Tenant Portal User Guide
Mobile Phone

MANAGING YOUR TENANCY ONLINE

Contents

01	INTRODUCTION	3
02	RESET YOUR TENANT PASSWORD	4
03	HOW TO ACCESS THE PORTAL	10
04	HOW TO NAVIGATE FROM THE PORTAL HOMEPAGE	12
05	VIEW 'MY PROFILE'	14
06	REPORT A REPAIR	17
07	VIEW OUR REQUESTS WHERE THERE IS ACTION REQUIRED BY YOU	19
08	HOW TO ADD AN ATTACHMENT TO A REQUEST	20
09	COMPLETE A SURVEY	21
10	APPLY FOR RENT REVIEW	22
11	VIEW KNOWLEDGE ARTICLES	24

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.

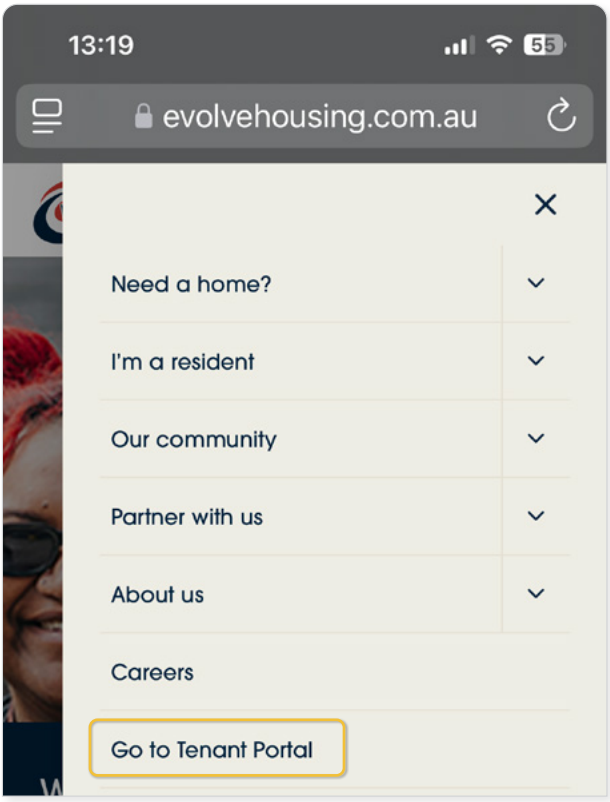
The following is a step-by-step guide on how to reset your tenant portal password.

Step 1

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

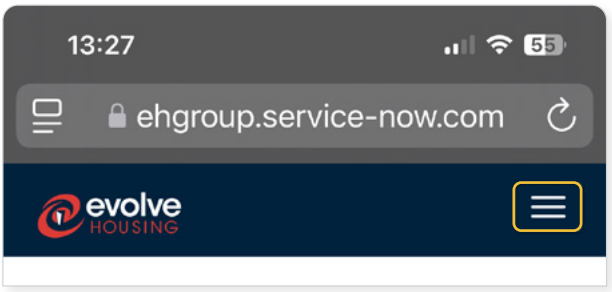
Step 2

Tap on the three lines in the top right-hand corner



Step 3

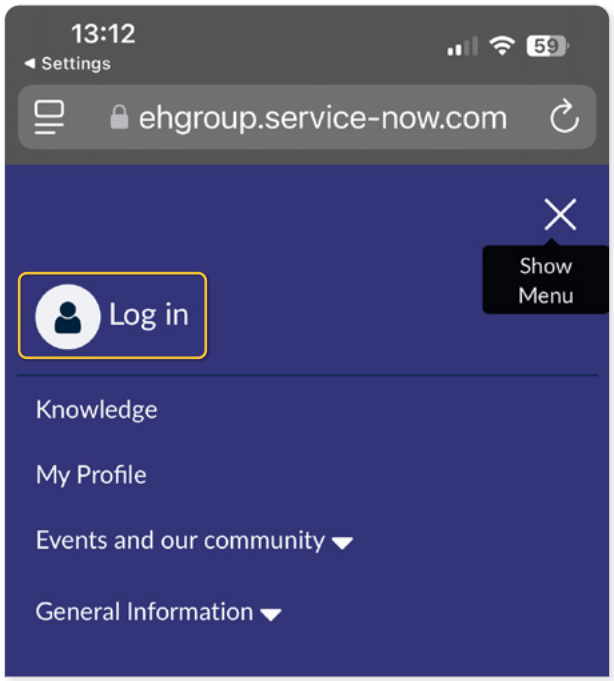
Tap on **'Go to Tenant Portal'** from the menu



You will arrive at a screen which looks like this

Step 4

In the top right-hand corner click on the three vertical lines in the top right hand corner.



Step 5

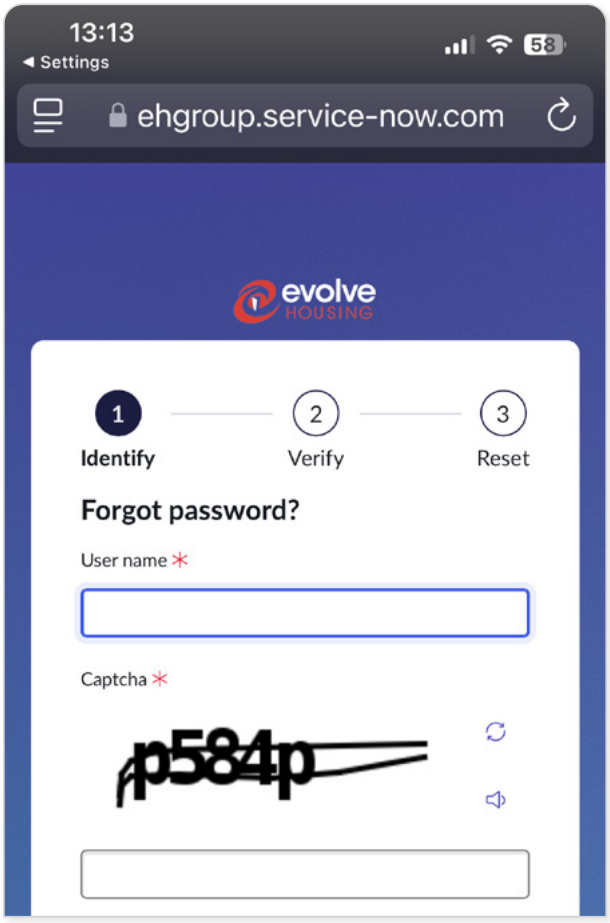
Tap on **'Log in'** from the menu

The below screen will load.

Step 6

Click on the link **'Forgot Password'**

The below screen will load.



Step 7a

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**.

Step 7b

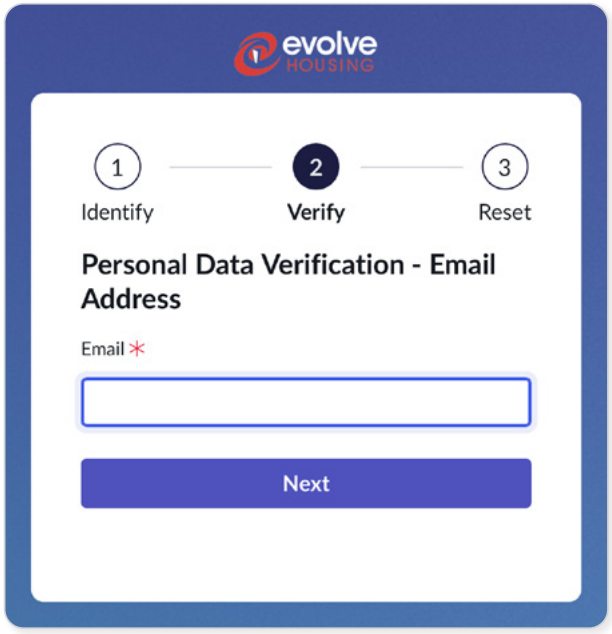
Enter the CAPTCHA code as soon on your screen and then press the **'Next'** button.

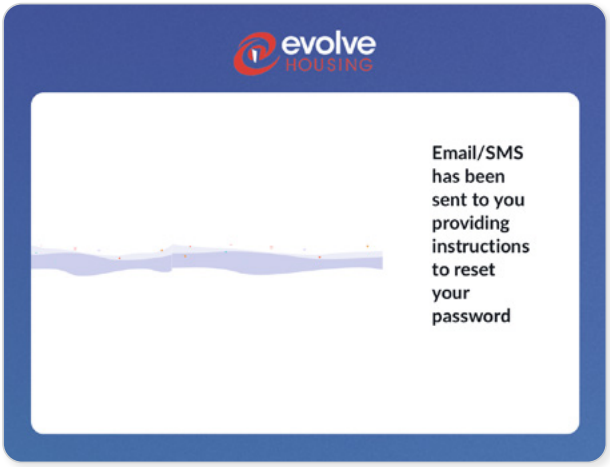
This will take you to the following screen on the next page.

Step 8

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

The below screen will appear.



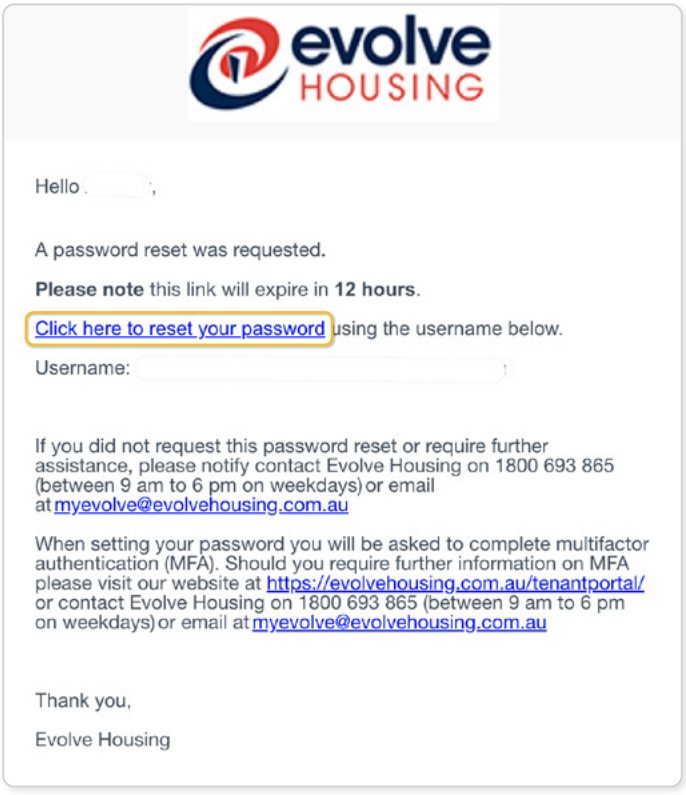


Step 9

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.

