

MYHOUSING APPLICANT PORTAL GUIDEBOOK

Step-by-Step Instructions to Register & Update Your Application on MyHousing Portal (For Current Applicants On The 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 도와 드리겠습니다.

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

For Housing Choice Voucher Program/Section 8 – (443) 984 – 2222

Overview

The **MyHousing** Portal is a website where you can view and update your application for housing. The MyHousing Portal can be used by applicants on the **Public Housing** waiting list, applicants on the **Housing Choice Voucher Program (“HCVP,” formerly “Section 8”)** and applicants on both waiting lists.

You no longer have to come into the **Public Housing Admissions Office** and/or **Housing Choice Voucher Program Office** to fill out forms and hand in documents to update your application. You can use the MyHousing Portal to complete current application updates and any future updates to 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.

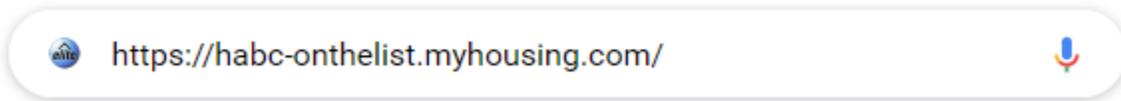
Please note that if you try to move within the Portal from one page to the next and you have not entered all required information, you will get an error message (in red) and you will have to enter the required information before you can move to the next page. Please review the Table of Contents below for a listing of the type of information required in the MyHousing Portal and instructions provided in this guide.

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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.).



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

Test Message

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 and Leasing Department **Monday – Wednesday and Friday between 8:45 am – 4:00 pm via telephone (410) 396-3225 and via email: habc.hao@habc.org**

If you are a **HCVP (Housing Choice Voucher Program) applicant/participant**, you may contact the Customer Relations Department **Monday – Friday between 8:45 am – 4:00 pm via telephone (443) 984-2222 and via email: hcvp.info@habc.org**

Applicant Survey

If you are an existing applicant please take a moment to complete this survey.

To access survey please click [here](#).

Resident Survey

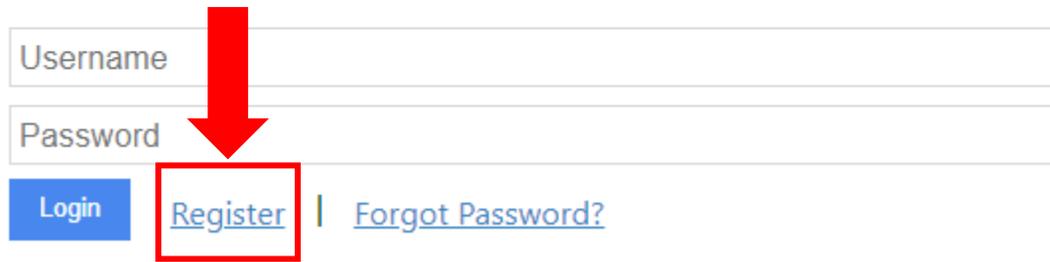
If you are an existing resident please take a moment to complete this survey.

To access survey please click [here](#).

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.



The login form consists of two input fields: 'Username' and 'Password'. Below these fields are three buttons: 'Login' (blue), 'Register' (white with a red border), and 'Forgot Password?' (blue text). A large red arrow points from the top of the 'Register' button down to the 'Password' field.

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.



The registration type selection screen shows two options: 'APPLICANT' and 'RESIDENT'. The 'APPLICANT' option is highlighted with a red border and contains the text 'You are active on at least one waiting list.' The 'RESIDENT' option contains the text 'You are an active program participant needing to complete your certification.' A red arrow points from the 'RESIDENT' option towards the 'APPLICANT' option.

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

Last Name

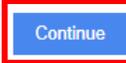
 Date Of Birth 

Please select and provide one form of identification.

