



How to Guide for completing your recertification on the My Housing portal

Welcome to PHA's Online Recertification Portal, My Housing, which is designed to automate the process of recertifying with PHA's Housing Choice Voucher (HCV) program!

Why should complete my recertification online?

It's Faster, Easier and Secure. Completing your required recertification online instead of paper is fast, easy, secure and will save time for both you and your PHA representative.

What are the benefits of completing your recertification online?

- You can complete your recertification on your mobile device (smartphone or tablet) or on a computer
- Secure submission of your personal information
- Future certifications will require less time;
- Access and view status and recertification information 24/7
- It's faster, easier, and secure. Completing your required recertification online instead of paper is fast, easy, and secure and will save time for both you and your PHA representative
- Fewer questions to answer
- Easier forms to complete and only requires one signature (online) per adult household member;

How long does the Online Recertification take to complete?

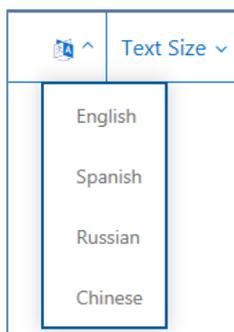
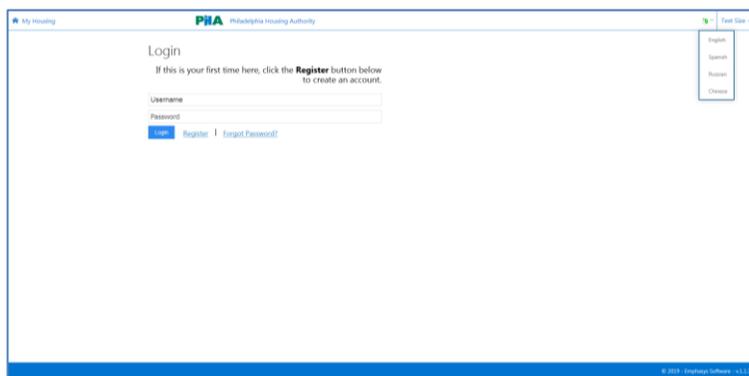
Depending on the size of your family or income or assets you need to report it may take **20 to 30 minutes** to complete your online recertification.

What do I need to complete the Online Recertification?

You will need to upload all verification documents including your household income to complete your recertification with HCV.

If you need assistance with any section of the Recertification Portal click on the [Need Help?](#) links at the bottom of each online page.

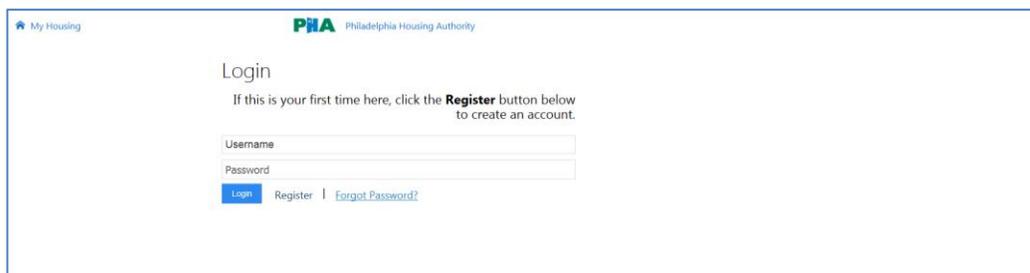
Completing Your Recertification on the MyHousing Portal



You may select English (the default), Spanish, Russian or Chinese

Registration

Click the [Login](#) button to get started if you are already registered. If you have not registered you will click **Register** on the [Login](#) page



Enter the first initial of your first name (ONLY the first initial of your first name), and your full last name.

Your Date of Birth should be entered in the following format: xx/xx/xxxx. 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 in the format: xxxxxxxx.

My Housing PHA Philadelphia Housing Authority

Registration

First Initial

Last Name

Date Of Birth

Social Security Number

Continue

After you click **Continue** in the lower right corner, you will be prompted to enter your **Entity ID** number. Your Entity ID number can be found at the top of your recertification letter. Enter your entity ID and hit **Continue**

My Housing PHA Philadelphia Housing Authority

Please answer question #1

Please enter your Entity ID.

Don't have your Confirmation Number or Entity ID? Please contact the Housing Authority for help creating your account.

Continue

To complete your registration, you will provide your email address and create a password. You are not required to provide your email address if you do not have one.

YOUR ACCOUNT

Username twilliford

Email

Current Password

New Password

Confirm New Password

Language

Return Save

Registration complete

You are now registered!



The screenshot shows the PHA website header with a home icon, "My Housing", the PHA logo, "Philadelphia Housing Authority", and a "Text Size" dropdown. The main content area displays "Registration Complete!" followed by a bold message: "Vivian Dinardo, 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." Below this, it shows "Username: vdinardo" and a blue link "Click here to login and get started!"

Once you have completed your registration and provided your entity ID, you will log on using your username and the password you created. Your username is assigned by the portal and will be your first initial and last name. For example, Jane Doe's username would be **jd**.



