



**Homes and
Community Renewal**



MyHousing Resident Portal Registration and User Guide for Housing Participants

Section 8 Housing Choice Voucher Program



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Introduction

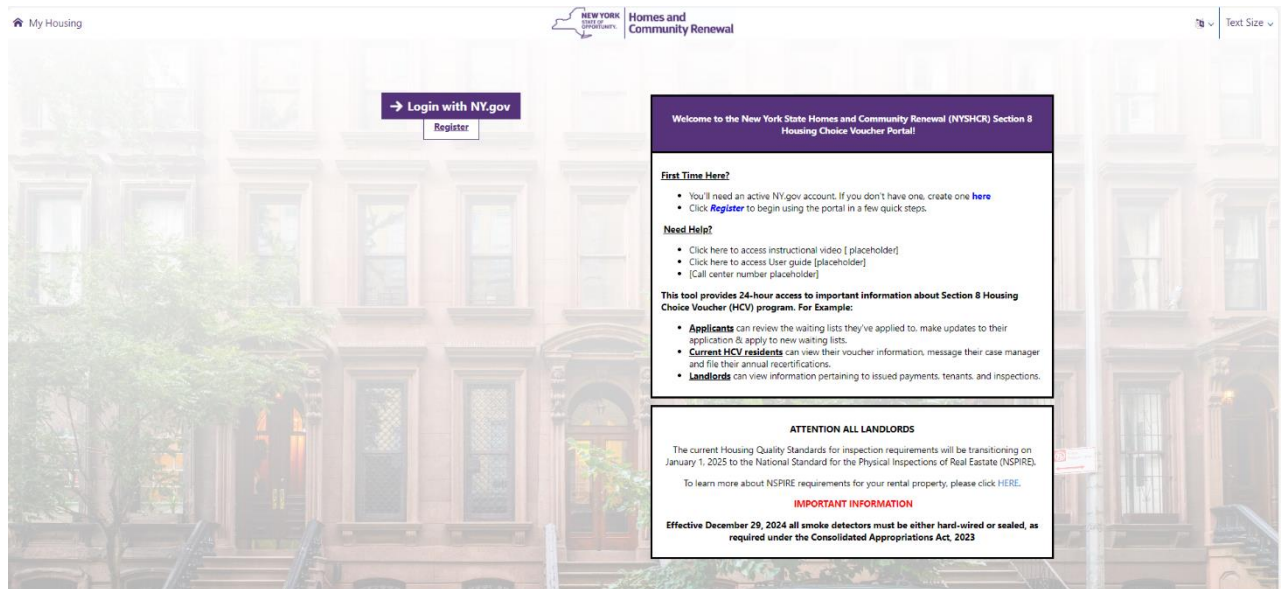
As a part of the MyHousing Suite, Resident Portal is a secure, web-based platform designed to optimize communication, collaboration, and efficiency between Residents and the Housing Authority.

The Resident Portal provides Housing Participants with 365 direct access to their Housing information. Please note that only active NY HTFC housing participants are eligible for access.

With Resident Portal, participants can:

- Complete their Annual Recertification
- Report Unforeseen Changes
- Update phone numbers, email addresses
- Contact a Caseworker
- Upload supporting documentation

This guide offers step-by-step instructions to help housing participants register for an ny.gov ID and access the functions of Resident Portal. Before you begin, ensure you have an active email address and access to a computer or mobile device.