 Social Security Number

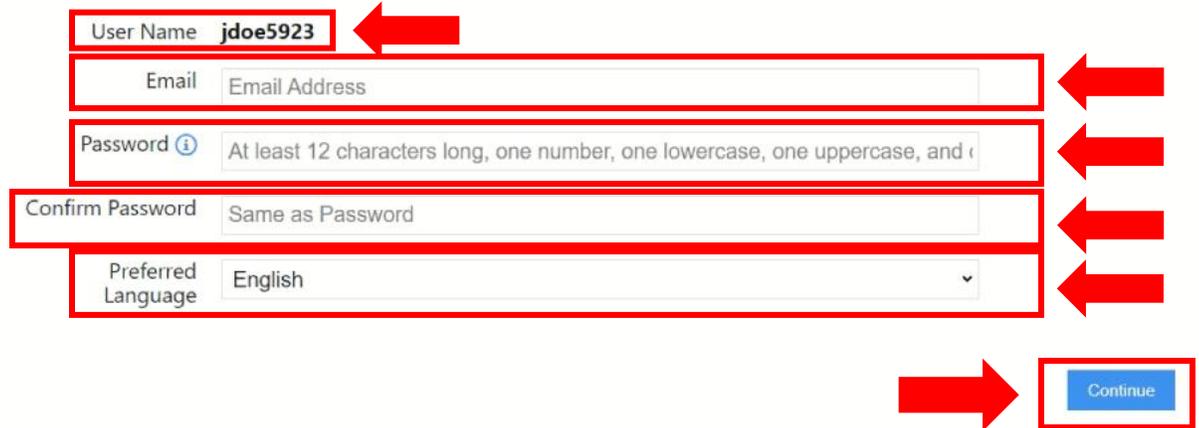
 Social Security Number or Alternate Identification Number

 Alien Registration Number



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.

Please make a note of your user name below and enter the password you would like for your account to complete the registration process.



The image shows a registration form with the following fields and a 'Continue' button. Red boxes and arrows highlight the 'User Name' field (containing 'jdoe5923'), the 'Email' field, the 'Password' field (with a hint: 'At least 12 characters long, one number, one lowercase, one uppercase, and...'), the 'Confirm Password' field (containing 'Same as Password'), the 'Preferred Language' dropdown menu (set to 'English'), 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, www.yahoo.com, 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: **jdoue5923** 

[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: **jdoue5923**

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

LOG-IN

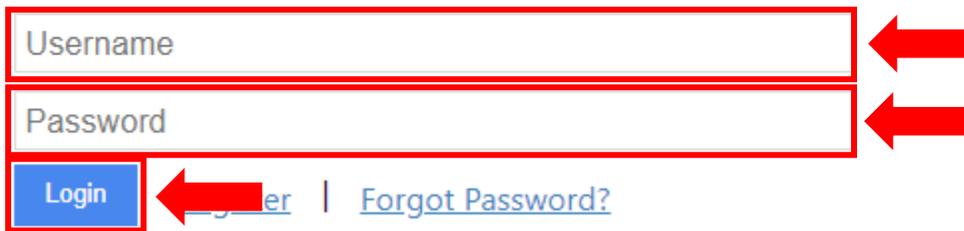
Once you have completed your registration, you will log in to the MyHousing Portal using your username and the password that you created.

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 **jdoue5923**.

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

Login

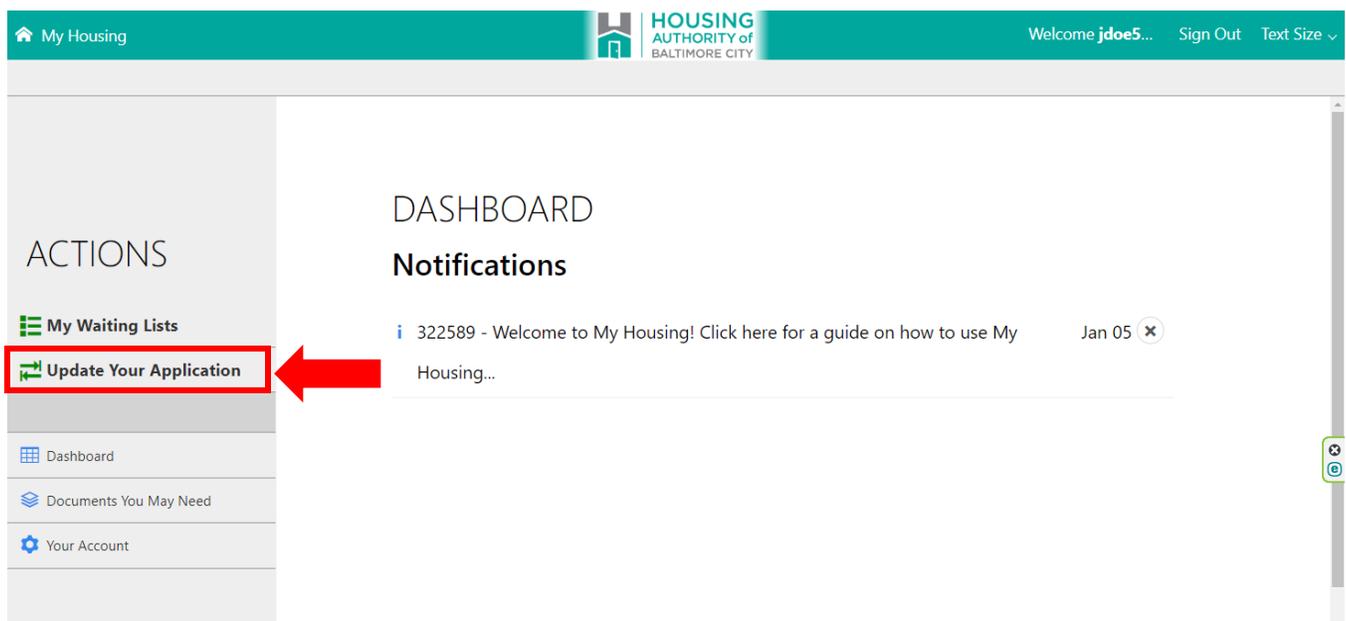
If this is your first time here, click the **Register** button below to create an account.



