

Tenant Portal User Guide



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Tenant Portal

Website Navigation

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

The Registration page is displayed.

The image shows two side-by-side screenshots of website interfaces. The left screenshot is the 'ReFrame ASSIST NEXTGEN' Tenant Portal registration page. It features a logo with a stylized 'R', the text 'ReFrame ASSIST NEXTGEN', and a 'Tenant' section with a 'Tenant Portal' link. Below this is a red-bordered box containing 'Already Have a User Account?' and a 'Login' button. To the right is a 'Need a New User Account?' link and a 'Register' button. A note at the bottom states: 'This information system is provided for U.S. Government-authorized use only. Unauthorized or improper use of this system may result in civil and criminal penalties.' Another note below it says: 'This application is supported in the current versions of Edge, Chrome, Safari and Firefox only. Internet Explorer is not supported.' At the bottom is a 'Click Here to Access Help and Forms' link. The right screenshot is the 'YOURPHA PUBLIC HOUSING AUTHORITY' website. It features a logo with three stylized houses and the text 'YOURPHA PUBLIC HOUSING AUTHORITY'. Below the logo is a colorful illustration of a town with houses, trees, and cars. At the top right are 'Select Language' and 'Powered by Google Translate' buttons. A 'News Feed' section is visible with the date '06/11/2024' and the text: 'Great for entertaining: spacious, updated 2 bedroom, 1 bathroom apartment in Lakeview, available May 1st. Close to nightlife with private backyard. \$2000.00/mo, \$200.00 move-in fee.'

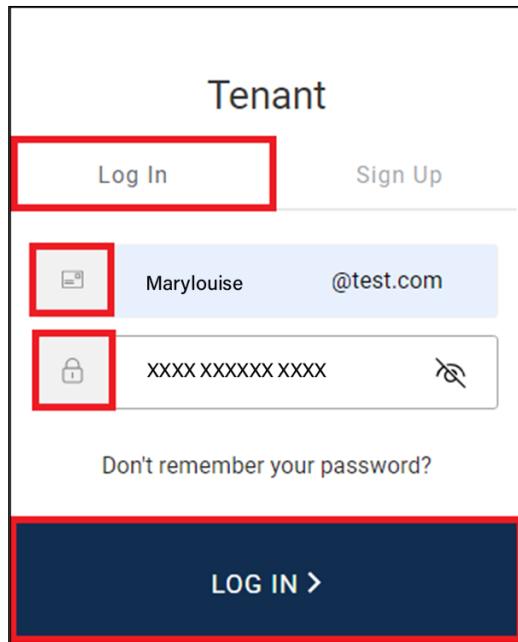
2. If you already have an email login and password, click **Login**.

Log In

1. Click Log In and enter the following information:

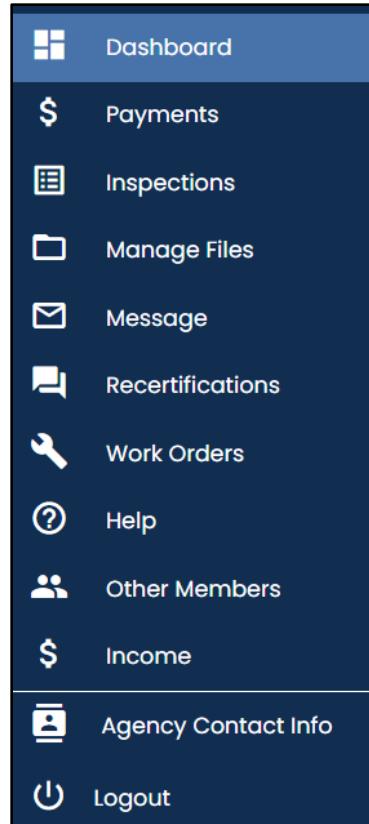
- Email address
- Password

2. Click the blue **Log In** Button.



Dashboard

The User lands on the Dashboard. There is a left-hand navigation menu.



The dashboard displays information pertaining to the tenant and unit.

