



Philadelphia Housing Authority

My Housing Streamline

Philadelphia Housing Authority
Resident Manual

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Getting Started

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 I 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.

Language Selection

The recertification portal provides the ability to change the default English language used for displaying labels and instructions. Spanish, Russian and Chinese are offered as alternative languages. You change the default English language by completing the following steps;

1. Click , located in the upper right-hand corner of the log in screen.
2. Select your preferred language from the drop down list.

Registration

The head of the household must complete registration to use the recertification portal. If you previously registered yourself and have a username and password, you can skip this task and proceed to Logging In.

Only the head of household can register use of the recertification portal. You must provide your personal information to validate entry and access to your recertification. To register, complete the following steps;

1. Click Register.

2. 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: MM/DD/YYYY. For example, if your date of birth is January 1, 1980, you would enter 01/01/1980. Your Social Security number must be entered **without dashes** in the format (example: 999999999).
3. Click **Continue**.

My Housing PHA Philadelphia Housing Authority

Registration

First Initial

Last Name

Date Of Birth

Social Security Number

[Continue](#)

4. Enter your **Entity ID** number. This is your personal identification number for the Housing Choice Voucher program. Your Entity ID number can be found at the top of your recertification letter.
5. Click **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](#)

6. Copy and store your **Username**. It is required to log in to your account.
7. Next, provide your email address and create a password. Also, at this step you can identify your preferred language for the portal label and instruction display.

My Housing PHA Philadelphia Housing Authority

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

User Name

Email

Password At least 6 characters long, one number, one lowercase, and one uppercase.

Confirm Password Same as Password

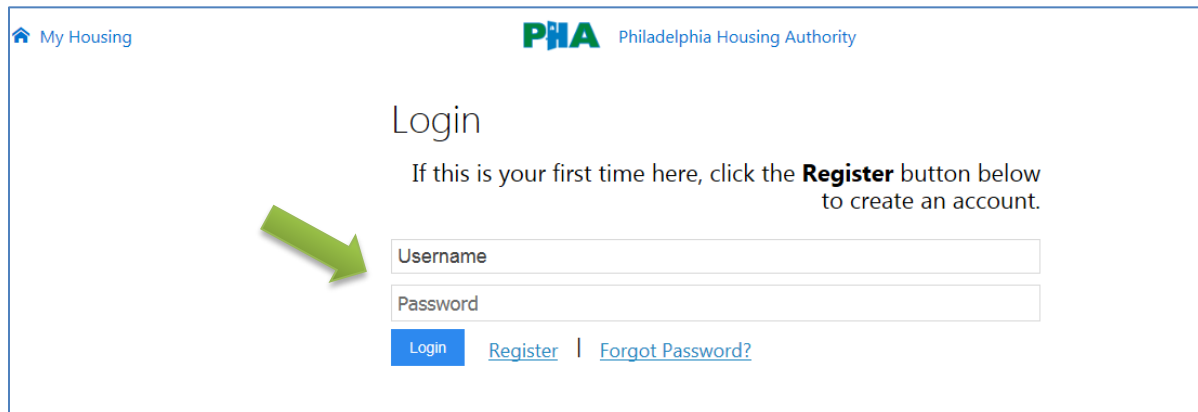
Preferred Language

[Continue](#)

8. Your registration is now complete. You can proceed to log into your account by clicking “Click here to login and get started!”

Logging In

You will log in to the portal using your **username** and **password**. Remember, your username is the name assigned to you by the portal. It is comprised of your first name first initial and your last name. *An example of the name Jane Doe would be represented as **jdoe** for a username.* The password is the secret word or phrase you created for your account.