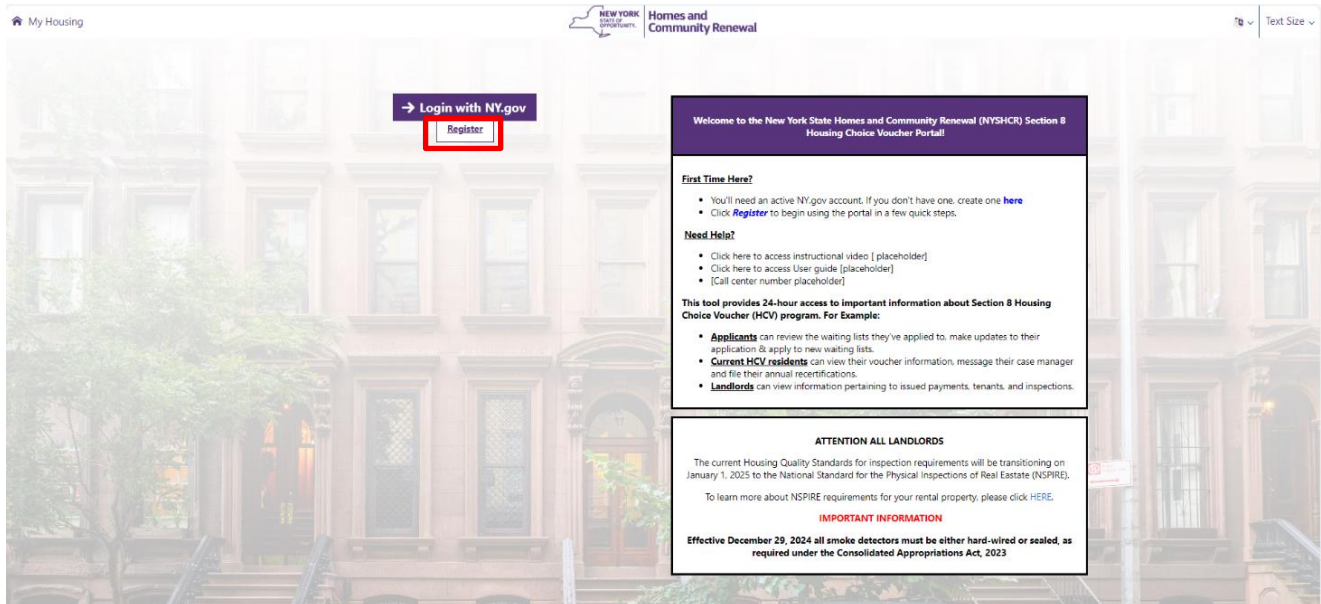




Create an Ny.gov ID

****All users must have an active NY.gov personal ID to use the Portal. If you already have an Active Personal NY.gov ID, continue to Step 6; if not, please start at Step 1. ****

1. Go to <https://section8.hcr.ny.gov/Account/Login>
2. Click **Register**



3. A message window will appear prompting you to create a NY.Gov account. Create one by navigating to [the Ny.gov ID site](#).

Attention

Before continuing you need to have an **active NY.gov account**, if you don't have one already please create one clicking [here](#)

If you already have an **active NY.gov account**, then click Continue.

Continue



Please select one of the following three account types:



PERSONAL

I want to access services for my personal use. My identity must be verified.



GOVERNMENT EMPLOYEE

Information for New York State or local government employees.

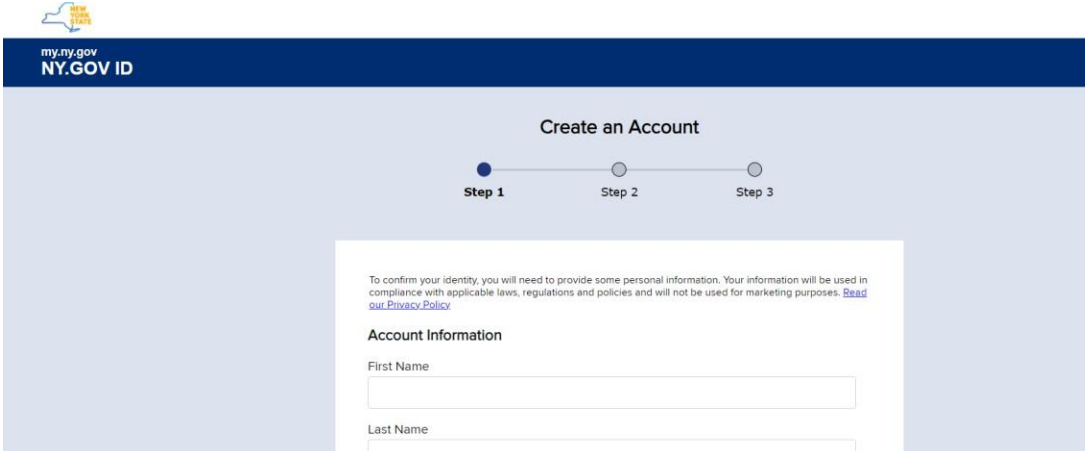


BUSINESS

I want to access services in a business capacity. My personal, business or organization's identity must be verified.

