ACCESS HRA - BENEFITS
(Slides 2 - 34)
ACCESS HRA Client Portal Home Page
nyc.gov/accesshra

**What's New**
Find out what’s new with ACCESS HRA.

**Get Information**
Click on any of the cards or links to find more information about IDNYC, Freeze Your Rent, Child Support, and more.

**Set Site ID**
Click on “Site ID” to enter the Site ID assigned to your organization by HRA.

**Apply or Renew for Fair Fares!**
Clients looking for the Fair Fares portal can click here.

**Select a Language**
ACCESS HRA is available in seven languages, including English, Spanish, Arabic, Chinese, Haitian Creole, Korean, and Russian and is formatted for text-to-speech screen readers.

**Apply Now / Log In**
Log In to apply / recertify online for SNAP (Food Stamps), Cash Assistance (CA), or print your Medicaid Renewal.

**Select a Language**
You can update your language using this dropdown at any time.
Once you have logged into ACCESS HRA, click on any link in the header to navigate to the standalone page to see your information.

Expand this menu and click on “Profile” to go to your Profile page to see/update your contact information. Click on “Help” for answers to frequently asked questions about ACCESS HRA.

You can navigate to the Fair Fares side of the client portal to apply for a discounted MetroCard.

Submit application issues/questions to ACCESS HRA help.

You can update your language using this dropdown at any time.
Why should I create an ACCESS HRA account? Creating an account allows you to apply or recertify online for certain programs, such as SNAP or Cash Assistance, apply for Fair Fares NYC, as well as print your online Medicaid Renewal form through ACCESS HRA. Having an ACCESS HRA account will also allow you to manage your case, such as view appointments, payments, notices and much more.

Can I update my Account Information? Yes. You can navigate to your ‘Profile’ and click “Update” to change any of your ACCESS HRA Account information at any time.
Find your HRA Case
If you are currently receiving SNAP or CA benefits, have received benefits or applied for benefits in the past year, you can find your HRA case profile to view your case information in ACCESS HRA.

Why connect to your HRA case profile?
You can connect to your HRA case profile at any time. Once logged into ACCESS HRA, click on the “Find My Case” button on the ‘User Home’ or ‘Benefits’ pages.

Once you connect to your HRA case online, you will have access to see your case information such as appointments, payments, documents, link to a partner organization and more.

Enter your Information
Enter the information for the Head of Case or if you are a Payee, and currently receiving SNAP or CA benefits on behalf of children in your home, enter the oldest child’s information to connect to your HRA case profile.

Skip
If you have never applied for benefits, please click “Skip” so that you can access the applications without connecting to an HRA case profile.
How do I know if my HRA case profile is connected?
Once you connect to your HRA case profile online, this page will show a disconnect option. This means that your case is currently connected online.

You can disconnect from your HRA profile by clicking on this button. If you disconnect, you will no longer be able to view case specific information online in ACCESS HRA.

Update ACCESS HRA Account
You can update your ACCESS HRA username or password by clicking here.

Update Contact Information
You can see the contact information that HRA has on file for you. Click here to update the following information:
- Mailing Address
- Language for Notices
- Email Address
- Phone Number
- Enroll in paperless notices

Linked to benefits Information
You can see if you are linked to HRA Benefits (SNAP/CA), linked to Fair Fares NYC Discount, or ACCESS HRA Mobile here.
Your HRA Benefits Case Profile – Update Contact Information

Update Contact Information
If you are linked to HRA benefits (SNAP/CA) and FF, updates made to your information will be reflected in both systems.

Sign up for Email and Text Messages
Let us know how you would like to receive information about your case. Options include:
- No Electronic Notifications
- Email only
- Email and Text Message
- Text Message only

Update Mailing Address
You can update your mailing address by clicking on the check box.

Need to hide your address?
If you would like to hide your address from your online account, you can opt-in to this option here.
E-Notices – Go Paperless!

Let's you see notices for your case on the ACCESS HRA ‘E-Notices’ page.

You can also enroll in paperless notices while completing a SNAP or CA application or recertification. Your ACCESS HRA account must be connected to your HRA case profile before you start the application or recertification. You must also sign up for email notifications and provide an email address to enroll in paperless notices.

Update Contact Information
You can update your Paperless Status preference at anytime on the ‘Update Contact Information’ page.
**Case Actions**
As a user who has connected to their HRA case profile, you will be able to see the following in this section, where applicable:
- Most recent case
- Next appointment
- Most recent payment
- Documents you need to submit

**Required Appointment**
As a user who has connected to their HRA case profile, you will be able to see the following in this section, where applicable:
- Next appointment

**Recent Notifications**
This panel will show you a list of recent notifications sent to you either via email or SMS. These notifications could include application submissions, new notice alerts, notices that your requested budget letter is available, and more.

