ACCESS HRA User Guide

ACCESS HRA

- Cash Assistance
- SNAP (Food Stamps)
- Fair Fares NYC
- Home Energy Assistance Program (HEAP)
- Medicaid
- Child Support
- CityFHEPS

What is ACCESS HRA?

ACCESS HRA is the online benefits portal for New York City residents to apply for social services benefits.

ACCESS HRA is a website and free mobile app that allows you to get information and apply for government programs such as: Cash Assistance, SNAP (Food Stamps), Fair Fares NYC, the Home Energy Assistance Program (HEAP), Medicaid, CityFHEPS and Child Support.

It also allows you to view and manage your case information.

This guide explains how to use ACCESS HRA.

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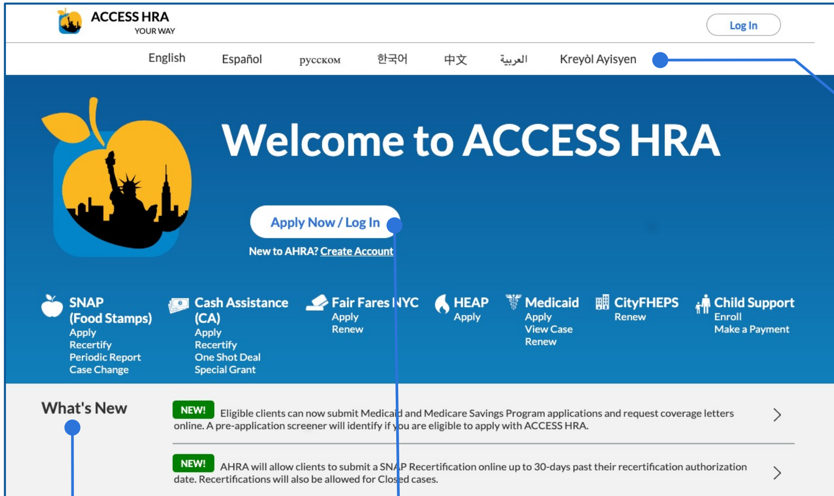
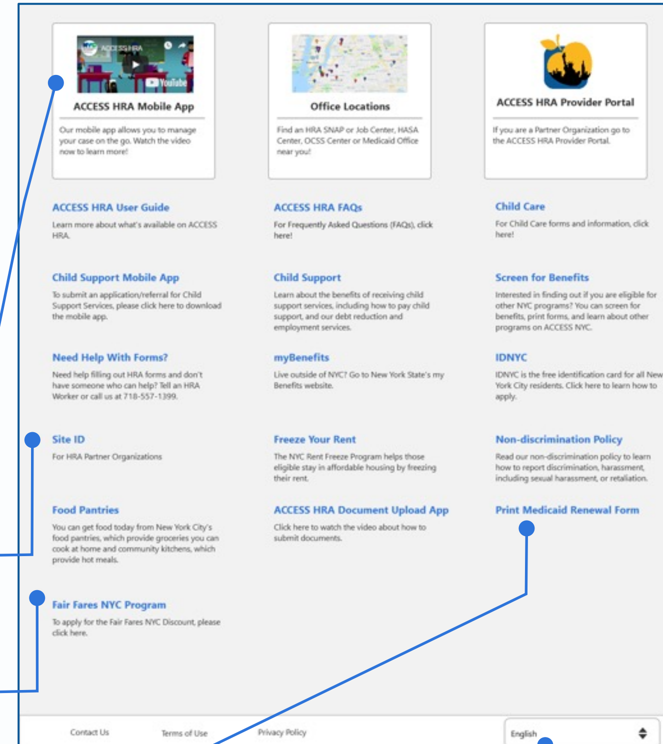
ACCESS HRA

Getting Started

ACCESS HRA Landing Page– nyc.gov/accesshra





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.

Get Information
Click on any of these boxes or links to find more information about programs such as 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.

What's New
Find out any new updates about ACCESS HRA.

Apply Now/Log In
Log in to apply or recertify online for SNAP (Food Stamps), Cash Assistance (CA), Fair Fares NYC, Home Energy Assistance Program (HEAP) benefits, Medicaid, CityFHEPS, or Child Support via mobile app.

Print your Renewal
If you prefer to fill out your renewal application offline, you can print your pre-populated form here.

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

Getting Started

How do I create an account?

