

Applicant Portal User Guide



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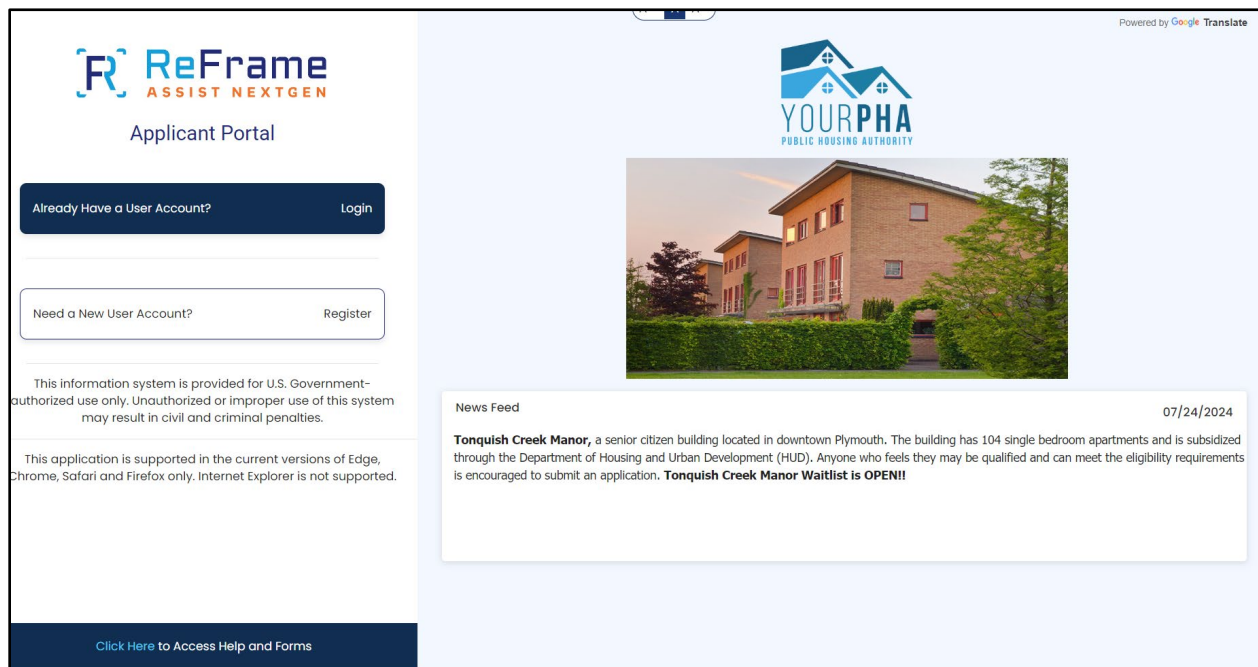
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Applicant Portal

Website Navigation

1. Navigate to the Applicant website at <Add URL here>.

The registration page is displayed.



2. If you already have an email login and password, click **Login**.

If this is your first time visiting or if you have not registered yet, click **Register**.

Register

1. Click **Register**. Now, enter the following information for the Head of Household member:

- Last four digits of the social security number
- Date of birth
- Last name of the head of household

2. Click **Verify** to ensure you have not already applied.

The screenshot shows the 'YOURPHA' registration page. At the top right, a green success message states: '✓ Your information can not be found in the Waiting List, please click 'Apply' to apply for Test PHA-45 Program.' The main heading is 'Registration for the Test PHA-45 Program'. Below it, a list of required information is provided: 'The Social Security Number [SSN] or Tax ID Number [TIN] for the Head of Household', 'The Date of Birth [DOB] for the Head of Household', and 'The Last Name for the Head of Household'. The 'Begin Registration' section contains three input fields: 'Last 4 digits of Social Security Number or Tax ID Number' (with '9999' entered), 'Date of Birth' (with '01/01/1999' entered), and 'Last Name' (with 'John' entered). At the bottom, there are three buttons: 'Cancel', 'Verify', and 'Apply'.

A green success message is displayed if there is no application already entered with the same information.

3. To create an application, click **+Apply**.
4. To exit the application, click **Cancel**.
5. If there is an error message, review the entered information for errors and make corrections.
6. Click **Verify**, if you made any corrections.

Note

- If there is an error message again, you may already have an application.
- Please refer to the Tenant Portal.

7. Click **+Apply**. The Programs page is displayed.

Programs

1. To select the program to apply, click **+Apply Program**.

- You can choose more than one.
- You can apply for programs that have their **Apply** button active.

The following table displays all the programs.

Note

The Status column indicates whether they are Open or Closed.

Programs					
Head of Household Information					
Other Members					
Income					
Documents					
Certification					
Program					
PROGRAM NAME ↑	TYPE ↑	BEDROOMS ↑	PROPERTY ↑	STATUS ↑	APPLY ↑
HCVF				Open	Apply
Tonquish Creek Manor				Open	Apply
FUP				Open	Apply
Items Per Page 10 1 - 3 of 3 < >					
Cancel + Add					

Questions

This tab displayed questions specific to the program to which you are applying.