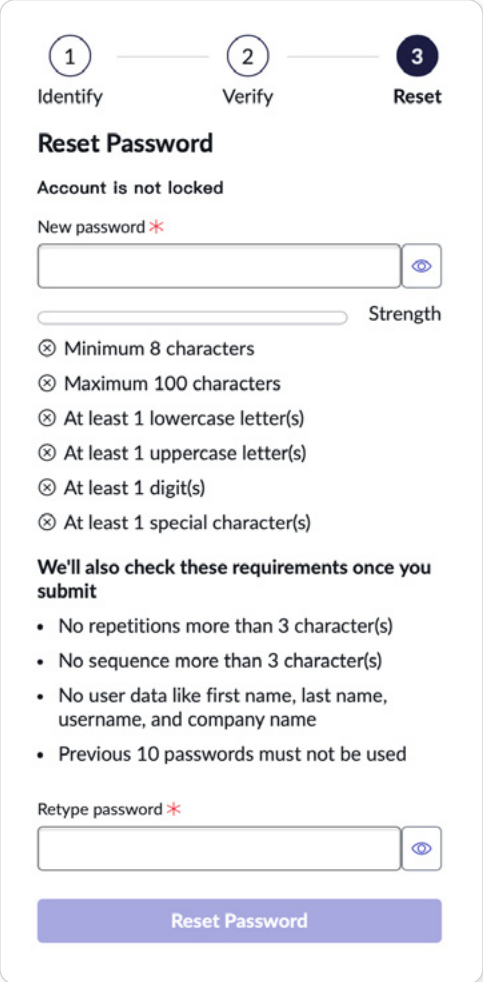
Sample Password Reset email



Step 10

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

This will take you to the below screen.



Step 11

Now you can create your new password.

Step 11a

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:

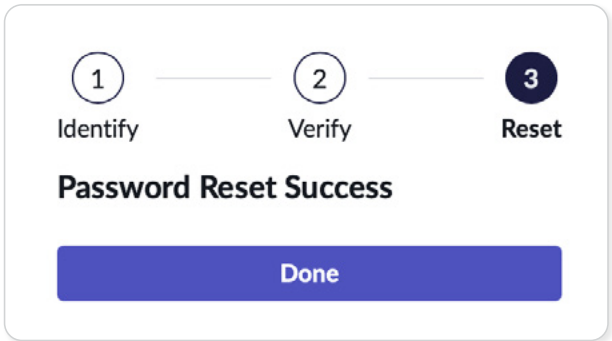
- Minimum 8 characters
- At least one lower case letter
- At least one upper case letter
- At least 1 number
- At least one special character

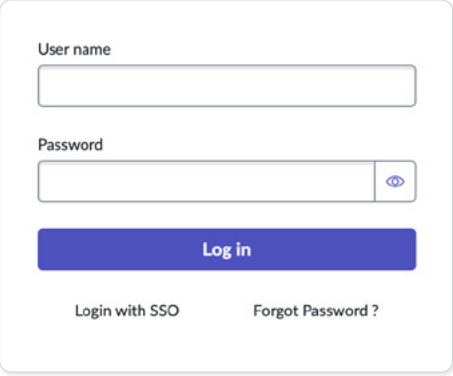
Step 11b

Click on **'Reset Password'**

Step 12

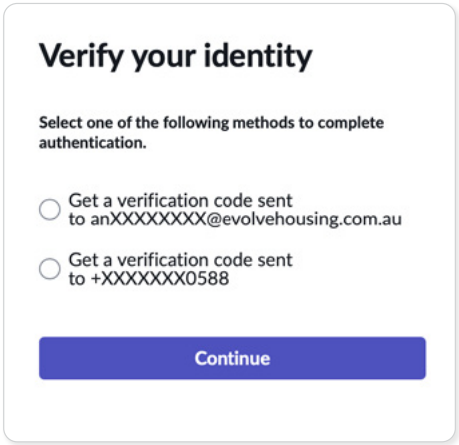
The password is set and a message will be displayed on the screen, asking if you want this password to be remembered as seen in the screenshot below.





Step 13

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 14a

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

- Using a Multi-factor Authenticator App
- 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.

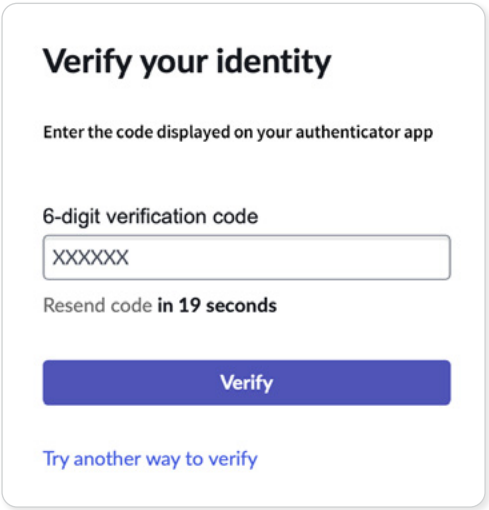
Pick one option from the list you wish to receive the verification code and press **'continue'**

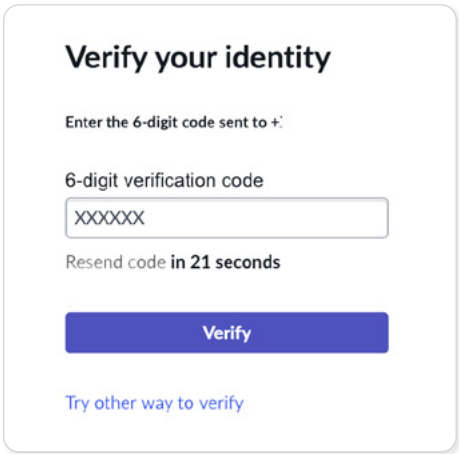
Step 14b

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

Step 15a - Verification via Multi-factor Authenticator

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

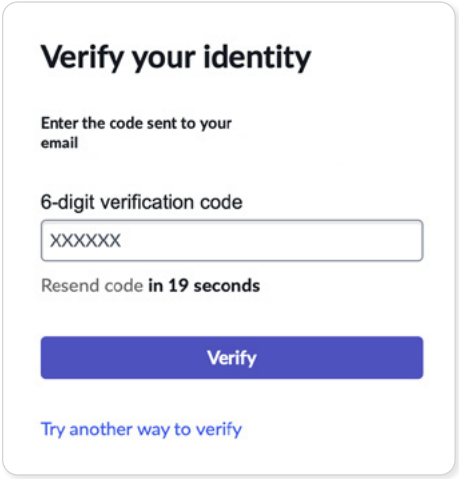




Step 15b - Verification via mobile phone

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.

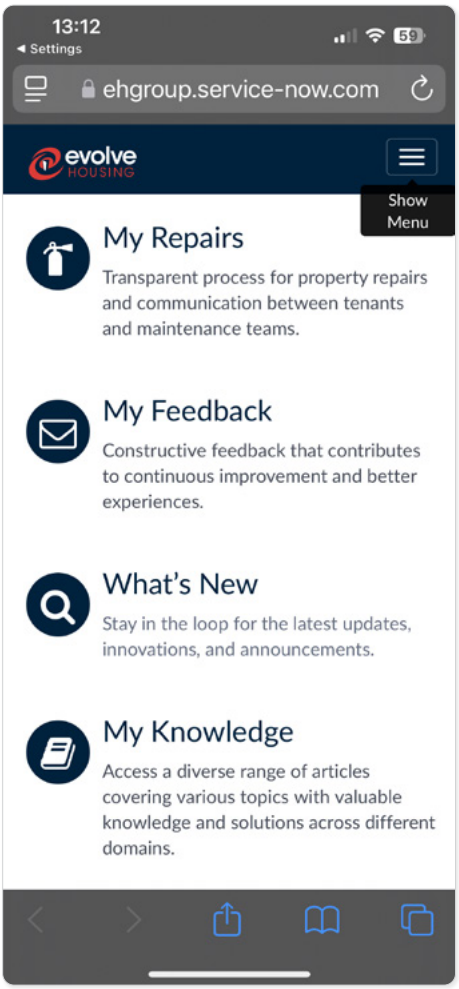


Step 15c - Verification via email

Select this option and you will see the screen right.

Step 16

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



Step 16a

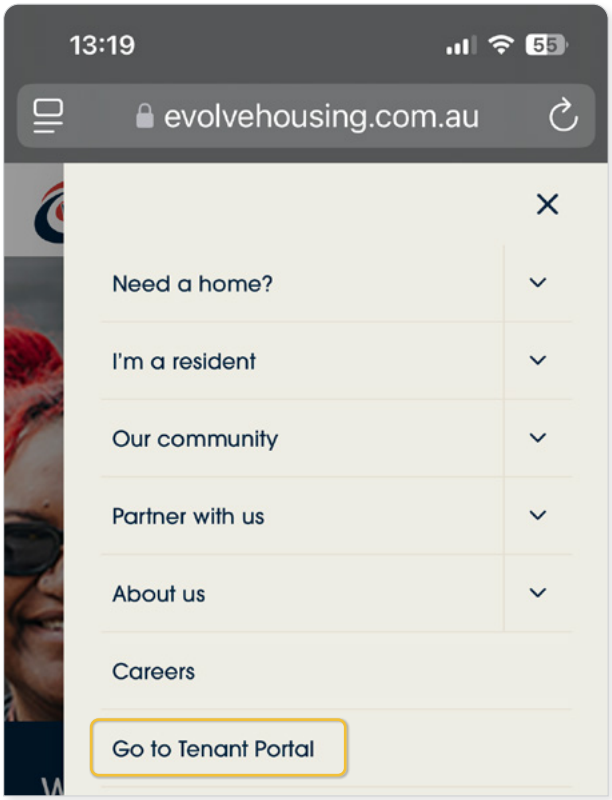
Click **'Agree'** in the **'Enable Analytics'** pop-up, which is for tracking in-app activity only.