From the landing page or the log in page, click '*Create Account*'. You will have to provide an email or username, a password, and choose a security question about yourself to successfully create your account.

How do I log in to my account?

If you already have an ACCESS HRA account, enter your credentials on the Log In screen.

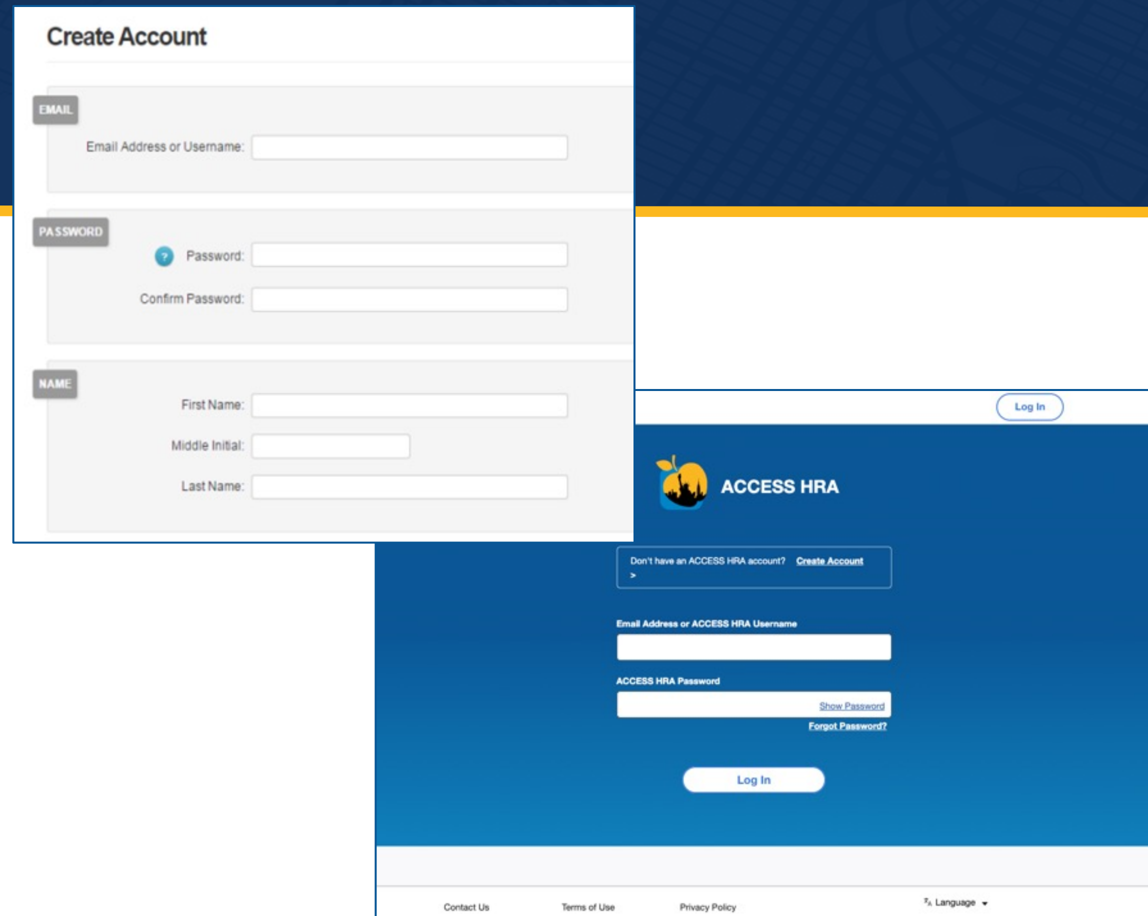
Why should I create an ACCESS HRA account?

Creating an account allows you to apply or recertify online for certain programs, such as SNAP (Food Stamps), Cash Assistance (CA), Home Energy Assistance Program (HEAP), Fair Fares NYC, Medicaid, and Child Support. 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 page once you're logged in and click 'Update' to change any of your ACCESS HRA Account information at any time.

Create Account & Log In



Getting Started

Connect Your Account

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. 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.

By connecting to your case profile, you will have access to see your case information such as appointments, payments, documents, link to a partner organization and more.

