

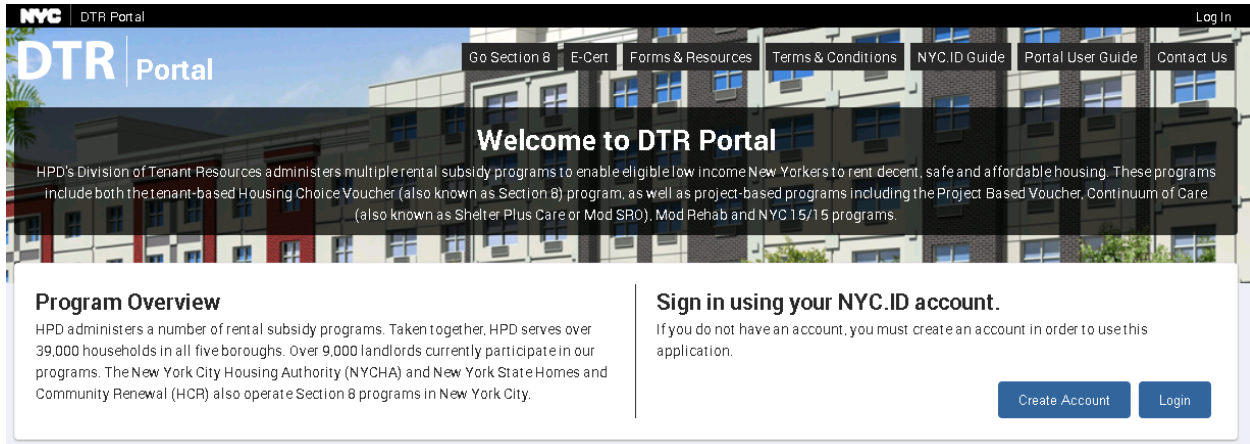
DTR Document Upload Portal User Guide

The DTR Portal is a tool to securely transmit documents to HPD's Division of Tenant Resources (DTR). You can access the portal at: www.nyc.gov/hpd/dtr-forms.

To be able to submit documents, you must first have your email verified through NYC.ID (Create an Account). Instructions on getting your email verified are in steps 1 to 3 below. Once your email is verified you can use it for many HPD and New York City applications. If you already have an account through NYC.ID you can skip to step 4.

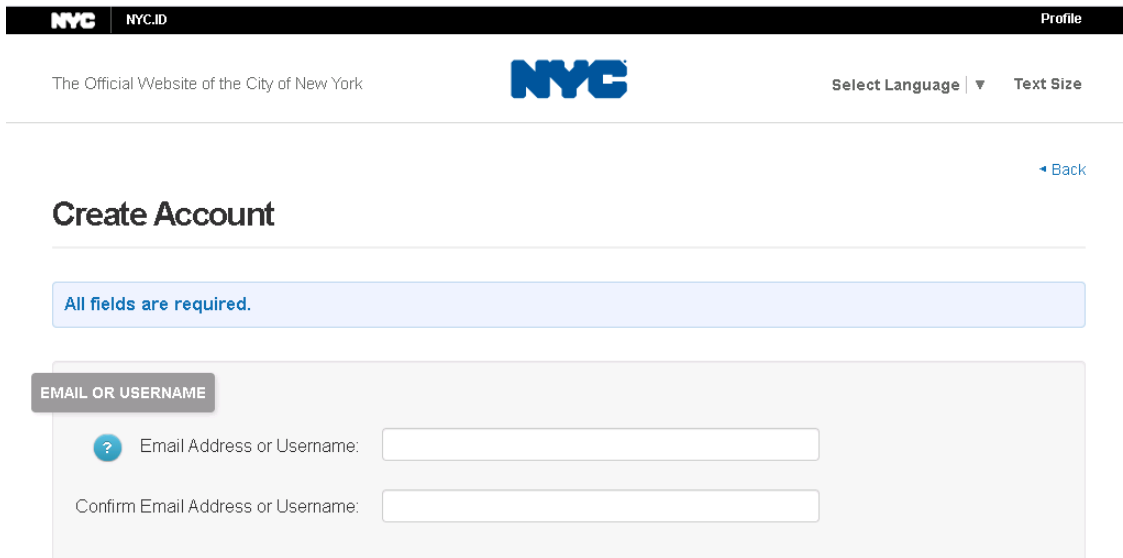
A. Creating an Account

1. Click **Create Account**



The screenshot shows the DTR Portal homepage. At the top, there is a navigation bar with links: Go Section 8, E-Cert, Forms & Resources, Terms & Conditions, NYC.ID Guide, Portal User Guide, and Contact Us. A 'Log In' link is also visible in the top right corner. The main heading is 'Welcome to DTR Portal'. Below this, a paragraph describes the programs: 'HPD's Division of Tenant Resources administers multiple rental subsidy programs to enable eligible low income New Yorkers to rent decent, safe and affordable housing. These programs include both the tenant-based Housing Choice Voucher (also known as Section 8) program, as well as project-based programs including the Project Based Voucher, Continuum of Care (also known as Shelter Plus Care or Mod SRO), Mod Rehab and NYC 15/15 programs.' There are two main sections: 'Program Overview' and 'Sign in using your NYC.ID account.' The 'Sign in' section includes a 'Create Account' button and a 'Login' button.