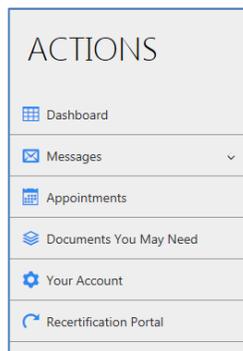
The screenshot shows the PHA website header with a home icon, "My Housing", the PHA logo, and "Philadelphia Housing Authority". The main content area is titled "Login" and includes the instruction: "If this is your first time here, click the **Register** button below to create an account." Below the instruction are two input fields: "Username" and "Password". At the bottom, there are three buttons: a blue "Login" button, a blue "Register" button, and a blue "Forgot Password?" button.

Dashboard

Once you are logged on you are taken to your Dashboard.

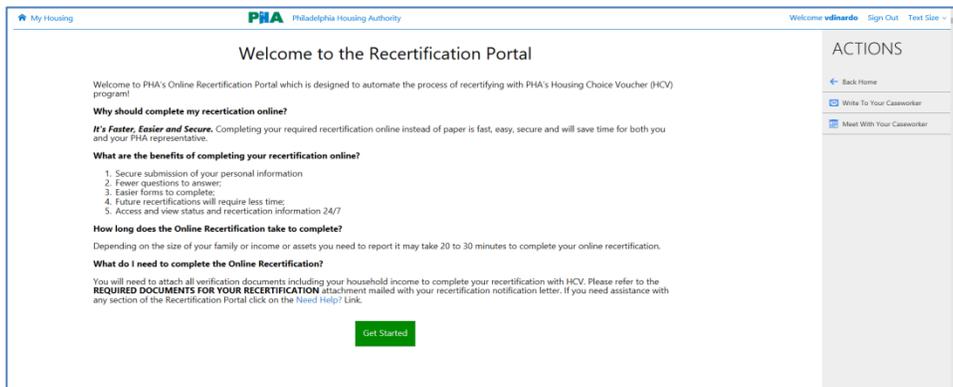


To get started on your Recertification, you will click **Recertification Portal** on the right-hand taskbar on the Dashboard.



Welcome

Read the directions and information displayed on the **Welcome** page then click the **Get Started** button to begin to complete your recertification.



1) Your Family

If at any time you are unsure of how to answer a question or complete a task on the Your Family page you should select the **Need Help?** icon at the bottom, middle of that page. There are also links to forms you may need to complete, and links to explanations of some questions in order to complete your certification

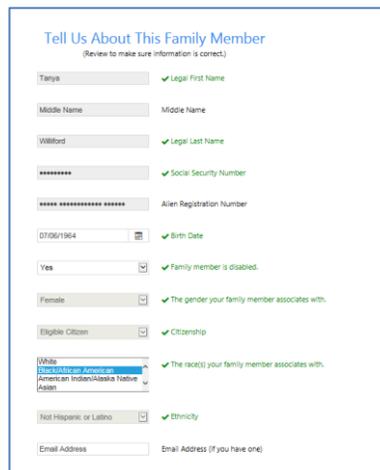
Need Help?



The portal will first display a summary of the family members you reported at your last certification. You will click **Next** to review each individual family member's information, and make changes if necessary.



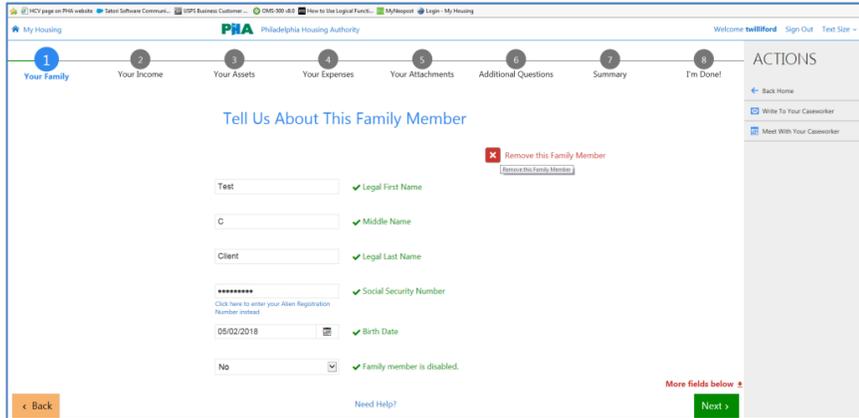
For each household member on the family composition there is a "Tell Us About this Family Member" page . If there is no change in any of this information you may hit the next button



Tell Us About This Family Member
(Review to make sure information is correct.)

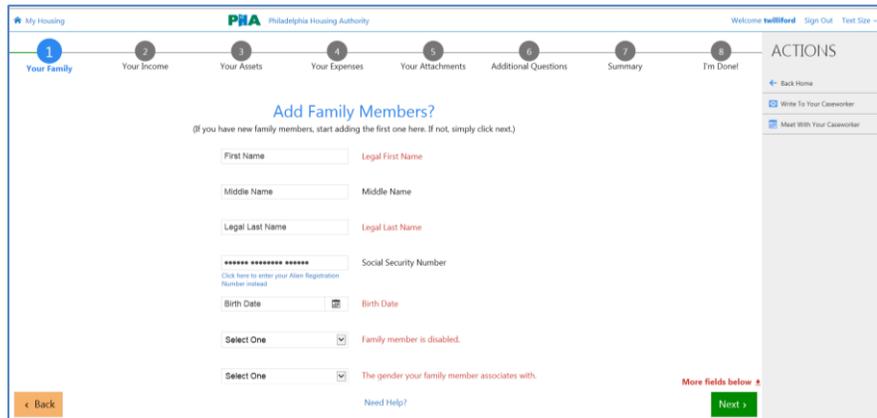
Tanya ✓ Legal First Name
Middle Name Middle Name
Williford ✓ Legal Last Name
***** ✓ Social Security Number
***** Alien Registration Number
07/06/1964 ✓ Birth Date
Yes ✓ Family member is disabled.
Female ✓ The gender your family member associates with.
Eligible Citizen ✓ Citizenship
White ✓ The race(s) your family member associates with.
Hispanic or Latino
American Indian/Alaska Native
Asian
Not Hispanic or Latino ✓ Ethnicity
Email Address Email Address (if you have one)

