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HOUSING
AUTHORITY of
BALTIMORE CITY

Step-by-Step Guide

Completing Your Recertification on the MyHousing Portal

Overview

The MyHousing portal is a website where residents and applicants can view and update their information.

You will use the MyHousing portal to complete your annual recertification. You will no longer be required to come into the HCVF office to fill out forms and hand in documents in order to complete your annual recertification.

The portal displays the information as you reported it to HABC at your last annual or interim recertification. This includes your family members, income, assets and expenses.

- If you have **no changes** to report, you will verify that your information is still correct and up-to-date. If you have income, assets or expenses, you will be required to upload document(s) that verify them like paystubs, a bill or statement.
- If **something has changed** (for example, if you started a new job or a family member moved out), you will be prompted to enter information about those changes. You will also verify that other areas that **have not changed** are still correct and up-to-date.

Registration

You will access the MyHousing portal by typing in at www.habc.org/myhousing, then clicking the button in orange to get started. You will then click **Register** on the **Login** page, then enter your information.

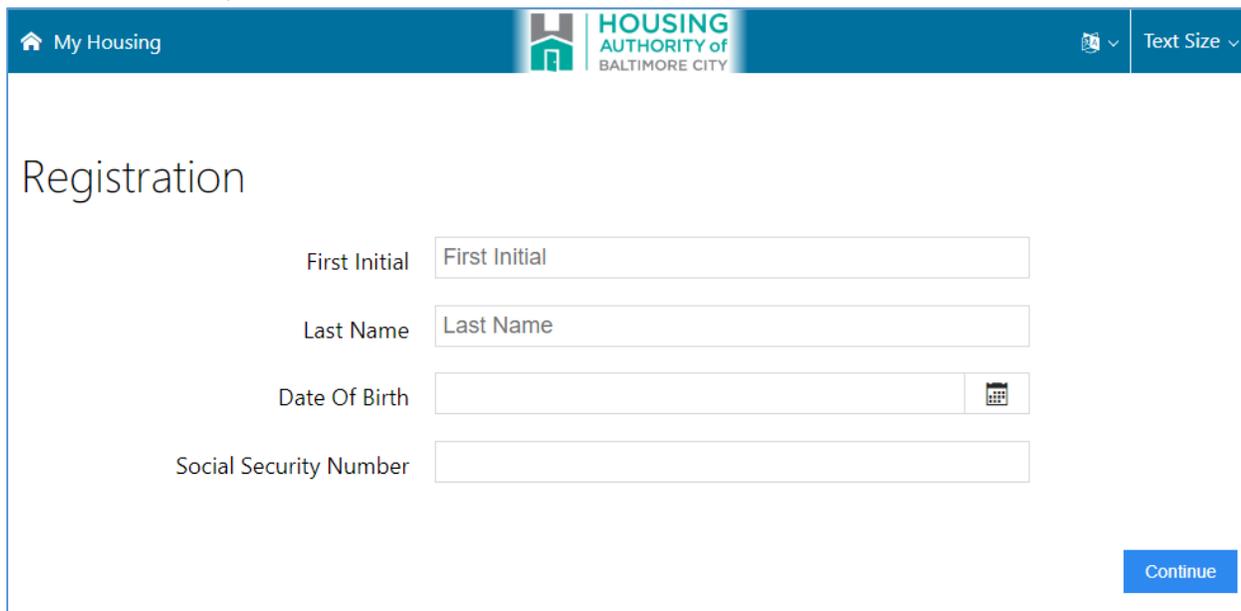
A screenshot of the MyHousing portal login page. The page has a blue header with a home icon and the text "My Housing". In the center, there is a logo for the Housing Authority of Baltimore City. To the right of the logo, there is a user profile icon and a "Text Size" dropdown menu. The main content area is white and contains the word "Login" in a large font. Below it, there is a message: "If this is your first time here, click the **Register** button below to create an account." There are two input fields: "Username" and "Password". Below the input fields, there is a blue "Login" button, a blue "Register" link, and a blue "Forgot Password?" link.