Find your HRA Case

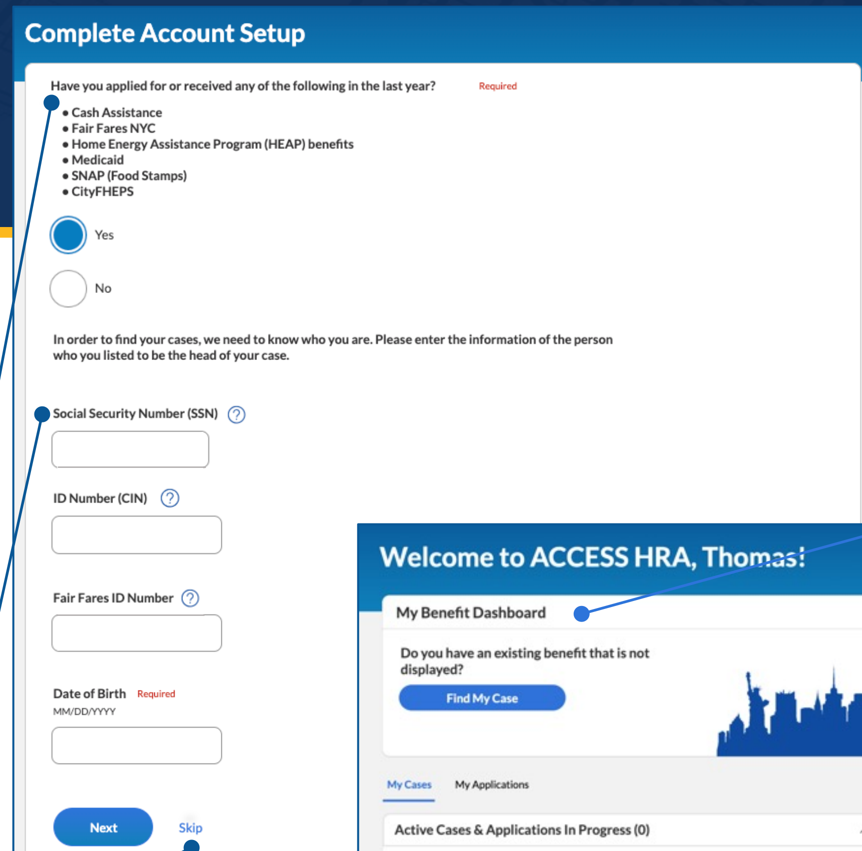
If you are currently receiving SNAP, CA, Fair Fares, HEAP, Medicaid, or CityFHEPS benefits, have previously received benefits, or have applied for benefits in the **past year**, you can find your HRA case profile and view your case information in ACCESS HRA.

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 any child's SSN and Date of Birth to connect to your HRA case profile.

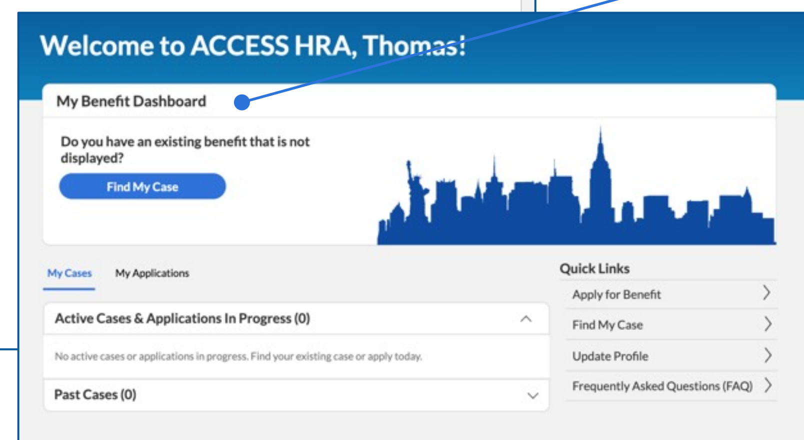
Skip

If you have **never** applied for benefits, please click "Skip" so that you can access the applications without connecting to an HRA case profile.



Unconnected Home
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.