Select **Personal** to register for a personal NY.gov ID account. *If you are a case manager or other staff, please select Business and refer to the Staff Portal Registration Guide. If you are a landlord, please select Business and refer to the Landlord Portal Registration Guide.*

4. Online Registration consists of three steps. Use the **'Next'** and **'Continue'** buttons at the bottom of each page to move through the steps.
 - a) Enter basic user information (along with a valid email address) and select a User ID. (Your user ID should be same as your email)
 - b) Confirm basic user information is correct.
 - c) Select **Continue** to finish the registration.



my.ny.gov
NY.GOV ID

Create an Account

● Step 1
○ Step 2
○ Step 3

To confirm your identity, you will need to provide some personal information. Your information will be used in compliance with applicable laws, regulations and policies and will not be used for marketing purposes. [Read our Privacy Policy](#)

Account Information

First Name

Last Name



5. An email will be sent to you to finish the account activation. Please check your email and click on the link to activate your account. Check your Spam/Junk folders if you do not see the email in your Inbox.
 - a. When you click the link in the email, a webpage will open for you to set secret questions and answers as an extra layer of security on your account.
 - b. Enter the secret questions and create a password to complete the activation process.



NY.gov ID Activation

Thank you for registering!

You are now ready to activate your NY.gov Id.

During this process, you will need to

- Set 3 valid secret questions and answers.
- Set a new password.

Secret Questions

* indicates required field

*Question 1
Select One

*Answer



Register in the MyHousing Portal

After you have successfully set up your Ny.gov ID, go to [Registration - My Housing \(ny.gov\)](#)

1. Select the **Resident Role**
2. Enter **First Name – Last Name – Date of Birth – Continue**
3. Enter your **Entity ID number** issued to you on the top right side from the Annual Certification letter you received in the mail and select **Continue** (if you do not have one, please contact the [local administrator](#)/agency where you applied)
4. Enter your NY.gov email address.
5. Select your **preferred language** and select continue to finish the registration process.
6. You will be directed to the NY.gov ID page to login with your NY.gov ID credentials.

Attention
Before continuing you need to have an **active NY.gov account**, if you don't have one already please create one clicking [here](#)

Let's set up your account

Setting up an online account with MyHousing is quick and easy, just enter a few details to get started, and help us find you in our system. To start, please select your Registration Type below.

APPLICANT You are on at least one waiting list for housing assistance.	RESIDENT You are receiving rental assistance and you need to report things to your caseworker.	LANDLORD You rent your unit to a resident receiving rental assistance. If you are a portability PHA, please register here.
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1 Account LookUp 2 Create Account

First Name

Last Name

Date Of Birth

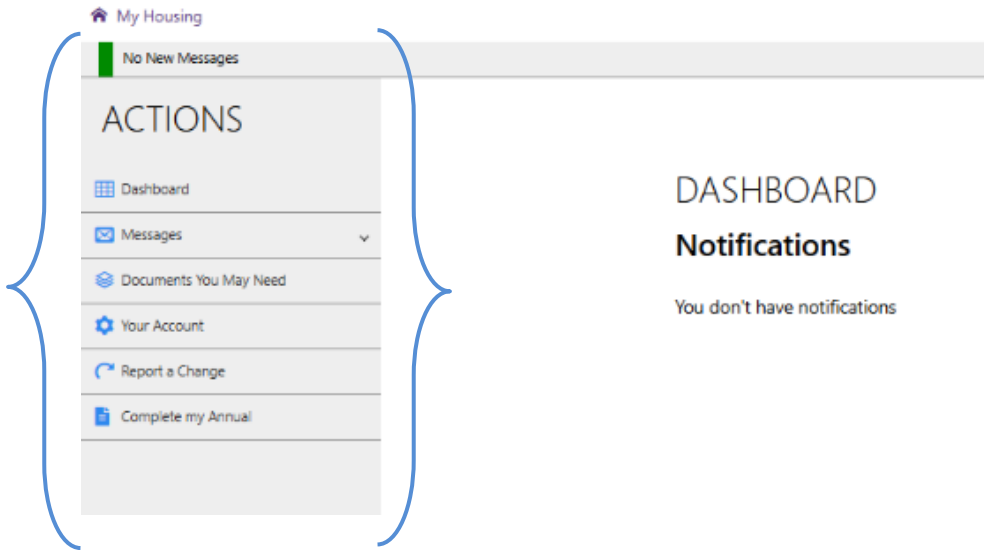
[Continue](#)

Need Help with Registering?

If you have difficulty creating an NY.GOV ID account or finishing registration in the MyHousing Portal, you may contact the HCR Section 8 Portal Call Center at 833-791-2748 which is open daily Monday through Friday 8:30 am - 4:30 pm.