Dashboard

Tenant

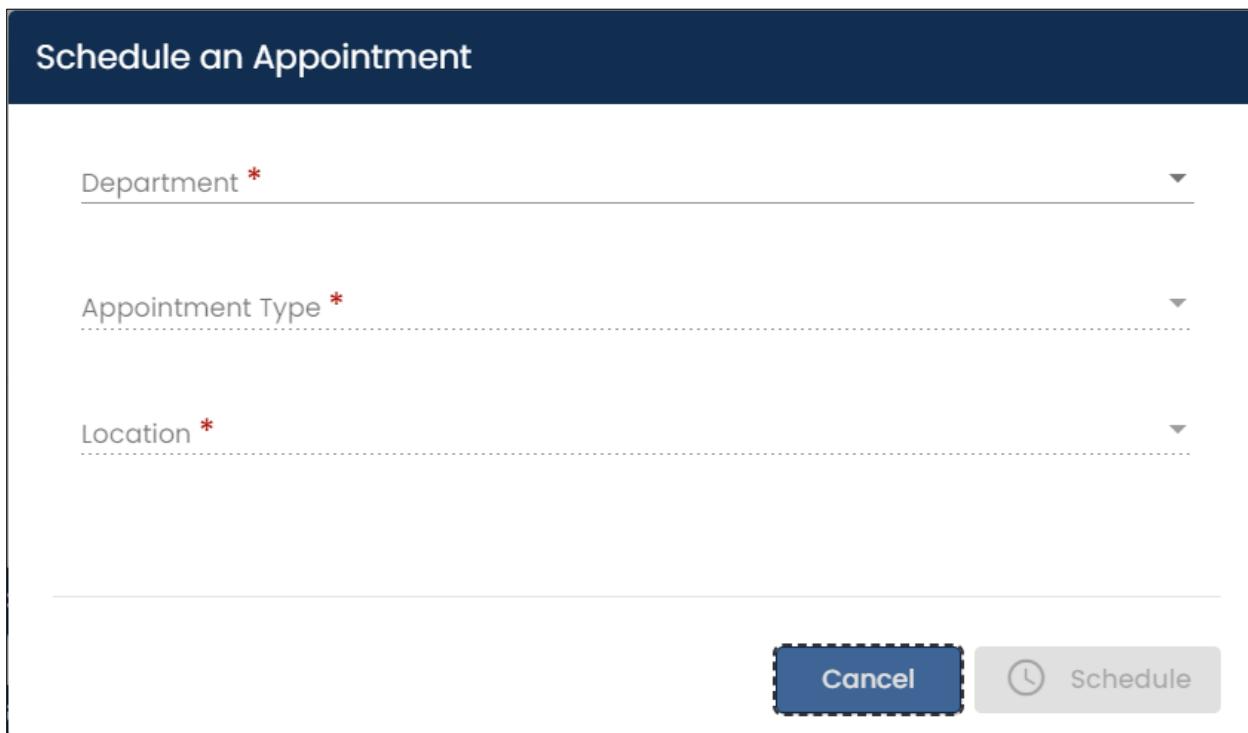
Name John Doe [1500036108]	Agency (1) Berkshire County Regional HA	Unit Address 15 Taylor St Springfield MA, 01108-1234
Email _MaskingMasktracy.thomas@gmail.coma_Masking	Home #	Mobile #
Date of Admission 01-01-2022	Next Reexam Date 01-01-2023	Next Inspection Date 12-01-2022
Last Inspection Date 12-01-2021	Last Payment Date 06-01-2024	Current Tenant Share of Rent \$ 263.00
UAP \$ 0.00		

Schedule Appointments

The tenant can search for any scheduled appointments by selecting a date range.

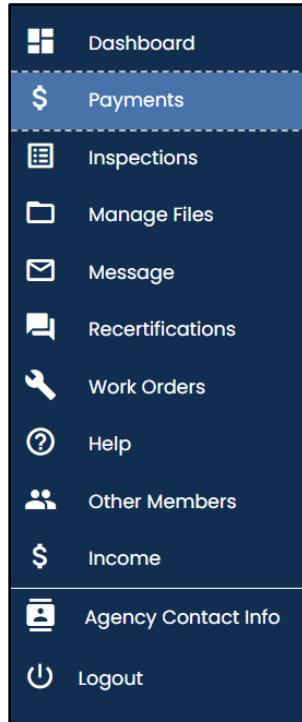


3. To create an appointment with the local PHA, select **+ New Appointment**.
4. In the **Select Department**, **Appointment Type** and **Location** dropdown menus, select the appropriate options.