**Alerts**
Various alerts will be displayed throughout the system to provide information such as application submissions, reasonable accommodations in effect, appointment information, and more.

By clicking on “Next Steps” in the application submission alerts, you will be able to go back to your Confirmation page.

**Frequently Asked Questions (FAQ)**
These FAQs provide information about where to find case specific information in ACCESS HRA.

For more FAQs, go to the menu where your ACCESS HRA username is, on the top right of the page, and click on “Help”.

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*ACCESS HRA YOUR WAY*

**Welcome to ACCESS HRA, Jon!**

- Reasonable Accommodations in effect: Home Visit Required, Flexible Scheduling

**Case Actions**

- **Cash Assistance (CA)**
  - Active Case # 00456768511A
  - View Case

**Documents You Need to Submit**
- **Due:** 4/1/2018
- Proof of Citizenship
  - John Smith (2/2/1980), Mary Smith (4/14/1982)
- Proof of Identity
  - John Smith (2/2/1980)
- Proof of Age
  - John Smith (2/2/1980)
- Proof of Employment Income
  - John Smith (2/2/1980)

**Alerts**

- 4 of 9 Required Documents
  - View All Documents

**Alerts**

- **Frequently Asked Questions**
  - How can I update my Contact Information?
  - How can I track my documents?
  - How can I request a Budget Letter?
  - How can I check my EBT Balance?
  - Need help from a Partner Organization?

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*ACCESS HRA YOUR WAY*

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Enroll in Fair Fares NYC!
As a user who is connected to their HRA case profile, you will be prompted to enroll in Fair Fares NYC if you are eligible to do so. By answering “Yes” in the pop up, you will be directed to the Fair Fares side of the portal where you can begin the Fair Fares enrollment.

If you answer “No” in the pop up, you can still start a new Fair Fares enrollment by selecting “Enroll now” in the yellow alert at the top of the page.
Your Benefits Homepage – Not Connected to HRA Case Profile

Find Your Case
As a user who has not connected to their HRA case profile, you will be prompted to do so on various pages throughout the system.

By connecting to your case profile, you will have more access to view your case specific information.

Recertification or Periodic Report Due!
As a user who is connected to their HRA case profile, you will be prompted to begin your upcoming recertification or SNAP Periodic Report when it becomes available. By answering “Yes”, you will be taken to a page which allows you to begin the application.

This popup will be shown on your Home Page (shown below) as well as the ‘Benefits’ page.
Your HRA Benefits Case Profile – Payments

Find your HRA case profile to see this information!
You can only see information on the ‘Payments’ page if you have an HRA case profile. If you do not have an HRA case profile, you will be presented with the ‘Find Your Case’ page where you can connect to your HRA Case Profile to view your payments.

View Payments
This page shows you all of the payments made by HRA, either to your EBT card or to a third party vendor/landlord.

The EBT icon next to the payment type indicates that the payment was made directly to your EBT card.

Check Current EBT Balance
Click on this button to be directed to an external website (www.connectebt.com) to check your updated EBT balance or call the toll free number presented for up to date balance information.

View More Details
Click on the arrow to see more details about the payment:
- Paid to information
- Payment Period
- Case Number

View Payment Statuses
Click on the arrow to see more details about the payment statuses:
- Payment Made
- Cancelled

Questions?
Call HRA InfoLine at 718-557-1399
Your HRA Benefits Case Profile – Documents

Required Documents
This tab lists the documents required to be returned to the agency for your case. You will also find the ‘due date’ for these documents. This information can also be found on the W-113K for Cash Assistance or W-1146 for SNAP that is mailed to the address on file.

Case Record
This tab lists the documents that you submitted to the agency in the last 60 days. These documents have been added to your case, and still need to be reviewed/approved by an agency worker. This includes documents that you submitted:

- Upload using the ACCESS HRA mobile app
- Dropped off in person at an HRA center
- Sent to HRA via mail or fax

Sent by Mobile
This tab lists the documents that you uploaded using the ACCESS HRA mobile app in the last 100 days.

Find your HRA case profile to see this information!
You can only see information on the ‘Documents’ page if you have an HRA case profile. If you do not have an HRA case profile, you will be presented with the ‘Find Your Case’ page where you can connect to your HRA Case Profile to view your documents.
E-Notices
This page lists the notices that were posted to your account over the last 60 days.

The ‘ACCESS HRA Organization Account Access Agreement’ generated via your link to a partner organization can also be found here.

New Notice
A notice that is bold and has the blue indicator next to the document type means that it is an unread notice.

The leaf icon means that this notice is considered “Paperless” and was not mailed to the address on file; only posted here to your account. This only occurs when have enrolled in paperless notices.