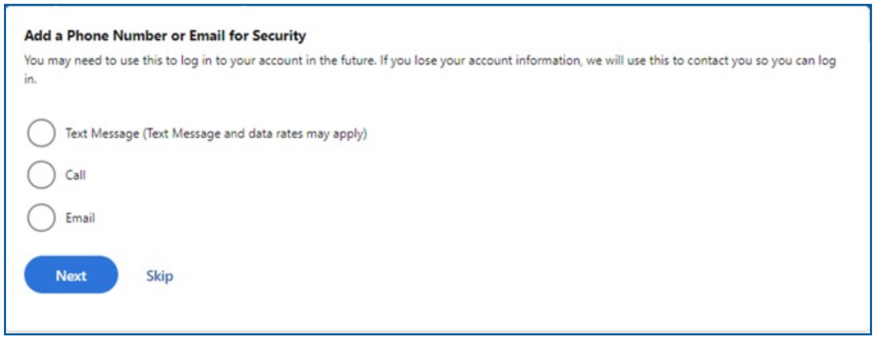
If you do not have existing cases, you can apply for a benefit by clicking the 'Apply for Benefit' quick link.



Connect Your Account (Continued)

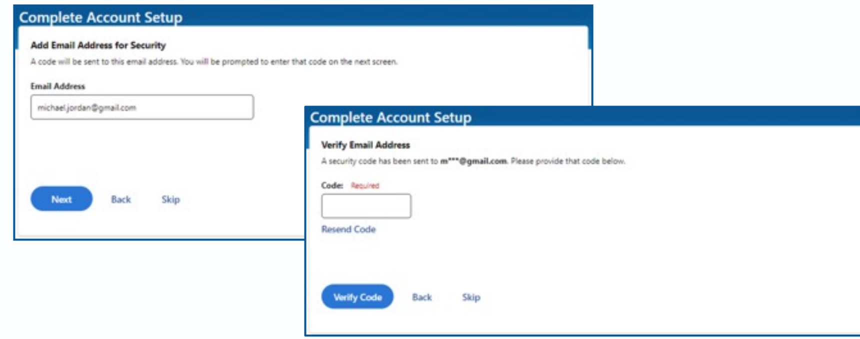
1 Add Phone Number/ Email Address

You can add a phone number or email address while setting up your account. If you lose access to your account or need to create a new one, this phone number/email address will help protect your data.



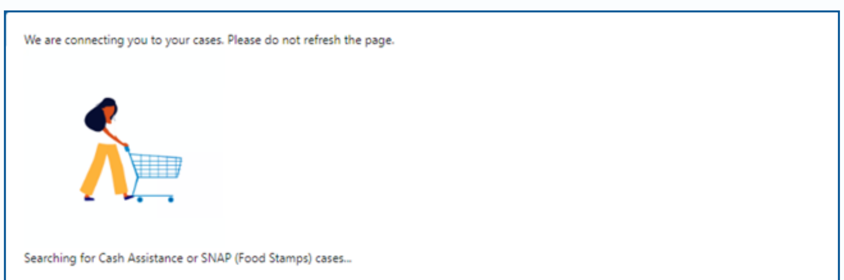
2 Enter MFA Code

ACCESS HRA will send a security code to the phone number or email address you provide. This same phone number and email address will be used to receive a code if you need to connect to your benefits from a new account in the future.



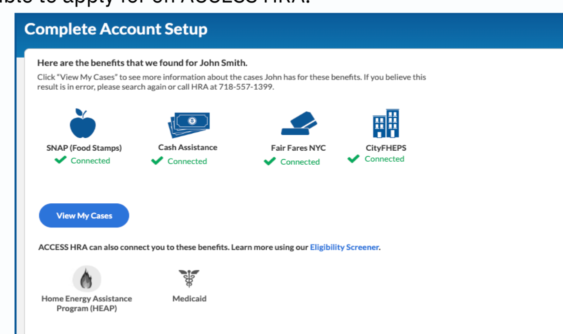
3 Loading

We'll search our system for any cases you might have with HRA.



4 See your Benefits

You will then be able to see which cases you are connected to and which ones you may be eligible to apply for on ACCESS HRA.



Client Home Page

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.

My Cases and My Applications

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

Each benefit 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. Please note that if you have a HEAP benefit, you will see a card for every case that has a status and a season indicated. HEAP cards do not have a “View Details” button.