You have successfully completed your password reset.

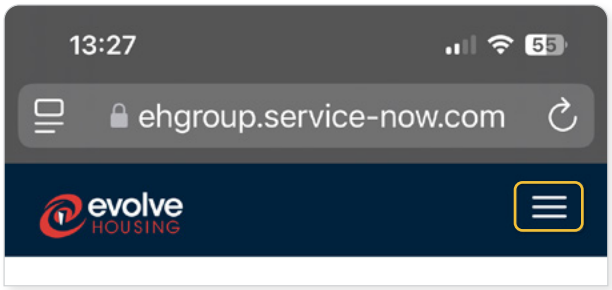
03 How to access the Portal

Step 1
Type into your web browser
www.evolvehousing.com.au

Step 2
Tap on the three lines in the top right-hand corner

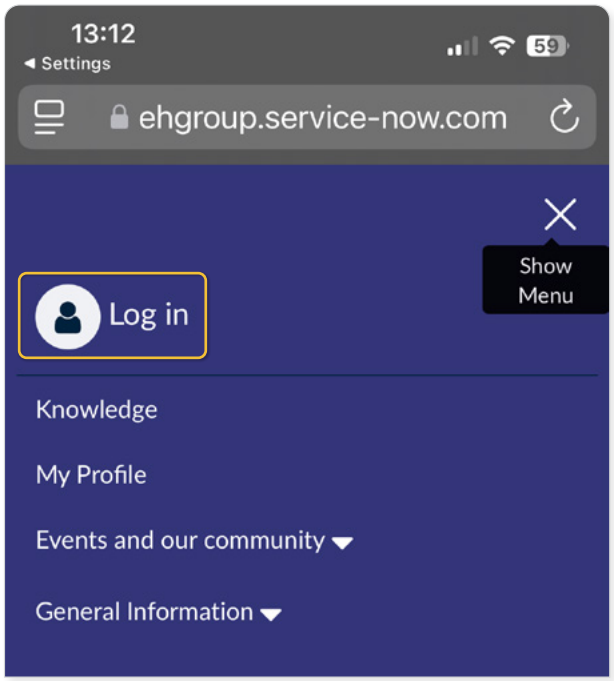


Step 3
Tap on **'Go to Tenant Portal'** from the menu



You will arrive at a screen which looks like this

Step 4
In the top right-hand corner click on the three vertical lines in the top right hand corner.



Step 5

Tap on Log in from the menu

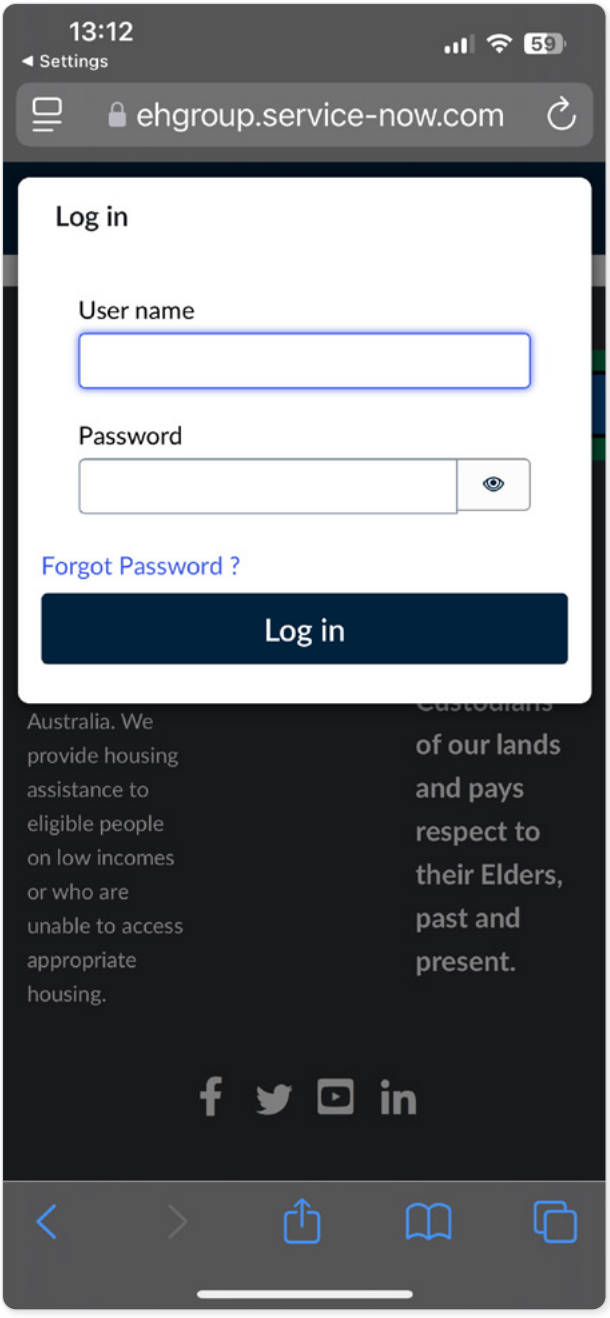
The below screen will load.

Step 6

Enter your username and password to access the portal.

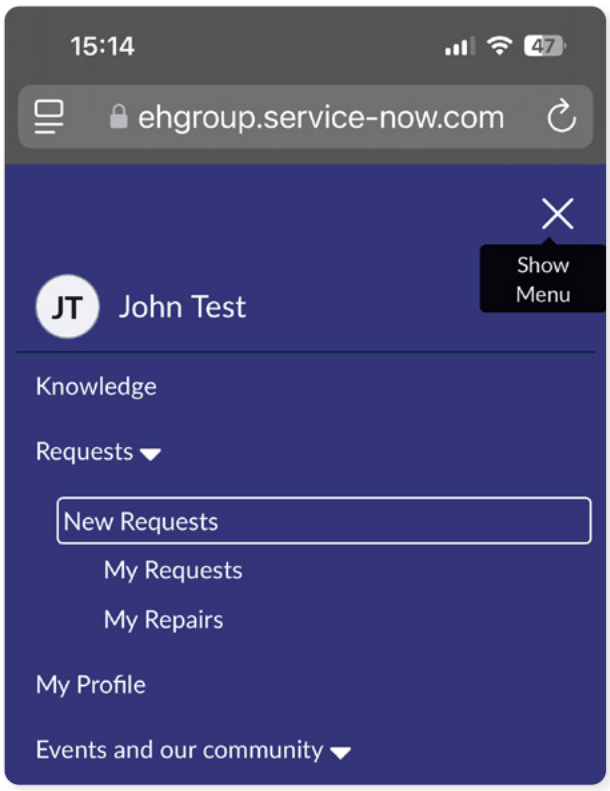
Step 6a

If you are accessing the Tenant Portal for the first time your will need to reset/create your password. Please follow the reset password instructions in Chapter 01 of this Guide.

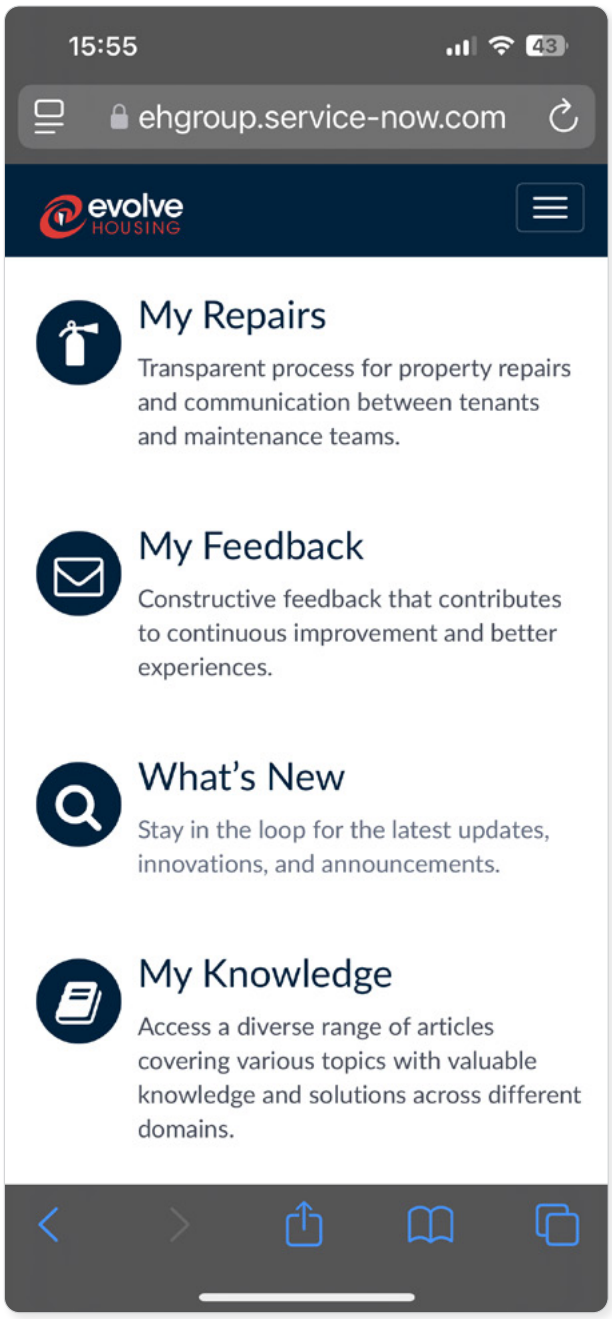


04 How to navigate from the Portal homepage

You can navigate to the different sections of the Portal by pressing on the menu items and seeing the different sections available.