- Answer the questions. Mandatory questions are marked with a red asterisk ^{*}.

Programs

Head of Household Information

Other Members

Income

Documents

Certification

Program

General Eligibility

Do you currently reside within the Agency's jurisdiction?

☐ Yes ☒ No

Is the home your primary residence? *

☒ Yes ☐ No

\$ What is your current rent? *

When does your current lease expire? *

04/26/2024

Does anyone from your household receive assistance from state or federal programs? *

☐ Yes ☒ No

Program Questions

Cancel

+ Add

Apply Program

1. After you have completed all the questions, click **+Add**.

The next page is displayed, in which you can view all programs for which you have applied.

2. Now, you can apply for another program. Click the **+Apply Program** button.

Programs

Head of Household Information

Other Members

Income

Documents

Certification

Please apply to at least one program by clicking the Apply Program button.

+ Apply Program

PROGRAM	PBF NAME	STATUS	ACTIONS
HCVF	N/A	N/A	⋮
FUP	N/A	N/A	⋮

Next

3. To move to the next page, click **Next**.

Head of Household

1. Fill out the fields. The mandatory fields are marked with a red asterisk *.
2. Click **Next**.

Test PHA-2 Program

Programs **Head of Household Information** Other Members Income Documents Certification

HOH Details

First Name * Middle Initial Last Name *

Gender * Birth Date * SSN or ITIN *

Birth Place Birth Place Country

CitizenShip Code

Race *

☐ White ☐ Black/African American ☐ Indian/Alaska Native
☐ Asian ☐ Native Hawaiian/Other Pacific Islander ☐ No Response

Ethnicity * Language Spoken Preferences * Language Written Preferences *

☐ Elderly ☐ Disabled ☐ Veteran

Contact Information

PREFERRED CONTACT ADDRESS

☒ Unit Address ☐ Alternate Mailing Address

Primary Residence Address

☐ Out of PHA Jurisdiction

Street Number Street Name * Street Suffix Unit Address 2

City * State * Connecticut Zip * Zip Ext.

of Bedrooms * Total Number in Household *

1 0

ALTERNATE MAILING ADDRESS

Street Number Street Name Street Suffix Unit Address 2

City State Connecticut Zip Zip Ext.

Contact

Contact Preference * Phone Email

[Back](#) [Next](#)

The 'Other Members' page is now displayed.

3. To add other members, click the **+Add Member** button.

Other Members

1. Add all the members of the household regardless of their age.
2. Enter member details.
3. Now, click **Next**.

The screenshot shows the 'Test PHA-2 Program' form with the 'Other Members' tab selected. The form has a header with tabs: Programs, Head of Household Information, Other Members (active), Income, Documents, and Certification. Below the header, it says 'Please list all household members regardless of age.' There is a '+ Add Member' button in the top right corner. Below this is a table with columns: FIRST NAME, MIDDLE INITIAL, LAST NAME, GENDER, BIRTH DATE, SSN OR ITIN, RELATIONSHIP, RACE, ETHNICITY, and ACTIONS. The table contains one row for 'John Doe', Female, born 08-08-1990, SSN 080-81-9701, Head of Household, White, Non-Hispanic. There are 'Back' and 'Next' buttons at the bottom.

FIRST NAME	MIDDLE INITIAL	LAST NAME	GENDER	BIRTH DATE	SSN OR ITIN	RELATIONSHIP	RACE	ETHNICITY	ACTIONS
John		Doe	Female	08-08-1990	080-81-9701	Head of Household	White	Non-Hispanic	⋮

The screenshot shows the 'Member' form with the 'Application Questions' tab selected. The form contains various input fields for member details. Mandatory fields are marked with a red asterisk (*). The fields include: First Name (Olivia), Middle Initial, Last Name, Gender (Male), Birth Date (08/08/2019), SSN or ITIN (343-43-3390), Relationship (Youth Under 18), Birth Place, Birth Place Country, Citizenship Code (Eligible Citizen), Race (White), Ethnicity (Hispanic), Language Spoken (English), Language Written (English), Elderly, Disabled, and Veteran. There are 'Cancel' and 'Next' buttons at the bottom right.

First Name *
Olivia

Middle Initial

Last Name *

Gender *
Male

Birth Date *
08/08/2019

SSN or ITIN *
343-43-3390

Relationship *
Youth Under 18

Birth Place

Birth Place Country

Citizenship Code
Eligible Citizen

Race *
☒ White
☐ Black/African American
☐ Native Hawaiian/Other Pacific Islander
☐ Indian/Alaska Native
☐ No Response

Ethnicity *
Hispanic

Language Spoken (Language) *
English

Language Written (Language) *
English

☐ Elderly
☐ Disabled
☐ Veteran

The Application Questions page is now displayed.

4. Answer the questions for each household member.

The mandatory ones are marked with a red asterisk *.

Income

The next page of the application is Income.

1. To add income for all the members in the household, click the **+ Add Income** button.
2. Fill out all mandatory fields.

The application will calculate the yearly amount for you.

