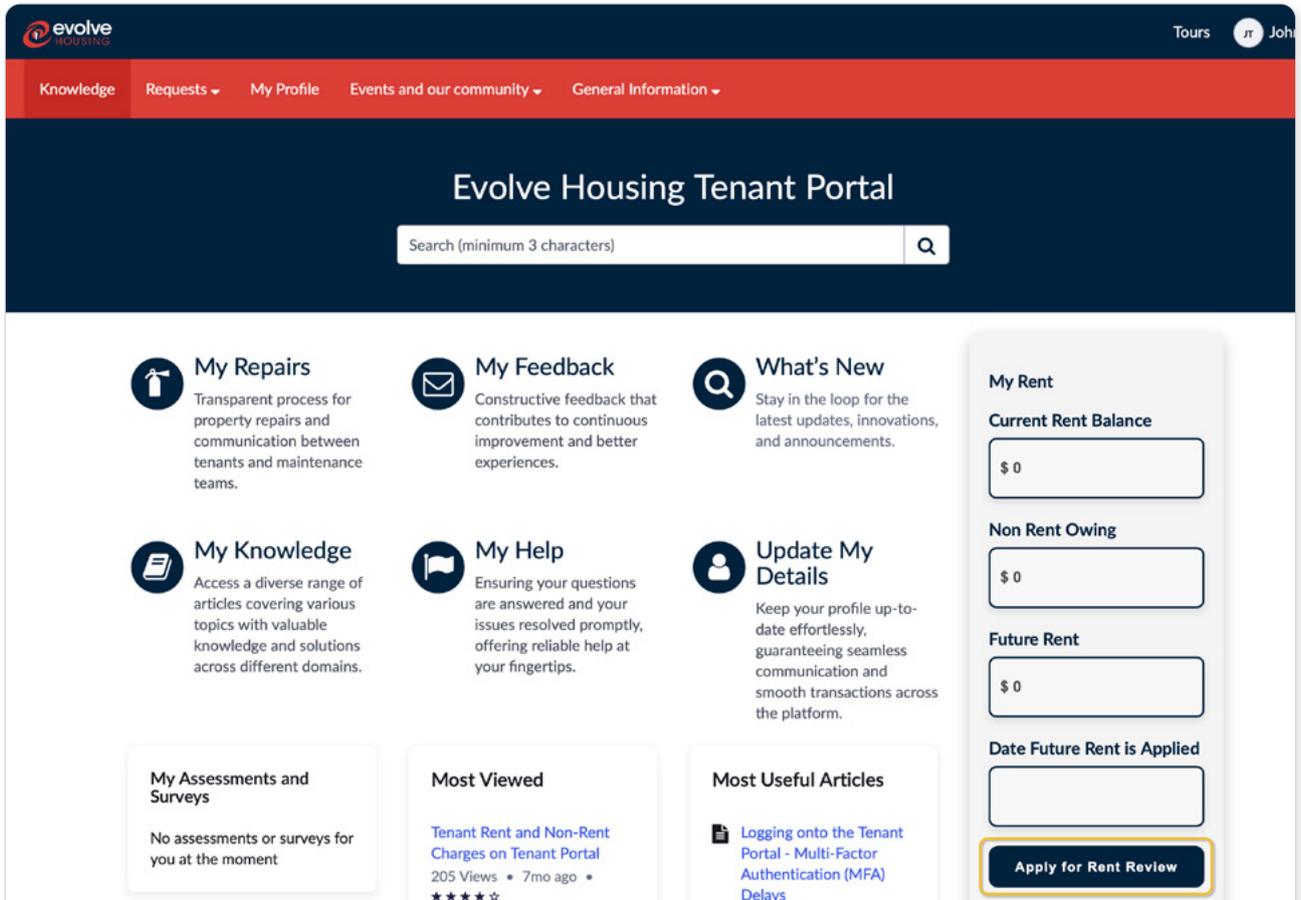
The screenshot shows the 'Tenant Service Satisfaction Survey' page. The breadcrumb trail is 'Home > My Surveys > Tenant Service Satisfaction Survey'. The main content area features a large icon of a document with a pencil, followed by the title 'Tenant Service Satisfaction Survey' and the text 'Survey is in reference to CS0001396 General Enquiry - Francheska Cruz'. A prominent 'Get Started' button is located at the bottom.