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410.396.3232 | www.HABC.org | [Twitter](#) | [Facebook](#) | [YouTube](#) | [@BmoreHabc](#) |

Your **Date of Birth** should be entered in the following format: xx/xx/xxxx. For example, if your date of birth is January 1, 1980, you would enter 01/01/1980.

Your Social Security number **must be entered without dashes** in the format: xxxxxxxxx.

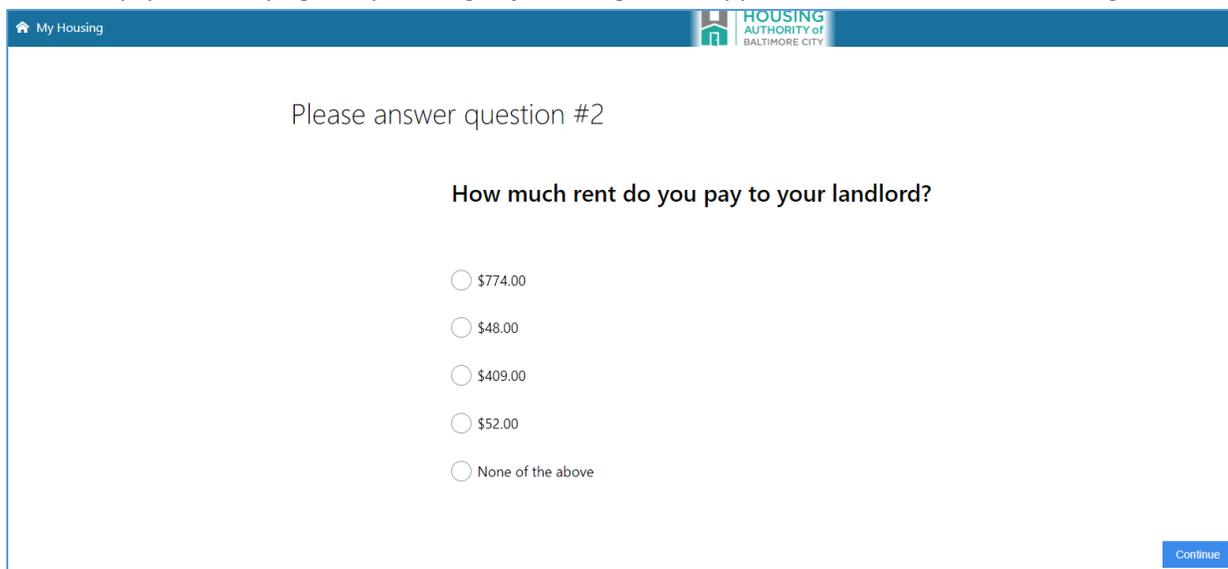


The screenshot shows the 'Registration' page of the My Housing portal. The header includes 'My Housing' with a home icon, the 'HOUSING AUTHORITY of BALTIMORE CITY' logo, and a 'Text Size' dropdown menu. The main content area contains four input fields: 'First Initial', 'Last Name', 'Date Of Birth' (with a calendar icon), and 'Social Security Number'. A blue 'Continue' button is located in the bottom right corner.

After you click **Continue** in the lower right corner, you will be prompted to enter your **Entity ID** number. Your Entity ID number can be found at the top of your recertification letter.