Quick Links

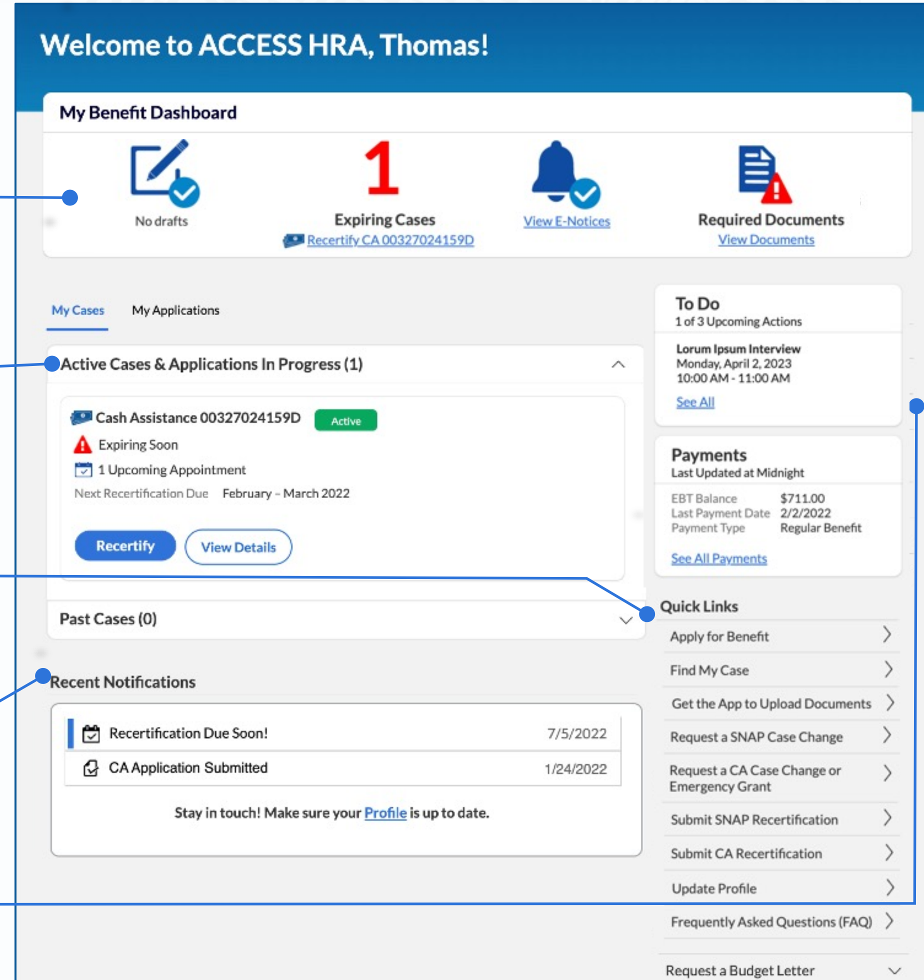
You can click on a link to start an application, recertification, or case change. You can also find an existing benefit case, access the profile, and view a list of FAQs.

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.

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 for SNAP.



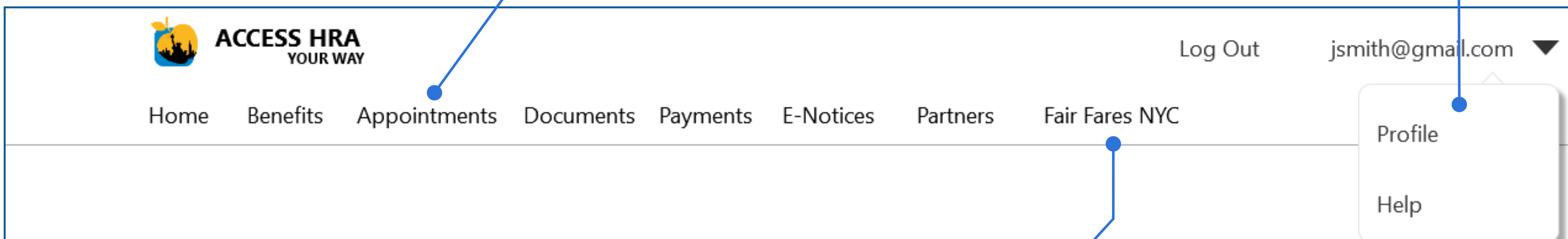
Navigation Tabs

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 Header



Fair Fares NYC

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

ACCESS HRA Footer

Contact Us

Submit application issues and/or questions to ACCESS HRA help.

Select a Language

You can update your language using this dropdown at any time.