If you would like to remove a family member, you will click the **Remove this Family Member**  **Remove this Family Member** button on the upper right. Keep in mind that if you choose to remove a family member, you will be required to provide documentation to verify that they no longer reside in your household, like a utility bill sent to their new address or copy of their new lease



The screenshot shows the 'Tell Us About This Family Member' form in the PRA My Housing portal. The form is titled 'Tell Us About This Family Member' and includes a progress bar at the top with steps 1 through 8. The current step is 1, 'Your Family'. The form fields are: 'Test' (with a green checkmark and 'Legal First Name'), 'C' (with a green checkmark and 'Middle Name'), 'Client' (with a green checkmark and 'Legal Last Name'), 'Social Security Number' (with a green checkmark and 'Social Security Number'), 'Birth Date' (with a green checkmark and 'Birth Date'), and a dropdown menu for 'Family member is disabled' (with a green checkmark and 'Family member is disabled'). A red 'X' icon and the text 'Remove this Family Member' are visible in the upper right corner of the form area. The 'ACTIONS' sidebar on the right includes 'Back Home', 'Write To Your Caseworker', and 'Meet With Your Caseworker'. The 'Next >' button is green and located at the bottom right of the form.

If you wish to add a family member you complete this on the **“Add Family Members”** page



The screenshot shows the 'Add Family Members?' form in the PRA My Housing portal. The form is titled 'Add Family Members?' and includes a progress bar at the top with steps 1 through 8. The current step is 1, 'Your Family'. The form fields are: 'First Name' (with a red 'Legal First Name' label), 'Middle Name' (with a red 'Middle Name' label), 'Legal Last Name' (with a red 'Legal Last Name' label), 'Social Security Number' (with a red 'Social Security Number' label), 'Birth Date' (with a red 'Birth Date' label), a dropdown menu for 'Family member is disabled' (with a red 'Family member is disabled' label), and a dropdown menu for 'The gender your family member associates with' (with a red 'The gender your family member associates with' label). The 'ACTIONS' sidebar on the right includes 'Back Home', 'Write To Your Caseworker', and 'Meet With Your Caseworker'. The 'Next >' button is green and located at the bottom right of the form.

When requesting a Family Member you must answer all of the questions (on the left hand side of the screen below)

Add Family Members?
(If you have new family members, start adding the first one here. If not, simply click next.)

Jane ✓ Legal First Name

Test ✓ Middle Name

Doe ✓ Legal Last Name

***** ✓ Social Security Number
Click here to enter your Alien Registration Number instead

Birth Date ✓ Birth Date

Select One ✗ Answer is required.

Select One ✓ The gender your family member associates with.

Select One ✗ Relationship to head of house is required.

Select One ✓ Citizenship

White
Black/African American
American Indian/Alaska Native
Asian ✓ The race(s) your family member associates with.

Select One ✓ Ethnicity

Email Address ✓ Email Address (if you have one)

If you fail to answer any of the questions you will not be able to complete your recertification process.

After you have answered all the questions you will see the following

Add

Would you like to add this new family member?

Add Cancel

Select the add button, and then the next icon located on the bottom right corner  to go to the next page

2) Your Income

If at any time you are unsure of how to answer a question or complete a task on the Your Income page you should select the **Need Help?** icon at the bottom, middle of that page. This will provide links to descriptions of income sources and what you need to provide in order to document those income sources

Need Help?

Income Help

Question: What documents do I need to provide as proof of my income?

Answer: Proof of income must be dated within the last 60 days. For a complete list of documents that illustrate proof of income please reference [Required Documents for income verification](#) (pages 1-4).

Question: What is considered "income"?

Answer: For a list of what is considered income please refer to [Required Documents for income verification](#) (pages 6 -15).

Like the **Your Family** page, you will also review what you reported as **income** at your last certification. Each household member on the family composition has their own "What we know about your family's income" section based on what your family reported at the last certification action.

