

# MYHOUSING APPLICANT PORTAL GUIDEBOOK

## Step-by-Step Instructions for the Location-Based Waiting List Update

### (For Current Applicants On The Public Housing Waiting List(s) Only)

**This is an important notice. If you need help translating this notice, please call the number below. You will be provided assistance at no charge.**

**French** Ceci est un document important. Si vous souhaitez obtenir de l'aide pour traduire ce document, merci de bien vouloir appeler le numéro suivant. Une aide vous sera fournie gratuitement.

**Korean** 중요한 공지사항입니다. 번역이 필요하시다면 아래 번호로 연락 바랍니다. 무료로 도와드리겠습니다.

**Russian** Это важное уведомление. Если вам нужна помощь, чтобы перевести это уведомление, позвоните по указанному ниже номеру телефона. Вам предоставят эту услугу бесплатно.

**Chinese** 这是一个重要通知。如果您需要帮助翻译该通知，请致电下面的电话号码。我们将免费为您提供支持。

**Spanish** Este es un aviso importante. Si necesita ayuda para traducir este aviso, llame al número de abajo. Se le proporcionará ayuda sin costo.

**Telephone Number for Translation Assistance:**  
**For Public Housing – (410) 396 – 3225**

## Overview

The **MyHousing** Portal is a website where you can view and update your application for housing.

You will use the MyHousing portal to complete this application update and any future updates to your **Public Housing** application. You no longer have to come into the **Public Housing Admissions Office** and to fill out forms and hand in documents to update your application.

The portal displays the information as you reported it to the **Housing Authority of Baltimore City (HABC)** upon submission of your initial or updated application. This includes information on your household members, mailing address, and the waiting lists that you have applied to.

Please review the Table of Contents below for a listing of the type of information required in the MyHousing Portal and instructions provided in this guide.

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## **Summary**

For the initial online update you will review and verify that your household, contact, and income information are correct and up to date. If something has changed, for example, if a household member is no longer on your application you will be prompted to review and verify existing household composition and remove the household member from your application.

After you have verified your household composition you will need to verify your contact information. As an HABC applicant you must keep your contact information up-to-date. If HABC tries to contact you and you do not respond, your name may be removed from the waiting list.

Next you will be prompted to review HABC's "Privacy Act" and "Statement of Understanding." You will not be able to proceed past this point until you acknowledge that you have read both the Privacy Act and Statement of Understanding.

Once you have completed the acknowledgement you will be prompted to make your wait list selections. You will be given the option between the following:

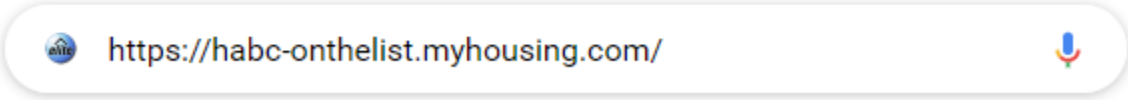
1. **Centrally-Administered Location-Based Waiting Lists ("CALBWL")** also known as the **Location Based Waiting List**
  - a. Applicants pick the developments where they want to live. **You may choose up to three (3) waiting list(s).**
2. **Centrally-Administered First Available Unit Waiting List (CAFAWL)** also known as the **First Available Waiting List.**
  - a. For applicants who wish to be considered for the first available unit at any of the locations listed on the Location-Based Waiting List for which you are eligible may select the First Available Waiting List.

After you have made your wait list selections you will answer some additional questions and then you will be able to submit your application update.

## Accessing the MyHousing Portal



To begin, you will need to access the MyHousing Portal by typing the following web (internet) address <https://habc-onthelist.myhousing.com/> into your web browser (Google Chrome, Microsoft Edge, Internet Explorer, Firefox, etc.).



 <https://habc-onthelist.myhousing.com/>

## Registration

Once you are in the website, the first page you will see is the **Login page**.



### Login

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

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

### Messages

**Login**  
New here? Click the **Register** button to set up your account.

**Need Help?**  
If you don't have an email address or can't reset your password, contact us for help:

- **Public Housing Applicants**
  - Phone: (410) 396-3225
  - Email: [habc.hao@habc.org](mailto:habc.hao@habc.org)
  - Hours: Monday – Wednesday, Friday, 8:45 AM – 4:00 PM
- **Housing Choice Voucher Program (HCVP) Applicants/Participants**
  - Phone: (443) 984-2222
  - Email: [hcvp.info@habc.org](mailto:hcvp.info@habc.org)
  - Hours: Monday – Friday, 8:45 AM – 4:00 PM


**Take a Quick Survey**

- **Applicants:** Share your thoughts! [Click here to take the survey.](#)
- **Residents:** Your feedback matters! [Click here to complete the survey.](#)

If this is your first time accessing the MyHousing Portal, you will need to **register**. To register for the MyHousing Portal you will start by clicking '**Register**' on the Login page and enter your information. **Note: You will not have a username or password until you complete registration.**

## Login

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



Username

Password

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

**Note: If you have already registered with the Portal and you need help retrieving your username or resetting your password, please see page 36.**

Once you have clicked '**Register**' you will be prompted (directed) to select your '**Registration Type**.' Click the '**Applicant**' option.



### Let's set up your account

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.

<p><b>APPLICANT</b></p> <p>You are active on at least one waiting list.</p>	<p><b>RESIDENT</b></p> <p>You are an active program participant needing to complete your certification.</p>
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Once you have selected your '**Registration Type**' you will be prompted (directed) to enter the following information:

- Enter the **First Initial** of your first name
- Enter your entire **Last Name**
- Your **Date of Birth** should be entered in the following format: **mm/dd/yyyy**. 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. Example: **111335555**.
- After you enter your first initial, last name, date of birth and Social Security Number, click "**Continue**."


## Registration


First Initial

First Initial


Last Name


Last Name


 Date Of Birth



Please select and provide one form of identification.

☒  Social Security Number

☐  Social Security Number or Alternate Identification Number

☐  Alien Registration Number

Continue

After you have entered your personal information, you will need to finish setting up your account information. Please follow the steps below to finish setting up your account.

The screenshot shows the 'My Housing' registration page for the Housing Authority of Baltimore City. The page has a teal header with the 'My Housing' logo and the authority's name. Below the header, a text prompt asks the user to note their username and enter a password. The registration form consists of five fields: 'User Name' (containing 'jdoe5923'), 'Email' (with a placeholder 'Email Address'), 'Password' (with a hint 'At least 12 characters long, one number, one lowercase, one uppercase, and'), 'Confirm Password' (with a placeholder 'Same as Password'), and 'Preferred Language' (a dropdown menu set to 'English'). A blue 'Continue' button is at the bottom right. Red boxes and arrows highlight the 'User Name' field, the 'Email' field, the 'Password' field, the 'Confirm Password' field, and the 'Continue' button.

- The MyHousing Portal will create your **Username** and that username should be visible at the top of the page. Please save your Username somewhere you will not forget it, you will need it to log in.
- You will need to enter your email address (optional).
  - If you do not have an email address, you may create one through any of these free providers: [www.gmail.com](http://www.gmail.com), [www.yahoo.com](http://www.yahoo.com), [www.aol.com](http://www.aol.com).
  - You are not required to provide an email address; however, if you do not have an email address, the system will not be able to send you any confirmation email(s) when you make updates to your application, and you will not be able to reset your password (**see page 31 for instructions to reset your password**).
- You must create your own password which must be **6 characters long** and **must include at least one uppercase letter, one lower case letter and at least one number**.
- Enter the password and then enter it again to confirm.



- **Note: Please be sure to safely record your username and password so you can log back into MyHousing Portal at a later date.**
- You must select the language that you prefer for communication with HABC. Use the drop-down arrow to locate your language.
  - The MyHousing Portal is currently in English and Spanish Only. If you require translation for the portal, please contact the **Public Housing Admissions** office at **(410) 396-3225** or the **HCVP** office at **(443) 984-2222**. You will be provided assistance at no charge.
- After you select your preferred language, click “**Continue.**”
- Once your registration is complete, the screen below will confirm your registration.



## Registration Complete!

**John Doe , 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: **jdoe5923**

[Click here to login and get started!](#)

- Your next step will be to log in and get started with the update of your application. To return to the login page click “**Continue here to login and get started!**”



## Registration Complete!

**John Doe , 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: **jdoe5923**

[Click here to login and get started!](#)

## LOG-IN

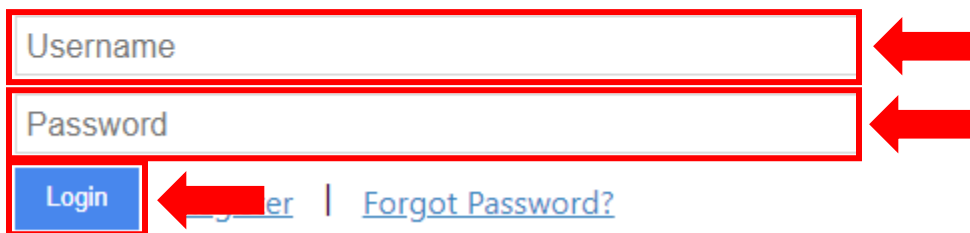
Once you have completed your registration, you will log in to the MyHousing Portal using your username and the password that you created.

Your username is assigned by the Portal and will be based on your first initial, last name and a random number. For example, John Doe's username is **jdoe5923**.

After you have entered your username and password, click "**Login**."