5. Click **Schedule**. The appointment is scheduled.

Payments



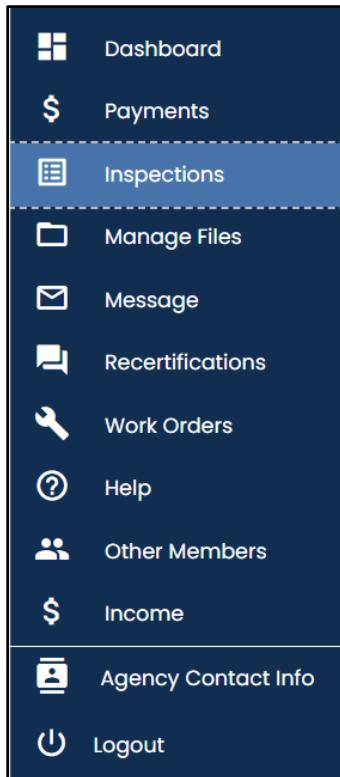
The Payments tab displays current Payment information such as tenant payments to the landlord, HAP amount, contract rent, and sum of all payments. Tenants have access to two years of payment history.

1. Tenants may use the search criteria to filter by Date Range.



2. To export the results, click **Export**. An Excel spreadsheet is now created.

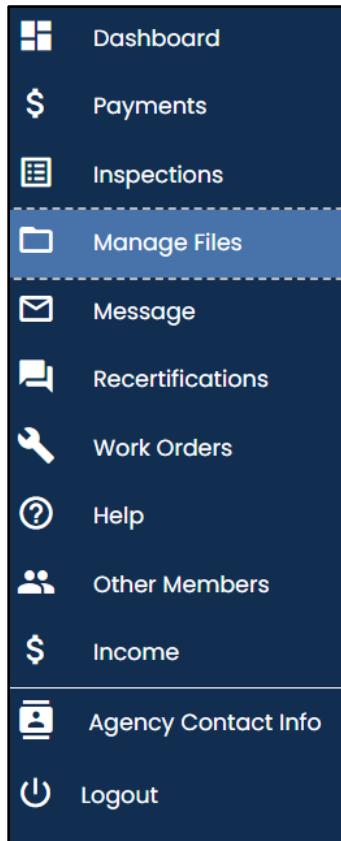
Inspections



Inspection records are displayed on the inspections tab. The records date back three years.

1. Tenants can use the following search criteria to filter the results by any date.
2. You can export the results. Click the **Export** button and an Excel spreadsheet will be created.

Manage Files



In the Manage Files tab, Tenants can upload necessary documents and view current uploaded documents.

1. To select the document type, document sub type, and then choose the document you would like to upload, click **Browse for File**.

Or

To upload, drag and drop the document.

A green success message is displayed when a file is uploaded.

Manage Files

Upload Files

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

Document Type *

Selection Related
 Recertification
 Miscellaneous
 Assets
 Audit Inspection
 Re-Examination Packet
 Briefing Packet
 Deductions
 Damage Claim Payments
 Direct Deposit Form
 Family Self-Sufficiency
 Letter of Intent
 Other Landlord Documentation
 Other
 Lease and Contracts
 Disability Documentation
 Inspection Information
 Selection Packet
 RFPA
 Unemployment Document
 Change of Unit
 Owner Payment
 Unit Documentation

Document Sub Type *

Rent Increase Request

Drag here the document to upload or
 Choose file to upload

2. To delete documents, click the three dots icon in the **Actions** column. If the Case worker has viewed the documents, they cannot be deleted.

Or

To download previously uploaded documents, click the **Download** option in the **Actions** column.

