



**Homes and
Community Renewal**



MyHousing Applicant Portal Applicant Guide

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
- Add, remove, and update household income
- Apply to waiting list(s) that are open
- Message your housing authority

Welcome! This guide will help you get an overview on how to use your new account in My Housing.

Learn about:

[How to Login](#)

[ACTIONS \(Including Update Your Application & Review and Apply to Waiting List\(s\)\)](#)

[Notifications](#)

[Messages](#)

[Documents You May Need](#)

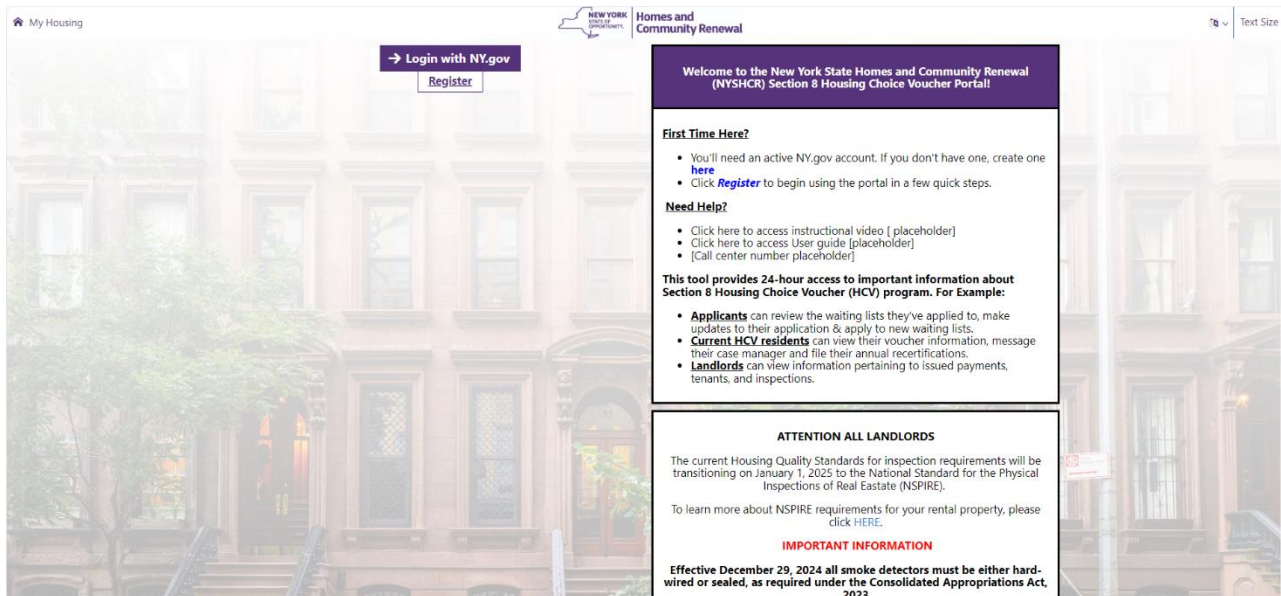
[Your Account \(Change Password or Change Language\)](#)