The screenshot shows a login form with three main elements: a text input field for 'Username', a text input field for 'Password', and a blue 'Login' button. Red boxes are drawn around each of these three elements, and red arrows point from the right side of the page towards each box. Below the 'Login' button, there are links for 'Register' and '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.

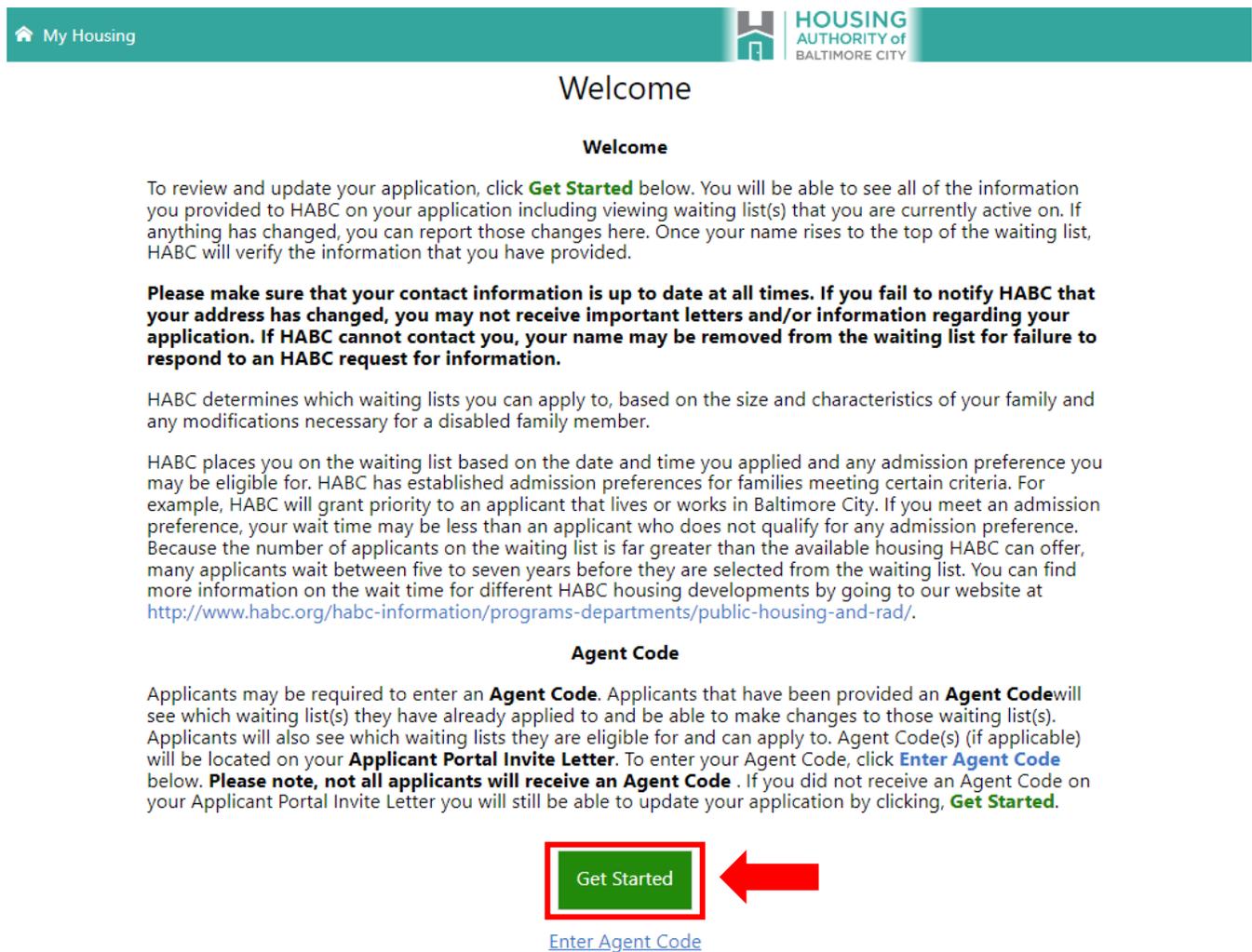


The screenshot shows the 'My Housing' dashboard. At the top, there is a teal header with the 'HOUSING AUTHORITY of BALTIMORE CITY' logo and the text 'Welcome jdoe5... Sign Out Text Size'. Below the header is a grey sidebar on the left labeled 'ACTIONS' containing several menu items: 'My Waiting Lists', 'Update Your Application' (highlighted with a red box and arrow), 'Dashboard', 'Documents You May Need', and 'Your Account'. The main content area is titled 'DASHBOARD' and 'Notifications'. A notification is visible: '322589 - Welcome to My Housing! Click here for a guide on how to use My Housing...' with a date of 'Jan 05' and a close button.

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 “**Get Started**” to update your application.



The screenshot shows the top navigation bar with a home icon and 'My Housing' text on the left, and the HABC logo on the right. The main heading is 'Welcome' in a large font, followed by a smaller 'Welcome' sub-heading. The text below explains how to update the application and provides important instructions about contact information. It also details the waiting list process and the Agent Code requirement. At the bottom, a green 'Get Started' button is highlighted with a red box and a red arrow pointing to it from the right. Below the button is a blue link for 'Enter Agent Code'.

Home My Housing

HOUSING AUTHORITY of BALTIMORE CITY

Welcome

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**.

Get Started

[Enter Agent Code](#)

If you have been provided an Agent Code by HABC, you will click **Agent Code**.