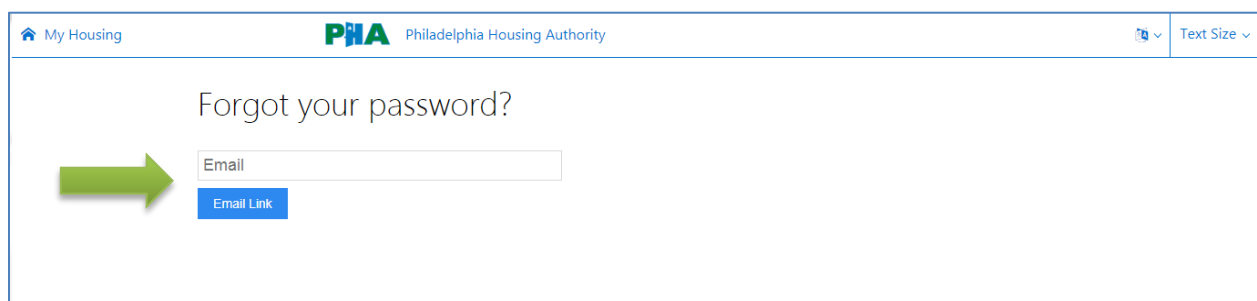


The screenshot shows the Philadelphia Housing Authority (PHA) login page. At the top, there is a navigation bar with a home icon and the text "My Housing" on the left, and the PHA logo and "Philadelphia Housing Authority" on the right. The main heading is "Login". Below it, a message states: "If this is your first time here, click the **Register** button below to create an account." There are two input fields: "Username" and "Password". A green arrow points to the "Username" field. Below the fields are three buttons: "Login" (blue), "Register" (blue with a link underline), and "Forgot Password?" (blue with a link underline).

Forgot Password?

Use the **Forgot Password** link to reset your portal password. It is accessible from the portal main page.

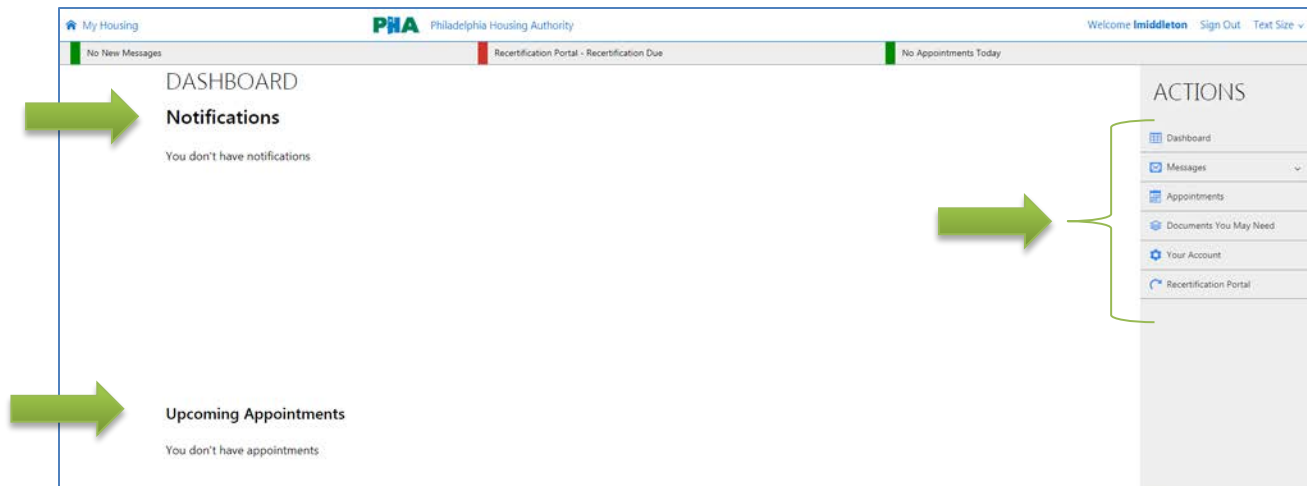
1. You will be required to enter the email address associated to your portal account.
2. Click the **Email Link** button. You will receive an email with a link to reset your account.
3. Click the link and create a new password that you will remember.
4. Log in to your account using your username and new password.



The screenshot shows the Philadelphia Housing Authority (PHA) "Forgot your password?" page. At the top, there is a navigation bar with a home icon and the text "My Housing" on the left, and the PHA logo and "Philadelphia Housing Authority" on the right. On the far right of the navigation bar, there are icons for a dropdown menu and "Text Size". The main heading is "Forgot your password?". Below it, there is an "Email" input field. A green arrow points to the "Email" field. Below the field is a blue button labeled "Email Link".

Dashboard

This is the main area that you will be directed to after logging in. Within this area of the portal, you are provided with access to notifications, upcoming appointments, messages, appointments, .



Notifications. Under this section is a list of recent activity. Clicking the notice will take you to the section where you can view the details of the information.

Upcoming Appointments. This section advertises the scheduled appointments you have with your caseworker.

