



## How to Sign-up for eRent

Type <https://secure4.billerweb.com/nch/inetSrv> into your computer or mobile internet browser to access the eRent/eBill login screen or go to [www.nyc.gov/nycha](http://www.nyc.gov/nycha) and under the Residents tab select “Pay Rent”.

From the eRent/eBill login screen, click “sign up” to begin the registration process.

The screenshot shows the 'Welcome to eBill' page. At the top right, there are links for 'Contact Us' and 'Sign Up'. The main heading is 'Welcome to eBill'. Below it, the text says 'Please enter your User ID and Password and click Log In'. A second line of text says 'If you do not have a User ID and Password for eBill, please [SIGN UP](#)', where 'SIGN UP' is circled in red. There are two input fields: 'User ID:\*' and 'Password:\*'. Below the fields is a red 'Log In' button. There are also links for 'Forgot your password?', 'Forgot your User ID?', and 'eBill Login (Right click this link and save as bookmark for future logins)'. At the bottom, there are links for 'FAQs', 'Contact Us', and 'Sign Up', and a footer with 'About Privacy', 'Security Policy', and 'Terms & Conditions'.

Once “sign up” is clicked, the screen will appear to begin the registration process. It may be helpful to have a recent rent bill available in order to access some of the information needed for registration.

The screenshot shows the 'Sign Me Up for eBill' page. At the top right, there is a 'Contact Us' link. The main heading is 'Sign Me Up for eBill'. Below it, there is a progress bar with three steps: 'Authenticate User' (highlighted in red), 'Enter Profile Information', and 'Confirm Enrollment'. Below the progress bar, there is a link for 'Any questions? See [how it works](#) or [contact us](#)'. The text says 'Please enter your Tenant ID/Customer Number and click Continue. The application will then ask you to enter your Account/Invoice Number. Your Tenant ID/Customer Number and Account/Invoice Number are located on your payment slip (see sample below)'. Below this text is a sample of a 'NEW YORK CITY HOUSING AUTHORITY' payment slip. The slip includes fields for 'Tenant ID / Customer Number', 'Account Number / Invoice Number', and 'REMITTANCE SLIP'. Below the slip, there is a 'Tenant ID/Customer number:' label and an input field, which is circled in red. There are 'Continue' and 'Cancel' buttons below the input field. At the bottom, there are links for 'FAQs', 'Contact Us', and 'Sign Up', and a footer with 'About Privacy', 'Security Policy', and 'Terms & Conditions'.



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The first information that must be entered is the Tenant Number which can be found in the upper left hand corner of the rent bill. Once the Tenant Number is entered you will be prompted to enter your Account/Invoice Number.

**Sign Me Up for eBill**

Authenticate User | Enter Profile Information | Confirm Enrollment

Any questions? See [how it works](#) or [contact us](#).

Please enter your Tenant ID/Account Number and click Continue. The application will then ask you to enter your Account/Invoice Number. Your Tenant ID/Account Number and Account/Invoice Number are located on your payment slip (see sample below).

**NEW YORK CITY HOUSING AUTHORITY**

Tenant ID / Customer Number: 035000771  
Account Number / Invoice Number: 035000771

**RENTAL ACCOUNT NUMBER: 890-890-890**

**DATE DUE: TOTAL DUE: MINIMUM DUE:**

WRITE THE NUMBER ON YOUR CHECK OR PAY

TO: nyc nyc CITY HOUSING AUTHORITY  
100 BOX UNIT  
NY 100 233  
NY 100 40 1000-1000

035000771 > 035000771 035000771 035000771 20330005 833 6

Tenant ID/Account Number: 035000771

Account/Invoice Number:

[Continue](#) [Cancel](#)

[FAQs](#) | [Contact Us](#)

[About Privacy](#) | [Security Policy](#) | [Terms & Conditions](#)

Once the Account Number is entered you will be taken to the following screen, where you will be able to establish your Login Information and where Contact Information relative to the account will be captured in order to provide notifications regarding your account.



## How to Sign-up for eRent



[Contact Us](#)

### Sign Up for eBill

Authenticate User

Enter Profile Information

Confirm Enrollment

Please complete the information below and click **Submit**.

#### Login Information

Create a User ID:\*

Your User ID must be 6 to 32 alphanumeric characters.

Password:\*

(8 characters or more, at least 1 letter and 1 number, no more than 7 numbers, and no more than 2 consecutive identical characters.)

Re-type Password:\*

Select a hint question that only you know the answer to. If you forget your password, we'll verify your identity by asking your hint question.

Hint question:

Hint answer:\*

#### Contact Information

Phone number:\*

Phone number extension:

E-mail address:\*

Re-type e-mail address:\*

#### Terms and Conditions

[View eBill Terms and Conditions.](#)

No I agree to the eBill terms and conditions.

**Note:** By signing up for eBill, the account being enrolled will have its printed bills discontinued.

[FAQs](#) | [Contact Us](#)

[About Privacy](#) | [Security Policy](#) | [Terms & Conditions](#)

Complete each section noting that the \* means it's a required field. RECOMMENDATION: Review the "Hint Questions" in order to define a "Password" that is easily rememberable and retrievable.

Once completed, the top two sections of the screen should look something like the screen below.



## How to Sign-up for eRent



[Contact Us](#)

**Sign Up for eBill**

Authenticate User      Enter Profile information      Confirm Enrollment

Please complete the information below and click **Submit**.

**Login Information**

Create a User ID:\*   
Your User ID must be 6 to 32 alphanumeric characters.

Password:\*   
(8 characters or more, at least 1 letter and 1 number, no more than 7 numbers, and no more than 2 consecutive identical characters.)