11 Apply for rent review

Step 1

On the Home Page, there is a 'My Rent' box on the right-hand side.

Click on the 'Apply for Rent Review' button.



Step 2

Fill out the required information and attach your supporting documents and click 'Submit'.

Home > Consumer Service > Rent Review > Rental Subsidy

Search

Rental Subsidy

Rental Subsidy

Please complete this form at the start of your tenancy and during all income Reviews / Rent Assessments.

For information or assistance please call 1800myevolve (1800 693 865) 9am - 5pm, Monday to Friday.

* Indicates required

Tenant

Property

Current Phone Number

Email Address

If the email address or phone number is incorrect, please use the [Update My Details](#) form to update it.

Submit

Required information

Do you currently own any real estate worldwide (including in Australia)?

Do you currently have a partner living with you at the above address?

Do you own or have shares in a business?

Have you started working?

I declare that the above information is true and correct and agree to advise Evolve Housing of any changes in household circumstances (ie. changes to household members, assets, or income) within 28 days of the change.

Step 3

A Rental Subsidy ticket is created, where you can track updates, add further details, attachments etc.

Home > Standard Ticket

Number: RR0013164 Updated: just now Case Status: New

Rental Subsidy - 1002 Sphinx Ave Padstow NSW 2211

Case Priority: Priority 4 Tenant: John Test

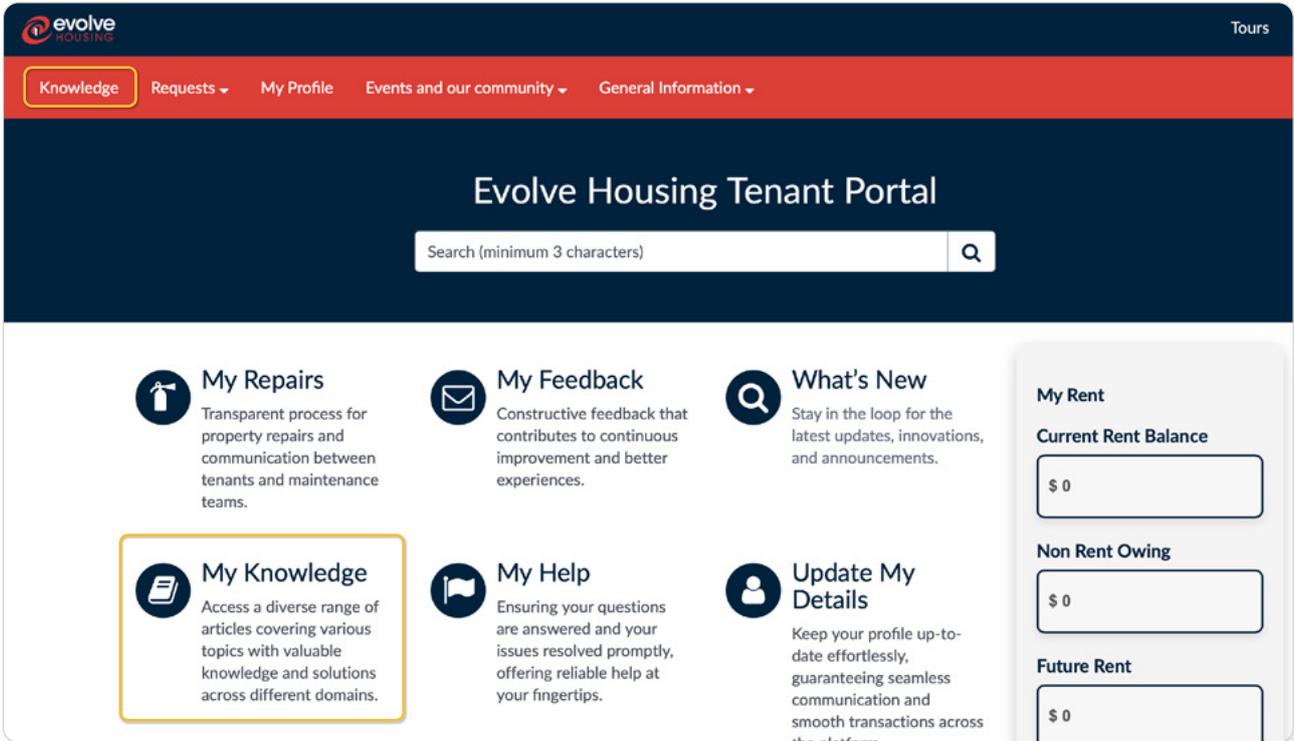
Activity Attachments

Send

12 View knowledge articles

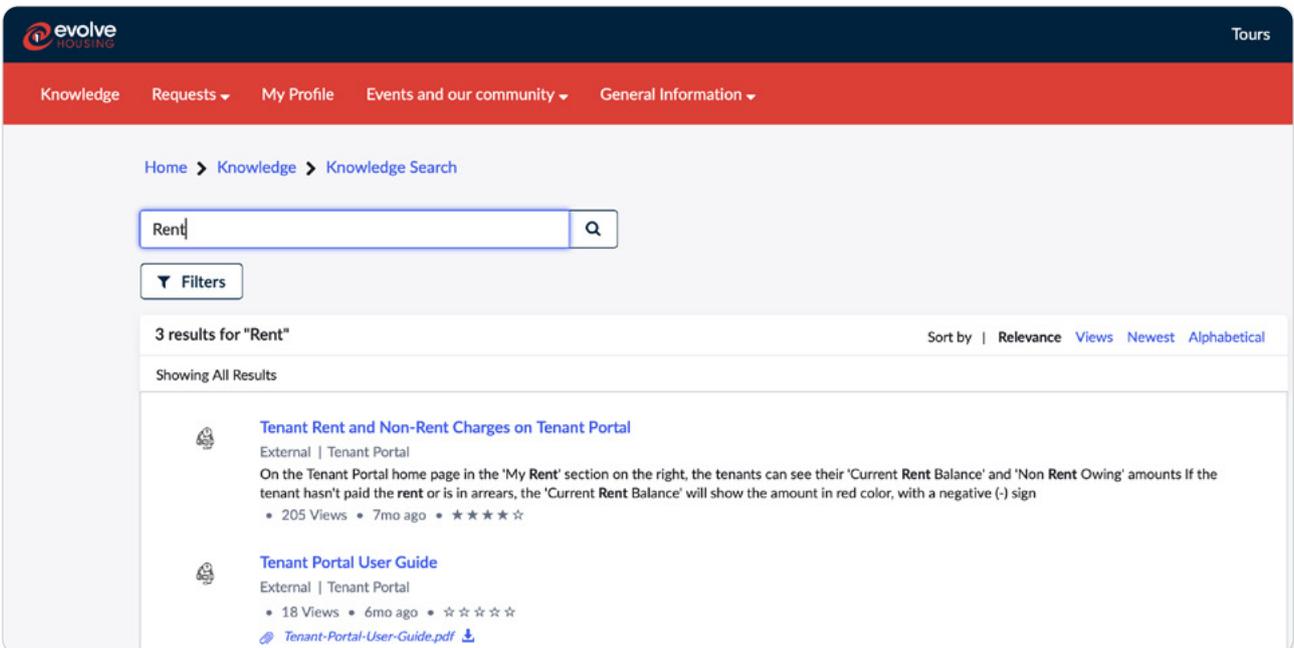
Step 1

Click on the menu option called 'Knowledge' to access a diverse range of articles covering several topics.



Step 2

You can select from the list of knowledge articles those that you wish to view in detail.



Contact us today

Community Engagement team

e: community@evolvehousing.com.au



Thriving
communities
for all people