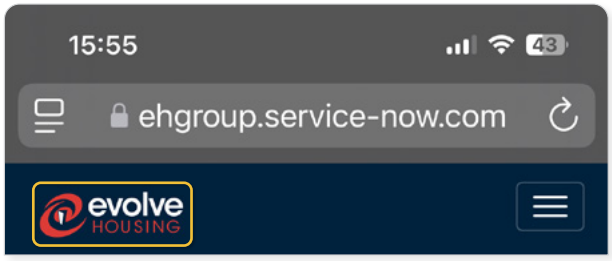


Alternatively, you will be able to see menu options on the homepage.



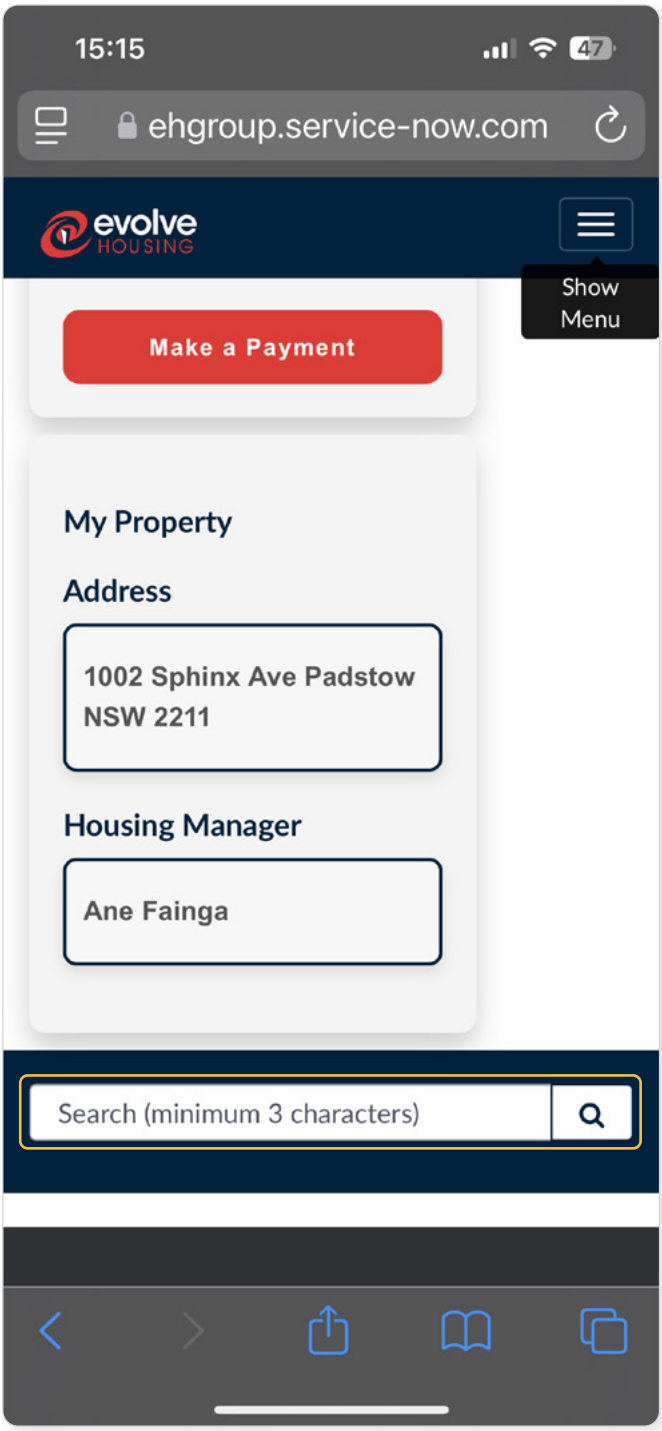
How to get back to the homepage

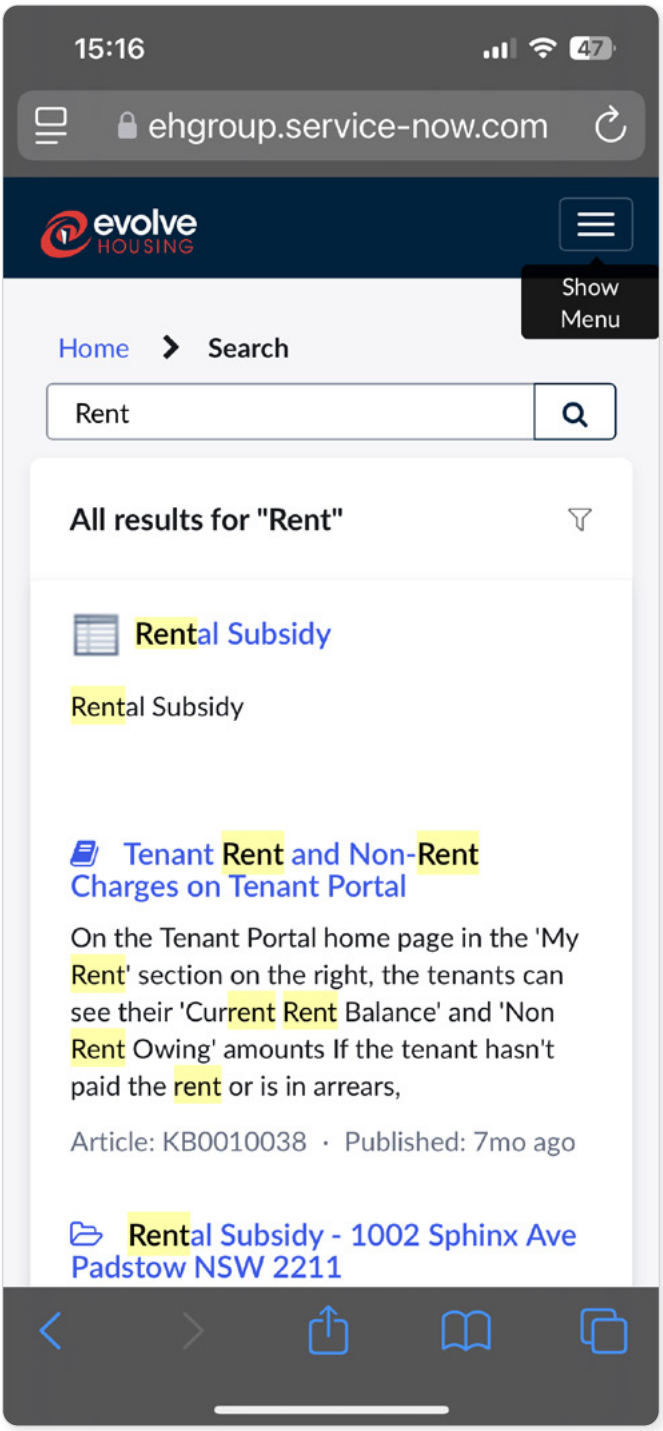
To return to the homepage from anywhere in the Portal, tap on the Evolve logo in the top left-hand slide of the screen.