# Login

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



Username

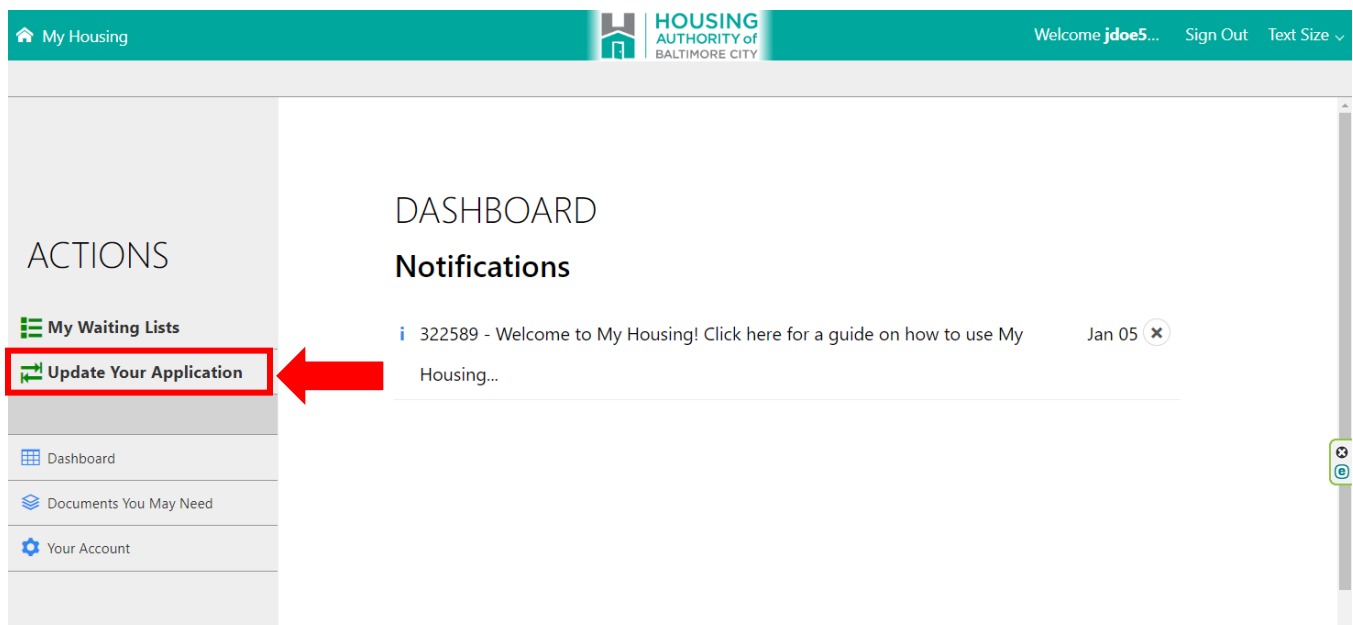
Password

Login

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

## Dashboard - Home Page

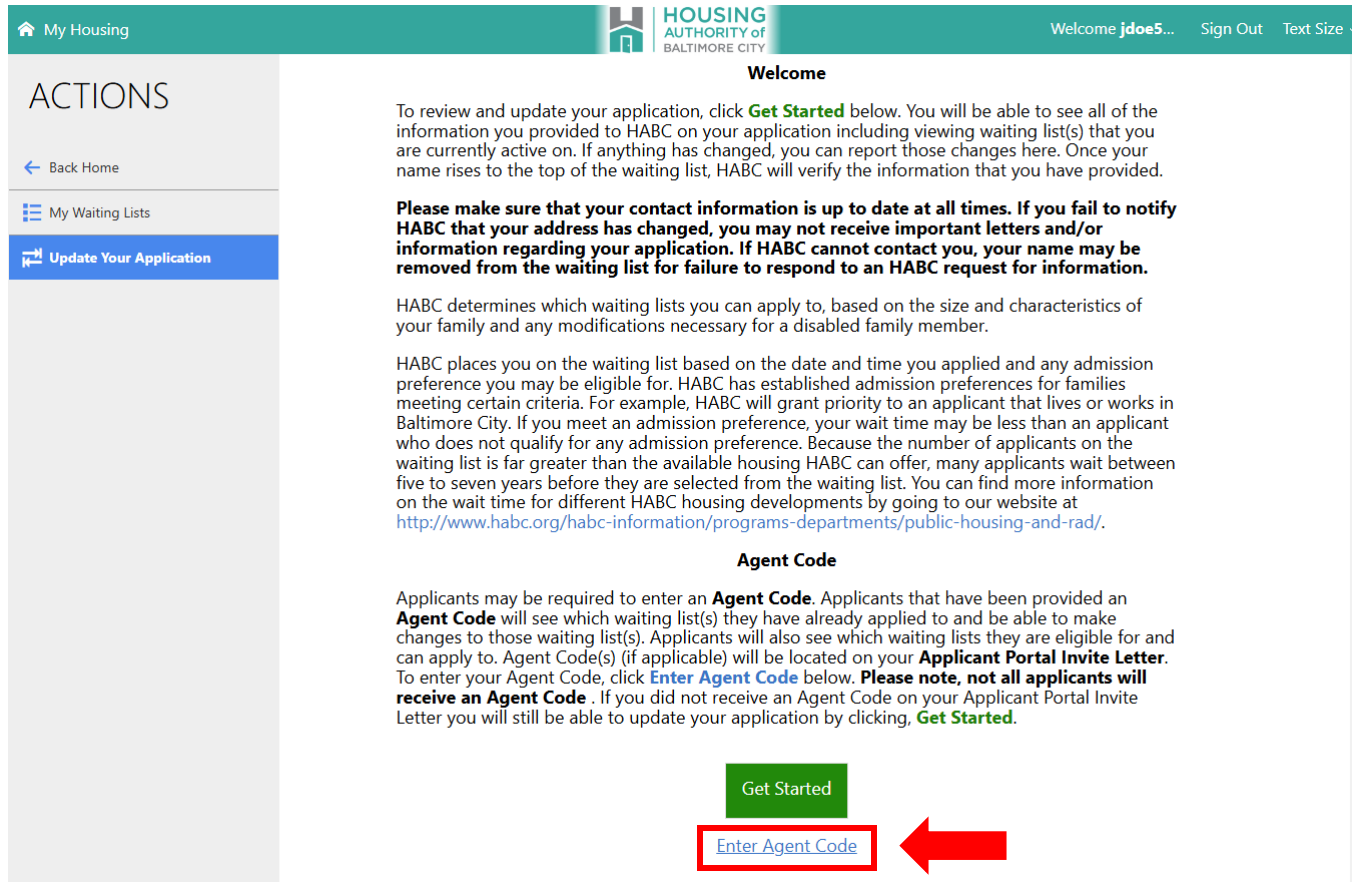
To get started on updating your application, you will click **Update Your Application** on the left-hand taskbar (at the top) on the homepage.



## Welcome Page

When updating your application, the first thing that will appear is the “Welcome Page.” Read the directions and information displayed on the Welcome page.

Once you have finished reading the Welcome page information click ‘[Enter Agent Code](#)’ to start your Location-Based Waiting List application update.



The screenshot shows the HABC (Housing Authority of Baltimore City) website's Welcome Page. The header includes a home icon, 'My Housing', the HABC logo, and the text 'HOUSING AUTHORITY of BALTIMORE CITY'. On the right, it says 'Welcome jdoe5...', 'Sign Out', and 'Text Size'. A left sidebar titled 'ACTIONS' contains links for 'Back Home', 'My Waiting Lists', and 'Update Your Application' (highlighted in blue). The main content area is titled 'Welcome' and contains several paragraphs of text. The first paragraph explains how to review and update an application. The second paragraph is a bold warning about keeping contact information up to date. The third paragraph explains how HABC determines waiting lists. The fourth paragraph explains how HABC places applicants on the waiting list. Below this is a link to the HABC website. The next section is titled 'Agent Code' and explains that applicants may be required to enter an Agent Code. It states that applicants who have been provided an Agent Code will see which waiting list(s) they have already applied to and be able to make changes. It also states that applicants will see which waiting lists they are eligible for and can apply to. It mentions that Agent Code(s) (if applicable) will be located on the Applicant Portal Invite Letter. It instructs users to enter their Agent Code by clicking 'Enter Agent Code' (a blue link). It also notes that not all applicants will receive an Agent Code, but they can still update their application by clicking 'Get Started' (a green button). A red box highlights the 'Enter Agent Code' link, and a red arrow points to it from the right.

My Housing

HOUSING AUTHORITY of BALTIMORE CITY

Welcome jdoe5... Sign Out Text Size

### Welcome

To review and update your application, click **Get Started** below. You will be able to see all of the information you provided to HABC on your application including viewing waiting list(s) that you are currently active on. If anything has changed, you can report those changes here. Once your name rises to the top of the waiting list, HABC will verify the information that you have provided.

**Please make sure that your contact information is up to date at all times. If you fail to notify HABC that your address has changed, you may not receive important letters and/or information regarding your application. If HABC cannot contact you, your name may be removed from the waiting list for failure to respond to an HABC request for information.**

HABC determines which waiting lists you can apply to, based on the size and characteristics of your family and any modifications necessary for a disabled family member.

HABC places you on the waiting list based on the date and time you applied and any admission preference you may be eligible for. HABC has established admission preferences for families meeting certain criteria. For example, HABC will grant priority to an applicant that lives or works in Baltimore City. If you meet an admission preference, your wait time may be less than an applicant who does not qualify for any admission preference. Because the number of applicants on the waiting list is far greater than the available housing HABC can offer, many applicants wait between five to seven years before they are selected from the waiting list. You can find more information on the wait time for different HABC housing developments by going to our website at <http://www.habc.org/habc-information/programs-departments/public-housing-and-rad/>.