Find your HRA case profile to see this information!
You can only see information on the ‘E-Notices’ page if you have an HRA case profile. If you do not have an HRA case profile, you will be presented with the ‘Find Your Case’ page where you can connect to your HRA Case Profile to view your notices.

Read your Notice
Click on the document icon to view a PDF of the notice.

You must read the notice within 30 days so as to not be opted-out of paperless notices.

View notices from the last year
Click on the “View notices from the last year” link to see all notices posted to your account in the last year.
Your HRA Benefits Case Profile – Appointments

**Appointments**
This page lists any upcoming scheduled appointments as well as past appointments within the last 30 days for your cases.

**Calendar**
The current day is highlighted with a blue circle. Any upcoming scheduled appointments are highlighted with a red circle.

**Past Appointments**
You can see any past appointments from the last 30 days by clicking this arrow.

Past appointments will not be shown / circled on the calendar.

**Google Maps**
If a scheduled appointment shows the address information, you can click on the map icon to get directions to the appointment location.

Find your HRA case profile to see this information!
You can only see information on the ‘Appointments’ page if you have an HRA case profile. If you do not have an HRA case profile, please ‘Find Your Case’!
Your HRA Benefits Case Profile – Link to a Partner Organization

Do you want to link to a Partner Organization?
You can link to a partner organization to receive help with your case. By linking to a partner organization, you are giving the organization access to:

- View your Case information and make updates, such as to your mailing address
- Read Notices posted to your account
- Be notified of activity on your case, such as when a budget letter is issued

Who can help?
There are certain partner organizations on file with HRA that can help you. Click on this link to find a list of partner organizations you can grant access to.

Find your HRA case profile to see this information!
You can only see information on the ‘Partners’ page if you have an HRA case profile. If you do not have an HRA case profile, please ‘Find Your Case’!

Find a Partner Organization
If you are currently working with an organization to help you apply for benefits, giving them access to your case will allow them to:

- Read your E-Notices
- Update your Contact Information
- View your Appointments

Get Started

Click here for a list of Partner Organizations.
You can view prior authorizations on the Documents page.
Your HRA Benefits Case Profile – Link to a Partner Organization

**Enter Organization ID**
Organizations enrolled in the ACCESS HRA Provider Portal have all been assigned a 4-digit Organization ID. You can ask the organization you are working with for their Organization ID. You can then enter the 4-digit number and click ‘Search’.

**Confirm Organization**
Once you have searched for the partner organization, you can review the search results to confirm that this is the correct organization.

**Continue with this organization**
If the correct organization is displayed and you want to move forward with granting access to this organization, click the ‘Continue with this organization’ link.

If you are working with an organization to assist you to enroll in benefits, you can give them access to your account information through ACCESS HRA. After you give an organization access, they will be able to help you with staying up to date on your case and understanding case details. You can take away this access at any point in the future.

For a list of Partner Organizations, click here.
Your HRA Benefits Case Profile – Link to a Partner Organization

1 - Organization Permissions
The final step to link to a partner organization is to grant the organization access to your case information for a period of 24 months. Easy to read icons explain the terms of the authorization. Please read the details carefully.

2 - Your Contact Information
Enter your contact information.

3 - Authorization - Disclaimers
Once you have read and understood what actions a partner organization can take on your behalf, read the ‘Authorize Access to SNAP and Cash Assistance Information’ disclaimer, check the checkbox, and enter your initials; then read the ‘Authorize Access to Medicaid Information’ disclaimer, check the checkbox, and enter your initials.

Once this is complete, click “Grant Organization Access”.

26 - Your Contact Information
Name
John Smith
Date of birth
1/1/1990
Email Address
Phone Number

3 - Authorization
Authorize Access to SNAP and Cash Assistance Information
- You are authorizing the linked Organization access to information about your Cash Assistance and/or Supplemental Nutrition Assistance Program (SNAP) benefits.
- Information about your Cash Assistance and/or SNAP benefits are protected under federal and/or state law and regulations. HRA may restrict disclosure of this information without your approval under certain circumstances.

Authorize Access to Medicaid Information
- You are authorizing the linked Organization access to information about your Medicaid benefits.
- The release of Medicaid status is made at the request of the individual.

Signature Date: 4/12/2017
Organizations with Account Access

Once you have successfully linked to a partner organization, you will be able to see the name of the organization, the date access was granted, and the end date of the partner organization’s access to your account here.

You can also view the authorization details by clicking on the “View Authorization” link. A pop-up with the most recent authorization, complete with your initials will be displayed.

If you decide that you want to remove access from the partner organization, this can be done by clicking on the “Remove Access” link in the ‘Actions’ column.

Organizations with Account Access

You can be linked to up to 5 partner organizations at a time.

An ‘ACCESS HRA Organization Account Access Agreement’ PDF is generated in these scenarios:
- When you initially grant access to a partner organization
- When you renew access to a partner organization
- When your access is revoked from a partner organization

Copies of these Access Agreements can be found in the ‘E-Notices’ page.

