



**Homes and
Community Renewal**



MyHousing Applicant Portal Frequently Asked Questions (FAQ)



This document will cover the most frequently asked questions regarding the Applicant Portal. Please refer to your Housing Authority for any questions not covered in this document.

1. WHAT IS APPLICANT PORTAL?

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 New York State PHA: NY HTFC applicants are eligible for access. To be an active applicant, you must be on a current NY HTFC waiting list.

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 Applicant Portal. For your convenience, a step-by-step Applicant Registration Guide and instructional video are available on [HCR's Portals website](#).

3. WHO CAN REGISTER?

Only active applicants can create new accounts. To be an active applicant, you must be on a current New York State PHA: NY HTFC waiting list. To use the Applicant Portal, applicants 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, 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>

4. HOW IS APPLICANT PORTAL USEFUL TO ME?

While using Applicant Portal, Applicants can:

- View waiting list status
- Update phone numbers, email addresses, and mailing addresses.
- Add new household members.
- Apply to other New York State PHA: NY HTFC waiting list(s) that are open!



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

Logging into the applicant 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 SEE THE WAITING LIST THAT I AM CURRENTLY ON?

First, login. Then click on the **"My Waiting list"** link under the 'Actions' menu on the left side of the screen. Next, you will see the names of the waiting lists the applicant is currently on. Also, displayed is the applicant's status on the list and the application date, which coincides with the date you applied to the lists displayed.

My Housing

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Welcome **jd** Sign Out Text Size

ACTIONS

← Back Home

My Waiting Lists

Update Your Application

My Waiting Lists

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

8. HOW DO I UPDATE MY MAILING ADDRESS OR MAKE CHANGES TO MY APPLICATION?

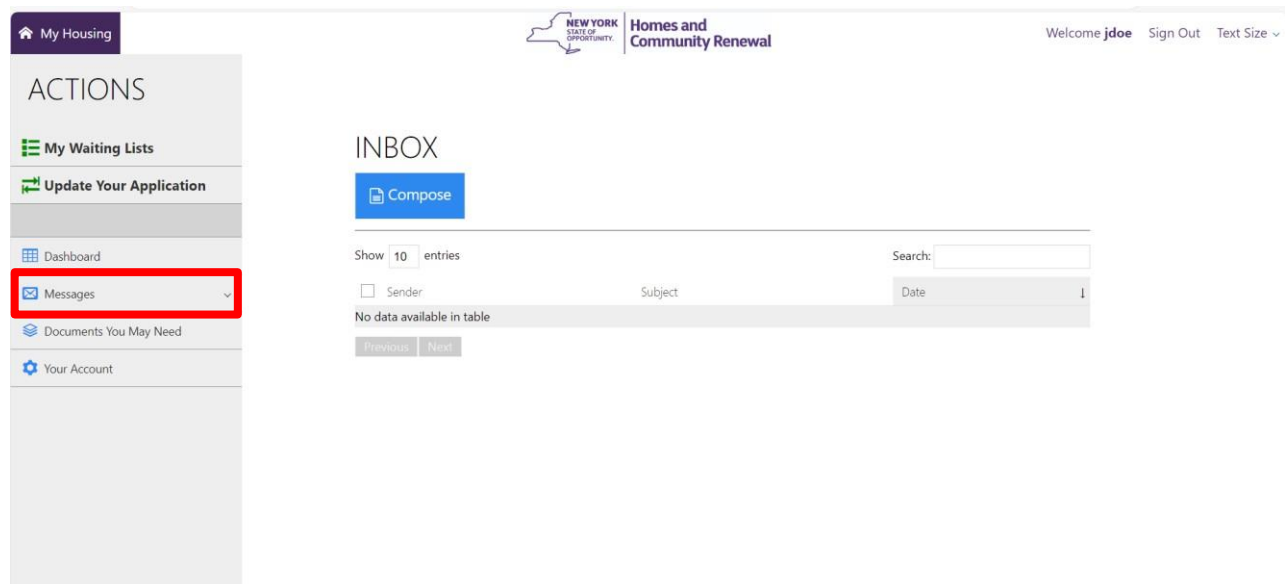
First, login, then click on the **"Update your Application"** link under the 'Actions' menu on the left side of the screen. Next, you will open the application Wizard, where you will be able to view and



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 Housing Authority review and approves your changes.

9. HOW DO I MESSAGE MY HOUSING AUTHORITY?

First, login, then click on the **“Messages”** and **“Inbox.”** On the next page, you will see any previously sent messages between the Housing Authority and the applicant. To start a new message to your Housing Authority, select **“Compose.”** As an applicant, you will only be able to message the Specialists listed in the *Recipient* field of the message.



10. HOW CAN I REVIEW MY OWN ACCOUNT INFORMATION?

Login first, and then click on the **“My Account”** link to the left. You will see general contact information associated with your user account. Here you can update your email address or password on your own.

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 the **“My Account”** section of the portal.



11. I HAVE OTHER QUESTIONS. WHO CAN I CONTACT 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 or email the Local administrator or agency who administers the voucher program you applied to. For a full list of our Local Administrators, please visit our website: <https://hcr.ny.gov/hcv#section-8-local-program-administrators>