Member	Income Type	Amount
Tanya Williford	Income: Employed	Amount: \$265.00
Tanya Williford	Income: SSP	Amount: \$659.00

If you would like to remove a source of income, you will click the **Remove this Income**



Remove This Income

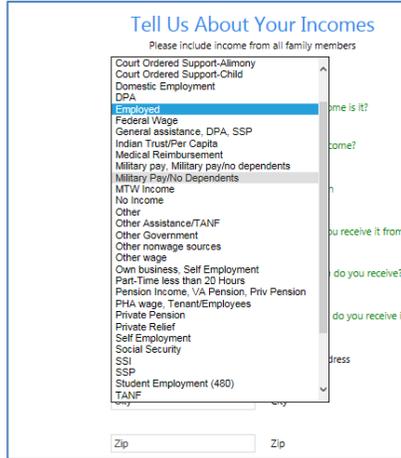
button on the upper right. Keep in mind that if you choose to an income source, you will be required to provide documentation to verify that this income source is no longer received

Tell Us About Your Incomes
Please include income from all family members

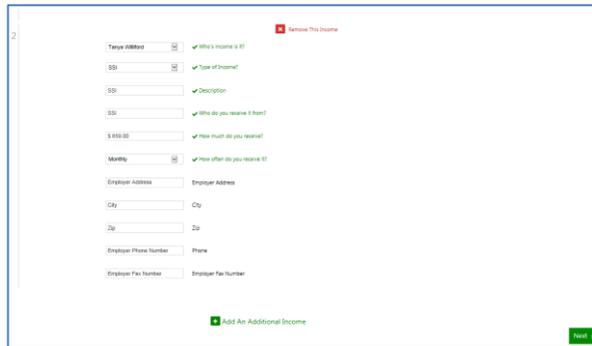
Remove This Income

Tanya Williford Who's income is it?
Employed Type of Income?
SSP Description
SSP Who do you receive it from?
\$ 265.00 How much do you receive?
Annually How often do you receive it?
Employer Address Employer Address
City City
Zip Zip
Employer Phone Number Phone
Employer Fax Number Employer Fax Number

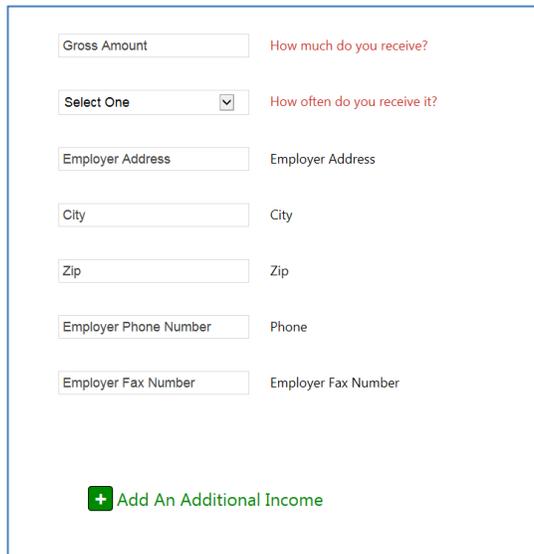
Reportable income sources are available via the drop down menu



If an individual has multiple income sources there will be multiple sections for them to update their income



To add a new or previously unreported income source select the button “Add an Additional Income” at the bottom of the page. You must ensure you report all income sources for all household members.



When you have completed all tasks select the next icon located on the bottom right corner  to go to the next page

3) Your Assets

Like the **Your Family and Income** page, you will also review what you reported as **assets** If your information has not changed or you do not have income, assets or expenses to report, just click **Next** to continue to the next page. If you are unsure of a question or what qualifies as an asset select the Need Help icon on the bottom of the page

[Need Help?](#)

Family Asset Information

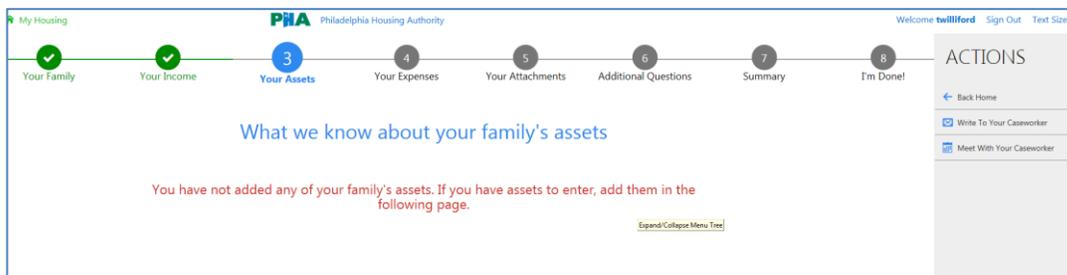
Question: What is considered an asset?

Answer: For a complete list of what is considered an asset please refer to [Required Documents for Asset Verification](#).

Question: What documents do I need to provide proof of an assets value?

Answer: For a complete list of documents please reference [Required Documents for Asset Verification](#).

What we know about your family's assets shows what (if any) assets you have reported to PHA



If you have declared assets at your previous certification action can update the information for them on the “Tell Us About Your Family Assets section”

The screenshot shows the PHA My Housing portal interface. At the top, there is a progress bar with eight steps: 1. Your Family (checked), 2. Your Income (checked), 3. Your Assets (active), 4. Your Expenses, 5. Your Attachments, 6. Additional Questions, 7. Summary, and 8. I'm Done! Below the progress bar, the main heading reads "Tell Us About Your Family Assets..." with a sub-note "Please include assets from all family members". At the bottom of the screen, there are three buttons: a blue "< Back" button on the left, a green "+ Add An Additional Asset" button in the center, and a green "Next >" button on the right.