Actions

The Actions Menu is on the left side of the page.



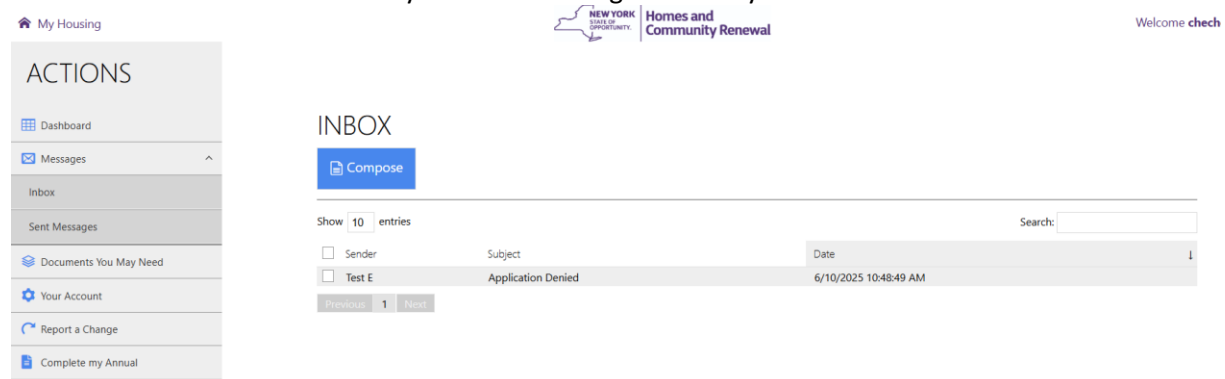
Notifications

The Notifications are in the center of your Dashboard. Notifications provide you with updates about your voucher, messages, and other important information. Be on the lookout for these as they will guide you through your application process. To clean up your notifications, delete them by clicking the X button.

Messages

The Messages menu item is under ACTIONS. A number next to messages means that there is at least one unread message in your inbox.

1. Inbox under ACTIONS allows you to see messages sent to you.





2. Sent Messages under ACTIONS allows you to see messages that you sent.

3. You can create and send a message to your caseworker from the Inbox by clicking **Compose**. Select your caseworker's name from the recipient box. Enter a message subject and message text, then click **Send**.



Documents You May Need

The Documents You May Need menu item is under ACTIONS. Here you can obtain forms and documents that you may need to upload during the recertification or update process. Review the list of documents available, and then click the “PDF Download” button beside the form you need.

The screenshot shows the user interface for 'Documents You May Need'. On the left is a sidebar with 'ACTIONS' containing: Dashboard, Messages, Documents You May Need (selected), Your Account, Report a Change, and Complete my Annual. The main content area is titled 'Supporting Documents' and includes a link for 'General Documents'. Below this is a document titled 'Supplement To Application HUD 92006' with a 'PDF Download' button. A note below the document states: 'Optional Contact: By law, you may include a family member, friend, or organization’s name, address, phone number, and other relevant details in your housing application'.

Your Account

The Your Account menu item is under ACTIONS. Here you can change the email address associated with your account. Note: Before changing your EMAIL address, make sure your ny.gov ID is also associated with your new email address.

You can also view key information about your housing, such as your rent breakdown, your FSS participant status, and your next re-exam date.

The screenshot shows the 'YOUR ACCOUNT' page. The sidebar is identical to the previous page, with 'Your Account' selected. The main content area shows: Username: chechemy; Update NY.gov user? (checkbox); Email: [input field]; My Information section with two tabs: 'UNIT INFORMATION' (selected) and 'HOUSEHOLD INFORMATION'. Below the tabs is a table with the following data:

UNIT INFORMATION	HOUSEHOLD INFORMATION
Unit Address	
Total Rent	\$1,310.00
Tenant Portion	\$329.00
UAP/Utility Reimbursement	\$120.00
HAP	\$861.00



Report a Change

How do I report a change to my Local Administrator office?

1. Log into the portal using your **Ny.gov** ID credentials
2. From your **dashboard** page select **Report a Change**
3. Select **“Get started”**, go through the wizard and update necessary information
4. Participants can make updates to the **Household members, Income, Assets, and Expenses** on screens 1 through 5.
5. Review the information submitted on the summary page on screen 6. If anything, else needs to be updated, click on it and you'll be redirected to that screen. Otherwise, once you click **'Next'** you'll be redirected to your confirmation page on screen 7.