### Agent Code

Applicants may be required to enter an **Agent Code**. Applicants that have been provided an **Agent Code** will see which waiting list(s) they have already applied to and be able to make changes to those waiting list(s). Applicants will also see which waiting lists they are eligible for and can apply to. Agent Code(s) (if applicable) will be located on your **Applicant Portal Invite Letter**. To enter your Agent Code, click [Enter Agent Code](#) below. **Please note, not all applicants will receive an Agent Code**. If you did not receive an Agent Code on your Applicant Portal Invite Letter you will still be able to update your application by clicking, **Get Started**.

[Enter Agent Code](#) **Get Started**

- **Note:** If you are just updating your household member and contact information please click ‘**Get Started**.’ **Agent Code is only used for making changes to your HABC wait list selections.**

## Agent Code

You will be prompted to enter an Agent Code when completing your update. Your Agent Code will be listed on your **Wait List Update Letter**. Agent Codes are only issued by HABC.

**Welcome**

To review and update your application, click **Get Started** below. You will be able to see all of the information you provided to HABC on your application including viewing waiting list(s) that you are currently active on. If anything has changed, you can report those changes here. Once your name rises to the top of the waiting list, HABC will verify the information that you have provided.

**Please make sure that your contact information is up to date at all times. If you fail to notify HABC that your address has changed, you may not receive important letters and/or information regarding your application. If HABC cannot contact you, your name may be removed from the waiting list for failure to respond to an HABC request for information.**

Enter your Agent Code here...

☐ Show Agent Code

already applied to and be able to make changes to those waiting list(s). Applicants will also see which waiting lists they are eligible for and can apply to. Agent Code(s) (if applicable) will be located on your **Applicant Portal Invite Letter**. To enter your Agent Code, click **Enter Agent Code** below.

Enter your Agent Code and click '**Submit Code.**'

**Welcome**

To review and update your application, click **Get Started** below. You will be able to see all of the information you provided to HABC on your application including viewing waiting list(s) that you are currently active on. If anything has changed, you can report those changes here. Once your name rises to the top of the waiting list, HABC will verify the information that you have provided.

**Please make sure that your contact information is up to date at all times. If you fail to notify HABC that your address has changed, you may not receive important letters and/or information regarding your application. If HABC cannot contact you, your name may be removed from the waiting list for failure to respond to an HABC request for information.**

HABC determines which waiting lists you can apply to, based on the size and characteristics of your family and any modifications necessary for a disabled family member.

Enter your Agent Code here...

☒ Show Agent Code

[Enter Agent Code](#)

If you have **misplaced your letter and/or cannot locate your Agent Code**, please contact the Public Housing Admissions Office at **(410) 396-3225**.

## TELL US ABOUT THE HEAD OF HOUSEHOLD

The MyHousing Portal will first display the information for the Head of Household.

You will only be able to change your **Veteran status**, **Disability status**, and **Phone Number** for the **Head of Household**, **Co-Head**, and **Spouse**. If you have not provided this information on your application, you will be required to update this information before proceeding to the next screen.

- **Note: If there are any other changes for the Head of Household, Co-head, or Spouse, you must contact the Public Housing Admissions Office to make these changes.**

You will be required to enter a phone number where HABC can contact you.

Once you have finished reviewing and updating the Head of household information click **“Next.”**

The screenshot shows a web application interface. On the left is a sidebar with the title 'ACTIONS' and three items: 'Back Home' with a left arrow, 'My Waiting Lists' with a list icon, and 'Update Your Application' with a right arrow and highlighted in blue. The main content area features a progress bar at the top with eight steps: 1. Your Household (active, blue circle), 2. Your Address, 3. Summary, 4. Signature(s), 5. General Questions, 6. Your List(s), 7. Additional Questions/Submit, and 8. Done! Below the progress bar is the title 'Tell Us About The Head Of Household' in blue. Underneath is a paragraph: 'The head of household is responsible for ensuring that the household fulfills all of its responsibilities under the program, along with the co-head or spouse.' The form contains five input fields: 'First Name' with the value 'Jane', 'Middle Name' with the value 'Middle Name', 'Last Name' with the value 'Doe', 'Gender' with a dropdown menu showing 'Female', and 'Birth Date' with the value '07/16/1997' and a calendar icon. Each field has a green checkmark icon to its right. At the bottom of the form are three buttons: an orange '< Back' button, a blue 'Need Help?' link, and a green 'Next >' button.

Please note that if you try to move within the Portal from one page to the next and you have not entered all required information, you will get an error message (**in red**) and you will have to enter the required information before you can move to the next page.

## TELL US ABOUT YOUR HOUSEHOLD MEMBERS

Next you will review each individual household member that is listed on your application. **(If there are no other members on your application, please proceed to page 17).** You will be able to update the following information for existing household members:

- First Name
- Middle Name (optional)
- Last name
- Gender
- Relationship to Head of Household
- Social Security Number
- Date of Birth
- Race
- Ethnicity
- Veteran Status
- Disability Status

To make changes to any one of these fields you will click the field and enter the updated/corrected information.

**ACTIONS**

- ← Back Home
- My Waiting Lists
- Update Your Application

**1** Your Household    2 Your Address    3 Summary    4 Signature(s)    5 General Questions    6 Your List(s)    7 Additional Questions/Submit    8 Done!

### Tell Us About Your Household Members

Provide information for the individuals who will live with you in your household.

[If they are no longer part of the household, click here...](#)

Steve    ✓ First Name

Middle Name    Middle Name

Rodgers    ✓ Last Name

Male    ✓ Gender ⓘ

< Back    Need Help?    Next >

You must enter a response for every field in this screen, except for middle name.

After you have reviewed and updated the current household member's information proceed by clicking **"Next."**

**ACTIONS**

- ← Back Home
- ☰ My Waiting Lists
- 🔧 Update Your Application

**1 Your Household** 2 Your Address 3 Summary 4 Signature(s) 5 General Questions 6 Your List(s) 7 Additional Questions/Submit 8 Done!

### Tell Us About Your Household Members

Provide information for the individuals who will live with you in your household.

If they are no longer part of the household, click here...

Steve ✓ First Name

Middle Name Middle Name

Rodgers ✓ Last Name

Male ✓ Gender ⓘ

< Back Need Help? **Next >**

If you have additional household members, the next screen to appear will be for you to review and update information for the next household member.

If you do not have any additional household members, the next screen to appear will give you the option to add additional household members.

## REMOVING A HOUSEHOLD MEMBER

If you would like to remove a household member from your application, click the **“If they are no longer part of the household, click here...”** button at the top of the page.

You will be asked to confirm that you want to delete this household member.

**ACTIONS**

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

**1 Your Household** 2 Your Address 3 Summary 4 Signature(s) 5 General Questions 6 Your List(s) 7 Additional Questions/Submit 8 Done!

### Tell Us About Your Household Members

Provide information for the individuals who will live with you in your household.

**If they are no longer part of the household, click here...**

Steve ✓ First Name

Middle Name Middle Name

Rodgers ✓ Last Name

Male ✓ Gender ⓘ

< Back Need Help? Next >

You will not be able to remove the Head of Household, Co-head, or Spouse from the application. If you wish to change the Head of Household, remove the Co-Head or Spouse, please contact the **Public Housing Admissions Office at (410) 396-3225** to schedule an appointment.



## ADDING A HOUSEHOLD MEMBER

Once you have reviewed and updated the information for all existing household members, the Portal will prompt you to add a new household member to the application.

If you would like to add a new household member to your application, you will be required to enter the household members:

- Name
- Middle Name
- Last Name
- Gender
- Date of Birth
- Social Security Number
- Relationship status
- Gender
- Race
- Ethnicity

If you do not wish to add new household member(s) and are ready to proceed to the next page, simply click “**Next**” without entering information in the blank fields.

**ACTIONS**

← Back Home

☰ My Waiting Lists

🏠 Update Your Application

**1** Your Household

2 Your Address

3 Summary

4 Signature(s)

5 General Questions

6 Your List(s)

7 Additional Questions/Submit

8 Done!

### Add Household Members?

Provide information for the individuals who will live with you in your household.  
(If you have new household members, start adding the first one here. If not, simply click next.)

First Name First Name

Middle Name Middle Name

Last Name Last Name

Select One Gender ⓘ

< Back

Need Help?

**Next >**

## TELL US ABOUT YOUR ADDRESS

The next information you must update is your address. The address you enter should be the address where HABC will contact you and send all notification letters.

**Please note that if the address you provide is not where you are currently living when your name is selected from the waiting list, your name may be returned to the waiting list if you do not qualify for a Baltimore Residency Preference.**

If the address listed in the Portal is not your current address, you must update the address fields with your current address.

To change your address, you will click the field that needs to be updated and enter the correct information.

Once you have updated your address please click “**Next.**”

The screenshot shows a web application interface for updating a user's address. On the left is a sidebar with the heading 'ACTIONS' and three links: 'Back Home', 'My Waiting Lists', and 'Update Your Application' (highlighted in blue). At the top of the main content area is a progress bar with eight steps: 1. Your Household (green checkmark), 2. Your Address (blue circle with '2'), 3. Summary, 4. Signature(s), 5. General Questions, 6. Your List(s), 7. Additional Questions/Submit, and 8. Done! Below the progress bar is the title 'Tell Us About Your Address...' and the instruction 'The address you provide here should be where you wish to be contacted.' The form contains several input fields: '417 E. Fayette Street' (with a green checkmark and 'Street Address' label), 'Address Line 2', '301' (with a green checkmark and 'Suite/Apt' label), 'Baltimore' (with a green checkmark and 'City' label), and a dropdown menu for 'Maryland' (with a green checkmark and 'State' label). At the bottom left is an orange '< Back' button, and at the bottom right is a green 'Next >' button, which is highlighted with a red rectangle and a red arrow pointing down to it. A blue 'Need Help?' link is also present.

