ACCESS HRA - BENEFITS

(Slides 2 - 41)
ACCESS HRA Navigation

ACCESS HRA Header
Once you have logged into ACCESS HRA, 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 ACCESS HRA.

ACCESS HRA Footer

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
You can navigate to the Fair Fares side of the client portal to apply for a discounted MetroCard.
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, HEAP, 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, CA, Fair Fares, HEAP, or Medicaid 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.

Enter your Information
Enter any of the Social Security Number, CIN, or Fair Fares ID Number for the Head of Case to connect to your cases. If you are a Payee, and currently receiving SNAP or CA benefits on behalf of children in your home, you can enter the oldest child’s SSN and Date of Birth to connect to your HRA case profile.

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.

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.
Add Recovery Email Address
You can add a recovery email address while setting up your account. If you lose access to your account or need to create a new account, this recovery email address will help protect your data.

One Time Code
ACCESS HRA will send a security code to the email address you provide. This same email address will be used to receive a code if you need to connect to your benefits from a new account in the future.
Your HRA Benefits Case Profile - 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.

Linked to benefits Information
You can see if you are linked to HRA Benefits, linked to Fair Fares NYC Discount, or ACCESS HRA Mobile 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

This contact information applies to all benefit cases except for HEAP and Medicaid. To update your Medicaid contact information, call Infoline at 718-557-1399. Medicaid contact information is visible on the ‘Case Details’ page.
Your HRA Benefits Case Profile - Update Contact Information

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

To update your Medicaid contact information, call Infoline at 718-557-1399.

**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.
Update Contact Information
You can update your Paperless Status preference at anytime on the ‘Update Contact Information’ page.

E-Notices – Go Paperless!
Lets you see notices for your case on the ACCESS HRA ‘E-Notices’ page. E-Notices applies to SNAP and CA only.

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.
User Home
Clients can view a dashboard of required actions needed to maintain their benefits alongside a complete list of their cases and applications. The page also includes helpful features like quick links and recent notifications.

My Cases
You can view active, in progress, and past cases on the “My Cases” tab. The “My Applications” tab displays draft and submitted applications.

Each of your benefits will have a card with the status and benefit dates. Click “View Details” to learn more about a given benefit. If actions are required to keep the benefit case active, such as to “Recertify,” a button will appear on the card.

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.

Benefit Dashboard
Keep track of your outstanding draft applications, expiring cases, unread e-notices, and any required documents needed to complete an application or recertification in the Benefit Dashboard.

The links in the benefit dashboard will quickly direct you to any actions you need to take.

Quick Links
You can click on a link to start an application, recertification, or case change. You can also find an existing benefit case, access the profile, and view a list of FAQs.

Additional Actions
- To Do will appear if you have upcoming actions/appointments.
- Payments will appear if you have payments (SNAP, CA, and HEAP benefits).
- Request a Budget Letter provides options to request a budget letter.
Your Benefits Homepage - Not Connected to HRA Case Profile

Find My Case
If you have not connected to your HRA case profile, you will be prompted to do so on various pages throughout the system, such as the Payments page.

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

User Home – Find My Case
This is a view of your HRA homepage if you are not connected to any cases. Clicking ‘Find My Case’ in the Quick Links or Benefit Dashboard will direct you to the ‘Complete Account Setup’ page to find your cases.

If you do not have existing cases, you can apply for a benefit by clicking the ‘Apply for Benefit’ quick link.
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.
Applications
Draft and submitted applications can be viewed by clicking the “My Applications” tab.

Cases
As a user who has connected to their HEAP account, you see a card for every case that has a status and a season indicated. HEAP cards do not have a “View Details” button.

Payments
Most recent payments can be viewed here. Click “See All Payments” to see all your benefit payments.
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

Payment Status Legend
- Payment Made - The payment has been issued and is available for use.
- In Progress - The payment is currently being processed by the agency.
- Cancelled - The payment has been cancelled and is not available for use.

