



# Applicant Portal User Guide



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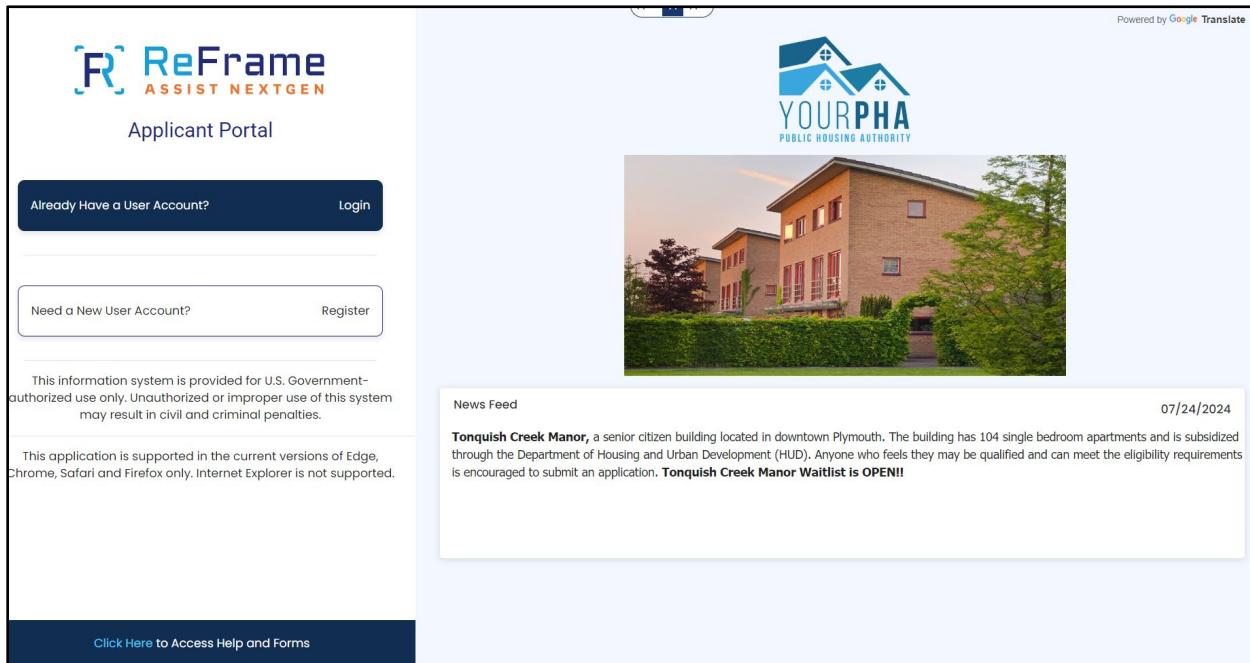
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# Applicant Portal

## Website Navigation

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

The registration page is displayed.



The image shows two side-by-side screenshots of applicant portal websites. The left screenshot is for ReFrame ASSIST NEXTGEN, featuring a dark blue header with the ReFrame logo and 'ASSIST NEXTGEN' text, followed by a white 'Applicant Portal' section with a 'Login' button and a 'Register' button. Below this are two buttons: 'Already Have a User Account?' and 'Need a New User Account?'. A note about government-authorized use and supported browsers is present. The right screenshot is for YOURPHA PUBLIC HOUSING AUTHORITY, showing a logo with three stylized houses, a large brick apartment building, and a news feed box for 'Tonquish Creek Manor' with a date of 07/24/2024.