Security Questions

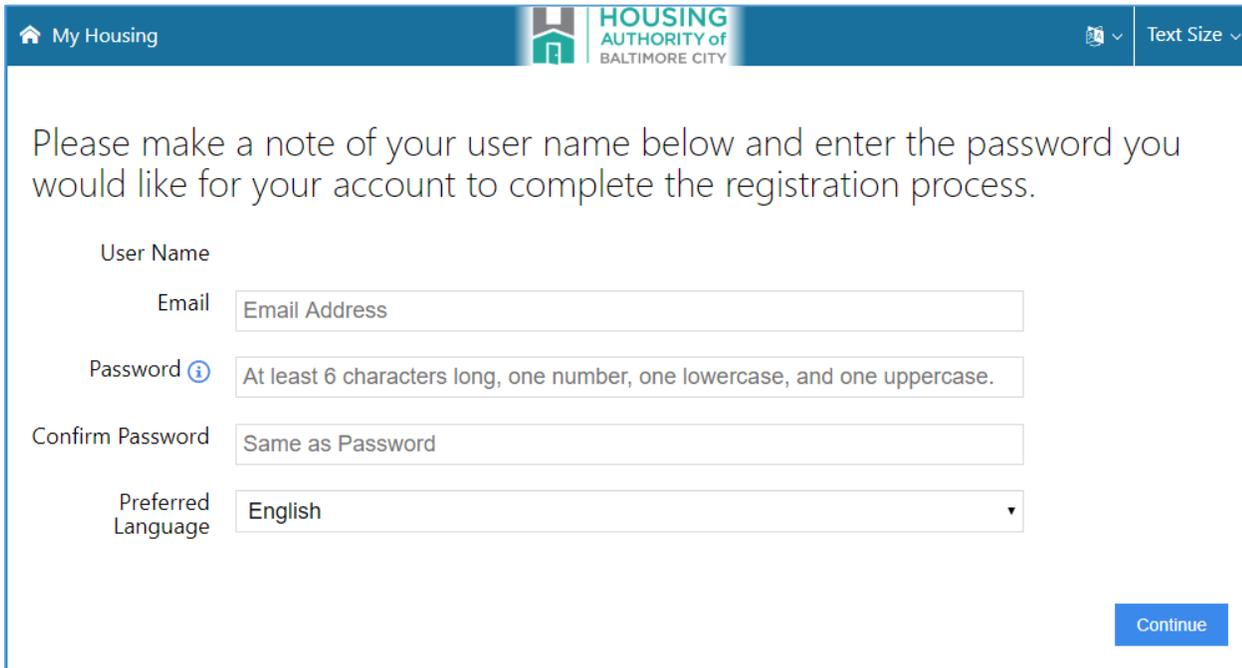
For your security and the safety of your family's information, you will be asked to answer three questions so that we can verify that it is you. These questions are based on what you last reported to HABC. If you answer one incorrectly, you can try again by clicking **My Housing** in the upper left corner to restart the registration process.



The screenshot shows the 'Security Questions' page. The header is identical to the registration page. The main content area displays 'Please answer question #2' followed by the question 'How much rent do you pay to your landlord?'. There are five radio button options: '\$774.00', '\$48.00', '\$409.00', '\$52.00', and 'None of the above'. A blue 'Continue' button is in the bottom right corner.

Log-in

To complete your registration, you will provide your email address and create a password. You are not required to provide your email address if you do not have one.