If your address does not match an existing Baltimore address maintained by the US Postal Service, the Portal will give you an auto-corrected alternative.

You will have the option to select the address that you have entered, or the auto-corrected address suggested by the Portal (**recommended**).

The screenshot shows a web portal titled "Select an Address". It displays the address entered by the user: "417 E. Fayette Street 301, Baltimore, MD 21202". Below this, there is a link "Edit address" and a button "Use the above address" which is highlighted with a red box and a red arrow pointing to it. Below this, the portal suggests a corrected address: "417 E Fayette St # 301, Baltimore, MD 21202-3431". At the bottom of this section, there is a green button "Use this corrected address" which is also highlighted with a red box and a red arrow pointing to it. The portal interface includes a top navigation bar with "Questions" and "Questions/Submit", and a left sidebar with "Lists" and "ur Applic".

**Please note that your address reflects your mailing address and any correspondence sent by HABC will be mailed to the address provided below. You must update your application anytime your address changes.**

## SUMMARY - WHAT YOU HAVE TOLD US

The Portal will display a summary of all your information and prompt you to verify that all household members and address information are correct before proceeding.

If information was entered incorrectly for any household member or for your address, simply click on the field and the Portal will take you back to that selection where you can update your entry.

**What You've Told Us...**  
Click on an item to make changes

**Household Info**

**Jane Doe (Head of Household)**  
Birth Date: 07/16/1997    Races: Black/African American    Disabled: No    Veteran: No

**Steve Rodgers (Minor Child (Under the age of 18))**  
Birth Date: 09/09/2018    Races: Black/African American    Disabled: No    Veteran: No

**Address Info**

**Residence**  
Address: 417 E Fayette St 301 Baltimore, MD 21202-3431

< Back    Need Help?    **Next >**

If you have finished reviewing your summary and you have no changes to make click “**Next**” to proceed.

## Summary – Adding an Additional Household Member

If you need to add an additional household member to your application please click the '+' button.

What You've Told Us...

Click on an item to make changes

### Household Info

[Jane Doe \(Head of Household\)](#)

Birth Date: 07/16/1997

Races: Black/African American

Disabled: No

Veteran: No

[Steve Rodgers \(Minor Child \(Under the age of 18\)\)](#)

Birth Date: 09/09/2018

Races: Black/African American

Disabled: No

Veteran: No

[Residence](#)

Address: 417 E Fayette St 301 Baltimore, MD 21202-3431

< Back

Need Help?

Next >

This will bring you back to the 'Add Household Members' page. Here you will be able to add the information for the additional household member (please refer to page 16). Once you are finished entering the household information click 'Save' to return to return to the Summary page.

### ACTIONS

[← Back Home](#)

[My Waiting Lists](#)

[Update Your Application](#)

### Add Household Members?

Provide information for the individuals who will live with you in your household.  
(If you have new household members, start adding the first one here. If not, simply click next.)

First Name

First Name

Middle Name

Middle Name

Last Name

Last Name

Select One

Gender ⓘ

< Back

Need Help?

Save >

## Summary – Removing a Household Member

If you have changed your mind and want to remove someone that you have listed on your application then click the 'X' button next to the household member's name.

The screenshot shows a progress bar at the top with 8 steps: 1. Your Household (checked), 2. Your Address (checked), 3. Summary (active), 4. Signature(s), 5. General Questions, 6. Your List(s), 7. Additional Questions/Submit, and 8. Done! Below the progress bar is the heading "What You've Told Us..." with the instruction "Click on an item to make changes". The "Household Info" section lists two members: Jane Doe (Head of Household) and Steve Rodgers (Minor Child (Under the age of 18)). Each member's row includes their birth date, race, disabled status, and veteran status. A red arrow points to a red 'X' button next to Steve Rodgers' name. Below the household info is the "Address Info" section, which shows the residence address: 417 E Fayette St 301 Baltimore, MD 21202-3431. At the bottom are buttons for "< Back", "Need Help?", and "Next >".

**Household Info**

Jane Doe (Head of Household)  
Birth Date: 07/16/1997    Races: Black/African American    Disabled: No    Veteran: No

Steve Rodgers (Minor Child (Under the age of 18))  
Birth Date: 09/09/2018    Races: Black/African American    Disabled: No    Veteran: No

**Address Info**

Residence  
Address: 417 E Fayette St 301 Baltimore, MD 21202-3431

< Back    Need Help?    Next >

A notification will pop-up and ask “Are you sure you want to delete this household member?” To remove household member click ‘Delete’. Click ‘Cancel’ to cancel your decision of deleting household member.

The screenshot shows a modal dialog box titled "Delete". It contains the text: "Are you sure you want to delete this household member? This assets and incomes entered for this member will also be removed." At the bottom of the dialog are two buttons: "Delete" (in red) and "Cancel" (in blue).

Delete

Are you sure you want to delete this household member? This assets and incomes entered for this member will also be removed.

Delete Cancel

When you have finished reviewing your summary click “**Next**” to proceed.

✓

Your Household

✓

Your Address

3

Summary

4

Signature(s)

5

General Questions

6

Your List(s)

7

Additional Questions/Submit

8

Done!

What You've Told Us...

Click on an item to make changes

Household Info

+

Jane Doe (Head of Household)

Birth Date: 07/16/1997Races: Black/African AmericanDisabled: NoVeteran: No

Steve Rodgers (Minor Child (Under the age of 18))

Birth Date: 09/09/2018Races: Black/African AmericanDisabled: NoVeteran: No

Address Info

Residence

Address: 417 E Fayette St 301 Baltimore, MD 21202-3431

< Back

Need Help?

Next >

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# SIGNATURE PAGE

The next page contains the **Authorization for the Release of Information and Acknowledgement Statement**. Please take a moment to read both of these items.



## Signature(s)

Please read and sign below to continue with your changes.

### AUTHORIZATION FOR THE RELEASE OF INFORMATION

**Purpose:**

In signing this Authorization for the Release of Information, you are authorizing the U.S. Department of Housing and Urban Development (HUD), the Housing Authority of Baltimore City (HABC), and their agents to request information, data, documents and other materials from the sources listed on the form.

**Failure To Sign the Authorization for the Release of Information Form:**

Your failure to sign the form may result in the denial of eligibility or termination of assisted housing benefits, or both. Denial of eligibility or termination of benefits is subject to the Housing Authority's grievance and appeal procedures. You must provide all of the information requested by HABC, including all Social Security Numbers you, and all other household members, have and use. Giving the Social Security Numbers of all household members is mandatory, and not providing the Social Security Numbers will affect your eligibility. Failure to provide any of the requested information may result in a delay or rejection of your eligibility approval or termination of assistance.

**Authority:**

Pursuant to Title 24, Part 5 of HUD's Code of Federal Regulations, the U.S. Housing Act of 1937 (42 U.S.C. 1437 et. seq.), Title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d), the Housing and Community Development Act of 1987 (42 U.S.C. 3543), the Fair Housing Act (42 U.S.C. 3601-19), Section 904 of the Stewart B. McKinney Homeless Assistance Amendments Act of 1988, as amended by Section 903 of the Housing and Community Development Act of 1992 and Section 3003 of the Omnibus Budget Reconciliation Act of 1993, each member of the family of an assistance applicant or participant who is at least 18 years of age, and each family head and spouse regardless of age, shall sign a consent form authorizing HUD and/or HABC to request information to determine initial eligibility, eligibility for continued assistance and level of assistance.

**Uses of Information to be Obtained:**

< Back

[Need Help?](#)

Next >

☐ I understand that this form is not an offer of housing. Based on this form, I understand that I should not make any plans to move or end my present tenancy. I understand that it is my responsibility to inform HABC of any change of address, reasonable accommodation, site selection, admission preference, and/or family composition. I understand that false statements or information are punishable under Federal Law and grounds for HABC denying housing assistance. By signing below, I certify that the information given to HABC in this update/pre-application form is accurate and complete to the best of my knowledge and belief. The parties have agreed to conduct this pre-application electronically. I understand that my electronic signature will have the same legal effect as my written signature.

Jane Doe

Save signature

Clear signature

By signing and selecting the "Save signature" button, you agree that your electronic signature is the legal equivalent of your handwritten signature and you agree to be bound by the terms and conditions of the authorization.

< Back

[Need Help?](#)

Next >



When you have finished reading both the **Authorization for the Release of Information** and **Acknowledgement Statement** you must check the box next to the **Acknowledgement Statement** and provide your signature.

**Please note that the system will not allow you to proceed until the Acknowledgement Statement is checked off and you have provided your signature.**



☐ I understand that this form is not an offer of housing. Based on this form, I understand that I should not make any plans to move or end my present tenancy. I understand that it is my responsibility to inform HABC of any change of address, reasonable accommodation, site selection, admission preference, and/or family composition. I understand that false statements or information are punishable under Federal Law and grounds for HABC denying housing assistance. By signing below, I certify that the information given to HABC in this update/pre-application form is accurate and complete to the best of my knowledge and belief. The parties have agreed to conduct this pre-application electronically. I understand that my electronic signature will have the same legal effect as my written signature.



Jane Doe

Save signature

Clear signature

By signing and selecting the "Save signature" button, you agree that your electronic signature is the legal equivalent of your handwritten signature and you agree to be bound by the terms and conditions of the authorization.

Once you have checked the Acknowledgement Statement and you have provided your signature click '**Save Signature**'.