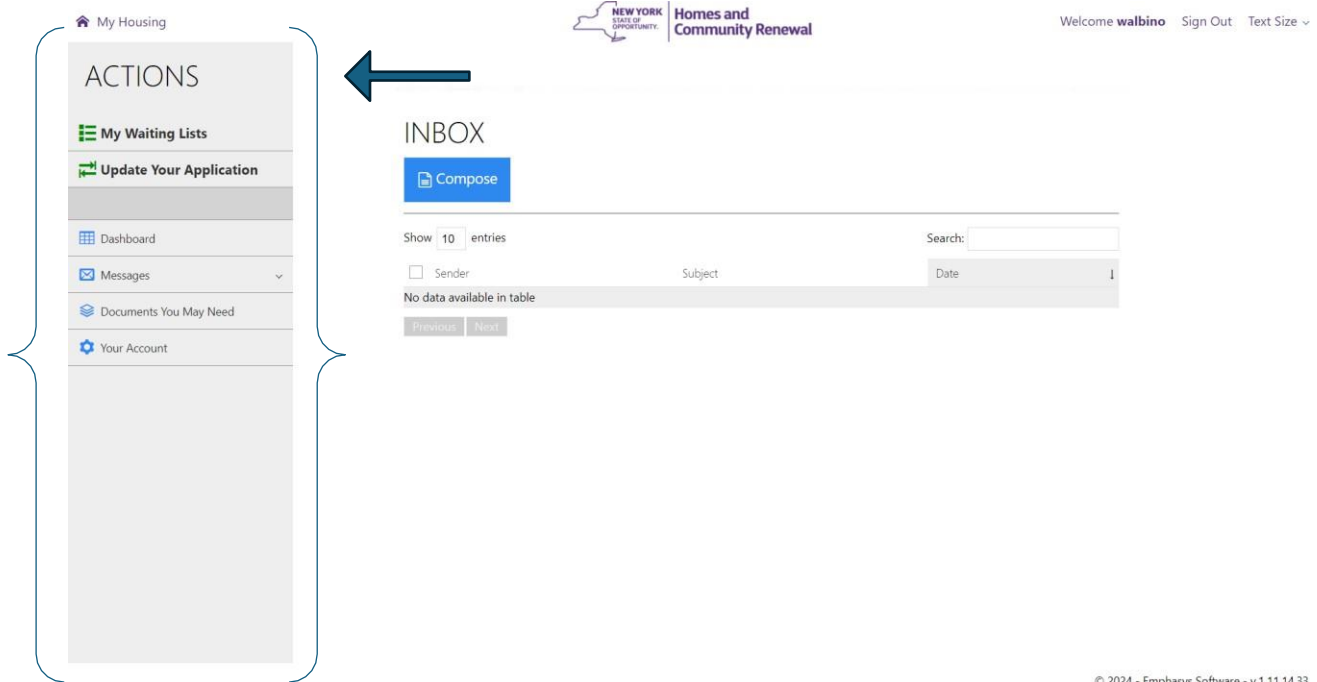
****All users must have an active NY.gov personal account linked to the portal before they can login. To create an account, please refer to the [Ny.gov User Registration Guide](#). ****

To login:

1. Go to <https://section8.hcr.ny.gov/Account/Login>
2. Select **Login with Ny.gov**
3. Enter your Ny.gov username and password