Messaging. This feature allows you to send messages to your caseworker.

Appointments. This feature provides you a list of appointments you have with your caseworker. If available, you can request an appointment with your caseworker to go over your recertification.

Documents You May Need. This feature provides you with a list of downloadable documents that you may need to complete your certification. The documents are;

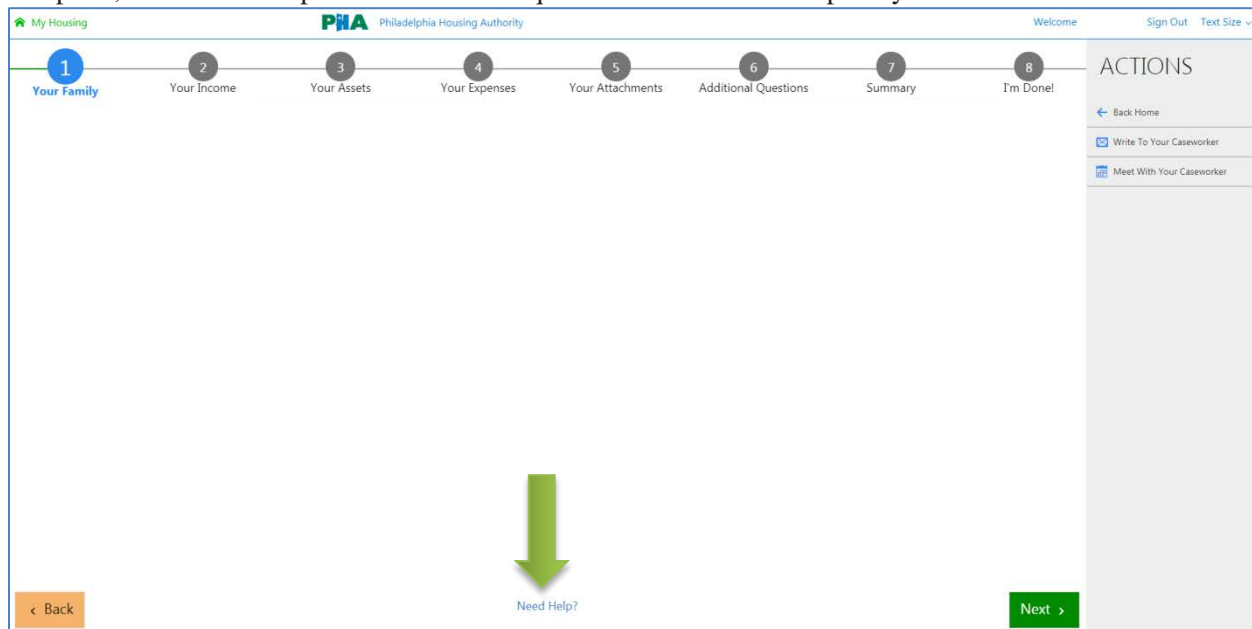
- Family Notification of Lead Based Paint
- Name Change Form
- Emergency Contact
- Transfer Request
- Self-Certification of Zero Income
- Financial Hardship
- Declaration of Citizenship
- Authorization of Release of Information

Your Account. Use this section to manage access to your account. This feature allows you to update your email account, change your password and set a preferred language for you use of the portal.