If you wish to report an asset you select the “Add an Additional Asset” **+ Add An Additional Asset** button at the bottom of the screen (for further information on what an asset is please refer to the “Required Documents for Asset Verification” available on My Housing portal)

The screenshot shows the "Add An Additional Asset" form. It contains several input fields and labels: a dropdown menu for "Which family member is the asset tied to..." with "Tanya Williford" selected; a text input for "Source"; a dropdown menu for "Type of Asset?" with "Select One" selected; a text input for "Description/Source (Name of Bank, Name of Insurance Company, Location of Real Estate, etc.)"; a text input for "Rate"; a text input for "Annual Income"; and a text input for "What is it worth?". At the bottom of the form is a green "+ Add An Additional Asset" button.

When you have completed all tasks select the next icon located on the bottom right corner **Next >** to go to the next page

4) Your Expenses

Like the **Your Family, Your Income and Your Assets** page, you will also review what you reported as **expenses**. If your information has not changed or you do not have income, assets or expenses to report, just click **Next** to continue to the next page. If you are unsure of a question or what qualifies as an expense select the Need Help icon on the bottom of the page

[Need Help?](#)

Expense Help

Question: What documents do I need for proof of my expenses?

Answer: For a complete list of documents please refer to [Required Documents for Expenses](#).

Question: What is considered a medical expense?

Answer: For a complete list of documents please refer to [Required Documents for Expenses](#).

What we know about your family's expenses shows what (if any) expenses you have reported to PHA

The screenshot shows a progress bar at the top with steps: Your Family (1), Your Income (2), Your Assets (3), Your Expenses (4), Your Attachments (5), Additional Questions (6), Summary (7), and I'm Done! (8). The 'Your Expenses' step is highlighted in blue. The main content area has the heading 'What we know about your family's expenses' and a message: 'You have not added any of your family's expenses. If you have expenses to enter, add them in the following page.' At the bottom, there are 'Back' and 'Next' buttons.

If you have reported expenses you can update the information for them on the “Tell Us About Your Expenses section”

The screenshot shows the same progress bar as the previous page, with 'Your Expenses' highlighted in blue. The main content area has the heading 'Tell Us About Your Expenses' and the instruction 'Please include expenses from all family members.' At the bottom, there are 'Back', 'Add An Additional Expense', and 'Next' buttons.

If you wish to report an expense you select the “Add an Additional Expense” button at the bottom of the screen (for further information on what an allowable expense is please refer to the “Required Documents for Asset Verification” available on My Housing portal)

Select One How frequently you get this Expense?

Name

Address

City

Zip

Phone

Fax

[+ Add An Additional Expense](#)

When you have completed all tasks select the next icon located on the bottom right corner  to go to the next page

5) Your Attachments

You must upload document(s) that verify each of your income, assets, and/or expenses. If you have added or removed a family member, you must also upload a document to that verify that change. If you have new income or have removed income, you must also upload a document to verify that change.

If you are unable to upload a document you may select the Need Help icon

[Need Help?](#)

Attachments Help

Question: What if I don't own a scanner?

Answer: You can use your smartphone or tablet to take a picture of the document you want to upload. There are a few requirements if you take a picture and upload it:

1. You must take a picture of the full document.
2. The picture must be clear.
3. And you must be able to read all of the text on the document.

Or if you don't have a scanner, you can come to the PHA Headquarters located at 2013 Ridge Avenue and use one of the PHA Onestop Kiosks there. All kiosks have scanners and are connected to the PHA MyHousing portal, meaning you can scan and upload your documents directly to your recertification file.

Question: What documents do I need to complete my recertification?

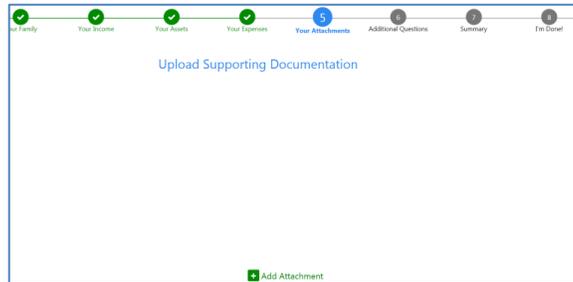
Answer: You will need to be able to provide proof of your household income, assets (if you have any to declare), and expenses (if you have any to declare). If you have any changes to your family composition you will also need to provide additional documentation which can be found here.

Question: What if I don't have all my documents?

Answer: You must complete your recertification at least 60 days prior to your anniversary date or you will need to complete it via a mail-out recertification or in person. Make sure to write down your username and password so that you can log back on to the portal.

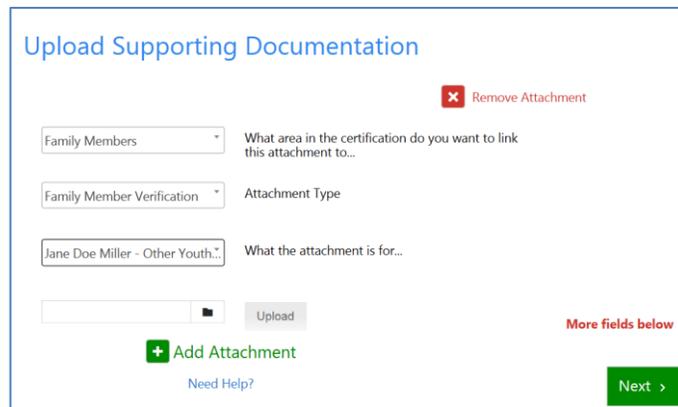
Click, [How to User Guide](#), to access a Step-by-Step Guide to walk you through completing your online recertification.