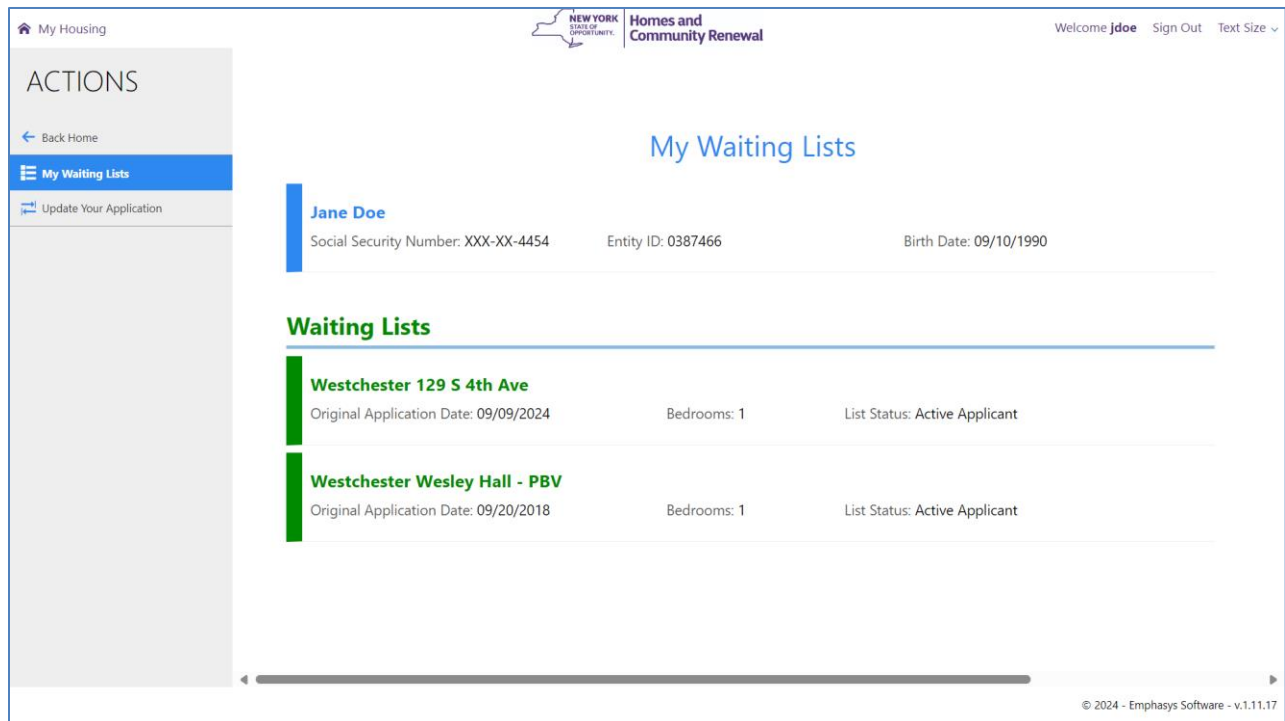


Actions: The Actions menu is on the left



The screenshot shows a user interface for the 'Homes and Community Renewal' system. On the left, there is a vertical 'ACTIONS' menu with the following items: My Housing, My Waiting Lists, Update Your Application, Dashboard, Messages, Documents You May Need, and Your Account. A blue arrow points from the 'My Waiting Lists' item in the menu to the 'INBOX' view on the right. The 'INBOX' view shows a 'Compose' button, a search bar, and a table with columns for Sender, Subject, and Date. The table is currently empty, displaying 'No data available in table'. The top right of the page shows the user's name 'walbino', a 'Sign Out' link, and a 'Text Size' dropdown menu. The footer of the page contains the copyright notice: '© 2024 - Emphasys Software - v.1.11.14.33'.

1. **My Waiting Lists** lets you take a quick view at the waiting lists you have applied to.



The screenshot shows the 'My Waiting Lists' page. The left sidebar has the 'ACTIONS' menu with 'My Waiting Lists' selected. The main content area displays the following information:

- Jane Doe**
Social Security Number: XXX-XX-4454 Entity ID: 0387466 Birth Date: 09/10/1990
- Waiting Lists**
- Westchester 129 S 4th Ave**
Original Application Date: 09/09/2024 Bedrooms: 1 List Status: Active Applicant
- Westchester Wesley Hall - PBV**
Original Application Date: 09/20/2018 Bedrooms: 1 List Status: Active Applicant

The footer of the page contains the copyright notice: '© 2024 - Emphasys Software - v.1.11.17'.



2. **Update Your Application** will take you to a wizard where you will be able to see and modify all sorts of information regarding your household as well as apply to other waiting lists, during this process you can also attach files to submit to your housing authority. Make sure to review before you submit your changes as you will be unable to make further changes until the New York State Housing Authority reviews and approve your changes.

My Housing | NEW YORK STATE OF OPPORTUNITY | Homes and Community Renewal | Welcome **jd** | Sign Out | Text Size ▾

ACTIONS

- ← Back Home
- ☰ My Waiting Lists
- 📄 Update Your Application**

1 **Your Family** | 2 Your Address | 3 Your Attachments | 4 Summary | 5 Your List(s) | 6 Additional Questions/Submit | 7 Done!

Tell Us About The Head Of Household

The head of household is responsible for ensuring that the family fulfills all of its responsibilities under the program, along with the co-head or spouse.

Jane ✓ First Name

Middle Name Middle Name

Doe ✓ Last Name

Identify as Female ✓ Gender ⓘ

09/10/1990 ✓ Birth Date ⓘ

Eligible Citizen ✓ Current Citizenship Status

< Back | Next >

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3. **Dashboard** will bring you back to the main page where you have access to your notifications and appointments.