Re-type Password:\*

Select a hint question that only you know the answer to. If you forget your password, we'll verify your identity by asking your hint question.

Hint question:

Hint answer:\*

**Contact Information**

Phone number:\*

Phone number extension:

E-mail address:\*

Re-type e-mail address:\*

For the last section on this page entitled Terms and Conditions, you will need to click on the gray box to change the “No” to “Yes” to denote agreement to the Terms and Conditions:

**Terms and Conditions**

[View eBill Terms and Conditions.](#)

No  Yes I agree to the eBill terms and conditions.

**Note:** By signing up for eBill, the account being enrolled will have its printed bills discontinued.

[FAQs](#) | [Contact Us](#)

[About Privacy](#) | [Security Policy](#) | [Terms & Conditions](#)

If you have completed acceptance of the Terms and Conditions appropriately, the screen should look like the below:



## How to Sign-up for eRent

### Terms and Conditions

[View eBill Terms and Conditions.](#)

Yes  No I agree to the eBill terms and conditions.

**Note:** By signing up for eBill, the account being enrolled will have its printed bills discontinued.

At that point, you are ready to “Submit” your registration. Upon selecting “Submit”, you will be directed to the following screen to validate your Tenant ID and User ID and be able to “Log in to eBill”:

You will be returned to the Log in screen where you will enter the User ID and password that was just created during the Sign Up process to Log in:

:

sign up.' There are two input fields: 'User ID: \*' and 'Password: \*', both highlighted with a red circle. Below the fields is a 'Log In' button. At the bottom, there are links for 'FAQs | Contact Us | Sign Up', 'About Privacy | Security Policy | Terms & Conditions', and a footer: 'City of New York. 2015 All Rights Reserved, NYC is a trademark and service mark of the City of New York.'"/>



## How to Sign-up for eRent

Upon Log in, you will be taken to your Inbox that will show rent bills that are available to pay:

The screenshot shows the 'Inbox' page of the eRent system. At the top, there are navigation tabs for 'Inbox', 'Accounts', 'Payments', and 'Profile'. Below the navigation is a welcome message and instructions for using the system. A 'Bill type' dropdown is set to 'Current' with a 'Go' button. The main content area displays a bill for Tenant ID/Customer number 000006324, with a payment of \$16,957.25 due on 04/01/2015. The bill details include the method of payment (a dropdown menu), the pay on date (02/29/2016), and the payment amount (\$16,957.25). The 'Action' dropdown menu is circled in red, indicating the next step in the process.

From this screen, by clicking on “Action” a drop down will appear that allows you to “View bill” as well as several other options:

This screenshot shows the same bill details page as the previous one, but with the 'Action' dropdown menu open. The menu options are: 'View bill', 'View payment summary', 'Add auto pay rule', and 'View auto pay rules'. The 'View bill' option is circled in red, indicating the next step in the process.

In order to pay your rent bill, the first time you use the eRent platform, you will need to “Select a method of payment” and enter your payment information:



## How to Sign-up for eRent

Tenant ID/Customer number 000006324 - Payment for \$16,957.25 is due on 04/01/2015. Action ▾

Method of payment:\* Select a method of payment ▾  
Select a method of payment  
[Enter a new bank account]

Pay on:\* 02/29/2016 31  
Due on: 04/01/2015

Payment amount:\* \$16,957.25  
Amount due: \$16,957.25

Pay

Select “Enter a new bank account” and you will be presented with the following screen:

**Add Method of Payment**

Enter the information below, and click **Submit**.

Note: You need to enter an account nickname only if you choose to store this payment method for future use.

Bank account type:\* Checking ▾

Holder name:\* STAR GROCERY

Routing number:\*

Account number:\*

Nickname:

[View authorization agreement for direct payment \(ACH Debits\).](#)

No I agree to the authorization agreement for direct payment (ACH Debits).

[View bank account payment method storage terms & conditions.](#)

No I agree to the bank account payment method storage terms & conditions and would like the above payment method stored for future eBill payments.

**Submit** Cancel

Once all of the required payment information is entered, select to have this information stored, so the information doesn't have to be entered again the next time you are ready to make a payment. To store your information simply click the “No” button to change it to “Yes” as shown below.

[View bank account payment method storage terms & conditions.](#)

Yes  No I agree to the bank account payment method storage terms & conditions and would like the above payment method stored for future eBill payments.

**Submit** Cancel

You can also choose to have your rent payments automatically debited from your bank account each month by changing the “No” to “Yes” in the direct payment section above the storage selection:



## How to Sign-up for eRent

[View authorization agreement for direct payment \(ACH Debits\).](#)

Yes  No I agree to the authorization agreement for direct payment (ACH Debits).

Once you have entered your payment information, the Payment method section will be updated and you can select “Pay” to pay their rent.

Tenant ID/Customer number 000006324 - Payment for \$16,957.25 is due on 04/01/2015. Action ▾

Method of payment:\*  Pay on:\*    
Please select the payment method. Due on: 04/01/2015

Payment amount:\*   
Amount due: \$16,957.25

Once you select “Pay, you will be presented with a payment confirmation that can be saved or printed for your records.

Once your set-up, paying your rent is easy. You would just Log in to eRent, from you Inbox, you can simply click “Pay” relative to rent bill you wish to pay and you’re done. If you would like to see your bill prior to payment, select “Viewbill” from the drop down under “Actions” within your Inbox, as outlined above, and the bill will be presented to you electronically.

Tenant ID/Customer number 000006324 - Payment for \$16,957.25 is due on 04/01/2015. Action ▾

Method of payment:\*  Pay on:\*    
Please select the payment method. Due on: 04/01/2015

Payment amount:\*   
Amount due: \$16,957.25