- **Note: Agent Codes are given when you have to perform a special update. If you receive an Agent Code by HABC, it will be identified on your letter from HABC along with accompanied special instructions.**

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.

If there are any other changes for the Head of Household, Co-head, or Spouse, you must contact the Public Housing Admissions office or Housing Choice Voucher Program 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 the 'Tell Us About The Head Of Household' form in the MyHousing Portal. The top navigation bar includes 'My Housing', the Housing Authority of Baltimore City logo, and user information 'Welcome jdoe5...' with 'Sign Out' and 'Text Size' options. A progress indicator shows six steps: 1. Your Family (active), 2. Your Address, 3. Summary, 4. Signature(s), 5. Your List(s), and 6. Additional Questions/Submit. The left sidebar contains 'ACTIONS' with links for 'Back Home', 'My Waiting Lists', and 'Update Your Application'. The main form area has the title 'Tell Us About The Head Of Household' and a sub-header: 'The head of household is responsible for ensuring that the family fulfills all of its responsibilities under the program, along with the co-head or spouse.' The form fields are: First Name (John), Middle Name (Middle Name), Last Name (Doe), Gender (Male), and Birth Date (12/09/1963). Each field has a green checkmark and a help icon. At the bottom, there are '< Back' and 'Next >' buttons, and a 'Need Help?' link.

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 15).** 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.

My Housing Wel

1 Your Household 2 Your Address 3 Summary 4 Signature(s) 5 Your List(s) 6 Additional Questions/Submit

Tell Us About Your Household Members

Below is the information that you provided about your household to HABC in your application. Please review it to make sure it is still correct and make changes if it is no longer correct or current.

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

Steve	✓ First Name	←
Middle Name	✓ Middle Name	←
Rogers	✓ 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."

