

## Worcester Housing Applicant Portal User Guide..

### TERMS OF SERVICE

Use of the WHA Applicant Portal requires you to be an existing and current applicant for one of WHA's Housing Programs. To create an account you must select a username and password, provide your date of birth, last name and either the last 4 digits of your Social Security number or your application confirmation number.

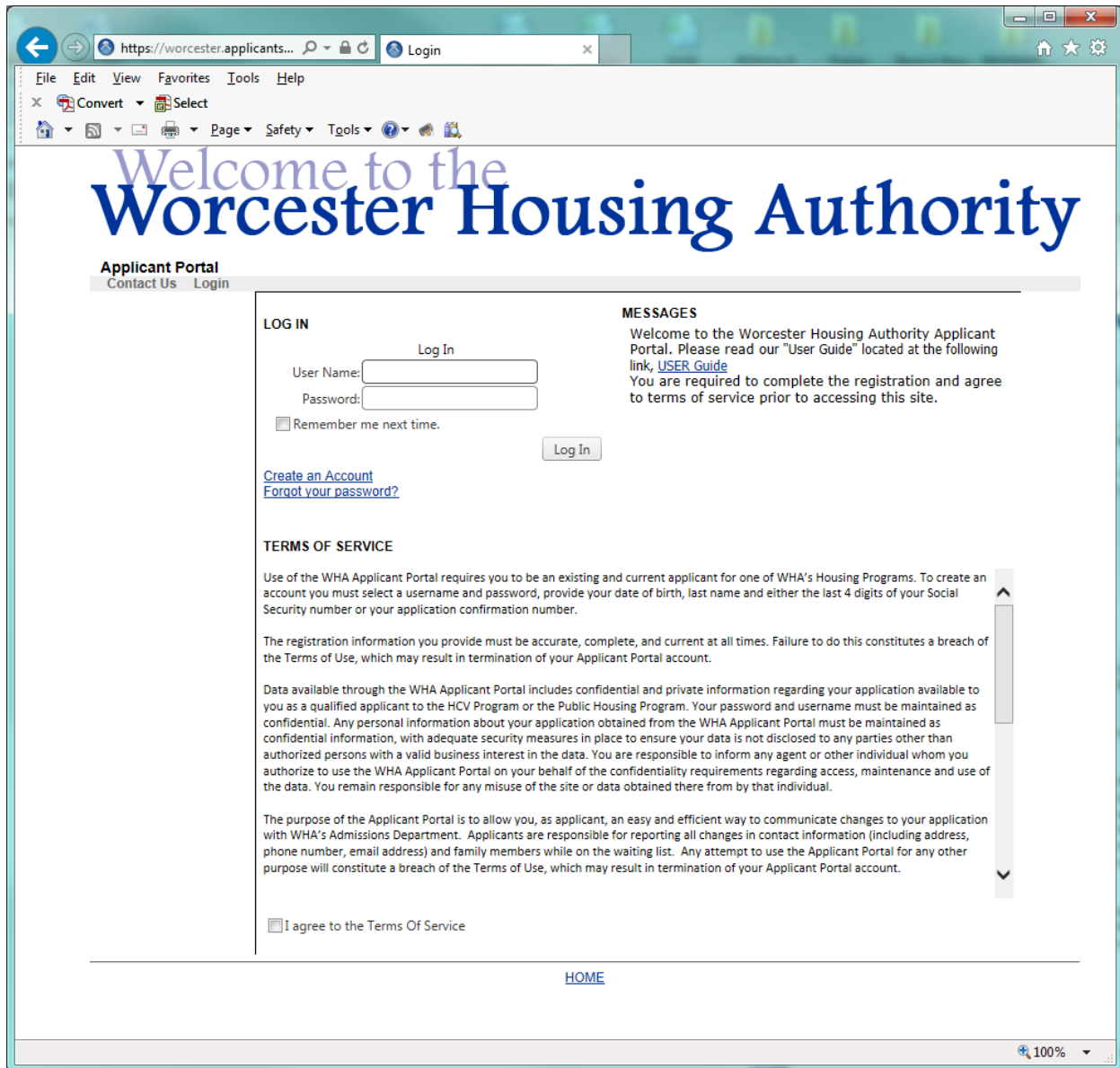
The registration information you provide must be accurate, complete, and current at all times. Failure to do this constitutes a breach of the Terms of Use, which may result in termination of your Applicant Portal account.