Questions?
Call HRA InfoLine at 718-557-1399
Required Documents

The Required Documents tab lists the documents that must be uploaded for AHRA to process an application or renewal you have submitted. Required document lists will be visible for 60 days following the due date of the application / renewal.

These lists also indicate the mobile upload status of each document.

Document Help

The Document Help tab provides information on uploading documents, including how-to guides, links to forms you may need to fill out, and instructions for more complicated document types.
The “Case Record” tab lists the specific documents that you submitted to the agency in the last 60 days. These documents have been added to your case to be reviewed and approved by an agency worker. This includes documents that have been:
- Uploaded to the ACCESS HRA mobile app
- Dropped off in person at an HRA center
- Sent to HRA via mail or fax
Your HRA Benefits Case Profile - E-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.

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.

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.

Read your Notice
Click on the document icon to view a PDF of the notice.
You must read the notice within 30 days to not be opted-out of paperless notices.

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, and paperless notices are only allowed for SNAP and CA.
Your HRA Benefits Case Profile - Appointments

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’!

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.

See Safe, Skip the Trip: All in person appointments have been cancelled. NO NEGATIVE CASE ACTIONS WILL BE TAKEN for missing them.

Click here for more information.
Your HRA Benefits Case Profile - Link to a Partner Organization

Do you want to link to a Partner Organization?
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’!
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.
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".
**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.
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 ‘User Home’ page.

Recertification or Periodic Report Due!
If you answer “No” in the popup, the Benefit Dashboard will continue to indicate that the periodic report or recertification is due. The card for the benefit case in the ‘My Cases’ section will also indicate that the case is expiring. Clicking the button in the card or link in the Benefit Dashboard will take you to the same page to begin your application.
Your HRA Benefits Case Profile - AHRA Benefits

**AHRA Benefits**
The ‘AHRA Benefits’ tab breaks down the benefits that ACCESS HRA provides. For each program, you will be able to learn more and/or apply for new benefits. If you are already connected to a benefit, the status of your case(s) will display as an Active, In Progress, or Past Cases tag on the card.

‘Learn More’ will allow you to see the specific cases you have for each benefit and take additional benefit-specific actions as needed.

**SNAP (Food Stamps) and Cash Assistance**
If you are connected to either SNAP or CA and need to submit a new application, rather than recertify your existing benefit, you will need to do so from the ‘Learn More’ page for that benefit.

**Fair Fares NYC**
The ‘Fair Fares NYC’ option will direct you to the Fair Fares portal, where you can apply for a discounted MetroCard.

**Home Energy Assistance Program (HEAP)**
The HEAP Cooling application is seasonally available through ACCESS HRA.

**Medicaid**
‘Apply’ will direct you to the State’s Medicaid application portal. This is not available in HRA PC Banks.

**Child Support Services**
The ‘Child Support’ option will direct you to download the ACCESS HRA Child Support Mobile App.
New York City residents can learn about and enroll in additional benefits from ACCESS HRA. Click the ‘Additional Benefits’ tab on the Benefits screen to view these programs.

Each program will allow you to apply and/or learn more about the program. Some links may be unavailable in HRA PC banks.

The benefits currently available on this tab are:

- Affordable Connectivity Program (ACP)
- Bill Payer Program (DFTA)
- Citi Bike Membership Discount
- NY State Emergency Rental Assistance Program (ERAP)
- NYC Rent Freeze Program

Plus…
You can find links to complete a benefits screening, apply for IDNYC, or find local food pantries online.
My Cases
You can view active, in progress, and past cases for this benefit. Each of case will have a card with the status and benefit dates. Click “View Details” to learn more about a given benefit. If actions are required to keep the case active, such as to “Recertify,” a button will appear on the card.

Benefits Information
Individual benefits pages also provide a host of information regarding each respective program, including eligibility info, details about the program, and helpful links.

Benefit Pages
Cash Assistance, SNAP, Fair Fares NYC, HEAP, and Medicaid have individual benefit pages or sites to learn more about the benefits, discover frequently asked questions, and check your eligibility.

Each program will allow you to apply and/or learn more about the program. Some links may be unavailable in HRA PC banks.