The screenshot shows a web interface for the Housing Authority of Baltimore City. At the top, there is a green header with 'My Housing' and the logo. Below the header is a progress bar with six steps: 1. Your Household (highlighted in blue), 2. Your Address, 3. Summary, 4. Signature(s), 5. Your List(s), and 6. Additional Questions/Submit. The main content area is titled 'Tell Us About Your Household Members' and contains a paragraph of instructions. Below this are four form fields: 'First Name' with the value 'Steve' and a green checkmark, 'Middle Name' which is empty, 'Last Name' with the value 'Rogers' and a green checkmark, and 'Gender' with a dropdown menu set to 'Male' and a green checkmark. At the bottom left is a '< Back' button, and at the bottom right is a 'Next >' button highlighted with a red box and a red arrow pointing down to it. A 'Need Help?' link is also visible.

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.

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** or **Housing Choice Voucher Program at (443) 984-2222** to schedule an appointment.

The screenshot shows the 'My Housing' application interface for the Housing Authority of Baltimore City. The top navigation bar includes a home icon, 'My Housing', the Housing Authority logo, and a 'Welcome' message. Below the navigation bar is a progress indicator with six steps: 1. Your Household (active), 2. Your Address, 3. Summary, 4. Signature(s), 5. Your List(s), and 6. Additional Questions/Submit. The main content area is titled 'Tell Us About Your Household Members' and contains a paragraph: 'Below is the information that you provided about your household to HABC in your application. Please review it to make sure it is still correct and make changes if it is no longer correct or current.' Below this text is a red-bordered box containing the link 'If they are no longer part of the household, click here...'. A red arrow points to this link. Underneath the link are four input fields for a household member: 'First Name' (Steve), 'Middle Name' (Middle Name), 'Last Name' (Rogers), and 'Gender' (Male). At the bottom of the form are three buttons: '< Back' (orange), 'Need Help?' (blue), and 'Next >' (green).

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 interface for the Housing Authority of Baltimore City. At the top, there is a teal header with 'My Housing' and the organization's logo. Below the header is a progress bar with six steps: 1. Your Household (checked), 2. Your Address (active), 3. Summary, 4. Signature(s), 5. Your List(s), and 6. Additional Questions/Submit. The main content area is titled 'Tell Us About Your Address...' and contains a form with the following fields: '417 E Fayette St' (Street Address), 'Address Line 2' (Address Line 2), '401' (Suite/Apt), 'Baltimore' (City), and 'Maryland' (State). A red arrow points to the 'Next >' button, which is highlighted with a red box. There is also a '< Back' button and a 'Need Help?' link.

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**).

Select an Address

The address you've entered:

417 E Fayette St 3
Baltimore, MD
21202

[Edit address](#)

[Use the above address](#)



Here's your corrected address:

**417 E Fayette St
3
Baltimore, MD
21202-3431**

Use this corrected address



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 in any field, simply click on the field and the Portal will take you back to that selection where you can update your entry.

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

My Housing | HOUSING AUTHORITY OF BALTIMORE CITY | Welcome **jd0e5923** | Sign Out | Text Size

Progress: 1. Your Family (✓), 2. Your Address (✓), 3. Summary (3), 4. Signature(s), 5. Your List(s), 6. Additional Questions/Submit

ACTIONS

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

Family Info

Name	Role	Birth Date	Races	Disabled	Veteran
John Doe	Head of Household	12/09/1963	Black/African Am...	No	No
Steve Rodgers	Other Adult	01/01/2000	White	No	Yes

Address Info

Residence
Address: 1225 W. Pratt St Baltimore, MD 21223

< Back | Need Help? | **Next >**

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.

My Housing HOUSING AUTHORITY OF BALTIMORE CITY

1 Your Household 2 Your Address 3 Summary 4 Signature(s) 5 Your List(s) 6 Additional Questions/Submit

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 Next >

My Housing HOUSING AUTHORITY OF BALTIMORE CITY Welcome jdoe5923 Sign Out Text Size

1 Your Family 2 Your Address 3 Summary 4 Signature(s) 5 Your List(s) 6 Additional Questions/Submit

ACTIONS

← Back Home

My Waiting Lists

Update Your Application

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 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.

John 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 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.

HOUSING AUTHORITY of BALTIMORE CITY

Welcome **jd0e5923** Sign Out Text Size

1 Your Address 2 Summary 3 **4 Signature(s)** 5 Your List(s) 6 Additional Questions/Submit

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.

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John 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.