Data available through the WHA Applicant Portal includes confidential and private information regarding your application available to you as a qualified applicant to the HCV Program or the Public Housing Program. Your password and username must be maintained as confidential. Any personal information about your application obtained from the WHA Applicant Portal must be maintained as confidential information, with adequate security measures in place to ensure your data is not disclosed to any parties other than authorized persons with a valid business interest in the data. You are responsible to inform any agent or other individual whom you authorize to use the WHA Applicant Portal on your behalf of the confidentiality requirements regarding access, maintenance and use of the data. You remain responsible for any misuse of the site or data obtained there from by that individual.

The purpose of the Applicant Portal is to allow you, as applicant, an easy and efficient way to communicate changes to your application with WHA's Admissions Department. Applicants are responsible for reporting all changes in contact information (including address, phone number, email address) and family members while on the waiting list. Any attempt to use the Applicant Portal for any other purpose will constitute a breach of the Terms of Use, which may result in termination of your Applicant Portal account.

## Landing page login page

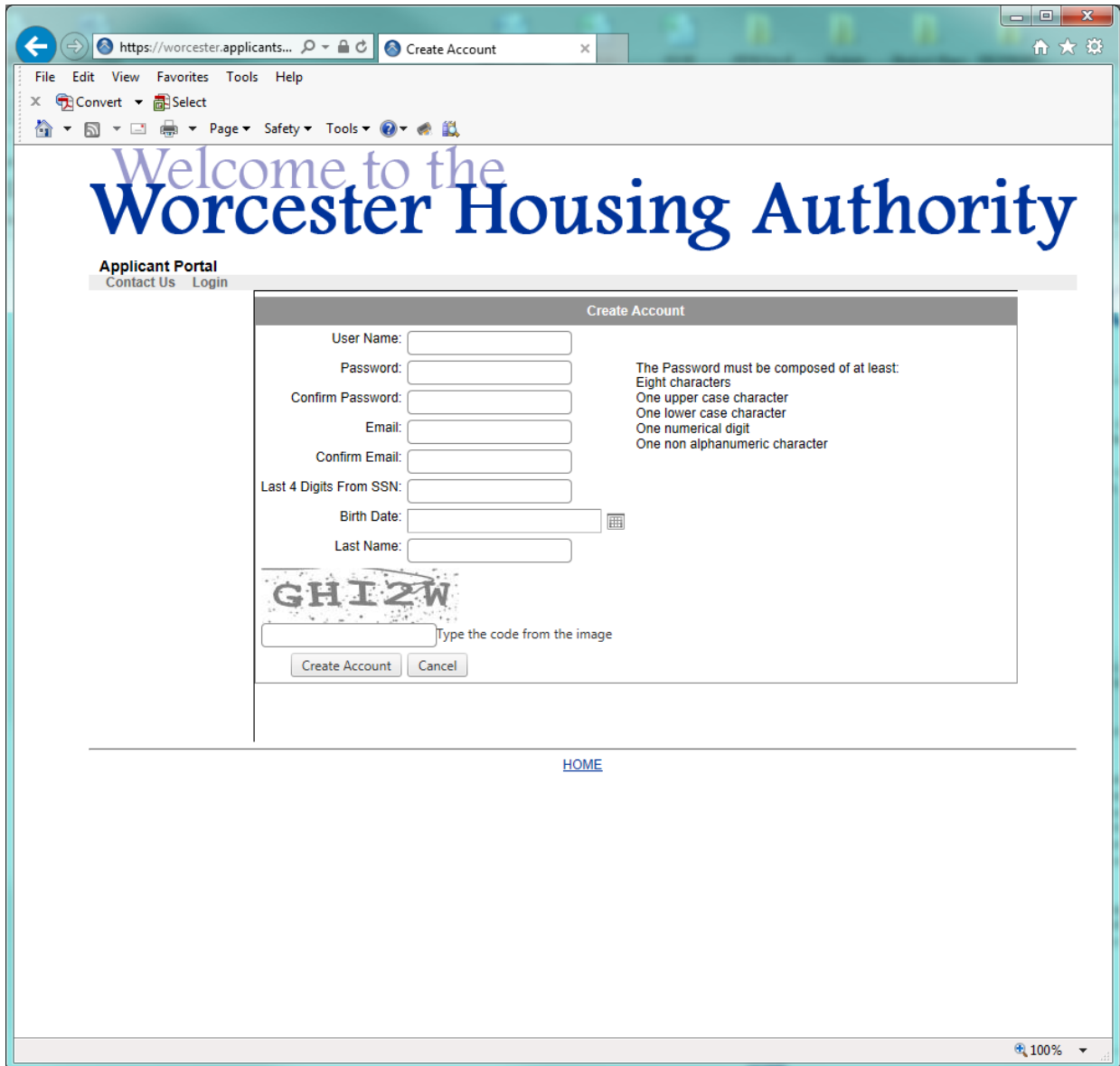
You can go directly to the [Applicant Portal](#) website. Or you can go to [WHA's website](#) and click on the link that will take you to the portal website.