My Housing

ACTIONS

- Back Home
- Write To Your Caseworker

1 Your Family 2 Your Income 3 Your Assets 4 Your Expenses 5 Additional Questions 6 Summary 7 I'm Done!

What We Know About Your Family

Below is what we know about your family. If you would like to add a new family member, please click on "Add Additional Family Member(s)". If you would like to remove a family member, please click on the red 'X' next to their name.

Otherwise, you may expand each family member to review their Income, Assets, and Expenses, or click Next to continue.

Glenn Doe
Role: Head of Household Birth Date: 10/26/1969

My Housing

ACTIONS

- Back Home
- Write To Your Caseworker

1 Your Family 2 Your Income 3 Your Assets 4 Your Expenses 5 Additional Questions 6 Summary 7 I'm Done!

Summary

Below is a summary of the changes you have made. If anything else needs to be updated, click on it and you'll be redirected to that step. Otherwise, once you click "Next" you'll be redirected to your confirmation page.

Family Info +

Glenn Doe (Head of Household)
Birth Date: 10/26/1969 Status: Complete! Race: White Disabled: No

Income Info +

TANE/ Public Assistance
For: Glenn Doe Amount: \$368.00 Status: Complete!

Asset Info +

Expenses Info +



Complete My Annual

How Do I complete My Annual Certification?

Participants can begin working on their Annual Certification as early as **120** days from the effective date.

1. To access the **Annual Certification**, log in to the portal using your **Ny.gov ID** credentials
2. From the **Actions menu**, select **Annual Certification** then **Get Started**
3. In the **Certification Wizard** participants will be provided with household information from their most recent **Annual Certification**.
 - i. **Your Family**: Review the previous information for your household. If anything else needs to be updated, click on it and you'll be redirected to that step. Otherwise, once you click '**Next**' you'll be redirected to your confirmation page.
 - ii. **Your Income**: Please review the income we have for your household and make any changes necessary. If you need to add new income, please click on "**+ Add Additional Income**" on the bottom of this screen. Otherwise, click **Next**.
 - iii. **Your Assets**: Please review the assets we have for your household and make any changes necessary. If you need to add new asset(s), please click on "**+ Add Additional Asset(s)**" on the bottom of this screen. Otherwise, click **Next**.
 - iv. **Your Expenses**: Please review the expenses we have for your household and make any changes necessary. If you need to add new expense(s), please click on "**+ Add Additional Expense**" on the bottom of this screen. Otherwise, click **Next**. The local housing office staff will review the following Expenses to determine participant's eligibility for a deduction: Child Care, Disability, and Medical Expenses. Submitting an expense does not guarantee that the participant qualifies for the deduction.
 - v. **Your Attachments**: The attachment page allows participants to submit supporting documentation to the PHA. Please review the listing of forms and/or documents that you are requested or required to provide. This includes certification pages that the Housing Authority or Local Administrator has provided which you must sign, and other situation-specific documents that you will submit for your caseworker to review such as paystubs or a birth certificate. You must provide an attachment for 'Required' forms/documents, whereas 'Requested' forms/documents are not mandatory.
 1. For standard documents provided by the Housing Authority or Local Administrator, you will see a hyperlink to "Download Form/ Document," This will allow you to download and save the form. From here, complete forms and sign electronically; or you can print it out to fill in and sign in ink and then take a picture. After completing it electronically or in ink, please upload the saved copy. To do so, click the folder icon, select the form that was just saved and click upload. This will add the completed form to your Support Documentation.



Homes and Community Renewal



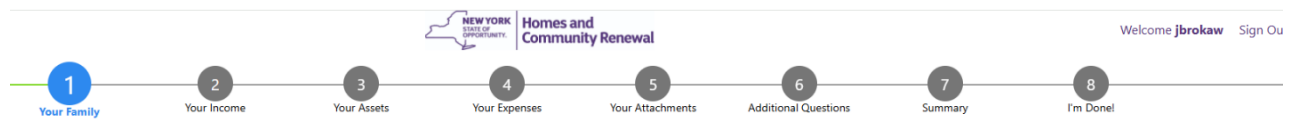
Empowering You to House Communities

- For documents such as pay stubs or a birth certificate, you will be able to upload a scanned image or a photo. Please be as thorough as possible and upload all documents relevant to your household's situation.
- Once you are finished, please click **Next**.