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

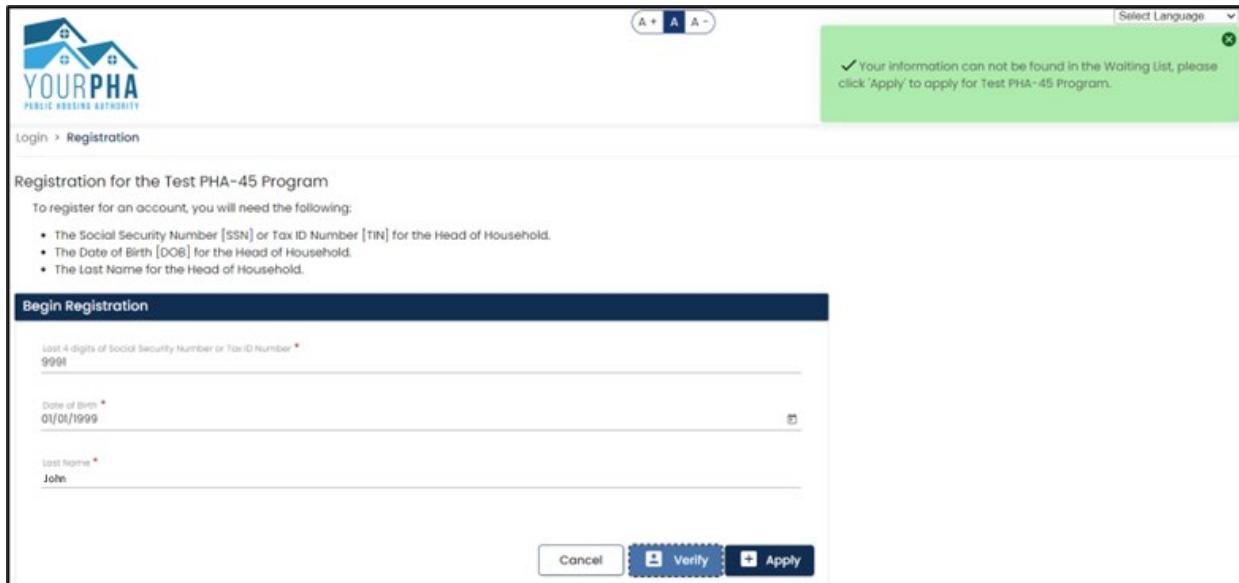
If this is your first time visiting or if you have not registered yet, click **Register**.

# 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.



YOURPHA  
PUBLIC HOUSING AUTHORITY

Login > Registration

Registration for the Test PHA-45 Program

To register for an account, you will need the following:

- 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.
- The Last Name for the Head of Household.

Begin Registration

Last 4-digits of Social Security Number or Tax ID Number

Date of Birth

Last Name

Cancel Verify 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					
Program					
PROGRAM NAME ↑	TYPE ↑	BEDROOMS ↑	PROPERTY ↑	STATUS ↑	APPLY ↑
HCVP				Open	<b>Apply</b>
Tonquish Creek Manor				Open	Apply
FUP				Open	<b>Apply</b>

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

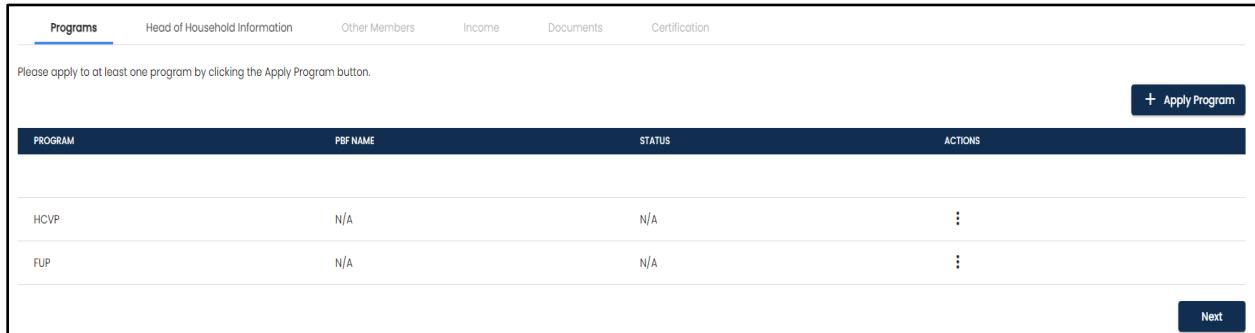
**Program Questions**

# 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.



The screenshot shows a user interface for applying for programs. At the top, there are tabs: 'Programs' (which is selected and highlighted in blue), 'Head of Household Information', 'Other Members', 'Income', 'Documents', and 'Certification'. Below the tabs, a message says 'Please apply to at least one program by clicking the Apply Program button.' To the right of this message is a blue button with the text '+ Apply Program'. Below this is a table with the following data:

PROGRAM	PF NAME	STATUS	ACTIONS
HCVP	N/A	N/A	⋮
FUP	N/A	N/A	⋮

At the bottom right of the table area is a blue 'Next' button.