Income



+ Add Income

MEMBER NAME	AMOUNT PER PERIOD	TIMES PER YEAR	TOTAL PER YEAR	INCOME TYPE	DESCRIPTION	ACTIONS
No Records Found.						

Sum of All Incomes: **\$0.00**
Area Median Income: **Extremely Low**

3. To make any necessary edits, click the three-dots icon in the **Actions** column. Now, click **Edit**.
4. After you are done, click **Next**.

+ Add Income

MEMBER NAME	INCOME TYPE	AMOUNT PER PERIOD	TIMES PER YEAR	TOTAL PER YEAR	ACTIONS
John Doe	Self-Employed	\$1,000.00	24	\$24,000.00	
John Doe	Child Support	\$250.00	12	\$3,000.00	

Back

Edit

Delete

Next

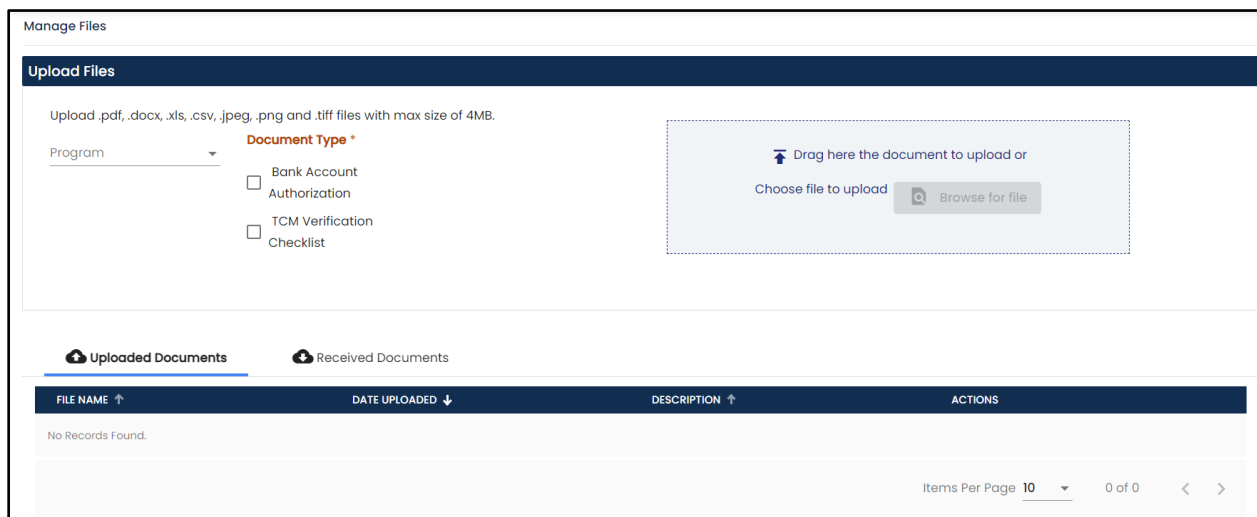
Manage Files

The Manage Files page is now displayed.

1. To upload supporting documents, in the **Program** dropdown field, select the appropriate program.
2. Select the document code and sub code. The sub codes appear when the code is chosen.
3. Browse for the file.

Or

Drag and drop the required document into the page.



Manage Files

Upload Files


Upload .pdf, .docx, .xls, .csv, .jpeg, .png and .tiff files with max size of 4MB.

Program ▼

Document Type *

- ☐ Bank Account Authorization
- ☐ TCM Verification Checklist

Drag here the document to upload or

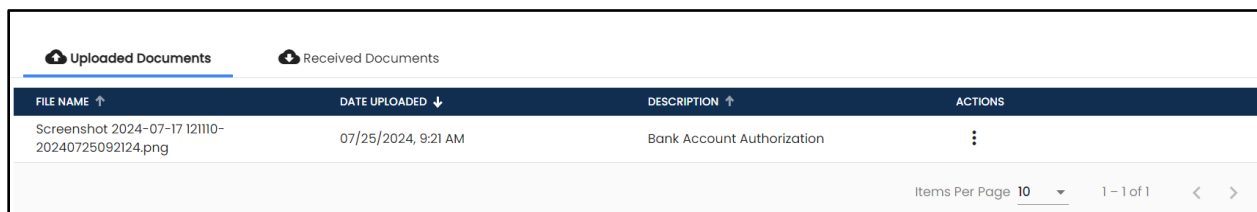
Choose file to upload 

Uploaded Documents **Received Documents**

FILE NAME ↑	DATE UPLOADED ↓	DESCRIPTION ↑	ACTIONS
No Records Found.			

Items Per Page 10 0 of 0 < >

4. To delete the documents, click the three-dots icon in the **Actions** column. Click **Delete**.
5. After you have uploaded the documents, click **Next**.



Uploaded Documents **Received Documents**

FILE NAME ↑	DATE UPLOADED ↓	DESCRIPTION ↑	ACTIONS
Screenshot 2024-07-17 121110-20240725092124.png	07/25/2024, 9:21 AM	Bank Account Authorization	⋮

Items Per Page 10 1 - 1 of 1 < >

Certification

The Certification of Applicant page is displayed.