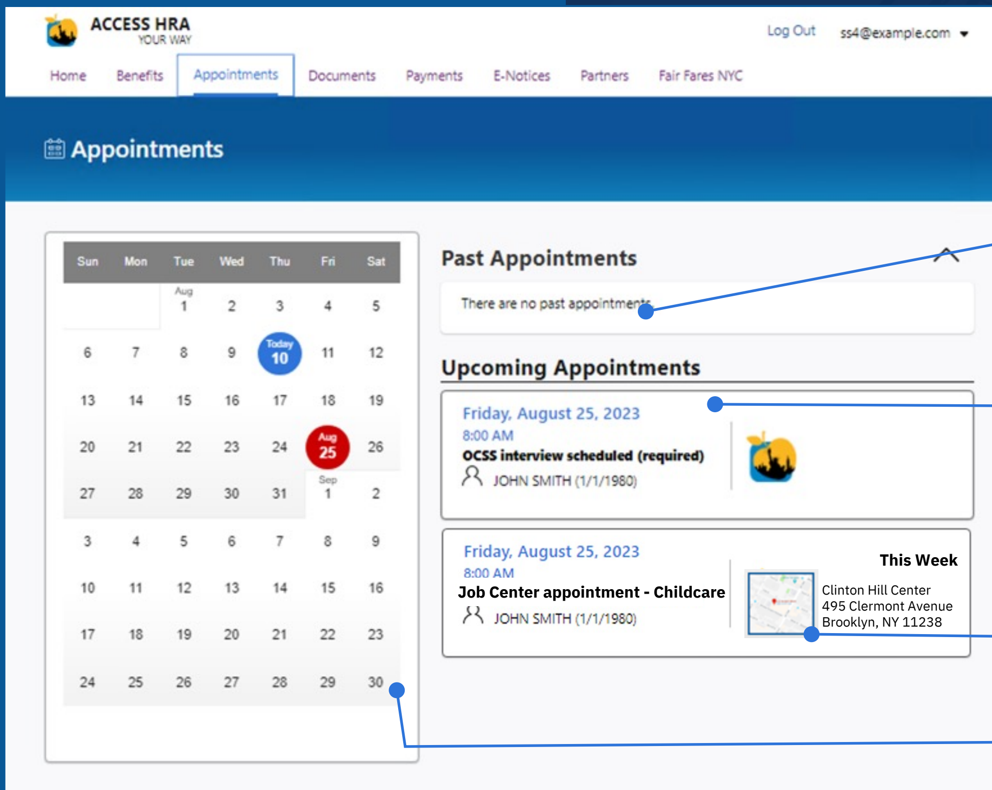
ACCESS HRA

General Portal Pages

Appointments

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

Any alerts that may affect appointments for ACCESS HRA clients will appear at the top of the page.



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.

Upcoming Appointments

You can see details of any upcoming appointments here.

Details provided for each appointment include the **date**, **time**, **location**, **benefit program**, and **case member** the appointment is for.

Google Maps

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

Calendar

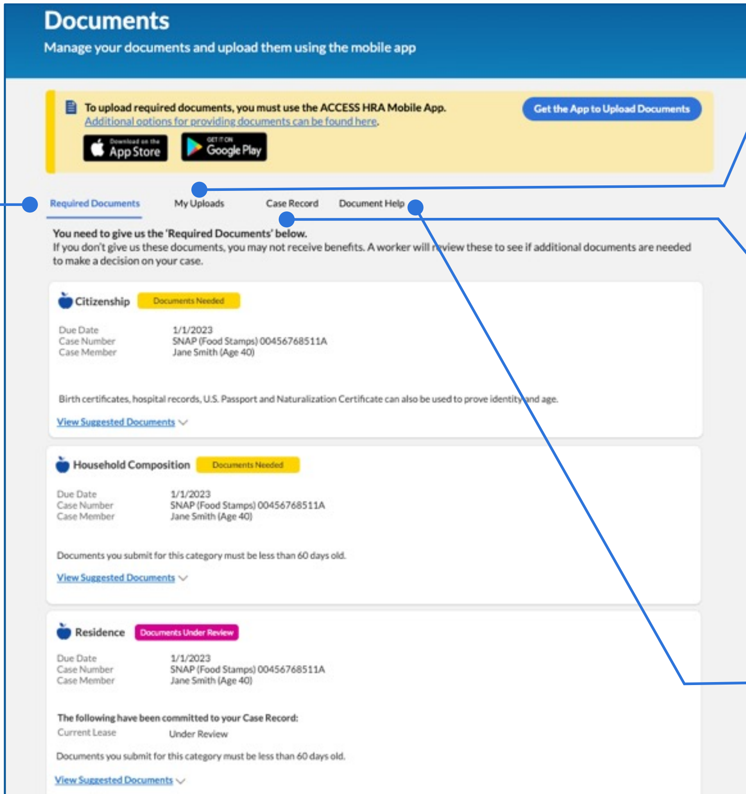
The current day is highlighted with a blue circle.
Any upcoming scheduled appointments are highlighted with a red circle.

