



**Homes and
Community Renewal**



MyHousing Resident Portal Frequently Asked Questions (FAQ)

This document will cover the most frequently asked questions regarding the Resident Portal. Please refer to the last page of this document for contact information if you have any questions not covered in this document.

1. WHAT IS RESIDENT PORTAL?

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 Local Administrator and/or the Housing Authority. The Resident Portal provides Housing Participants with 24/7 direct access to their housing information. Please note that only active NY HTFC housing participants will be able to access the Resident Portal.

The web address for login to the MyHousing Portal is:

<HTTPS://SECTION8.HCR.NY.GOV/ACCOUNT/LOGIN>

2. HOW DO I REGISTER/CREATE A NEW ACCOUNT?

You MUST FIRST register with the NY.gov online service and create an NY.gov ID. Once you have an NY.gov ID, you will be able to link your registration and access the Resident Portal. For your convenience, a step-by-step Resident Registration and User Guide, and an instructional video, are available on [HCR's Portals website](#).

3. WHO CAN REGISTER?

Only active NY HTFC HCV residents / participants can create a new account. To be an active resident, you must currently have been awarded a voucher by NYS HTFC under the Housing Choice Voucher Tenant-Based or Project-Based voucher programs.

We anticipate making the Resident Portal available to participants with an Emergency Housing Voucher (EHV) in the near future as well.

To use the Resident Portal, residents will need the following:

- A computer, laptop, smartphone, or any device with internet access. If you do not have access to a computer with internet access, you may use a computer located in a library, a case manager's or advocate's office, friend or family's computer, etc.
- A valid email address. If you do not have an email address you can set one up for free at: <http://mail.google.com/mail/signup>

If you already have an Applicant portal account, you do not need to register again. As soon as you become a Resident in an NYS HTFC voucher program, your access to the Resident Portal will automatically be added.

4. HOW IS RESIDENT PORTAL USEFUL TO ME?

While using Resident Portal, participants can:

- Complete their Annual Recertification
- Report changes to their household and/or income
- Update phone numbers, email addresses
- Contact a Caseworker
- Upload supporting documentation

5. WHAT DO I DO IF I CAN'T REMEMBER MY USERNAME/PASSWORD OR I WANT TO CHANGE MY PASSWORD?

Logging into the Resident Portal requires you to log into your NY.gov ID account. If you need to recover your username and/or password, you can do so at the [NY.gov ID site](#). You can also change your password.

6. I KNOW MY PASSWORD BUT STILL CAN'T LOG IN. WHAT CAN I DO?

You can find a list of frequently asked questions about NY.gov ID on the [NY.gov ID FAQ page](#). The NY.gov IT Help Desk can be reached by telephone at 844-891-1786.

7. HOW CAN I CHECK MY VOUCHER INFORMATION? CAN I SEE MY RENT BREAKDOWN AND MY NEXT RE-EXAMINATION DATE?

Yes, you can view key information related to your voucher amount using the Resident Portal. First, login to the portal. Then click on the "Your Account" link under the "Actions" menu on the left side of the screen. In the "My Information" section you will see key information about your housing voucher, such as your rent breakdown, your FSS participant status, and your next re-exam date.

Here, you can also update your email address if it has changed. Please be aware: if you need to update your email address, make sure you change your email address on your ny.gov ID account first, before you update it in the portal.

8. HOW DO I COMPLETE MY ANNUAL CERTIFICATION?

Participants can begin working on their Annual Certification as early as 120 days prior to the effective date. Typically, participants will receive a letter letting them know that it's time to recertify and providing instructions. Active, registered MyHousing portal users will receive

an email notifying that them that it's time to recertify.

First, login, then click on the "Complete My Annual" link under the 'Actions' menu on the left side of the screen. Selecting "Get Started" will open the wizard, where you will be able to view and modify your household members, income, assets, and expenses.

During this process you will also be prompted to attach files to submit to your housing authority. Be sure you have a cell phone or scanner to capture images of any paper documents you may have. All adult household members will also be asked to sign a certification page using an electronic signature on the screen. The system will save your progress so you can log out and then return later to finish working on your changes, if necessary.

Make sure to review before you submit your changes as you will be unable to make further changes until the Housing Authority review and approves your changes.

A step-by-step video of the recertification process is available on [HCR's Portals website](#).

9. HOW DO I REPORT A CHANGE IN MY INCOME OR HOUSEHOLD COMPOSITION?

First, login, then click on the "Report a Change" link under the 'Actions' menu on the left side of the screen. Selecting "Get Started" will open the wizard, where you will be able to view and modify your household members, income, assets, and expenses. During this process you will also be prompted to attach files to submit to your housing authority. You may also be asked to sign a certification page using an electronic signature. Make sure to review before you submit your changes as you will be unable to make further changes until the Housing Authority review and approves your changes.

10. IF I REPORT A CHANGE OR SUBMIT AN ANNUAL RECERTIFICATION ONLINE, SHOULD I ALSO SEND MY DOCUMENTS BY MAIL?

No. Using the portal is meant to save time and a trip to the post office, so you won't need to send your certification packet by mail if you are able to successfully submit all of your information online. However, in certain circumstances, after you submit your annual recertification, your caseworker may request additional information or documents. Be sure to follow any individualized instructions that you receive from your caseworker.

11. MY EMAIL ADDRESS HAS CHANGED. HOW SHOULD I UPDATE THIS IN MY RESIDENT PORTAL ACCOUNT?

Keeping your email address up-to-date is important so you can receive all Resident Portal

notifications. If you need to update your email address, please be sure you change your email address on your ny.gov ID account first. Then, you can navigate to the portal "Actions" menu on the left side of the screen, then click on the "Your Account" link. In the "My Information" section there will be an area to change your email address.

12. HOW DO I MESSAGE MY CASEWORKER?

First, login, then click on the "Messages" and "Inbox." On the next page, you will see any previously sent messages between you and your caseworker. To start a new message to your caseworker, select "Compose." As a resident, you will only be able to message the caseworker listed on your file.

13. I HAVE OTHER QUESTIONS. WHERE CAN I GO FOR SUPPORT?

For technical assistance with registering and using the portal, including step-by-step instructions, please contact our Call Center at 833-791-2748 open daily Monday through Friday 8:30 am - 4:30 pm.

An in-depth Registration and User Guide is posted on [HCR's Portals website](#). Instructional videos in English and Spanish are available there as well.

If you have a case-specific question, you may contact the Local Administrator or agency who administers your voucher. For a full list of our Local Administrators by county, please visit our website: <https://hcr.ny.gov/hcv#section-8-local-program-administrators>