Renew link to Partner Organization

After 18 months of being linked to a partner organization, the ‘Renew’ button will become available for you to renew access to the partner organization. Upon click of the “Renew” button, the same disclaimers will be presented and you will have to re-enter your initials again to grant the partner organization access for an additional 24 months.

In the event that you do not renew access to the partner organization within the authorization period, access will be denied and you will no longer be linked to the partner organization. To re-establish the link, you will have to follow the authorization process again.
Your HRA Benefits Case Profile – Your Benefits

**Your Cases**
Your cases will be shown here. If one of your cases is “Closed” or “Rejected”, a reason is displayed next to the status.

**View Case**
Click on the “View Case” link to access the Case Details page for the case.

**Active Benefits**
- **SNAP (Food Stamps)**
  - Case # 00456768511A
  - Status: Active
  - View Case

**Closed / Rejected Benefits**
- **SNAP (Food Stamps)**
  - Case # 00456768511A
  - Status: Closed
  - Reason: Excess Earned Income

**Other Benefits**
You can begin your initial Cash Assistance application or SNAP application by clicking on the “Start a New Application” card.

If you need to print your Medicaid Renewal form, click on the “Renew Medicaid” card.

**Submitted Applications**
Lets you view a list of the applications submitted online for your ACCESS HRA account. You can access the Summary Form for your application or the Cover Sheet for SNAP applications.
Recertification or Periodic Report Due!
As a user who is connected to their HRA case profile, you will be prompted to begin your upcoming recertification or SNAP Periodic Report when it becomes available. By answering “Yes”, you will be taken to a page which allows you to begin the application.

This popup will be shown to you on the ‘Benefits’ page (shown here) as well as the ‘User Home’ page.

Recertification or Periodic Report Due!
If you answer “No” in the popup, a card will continue to be shown on the ‘Benefits’ page as a reminder to complete your application. By clicking the “Submit Now” button, you will be taken to the same page to begin your application.
Your HRA Benefits Case Profile – Case Details

Find your HRA case profile to see this information!
You can only see information on this page if you have an HRA case profile. If you do not have an HRA case profile, please ‘Find Your Case’!

Case Information
Details about your case will be displayed here such as:
- Case Status
- Case Number
- Programs associated to your case
- Application/Recertification/Periodic Report Received Date
- Next Recert Date

Your Household
Lets you see a list of the people on your case and their current status.
You can also see specific notes related to the household members such as any Reasonable Accommodation in effect, Preferred Notice Format or Child Support Sanction Status, if applicable.

You can also view the Residence and Mailing Address that HRA has on file for your case.

I need to...
A list of pages and actions will be displayed here for you to navigate to other pages in the system with case information.
- If you click on “Print Statement of Benefits” you will be able to view these details in a popup window.
- If you click on “Request Budget Letter”, the document will be sent to the mailing address that HRA has on file for your case. It is also available on the ‘E-Notices’ page the next business day.
- For SNAP cases,
  • If you are not within your recertification or periodic reporting window, you can click on “Request Case Change” to update your SNAP case.
  • At any time, you can click on “Request to Close Case” to close your SNAP case.
- For CA cases,
  • If you are not within your recertification or you can click on “Request Special Grant” to request assistance with an emergency.
Your HRA Benefits Case Profile – Select Application

Select Application
You will be able to select the application for which you would like to apply by clicking on one of these buttons.

You can apply these applications as a user with or without an HRA case profile.

Medicaid
The ‘Medicaid’ option will redirect you to the State’s Medicaid application portal.

*This option is only available if you are accessing ACCESS HRA outside of an HRA PC Bank.

Fair Fares NYC
The ‘Fair Fares NYC’ option will redirect you to the Fair Fares side of the portal where you can apply for a discounted MetroCard.

More Options
If you have already submitted a SNAP or Cash Assistance application OR are already receiving benefits on one of these programs, you will still be allowed to submit another application of the same type (i.e. ‘a duplicate application’) if necessary. This option is available under the “More Options” header.
Your HRA Benefits Case Profile – Benefits

**Actions Available**

If you are within your Recertification or SNAP Periodic Report window, you will be navigated to this page prior to launching the application.

If your desired application type is not displayed in the ‘Actions Available’ section, you will not be able to enter the application.

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**Future Actions**

Other possible applications you might need to complete in the future will be displayed here.

Applications in the ‘Future Actions’ section will not be clickable until they are available for your case.
Apply for SNAP or Cash Assistance
Applying for benefits is easy!
- Answer questions about your household, income, and expenses.
- Review a summary of your answers and make changes, if needed.
- Electronically sign and submit your application.