Recertification Portal

Help Link

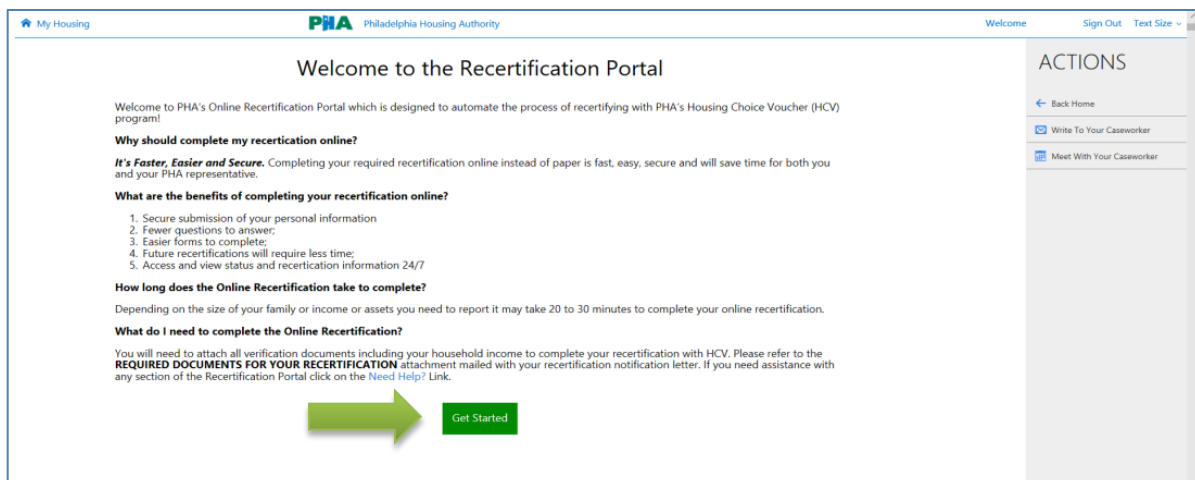
If at any time you are unsure of how to answer a question or complete a task in any of the sections, you can click the **Need Help?** link at the bottom of the page. There are also links to forms you may need to complete, and links to explanations of some questions in order to complete your certification.



Let's Begin

Welcome

1. Read the directions and information displayed on the **Welcome** page
2. Click the **Get Started** button to begin your recertification.



Your Family

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

My Housing PHA Philadelphia Housing Authority Welcome Sign Out Text Size

1 Your Family 2 Your Income 3 Your Assets 4 Your Expenses 5 Your Attachments 6 Additional Questions 7 Summary 8 I'm Done!

What We Know About Your Family

Lisa
Role: Head Birth Date:

Role: Other Youth Under 18 Birth Date:

Don't worry if you need to add more, we'll let you add new family members after you've reviewed your current family members.

< Back Need Help? **Next** >

ACTIONS

- Back Home
- Write To Your Caseworker
- Meet With Your Caseworker

There is a **Tell Us About This Family Member** section for each household member of your family. If there is no change in any of this information you may hit the **Next** button.

If you need to remove a family member. Click **Remove the 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

My Housing PHA Philadelphia Housing Authority Welcome Sign Out Text Size

1 Your Family 2 Your Income 3 Your Assets 4 Your Expenses 5 Your Attachments 6 Additional Questions 7 Summary 8 I'm Done!

Tell Us About This Family Member

Remove this Family Member

Jackieeee ✓ Legal First Name

Middle Name ✓ Middle Name

Middleton ✓ Legal Last Name

***** ✓ Social Security Number

Click here to enter your Alien Registration Number instead

05/12/2008 ✓ Birth Date

ACTIONS

- Back Home
- Write To Your Caseworker
- Meet With Your Caseworker

If you need to add a family member. Use the **Add Family Members** section to add a new household member. This section is available after reviewing all current household members. When adding a Family Member you must complete all fields. If you fail to complete all fields you will not be able to move forward in adding the family member.

Select the **Add** button, and then click **Next** when complete.

1 Your Family 2 Your Income 3 Your Assets 4 Your Expenses 5 Your Attachments 6 Additional Questions 7 Summary 8 I'm Done!

Welcome Sign Out Text Size ▾

Add Family Members?

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

First Name Legal First Name

Middle Name Middle Name

Legal Last Name Legal Last Name

Social Security Number Social Security Number
Click here to enter your Alien Registration Number instead.

Birth Date Birth Date

Select One Family member is disabled.

Select One The gender your family member associates with.

Select One Relationship to Head Of Household

Need Help?

More fields below

Back Next

ACTIONS

- Back Home
- Write To Your Caseworker
- Meet With Your Caseworker

Your Income

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.

1 Your Family **2** Your Income 3 Your Assets 4 Your Expenses 5 Your Attachments 6 Additional Questions 7 Summary 8 I'm Done!

Welcome Sign Out Text Size ▾

What we know about your family's income

Income: TANF Amount: \$497.00

ACTIONS

- Back Home
- Write To Your Caseworker
- Meet With Your Caseworker

If you need to remove a source of Income. Click the **Remove this Income** button on the upper right. Keep in mind that if you choose to remove an income source, you will be required to provide documentation to verify that this income source is no longer received.

If you need to add a source of Income. To add new or previously unreported income source click **Add an Additional Income** at the bottom of the page. You must ensure you report all income sources for all household members.

Click **Next** when done.

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.

