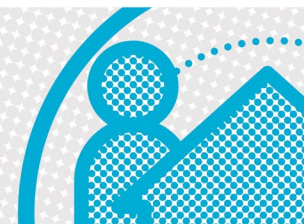


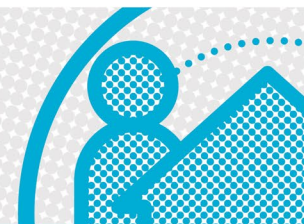
# MEMBER PORTAL: TROUBLESHOOTING



## GETTING STARTED

|  |   |
|--|---|
| <p><b>How do I login to the portal for the first time?</b></p>           | <p><b>NOTE:</b> <i>The member portal is for people in the CEHL Housing Program including applicants. Access is for the Primary Tenant in each household.</i></p> <ul style="list-style-type: none"> <li>• The Primary Tenant will receive an invitation sent to your email address to set up your CEHL portal password</li> <li>• Click on the link in the email, follow the prompts to create your own password</li> <li>• Your 'dashboard' or portal menu will appear, with your household details. Please check the details and make sure they are correct. You can use the menu items to update your details if they need changing. Watch the <a href="#">help videos</a> to know how to update and use the portal</li> </ul> |
| <p><b>I have not received an email invitation, what should I do?</b></p> | <ul style="list-style-type: none"> <li>• We may not have your current email address, please email <a href="mailto:portal@cehl.com.au">portal@cehl.com.au</a> with your Name, Address and your email address</li> </ul>  |
| <p><b>I've forgotten my password?</b></p>                                | <ul style="list-style-type: none"> <li>• Click on the <b>Login</b> symbol in the top right-hand corner of the website</li> <li>• Click on <b>Reset your password</b></li> </ul> <div data-bbox="1563 922 1989 1066" style="background-color: #00a0c0; color: white; padding: 5px; text-align: center;"> <p>Forgot your password?<br/><b>Reset your password →</b></p> </div>  |
| <p><b>I'm having trouble logging in?</b></p>                             | <ul style="list-style-type: none"> <li>• Click on the <b>Login</b> symbol on the top right-hand corner of the website</li> <li>• Click on <b>Try these helpful tips</b></li> <li>• If the tips aren't able to help to you, please complete the support request form</li> <li>• Ask your Co-op Champion for help</li> </ul> <div data-bbox="1563 1129 1989 1249" style="background-color: #00a0c0; color: white; padding: 5px; text-align: center;"> <p>Having trouble logging in?<br/><b>Try these helpful tips →</b></p> </div> <p style="text-align: right;">Continues . . .</p>  |

# MEMBER PORTAL: TROUBLESHOOTING



## MY DASHBOARD – MAIN MENU

|  |  |
|--|--|
| <b>My contact details on my dashboard are not correct...</b> | <ul style="list-style-type: none"><li>• Click on <b>Update My Details</b> to change your contact details such as your phone number, email address, title</li><li>• Use the <a href="#">Help videos</a> to get tips on how to update your information in the portal</li><li>• Ask your Co-op Champion for help</li><li>• Email <a href="mailto:portal@cehl.com.au">portal@cehl.com.au</a> or call CEHL if the matter is urgent 1800 353 669</li></ul> |
| <b>I can't change my name in the portal...</b>               | <ul style="list-style-type: none"><li>• If you have changed your name you must call or email CEHL with proof of identity. Legal documents such as your Tenancy Agreement and need to be changed on our database</li><li>• Contact your Co-op Development Co-ordinator or Tenancy Co-ordinator to make the change</li></ul>   |
| <b>My household information is not correct...</b>            | <ul style="list-style-type: none"><li>• Click on <b>Update My Household Information</b> to review or edit any information in your portal</li><li>• Use the <a href="#">Help videos</a> to get tips on how to update your information in the portal</li><li>• Ask your Co-op Champion for help</li><li>• Email <a href="mailto:portal@cehl.com.au">portal@cehl.com.au</a> or call CEHL if the matter is urgent 1800 353 669</li></ul>                 |
| <b>My co-op address is not correct...</b>                    | <ul style="list-style-type: none"><li>• Email <a href="mailto:portal@cehl.com.au">portal@cehl.com.au</a> attach a screenshot of your dashboard along with details of what the correct address should be</li><li>• If you need help on how to take a screenshot, search on your internet browser 'how to take a screenshot' and select the instructions for your type of computer, laptop or tablet</li></ul>   |

continues . . .