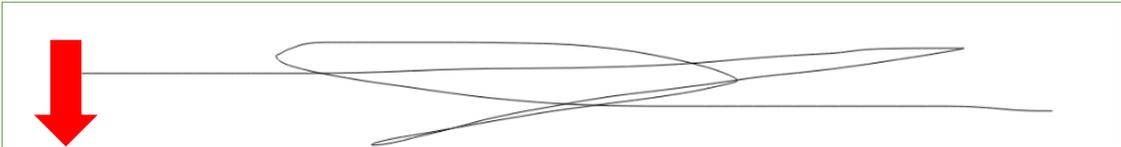
< Back Next >

Once you have checked the Acknowledge Statement and signed your name click “Save signature.”

Progress bar: 1 Your Address, 2 Summary, 4 Signature(s), 5 Your List(s), 6 Additional Questions/Submit

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 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.



John 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.

Once you save your signature the “Next” button will be accessible. Click “Next” to proceed.

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

John 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.

YOUR LIST(S) – WAITING LIST(S)

The next page will display the current waiting lists that you are on and lists that you have been disqualified for.

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

My Housing HOUSING AUTHORITY of BALTIMORE CITY

Progress: 1 ✓ Your Household, 2 ✓ Your Address, 3 ✓ Summary, 4 ✓ Signature(s), 5 **Your List(s)**, 6 Additional Questions/Submit

Waiting Lists

1 lists from LIPH Group

List(s) You're Currently On

- Family 2015 TEST* Preliminary ✓

List(s) You Qualify For

- Public Housing Waiting List 2023 (TEST) ✓

< Back Need Help? **Next >**

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** or **Housing Choice Voucher Program at (443) 984-2222**.

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. Four (4) of the seven (7) questions will assist HABC in determining your placement on the waiting list. When you select your answer to a question, it will appear in **blue**.

My Housing

HOUSING AUTHORITY of BALTIMORE CITY

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

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

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

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

[Need Help?](#)

[Back](#) [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 disability, or a unit for persons who are deaf or hard of hearing, or a bedroom which must be on the first floor. For Housing Choice Voucher Program applicants, a landlord may be able to apply for funds to make the requested modifications.

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.

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 the 'Additional Questions/Submit' step of the application process. The progress bar at the top indicates that steps 1 through 5 are completed, and step 6 is the current step. The questions are as follows:

Question Number	Yes	No	Question Text
1	<input type="checkbox"/>	<input type="checkbox"/>	✓ 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?
2	<input type="checkbox"/>	<input type="checkbox"/>	✓ Are you, your co-head of household or your spouse enrolled in a job training program?
3	<input type="checkbox"/>	<input type="checkbox"/>	✓ 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?
4	<input type="checkbox"/>	<input type="checkbox"/>	✓ Are you, your co-head of household or your spouse employed full time or part time?

At the bottom of the page, there is a '< Back' button, a 'Need Help?' link, and a 'Submit' button. A red arrow points to the 'Submit' button, which is also highlighted with a red box.

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

The pop-up message is titled 'Submit Changes' and contains the following text:

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 take 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

Confirmation of your application update will be sent directly to the email address you provided.



Notifications@HousingNotifications.com

To: Danik, Paul (HABC)



Thu 4/27/2023 12:22 PM

CAUTION: This is an EXTERNAL email. Do not click links or open attachments unless you recognize the sender and know the content is safe.

My Housing | Application Changes Submitted

You have submitted your Application Changes, please wait for your Specialist to review them. They will be in contact with you soon.
Powered by Emphasys