Supported file types: jpg, gif, bmp, png, tif, pdf, docx, doc, txt, xlsx, xls

Maximum upload file size: 5MB

- Additional Questions:** Please respond to these additional questions.
- Summary:** Review the summary of the changes you have made. If anything else needs to be updated, click on it and you'll be redirected to that step. Otherwise, All adults members must sign the certification statement. Once all adult members have signed, click '**Next**' to be redirected to your confirmation page.
- I'm Done!:** After you have successfully submitted your certification for your Caseworker to review, you are able to Print or Save the changes made to the certification, using the "Print/Save" button on the page.



What We Know About Your Family

Below is what we know about your family. If you would like to add a new family member, please click on "Add Additional Family Member(s)". If you would like to remove a family member, please click on the red 'X' next to their name.

Otherwise, you may expand each family member to review their Income, Assets, and Expenses, or click Next to continue.

John Brokaw

Role: Head of Household

Birth Date: 01/13/1938

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+ Add Additional Family Member(s)

Next >



Homes and Community Renewal



Empowering You to House Communities

NEW YORK STATE OF OPPORTUNITY Homes and Community Renewal

Welcome Jbrokaw Sign Out



Tell Us About This Family Member

(Review to make sure information is correct.)

John ✓ Legal First Name

Middle Name Middle Name

Brokaw ✓ Legal Last Name

*****6339 Social Security Number

01/13/1938 ✓ Birth Date

Yes ✓ Family member is disabled. ⓘ

Identify as Male ✓ The gender your family member associates with. ⓘ

Eligible Citizen ✓ Citizenship

White ✓ The race(s) your family member associates with (hold the ctrl button and click to select all that apply).

Black/African American

American Indian/Alaska Native

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Next >

NEW YORK STATE OF OPPORTUNITY Homes and Community Renewal

Welcome Jbrokaw Sign Out



Tell Us About Your Household's Income

Please review the income we have for your household, and make any changes necessary. If you need to add new income, please click on "+ Add Additional Income" on the bottom of this screen. Otherwise, click Next.

1

✗ Remove This Income

John Brokaw ✓ Whose income is it?

Wages ✓ Type of Income?

Job ✓ Description

Publix ✓ Who do you receive it from?

\$ 125.00 ✓ How much do you receive?

Weekly ✓ How often do you receive it?

Employer Address Employer Address

City City

Zip Zip

+ Add An Additional Income

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Next >



Homes and Community Renewal



Empowering You to House Communities

NEW YORK STATE OF COMMUNITIES Homes and Community Renewal

Welcome jbrokaw Sign Out



Tell Us About Your Household's Assets

Please review the assets we have for your household, and make any changes necessary. If you need to add new asset(s), please click on "+ Add Additional Asset(s)" on the bottom of this screen. Otherwise, click Next.

1

Remove This Asset

John Brokaw ✓ Whose asset is it?

Other Asset ✓ Type of Asset?

AMERIPRISE ✓ Description/Source ⓘ

\$ 0.00 ✓ Annual Income

\$ 19,000.00 ✓ Balance/Value

Number for Asset Account Account Number

+ Add additional Asset(s)

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Next >

NEW YORK STATE OF COMMUNITIES Homes and Community Renewal

Welcome jbrokaw Sign Out



Tell Us About Your Household's Expenses

Please review the expenses we have for your household, and make any changes necessary. If you need to add new expense(s), please click on "+ Add Additional Expense(s)" on the bottom of this screen. Otherwise, click Next.

1

Remove This Expense

John Brokaw ✓ Whose expense is it?

Medical ✓ Type of Expense?

MEDICARE ✓ Who do you pay?

\$ 225.00 ✓ How much do you pay?

Monthly ✓ How often do you pay for this expense?

MEDICARE ✓ Name

Address

+ Add additional Expense(s)

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Next >



Homes and Community Renewal



Empowering You to House Communities

NEW YORK STATE DEPARTMENT OF COMMUNITY PLANNING
Homes and Community Renewal

Welcome **JBrokaw** Sign Out



Provide Supporting Documentation

Please review the forms/documents the Housing Authority is requesting/requiring you to provide, including program forms the Housing Authority has provided. For those documents, you will see a hyperlink that will allow you to download and save the form. After completing it, please upload it.

You must provide 'Required' forms/documents, whereas 'Requested' forms/documents are not mandatory. Once you are finished, please click Next.