3. To view any document, click the **View** option.

Uploaded Documents

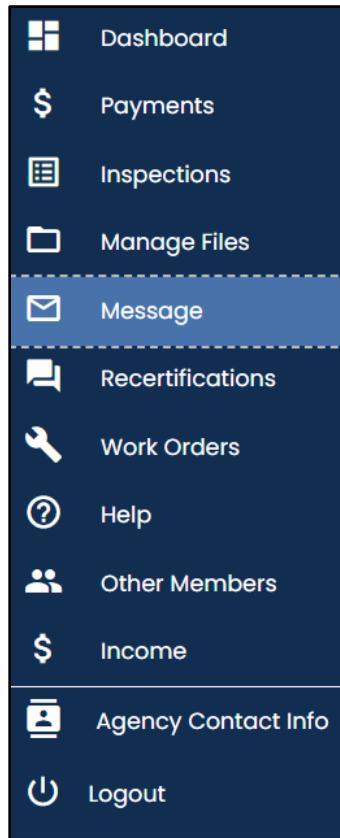
Received Documents

Invoice

FILE NAME	DATE UPLOADED	DESCRIPTION	ACTIONS
Earth Day Teams bg_2-2024061134307.jpg	06/11/2024, 1:43 PM	Rent Increase Request	<input type="button"/> <input type="button"/> <input type="button"/>
Inspection Maintenance Reports0.PNG	08/13/2022, 1:57 PM	Recertification	<input type="button"/> <input type="button"/> <input type="button"/>

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Message



The Message tab allows Users to send and receive messages with their PHA.

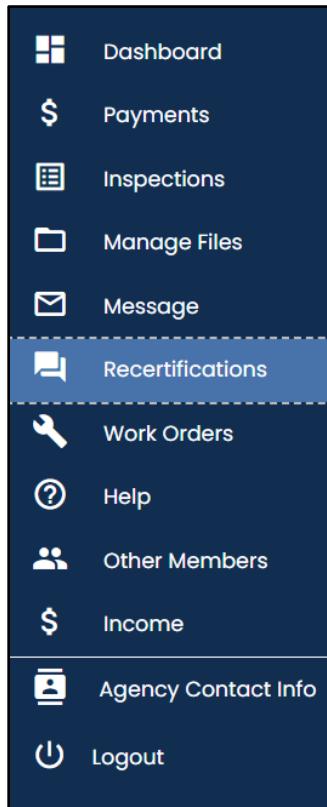
1. To search for messages, enter a date range and click **Search**.
2. To send messages to the case worker assigned to the caseload, click **New Message** and complete the fields.
3. Click **Send**.

A green success message is displayed when a message is sent.

4. To view all messages received by the applicant from the caseworker, click **Inbox**.



Recertifications

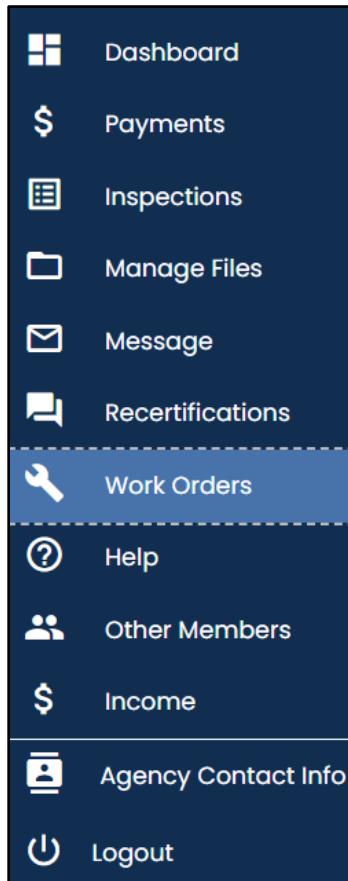


Tenants can view any completed or pending recertifications.

Tenants will be able to recertify within 90 days from the next recertification date by selecting the **Recertification Cycle**.

The page displays Recertification details, documents, or both.

Work Orders

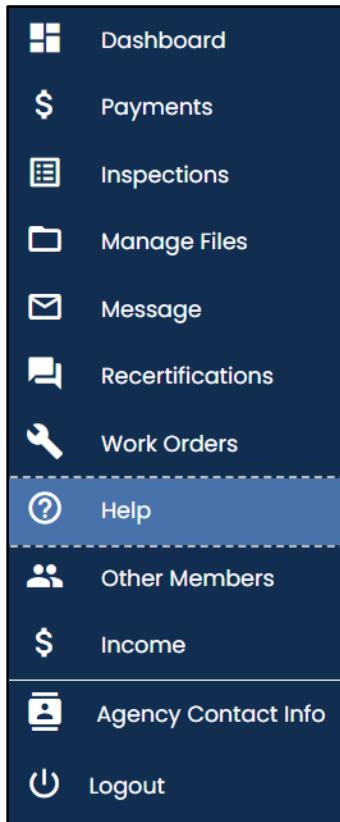


Any Work Orders, completed or pending for the Tenant, is displayed on this tab.