To Upload Supporting Documentation select the Add Attachment  **Add Attachment** icon at the bottom of the page.



After you select Add Attachment the below screen will appear. There are three drop down box menus that you will need to choose the correct selection of:

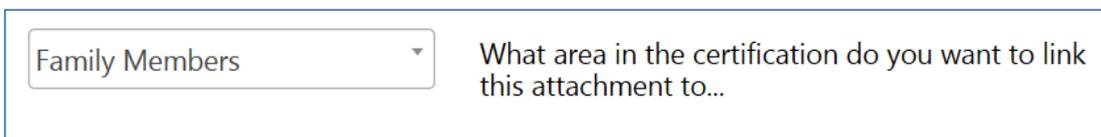
- 1) *What area in the certification do you want to link to this attachment to.....*
- 2) *Attachment Type*
- 3) *What the attachment is for....*



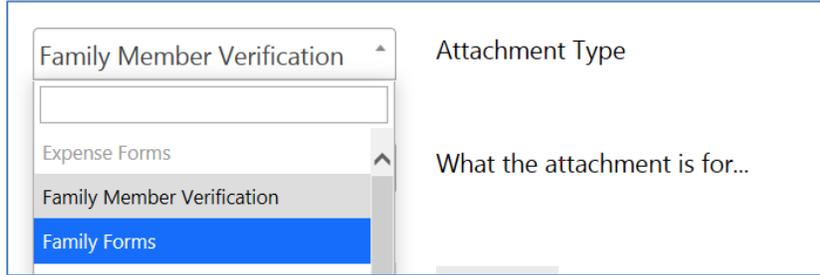
When uploading documents the **“What area in the certification do you want to link this attachment to...”** must correspond with the correct **“Attachment Type”** and **“What the attachment is for...”**

Family Members

If you are uploading a document for **“Family Members”**



The **“Attachment Type”** would be **“Family Member Verification”** (Proof of date of birth, social security number, etc.) or **“Family Forms”** (Declaration of Citizenship, Authorization of Release of Information, etc.)



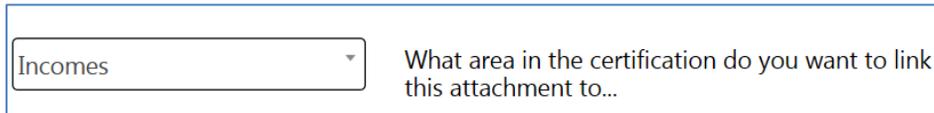
Area of Certification	Attachment Type
Family Members	Family Member Verification
	Family Forms

Then select **“What the attachment is for....”**

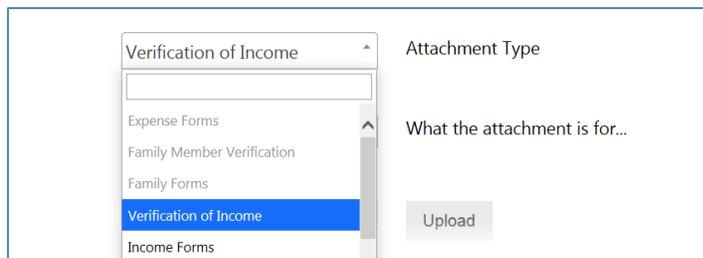


Incomes

If you are uploading a document for **“Incomes”** in the **“What area in the recertification do you want to link this attachment to....”** you select **Incomes**

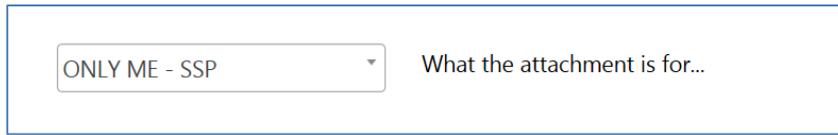


The **“Attachment Type”** would always be **“Verification of Income”** or **“Income Forms”**



Area of Certification	Attachment Type
Incomes	Verification of Income
	Income Forms

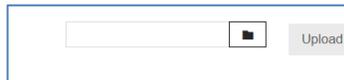
Then select **“What the attachment is for....”** , which is who the document is for and the income type



A screenshot of a form element. On the left is a dropdown menu with the text 'ONLY ME - SSP' and a downward arrow. To its right is the text 'What the attachment is for...'.

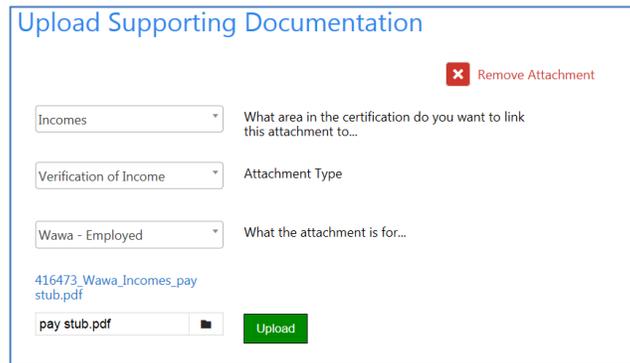
To upload documents for **“Assets”** or **“Expenses”** you would follow the same process as above

Then select the folder icon to browse for the document you would like to upload, and then click the **Upload** button.