Quick Actions
These links are an easy way to take action on your cases and learn more about AHRA benefits.

Available links are different for each program and are dependent on whether you have a connected case.
Your HRA Benefits Case Profile – SNAP & CA Case Details

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’ once it is created for your case.
- For SNAP cases,
  - If you are not within your recertification or periodic reporting window, you can click on “Request Case Change”, which will bring you to the ‘Benefits’ page to initiate a SNAP case change request.
  - 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 you can click on “Request Case Change or Grant” or “Close My Case”, which will bring you to the ‘Benefits’ page to initiate a case change or emergency grant request.

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
- Benefit Program(s)
- 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, Child Support Sanction Status or work requirement, if applicable.
You can also view the Residence and Mailing Address that HRA has on file for your case.
Your HRA Benefits Case Profile – Medicaid Case Details

Notes on Styling
The Case Details page is undergoing a style update! Information for Medicaid case will be laid out similarly to SNAP and CA case details. Information is simply shown in an updated format.

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:
- Benefit Program(s)
- Case Number
- Case Status
- Next Recert Date/Eligibility End Date

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.
• For Medicaid cases,
  • Eligible individuals can make a payments

Need More Help?
Call Infoline at 718-557-1399 to:
• Update your Contact Information
• Update Household Members
• Answer questions about your benefits
• Close your case

Help & Definitions
View additional actions that can be completed outside of ACCESS HRA and review definitions of terms on this page.

I need To...
Make a Payment

Contact Information
Additional details about your case display here.
Medicaid case contact information is displayed on the Case Details page only. It is not reflected on the profile and can only be updated by contacting Infoline.

Your Household
Lets you see a list of the people on your case.
• For Medicaid cases,
  • Coverage End Date is the date that a specific household member’s coverage will end. This may differ from the case’s eligibility end date, which describes the date that you must renew your Medicaid case by.
**Your HRA Benefits Case Profile - Benefits**

**SNAP (Food Stamps) Benefits**

**Actions Available**

- Submit SNAP Recertification Form
  - Case #: 00456768511A

**Future Actions**

- Submit SNAP Periodic Report Form
  - Not due for your case

- Request SNAP Case Change
  - Changes can be reported as part of your Recertification or Periodic Report

**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.

Applications that you are currently eligible to complete will be shown in the ‘Actions Available’ section. These applications include the following:

- SNAP Recertification
- SNAP Periodic Report
- SNAP Case Change
- CA Recertification
- CA Case Change or Emergency Grant

**Cash Assistance (CA) Benefits**

**Actions Available**

- Submit CA Recertification Form
  - Case #: 00456768511A

**Future Actions**

- Request CA Case Change or Emergency Grant
  - If your request is an emergency, please contact your center.

**Future Actions**

This section informs what applications aren’t currently available. You will not be able to submit these applications until they are made available for your case. In this instance, a case change would be reported as part of the recertification form. When you are outside of your recertification period, the Request CA Case Change or Emergency Grant card will be under “Actions Available” to allow for a change request to be submitted.
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.

Emergency Grant within Cash Assistance
You can apply for the following emergency grants within the CA application or CA recertification based on information entered in your online application.
- Pay moving costs
- Pay for home repairs
- Pay for storage
- Recover after a crisis
**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.

**Don’t risk losing your benefits**

Call by 12/24/2018 to be considered for expedited benefits.

- **Online SNAP Application submitted**
- **Collect and submit your documents**
  Additional documents may be requested in the interview.
- **Call to complete your interview**
  **718-SNAP-NOW**
  (718) 762-7569

**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!
**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.
Submit a CA Case Change or Emergency Grant Request

Clients receiving Cash Assistance benefits, can request a Case Change or Emergency Grant online. Case Change requests, include updates to residence address, updates to income, removal of a household member, case closure and adding or changing child care. Emergency Grant requests, include benefits for emergencies or an additional benefit that was not originally given for your case.

After submission of your request, you will need to provide documentation supporting your request.
HRA CA Case Change or Emergency Grant Request

Adding or Removing a household member request

Adding or removing a person from your case, you must provide answers to the questions presented, such as reason for removal or when the person joined the household.