The screenshot shows a web browser window displaying the Worcester Housing Authority Applicant Portal. The browser's address bar shows the URL <https://worcester.applicants...>. The page features a large blue header with the text "Welcome to the Worcester Housing Authority". Below the header, there is a navigation bar with "Applicant Portal" and "Contact Us Login". The main content area is divided into two columns. The left column contains a "LOG IN" section with a "Log In" button, a "User Name:" field, a "Password:" field, a "Remember me next time." checkbox, and a "Log In" button. Below the login section are links for "Create an Account" and "Forgot your password?". The right column contains a "MESSAGES" section with a welcome message and a link to the "USER Guide". Below the messages is a "TERMS OF SERVICE" section with a scrollable text area containing the terms of use. At the bottom of the terms of service is a checkbox labeled "I agree to the Terms Of Service". A "HOME" link is located at the bottom center of the page. The browser's status bar at the bottom right shows "100%" zoom.

To create an account, please complete the following steps:

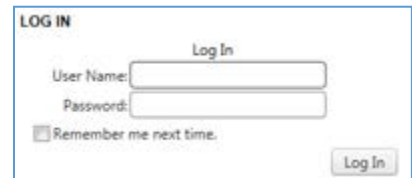
- Leave the User Name and Password fields blank. Then click on the "Create an Account" link:
- When the following screen comes up, complete all the information. Take note of all the requirements for the password! It must be 8 characters long. It must have 1 upper case letter, 1 lower case letter, 1 number and 1 symbol. Please note only the last four digits of your SSN or confirmation are required.



Once you have created the account you can go back to the original screen and login to your account.

Once there, enter your User Name and Password.

