



**Homes and  
Community Renewal**



# MyHousing Applicant Portal

## NY.gov User Registration Guide for Applicants

Section 8 Housing Choice Voucher Program



## INTRODUCTION

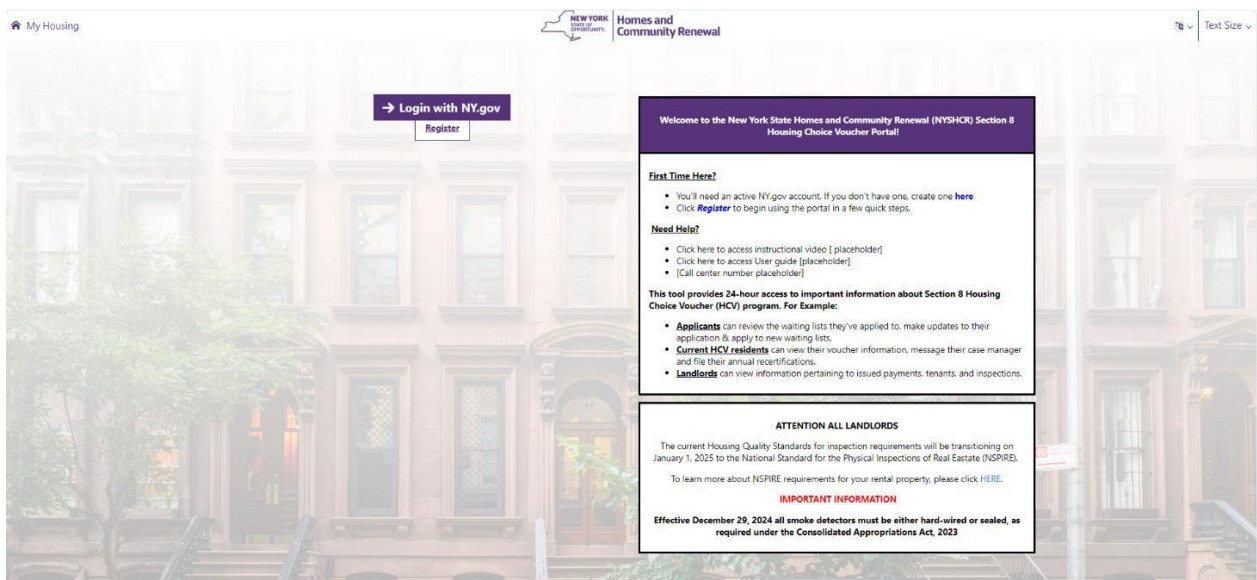
As a part of the MyHousing Suite, Applicant Portal is a secure, web-based platform designed to optimize communication, collaboration, and efficiency between Applicants and the Housing Authority.

The Applicant Portal provides applicants with direct access to their waiting list application, allowing them to view their status and update household or contact information. Please note that only active NY HTFC applicants are eligible for access. To be an active applicant, you must be on a current NY HTFC waiting list.

With Applicant Portal, Applicants can:

- View waiting list status
- Update phone numbers, email addresses, and mailing addresses.
- Add new household members.
- Apply to other NYSHCR waiting list(s) that are open!