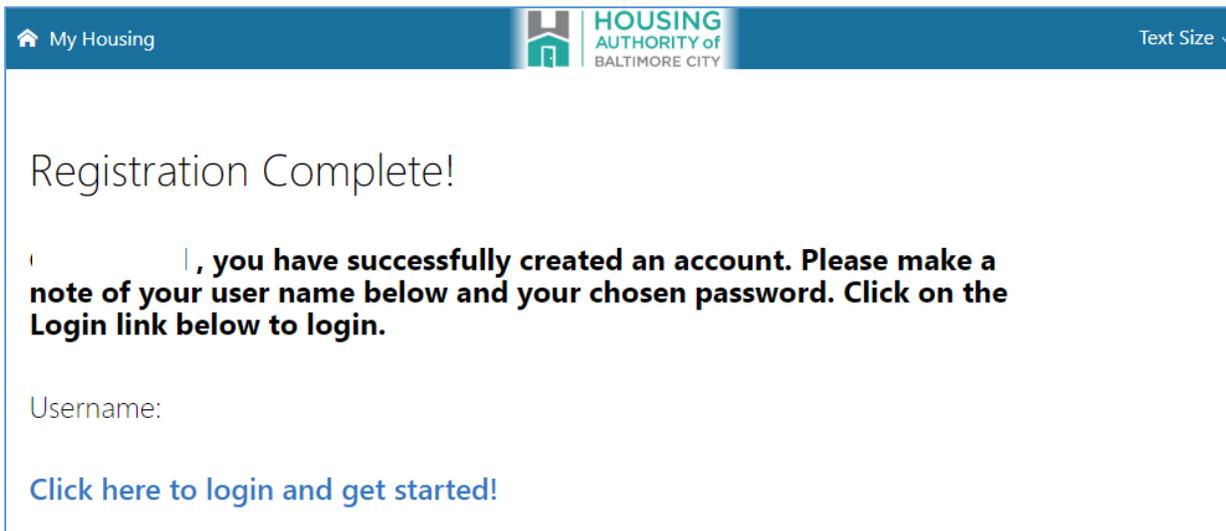


The screenshot shows the registration form on the Housing Authority of Baltimore City website. The header includes a home icon, 'My Housing', the organization's logo, and a 'Text Size' dropdown. The main content area contains the following fields:

- User Name:** A text input field.
- Email:** A text input field with the placeholder 'Email Address'.
- Password:** A text input field with a help icon and the requirement: 'At least 6 characters long, one number, one lowercase, and one uppercase.'
- Confirm Password:** A text input field with the placeholder 'Same as Password'.
- Preferred Language:** A dropdown menu currently set to 'English'.

A blue 'Continue' button is located at the bottom right of the form area.

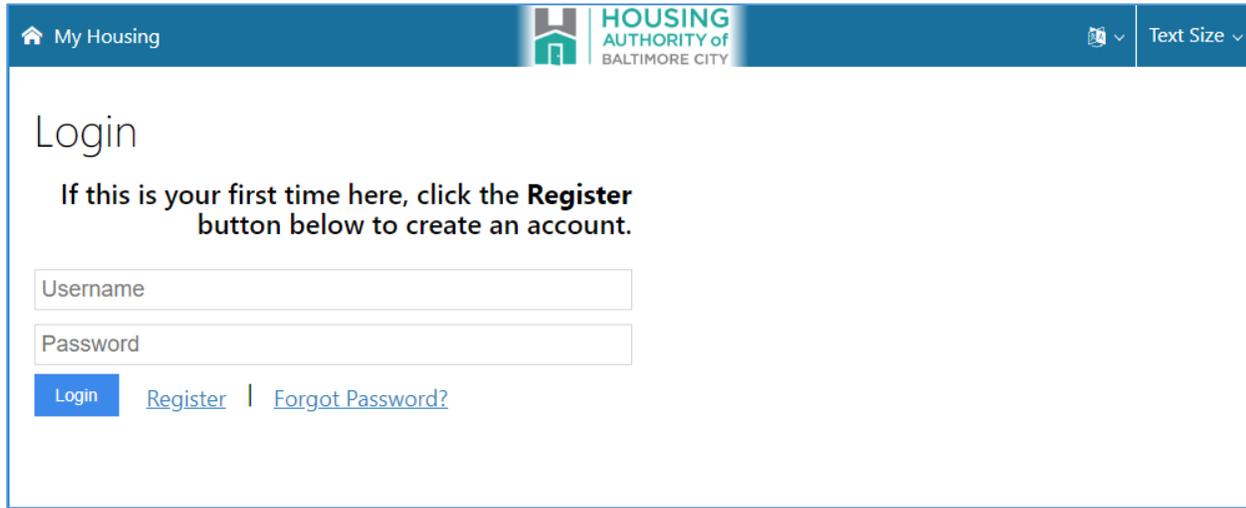
You will then be given your username and a confirmation that your registration is complete. Click the link in **blue** to log-in and get started.