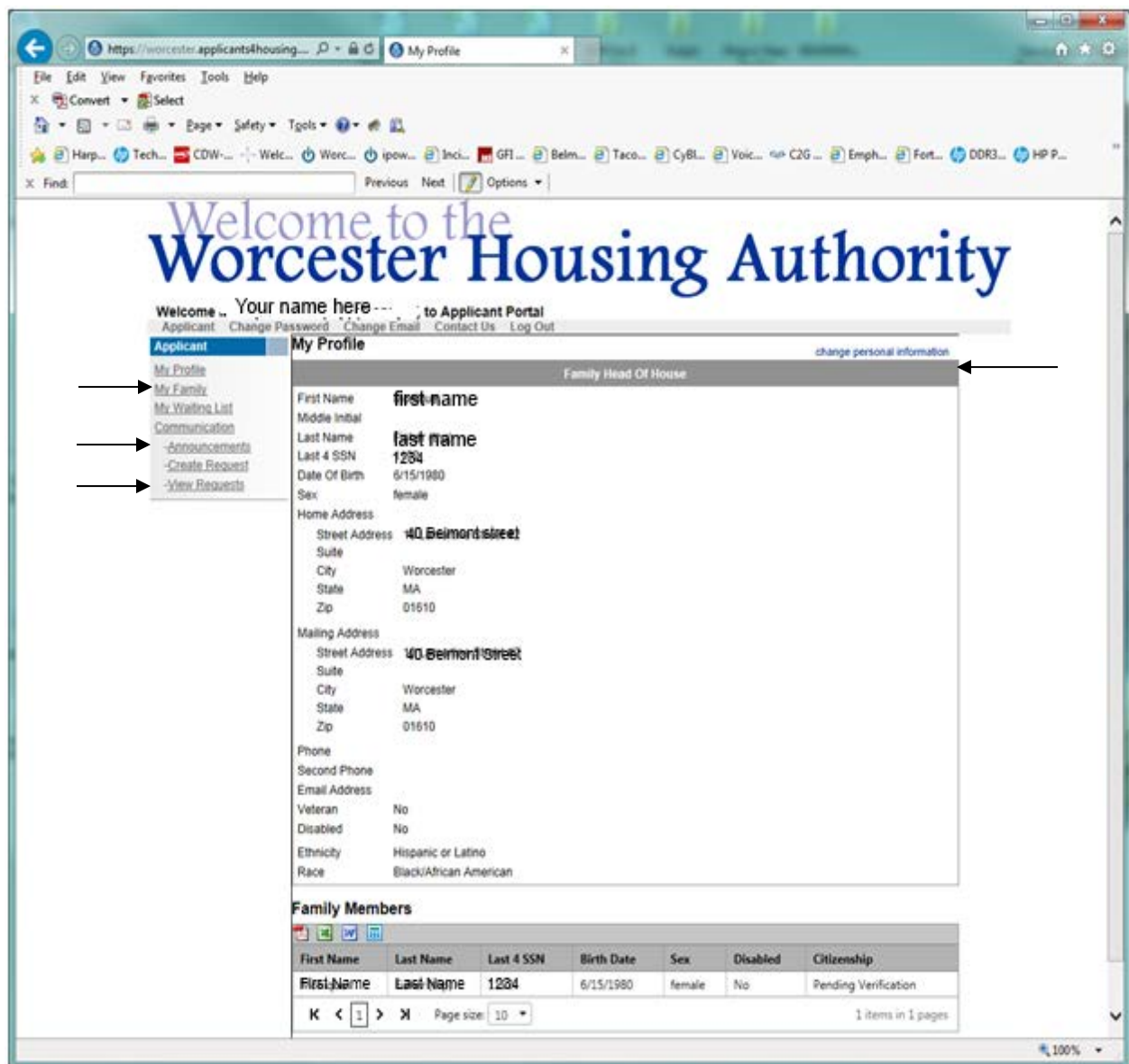
Before clicking the Log In button,



Note be sure to check the box at the bottom of the page indicating that you agree to the terms of service.



- A) Once you have logged into your account, the screen will automatically update to your “**My Profile**” page.
- B) All your information will be displayed on this page. If changes need to be made, please select “**Create Request**” under the **Communication** tab or select the “**change personal information**” link.
- C) To check your position on the waitlist by bedroom size, select the “**My Waitlist**” menu selection.



https://worcester.applicantshousing... My Profile

# Welcome to the Worcester Housing Authority

Welcome .. Your name here ... to Applicant Portal

Applicant Change Password Change Email Contact Us Log Out

**Applicant** My Profile [change personal information](#)

My Profile  
My Family  
My Waitlist  
Communication  
-Announcements  
-Create Request  
-View Requests

**Family Head Of House**

First Name **first name**  
Middle Initial  
Last Name **last name**  
Last 4 SSN **1234**  
Date Of Birth 6/15/1980  
Sex female  
Home Address  
Street Address **40 Belmont Street**  
Suite  
City Worcester  
State MA  
Zip 01610  
Mailing Address  
Street Address **40 Belmont Street**  
Suite  
City Worcester  
State MA  
Zip 01610  
Phone  
Second Phone  
Email Address  
Veteran No  
Disabled No  
Ethnicity Hispanic or Latino  
Race Black/African American