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		
<b>Race *</b>		
<input type="checkbox"/> White	<input type="checkbox"/> Black/African American	<input type="checkbox"/> Indian/Alaska Native
<input type="checkbox"/> Asian	<input type="checkbox"/> Native Hawaiian/Other Pacific Islander	<input type="checkbox"/> No Response
<b>Ethnicity *</b>	Language Spoken Preferences *	Language Written Preferences *
<input type="checkbox"/> Elderly	English	English
	<input type="checkbox"/> Disabled	<input type="checkbox"/> 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	Zip *	Zip Ext
# of household *	1	Total Number in Household *	Enter Zip Code first to auto-fill City and State	

**ALTERNATE MAILING ADDRESS**

Street Number	Street Name	Street Suffix	Unit	Address 2
City		State	Zip	Zip Ext

**Contact**

Contact Preference \* Phone Email

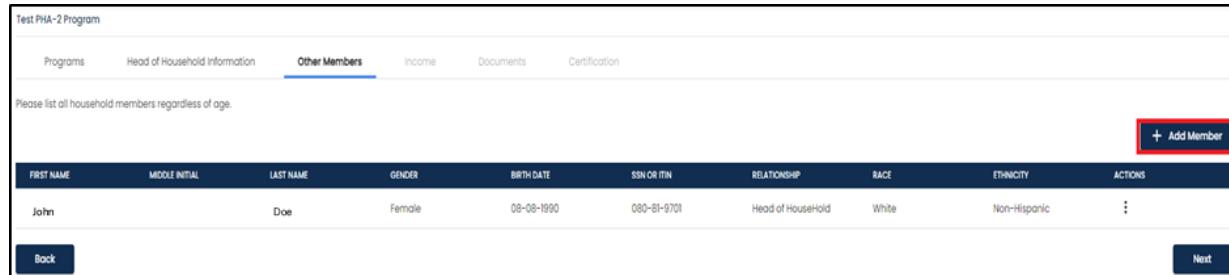
**Back** **Next**

The 'Other Members' page is now displayed.

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

# Other Members

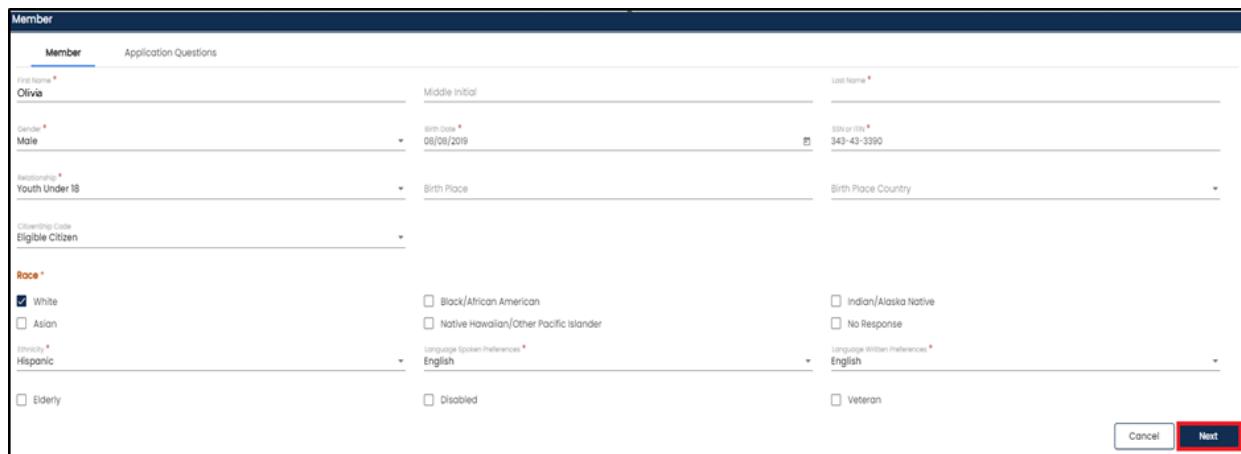
1. Add all the members of the household regardless of their age.
2. Enter member details.
3. Now, click **Next**.



The screenshot shows the 'Other Members' tab selected in a navigation bar. Below the navigation bar, a table lists household members with columns for First Name, Middle Initial, Last Name, Gender, Birth Date, SSN or ITIN, Relationship, Race, and Ethnicity. A red box highlights the '+ Add Member' button in the top right corner of the table area.

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	⋮

**Back** **Next**



The screenshot shows the 'Member' application questions page. It includes fields for 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 checked, Asian unchecked), Ethnicity (Hispanic checked), Language Spoken Preferences (English), Language Written Preferences (English), and Disability status (Disabled unchecked). A red box highlights the 'Next' button in the bottom right corner.

The Application Questions page is now displayed.

4. Answer the questions for each household member.

The mandatory ones are marked with a red asterisk **\***.

Please list all household members regardless of age.

Member		Application Questions
Member	Application Questions	
<b>Criminal Background</b>		
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 checked="" 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		

5. After you have added all the members of your household, you can view them in the table.
6. If you want to edit them, click the three-dots icon in the **Actions** column.
7. After you have added all members of the household, to move forward, click **Next**.

Other Members

Please list all household members regardless of age.