Adding a person to your case: You can add a newborn, child, or adult to your case. For newly added person to your case, you can request furniture, and provide income details this household member receives.
Residential Address change request
You can request an update to your residence address. In this request, you will be prompted to provide information for housing cost, utility bill, and air conditioning bill for your new residential address.

Income change request
You can edit, add or remove your income. A request can include updating details for an existing income on file, removal of income on file, or adding a new income.

Close case request
You can request to close your case. Based on your reason for making this request, you may be asked to provide up to date address, income, or resource information.
**Adding or Changing Child Care request**
To add or change child care benefits to your case, you must provide answers to the questions presented, such as the reason for adding or removing child care, the type of child care requested and entering your current work schedule.
**HRA CA Case Change or Emergency Grant Request**

**Housing costs assistance**
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.

**Utility bills assistance**
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.

**Moving costs assistance**
You can request assistance with expenses related to moving 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.

**Home repairs assistance**
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.
HEAP Online Applications

Apply for HEAP Cooling Benefits
Applying for HEAP 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.

Cooling Application
Expedited flow
If you have already received the HEAP Regular benefit for the current season, and your residence address did not change, you can apply for the Cooling benefit using the expedited version of the application.
- Answer questions about the main applicant: name, SSN, residence & mailing address, and contact information.
- Review a summary of your answers and make changes, if needed.
- Electronically sign and submit your application.
Once you have logged in, 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 Fair Fares NYC.

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

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 Fair Fares NYC account? You need an account to apply for the Fair Fares NYC discount.

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

Fair Fares NYC User Home
Information related to your application will be shown on this page. You can find information such as your enrollment status, MetroCard status, MetroCard expiration date, Fair Fares ID, and if your Fair Fares NYC discount is being applied to subways and eligible buses OR Access-A-Ride trips.

Enroll in Fair Fares NYC
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 or continue receiving your Access-A-Ride discount without interruption.

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.
Report Fair Fares NYC MetroCard Lost or Stolen
If you have lost your Fair Fares NYC MetroCard, you can click on the “Report Fair Fares NYC MetroCard Lost or Stolen” quick link to report it as well as request a replacement, if you are eligible to receive one.

Request Replacement
You can let us know how you would like to receive your replacement Fair Fares NYC MetroCard by selecting your mailing address on file or visiting us at an office to pick it up yourself.

You can only receive two replacement MetroCard per calendar year if you have reported your MetroCard as “Lost” or “Stolen”.

Once you have requested a replacement, a new Fair Fares NYC MetroCard will be issued.

Report Issue
You can report one of the following issues with your Fair Fares NYC MetroCard:
- Lost
- Stolen
- Never Received
- Lost in Machine

If you report your MetroCard as “Lost in Machine”, you will be asked to provide the borough and station where this occurred.
Applying your Fair Fares NYC discount to your Access-A-Ride trips

Update Access-A-Ride Information
If you are enrolled in Access-A-Ride, you can now request to apply the Fair Fares NYC discount to your Access-A-Ride trips by providing your Access-A-Ride ID in ACCESS HRA. If you request to apply this discount towards your Access-A-Ride trips, you will be verified by the MTA prior to the discount being applied.

Adding AAR Information
You can update your Access-A-Ride information within your Fair Fares NYC application/enrollment/renewal or by clicking on the quick link on your ‘Fair Fares NYC User Home’ page after you are enrolled.

If you request to switch your discount to your Access-A-Ride trips and are verified by MTA, then your existing Fair Fares NYC MetroCard for subways & eligible buses will be deactivated.

Removing AAR Information
If you do not want to apply your Fair Fares NYC discount towards your Access-A-Ride trips, you can use your Fair Fares NYC discount for subways and eligible buses.

Your Fair Fares NYC discount is currently being applied to your Access-A-Ride trips. If you would like to change this and use your Fair Fares NYC discount for subways and eligible buses, let us know below.