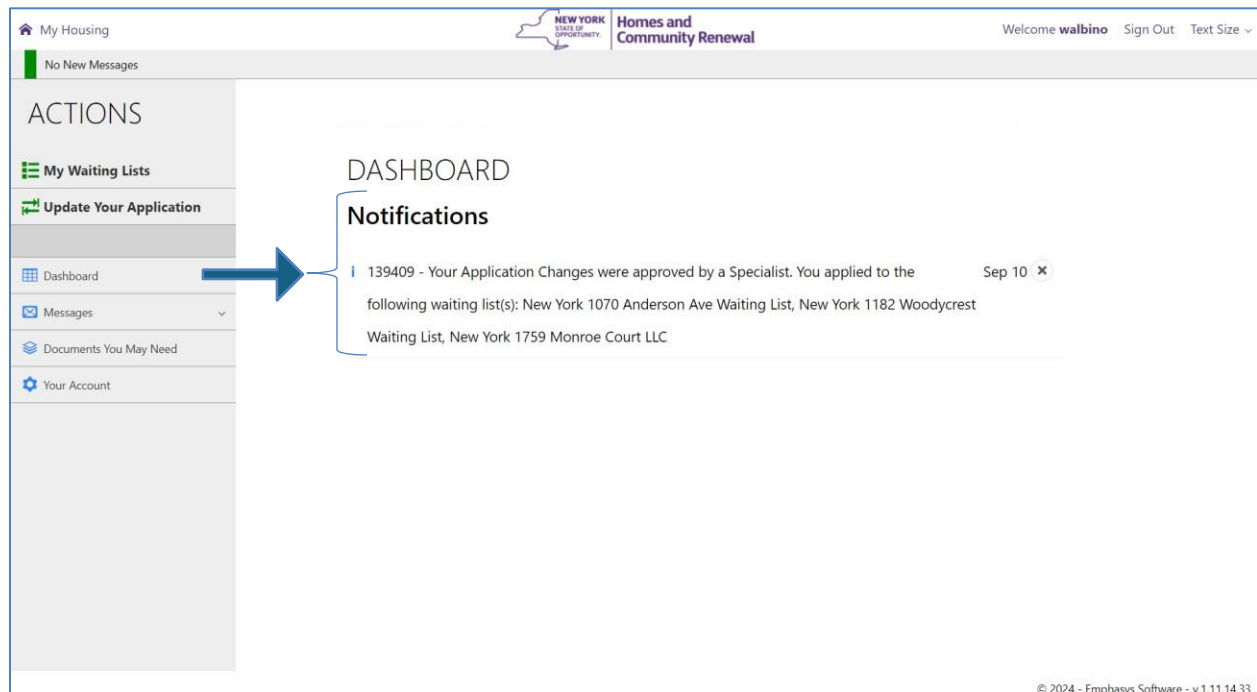
4. **Messages** will allow you to send messages to your specialist. Here you also able to view your messages from the PHA's specialists and messages you have sent. Tip: When the envelop icon is moving this means you have new messages in your inbox.

6. **Documents You May Need** provides a place where you can obtain forms and documents that you may need to upload during your application process.

7. **Your Account** will allow you to change your email or language of choice.

Notifications

The Notifications are in the center of your Dashboard. Notifications provide you with updates about your application, 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.

The screenshot shows a web application interface for the New York State Homes and Community Renewal portal. At the top, there is a navigation bar with the state logo, the text "NEW YORK STATE OF OPPORTUNITY Homes and Community Renewal", and user information "Welcome jdoe Sign Out Text Size". On the left, a sidebar menu is titled "ACTIONS" and includes items like "My Housing", "My Waiting Lists", "Update Your Application", "Dashboard", "Messages", "Inbox", "Sent Messages", "Documents You May Need", and "Your Account". The main content area is titled "INBOX" and features a "Compose" button, a "Show 10 entries" dropdown, a search box, and a table header with columns for "Sender", "Subject", and "Date". The table currently displays "No data available in table" with "Previous" and "Next" navigation buttons. A horizontal scrollbar is visible at the bottom of the page.



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

The screenshot shows the 'SENT ITEMS' page. On the left is a sidebar with 'ACTIONS' and various menu items. The main content area has a header 'SENT ITEMS' and a table with columns for Recipient, Subject, and Date. A single entry is visible with Subject 'Test' and Date '9/30/2024 3:02:15 PM'. Navigation buttons for 'Previous' and 'Next' are present. The footer contains the copyright notice '© 2024 - Emphasys Software - v.1.11.17'.