Work orders have the following information displayed.

WORK ORDER # ↑	UNIT ADDRESS ↑	PRIORITY ↑	REQUESTED DATE ↓	REQUESTED BY ↑	COMPLETED DATE ↑	STATUS ↑	WORKORDER DESCRIPTION ↑
-----------------------------	-----------------------------	-------------------------	-------------------------------	-----------------------------	-------------------------------	-----------------------	--------------------------------------

Help

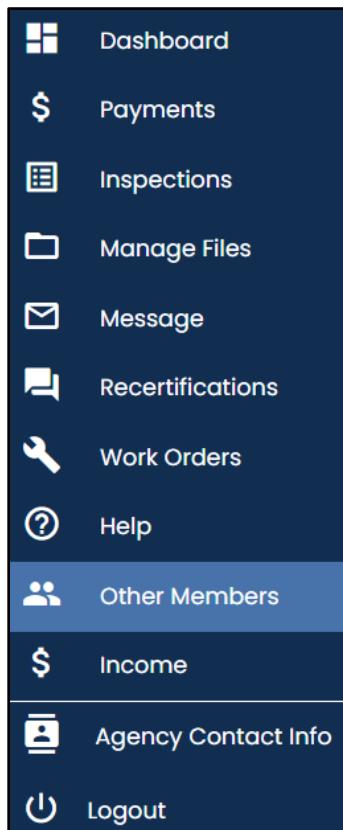


Tenants can find help documents and forms on the Help tab.

1. To access help documents, click any relevant blue hyperlinked resource.

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 EVI
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)

Other Members



The Other Members tab contains information about members of the household, not the Head of Household.

Add a New Member

1. To add a member, click **+ ADD Member**.



2. Enter the required information and click **Save**.

Edit or Delete a Member Record*

List all household members regardless of their age.

1. To make changes to the **Head of Household** information, click the three-dots icon in the **Actions** column.
2. Click **Edit** and make the needed changes. Click **Save**.
3. To edit or delete other members, click the three dots icon in the **Actions** column.
4. Click **Edit or Delete**.

Other Members									+ Add Member	
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		Doe	Male	01-01-1988	763-27-6327	Head of Household	White	Non-Hispanic	⋮
02	John		Doe	Female	01-01-1988	626-72-7821	Adult	Asian	Hispanic	⋮

Edit

Delete

* Some housing authorities require their Tenants to make any needed updates and changes through your Case Worker, not in the portal. If this option is not available to you, please call your Public Housing Agency.

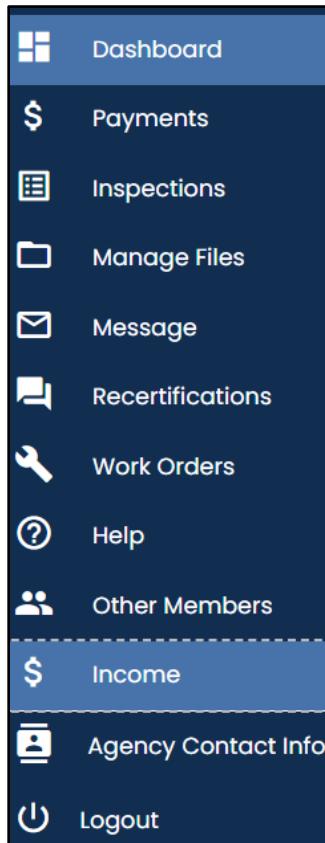
Questions

Any questions the local PHA may have will be listed under the Questions tab. If they are mandatory, they are marked with a red asterisk *.

- To save the answers to the questions, click **Save**.

The screenshot shows a web-based application for listing household members. At the top, a header reads "Other Members" with a sub-instruction: "Please list all household members regardless of age." Below this is a "Member" section with tabs for "Member" and "Application Questions". The "Application Questions" tab is active. Under this tab, there is a "Family Self-Sufficiency" section containing two questions. The first question asks if the household is familiar with the PHA's Family Self-Sufficiency Program, with radio buttons for "Yes" and "No" (the "No" option is selected). The second question asks if the household is interested in enrolling in the program, with radio buttons for "Yes" and "No" (the "No" option is selected). At the bottom right of the form are "Cancel" and "Save" buttons.