We have the following Access-A-Ride information on file for you:
Access-A-Ride ID: 123456

I would like to apply the Fair Fares NYC discount to a MetroCard for subways and eligible buses instead of my Access-A-Ride trips.
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. By answering “Yes”, you are opting into this external verification and you will not need to submit documentation to the agency to verify these categories, if successful.

If you are an IDNYC cardholder, you can enter your IDNYC card number which will be used to confirm your information. If you are not an IDNYC cardholder, we can use your mobile phone number to authenticate and verify you.

Apply for Fair Fares NYC

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, and have a pre-tax annual household income that is at or below 100% of the Federal Poverty Level.

You qualify for this discount if you are not receiving (or are not eligible for) full carfare from the Department of Social Services/Human Resources Administration (DSS/HRA) or any other NYC agency; and if you choose the Fair Fares NYC subway and bus discount, you are not currently participating or eligible to participate in any other transportation discount program.

If you choose the Access-A-Ride discount, you may still be eligible for the Fair Fares NYC discount even if you receive a discount (or free rides) on subways and buses from the Metropolitan Transit Authority (MTA).

This application will ask you questions about the following:
- Age
- Residence Address
- Mailing Address
- Family Income
After submitting your application, you may need to submit documents.

You MUST use the ACCESS HRA Mobile app to upload your documents.

The Fair Fares NYC Confirmation page is only shown after you submit your application, it 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.

Don't risk missing out on your Fair Fares NYC Discount

You still need to complete these steps to apply for Fair Fares NYC:

1. Online Application submitted
2. Collect and submit your documents

Use the ACCESS HRA Mobile app to submit documents.

Submit required documents

Be sure to use the ACCESS HRA Mobile 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.

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!
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.

Fair Fares Applications

Your draft application was last saved on 2/15/2020. This will be discarded after 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>

View Required Documents
Submit your Documents!
You MUST use the ACCESS HRA Mobile 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.

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.

If you do not see the “Submit Now” button and only see a status (ex: “Document Received”) within the card, this means that the agency has received documents for this specific category.
ACCESS HRA Mobile Applications

(Slides 56 - 72)
NYC HRA Document Upload App

Download the NYC HRA Document Upload App
In your Google Play or iTunes Store, search for “HRA” to download the NYC HRA Document Upload app on your Android or iOS phone.

Upload Documents
Once you have downloaded this app to your phone, you will be able to upload documents to support your SNAP or CA applications to the agency. You do not need an account to log in, you just need your CIN, Case Number or ACCESS HRA Confirmation Number.

There are 3 easy steps to upload documents! Select your Identification Type, select or take a photo of your document, then upload your document!

Check your ‘Documents’ page in the ACCESS HRA client portal in 3-7 business days to see your uploaded documents.
NYC ACCESS HRA App - Login

nyc.gov/accesshramobile

Download the NYC ACCESS HRA App
In your Google Play or iTunes Store, search for “ACCESS HRA” or “FAIR FARES” to download ACCESS HRA Mobile on your Android or iOS phone.

Should I create a new account?
If you have an existing ACCESS HRA or FAIR FARES 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 or FAIR FARES online account, you should create a new account. This account can be used for both the mobile app and ACCESS HRA client portal.

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

Updates at HRA
Press and hold the “Updates at HRA” image to see announcements from the agency.
NYC ACCESS HRA App - Find My Case

Connect to Your HRA Case Profile
If you are currently receiving SNAP, CA, Fair Fares, Medicaid, or HEAP benefits, have received benefits in the past year, or have applied for benefits, you can connect to your HRA case profile by entering your date of birth as well as your SSN or CIN to view your case information in ACCESS HRA.

If you are currently receiving the Fair Fares NYC discount or recently applied, please enter your date of birth and Fair Fares ID in order to view your enrollment information.

If you receive or have recently received HEAP benefits, use your SSN to find your HEAP information.

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 on the Login page.

NYC ACCESS HRA App

Find My Case

If you have ever applied for or received SNAP or Cash Assistance, enter the CIN from your benefits card to find your case.