**+ Add Member**

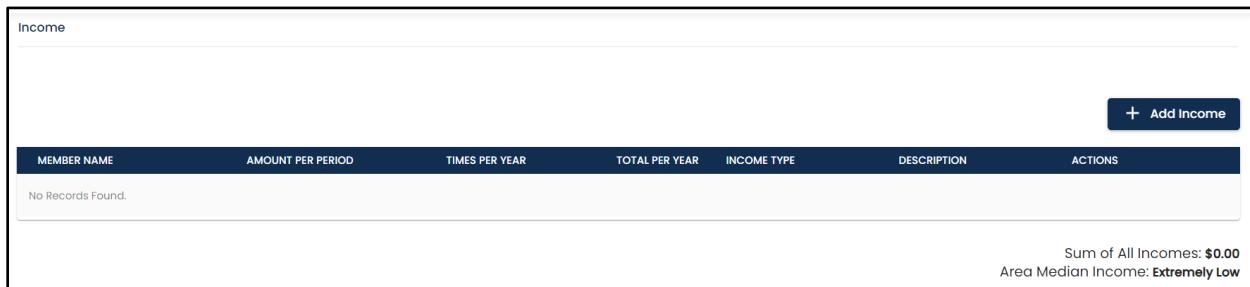
MEMBER ID	FIRST NAME	MIDDLE INITIAL	LAST NAME	GENDER	BIRTH DATE	SSN OR ITIN	RELATIONSHIP	RACE	ETHNICITY	ACTIONS
01	John			Male	01-01-1990	111-99-0990	Head of Household	White	Non-Hispanic	⋮
4										<b>Edit</b>

# 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.

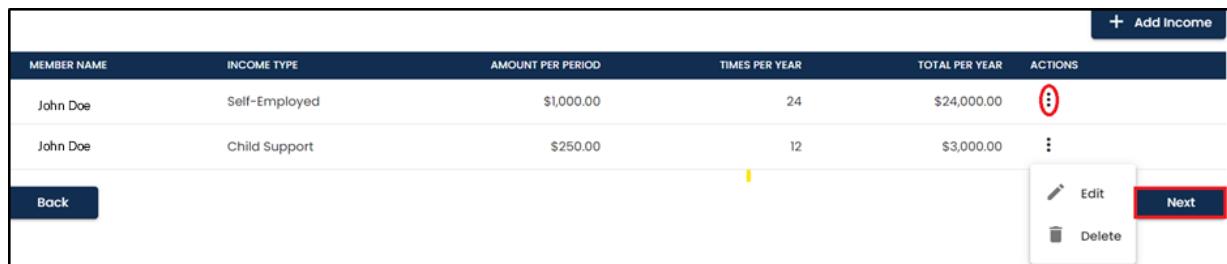


The screenshot shows the 'Income' page with a header and a table. The table has columns: MEMBER NAME, AMOUNT PER PERIOD, TIMES PER YEAR, TOTAL PER YEAR, INCOME TYPE, DESCRIPTION, and ACTIONS. A message 'No Records Found.' is displayed. A summary at the bottom right shows 'Sum of All Incomes: \$0.00' and 'Area Median Income: Extremely Low'.

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**.



The screenshot shows the 'Income' page with two entries in the table. The first entry is 'John Doe' with 'Self-Employed' as the income type, '\$1,000.00' as the amount per period, '24' as the times per year, and '\$24,000.00' as the total per year. The second entry is 'John Doe' with 'Child Support' as the income type, '\$250.00' as the amount per period, '12' as the times per year, and '\$3,000.00' as the total per year. A modal window is open for the first entry, showing 'Edit' and 'Delete' buttons. A 'Next' button is also visible in the modal.