Searching the Portal

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

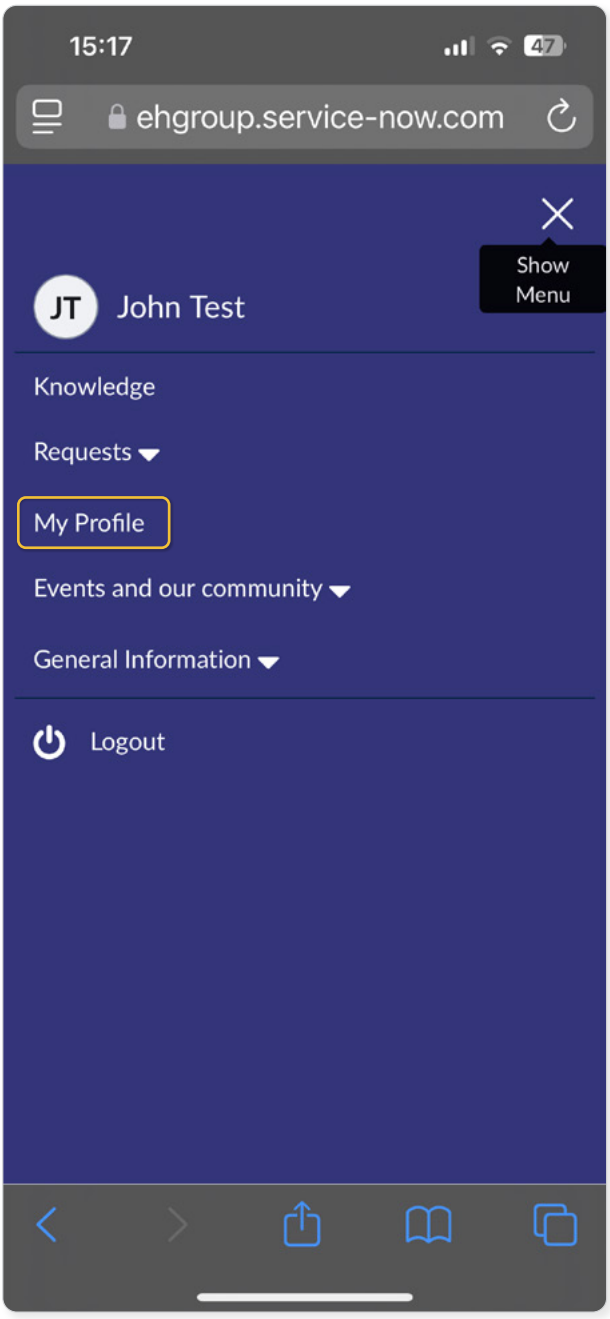


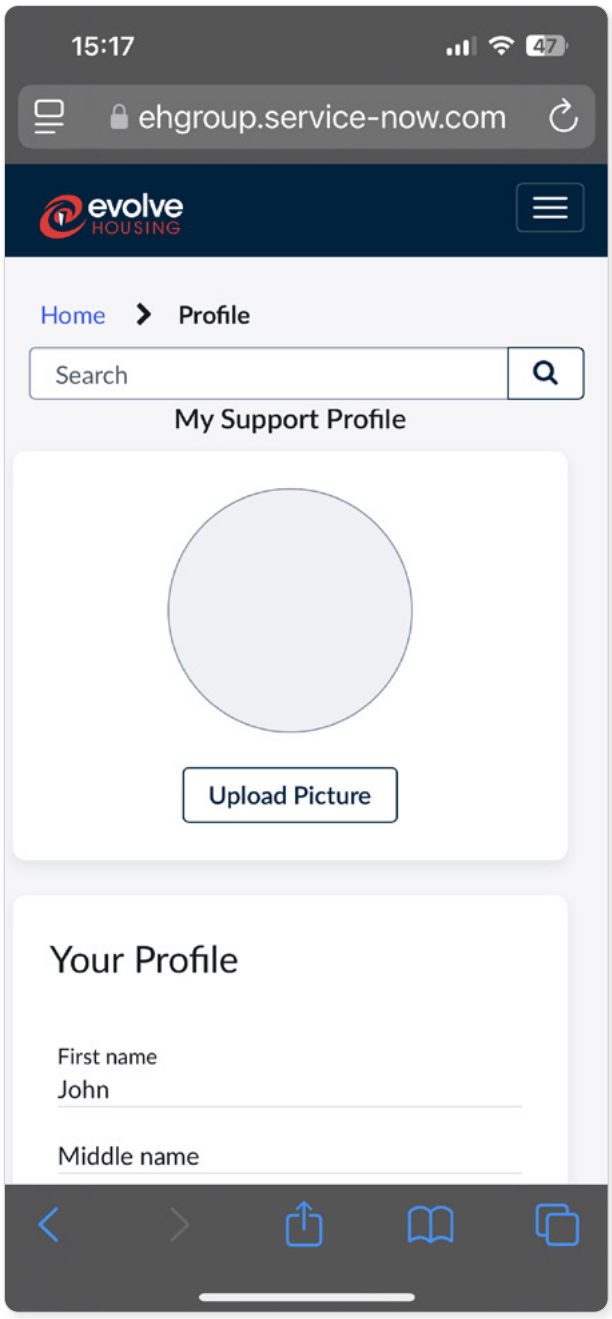


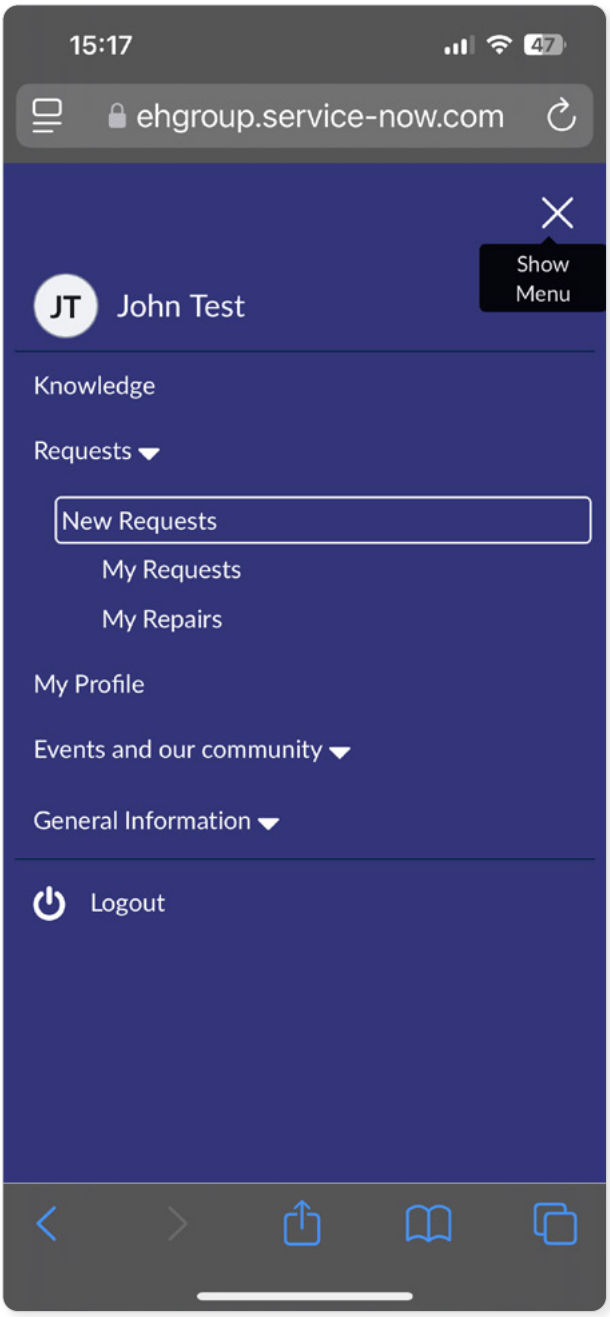
05 View 'My Profile'

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.





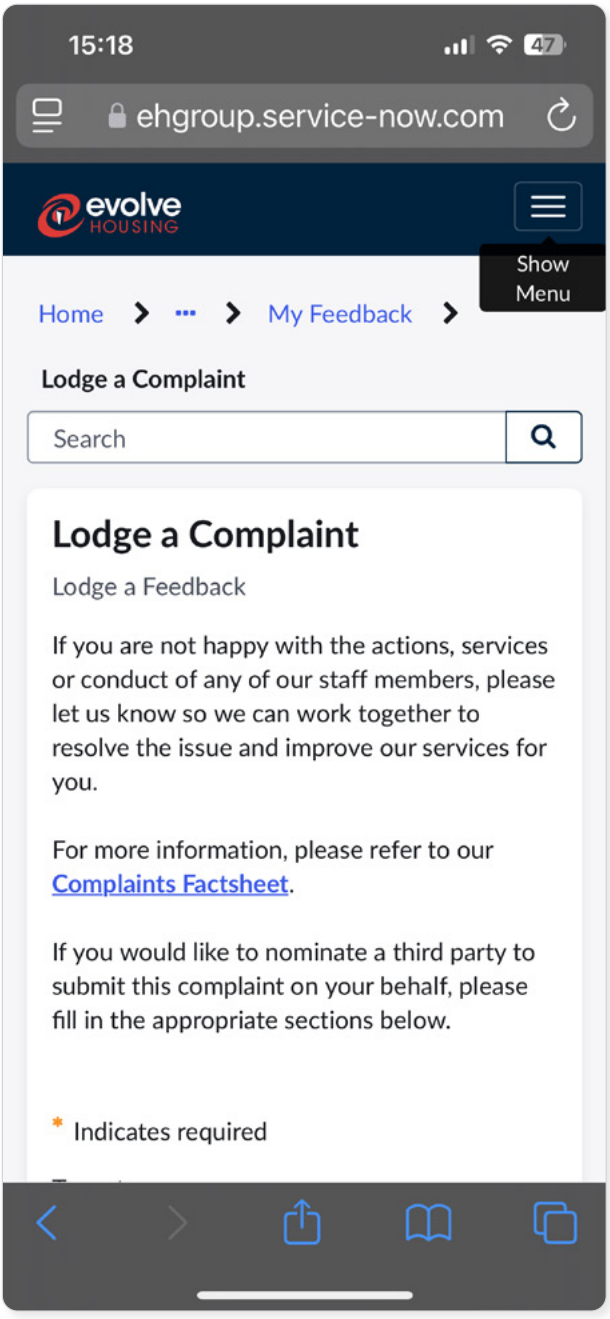


Step 1

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.



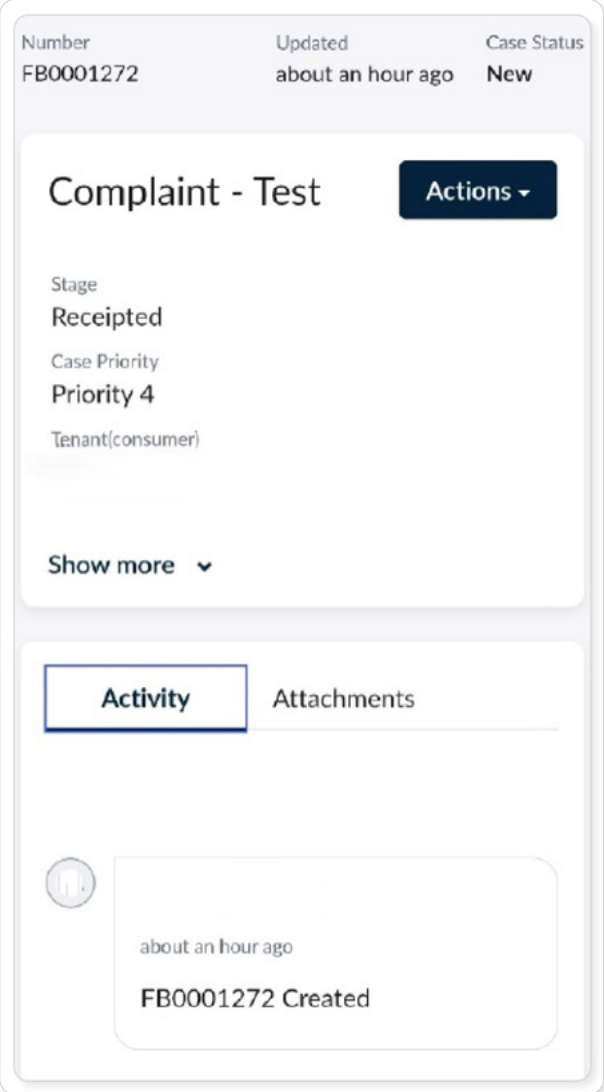
Step 2

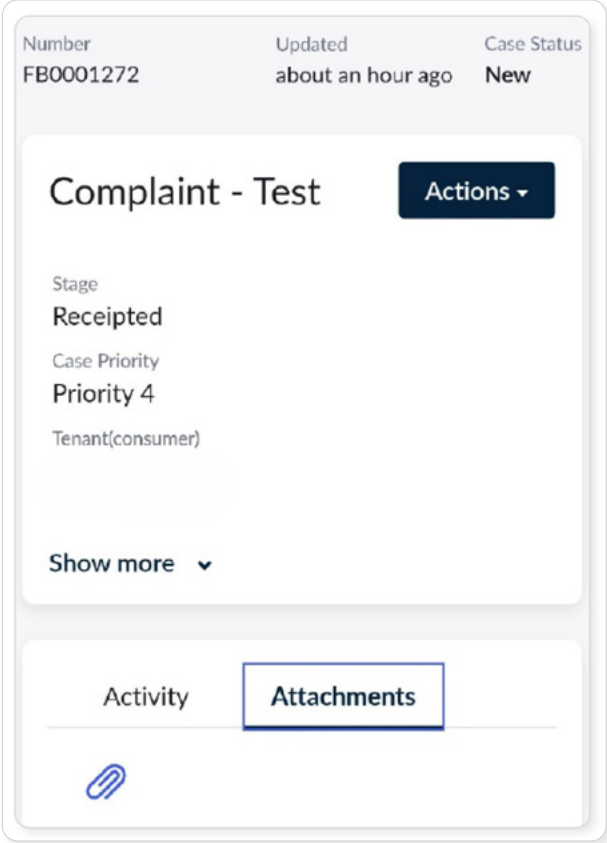
Follow the form questions and provide the relevant details to raise a request and then click on submit.