*The Cash Assistance application is only available at select locations as a pilot.*
**Confirmation Page**
The “Confirmation Page” is only shown after you submit your application and provides your confirmation number and the next steps in the application process.

You will have the option to see all of your next steps at that time or log out and see this information later.

**Next Steps**
If you answer “YES, see my required documents”, your full next steps will be displayed.

Please note that you can always return to this page by clicking “Next Steps” in the submission alert on your User Home page.

**Don’t risk losing your benefits**
If you answer “No, log out without seeing my documents”, a popup will be displayed which gives you a high level summary of your next steps.
Reuse your case information to apply for SNAP or Cash Assistance
If you have applied for SNAP or Cash Assistance benefits before, you can reuse some information while starting a new application.

Review and Submit your Application
Once you made your selection, some of the application information is already entered for you. Just fill in the rest of questions and submit your application.
Re-use Documents for Identity, Age, or U.S. Citizenship

Lets you select documents that HRA already has on file for the head of case to accompany your SNAP or Cash Assistance application submission. Selecting these documents within the application will help provide HRA with supporting documentation that might be required during the interview process. This feature will be available to users who have connected to their HRA case.

Choose Documents to Re-use

The documents available for reuse will be displayed once you click on the ‘Choose Document’ button. You will not be able to view the content of the document itself, but you can see the type of document.

Once you mark the checkbox and click ‘Save’, the document will be associated to your application and a green exclamation point will be displayed to show that documents have been selected.
Recertify your SNAP or Cash Assistance Benefits

Through ACCESS HRA you can also submit your recertification for SNAP or Cash Assistance online. Your existing information will be pre-filled into the online form for you, saving you time while completing your recertification.

If you create an HRA account and sign up for electronic notifications, ACCESS HRA can even send you an e-mail or text message when it’s time to recertify!
**HRA SNAP Periodic Report & Case Change**

**Complete your SNAP Periodic Report**
ACCESS HRA also has the SNAP Periodic Report available online during the 6th month of your SNAP case to report any case changes (if required).

Your existing case information will be pre-filled into the online form to save you time. You can submit changes to household members, income, and expenses on your SNAP case.

**Complete your SNAP Case Change**
If you are not within your Recertification or Periodic Reporting window, you can submit a change to your SNAP case.

Your existing case information will be pre-filled into the online form to save you time. You can submit changes to household members, income, and expenses on your SNAP case.
HRA CA Special Grant Request

Complete your CA Special Grant Request

For clients receiving Cash Assistance benefits, ACCESS HRA will offer the ability to request a Special Grant. Special Grants include benefits for emergencies or an additional benefit that was not originally given for your case.

You will need to provide documentation supporting your request upon submission.
Request assistance with a Housing bill
You can request assistance with an existing housing (rent, mortgage, or property tax) bill. In this request, you can provide information about your bill, arrears, eviction or foreclosure details, and help you may be receiving from another person.

Request assistance with a Utility bill
You can request assistance with an existing heating, electricity, gas for cooking, or fuel for heating water utility bill or you can add a new utility bill of one of those types. In this request, you can provide information about your bill, shut off details, and arrears.

Request assistance with a Moving to a new apartment bill
You can request assistance with expenses related to moving to a new apartment such as rent in advance, broker’s fee, security deposit, moving expenses, and new furniture. In this request, you can provide information about your landlord, your new address, and your bill.

Request assistance with a Storage bill
You can request assistance with an existing or new storage bill. In this request, you can provide information about the reason you need storage, if your items will be sold at auction, the date your new storage is needed, as well as the existing storage company details.
**Request assistance with a Restaurant allowance**
You can request assistance with a restaurant allowance. In this request, you can provide information about why you are unable to cook food as well as which meals are provided if you are currently living in a shelter.

**Request assistance with a Pregnancy allowance**
You can request assistance with a pregnancy allowance for anyone on your case ages 10-60. In this request, you can provide information about the due date as well as how many babies your case member is expecting.

**Request assistance with a Crisis related allowance.**
You can request assistance for new furniture or clothing related to a crisis. In this request, you can provide information about why you need assistance and which type of assistance is needed. For clothing, you can tell us who needs their clothing replaced. For furniture, you can tell us which rooms need furniture.

**Request assistance with a Repair**
You can request assistance with repairing property or essential household items. In this request, you can provide information about which item needs to be repaired or replaced, the reason you need assistance as well as estimates you have already received for the repair.
Request assistance with adding a household member
You can request assistance with adding a newborn, child, or adult to your case. In this request, you can request furniture assistance for your household as well as indicate for which rooms furniture is needed and you can provide information about the new household member as well as the income this household member receives.
ACCESS HRA – FAIR FARES NYC
(Slides 36 - 45)
ACCESS HRA Client Portal Home Page – Fair Fares NYC
nyc.gov/accessfairfares

Select a Language
ACCESS HRA is available in seven languages, including English, Spanish, Arabic, Chinese, Haitian Creole, Korean, and Russian and is formatted for text-to-speech screen readers.