Documents

Track your Documents

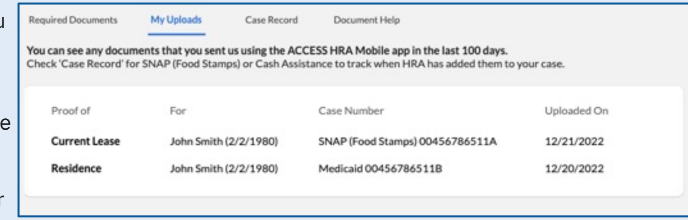
This tab lists documents that must be uploaded to process an application you submitted.

You can also see the upload status of each document.



My Uploads

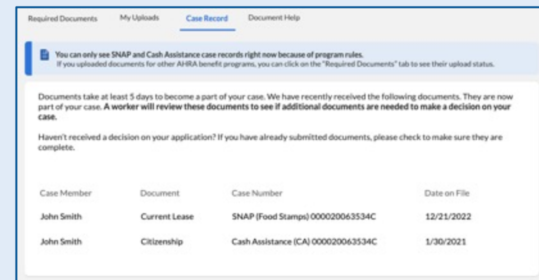
On the 'My Uploads' tab, you can see any documents that you submitted via the ACCESS HRA Mobile app in the last 100 days. You will be able to see the document type, case member, case number, and upload date for each submission.



Case Record

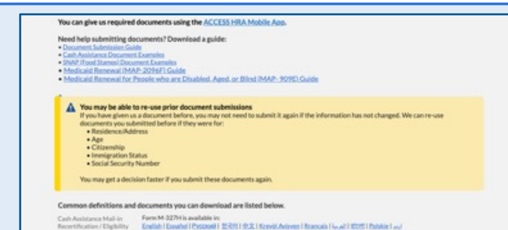
The "Case Record" tab lists any documents that you submitted to the agency in the last 60 days, regardless of upload method. These documents have been added to your case to be reviewed and approved by an agency worker. This includes documents that have been:

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



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.