The screenshot shows the confirmation page after registration. The header is identical to the previous page. The main content area displays:

- Registration Complete!**
- A message: **' [username] ', you have successfully created an account. Please make a note of your user name below and your chosen password. Click on the Login link below to login.**
- Username:** A text input field.
- A blue link: **[Click here to login and get started!](#)**

Once you have completed your registration and answered the security questions, you will log on using your username and the password you created. Your username is assigned by the portal and will be your first initial and last name. For example, Jane Doe’s username would be **jdoe**.



My Housing

HOUSING AUTHORITY of BALTIMORE CITY

Text Size

Login

If this is your first time here, click the **Register** button below to create an account.

[Login](#) | [Register](#) | [Forgot Password?](#)

Homepage

To get started on your annual Recertification, you will click **Recertification Portal** on the right-hand taskbar on the homepage.



My Housing

HOUSING AUTHORITY of BALTIMORE CITY

Welcome [username] Sign Out

No New Messages

Recertification Portal - Recertification Upcoming...

No Appointments Today

DASHBOARD

Notifications

You don't have notifications

ACTIONS

- Dashboard
- Messages
- Appointments
- Documents You May Need
- Your Account
- Recertification Portal**

Welcome

Read the directions and information displayed on the **Welcome** page then click the **Get Started** button.

The screenshot shows the 'Welcome to the Recertification Portal' page. At the top, there is a navigation bar with 'My Housing' on the left, the 'HOUSING AUTHORITY of BALTIMORE CITY' logo in the center, and 'Welcome' on the right. The main content area has a heading 'Welcome to the Recertification Portal' followed by a paragraph: 'Welcome to the Recertification Portal where you will complete your Annual Re-Examination. After you click the **Get Started** button at the bottom of this page, you will see your family's information, based on what you reported to HABC at your last re-examination. Specifically, you will see your family's:'. Below this is a bulleted list: 'household members, income, assets and expenses (if you listed any on your last re-examination)'. A paragraph follows: 'You must review the information displayed to verify that it is current and up-to-date.' This is followed by two numbered instructions: '1. If have no changes to report, you must upload documents to verify your income, assets and/or expenses.' and '2. If you have changes to report, you must update, add, or remove household members, income, assets and/or expenses where they have changed. You will also be required to upload documents to verify each change you report (i.e. loss of income, addition of a new household member, etc.)'. Another paragraph says: 'If you need to pause your work, click the Save button at the bottom of the screen. Your work will be saved, and you will be able to return to it at a later time.' The final paragraph states: 'You can find more information about how to review and complete your re-examination by clicking the **Need Help?** button at the bottom of each page. If you have additional questions, you can also contact Customer Relations or your Program Specialist by calling 443-984-2222.' At the bottom center, there is a green 'Get Started' button.

The portal will first display a summary of the family members you reported at your last annual or interim recertification. You will click **Next** to review each individual family member's information, and make changes if necessary.

The screenshot shows the 'What We Know About Your Family' page. The top navigation bar is identical to the previous page. Below the navigation bar is a progress indicator with eight steps: '1 Your Family', '2 Your Income', '3 Your Assets', '4 Your Expenses', '5 Your Attachments', '6 Additional Questions', '7 Summary', and '8 I'm Done!'. The '1 Your Family' step is highlighted. To the right of the progress indicator is an 'ACTIONS' sidebar with three items: 'Back Home', 'Write To Your Caseworker', and 'Meet With Your Caseworker'. The main content area has a heading 'What We Know About Your Family' followed by a paragraph: 'The information displayed below is based on the current information we have on file for your household. You must review to verify that the information on every member of your household is correct and current.' Below this is another paragraph: 'If you would like to remove a family member, please use the appropriate button in the following page to do so. If you would like to modify existing family member information, please modify the information in the following page accordingly. If you would like to add a family member, continue to the end of the family member section to add a member under "Add Family Members?"'. There are two family member entries, each with a blue vertical bar on the left, a role, and a birth date: 'F Role: Head Birth Date: 05/06/' and 'M Role: Other Adult Birth Date: 01/02/'. At the bottom, there is a red text box: 'Don't worry if you need to add more, we'll let you add new family members after you've reviewed your current family members.' Below this are three buttons: a brown '< Back' button, a blue 'Need Help?' button, and a green 'Next >' button.