☒ I understand that this form is not an offer of housing. Based on this form, I understand that I should not make any plans to move or end my present tenancy. I understand that it is my responsibility to inform HABC of any change of address, reasonable accommodation, site selection, admission preference, and/or family composition. I understand that false statements or information are punishable under Federal Law and grounds for HABC denying housing assistance. By signing below, I certify that the information given to HABC in this update/pre-application form is accurate and complete to the best of my knowledge and belief. The parties have agreed to conduct this pre-application electronically. I understand that my electronic signature will have the same legal effect as my written signature.



Jane Doe

Save signature

Clear signature

By signing and selecting the "Save signature" button, you agree that your electronic signature is the legal equivalent of your handwritten signature and you agree to be bound by the terms and conditions of the authorization.

After you click 'Save Signature' the 'Next' button will now be available. Click 'Next' to proceed.

✓

Your Household

✓

Your Address

✓

Summary

4

Signature(s)

5

General Questions

6

Your List(s)

7


Additional Questions/Submit

8

Done!

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 understand that this form is not an offer of housing. Based on this form, I understand that I should not make any plans to move or end my present tenancy. I understand that it is my responsibility to inform HABC of any change of address, reasonable accommodation, site selection, admission preference, and/or family composition. I understand that false statements or information are punishable under Federal Law and grounds for HABC denying housing assistance. By signing below, I certify that the information given to HABC in this update/pre-application form is accurate and complete to the best of my knowledge and belief. The parties have agreed to conduct this pre-application electronically. I understand that my electronic signature will have the same legal effect as my written signature.



**X**

Jane Doe

By signing and selecting the "Save signature" button, you agree that your electronic signature is the legal equivalent of your handwritten signature and you agree to be bound by the terms and conditions of the authorization.

< Back

[Need Help?](#)

Next >

## General Questions

On the General Questions page you will be prompted to answer two (2) questions. These two questions will determine your wait list selections.

The screenshot shows the 'General Questions' page in a web application. On the left is a sidebar with the title 'ACTIONS' and three links: 'Back Home', 'My Waiting Lists', and 'Update Your Application'. At the top is a progress bar with eight steps: 'Your Household', 'Your Address', 'Summary', 'Signature(s)', 'General Questions' (highlighted with a blue circle and number 5), 'Your List(s)', 'Additional Questions/Submit', and 'Done!'. The main content area is titled 'Answer Question(s) Below:' with the instruction 'Please answer all questions'. It contains two questions, numbered 1 and 2. Question 1 asks 'Does anyone in the household require a wheelchair accessible unit?' with 'Yes' and 'No' buttons. Question 2 asks 'I want to automatically apply to all LIPH Group waiting lists that I qualify for...' with 'Yes' and 'No' buttons. At the bottom are three buttons: '< Back' (orange), 'Need Help?' (blue), and 'Next >' (green).

ACTIONS

← Back Home

My Waiting Lists

Update Your Application

1 Your Household 2 Your Address 3 Summary 4 Signature(s) 5 General Questions 6 Your List(s) 7 Additional Questions/Submit 8 Done!

Answer Question(s) Below:

Please answer all questions

1 Yes No Does anyone in the household require a wheelchair accessible unit?

2 Yes No I want to automatically apply to all LIPH Group waiting lists that I qualify for. You have the option to automatically apply to all LIPH Group waiting lists you currently qualify for in order to get a quicker placement. As an alternative you can select up to 3 list(s) manually in case you don't want to be placed into certain lists.

< Back Need Help? Next >

Selected answers will be highlighted in blue.

This screenshot is identical to the previous one, but with the selected answers highlighted in blue. In question 1, the 'No' button is blue. In question 2, the 'Yes' button is blue. The 'Next >' button is also green.

ACTIONS

← Back Home

My Waiting Lists

Update Your Application

1 Your Household 2 Your Address 3 Summary 4 Signature(s) 5 General Questions 6 Your List(s) 7 Additional Questions/Submit 8 Done!

Answer Question(s) Below:

Please answer all questions

1 Yes No Does anyone in the household require a wheelchair accessible unit?

2 Yes No I want to automatically apply to all LIPH Group waiting lists that I qualify for. You have the option to automatically apply to all LIPH Group waiting lists you currently qualify for in order to get a quicker placement. As an alternative you can select up to 3 list(s) manually in case you don't want to be placed into certain lists.

< Back Need Help? Next >

## Scenario 1 (First Available Waiting List)

If you **do not require a wheelchair accessible unit** and want to be placed on the **First Available** waiting list. This means that once your name reaches the top of any waiting list(s) you are eligible for, you must accept the housing offer (**image below**).

ACTIONS

[← Back Home](#)

[My Waiting Lists](#)

[Update Your Application](#)

✓

Your Household

✓

Your Address

✓

Summary

✓

Signature(s)

5

General Questions

6

Your List(s)

7

Additional Questions/Submit

8

Done!

Answer Question(s) Below:

Please answer all questions

1

Yes

No

✓ Does anyone in the household require a wheelchair accessible unit?

2

Yes

No

✓ I want to automatically apply to all LIPH Group waiting lists that I qualify for.  
You have the option to automatically apply to all LIPH Group waiting lists you currently qualify for in order to get a quicker placement.  
As an alternative you can select up to 3 list(s) manually in case you don't want to be placed into certain lists.

< Back

[Need Help?](#)

Next >

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## Scenario 2 (Location-Based Waiting List(s))

If you **do not require a wheelchair accessible unit** and want **to select up to three (3) Location-Based Waiting List(s)**. This means that once your name reaches the top of any of the three (3) waiting list(s) you are eligible for you must accept the housing offer at the first location offered **(image below)**.

ACTIONS

[← Back Home](#)

[My Waiting Lists](#)

[Update Your Application](#)

✓

Your Household

✓

Your Address

✓

Summary

✓

Signature(s)

5

General Questions

6

Your List(s)

7

Additional Questions/Submit

8

Done!

Answer Question(s) Below:

Please answer all questions

1

Yes

No

✓ Does anyone in the household require a wheelchair accessible unit?

2

Yes

No

✓ I want to automatically apply to all LIPH Group waiting lists that I qualify for.  
You have the option to automatically apply to all LIPH Group waiting lists you currently qualify for in order to get a quicker placement.  
As an alternative you can select up to 3 list(s) manually in case you don't want to be placed into certain lists.

< Back

[Need Help?](#)

Next >

## Scenario 3 (HABC Accessible Housing Waiting List)

If you **do require a wheelchair accessible unit** you will be placed on the **HABC Accessible Housing Waiting List**. This means that you will be placed on a centralized housing list and once your name comes to the top of the list you will be contacted and interviewed by HABC staff. HABC Staff will determine your eligibility and if qualified you will be housed in a wheelchair accessible unit. Individuals on the HABC Accessible Housing Waiting List will receive up to three offers (**images below**).

The screenshot shows the application form for the HABC Accessible Housing Waiting List. The left sidebar contains the 'ACTIONS' menu with links for 'Back Home', 'My Waiting Lists', and 'Update Your Application'. The top progress bar indicates the current step is 5, 'General Questions', with previous steps completed (1-4) and future steps (6-8) pending. The main content area is titled 'Answer Question(s) Below:' and includes the instruction 'Please answer all questions'. Two questions are listed:

1. ☒ Does anyone in the household require a wheelchair accessible unit?  
Buttons:
2. ☒ I want to automatically apply to all LIPH Group waiting lists that I qualify for.  
Text: You have the option to automatically apply to all LIPH Group waiting lists you currently qualify for in order to get a quicker placement.  
Text: As an alternative you can select up to 3 list(s) manually in case you don't want to be placed into certain lists.  
Buttons:

Navigation buttons at the bottom include '< Back', 'Need Help?', and 'Next >'.

This screenshot shows the same application form as above, but with a different selection for Question 2. The progress bar and sidebar remain the same. The questions are:

1. ☒ Does anyone in the household require a wheelchair accessible unit?  
Buttons:
2. ☒ I want to automatically apply to all LIPH Group waiting lists that I qualify for.  
Text: You have the option to automatically apply to all LIPH Group waiting lists you currently qualify for in order to get a quicker placement.  
Text: As an alternative you can select up to 3 list(s) manually in case you don't want to be placed into certain lists.  
Buttons:

Navigation buttons at the bottom include '< Back', 'Need Help?', and 'Next >'.

## YOUR LIST(S) – WAITING LIST(S)

### Your List(s): First Available Waiting List Selection

If you answered **Yes** to “I want to apply to all LIPH Group waiting lists that I qualify for,” then you will automatically be placed on all waiting list(s) you are qualified for (**Refer to Scenario 1 above**). All waiting list(s) that you have applied to and that you are currently on will appear in **blue** (image below).

Waiting Lists	
You have selected to be automatically enrolled in all qualifying LIPH Group lists	
List(s) You Qualify For	
LIPH Group: Albemarle Square TEST	✓
LIPH Group: Arbor Oaks TEST	✓
LIPH Group: Broadway Overlook TEST	✓
LIPH Group: Brooklyn Homes TEST	✓
LIPH Group: Cherry Hill Homes TEST	✓
LIPH Group: Douglass Homes TEST	✓
LIPH Group: Gilmor Homes TEST	✓

Once you have finished reviewing your waiting list(s) click '**Next**' to proceed.

## Your List(s): Location-Based Waiting List(s) Selection

If you answered **No** to “I want to apply to all LIPH Group waiting lists that I qualify for,” then you will have the option to **select up to three (3)** Location-Based Waiting List(s) **(Refer to Scenario 2 above)**. All waiting list(s) you are qualified for will appear in **green** (image below).