1. Read the certification requirements.
2. Select the required checkboxes.

Now, the **Submit** button is active.

Certification of Applicant

Please read this statement very carefully. By accepting, you are agreeing to its terms.

I hereby certify that the information I have provided in this application is true and accurate. I understand that:

- ✓ This is an application for the Connecticut Housing Authority.
- ✓ Any misrepresentation or false information will result in my application being cancelled or denied, or in termination of rental or utility assistance.
- ✓ My participation in the Connecticut Housing Authority is subject to my being eligible and in compliance with Agency policies and procedures.
- ✓ I am (select one of the following)*

Signature Role
Applicant

☒ accept and agree that Agency can share my information with other state agencies and third party vendors for the purposes of determining program eligibility. *

Signature *

AT

Clear Sign

Back Submit

After you submit your application successfully, a message is displayed with the application number.

1. At this point, leave the application.
 - You can return to the application at a future date to complete the log-in process.
 - Or
 - To create a login ID, click **Continue**.
2. To print a copy of the application for your records, click **Print Application**.

Application Confirmation

You have applied for Test PHA and your reference #: **1500092688**

We will review your application and a caseworker will contact you.

You can update your application and monitor your application status by creating a user account.

Print Application

Continue

Registration and Sign Up

1. Enter your email and create a password for your account.
2. After entering your email and password, select the check box next to the privacy statement.
3. Now, click **Sign Up**.

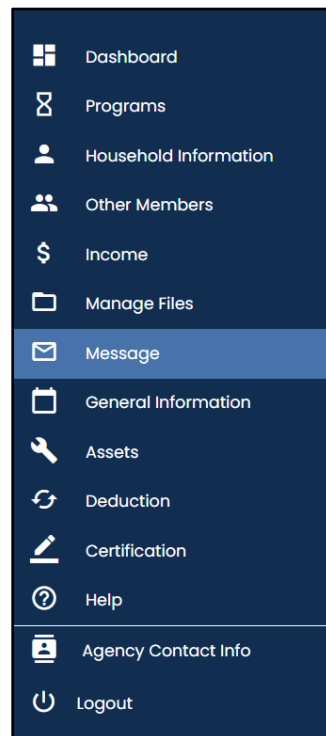
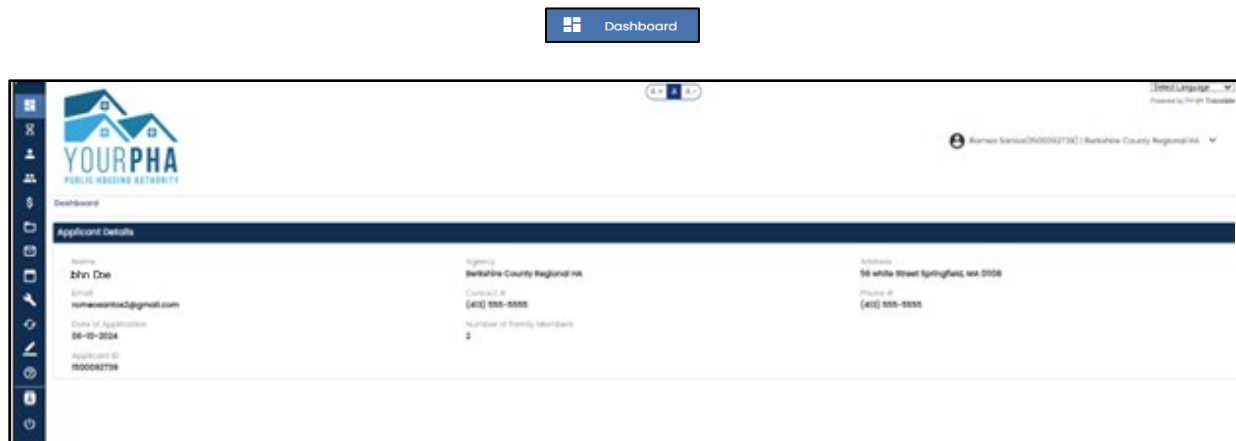
The image shows a 'Sign Up' form with the following elements:

- Sign Up** (Title)
- Log In** (Link)
- Sign Up** (Button, highlighted with a red box)
- Email** (Input field, highlighted with a red box): John Doe 2@gmail.com
- Password** (Input field, highlighted with a red box):
- Terms of Service** (Checkbox, highlighted with a red box): ☒ By signing up, you agree to our terms of service and privacy policy.
- SIGN UP >** (Button, highlighted with a red box)

Dashboard

After registering or signing up, the application the User previously completed is pulled up. There is a left-hand navigation menu. At the top is the Dashboard.

Click **Dashboard**.



You can use this menu to change data in the following pages.

Programs

1. To edit any of the questions for the program you have answered, click the three-dots icon in the **Actions** column. Now, click **Edit**.
2. To add a new program, click **+Add Apply Program**.