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

Next

Delete

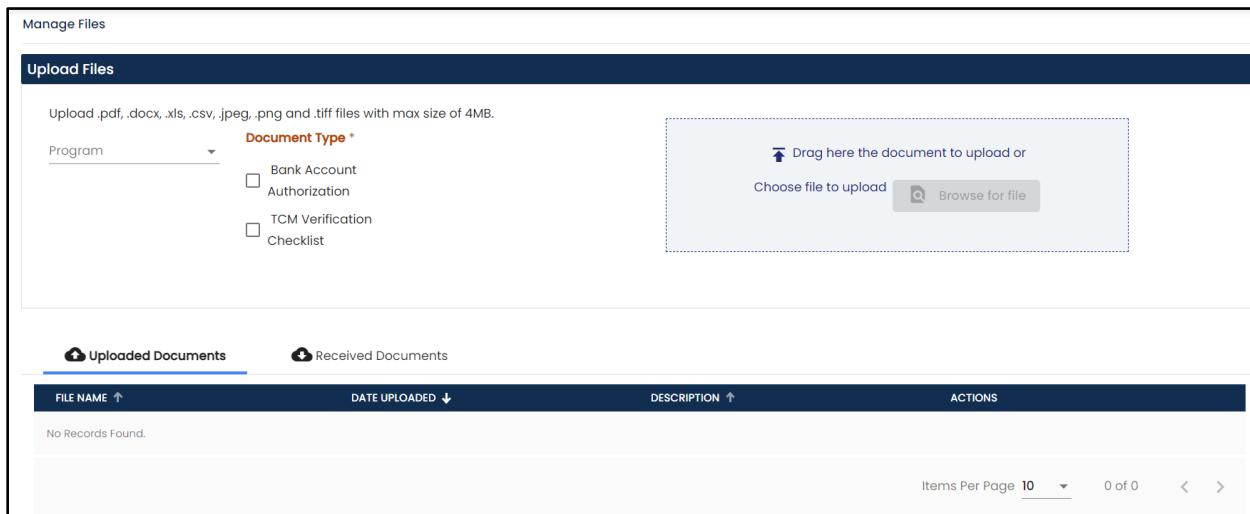
# Manage Files

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.

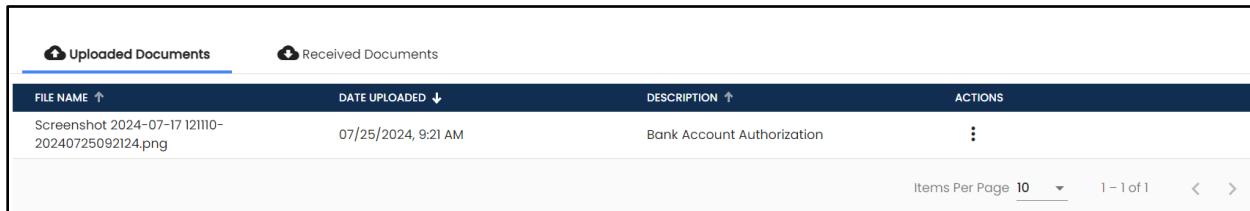
Or

Drag and drop the required document into the page.



FILE NAME	DATE uploaded	DESCRIPTION	ACTIONS
Screenshot 2024-07-17 12:11:10-20240725092124.png	07/25/2024, 9:21 AM	Bank Account Authorization	⋮

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**.



FILE NAME	DATE uploaded	DESCRIPTION	ACTIONS
Screenshot 2024-07-17 12:11:10-20240725092124.png	07/25/2024, 9:21 AM	Bank Account Authorization	⋮

# 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 \*

RT

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**

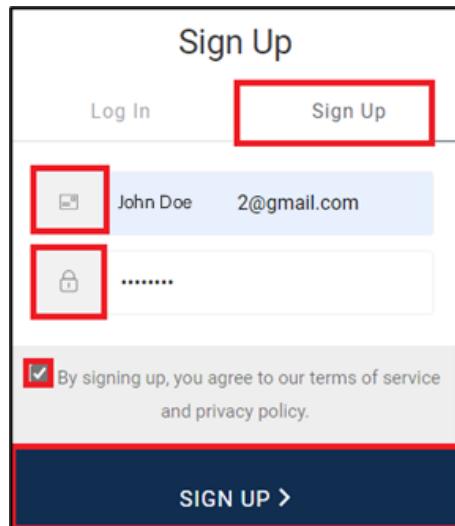
We will review your application and a caseworker will contact you.

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**.



# Dashboard

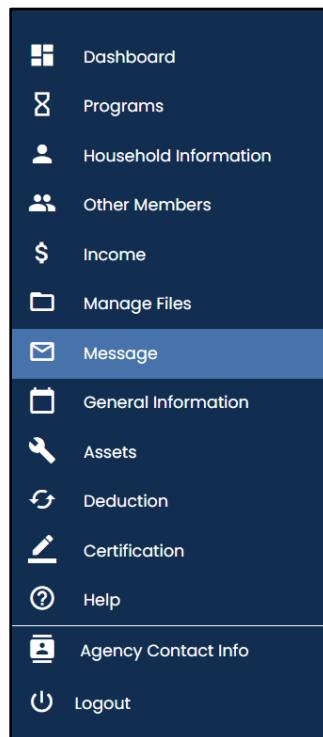
After registering or signing up, the application the User previously completed is pulled up. There is a left-hand navigation menu. At the top is the Dashboard.

Click **Dashboard**.