A screenshot of a file upload interface. It features a text input field, a folder icon, and an 'Upload' button.

When the document is successfully uploaded, the document name will appear in **blue**.



A screenshot of the 'Upload Supporting Documentation' page. It features three dropdown menus: 'Incomes', 'Verification of Income', and 'Wawa - Employed'. Below them is a list of uploaded files, including '416473_Wawa_Incomes_pay stub.pdf' and 'pay stub.pdf', with a green 'Upload' button.

Once you have uploaded all documents select the next icon located on the bottom right corner  to go to the next page

6) Additional Questions



A button labeled 'Need Help?'.

If you have questions pertaining to Transferring, Reasonable Accommodations or Inspections select the Need Help icon at the bottom of the page.

Additional Questions Help Info

Question: How do I request a transfer?

Answer: You may complete a request [Transfer Request form](#) - at recertification and submit to your PHA representative.

Question: Do you or anyone in your family need a reasonable accommodation because of a disability?

Answer: A person with a disability may require special accommodations in order to have equal access to the HCV program. To request a reasonable accommodation please contact your PHA representative.

Question: My unit needs an inspection, how can I schedule one?

Answer: Your unit will be inspected by PHA every two years. If you need to request an inspection you can email: hcvinspections@pha.phila.gov or call 215-684-3860

Once finished with the Additional Questions page select the Next icon  to go to the next page
7) Summary

The portal will display a summary of all your information. Review each item listed carefully.

Summary

Click to view more info

Family Info +

Tanya Willford (Head) DOB Code: 07/28/1974

Status: Complete Race: Black/African American Disabled: Yes

Income Info +

Employed DOB: 07/28/1974

Amount: \$100.00 Status: Complete

Asset Info +

Name

Expenses Info +

Name

Attachments +

Name

WARNING: Section 1011 of Title 18 of the U.S. Code makes it a criminal offense to make willful false statements or misrepresentations to any Department or Agency of the United States as to any matter within.

Participant Certification:
I/We certify that the information given on this application to the Philadelphia Housing Authority about household composition, annual household income, assets, and expenses is accurate and complete to the best of my/our knowledge and belief. I/We understand that false statements are punishable under federal law and state law. I/We also understand that false statements or information are grounds for termination of assistance.

Computer Matching Authorization:
This service will automatically compare matching with other governmental agencies including, but not limited to the following federal, state, tribal or local agencies:

- U.S. Internal Revenue Service (IRS) only (This consent is limited to unearned income, i.e. interest and dividends)
- U.S. Citizenship and Immigration Services (USCIS)
- Social Security Administration
- State Motor Vehicle Information Collection Agencies
- Provider of Attorney Child Care, Child Support, Credit, Handicapped Assistance, Medical Care, or Personality Assessments

I agree and verify that all the information I provided is correct.

Tanya Willford

[Save signature](#) [Clear signature](#)

By signing and selecting the "Save Signature" button, you are signing PHA's Authorization for the Release of Information electronically. You agree your electronic signature is the legal equivalent of your manual signature and you consent to be legally bound by this Authorization's terms and conditions.

Family Info:

Summary
Click to view more info

Family Info +

Tanya Williford (Head) Birth Date: 07/06/1964 Status: Complete!	Race: Black/African American	Disabled: Yes
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Income Info:

Income Info +

Employed For: Tanya Williford	Amount: \$500.00	Status: Complete!
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Asset Info:

Asset Info +

None

Expenses Info:

Expenses Info +

None

Attachments:

Attachments +

Verification of Income
458225_DPA_Incomes_dpa compass report.pdf

If any item is incomplete, it will appear in **Red**. To review and complete any incomplete item, click it to return to that page of your recertification.

Once you have verified that your information is correct, you must read the **Authorization for the Release of Information** statement then click the checkbox below it that states *“I agree and verify that all the information I provided is correct”*

WARNING: Section 1001 of Title 18 of the U.S. Code makes it a criminal offense to make willful false statements or misrepresentations to any Department or Agency of the United States as to any matter within.

Participant Certification
I/We certify that the information given on this application to the Philadelphia Housing Authority about household composition, annual household income, assets, and expenses is accurate and complete to the best of my/our knowledge and belief. I/We understand that false statements are punishable under federal law and state law. I/We also understand that false statements or information are grounds for termination of assistance.

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 Philadelphia Housing Authority (PHA), and their agents to request information, data, documents and other materials from the sources listed on the form. Your income and other information may be collected for any of the following purposes:

- Determine initial and continuing eligibility for programs, the appropriate bedroom size, and the amount your family will pay toward rent and utilities; including verifying your household's income to ensure that you are eligible for assisted housing benefits and that these benefits are set at the correct level;
- Administer and enforce program rules and policies;
- Analyze utility consumption data;
- Comply with HUD and other laws, rules, and regulations; and,
- Assist in managing and monitoring HUD-assisted housing programs, to protect the Government's financial interest, and to verify the accuracy of the information you provide.