Download the FF Document Upload app!
Download the FF Document Upload App to easily upload documents to support your application.

Apply Now / Log In
Log In to apply for a discounted MetroCard!
If you have an existing AHRA account, you can use your credentials here and you will not need to create a new account.

Check your Eligibility!
Click this link to see if you may be eligible for Fair Fares NYC.

ACCESS HRA
To access the benefits side of the ACCESS HRA client portal, click here!

Select a Language
You can update your language using this dropdown at any time.
**Contact Us**
Submit application issues/questions to ACCESS HRA help.

**Select a Language**
You can update your language using this dropdown at any time.

**Fair Fares NYC Navigation**

**ACCESS HRA FF Header**
Once you have logged in, click on any link in the header to navigate to the standalone page to see your information.

**Your Menu:**
Expand this menu and click on “Profile” to go to your Profile page to see/update your contact information. Click on “Help” for answers to frequently asked questions about Fair Fares NYC.

**ACCESS HRA**
You can navigate to the ACCESS HRA Benefits side of the client portal to apply for SNAP or CA benefits.

**ACCESS HRA FF Footer**
**Create an Account**
From the Home page or the Log In page, click “Create Account” to create your Fair Fares account if you do not already have an existing ACCESS HRA account.

**Log In**
If you already have an ACCESS HRA account, enter your credentials here and Log In.

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**Why should I create an ACCESS HRA FF account?** You need an account to apply for a discounted MetroCard.

If you already have an existing ACCESS HRA account, you should not create a new account and should use your existing account to log in! If you do not have an account already, create one. With your account you can also see which documents you need to return and can update your contact information on file with the agency.

**Can I update my Account Information?** Yes. You can navigate to your ‘Profile’ and click “Update” to change any of your ACCESS HRA Account information at any time.
Let's get started
If you are currently receiving SNAP or CA benefits or have a Fair Fares MetroCard, have received benefits or applied for benefits in the past year, please answer “Yes” and enter your information here. This information is important and can help speed up your Fair Fares application or renewal.

If you haven’t been enrolled in these programs recently, that’s ok! Answer “No” to this question and then you can apply for the Fair Fares NYC program.

Renewing and Forgot your FF Client ID? It’s on the letter we sent you.
Apply for FF
To apply for the Fair Fares NYC program, click on the “Apply Now” button to initiate the Fair Fares application.

Enroll in FF
If you are a SNAP or CA benefits recipient and you have been determined eligible for the Fair Fares NYC program, you will see this alert on your User Home page. Click on the “Enroll Now” button to initiate the Fair Fares enrollment.

Fair Fares NYC Alerts
As your application is reviewed, you will see different alerts at the top of your User Home page which will inform you of next steps to take for your application.

Once a decision has been made on your application, you will see the outcome here.
Renew your Fair Fares discount!
If you are eligible to renew your Fair Fares discount, you can do so by clicking “Yes” in this pop up window to initiate the renewal application.

If you renew your discount by the due date displayed in the pop up window, you will receive a new MetroCard before your existing MetroCard expires.

Renewal Alert
If you dismiss the pop up window, you can click on the “Renew Now” button displayed in the alert on your User Home page to renew your Fair Fares discount.
Apply for FF
In order to be eligible for the Fair Fares NYC program, applicants must be between (and including) the ages of 18 and 64, live in New York City, are not participating or eligible to participate in any Metropolitan Transit Authority (MTA) discount program, are not receiving carfare from the Department of Social Services (DSS), Human Resources Administration (HRA), or any other NYC agency, and have a pre-tax annual household income that is at or below 100% of the Federal Poverty Level.

This application will ask you questions about the following:
- Age
- Residence Address
- Mailing Address
- Family Income

Confirm Your Information
During your application, you will be asked if you would like to use an authentication service to verify your identity, age and address. Answering “Yes” to this option will allow for faster processing of your application. If successful, you will not need to submit documentation to the agency to verify these categories.
After submitting your application, you may need to submit more documents.

You MUST use the NEW Fair Fares App to upload your documents.

The Fair Fares NYC Confirmation page is only shown after you submit your application and provides your Application ID as well as the next steps in the application process.

You will have the option to see all of your next steps at that time or log out and see this information later.

Keep your Application ID handy as you will need to enter this information when you upload documents on the FF Mobile Document Upload app!

**Next Steps**

If you answer “YES, see my required documents”, your full next steps will be displayed.

Please note that you can always return to this page via the submission alert on your User Home page. The deadline to submit documents is listed here!