The screenshot shows the dashboard of a web application for 'YOURPHA PUBLIC HOUSING AUTHORITY'. The top navigation bar includes a logo, a search bar, and a language selection dropdown. The main content area is titled 'Applicant Details' and shows the following information for an applicant named John Doe:

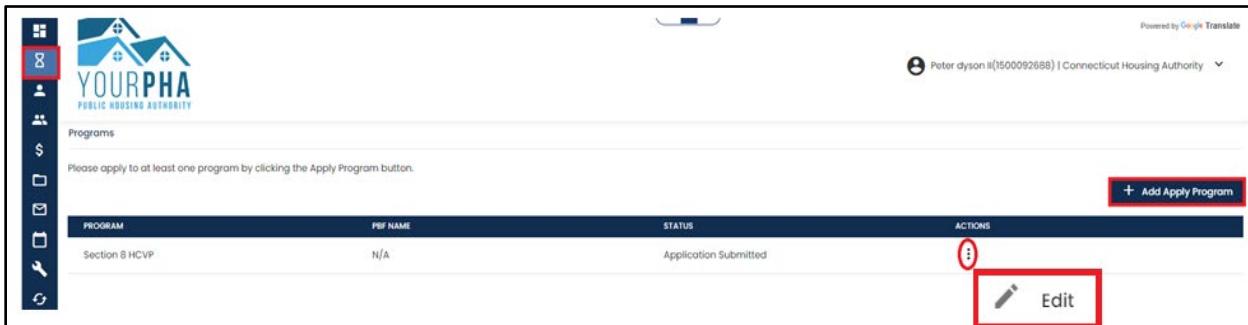
Applicant Details	
Name: John Doe	Agency: Berkshires County Regional H.A.
Email: homesearcher2@gmail.com	Address: 56 White Street Springfield, MA 01108
Date of Application: 06-05-2024	Phone #: (413) 555-5555
ApplID: R000882798	Number of Family Members: 2



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 'Programs' page of the YOURPHA website. On the left, a vertical sidebar menu is visible with icons for Home, Programs, Applications, and Help. The 'Programs' icon is highlighted with a red box. The main content area has a header 'Programs' and a sub-header 'Please apply to at least one program by clicking the Apply Program button.' Below this is a table with the following data:

PROGRAM	PBF NAME	STATUS	ACTIONS
Section 8 HCVP	n/a	Application Submitted	 

The 'Edit' button in the 'Actions' column for the first row is highlighted with a red box. The 'More options' icon is also circled with a red circle.

# Household Information

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

Household Information

**HOH Details**

First Name *	Middle Initial	Last Name *
John		
Gender *	Birth Date *	SSN or ITIN
Male	09/09/1989	999-09-3333
Birth Place	Birth Place Country	Birth Place State
	United States of America	
Citizenship Code	Language Spoken Preferences *	Language Written Preferences *
Eligible Citizen	English	English
<b>Race *</b>	<input checked="" type="checkbox"/> Black/African American	<input type="checkbox"/> Indian/Alaska Native
<input type="checkbox"/> Asian	<input type="checkbox"/> Native Hawaiian/Other Pacific Islander	<input type="checkbox"/> No Response
Ethnicity *	<input type="checkbox"/> Disabled	<input type="checkbox"/> Veteran
Hispanic		
<input type="checkbox"/> Elderly		

**Contact Information**

**PREFERRED CONTACT ADDRESS**

Unit Address  Alternate Mailing Address

**Primary Residence Address**

Out of PHA Jurisdiction

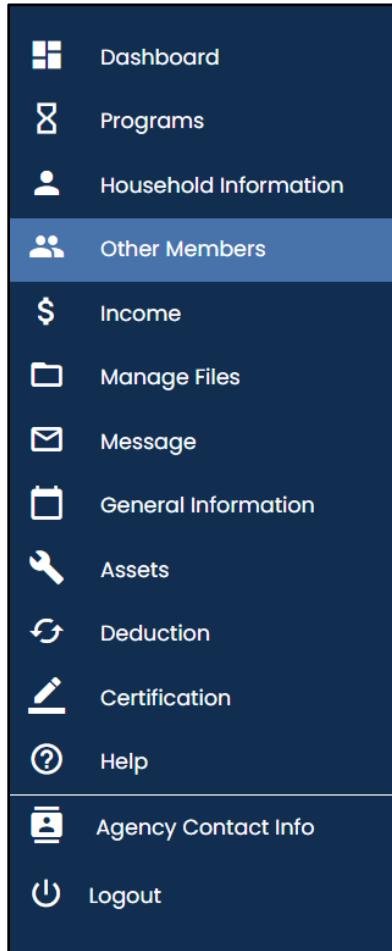
Street Number 45	Street Name * forest Ln	Street Suffix	Unit 456	Address 2
City * South Windsor		State * Connecticut		Zip * 06042
# of Bedrooms *	1	Total Number in Household *	2	Zip Ext

**ALTERNATE MAILING ADDRESS**

Street Number	Street Name	Street Suffix	Unit	Address 2
City		State	Connecticut	Zip
Contact	Phone * (980) 999-4411	Email *	John@test.com	

# 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.

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	

**+ Add Member**

**Edit** **Delete**

# 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						
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		 

Area Median Income: \$27,000.00  
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.