2. Provide an email address, password, name, and security question and answer. Accept the terms and conditions and click **Create Account**.

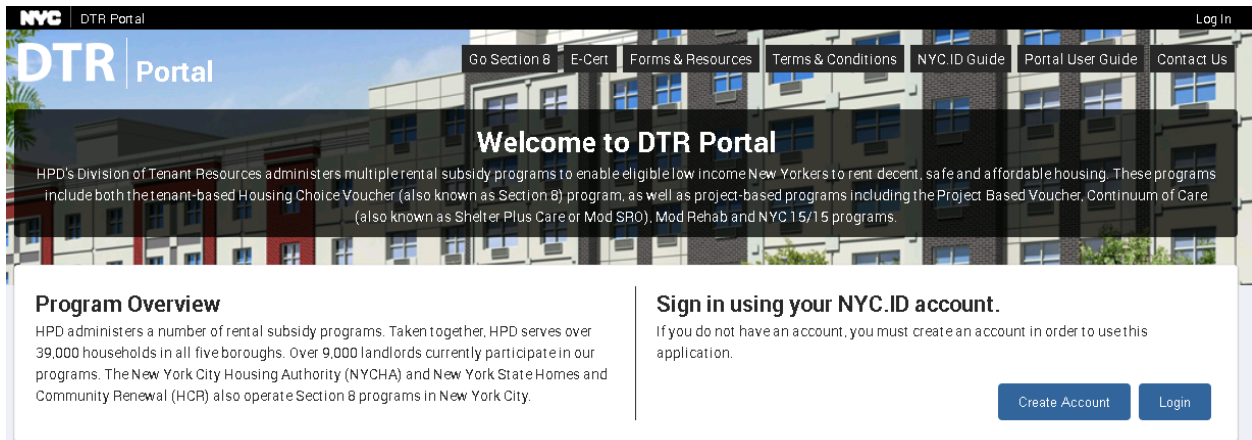


The screenshot shows the NYC ID 'Create Account' form. At the top, there is a navigation bar with 'NYC' and 'NYC.ID' on the left, and 'Profile' on the right. Below this, there is a header with 'The Official Website of the City of New York', the NYC logo, and 'Select Language | Text Size'. A 'Back' link is visible in the top right corner. The main heading is 'Create Account'. Below this, there is a blue box with the text 'All fields are required.' The form itself is a light gray box with a tab labeled 'EMAIL OR USERNAME'. It contains two input fields: 'Email Address or Username:' and 'Confirm Email Address or Username:'. A question mark icon is next to the first input field.

3. Check your email for a NYC.ID confirmation message. Follow the instructions to Confirm your email address. A web page should open with the message **Email Address Confirmed**. Click **Continue**.

B. Logging In

4. Click **Login**



The screenshot shows the NYC DTR Portal homepage. At the top, there is a navigation bar with the NYC logo, 'DTR Portal', and a 'Log In' button. Below the navigation bar is a main header with the text 'Welcome to DTR Portal' and a brief description of the programs. The main content area is divided into two columns. The left column is titled 'Program Overview' and contains text about the rental subsidy programs. The right column is titled 'Sign in using your NYC.ID account.' and contains a 'Create Account' button and a 'Login' button.

5. Enter your NYC.ID verified email address



The screenshot shows the header of the NYC ID login page. It features the NYC logo, the text 'The Official Website of the City of New York', and a 'Select Language' button.

Login

Log in using your NYC account.

Email Address or Username: *

Bob@mailinator.com

Password: *

.....

Log In

[Create Account](#)
[Forgot Password](#)
[Report an Issue](#)

6. Read and Accept and click on the box acknowledging the Portal Terms and Conditions. Click **Continue**.

The screenshot shows the 'Terms and Conditions' page of the DTR Portal. At the top, there is a navigation bar with 'NYC DTR Portal' on the left and 'Profile | Log Out' on the right. Below the navigation bar, there is a yellow banner with the text: 'Our Terms of Service have changed. Please read and agree to proceed.' The main content area is titled 'Terms and Conditions' and 'DTR PORTAL TERMS OF SERVICE (TOS)'. It includes sections for 'ACCESS AND PERMISSIONS', 'TERMS AND DEFINITIONS', 'AGREEMENT BETWEEN USER AND HPD', and 'MODIFICATION OF THESE TERMS OF USE'. At the bottom of the content area, there is a checkbox with the text: '* I acknowledge that I have read and agree to the Terms of Service.' Below the content area, there are three buttons: 'Cancel', 'Print', and 'Continue'.