Submit required documents

Be sure to use the NEW Fair Fares app to upload your documents. If you answer “No, log out without seeing my documents”, a popup will be displayed which gives you a short summary of your next steps.
Submissions
Any Fair Fares NYC applications submitted via this user account will be listed here along with the associated application status.

Draft Applications
In the event that you save a draft of your application, you can access your draft via this alert and will be taken to the last page you completed. Drafts will be saved in your account for 60 days.

Submitted Applications

<table>
<thead>
<tr>
<th>Submission Date</th>
<th>Application Type</th>
<th>Application ID</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>8/6/2019</td>
<td>Initial</td>
<td>12345678</td>
<td>Application Expired</td>
</tr>
<tr>
<td>8/12/2019</td>
<td>Renewal</td>
<td>23456789</td>
<td>Application Pending Documents</td>
</tr>
</tbody>
</table>
Fair Fares NYC – Required Documents

Required Documents
The ‘Required Documents’ page is only available to clients who have submitted a Fair Fares NYC application.

Submit Now
If you see the “Submit Now” button, this means that the Agency is still waiting for documents from you for a specific category.

Submit your Documents!
You MUST use the NEW Fair Fares App to upload your documents.

When you submit an application, the documents you will need to submit to the agency to support your application will be listed on your Confirmation page.

You will have 10 calendar days from your application submission date to return the requested documents.
ACCESS HRA Mobile Applications
(Slides 47 - 54)
Once you have downloaded this app to your phone, you will be able to upload documents to the agency.

There are 3 easy steps to upload documents! Enter your Application ID, select or take a photo of your document, then upload your document!

Once you have uploaded your documents, you will be able to see the status of the associated document category on your ‘Required Documents’ page in the Fair Fares NYC side of ACCESS HRA. Please note that it could take up to 20 minutes for your documents to appear.

Use your Application ID!
In order to upload documents, you will need your Application ID found on your Fair Fares Confirmation page or on your User Home page in the Fair Fares NYC side of ACCESS HRA.
ACCESS HRA Mobile App – Login
nyc.gov/accesshramobile

Should I create a new account?
If you have an existing ACCESS HRA online account, you do not need to create a new account. You should use the same email or username and password that you use to login online.

If you do not have an existing ACCESS HRA online account, you should create a new account. This account can be used for both the mobile app and ACCESS HRA website.

Log in with Face ID
If you are using an iPhone 10, you can log into the app using facial recognition. Please go to the individual app’s Settings to make sure that ‘Log in with Face ID’ is on.

Connect to Your HRA Case Profile
If you are currently receiving SNAP or CA benefits, have received benefits in the past year, or have applied for benefits, you can connect to your HRA case profile to view your case information in ACCESS HRA.

If you have already connected to your HRA case profile online, you will not need to do so via the mobile app if you use the same username or email and password.

Download the ACCESS HRA App
On your Google Play or iTunes Store, search for “ACCESS HRA” to download ACCESS HRA Mobile on your Android or iOS phone.
ACCESS HRA Mobile App – Home Screen

Overview of Case Information
This screen provides a quick overview of the information that is available within ACCESS HRA. It presents details about your cases, upcoming appointments, recent alerts, payments made on your behalf, and EBT balances information.

Menu
Click here to view more menu items including “My Documents”, “Upload” and “Online Applications”.

Cases
Displays a list of your cases and their corresponding statuses. Click “View Cases” for more information.

Appointments
Displays the details for your next upcoming appointment. Click “View Appointments” for more information.

Alerts
Displays a snippet of your most recent unread alert. HRA will send push notifications to your phone regarding recertification dates, submitted applications, upcoming appointments and E-Notices. Click “View Alerts” to view important alerts from HRA.

Payments
Displays the details for your next upcoming payment. Click “View Payments” for more information about past and upcoming payments.

Balances
Displays your SNAP and Cash Assistance EBT balance information. Click “View Cases” for more information.

Available in 7 languages
ACCESS HRA Mobile is available in seven languages, including English, Spanish, Arabic, Chinese, French, Korean, and Russian and is formatted for text-to-speech screen readers. If your phone is set up in any of these 7 languages, ACCESS HRA Mobile will display in that language.

Click on “Call Us” to see a popup with the Toll Free Customer Service EBT Helpline (1-888-328-6399).
ACCESS HRA Mobile App – Cases

Other functions
By clicking on the ellipsis, you can perform other functions such as:
- For SNAP cases, you can request a budget letter, close your case, or request a change to your case if you are not within your recertification or periodic reporting window.
- For CA cases, you can request a budget letter or request a Special Grant if you are not within your recertification window.

View Case Details
Lets you view your detailed case information such as case status, SNAP or Cash Assistance balance and recertification due date.

If your case was closed or rejected, the reason will also be displayed, if available.

The ‘My Benefits’ section displays the applicable programs and the status.