Mandatory fields are marked with a red asterisk (*)

Step 3

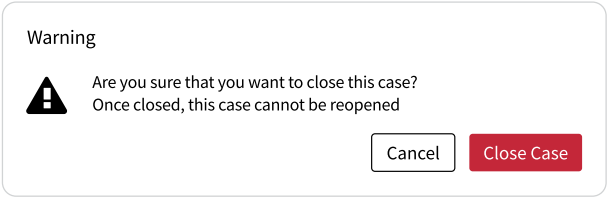
Once you submit a request you will be taken to the ticket tracking page, where you can see updates regarding your request and add attachments for the support team to see by going to **'Attachments'** section as shown in the screenshot below.

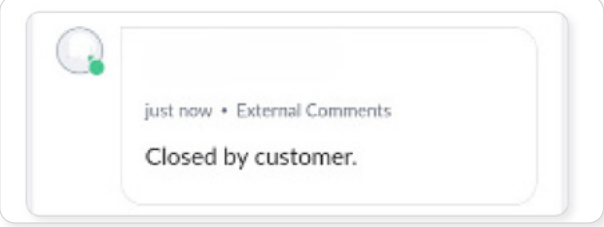




If you wish to close the complaint, because you no longer want to lodge one or the complaint was resolved, please click on **'Actions'** and click on **'Close Case'**

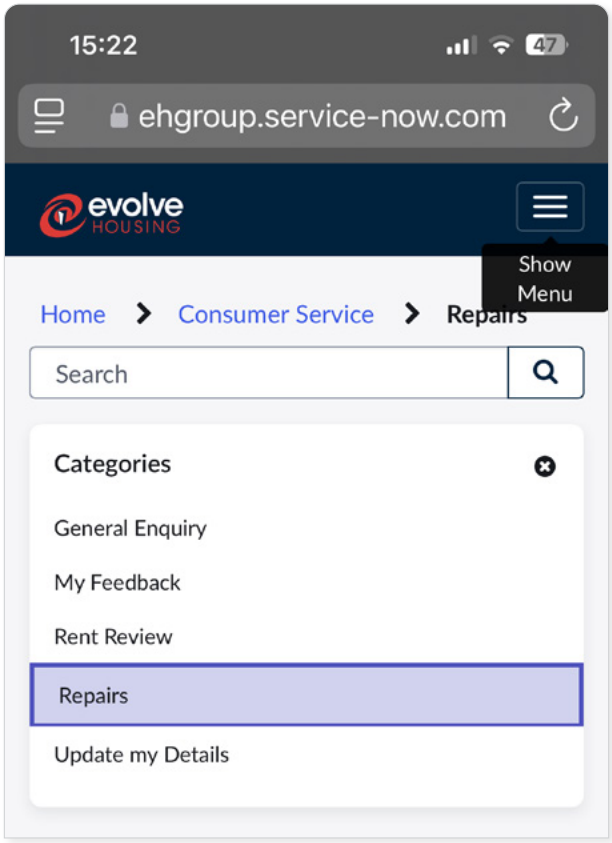
You will get the below pop-up for confirmation. Click on **'Close Case'**





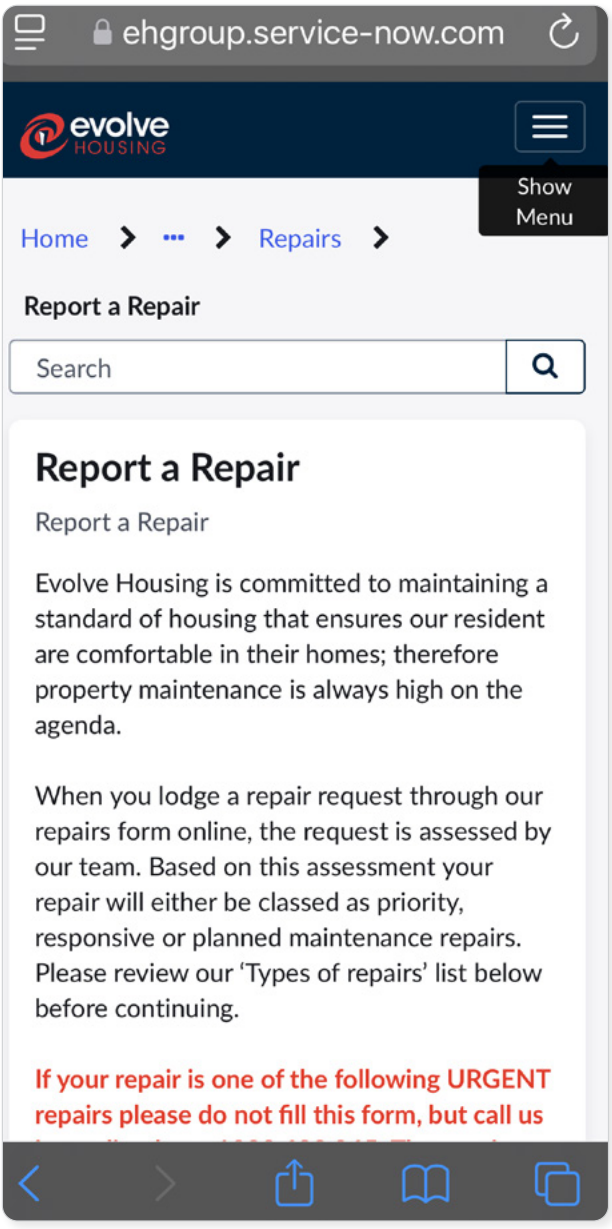
There will be a pop-up message at the top confirming that the case has been closed. You will also be able to see it under 'Activity'.

06 Report a repair



Step 1

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

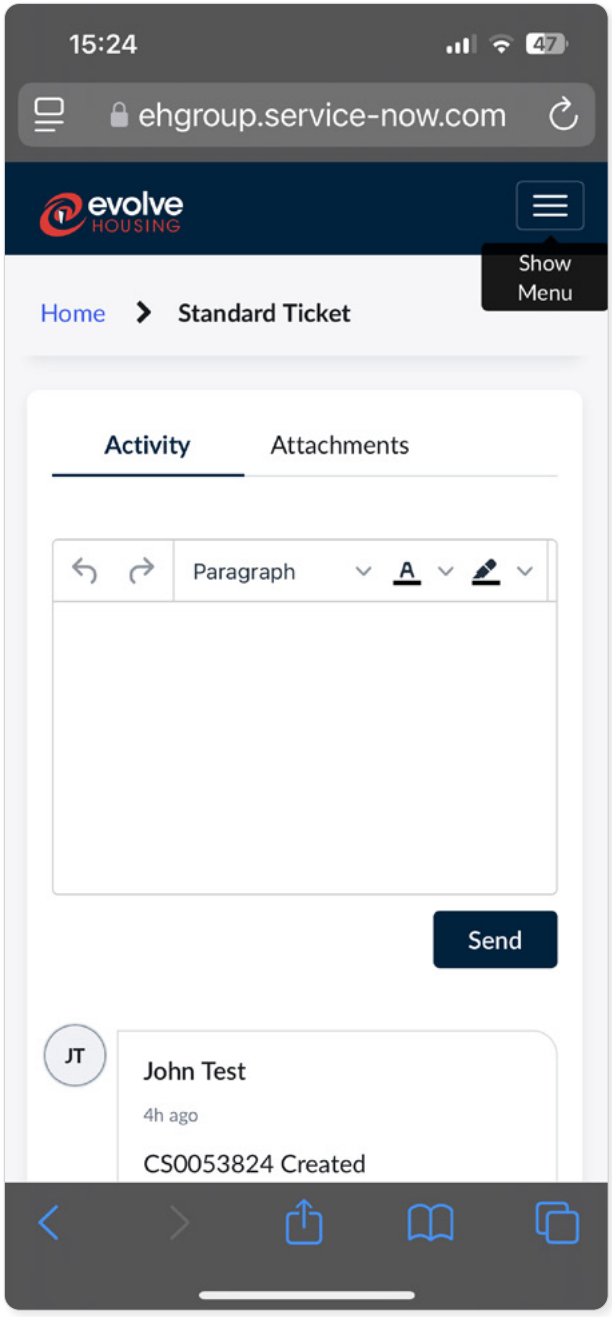


Step 2

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'**.