The screenshot shows the 'YOURPHA' Public Housing Authority web application. The header includes the logo and user information: 'Peter dyson II(1500092688) | Connecticut Housing Authority'. The main content area is titled 'Programs' and contains a table with the following data:

PROGRAM	PSF NAME	STATUS	ACTIONS
Section 8 HCVF	N/A	Application Submitted	<div><div>⋮</div><div>Edit</div></div>

A red box highlights the 'Edit' button in the Actions column. Another red box highlights the '+ Add Apply Program' button in the top right corner of the main content area.

Household Information

The Household Information page displays the details about the head of the household.

Household Information

HOH Details

First Name *

John

Middle Initial

Last Name *

Gender *

Male

Birth Date *

09/09/1989

SSN or ITIN

909-03-3333

Birth Place

Birth Place Country

United States of America

Birth Place State

Citizenship Code

Eligible Citizen

Race *

☒ White

☐ Black/African American

☐ Indian/Alaska Native

☐ Asian

☐ Native Hawaiian/Other Pacific Islander

☐ No Response

Ethnicity *

Hispanic

Language Spoken Preferences *

English

Language Written Preferences *

English

☐ Elderly

☐ Disabled

☐ Veteran

Contact Information

PREFERRED CONTACT ADDRESS

☒ Unit Address

☐ Alternate Mailing Address

Primary Residence Address

☐ Out of PHA Jurisdiction

Street Number

45

Street Name *

forest Ln

Street Suffix

Unit

456

Address 2

City *

South Windsor

State *

Connecticut

Zip *

06042

Zip Ext

of Bedrooms *

1

Total Number in Household *

2

Enter Zip Code first to auto-fill City and State

ALTERNATE MAILING ADDRESS

Street Number

Street Name

Street Suffix

Unit

Address 2

City

State

Connecticut

Zip

Zip Ext

Contact

Contact Preference *

Email Only

Phone *

(980) 999-4411


Email *

John@test.com

Save

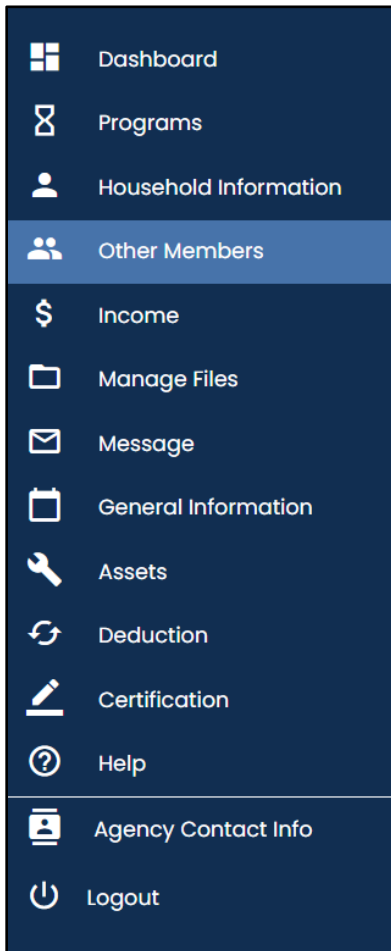
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Other Members

On the Other Members page, you can add a member, edit a member's information, or delete a member.



Other Members										
Please list all household members regardless of age.										
										+ Add Member
MEMBER ID	FIRST NAME	MIDDLE INITIAL	LAST NAME	GENDER	BIRTH DATE	SSN OR ITIN	RELATIONSHIP	RACE	ETHNICITY	ACTIONS
01	John		John	Male	09-09-1989	909-03-3333	Head of Household	White	Hispanic	⋮
02	John		John	Female	08-08-1990	121-23-3333	Full-Time Student	White	Non-Hispanic	ⓘ
										<div>Edit</div> <div>Delete</div>

Income

On the Income page, you can add income or edit an existing income.

1. To edit any of the income information for any or all household members, click the three-dots in the **Actions** column. Now, click **Edit**.
2. Make any change. Click **Save**.
3. To delete any member's income, click the three-dots icon in the **Actions** column. Now, click **Delete**.

Income							+ Add Income
MEMBER NAME	AMOUNT PER PERIOD	TIMES PER YEAR	TOTAL PER YEAR	INCOME TYPE	DESCRIPTION	ACTIONS	
John	\$1,000.00	24	\$24,000.00	Self-Employed			
John	\$250.00	12	\$3,000.00	Child Support		Edit	
						Delete	
							Income: \$27,000.00 Area Median Income: Extremely Low

Manage Files

On the Manage Files page, you can upload documents.

1. Select the code and subcode of the document.
2. To select the document that you need to upload, click **Browse for File**.

Or

To upload documents, drag and drop it.

A green confirmation message will be displayed stating that the file is uploaded successfully.

3. You can also download any document that are currently in the application to your device.

Click **Download** in the Actions dropdown list.