7. First time users will need to select their role. Only one role is allowed per email account. Once selected, users cannot change their roles. Click **Next**

The screenshot shows the 'Select Your Role' page of the DTR Portal. At the top, there is a navigation bar with 'NYC DTR Portal' on the left and 'Profile | Log Out' on the right. Below the navigation bar, there is a section titled 'Select Your Role' with a sub-header 'Selecting the correct role is important. Once selected, your role cannot be modified. The DTR Portal will allow access to different features based on the role you select'. Below this, there is a 'Role Description' section with a list of roles: 'Owner', 'Managing Agent', 'Public Housing Authority (PHA)', 'Tenant', 'Applicant', and '3rd Party Contact or Representative'. Below the role descriptions, there is a dropdown menu for 'Select Your Role' with 'TENANT/PARTICIPANT' selected. Below the dropdown menu, there are four input fields: 'First Name' (with 'Bob' entered), 'Middle Name/Initial', 'Last Name' (with 'Roberts' entered), and 'Email' (with 'bob@mailinator.com' entered). Below each input field, there is a small text box that says 'You can change this info in NYC Profile'. At the bottom of the page, there are two buttons: 'Cancel' and 'Next'.

C. Uploading Documents

8. To continue, update **your phone number** and enter the **name of the Head of the Household** for the Applicant or Tenant. If you are the Head of the Household on record at HPD, enter your full Name. If you are a third party or property owner, enter the name of the head of household receiving assistance or applying to receive assistance.

The screenshot shows the 'DTR Portal' header and a 'Document Upload' section. Below this is a 'Contact Information' form. A red warning banner at the top of the form states: 'Required information must be supplied before you can save and upload.' The form contains several input fields: 'First Name' (with 'Bob' entered), 'Middle Name/Initial', 'Last Name' (with 'Roberts' entered), 'PhoneNumber*', 'Ext.', and 'Email' (with 'bob@mailinator.com' entered). Each of these fields has a small note below it: 'You can change this info in NYC Profile'. There is also a 'Head of Household name as it appears on Voucher/Application*' field which is currently empty. A 'Save' button is located at the bottom right of the form.

9. **Select the type of document** you would like to submit. What you select, will depend on many factors. Below are some of the most common types of documents:
- Tenants or Third Parties that are submitting recertification documents, should select **“Tenant Recertification Documents”**.
 - Tenants who are reporting a change in income or household composition should select **“Tenant Change of Income or Household Documents”**
 - Applicants, Participants, Owners or Third Parties that would like to submit a landlord package can select **“Landlord Package”**
 - Applicants who are requesting a voucher extension, submitting their signed voucher or updated income information or Housing Assistance Payment Contract can select **“Application/Leasing and Adminssion Documents”**
 - Applicants or Participants requesting reasonable accommodation because of a disability can select **“Reasonable Accommodation Request”**
 - Applicants or Participants who are requesting accommodation as a result of sexual assault, domestic violence, stalking or dating violence can select **“VAWA Communication”**
 - Owners who would like to request a rent increase should select **“Rent Increase Request”**.

The screenshot shows the 'Documents' section of the form. A red warning banner at the top states: 'You can upload up to 10 files (up to 20 mb in total) for the selected Document Type. Please note that we currently do not support .txt, .rtf and .csv file formats.' Below this is a 'Document Type*' dropdown menu with a 'Browse' button next to it. The dropdown menu is currently set to '--'. Below the dropdown is a 'Required' label and a text input field for 'Attention to HPD Staff Member'. To the right of these fields is a large text area for 'Notes/Comments for this upload' with a '250 characters left' indicator at the bottom. An 'Upload' button is located at the bottom right of the form.

10. You may also directly submit documents to a selected staff member. They may also direct the document to a specific HPD staff member and add a comment. The user then must click **Upload** to send the document. A history of document sent to DTR is shown at the bottom of the page.
11. You can then use the “browse” button to select a file from your device to identify the document you would like to upload.
12. You can choose to write a note or comment to accompany each document you upload.
13. When you have completed a comment, you can click the “Upload” button to submit your document.
14. You may upload up to ten documents. Each uploaded document will be displayed as it is successfully uploaded.

Documents Uploaded				
Document Type	HPD Staff Member	Submitted Date	Document Name	Notes
No Records Found				

There will be multiple opportunities to submit files. If you have any questions XXXXX