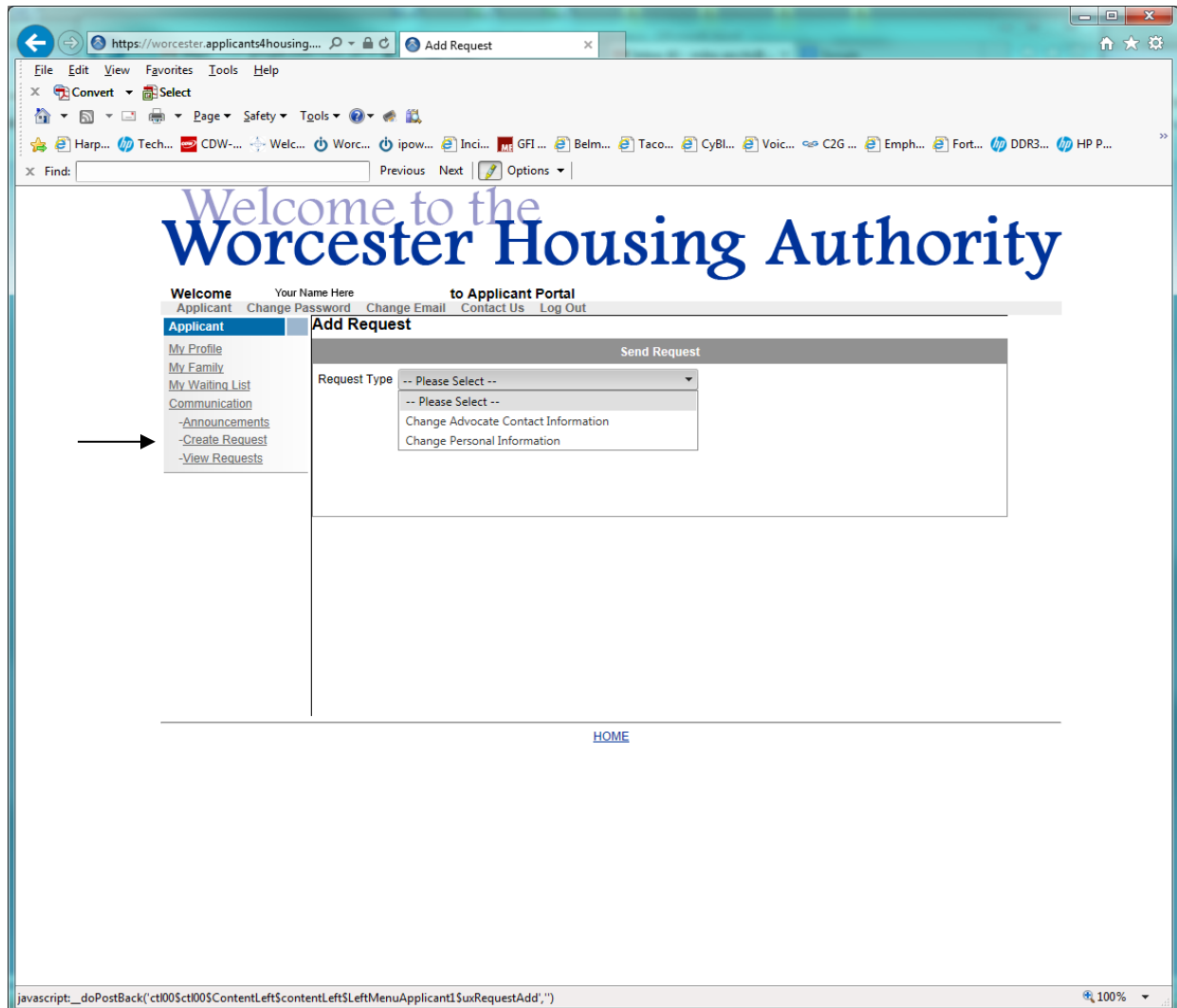
**Family Members**

First Name	Last Name	Last 4 SSN	Birth Date	Sex	Disabled	Citizenship
first name	last name	1234	6/15/1980	female	No	Pending Verification