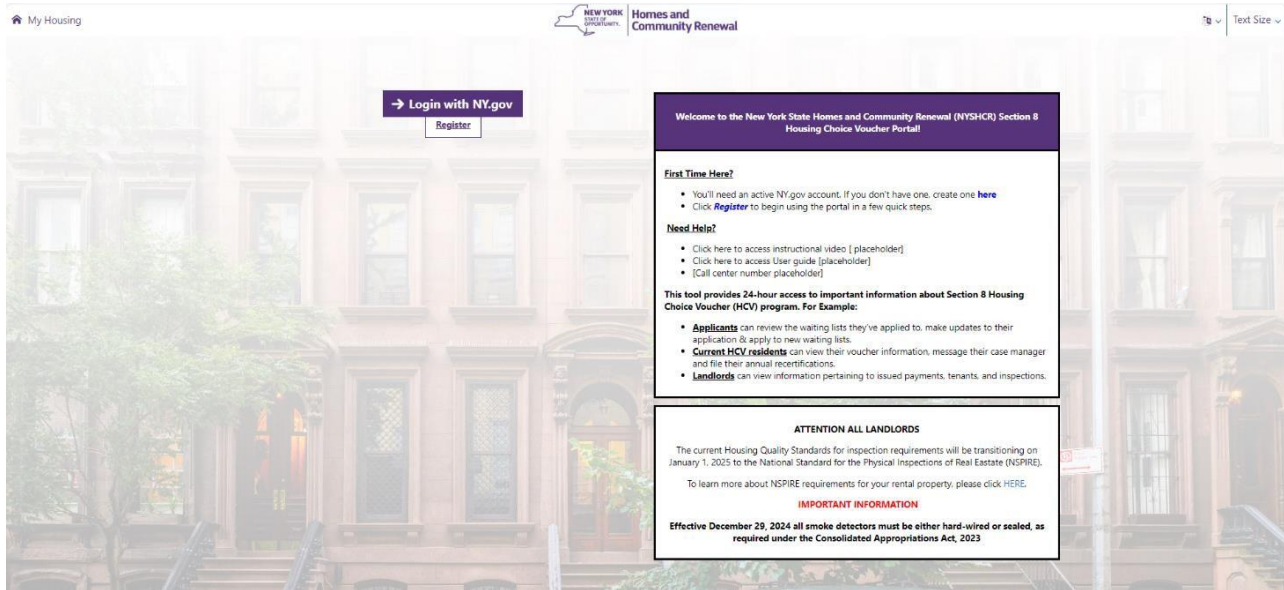
This guide offers step-by-step instructions to help applicants register for an ny.gov account and log into Applicant Portal. Before you begin, ensure you have an active email address and access to a computer or mobile device.





**\*\*All users must have an active NY.gov personal account to use the Portal. If you already have an Active Personal NY.gov account, 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 clicking [Here](#).

### 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 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.
  - i. Enter basic user information (along with a valid email address) and select a User ID. (Your user ID should be same as your email)
  - ii. Confirm basic user information is correct.
  - iii. 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.

The image shows a screenshot of an email and its activation page. The email, titled "Welcome to NY.gov ID, Apple Test", is from the NY.gov ID system. It contains a link to activate the account and a long URL. Below the email is a screenshot of the activation page, which is titled "NY.gov ID Activation". The page includes instructions for activation and a form for setting secret questions.

**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



6. After you have successfully set your password and security questions, go to [Registration - My Housing \(ny.gov\)](#)
  - i. Enter **First Name – Last Name – Date of Birth – Continue**
  - ii. Next you will be prompted to enter either an **Entity ID number** or a **confirmation number**.
    - If you originally applied by paper, you'll find your **Entity ID number** issued to you on the top right side from the registration letter you received in the mail.
    - If you originally applied online, you would have received a **confirmation number** after your application was submitted, and you may have elected to write it down, print it out, or have it emailed to you.
    - After entering your **Entity ID or Confirmation number** select **Continue**
    - If you do not have either of these, please contact the Housing Authority's local administrator/agency where you applied.
  - iii. Enter your NY.gov email address.
  - iv. Select your **preferred language** and select continue to finish the registration process.
  - v. You will be redirected to the NY.gov page to login with your NY.gov credentials.

The screenshot shows the 'My Housing' registration page. At the top, there is a navigation bar with the New York State logo and 'Homes and Community Renewal' text. Below this is a blue 'Attention' banner with the text: 'Before continuing you need to have an active NY.gov account, if you don't have one already please create one clicking here'. The main heading is 'Let's set up your account' with a subtext: '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.' There are two registration options: 'APPLICANT' (highlighted in blue) with the text 'You are active on at least one waiting list.' and 'LANDLORD' with the text 'You rent/lease to HCV Tenants (section 8 tenants). (Please use this option to register as an Other PHA)'. Below the options is a 'Registration' section.

For technical assistance with registering, please contact our Call Center at **833-791-2748** open daily Monday through Friday 8:30 am - 4:30 pm.

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