You will review each family member's information in detail. Certain information cannot be changed on the portal, like their birth date or Social Security number. If information like a birth date appears incorrectly and you cannot change it on the portal, please call your Program Specialist at 443-984-2222 so that it can be corrected.

The screenshot shows the 'My Housing' portal for the Housing Authority of Baltimore City. The navigation bar includes a home icon, 'My Housing', the logo, and a menu icon. A user is logged in, with 'Welcome [Name]' and a 'Sign Out' button. A progress bar at the top has eight steps: 1. Your Family (active), 2. Your Income, 3. Your Assets, 4. Your Expenses, 5. Your Attachments, 6. Additional Questions, 7. Summary, and 8. I'm Done! The main heading is 'Tell Us About This Family Member'. A red button with a white 'x' icon and the text 'Remove this Family Member' is in the upper right. The form fields are: 'Legal First Name' (M a), 'Middle Name' (r), 'Legal Last Name' (P .), 'Social Security Number' (masked with dots), 'Birth Date' (01/02/1--- with a calendar icon), and 'Family member is disabled.' (No). A link 'Click here to enter your Alien Registration Number instead' is below the SSN field. At the bottom right, there is a red link 'More fields below' with a downward arrow. Navigation buttons include an orange '< Back' button, a blue 'Need Help?' link, and a green 'Next >' button.

If you would like to remove the family member, you will click the **Remove this Family Member** button on the upper right. Keep in mind that if you choose to remove a family member, you will be required to provide a document to verify that they no longer reside in your household, like a utility bill sent to their new address or copy of their new lease.

Income, Assets, and Expenses

Like the **Your Family** page, you will also review what you reported as **income, assets, and expenses**. If your information has not changed or you do not have income, assets or expenses to report, just click **Next** to continue to the next page.

The screenshot shows the 'Your Income' page (step 2) of a multi-step process. The progress bar at the top indicates steps: 1. Your Family (checked), 2. Your Income (active), 3. Your Assets, 4. Your Expenses, 5. Your Attachments, 6. Additional Questions, 7. Summary, and 8. I'm Done!. The main heading is 'What we know about your family's income'. Below this, there is a paragraph of text explaining that the information is based on current data and must be verified. A specific entry is shown: 'Income: Other NonWage Sources' with an amount of '\$125.00'. At the bottom, there are three buttons: '< Back' (orange), 'Need Help?' (blue), and 'Next >' (green).

Your Attachments

You must upload document(s) that verify each of your income, assets, and/or expenses. If you have added or removed a family member, you must also upload a document to that verify that change. If you have removed income, you must also upload a document to verify that change.

The screenshot shows the 'Your Attachments' page (step 5) of the same multi-step process. The progress bar now shows steps 1 through 4 as completed (checked) and step 5 as active. The main heading is 'Upload Supporting Documentation'. Below this, there is a paragraph of text explaining the requirements for uploading documents. A form is displayed with three dropdown menus: 'Incomes' (selected), 'Income Verification' (selected), and 'Other ...' (selected). To the right of these dropdowns are labels: 'What area in the certification do you want to link this attachment to...', 'Attachment Type', and 'What the attachment is for...'. Below the dropdowns is a file selection area with a folder icon and an 'Upload' button. At the bottom, there are three buttons: '< Back' (orange), '+ Add Attachment' (green), and 'Next >' (green). A red 'Requested' label is visible on the right side of the page.

You will click the folder icon to browse for the document you would like to upload, then click the **Upload** button. When the document is successfully uploaded, the document name will appear in **blue**.

Summary

The portal will display a summary of all your information. Review each item listed, including your family members, income, assets, expenses and the attachments you have uploaded to make sure they are correct.

If any item is incomplete, it will appear in **Red**. To review and complete any incomplete item, click it to return to that page of your recertification.