Income

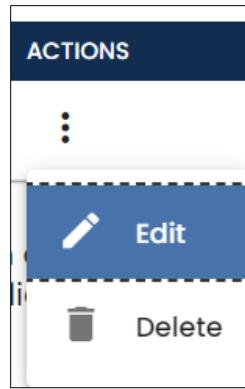


On the Income tab, the tenant can add or edit any income they may have. *

Note: This may not be permitted by the User's PHA.

* Some housing authorities require their Tenants to make any needed updates and changes through your Case Worker, not in the portal. If this option is not available to you, please call your Public Housing Agency.

1. To add income, click the **+Add income** button.
2. Fill the required fields and click **Save**.
3. To edit any of the income information for any household members, click the three dots icon in the **Actions** column.



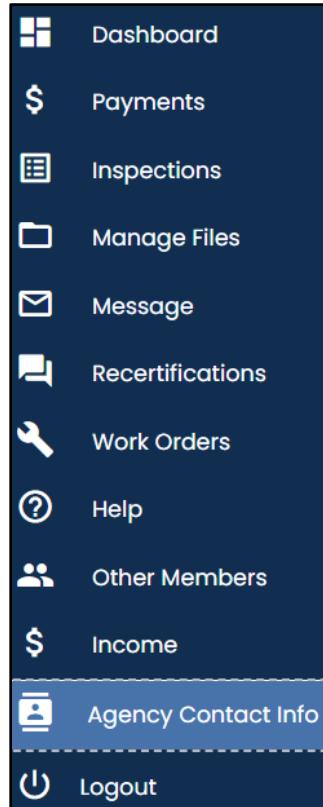
4. To delete any of the member's income, click the three dots icon in the **Actions** column. Now, click **Delete**.

The page displays the sum of all incomes. In addition, it shows the Income level for the family.

MEMBER NAME	AMOUNT PER PERIOD	TIMES PER YEAR	TOTAL PER YEAR	INCOME TYPE	DESCRIPTION	ACTIONS
	\$13,956.00	1	\$13,956.00	Social Security		

Sum of All Incomes: **\$13,956.00**
Area Median Income: **Extremely Low**

Agency Contact Info



Tenants can view contact information for the PHA. This includes mailing address.

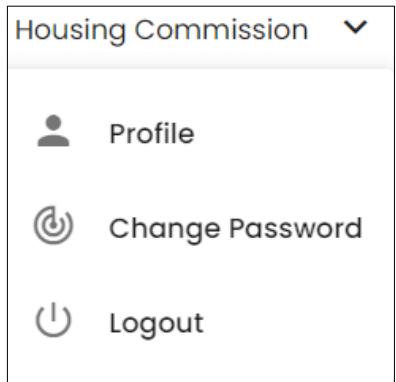
Logout



The last tab, Logout, is used to logout of the Tenant portal.

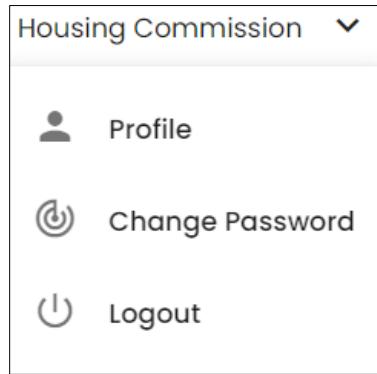
Profile

To update the user's profile, click the arrow following the name of the local PHA.



1. Click **Profile** and make the required changes.
2. Click **Save**.

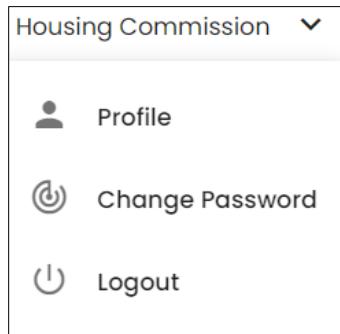
Change Password



1. To change the password, click the arrow following the name of the local PHA.
2. Click **Change Password**.
3. Enter the new password, re-enter it, and then click **Save**.



Logout



To log out, click the arrow following the name of the local PHA.

- Click the arrow and then click **Logout**.

The User will be logged out of the portal.