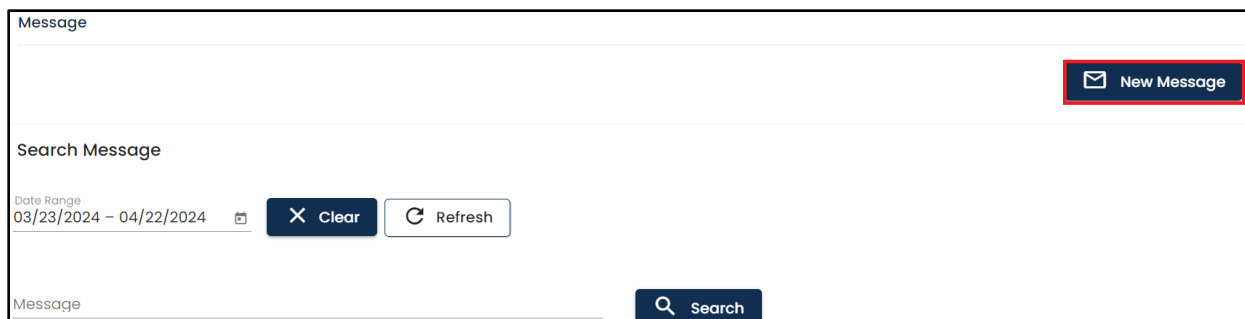
The screenshot displays the 'Manage Files' interface. At the top, there's a header 'Manage Files'. Below it, the 'Upload Files' section is highlighted. It includes instructions: 'Upload .pdf, .docx, .xls, .csv, .jpeg, .png and .tiff files with max size of 4MB.' There are two dropdown menus: 'Program' and 'Document Type *'. The 'Document Type *' dropdown is open, showing options: 'Citizenship Documentation', 'Contracts' (selected with a red circle), 'Direct Deposit Form', 'Income Verification', 'Lease Verification', and 'Landlord W9 Form'. To the right of the dropdowns is a 'Document Sub Type *' dropdown, also open, showing 'Contracts' (selected with a red circle). Further right is a large dashed box for file upload with the text 'Drag here the document to upload or' and 'Choose file to upload'. A red box highlights the 'Browse for file' button. Below the upload area, there are two tabs: 'Uploaded Documents' (active) and 'Received Documents'. At the bottom, a table lists uploaded documents with columns: FILE NAME, DATE UPLOADED, DESCRIPTION, and ACTIONS. The first row shows a file named 'Pictures1-20240419163135.docx' uploaded on '04/19/2024, 4:31 PM' with the description 'Citizenship Documentation' and a vertical ellipsis in the actions column.

FILE NAME ↑	DATE UPLOADED ↓	DESCRIPTION ↑	ACTIONS
Pictures1-20240419163135.docx	04/19/2024, 4:31 PM	Citizenship Documentation	⋮

Message

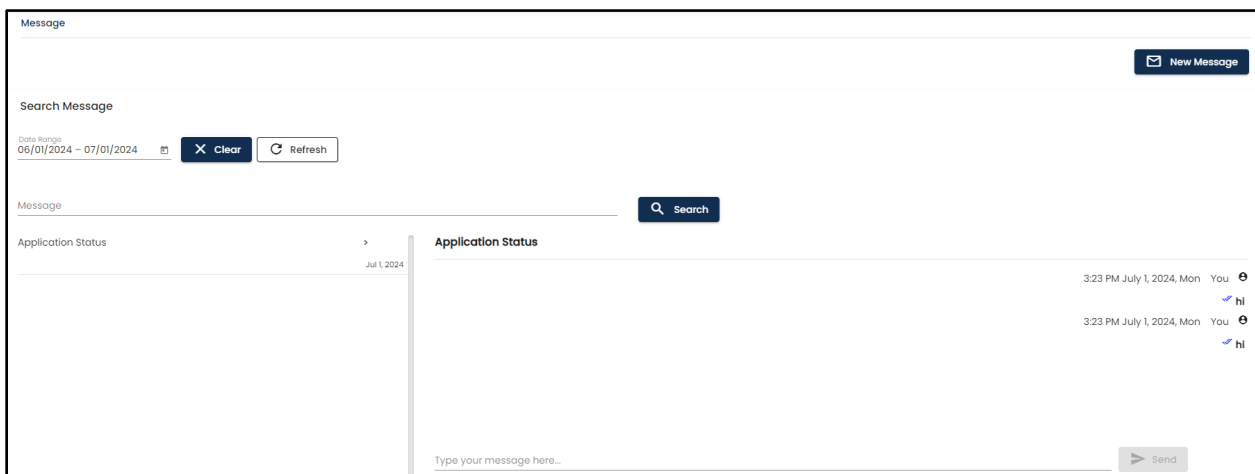
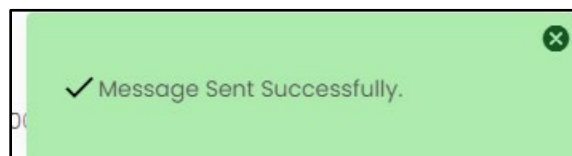
The Messages page displays messages to and from a case worker. Here, you can also send a message to any applicant.