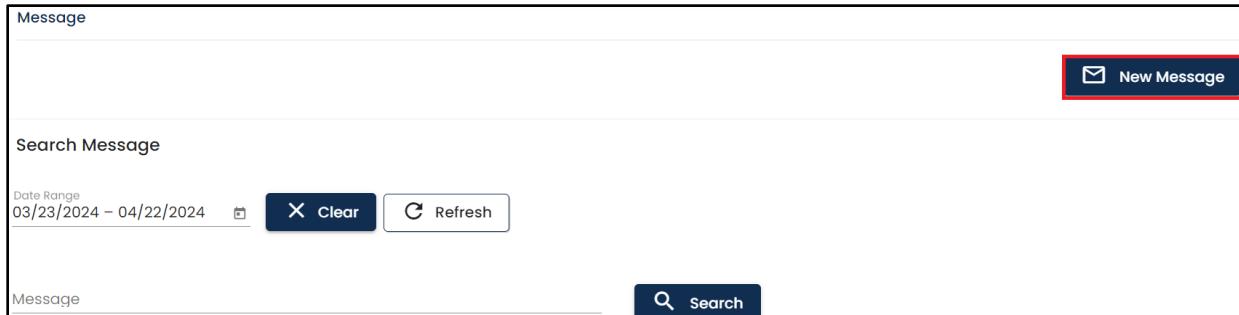
The screenshot shows the 'Manage Files' page with the 'Upload Files' section. The 'Program' dropdown is set to 'Program'. The 'Document Type' dropdown is set to 'Contracts', with 'Contracts' also selected in the 'Document Sub Type' dropdown. A red circle highlights the 'Contracts' option in both dropdowns. To the right is a large dashed box for dragging files, with the text 'Drag here the document to upload or Choose file to upload' and a 'Browse for file' button, which is also highlighted with a red box. Below this is a table titled 'Uploaded Documents' with one item listed:

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

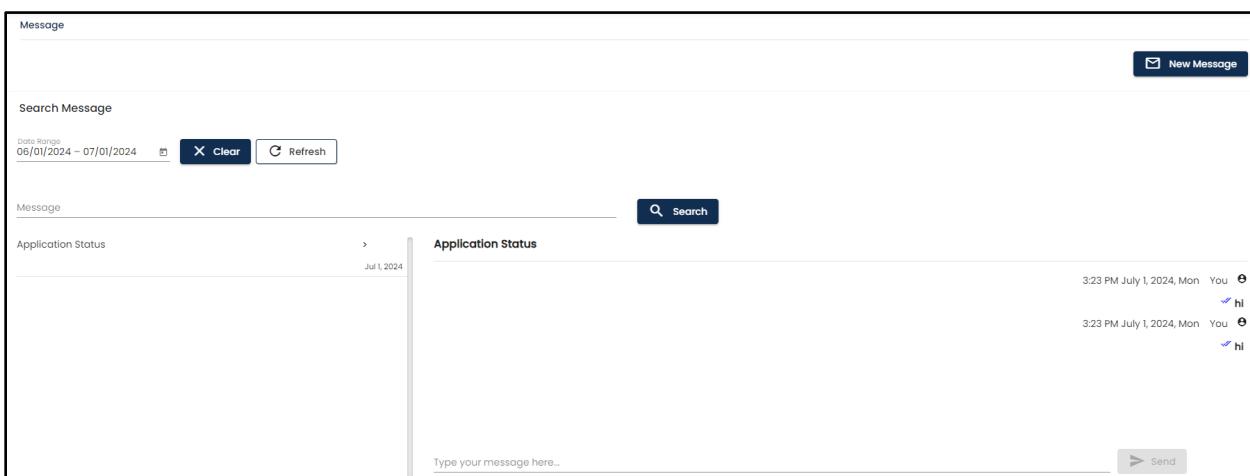
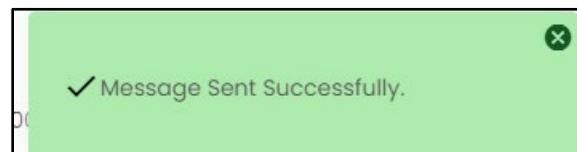
# Message

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**.