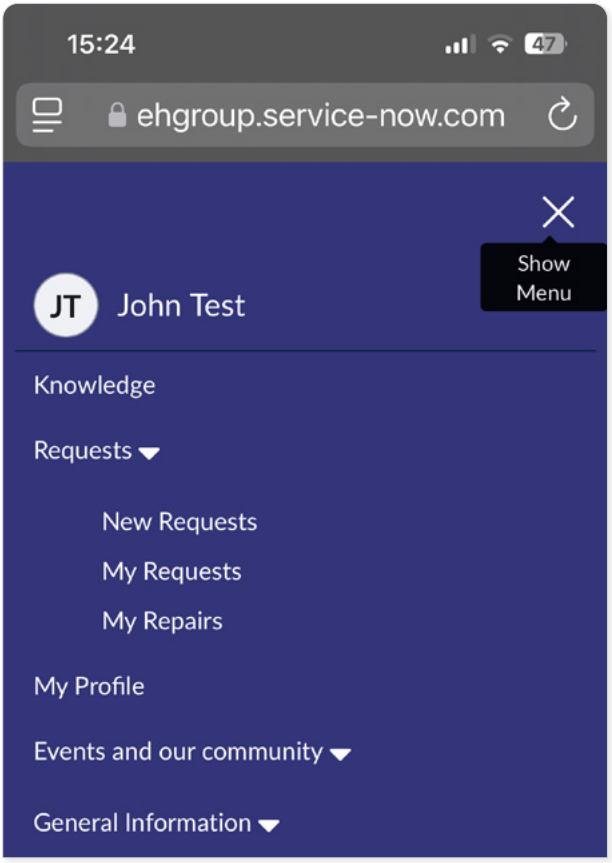


07 View our requests where there is action required by you

Step 1
To view any items that require action by you, click on the **'My Request'** option from the drop-down menu under **'Requests'**.

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.



08 How to add an attachment to a request

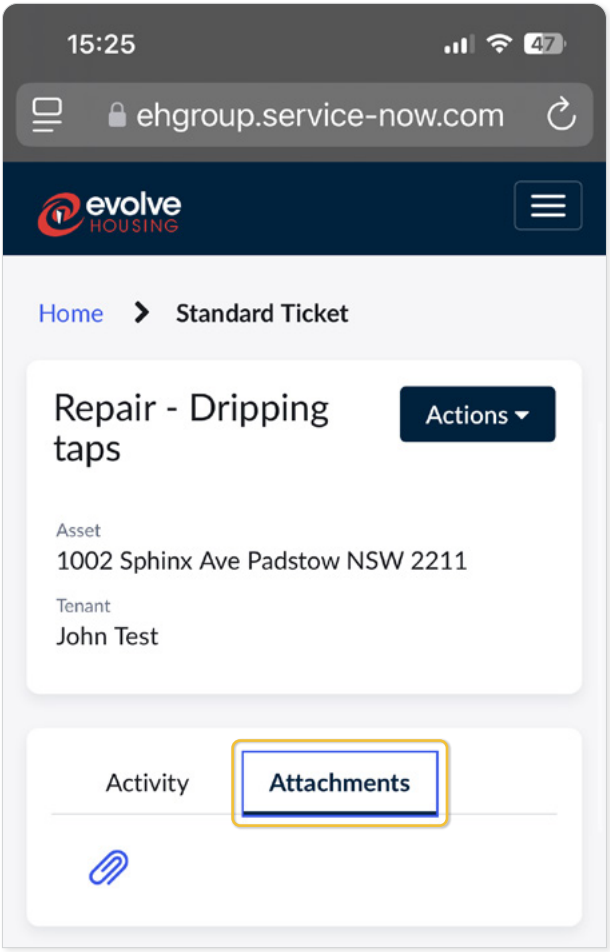
When submitting a request, you will see the attachments logo (which looks like this).

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.