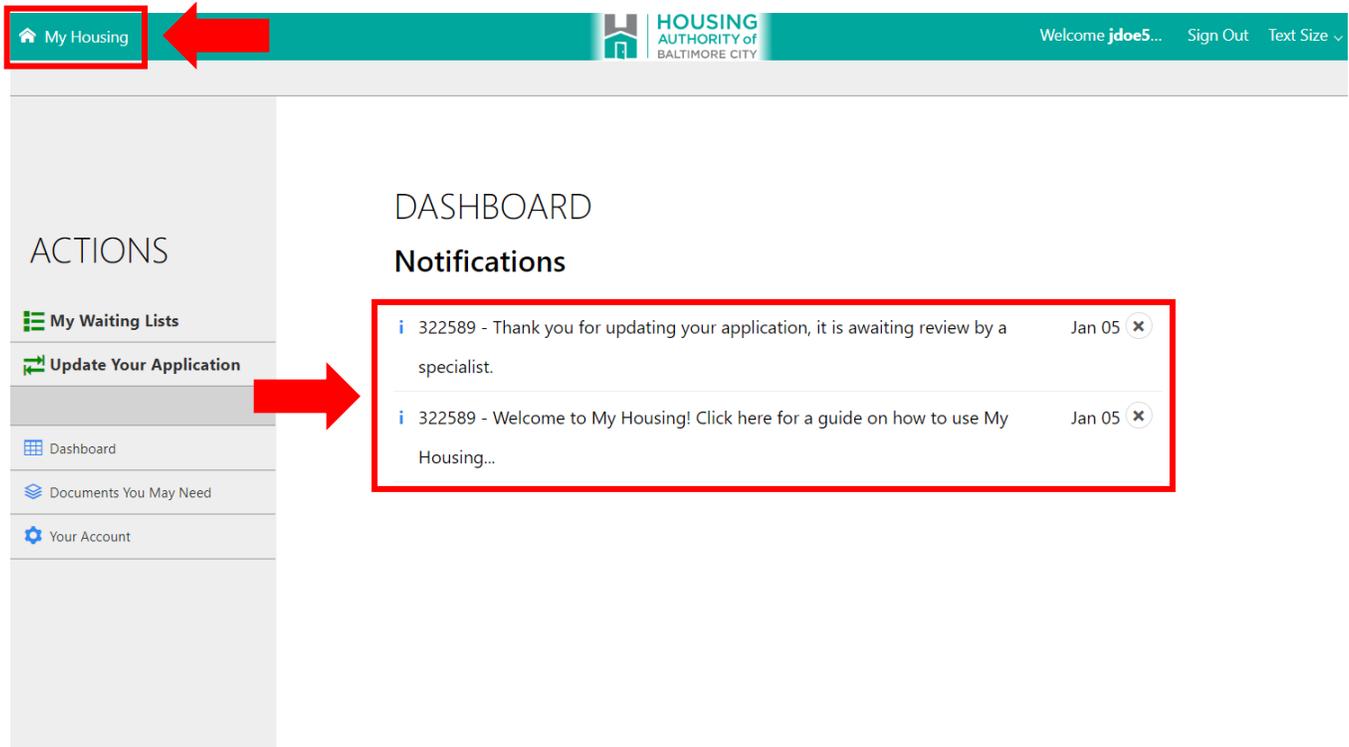
Powered by Emphasys

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 on using the Dashboard to view notifications (Page 28).

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.



The screenshot shows the user interface of the My Housing portal. At the top, there is a teal navigation bar with a 'My Housing' button on the left, the Housing Authority of Baltimore City logo in the center, and user information ('Welcome jdoe5... Sign Out Text Size') on the right. A red arrow points to the 'My Housing' button. Below the navigation bar is a sidebar with 'ACTIONS' and several menu items: 'My Waiting Lists', 'Update Your Application', 'Dashboard', 'Documents You May Need', and 'Your Account'. A red arrow points to the 'Update Your Application' item. The main content area is titled 'DASHBOARD' and 'Notifications'. A red box highlights a list of two notifications:

- 322589** - Thank you for updating your application, it is awaiting review by a specialist. (Jan 05)
- 322589** - Welcome to My Housing! Click here for a guide on how to use My Housing... (Jan 05)

DASHBOARD – 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**.

The screenshot shows the dashboard interface for the Housing Authority of Baltimore City. At the top, there is a teal header with the text 'My Housing' on the left, the 'HOUSING AUTHORITY of BALTIMORE CITY' logo in the center, and 'Welcome jdoe5...' 'Sign Out' and 'Text Size' on the right. Below the header is a grey sidebar on the left with the heading 'ACTIONS'. Under 'ACTIONS', there are four menu items: 'My Waiting Lists' (highlighted with a red box and a red arrow pointing to the right), 'Update Your Application', 'Dashboard', 'Documents You May Need', and 'Your Account'. The main content area on the right is titled 'DASHBOARD' and 'Notifications'. It displays two notification cards. The first card has an information icon, the text '322589 - Thank you for updating your application, it is awaiting review by a specialist.', and the date 'Jan 05' with a close icon. The second card has an information icon, the text '322589 - Welcome to My Housing! Click here for a guide on how to use My Housing...', and the date 'Jan 05' with a close icon.