If you receive the Fair Fares NYC discount but do not receive SNAP or Cash Assistance, please enter your Fair Fares ID Number exactly as it appears on your notices.

A Social Security Number is required to find Home Energy Assistance (HEAP) cases. If you do not have an SSN, you can enter the SSN of the oldest child on your case with an SSN.

Date of Birth*

Select Identification Type*

Enter Identification Number*

Previous  Next
**NYC ACCESS HRA App - Home**

**Overview of Case/Discount Information**
This screen provides a quick overview of the information that is available within ACCESS HRA for your SNAP, CA, HEAP, or Medicaid case or for your Fair Fares NYC discount. This screen shows details about your cases, required documents, upcoming appointments, recent alerts, payments made on your behalf, and EBT balances information, if applicable.

**Available in 7 languages**
ACCESS HRA Mobile is available in seven languages, including English, Spanish, Arabic, Simplified 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.

---

**Cases**
Displays your SNAP, CA, HEAP, or Medicaid case as well as your Fair Fares NYC discount and their corresponding statuses. Click “View Cases” 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.

**Appointments**
Displays the details for your next upcoming appointment for your SNAP or CA case. Click “View Appointments” for more information.

**Required Documents**
Displays the number of documents required to be returned to the agency to support your case or application. The date by when these documents are due will also be displayed. Click on “View Required Documents” to see a full list of documents you need to return.

**Payments**
Displays the details for your next upcoming payment for your SNAP, CA, or HEAP case. Click “View Payments” for more information about past and upcoming payments.

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

---

59
Cases
This screen displays details related to your SNAP, CA, HEAP, or Medicaid cases and to your Fair Fares NYC discount. Depending on the status of your case or application, you may see different actions such as “Apply”, “Enroll”, Budget Letter”, etc. Choosing one of these options would direct you to the ACCESS HRA website to perform the associated action.

Case
Your case number, case status and other functions associated to your case will be displayed.

Call Us
You can click “Call Us” for your SNAP, CA, HEAP, or Medicaid case to easily dial the HRA Infoline phone number.

Other functions
By clicking on the links at the bottom of the cards or 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 Case Change or Emergency Grant if you are not within your recertification window.
- For Fair Fares NYC discount, you can report your MetroCard lost or stolen or update your Access-A-Ride information.

Fair Fares NYC discount
Your enrollment status, type of transportation you are receiving the discount on (subway and eligible buses or Access-A-Ride trips), Fair Fares NYC MetroCard status, etc. will be displayed.
NYC ACCESS HRA App - Payments & Appointments

**Appointments**
This screen displays information related to your upcoming or past appointments for your SNAP or CA case.

Fair Fares NYC, HEAP, and Medicaid do not have appointments.

**Payments**
This screen displays information related to payments made for your SNAP, HEAP, or CA case.

Fair Fares NYC and Medicaid do not issue payments.

**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.

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

**View Payment Details**
Lets you view information such as payment amount, payment type, payment period, and to whom the payment was issued.
Documents
This screen displays information related to the documents recently added to your case record for your case.

E-Notices
This screen displays information related to your agency notices. You will receive these and other notices to your mailing address on file.

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.

View E-Notice Details
Lets you view agency notices recently sent to you. Click “Download” to view your notice.
NYC ACCESS HRA App - Alerts & Applications

**Alerts**
This screen displays information related to the push notifications sent to your device.

**Applications**
This screen displays a list of the SNAP, CA, HEAP, or Fair Fares NYC applications you have submitted in ACCESS HRA.

**Fair Fares NYC**
If you recently submitted a Fair Fares NYC application or renewal application, you can see your Application ID, document return date, and a link to view all required documents associated to your application.

**View Alerts**
You will get a push notification on your device to inform you of new:
- Upcoming appointments
- Requested Documents
- E-Notices
- Budget Letter generated
- Submitted applications

Once you receive this notification, you can review related information on this screen.

**View Applications**
Lets you view your recently submitted or draft applications in ACCESS HRA.

If you have a draft application, click “Continue” to resume your application on the website.