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



# 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?	
<input type="radio"/> Yes <input type="radio"/> 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?	
<input type="radio"/> Yes <input type="radio"/> No	
Have you or any household member EVER lived in Public Housing or participated in the HCV Program in the area?	
<input type="radio"/> Yes <input type="radio"/> No	
Have you or any household member EVER received housing assistance through a Federal Subsidized housing program anywhere?	
<input type="radio"/> Yes <input type="radio"/> No	
Do you owe any money to a PHA or private landlord as a result of prior participation in a federal housing program?	
<input type="radio"/> Yes <input type="radio"/> No	
Do you expect changes in the number of persons in your household?	
<input type="radio"/> Yes <input type="radio"/> No	
Do you have any pets?	
<input type="radio"/> Yes <input type="radio"/> 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

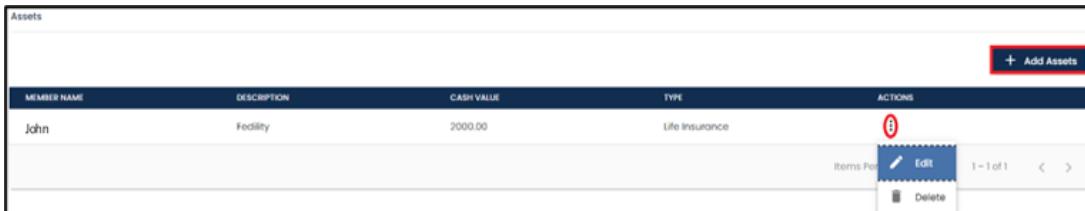
Have you or any household member EVER served under the direction of the Armed Forces and clandestine forces of the United States?

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	 

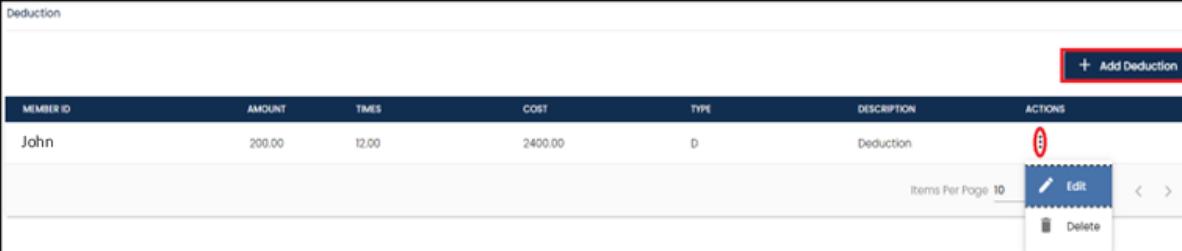
1. Click **+ Add Asset** to enter a new asset.
2. Click the three-dots icon in the **Actions** column.
3. Now, to edit any listed assets, click **Edit**.

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**.



Deduction						
MEMBER ID	AMOUNT	TIMES	COST	TYPE	DESCRIPTION	ACTIONS
John	200.00	12.00	2400.00	D	Deduction	  
Items Per Page: 10  						

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

# 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, 06401



# Logout

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



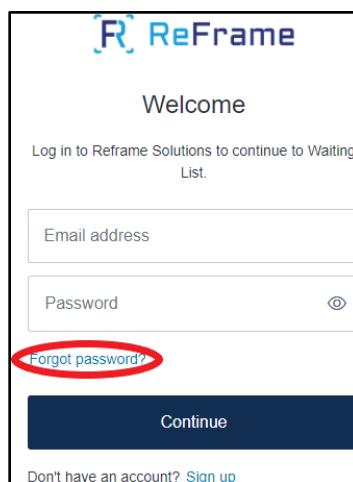
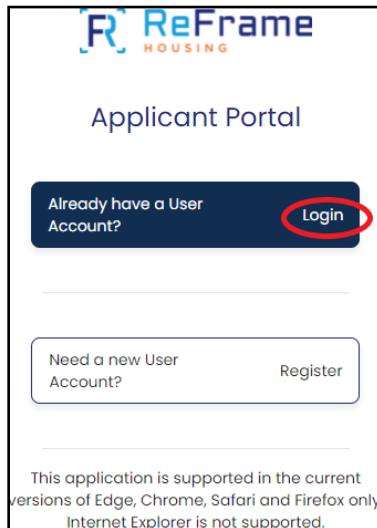
## Caution

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**.



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



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