Who Must Sign the Authorization for the Release of Information Form:
Each member of your household who is 18 years of age or older must sign this Authorization. Additional signatures must be obtained from new adult members joining the household or whenever members of the household become 18 years of age. Persons who apply for or receive assistance under the following programs are required to sign the form:

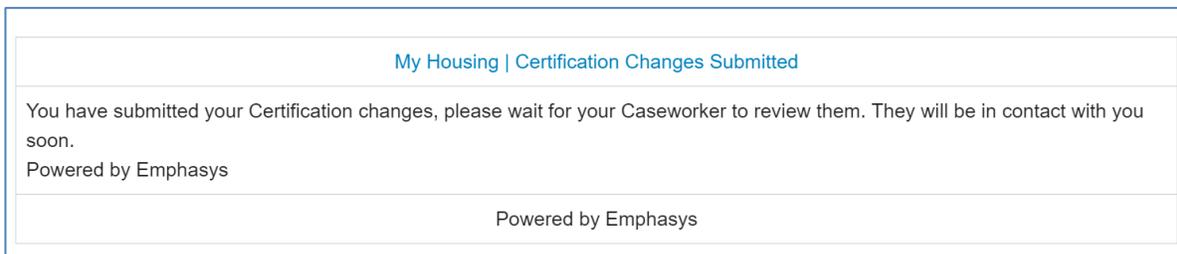
- Section 8 Tenant Based Voucher
- Section 8 Project Based Voucher
- Section 8 Moderate Rehabilitation

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

I agree and verify that all the information I provided is correct.

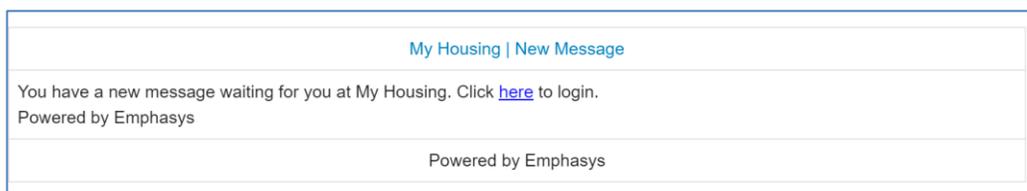
You will then add your signature to the signature box and click **Save Signature** which will appear in **green** once you have signed. The **Next** button at the bottom right will become **green**.

You will also receive an email indicating you have a successfully submitted your recertification

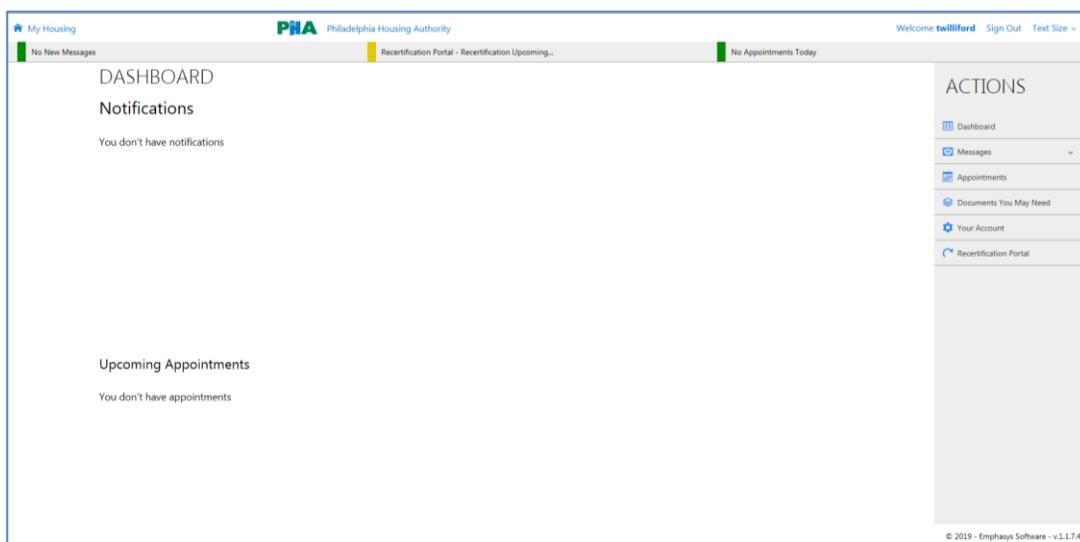


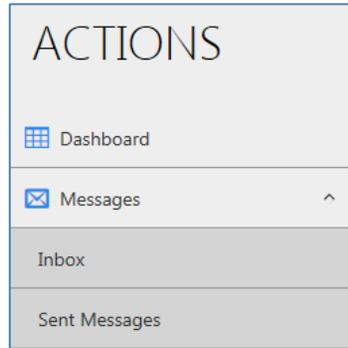
Once your representative has reviewed and approved (or denied) your submitted recertification you will receive another email indicating you have a message in your messages on My Housing

If your PHA Representative needs more information from you, you will receive a message in your My Housing message account and a letter listing the documents you will need to provide. You can submit your documents by logging in to the portal and uploading them.



You can locate [Messages](#) from your dashboard, located under [Actions](#) on the right-hand side of the screen





You will receive a letter confirming when your new rent amount and utility allowance will become effective. **Please note:** your rent amount may not change as a result of your recertification.