CHANGING ACCOUNT INFORMATION YOUR 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 shows the My Housing portal interface. At the top, there is a teal header with a home icon and 'My Housing' on the left, the 'HOUSING AUTHORITY of BALTIMORE CITY' logo in the center, and 'Welcome jdoe5...' 'Sign Out' and 'Text Size' on the right. Below the header is a grey sidebar with the title 'ACTIONS' and several menu items: 'My Waiting Lists', 'Update Your Application', 'Dashboard', 'Documents You May Need', and 'Your Account'. The 'Your Account' item, which includes a gear icon, is highlighted with a red rectangular box, and a red arrow points to it from the right. The main content area is titled 'DASHBOARD' and features a 'Notifications' section with two items: '322589 - Thank you for updating your application, it is awaiting review by a specialist.' and '322589 - Welcome to My Housing! Click here for a guide on how to use My Housing...'. Each notification has a date of 'Jan 05' and a close icon.

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	jdoe5923
Email	<input type="text" value="paul.danik@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 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

Email 

Current Password

New Password ⓘ

Confirm New Password

Language



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 jdoe5923

Email

Current Password

New Password ⓘ

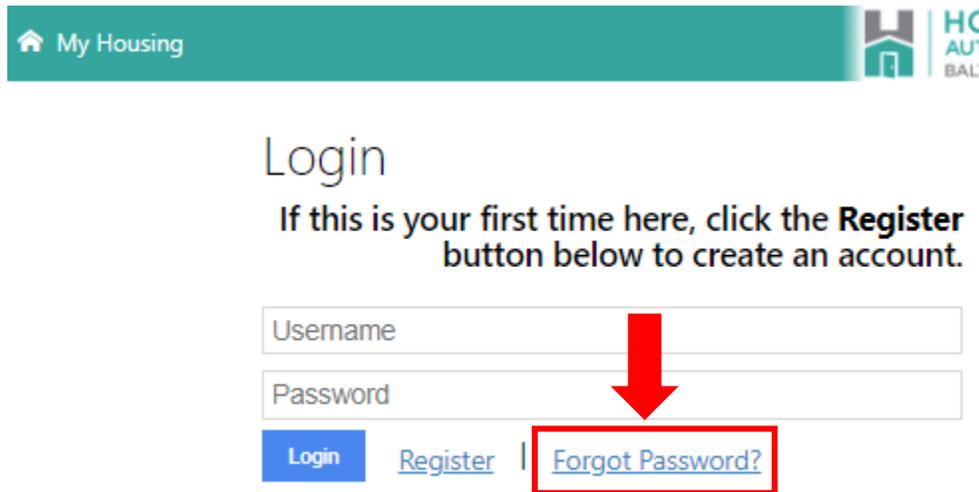
Confirm New Password

Language ←

→

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
BALI

Login

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

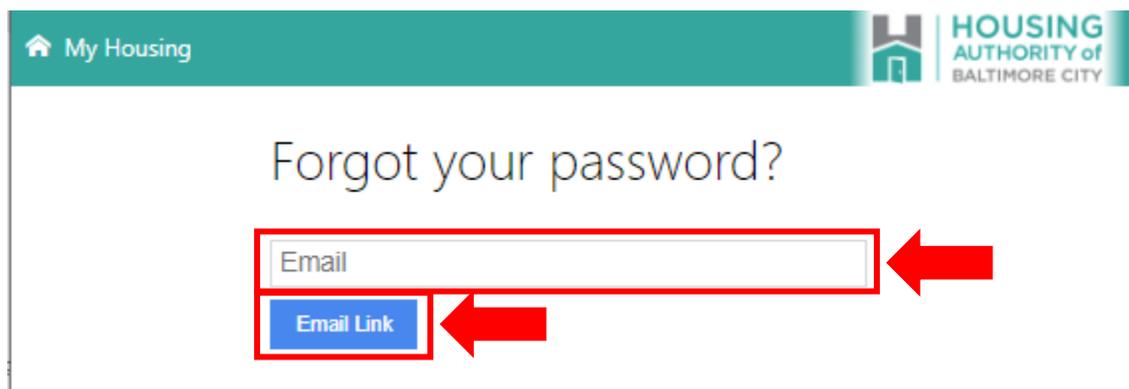
Username

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**

If you are a **Housing Choice Voucher Program applicant/participant**, you may contact the **Customer Relations Department Monday through Friday between 8:45 am – 4:00 pm** by **telephone (443) 984-2222** and **by email: HCVP.Info@habc.org**