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 HCVP 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.

![Login](image)
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: xxxxxxxxxx.

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.
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.

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.
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.

Homepage

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

Read the directions and information displayed on the Welcome page then click the 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.

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.
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.

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.

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.

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.

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.
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.

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.