Supported file types: jpg, gif, bmp, png, tif, pdf, docx, doc, txt, xlsx, xls
Maximum upload file size: 5MB

1

<input type="text" value="Household Member"/>	What area in the certification do you want to link this attachment to... Required
<input type="text" value="Consent for Release of Information to NYSHC..."/>	Attachment Type
John Brokaw - Head of Household	What the attachment is for...
Download Form/Document	<input type="text" value=""/>
<input type="text" value=""/>	<input type="button" value="Upload"/>

[+ Add additional Attachment\(s\)](#)

[Need Help?](#)

[< Back](#)

[Next >](#)

NEW YORK STATE DEPARTMENT OF COMMUNITY PLANNING
Homes and Community Renewal

Welcome **JBrokaw** Sign Out



Please answer these questions

[Hide all the questions](#)

A. General

1

<input type="text" value="Yes"/>	<input checked="" type="checkbox"/>	Does any household member receive any form of housing subsidy (other than Section 8 HCV/P)?
----------------------------------	-------------------------------------	---

B. Additional Questions

1

<input type="text" value="Yes"/>	<input checked="" type="checkbox"/>	Has any household member used a different first or last name(s)?
<input type="text" value="Bob"/>	<input checked="" type="checkbox"/>	If Yes: Current Name(s):
<input type="text" value="Sanders"/>	<input checked="" type="checkbox"/>	Previous Name(s):

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Homes and Community Renewal



Empowering You to House Communities

Welcome **jbrokaw** Sign Out



Summary

Below is a summary of the changes you have made. If anything else needs to be updated, click on it and you'll be redirected to that step. Otherwise, once you click 'Next' you'll be redirected to your confirmation page.

Family Info +

John Brokaw (Head of Household)

Birth Date: 01/13/1938
Status: Complete!

Race: White

Disabled: Yes

Income Info +

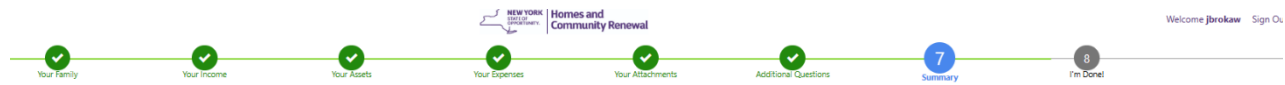
Wages

For: John Brokaw

Amount: \$125.00

Status: Complete!

Social Security



Expenses Info +

Medical

For: John Brokaw

Value: \$225.00

Status: Complete!

Medical

For: John Brokaw

Value: \$45.00

Status: Complete!

Attachments +

Consent for Release of Information to NYSHCR (PHA)

ConsentforReleaseofInformationtoNYSHCR(PHA)_TEST DOCUMENT.pdf

Family Obligations (PHA)

FamilyObligations(PHA)_TEST DOCUMENT.pdf

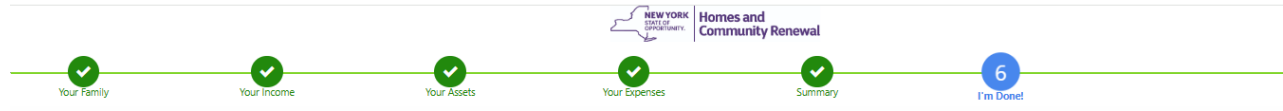
Citizenship Declaration (PHA)

CitizenshipDeclaration(PHA)_TEST DOCUMENT.pdf

Dartrinant Certification - Signature Date (PHA)

[Back](#)

[Next](#)



You're Done!

Your Information has been submitted to your caseworker for review.
 If you have any questions about your certification, you can message your caseworker by clicking on "Write To Your Caseworker" in the menu on the right.

To print or save a copy of the summary of your changes, click the Print/Save button below.

[Print/Save](#)

NYS Housing Trust Fund Corporation - Summary

Family Info

- John Brokaw (Head of Household)
 Birth Date: 01/13/1938
 Race: White
 Disabled: Yes
 Status: Complete!

Income Info

- Wages
 For: John Brokaw
 Amount: \$125.00
 Status: Complete!
- Social Security
 For: John Brokaw
 Amount: \$2,000.00
 Status: Complete!

Asset Info

- Other Asset
 For: John Brokaw
 Value: \$19,000.00
 Status: Complete!
- Life Insurance
 For: John Brokaw
 Value: \$7,000.00
 Status: Complete!