If you have a submitted SNAP or CA application, click “View Summary” to view your generated PDF Summary Form.
NYC ACCESS HRA App - Profile

Profile
Allows you to view your contact information on file with the agency.

If you would like to make an update, click the pencil icon next to each field.

If you are a SNAP or CA client, you can update this information once every 24 hours.

If you are a Medicaid client, contact information is saved on your Medicaid case details page.

Updates
Contact Information – allows you to update your Primary Phone Number, Mailing Address and Notice Language
Alternate Phone Number - allows you to update your Alternate Phone Number, extension and type
Notification Preferences - allows you to update your preferred Text Message Phone, Email Address and set your email notification preferences
Paperless? – for SNAP and CA only clients, allows you to enroll in paperless to receive certain notices electronically rather than by mail
NYC ACCESS HRA App - Required Documents & My Uploads

View Required Documents
A list of required documents related to your SNAP or CA case or to your HEAP or Fair Fares NYC application will be displayed here.

Your Case Number or Application ID, document category, case member for whom the document is required, and the due date will be displayed for each document that needs to be returned to support your application.

Upload a New Document
Need to upload a document? Click “Add” and then you will be prompted to select a case, case member, and document type before uploading your new document.

Uploaded Documents
The documents listed on this screen are documents that you have uploaded from this page or the ‘Required Documents’ page. Your submitted documents will remain on this screen for 100 days.

For SNAP or CA cases or HEAP applications, check your ‘Documents’ page in ACCESS HRA in 3-7 business days.

For Fair Fares NYC applications, you can log into the website to see the status of your document and application at any time.

Upload Now
Click “Upload Now” to upload a document for the displayed category. All you need is the document/image you are uploading! No other information is required! Once you click this link, you will be taken directly into the upload flow.

Once you have uploaded a document for the displayed required document category, you will no longer see this card on this page, but you can view your uploaded documents on the ‘My Uploads’ page.
NYC ACCESS HRA Child Support Mobile App - Login

nyc.gov/childsupportmobile

Download the NYC ACCESS HRA Child Support App
In your Google Play or iTunes Store, search for “ACCESS HRA”, “Child Support”, or “OCSS” to download ACCESS HRA Child Support Mobile on your Android or iOS phone.

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 Child Support mobile app and ACCESS HRA client portal.

Log in with Face ID or Fingerprint
If you are using a supported device, you can log into the app using facial recognition or a fingerprint.

Please go to Settings on your device to make sure that this option is turned on.
NYC Child Support Mobile App - Home

Dashboard
This is the first page you will see once you have logged into the mobile app. This screen provides a quick overview of the applications you may have in progress as well as information about required documents to return to the agency or to bring to court.

Messages
Displays a snippet of your most recent message. Tap “View Messages” to view all messages.

Required Documents
Displays the number of documents required to be returned to the agency or that you need to bring to court to support your enrollment for Child Support services.

The date by when these documents are due will also be displayed.

Tap “View Required Documents” to see a full list of documents you need to return.

Available in 7 languages
ACCESS HRA Mobile is available in seven languages, including English, Spanish, Arabic, Traditional 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.

Enrollments
Displays any in progress enrollments, if applicable. Tap ‘Enroll Now’ to initiate a new Enrollment for Child Support Services.

Find My Case
Connect your Cash Assistance case if you have one to see Appointments and Notices for Child Support Services.

Menu
Tap here to easily access more menu items including “My Uploads” and “Help”.

Messages
You do not have any new messages.
View Messages

Enrollments
0 in progress.
You do not have any enrollments in progress. Use the button below to enroll now for child support services.
Enroll Now

Required Documents
0 clue
You do not need to provide us with any documents at this time.
View Required Documents

Find My Case
Connect your Cash Assistance case to see Appointments, Payments, and more
Find My Case

Need help or info on Child

NYC Child Support Mobile App - Enrollments

Enrollments
This screen displays a list of your submitted and in progress applications for Child Support Services submitted via the mobile app.

You can access submission details related to your enrollment as well as download a copy of the associated form from this page.