The screenshot shows a web portal interface for the Housing Authority of Baltimore City. At the top, there is a navigation bar with the text "My Housing" and "HOUSING AUTHORITY of BALTIMORE CITY". Below the navigation bar is a progress indicator with eight steps: "Your Family", "Your Income", "Your Assets", "Your Expenses", "Your Attachments", "Additional Questions", "Summary" (highlighted with a blue circle and the number 7), and "I'm Done!" (highlighted with a grey circle and the number 8). The main content area is titled "Summary" and includes a link "Click to view more info". There are two main sections: "Family Info" and "Income Info". The "Family Info" section lists two family members: one marked as "(Head)" with a green checkmark and another marked as "(Other Adult)" with a red 'X'. The "Income Info" section lists "General Assistance" with a green checkmark. At the bottom, there are "Back" and "Next" buttons.

Section	Item	Status	Amount	Other Info
Family Info	(Head)	Complete		Race: Black/African American, Disabled: No
	(Other Adult)	Incomplete		Race: Black/African American, Disabled: No
Income Info	General Assistance	Complete	\$2,220.00	More fields below

Once you have verified that your information is correct, you must read the **Authorization for the Release of Information** statement then click the checkbox below it.

You will then add your signature to the signature box and click **Save Signature** which will appear in **green** once you have signed. The **Next** button at the bottom right will become **green**.

My Housing HOUSING AUTHORITY OF BALTIMORE CITY Welcome

Your Family Your Income Your Assets Your Expenses Your Attachments Additional Questions **7 Summary** 8 I'm Done!

Penalties For Misusing This Consent:

HUD, HABC and any owner (or any employee of HUD, HABC or the owner) may be subject to penalties for unauthorized disclosures or improper uses of information collected based on the consent form. Use of the information collected based on this form is restricted to the purposes cited on the form. Any person, who knowingly or willfully requests, obtains or discloses any information under false pretenses concerning an applicant or participant may be subject to a misdemeanor and fined not more than \$5,000. Any applicant or participant affected by negligent disclosure of information may bring civil action for damages, and seek other relief, as may be appropriate, against the officer or employee of HUD, HABC or the owner responsible for the unauthorized disclosure or improper use.

Consent:

I authorize the release of any information as described above, about me and my family, at all times while this Authorization remains in effect to HABC, HUD, and/or their agents (including documentation and other materials). I agree that photocopies of this Authorization may be used for the purposes stated above. I understand that information obtained by means of this Authorization will be used exclusively for the purposes stated above, and that the Information will be released to others only as reasonably appropriate to further such purposes, unless otherwise provided by law. This authorization will expire 40 months after the date of execution.

I agree and verify that all the information I provided is correct.

Save signature Clear signature

More fields below

< Back Next >

Your annual recertification has been successfully submitted to HABC when you see the page below. Your Program Specialist will now review what you have submitted. You can print a confirmation of your submitted annual recertification by clicking the [Print/Save](#) button at the bottom of the screen.

My Housing HOUSING AUTHORITY OF BALTIMORE CITY Welcome

Your Family Your Income Your Assets Your Expenses Your Attachments Additional Questions Summary **8 I'm Done!**

You're Done!

You have successfully submitted your annual re-examination.

Please click the Print/Save button below to print a summary of what you have submitted. Your Program Specialist will be reaching out to you shortly if they need any more information. If you have any questions about your re-examination, you can reach your Program Specialist at 443-984-2222.

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

Print/Save

If you have submitted all the required information, you will receive a letter confirming when your new rent will become effective, your rent amount and utility allowance. **Please note:** your rent amount may not change as a result of your recertification.

If your Program Specialist needs more information from you, you will receive a letter listing the documents you will need to provide. You can submit your documents by logging in to the portal and uploading them. You can also mail or drop-off the documents to the HCVP office at 1225 West Pratt Street, Baltimore, MD 21223. If you fail to provide this information to your Program Specialist within two weeks, you will be required to attend an interview at the HCVP office.