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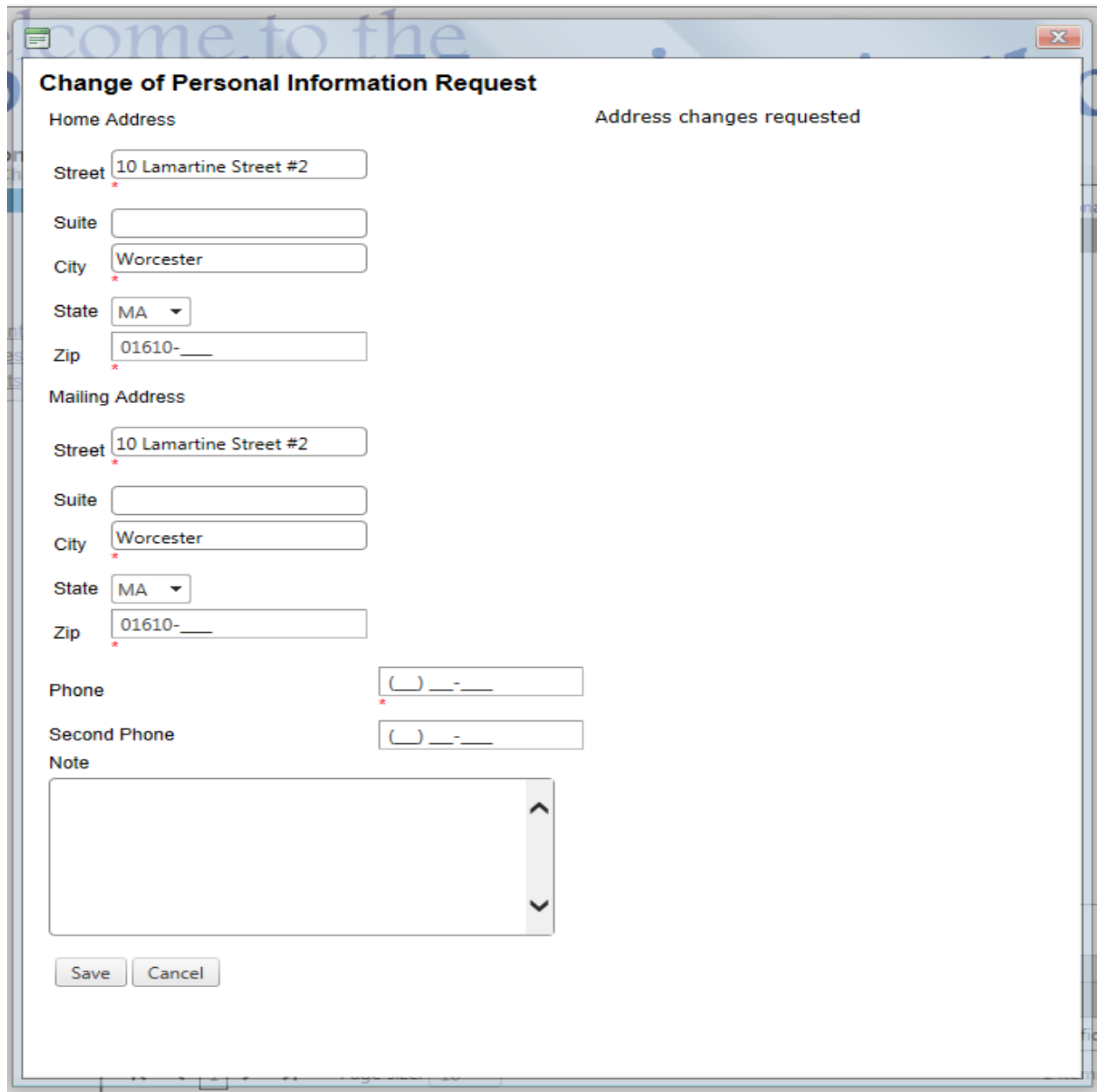
**Change Personal Information:**

To make changes to your **personal information** and/or **advocate information**, please select a **“Request Type”** from the **“Create Request”** menu selection”.



**Personal Information Fields:**

Required fields to change your personal information are marked with red asterisks. Once changes are made, please click on the save button. **Please note: once changes are updated you will receive an email confirming your approved or denied requested changes.**