You do not have enrollments on file. Tap ‘+’ to start a new enrollment.
NYC Child Support Mobile App - Enrollments

Start new Enrollment
Once you initiate an Enrollment for Child Support Services, we’ll look for your Cash Assistance case if you have one to determine which form you need to submit (LDSS-5143, LDSS-5145, LDSS-4882). After you successfully submit your enrollment, we’ll show you your submission details and allow you to download a copy of your submitted form and view the documents you need to either return to the agency or bring to court.

Important Information about Child Support Services

We are the Office of Child Support Services.

Some of the services we could give you are:
- Establishment of Parentage
- Collection and distribution of child support
- Enforcement of Support Obligations
- Assistance with an existing order of support

In this enrollment you will give us information about three parties in your case. These are you, the Other Party, and the child or children.

If you have children with multiple people, please submit an additional enrollment for each person.

In most cases, the person filling out the enrollment is the custodial parent (CP) or the guardian and the Other Party is the noncustodial parent (NCP), alleged parent, or intended parent.

Below are definitions of these terms.

Required Documents
You can see which documents you need to return to the agency or bring to court here, or you can access this information on your ‘Required Documents’ page.

Download Enrollment
You can download a copy of your submitted form here or from the ‘Enrollments’ page.
NYC Child Support Mobile App - Forms

Forms
This screen displays a list of your submitted and in progress forms for Child Support Services submitted via the mobile app. Submit forms to the agency to challenge a decision or take other actions related to your Child Support case.

To initiate a new form, you can tap the “+” to begin.

You can access submission details related to your form as well as download a copy of the form from this page.

You do not have any submitted forms on file. You can fill out forms and send them to us from this app.

You may have received a notice about an action taken on your Child Support case. If you need to challenge an action made to your case or make other Child Support case actions, tap ‘+’ and then select the form you need to fill out.

To initiate a new form, you can tap the “+” to begin.

You can access submission details related to your form as well as download a copy of the form from this page.

You do not have any submitted forms on file. You can fill out forms and send them to us from this app.

You may have received a notice about an action taken on your Child Support case. If you need to challenge an action made to your case or make other Child Support case actions, tap ‘+’ and then select the form you need to fill out.
NYC Child Support Mobile App - Required Documents

**Required Documents**

Once you have submitted your Enrollment or Form, we’ll show you which documents you need to either return to the agency or bring with you to court. On this page, you can see the full list of documents, for whom the document applies, the status of the document, and the date by when the document is due.

- If you submitted a Referral for Child Support Services (LDSS-5145 or LDSS-4882), then you will need to return documents to the agency.
- If you submitted an Application for Child Support Services (LDSS-5143), then we will show you which documents you need to bring with you to your court date. You do not need to return these documents to us.

**Bring documents to your court date**

If you submitted an Application for Child Support Services (LDSS-5143), then we will show you which documents you need to bring with you to your court date.

**Required vs. Uploaded**

You can also toggle between the “Required” and “Uploaded” buttons to see which documents you still need to give us as well as which ones you have already submitted via the mobile app.

**Upload documents**

Tap “Upload Now” to take a picture, select a picture, or attach a file of the document to return.
NYC Child Support Mobile App – Appointments & Notices

**Appointments**
This screen displays information related to your upcoming or past appointments related to Child Support Services. To view a complete list of your appointments, download the ACCESS HRA Mobile App.

**View Appointment Details**
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.

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

---

**E-Notices**
This screen displays information related to your agency notices for Child Support Services. You will receive these and other notices to your mailing address on file. To view a complete list of your agency notices, download the ACCESS HRA Mobile App.

**View E-Notice Details**
View agency notices recently sent to you. Tap the download button to view your notice.

---

**Sample**

---

**OCSS interview scheduled (required)**
July 14, 2022
John Smith
11:45 to 13:15 at 4 Metrotech 19 Brooklyn, NY 11201

---

**Letter from the Office of Child Support to Your Landlord Requesting Verification of Your Housing/Address**
July 9, 2022
John Smith (41)
00020062524D