**Waiting Lists**  
Please note that you are limited in how many lists you can choose:  
**3 lists from LIPH Group**

List(s) You Qualify For

---

<a href="#">LIPH Group: Albemarle Square TEST</a>
<a href="#">LIPH Group: Arbor Oaks TEST</a>
<a href="#">LIPH Group: Broadway Overlook TEST</a>
<a href="#">LIPH Group: Brooklyn Homes TEST</a>

Once you click on a Location-Based Waiting List selection, the selected waiting list will appear in **blue** (image below).

**Waiting Lists**  
Please note that you are limited in how many lists you can choose:  
**3 lists from LIPH Group**

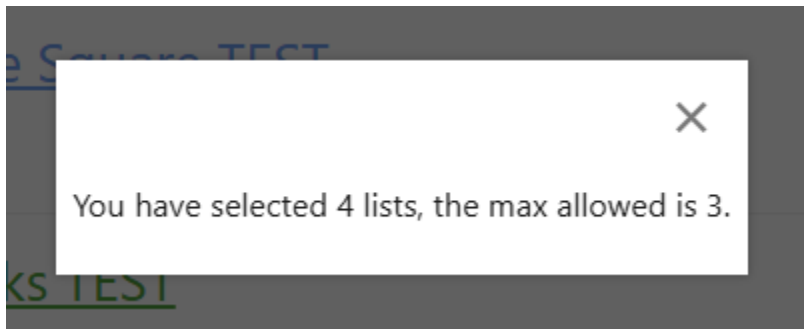
List(s) You Qualify For

---

<a href="#">LIPH Group: Albemarle Square TEST</a>	✓
<a href="#">LIPH Group: Arbor Oaks TEST</a>	
<a href="#">LIPH Group: Broadway Overlook TEST</a>	✓
<a href="#">LIPH Group: Brooklyn Homes TEST</a>	✓
<a href="#">LIPH Group: Cherry Hill Homes TEST</a>	



If you select more than three (3) waiting lists the portal will prompt you to unselect the waiting list(s) so that no more than three (3) waiting lists are selected.



Please note that in some instances your household may qualify for less than three (3) Location-Based Waiting Lists. Qualifications are based on the total number of members in your household.

Once you have made your selection(s) please click '**Next**' to continue.

## Your List(s): HABC Accessible Housing Waiting List

If you answered **Yes** to “Does anyone in the household require a wheelchair accessible unit?” then you will only be able to apply to **HABC Accessible Housing Waiting List (Refer to Scenario 3 above)**. The HABC Accessible Housing Waiting list will appear as your only option to select **(image below)**.

### Waiting Lists

You have selected to be automatically enrolled in all qualifying LIPH Group lists

List(s) You Qualify For

---

**Accessible Housing\_(Wheel Accessible or UFAS)TEST**

---

Once you have made your selection please click '**Next**' to continue.

If you have any questions regarding your current waiting list(s) selections, please feel free to contact the **Public Housing Admissions Office at (410) 396-3225**.

## ADDITIONAL QUESTIONS PAGE - ANSWER A FEW MORE QUESTIONS

The MyHousing Portal will prompt you to answer additional questions. There are a total of seven (7) questions which you will need to answer.

My Housing

HOUSING AUTHORITY of BALTIMORE CITY

Your Household Your Address Summary Signature(s) Your List(s) **6** Additional Questions/Submissions

### Answer A Few More Questions

Please answer these questions so that HABC can determine whether your family is eligible for an admission preference. Admission preferences will determine your position on the waiting list. You may have already provided information which entitles you to an admission preference. These are additional questions which will assist HABC in determining your household's eligibility for an admission preference. [Hide all the questions](#)

A. Accommodations

1 Select One

Do you or any member of your household need an accessible unit because of a mobility related disability, or do you or any member of your household need a special feature due to a disability. For example, grab bars in a shower due to unsteadiness.

If you answer YES, you will be prompted to choose from a list of modifications which HABC can provide in your unit to assist with the needs of any disabled household member. For example, you may need a unit for persons with a vision disability, or a unit for person who are deaf or hard of hearing, or a bedroom which must be on the first floor.

B. Emergency Contact

1 Select One

You have the right by law to include as part of your application for housing, the name, address, telephone number and other relevant information of a family member, friend, or...

< Back Need Help? Submit

**Question 1 (Accommodations):** Do you or any member of your household need an accessible unit because of a mobility related disability or do you or any member of your household need a special feature due to a disability? For example, grab bars in a shower due to unsteadiness.

**If you answer YES,** you will be prompted to choose from a list of modifications which HABC can provide for Public Housing units to assist with the needs of any disabled household member. For example, you may need a unit for persons with a vision impairment, or a unit for persons who are deaf or hard of hearing, or a bedroom which must be on the first floor.

**Question 2 (Emergency Contact):** You have the right by law to include as part of your application for housing, the name, address, telephone number and other relevant information of a family member, friend, or social, health, advocacy, or other organization. This contact information is for the purpose of identifying a person or organization that may be able to help in resolving any issues that may arise during your tenancy or to assist in providing any special care or services you may require. **You may update, remove, or change the information you provide at any time.** You are not required to provide this contact information, but if you choose to do so, please provide the requested information.

You do not have to provide an alternate contact; however, if you choose to do so, you will enter information on how HABC can contact this individual.

**Question 3 (Gross Income):** Please provide the Gross Annual Income for all members in your family, including yourself. **This is the total income before any taxes or deductions.**

The total should include income from all sources received by all members of your family and includes, but is not limited to:

- Wages, including bonus, tips, and overtime
- Income from Self-Employment/Owned Business
- Social Security Payments and/or SSI Payments
- Public Assistance Benefits
- Unemployment Benefits
- Short-Term Disability Payment
- Child Support/Alimony
- Pension
- Income from Assets, i.e., interest from a Checking Account
- Cash Contributions from individuals outside of the household
- Non-Cash Contributions, *e.g.*, the value of groceries provided by individuals outside of the household

**Question 4:** If you, your co-head of household, or your spouse is on the Public Housing Waiting List and is employed full time or part time, is your place of employment in Baltimore City?

If you answer yes, when selected from the Public Housing waiting list, you will need to provide verification of employment in Baltimore City/County.

**Question 5:** Are you, your co-head of household or your spouse enrolled in a job training program?

If you answer yes, when selected from the waiting list, you will need to provide verification of enrollment in the job training program.

**Question 6:** Do you, your co-head of household, or your spouse have a job offer to begin work in Baltimore City within the next 60 days?

If you answer yes, when selected from the waiting list, you will need to provide verification of the job offer or if you have already started working, you will need to provide verification of employment.

**Question 7:** Are you, your co-head of household, or your spouse employed full time or part time?

If you answer yes, when selected from the waiting list, you will need to provide verification of employment.

## SUBMITTING YOUR UPDATE

Once you have answered all the questions please click “**Submit.**”

The screenshot shows a progress bar at the top with eight steps: 1. Your Household, 2. Your Address, 3. Summary, 4. Signature(s), 5. General Questions, 6. Your List(s), 7. Additional Questions/Submit (highlighted in blue), and 8. Done! Below the progress bar, the section is titled "D. Preferences". It contains four numbered questions, each with "Yes" and "No" buttons and a green checkmark icon. The questions are:

1. Are you, your co-head of household or your spouse employed full time or part time?
2. If you, your co-head of household or your spouse is employed full time or part time, is your place of employment in Baltimore City/Baltimore County?
3. Are you, your co-head of household or your spouse enrolled in a job training program in Baltimore City/Baltimore County?
4. Do you, your co-head of household or your spouse have a job offer to begin work in Baltimore City/Baltimore County within the next 60 days?

At the bottom of the form, there is a "< Back" button, a "Need Help?" link, and a "Submit" button highlighted with a red box and a red arrow pointing down to it.

Once you click “**Submit**” a pop-up will appear with the following message:

The screenshot shows a pop-up window titled "Submit Changes". The text inside reads: "Your changes have been saved. Are you ready to submit your application? If so, click submit, otherwise click 'Cancel'. Please note that once you submit you will be unable to submit further changes until your current changes have been processed. This usually takes 24 hours." At the bottom of the pop-up, there are two buttons: "Submit" and "Cancel".

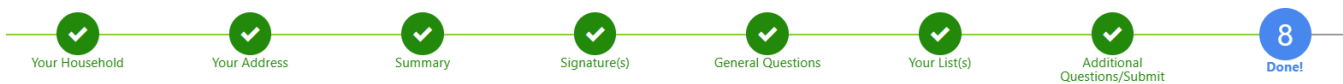
If you have completed all the required information, the Portal will inform you that your changes have been submitted and you will not be able to make any additional changes to your application until your updates have been reviewed (**usually takes 24 hours**).

Approximately 24 hours after submission of any application updates/changes you will be able to log back into the Portal using the same **Username** and **Password** to view your updated application information as well as the waiting list(s) that you have selected.

# CONFIRMATION

## Summary of Changes

Once you have submitted your update you will be given the option to print, download, or email the summary of changes confirmation receipt to yourself.



You've successfully updated your application! Your information is being submitted for review to the Housing Authority. Below is a summary of the changes you have submitted. You may print, email, or export this page to PDF.

Please be aware this summary page will not be available once you log off or navigate to another area of the portal. If you would like a copy for your records, please select from the options below:

[Print Summary](#)

[Email Summary](#)

[Export to PDF](#)

### Summary

Status: Submitted (01/30/2025)

Updated <span>■</span> Removed <span>■</span> Added <span>■</span>						
Head of Household Member number 01	Last Name	First Name	Middle Name	Relationship to Head Of Household	Birth Date	Age
	Doe	Jane		Head	07/16/1997	27
	Sex	Citizenship	Ethnicity	Races		
	Female	Eligible Citizen	Not Hispanic or Latino	Black/African American		

[Print Summary](#)

[Email Summary](#)

[Export to PDF](#)

If you select ‘**Print Summary**’ you will be able to print the summary of the update that was just completed.