1. To compose the message, click **New Message**.



The screenshot shows the top portion of the 'Message' page. At the top right, there is a dark blue button with a white envelope icon and the text 'New Message', which is highlighted with a red rectangular box. Below this is a 'Search Message' section containing a date range selector set to '03/23/2024 - 04/22/2024', a 'Clear' button, and a 'Refresh' button. At the bottom of this section is a search bar with a magnifying glass icon and the word 'Search'.

2. Enter the required details and click **Send**. A success message is displayed.



The screenshot shows the full 'Message' page interface. It includes the 'New Message' button, search filters, and a search bar. Below these is a conversation area with a header 'Application Status' and a date 'Jul 1, 2024'. The conversation shows two messages from 'You' at '3:23 PM July 1, 2024, Mon', each with a blue checkmark and the text 'hi'. At the bottom, there is a text input field with the placeholder 'Type your message here...' and a 'Send' button.

General Information

The General Information page displays any questions that the program has for you.

General Information

If you are age 62 or older, would you prefer to live in housing designated specifically for seniors?

☐ Yes ☐ No

Do you and any household member(s) require any modification in PHA procedures or special adaptations to a housing unit in order to accommodate a handicap or disability?

☐ Yes ☐ No

Have you or any household member EVER lived in Public Housing or participated in the HCV Program in the area?

☐ Yes ☐ No

Have you or any household member EVER received housing assistance through a Federal Subsidized housing program anywhere?

☐ Yes ☐ No

Do you owe any money to a PHA or private landlord as a result of prior participation in a federal housing program?

☐ Yes ☐ No

Do you expect changes in the number of persons in your household?

☐ Yes ☐ No

Do you have any pets?

☐ Yes ☐ No

Criminal Background

Answer any questions regarding any criminal background, if applicable.

Criminal Background
Have you or any household member EVER been CHARGED with or ARRESTED for a criminal offense or other unlawful act? <input type="radio"/> Yes <input type="radio"/> No
Was this CHARGE or ARREST related to an act of physical violence including domestic violence or the possession, use, sale, or manufacture of a controlled substance (illegal drugs)? <input type="radio"/> Yes <input type="radio"/> No
Have you or any household member EVER been CONVICTED of a criminal offense or other unlawful act (include all levels of conviction)? <input type="radio"/> Yes <input type="radio"/> No
Are you or any household member required to register under any state's Sex Offender registration program? <input type="radio"/> Yes <input type="radio"/> No
Have you ever committed any fraud in a Federal assistance housing program or been requested to repay money for knowingly misrepresenting information for the housing program? <input type="radio"/> Yes <input type="radio"/> No
Are you currently on probation/parole due to a conviction for a criminal offense or other unlawful act? <input type="radio"/> Yes <input type="radio"/> No

Military

Answer any questions regarding military services and click **Save**.

Military

Have you or any household member EVER served or are you or any household member currently serving in the United States military service?

☐ Yes ☐ No

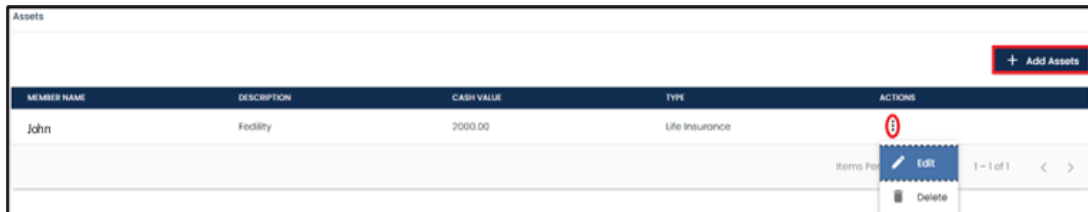
Have you or any household member EVER served under the direction of the Armed Forces and clandestine forces of the United States?


☐ Yes ☐ No

Save

Asset

You can use the Asset page to add or edit Asset information for any or all of your household members.



MEMBER NAME	DESCRIPTION	CASH VALUE	TYPE	ACTIONS
John	Fidelity	2000.00	Life Insurance	 Edit Delete

1. Click **+ Add Asset** to enter a new asset.
2. Click the three-dots icon in the **Actions** column.
3. Now, to edit any listed assets, click **Edit**.

To delete, click **Delete**.

Deductions

In the Deductions page, you can enter deductions of your household members, if applicable.

1. To enter a new deduction, click **+ Add Deduction**.
2. To save changes, click **Save**.

MEMBER ID	AMOUNT	TIMES	COST	TYPE	DESCRIPTION	ACTIONS
John	200.00	12.00	2400.00	D	Deduction	

3. To edit any listed deductions, click the three-dots icon in the **Actions** column.

Now, click **Edit**.

4. After you make the required changes, click **Save**.

Or

To delete, click **Delete**.

Certification

On the Certifications page, you can view and edit the certification or print your application.

Certification

Certification of Applicant

Please read this statement very carefully. By accepting, you are agreeing to its terms.