3. You can create and send a message by clicking on "Compose" when you navigate to Inbox.

The screenshot shows the 'SEND MESSAGE' form. It includes a 'Recipient' dropdown menu set to 'All Specialists', a 'Subject' text input field with the placeholder 'Subject', and a 'Body' text area with the placeholder 'Message'. At the bottom, there are 'Return' and 'Send' buttons. The footer contains the copyright notice '© 2024 - Emphasys Software - v.1.11.14.33'.

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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 application process.



The screenshot shows a web application interface. At the top left, there is a home icon and the text "My Housing". In the top center, there is a logo for "NEW YORK STATE OF OPPORTUNITY" and "Homes and Community Renewal". In the top right, there is a user greeting "Welcome walbino", a "Sign Out" link, and a "Text Size" dropdown menu. On the left side, there is a vertical sidebar menu with the following items: "ACTIONS" (highlighted), "My Waiting Lists", "Update Your Application", "Dashboard", "Messages" (with a dropdown arrow), "Documents You May Need" (highlighted), and "Your Account". The main content area is titled "Supporting Documents". At the bottom right of the page, there is a copyright notice: "© 2024 - Emphasys Software - v.1.11.14.33".

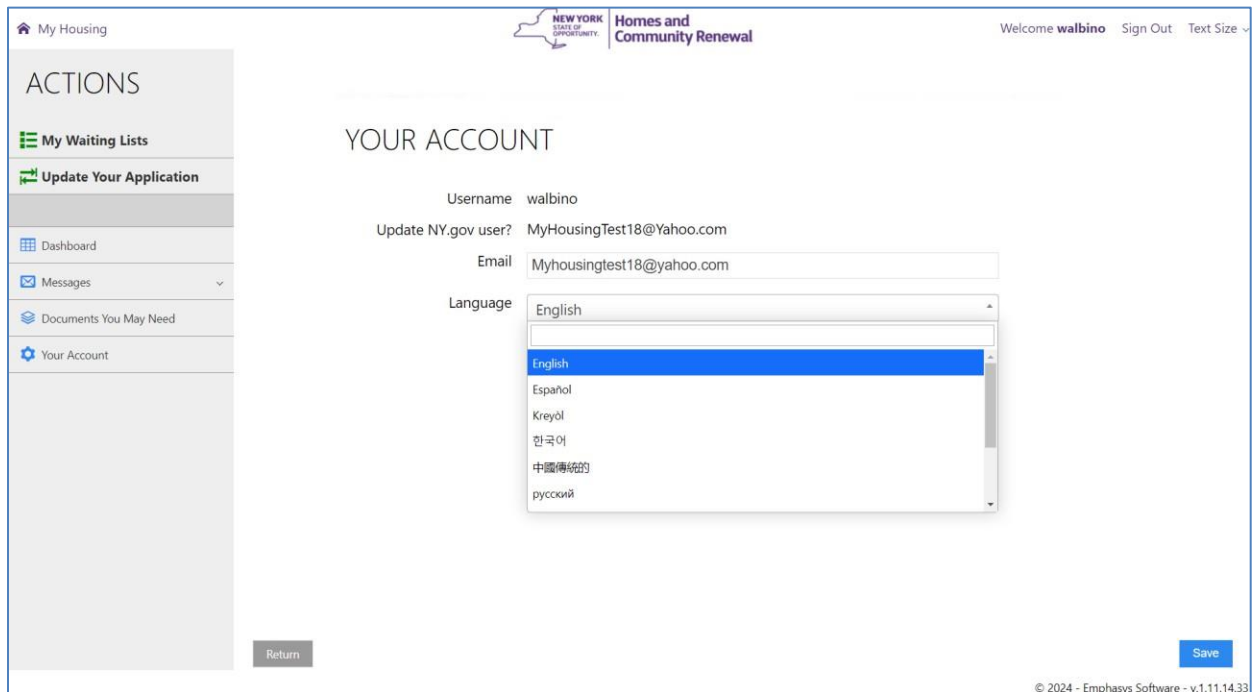


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Your Account (Update Email or Change Language)

The Your Account menu item under ACTIONS. Here you can change your language preference.

Note: Before changing your EMAIL address, make sure your ny.gov ID is also associated with new email address.



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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