If you select ‘**Email Summary**’ then you will have to send the email to yourself and/or anyone with a valid email address.

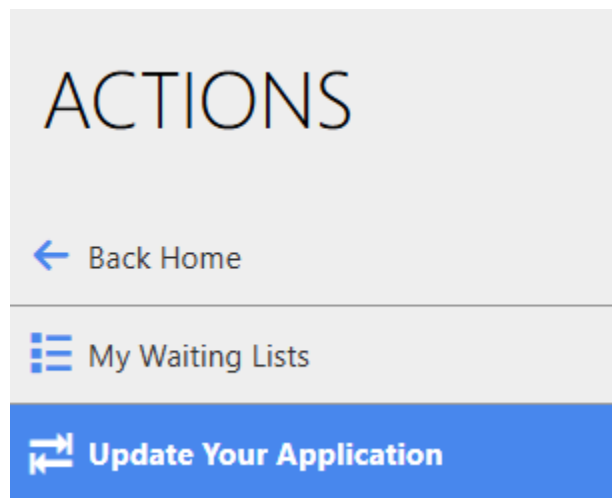
A screenshot of a modal dialog box titled "Print Summary". It contains a text input field labeled "Email Address" and a blue "Send" button at the bottom right.

If you select '**Export to PDF**' you will be able to save a copy of the summary to the device that you completed the update on. This option is recommended so that you can keep a copy of this transaction for your record.

## Email Confirmation

Confirmation of your application update will be sent directly to the email address you provided. Notification will come from **notifications@housingnotifications.com** .

**Please do not respond to this email address. If you have any questions regarding your application please feel free to contact the Public Housing Admissions Office at (410) 396-3225.**



If you did not provide an email address, you will be able to log back into the MyHousing Portal to view a confirmation message. See guidance Dashboard to view notifications (**Page 41**).

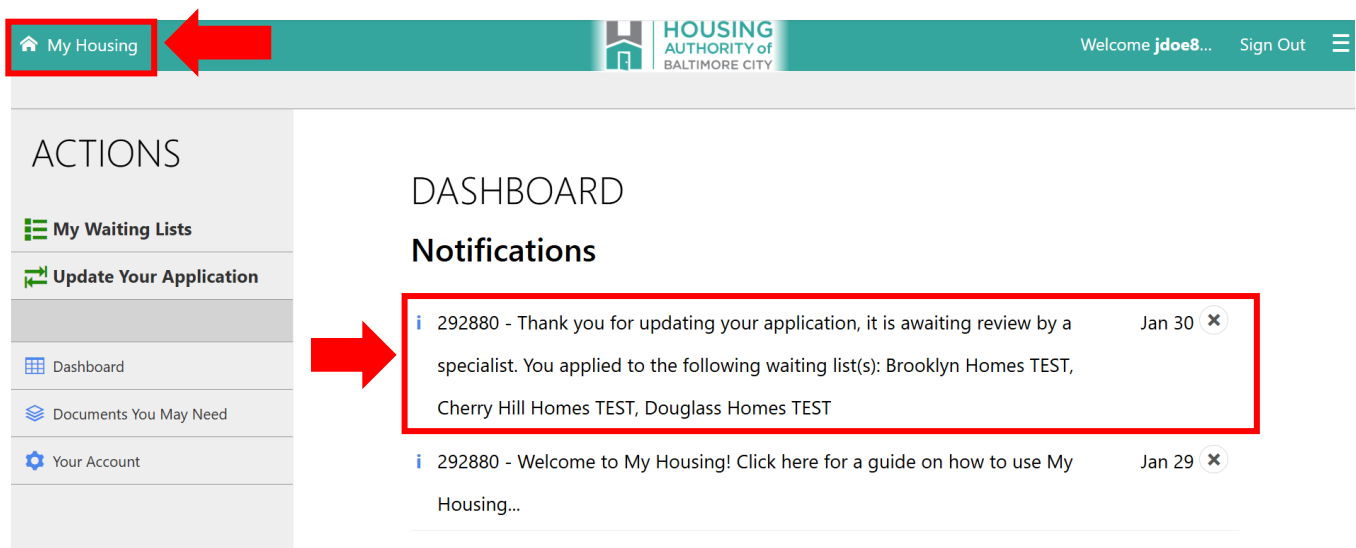


# DASHBOARD

## Notifications

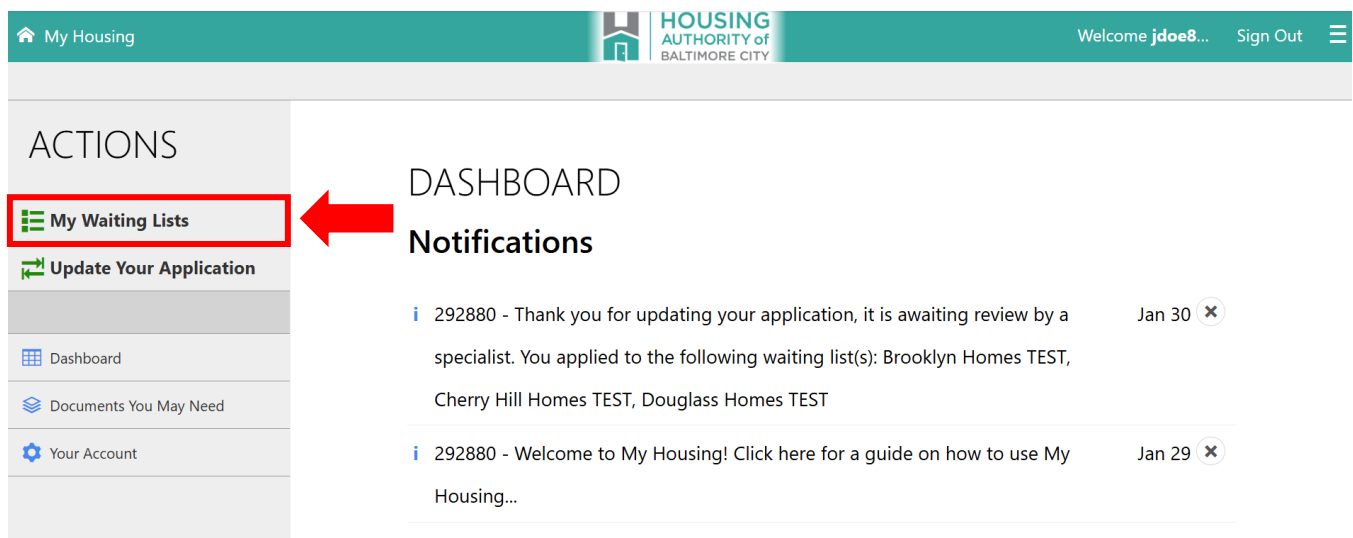
Once you have logged into the Applicant Portal, you can access the dashboard at any time by clicking the **My Housing** button located in the top-left corner.

The Dashboard includes a list of notifications and messages in date order. You should refer to the Dashboard to confirm receipt and status of changes.



## REVIEWING YOUR APPLICATION

To view the waiting lists you have chosen, once you have logged back into the Portal you will select **My Waiting Lists** located on the left-hand side of the **Home Page - Dashboard**.

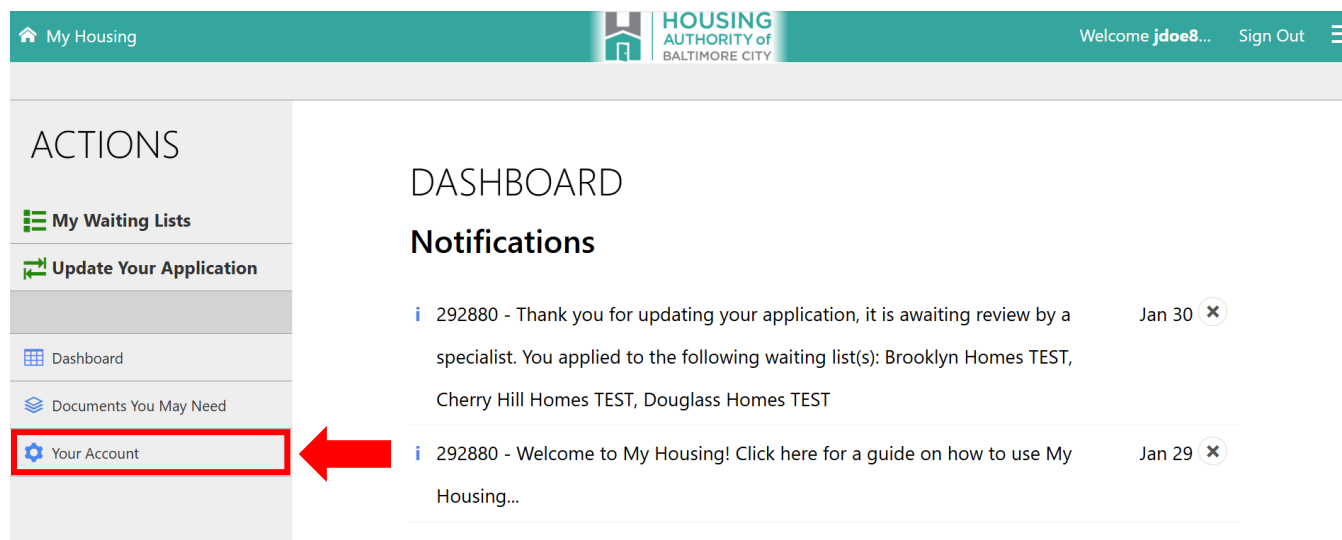


## CHANGING ACCOUNT INFORMATION/PASSWORD






**You will not be able to change your username**, but you will be able to change your email address and language preference. You will also be able to change your password once you have logged in to the MyHousing Portal.