I hereby certify that the information I have provided in this application is true and accurate. I understand that:

- ✓ This is an application for the Connecticut Housing Authority.
- ✓ Any misrepresentation or false information will result in my application being cancelled or denied, or in termination of rental or utility assistance.
- ✓ My participation in the Connecticut Housing Authority is subject to my being eligible and in compliance with Agency policies and procedures.
- ✓ I am (select one of the following)*

Applicant ▼


☒ I accept and agree that Agency can share my information with other state agencies and third party vendors for the purposes of determining program eligibility. *

Signature *



Print Application

Clear Sign

 Submit

1. To submit the application, click **Submit**.
2. To redo the electronic signature, click **Clear Sign**.
3. To print the application, click **Print Application**.

Help

On the Help page, you can find help documents and forms.

- To view any help document, click the blue hyperlinked name of the document.

The required document is displayed for you.

Help
Forms
Form HUD - 9886(Authorization for the Release of Information or Privacy Act Notice)
From HUD-52675 (Debts Owed to Public Housing Agencies and Terminations)
What You Should Know about EIV
From HUD-92006 (Supplement to Application for Federally Assisted Housing)
Applicant/Tenant Certification HUD 50058
Things You Should Know
214 Declaration Form
Family Certification Form
HCV Program Guidebook: (Applicant & Tenant)
Public Housing Occupancy Handbook: (Applicant & Tenant)

Agency Contact Info


On the Agency Contact Info page, you can view contact information for your local housing authority.

Agency Contact Info

Agency Contact Info

Below you will find the agency office and contact information that has been assigned to your case based on your home address zip code.

Region(2) - Connecticut Housing Authority(CHA)
Attn: Tenant Portal Management
16 Armistice St , +1 802-864-0538
New Britain CT, 05401



Logout

You can click the **Log Out** button on the left menu or on the top-right of the page.



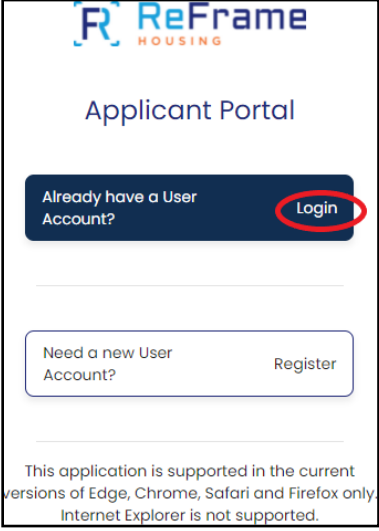
Caution

If you click Logout on the left menu, you will be immediately logged out.

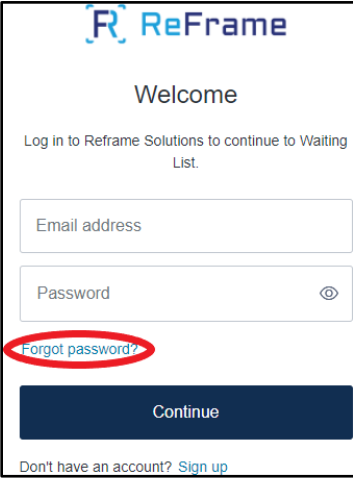
Reset Password

If you have not signed up for an account, you will not be able to reset your password.

1. On the Applicant portal, click **Login**.



The screenshot shows the 'Applicant Portal' for ReFrame Housing. At the top is the ReFrame HOUSING logo. Below it, the text 'Applicant Portal' is centered. There are two main sections: the first is a dark blue button labeled 'Already have a User Account?' with a 'Login' link circled in red; the second is a white button labeled 'Need a new User Account?' with a 'Register' link. At the bottom, a note states: 'This application is supported in the current versions of Edge, Chrome, Safari and Firefox only. Internet Explorer is not supported.'



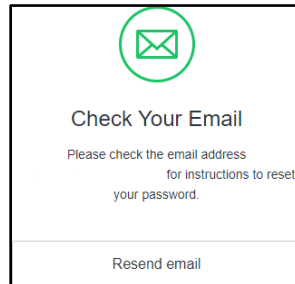
The screenshot shows the 'Welcome' page for ReFrame Solutions. It prompts the user to 'Log in to Reframe Solutions to continue to Waiting List.' There are input fields for 'Email address' and 'Password' (with a toggle icon). A 'Forgot password?' link is circled in red. Below the inputs is a dark blue 'Continue' button. At the bottom, it says 'Don't have an account? Sign up'.

2. Click **Forgot Password**.
3. Enter your email address. Now, click **Continue**.



The image shows a mobile app screen for ReFrame. At the top is the ReFrame logo. Below it is the heading "Forgot Your Password?". Underneath is a subtext: "Enter your email address and we will send you instructions to reset your password." There is a text input field labeled "Email address" which is circled in red. At the bottom of the screen is a dark blue bar with a white "Continue" button, also circled in red.

4. Check your email inbox. Check the **Junk** or **Spam** folders too, for the autogenerated email.



The image shows a mobile app screen for ReFrame. At the top is a green circular icon with a white envelope. Below it is the heading "Check Your Email". Underneath is a subtext: "Please check the email address for instructions to reset your password." At the bottom of the screen is a white bar with a "Resend email" link.