Submit Now
If you click on “Submit Now”, a new browser window will open and you will be directed to the ‘Benefits’ page of the ACCESS HRA Client Portal.

“Budget Letter” will be displayed when you are not within a recertification or periodic reporting window.

Call Us
You can click “Call Us” to easily dial the HRA Infoline phone number.
**View Appointment Details**

Lets you view your detailed appointment information such as appointment type, date, time and location. When available, a map will be displayed with the appointment location.

All upcoming appointments will be displayed. Kept or missed interviews for SNAP will also be displayed.

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**Add to Your Calendar**

You can click “Add to Your Calendar” to add the appointment details to your phone’s calendar app.

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**Call Us**

You can click “Call Us” to easily dial 718-SNAP-NOW.
ACCESS HRA Mobile App - Uploads and My Documents

Documents You Need to Give Us
Lets you view the outstanding required documents for each of your case members.

Upload a New Document
Select a Case, Case Member and Document Category when uploading a new document.

View Documents That HRA Has On File for You
Lets you view documents that HRA has on file for your case(s) or application(s).

Documents that you have uploaded through ACCESS HRA will not appear on the My Documents page until they have been added to your electronic case file by an HRA case worker.

Uploaded Documents
The documents listed on the Uploads screen are documents that you have uploaded from your phone. These will remain on this screen for 100 days.

Check back in 5-7 days for uploaded documents to be added to your file and appear on the My Documents screen.

Uploaded Documents

Documents you need to give us:
Due by Tuesday, July 25, 2017
Jon - Identity, Income from Employment
Mary - Home Ownership

Your submitted document(s) will remain on this page for 100 days.

Uploaded Documents

Identity
May 18, 2017 at 4:12 PM
Erin Doe (27)
Cash Assistance (00010062524C - Active)

Upload a New Document

Select Case

Cash Assistance
00012345678B - Active

Select Case Member

Jane Doe (31)
Jon Doe (37)
Other

Select Document Category

Identity
Marital Status
Relationship

My Documents

These are the documents added to your case(s) in the last 60 days.

Bank Account Statement
Feb 16, 2017
Jon Doe (37)
Food Stamps / SNAP (00012345678A)
**Contact Information**

Allows you to view and update the information on file regarding your Primary Phone Number, Mailing Address and Notice Language. You are not able to update to your residential address via the app at this time.

<table>
<thead>
<tr>
<th>Primary Phone Type</th>
<th>Cell</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary Phone Number</td>
<td>(201) 555 - 1267</td>
</tr>
<tr>
<td>Same Mailing and Residence Addresses *</td>
<td>✔</td>
</tr>
<tr>
<td>Send mail in Care Of (Name)</td>
<td></td>
</tr>
<tr>
<td>Building Number / PO Box</td>
<td></td>
</tr>
<tr>
<td>Street Name</td>
<td></td>
</tr>
<tr>
<td>Apt. / Suite</td>
<td></td>
</tr>
<tr>
<td>Mailing Address Zip Code</td>
<td></td>
</tr>
<tr>
<td>Mailing Address City</td>
<td></td>
</tr>
<tr>
<td>Mailing Address State</td>
<td></td>
</tr>
<tr>
<td>Notice Language</td>
<td>English</td>
</tr>
</tbody>
</table>

* * indicates required field.

**Profile and Update Profile**

Lets you view your contact information and notification preferences and update this information once every 24 hours. When you click the “pencil” next to a field, you will be directed to the screen that allows you to update certain information.

**E-Notice Opt-In Status**

You can Opt-In or Opt-Out from E-Notices on this screen.

**Alternate Phone Number**

This section allows you to update your Alternate Phone Type, Number and Extension if there is one.

**Notification Preferences**

This section allows you to update your preferred Text Message Phone, Email Address and set your email notification preferences.
ACCESS HRA Mobile App – Notifications and E-Notices

Notifications
Users will be receiving Push Notifications on their Mobile devices that alert them to new:
- Upcoming Appointment
- Requested Documents
- E-Notice
- Budget Letter
You can see current and past notifications on the Alert screen on the ACCESS HRA Mobile Application.

Push Notification
You will get a notification on your lock screen.
E-Notice Notifications will only be received by users who have enrolled in paperless notices.

Required Document
When the Agency needs you to submit a document for your case, you will receive a notification to upload your document. You will be directed to Upload your document.

Appointments
You will receive a notification when you have an upcoming appointment. You will be able to add this to your device calendar by clicking “Add to Your Calendar” and call the Agency by clicking “Call Us”.

View E-Notice
You can download the e-notice and then be prompted to “Open Document” on your devise.

E-Notice
When an Electronic Notification is issued to your case, you will be able to download it and view it in your Mobile device. You download the document and then be prompted to “Open Document” on your devise.