### Accessing your account information:

To change your account information click **'Your Account'** from the **Home Page - Dashboard**.



The screenshot displays the 'My Housing' dashboard for the Housing Authority of Baltimore City. The top navigation bar includes a home icon, the text 'My Housing', the Housing Authority of Baltimore City logo, the user name 'Welcome jdoe8...', a 'Sign Out' link, and a menu icon. The left sidebar, titled 'ACTIONS', contains several links: 'My Waiting Lists', 'Update Your Application', 'Dashboard', 'Documents You May Need', and 'Your Account'. The 'Your Account' link, which features a gear icon, is highlighted with a red rectangular border and a red arrow pointing to it from the right. The main content area is titled 'DASHBOARD' and 'Notifications', showing two notification items with dates and close buttons.

ACTIONS	
 My Waiting Lists	
 Update Your Application	
 Dashboard	
 Documents You May Need	
 <b>Your Account</b>	

DASHBOARD	
<b>Notifications</b>	
 292880 - Thank you for updating your application, it is awaiting review by a specialist. You applied to the following waiting list(s): Brooklyn Homes TEST, Cherry Hill Homes TEST, Douglass Homes TEST	Jan 30 
 292880 - Welcome to My Housing! Click here for a guide on how to use My Housing...	Jan 29 

## Changing your password:

- From the **Your Account** page enter your current password in the “**Current Password**” field.
- Then enter a new password in the “**New Password**” field.
- Next you will have to re-enter the new password as confirmation in the “**Confirm New Password**” field.
- When you have finished entering your new password, click “**Save**” to save your changes.

### YOUR ACCOUNT

Username jdoe8416

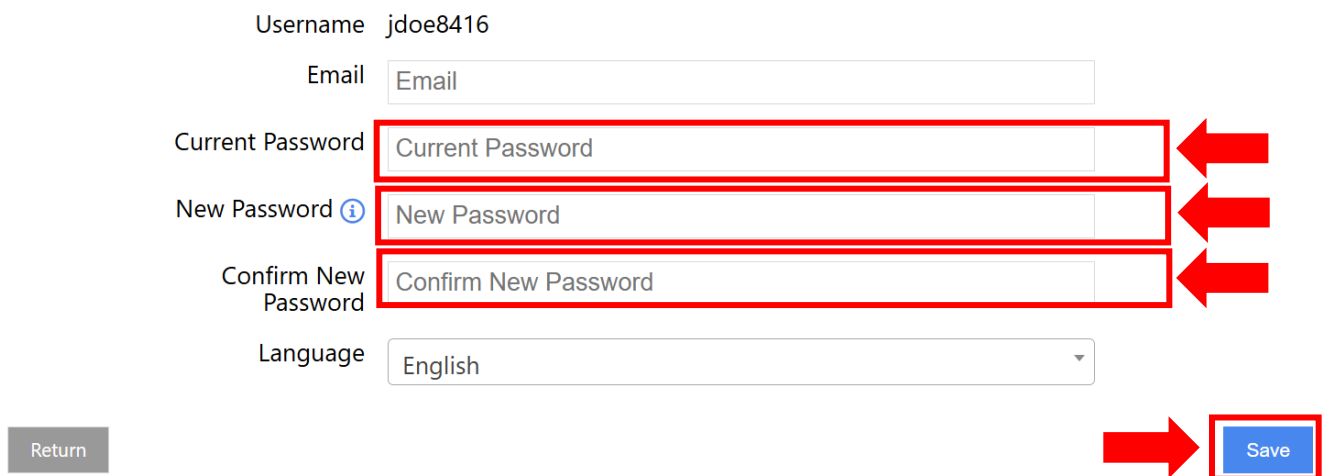
Email

Current Password

New Password ⓘ

Confirm New Password

Language

A diagram illustrating the steps to change a password. The form is titled 'YOUR ACCOUNT'. It contains fields for Username (jdoe8416), Email, Current Password, New Password, Confirm New Password, and Language (English). The 'Current Password', 'New Password', and 'Confirm New Password' fields are highlighted with red boxes, and red arrows point to each of them from the right. A red arrow points to the 'Save' button at the bottom right, which is also highlighted with a red box. A 'Return' button is located at the bottom left.

## Changing your email address:

- From the **Your Account** page click “**Email**” field.
- Delete the current email in the field.
- Enter your new email address.
- When you have finished entering your new email address, click “**Save**” to save your changes.


### YOUR ACCOUNT

Username	jdoe8416
Email	<input type="text" value="jane.doe@habc.org"/>
Current Password	<input type="password" value="Current Password"/>
New Password ⓘ	<input type="password" value="New Password"/>
Confirm New Password	<input type="password" value="Confirm New Password"/>
Language	<input type="text" value="English"/>

## Changing your language preference:


- From the **Your Account** page click “**Language**” field drop-down box.
- Select your language preference.
- When you have finished selecting your language preference, click “**Save**” to save your changes.

### YOUR ACCOUNT

Username	jdoe8416
Email	<input type="text" value="jane.doe@habc.org"/>
Current Password	<input type="password" value="Current Password"/>
New Password 	<input type="password" value="New Password"/>
Confirm New Password	<input type="password" value="Confirm New Password"/>
Language	<div><div>English</div><div></div></div>

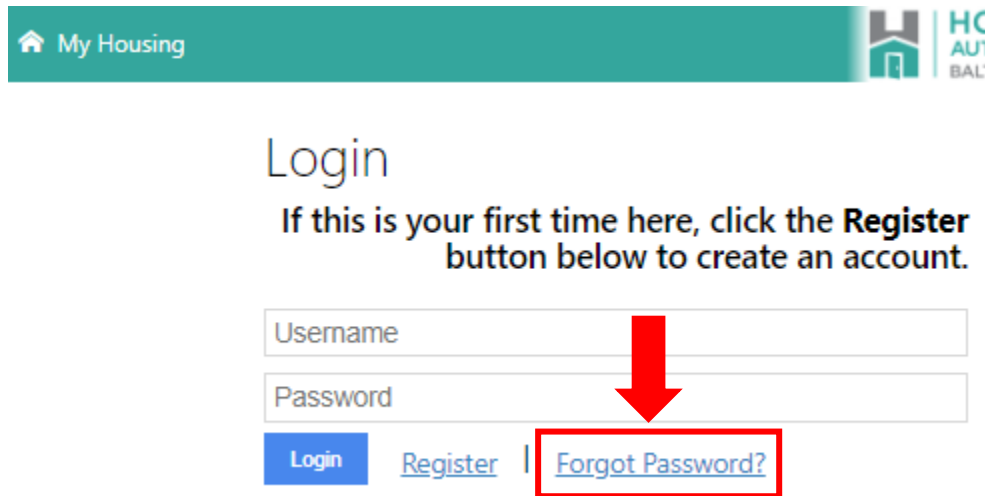
Return

Save



## **FORGOT YOUR PASSWORD – EMAIL**

If you have forgotten your **username** or **password**, you will have to go to HABC's MyHousing Portal at <https://habc-onthelist.myhousing.com/> and select the "**Forgot Password?**" option.



My Housing

HC  
AUT  
BAL

Login

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

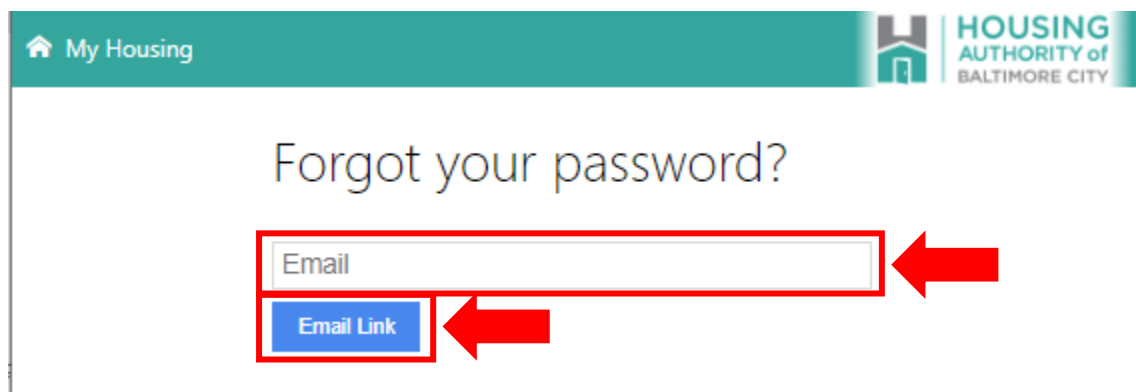
Username

Password

Login Register | **Forgot Password?**

You will have the option to have an email (if applicable) sent to your email address on file. To reset your password via the email you have on file please follow these steps:

- Enter the email address which you have on file with HABC into the email field.
- Then click the "**Email Link**" button.



My Housing

HOUSING  
AUTHORITY of  
BALTIMORE CITY

Forgot your password?

Email

Email Link

Email will be sent to email address confirming your username and then you will be provided with a temporary password which you can use to login into your account. You will have the option to change your password after logging back in.

## **FORGOT YOUR PASSWORD – NO EMAIL**

If you do not have an email address and/or you are experiencing problems resetting your password, please contact HABC.

If you are a **Public Housing applicant**, you may contact the Admissions Office **Monday, Tuesday, Wednesday, and Friday between 8:45 am – 4:00 pm** via **telephone (410) 396-3225** and via **email: [habc.hao@habc.org](mailto:habc.hao@habc.org)**