# MEMBER PORTAL: TROUBLESHOOTING



## UPDATING MY DETAILS

### How do I view my household details?

Watch the relevant [help videos](#)

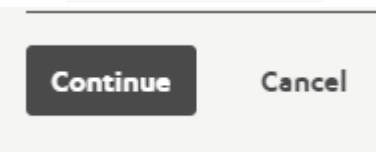
- Once you are logged in to the portal click on **Update My Household Details** to view your household information, including income
- Click on the **Expand + button** to view your details



### How do I change my household details?

Watch the relevant [help videos](#)

- Once you are logged in to the portal, click on **Update My Household Details** to view or edit your household information, including income
- Click on the **Expand +** button to view your details
- Click on the **Edit Details** button to change the information listed
- Type in the box to change the details, when complete, scroll to the bottom of the page and click **Continue** to finish submitting your update or **Cancel** if you want to discard the changes
- This will take you back the **My Household Information** page, scroll to the bottom of the page to the **Declaration**

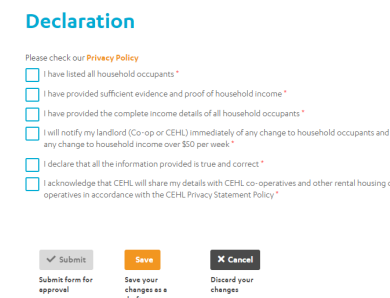


#### To Submit

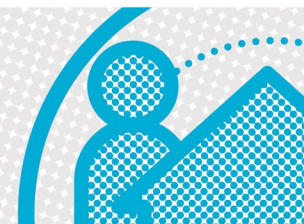
- Tick all the boxes in the **Declaration**, this is like signing the document
- The **Submit** button will then turn orange, click on the button and your changes will be sent to a Finance Officer to review

#### Pending Approval

- When a change is submitted to the My Household Information page, the page will be locked and new changes can be made until they have been reviewed. A note **Pending Approval** will appear on your dashboard/main menu
- If the Finance Officer requires more information, they will send a notification to your portal and a note will appear under the Update My Household Details **More information required**
- Click into the **My Household Details** form and a message will appear with details about what further information is required



# MEMBER PORTAL: TROUBLESHOOTING



## UPDATING MY DETAILS continued ...

**How do I change my household income details?**

Watch the relevant [help videos](#)

- Once you are logged in to the portal, click on **Update My Household Details** to change your income details
- Click on the **Expand +** button to view your income details
- Click on the **Edit Details** button to change the income information listed
- All types of income will be listed separately eg: *Age benefit, Rental assistance, Interest*, use the drop down boxes to select the **Benefit type** and **Frequency**
- Type directly in the **Gross Amount** box
- Click on **Upload Evidence** to select a file from your computer that shows details of your income, such as a statement from Centrelink, pay summary, bank statement etc
- If you don't have the 'evidence' of you income in a document on your computer, follow tips below

Expand +

Edit Details

Attach Evidence of your Benefit

Upload Evidence

What is evidence?

**I don't have a scanner, how do I upload documents or attach income evidence?**

- You can use a smart phone to login to the portal, go to [www.cehl.com.au](http://www.cehl.com.au) and click login, fill in your email and password
- Follow the process above on *How to edit your details* using your phone
- Click on **Upload Evidence** and a menu should pop up to allow you to take a photo or attach a document from your photo library
- Click the right option on your phone
- When you have successfully attached the document to the portal, the name will appear under the **Upload Evidence** button, if not, try again

### Take a photo of a document with your smart phone

- Then send the photo to your email address and save it to your computer desktop
- As each computer is unique, use a search engine and search "*how to upload a document to your computer*" and enter your type of computer for step by step advice.
- Or ask your Co-op Champion for help, or call CEHL 1800 353 669

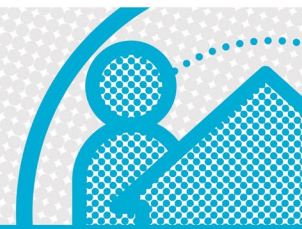
**I need more help ...?**

Attach Evidence of your Benefit

Upload Evidence

What is evidence?

# MEMBER PORTAL: TROUBLESHOOTING



## USING HAVE YOUR SAY

**How can I add my comments to a Have your say discussion or survey?**

- You need to login in to the portal to view or make a contribution to the discussion topics or surveys in Have your say

### Have a questions that's not listed?

Email [portal@cehl.com.au](mailto:portal@cehl.com.au)

Ask you Co-op Champion or

Call CEHL on 1800 353 669