**Change of Personal Information Request** Address changes requested

Home Address

Street  \*

Suite

City  \*

State

Zip  \*

Mailing Address

Street  \*

Suite

City  \*

State

Zip  \*

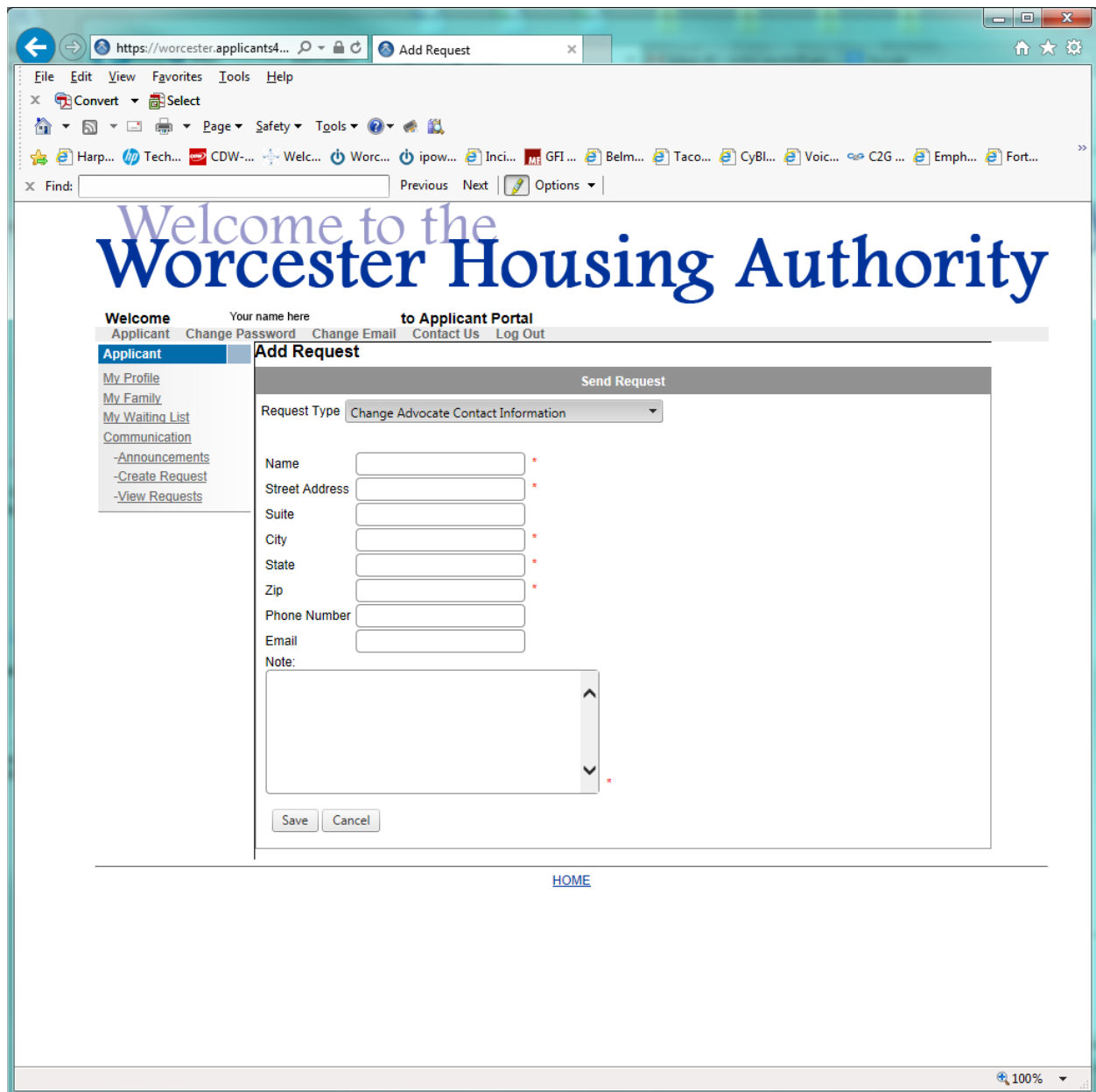
Phone  \*

Second Phone

Note

**Change Advocate Contact Information:**

Required fields to change your advocate contact information are marked with red asterisks. Once changes are made, please click on the save button. **Please note: once changes are updated you will receive an email confirming your approved or denied requested changes.**



https://worcester.applicants4... Add Request

File Edit View Favorites Tools Help

Convert Select

Home Page Safety Tools

Harp... Tech... CDW... Wel... Wor... ipow... Inci... GFI... Belm... Taco... CyBI... Voic... C2G... Emph... Fort...

Find: Previous Next Options

# Welcome to the Worcester Housing Authority

Welcome Your name here to Applicant Portal

Applicant Change Password Change Email Contact Us Log Out

**Applicant** Add Request

My Profile  
My Family  
My Waiting List  
Communication  
-Announcements  
-Create Request  
-View Requests

Send Request

Request Type: Change Advocate Contact Information

Name  \*

Street Address  \*

Suite

City  \*

State  \*

Zip  \*

Phone Number

Email

Note:

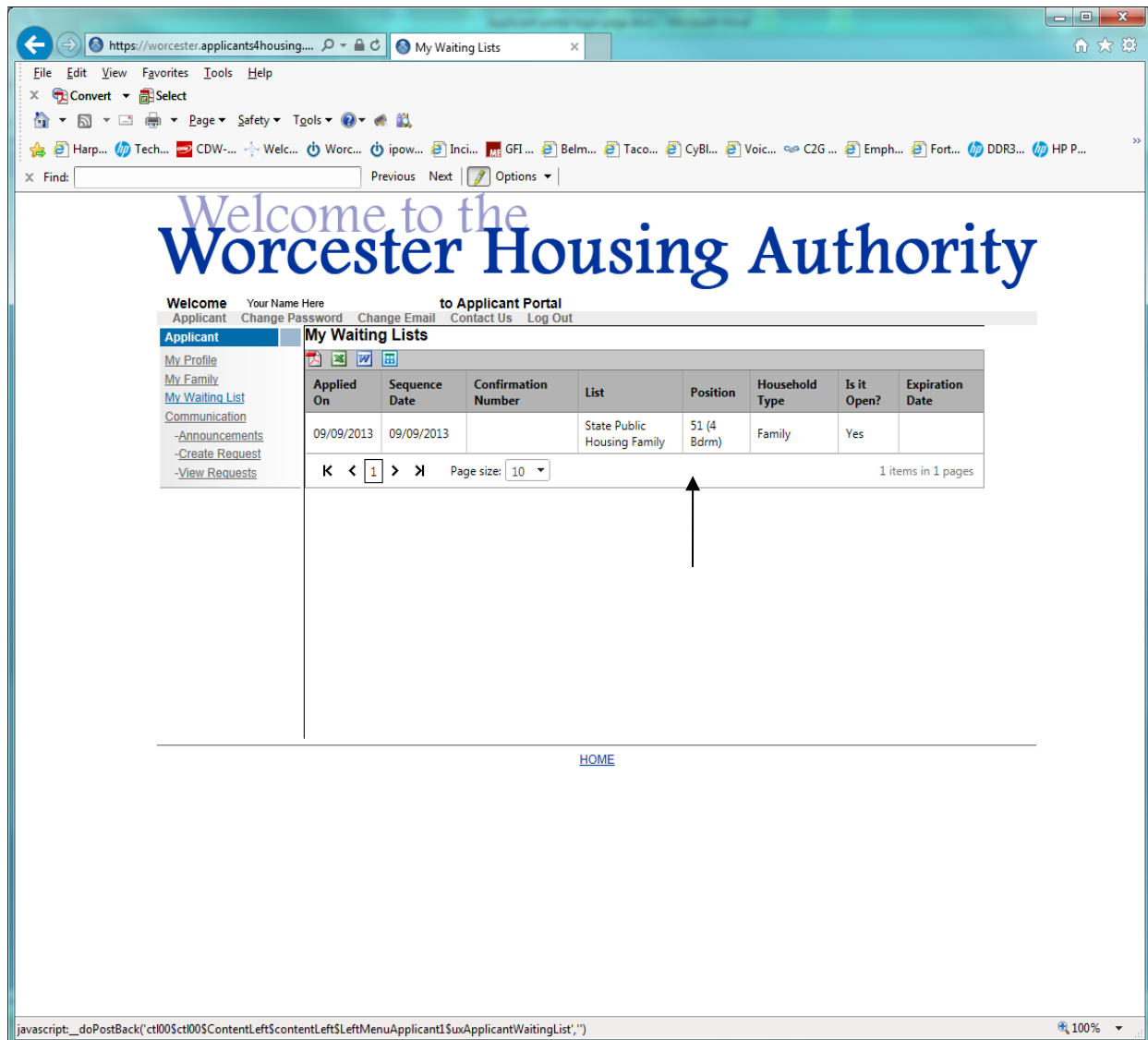
Save Cancel

[HOME](#)

100%

**Waiting Lists:**

Once you are on the “**My Waitlist Lists**” screen, you will be able to see your status on the waitlist as of current time. Your position on the waitlist will be found in the “**Position**” box. **Please note: status on the waitlist may change on a daily basis. Please click on “Contact Us” if you have any questions.**



[HOME](#)

Applied On	Sequence Date	Confirmation Number	List	Position	Household Type	Is it Open?	Expiration Date
09/09/2013	09/09/2013		State Public Housing Family	51 (4 Bdrm)	Family	Yes	

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