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 you can update the information for them in the **Tell Us About Your Family Assets** section.

If you need to add assets. Click the **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).

Click **Next** when done.

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.

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

If you have reported expenses you can update the information for them in the **Tell Us About Your Expenses** section.

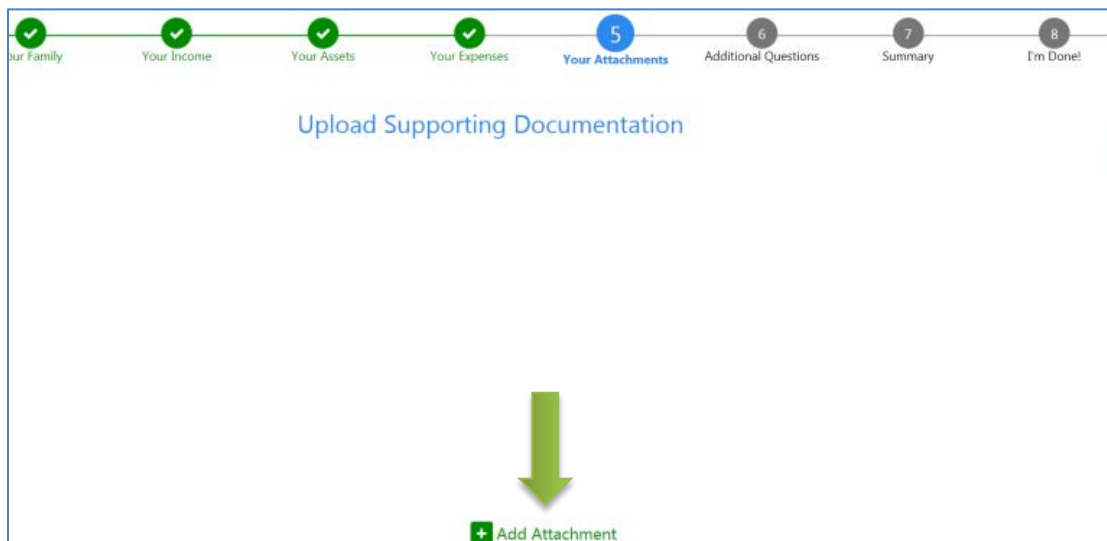
If you need to report expenses. Click the “Add an Additional Expense” button at the bottom of the screen (for further information on what an allowable expense is please refer to the “Required Documents for Asset Verification” available on My Housing portal).

Click **Next** when done.

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 verify the change. If you have new income or have removed income, you must also upload a document to verify that change.

To upload supporting documentation click **Add Attachment**.




After you click **Add Attachment** the below screen will appear. There are three drop down box menus that you will need to complete. They are;

1. **What area in the certification do you want to link to this attachment to.....**
 - a. Select **Family Member** if the document is for verifying a household member's personal information. (Examples; social security card, birth certificate , driver's license)
 - b. Select **Incomes** if the document is for verifying a household member's source of income.
 - c. Select **Assets** if the document is for verifying a household member's asset.
 - d. Select **Expenses** if the document is for verifying a household member's expense.
2. **Attachment Type**
 - a. Select **Family Member Verification** if the document is for verifying an individual household member information. Or select **Family Form** if the document is for the entire household.
 - b. Select **Verification of Income** if the document is for verifying an individual household member information. Or select **Income Form** if the document is for the entire household.
 - c. Select **Expense Verification** if the document is for verifying an individual household member information. Or select **Expense Form** if the document is for the entire household.
 - d. Select **Asset Verification** if the document is for verifying an individual household member information. Or select **Asset Form** if the document is for the entire household.
3. **What the attachment is for....**

Select the household member that the document is associated to.

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...”.


Upload Supporting Documentation


 Remove Attachment

What area in the certification do you want to link this attachment to...

Attachment Type

What the attachment is for...



 Add Attachment

[Need Help?](#)

[More fields below](#)

Attachment Type Examples.....

Example #1.

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

What area in the certification do you want to link this attachment to...

- The attachment type will be **Family Member Verification** (Proof of date of birth, social security number, etc.) or **Family Forms** (e.g. *Declaration of Citizenship, Authorization of Release of Information, etc.*)

Attachment Type

What the attachment is for...

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

What the attachment is for...