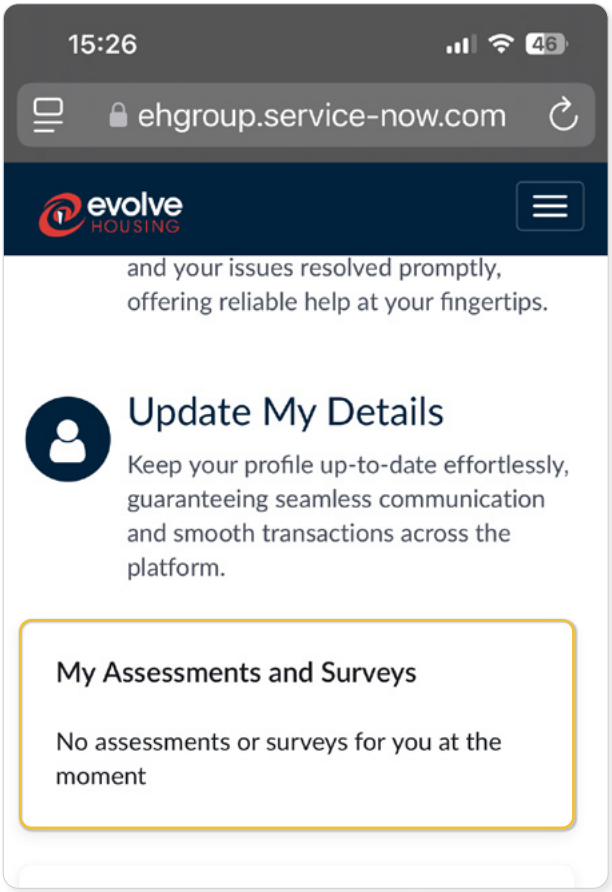


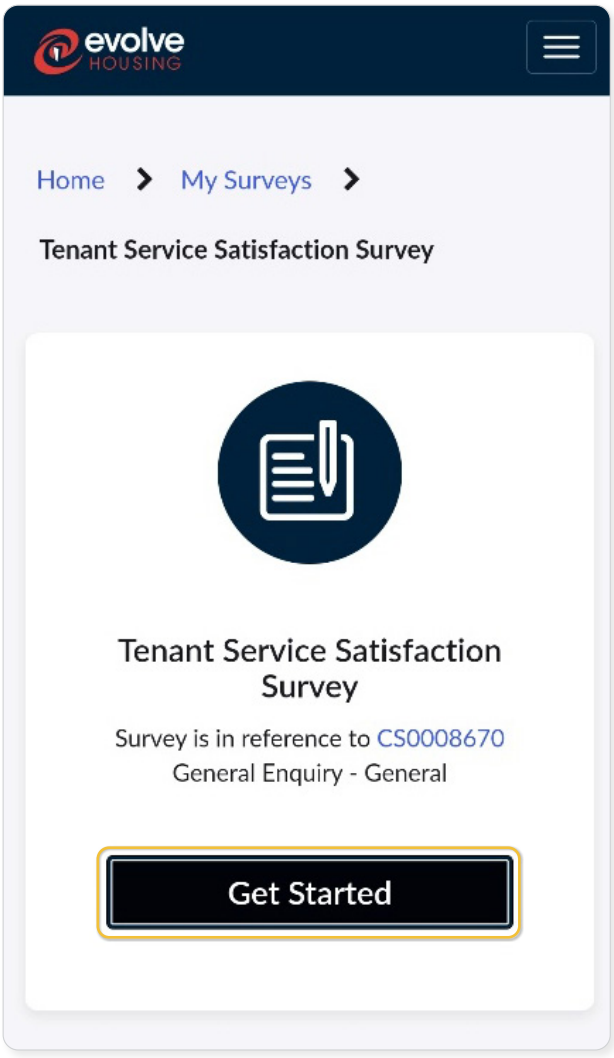
09 Complete a survey

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

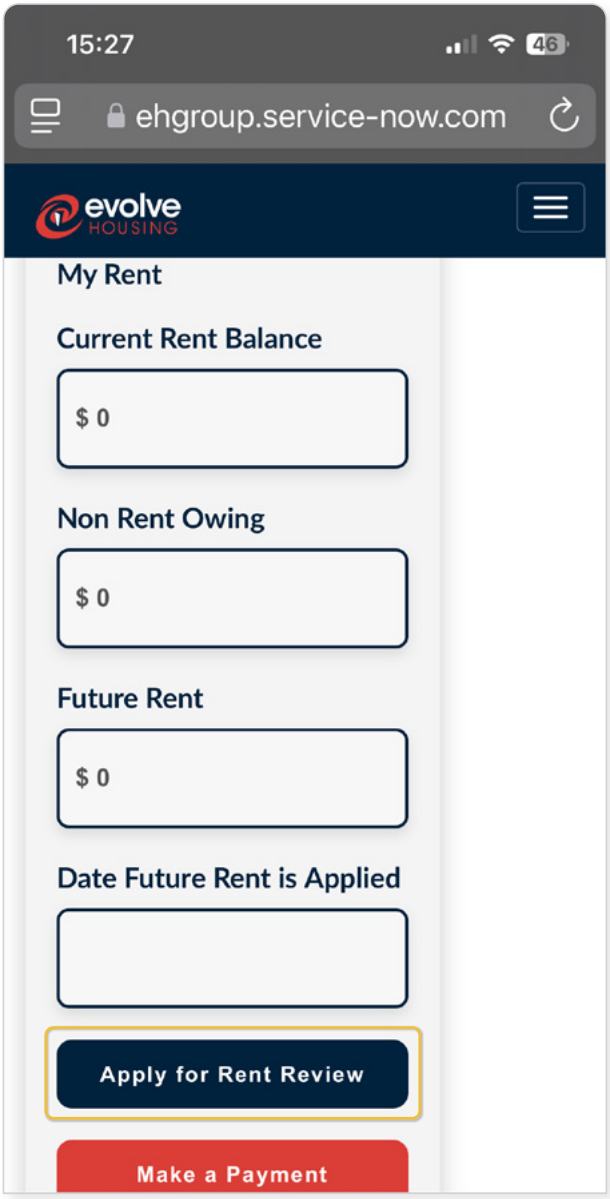




Step 2

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

10 Apply for rent review



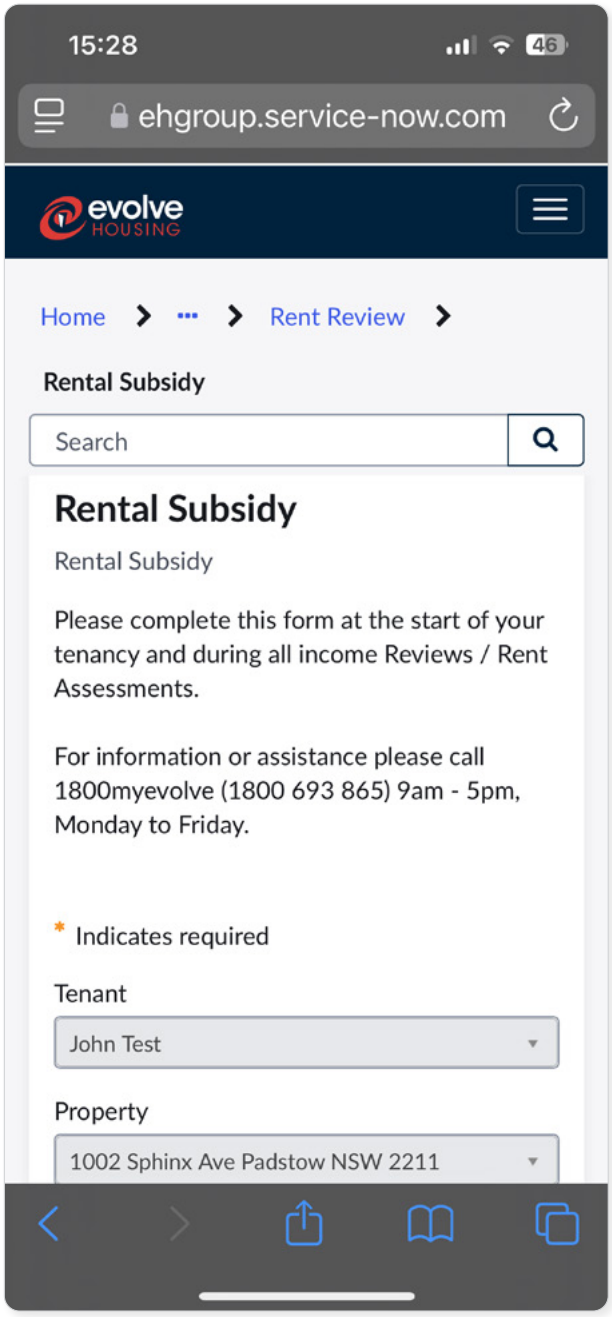
Step 1

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

Click on the **'Apply for Rent Review'** button.

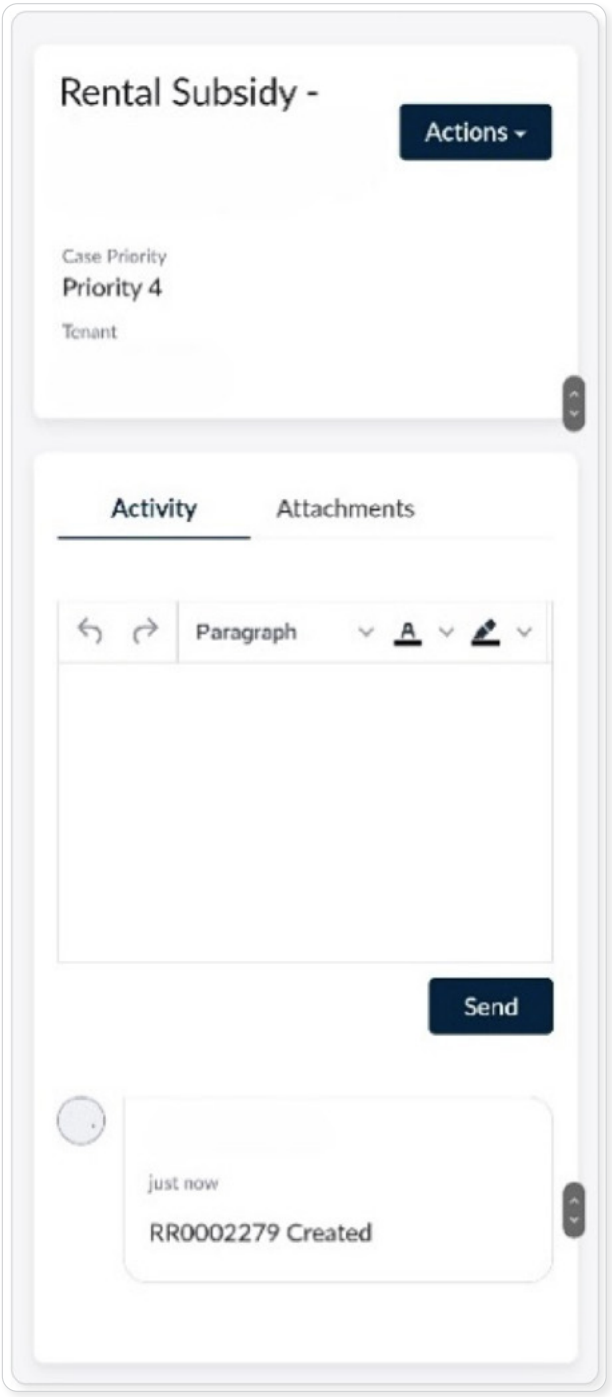
Step 2

Fill out the required information and attach your supporting documents and click the **'Submit'** button at the end of the page.



Step 3

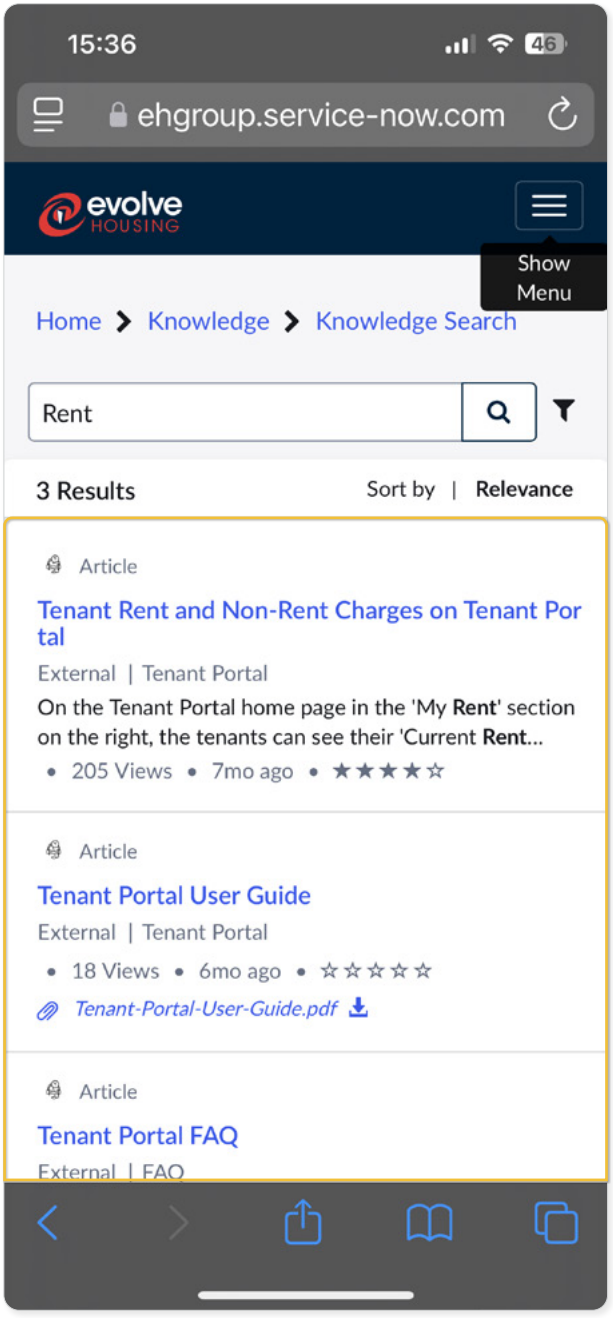
A Rental Subsidy ticket is created, where you can track updates, add further details, attachments etc.

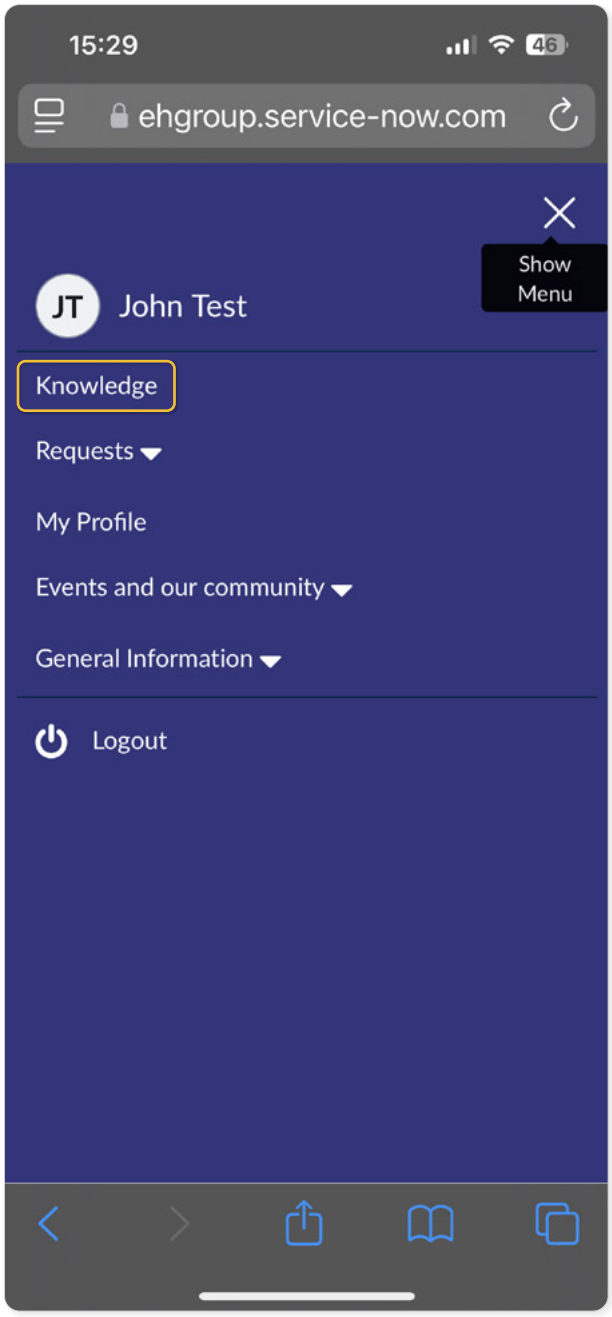


11 View knowledge articles

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.

Notes

Notes

Contact us today

Community Engagement team
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Thriving communities for all people