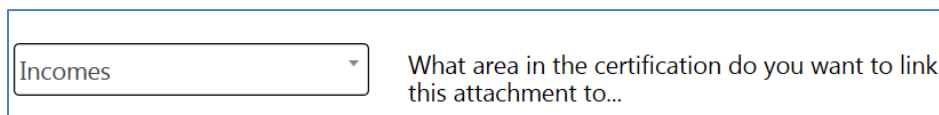
Finally, complete the drop down fields you must attach your document. Select the folder icon to browse for the document you would like to upload, and then click the **Upload** button.



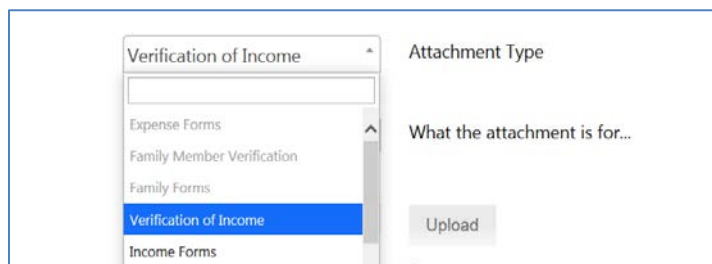
When the document is successfully uploaded, the document name will appear in blue.

Example #2.

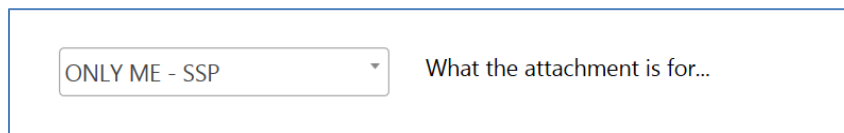
If you are uploading a document for income in the **What area in the recertification do you want to link this attachment to....** you select **Incomes**.



1. The “Attachment Type” will be “Verification of Income” or “Income Forms”.



2. Then select **What the attachment is for....** which is who the document is for and the income type.



Finally, complete the drop down fields you must attach your document. Select the folder icon to browse for the document you would like to upload, and then click the **Upload** button.



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

Additional Questions

Click the **Next** button.

Summary

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

Summary

Click to view more info

Family Info

Birth Date:
Status: Complete!

Race: Black/African American

Disabled: Yes

Income Info

Employed
For:

Amount: \$500.00

Status: Complete!

Asset Info

None

Expenses Info

None

Attachments

None

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.

- U.S. Internal Revenue Service (HUD only) (This consent is limited to unearned income, i.e. interest and dividends)
- U.S. Citizenship and Immigration Services (USCIS)
- Utility Companies
- Welfare Agencies
- State Wage Information Collection Agencies
- Providers of: Alimony, Child Care, Child Support, Credit, Handicapped Assistance, Medical Care, or Pensions/Annuities

Computer Matching Authorization:
PHA and/or HUD may conduct computer matching with other governmental agencies including, but not limited to the following federal, State, Tribal or local agencies:

- U.S. Office of Personnel Management
- U.S. Social Security Administration
- U.S. Department of Defense
- U.S. Postal Service
- State Employment Security Agencies
- State Welfare and Food Stamp Agencies

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

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.

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.

Your recertification has been successfully submitted to PHA when you see the page below. Your case worker will now review what you have submitted.

You can print a confirmation of your submitted recertification by clicking the **Print/Save** button at the bottom of the screen. You can print or save this document for your personal records.

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

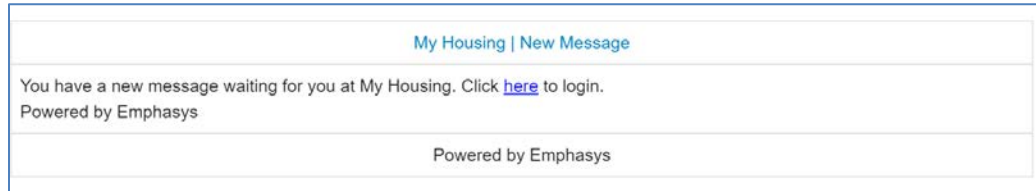
My Housing | Certification Changes Submitted

You have submitted your Certification changes, please wait for your Caseworker to review them. They will be in contact with you soon.

Powered by Emphasys

Powered by Emphasys

Once your representative has reviewed and approved (or denied) your submitted recertification you will receive another email indicating you have a message in your message box in the recertification portal.



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

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.