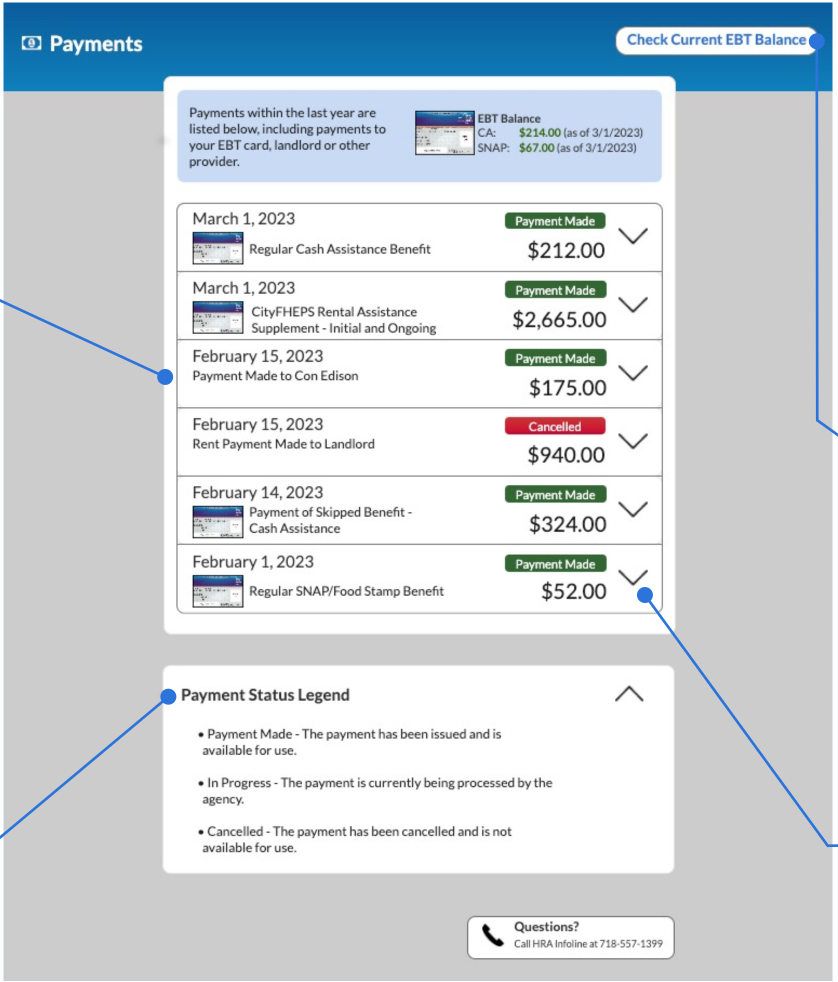


Payments

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.

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



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.

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

E-Notices

View E-Notices

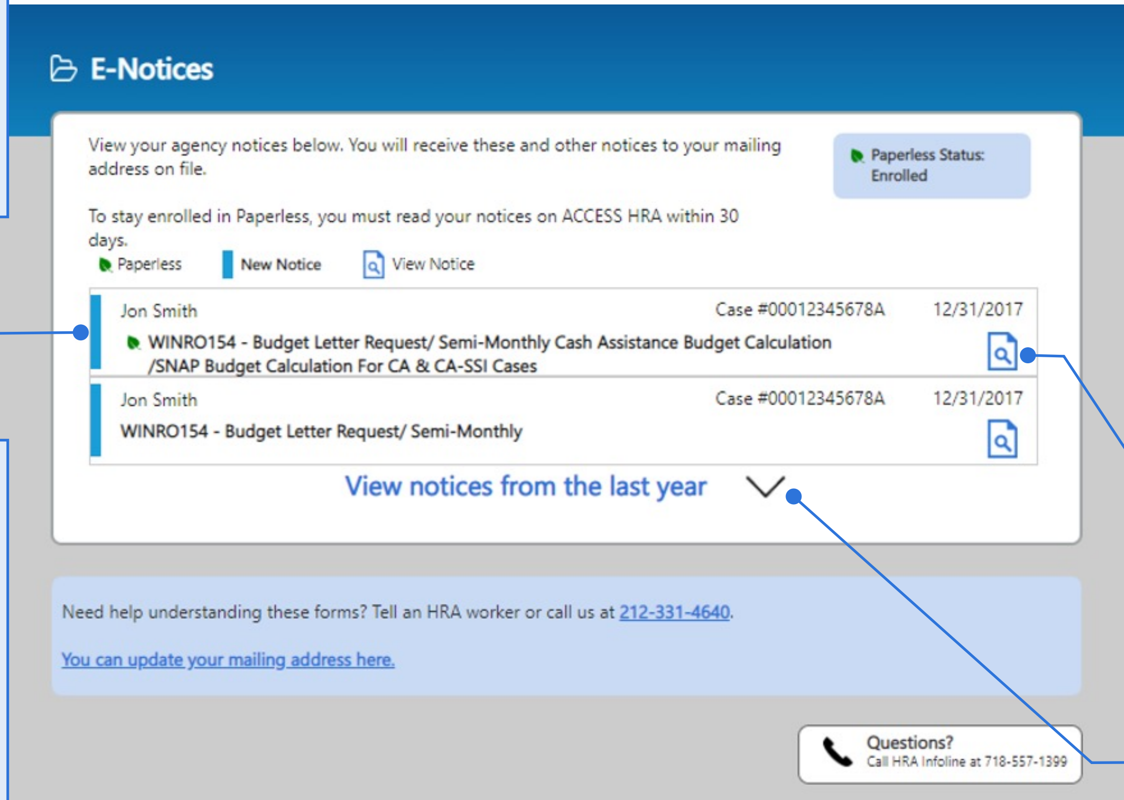
This page lists the notices that were posted to your account over the last 60 days.

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, and paperless notices are only allowed for SNAP and CA.



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.

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.

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.

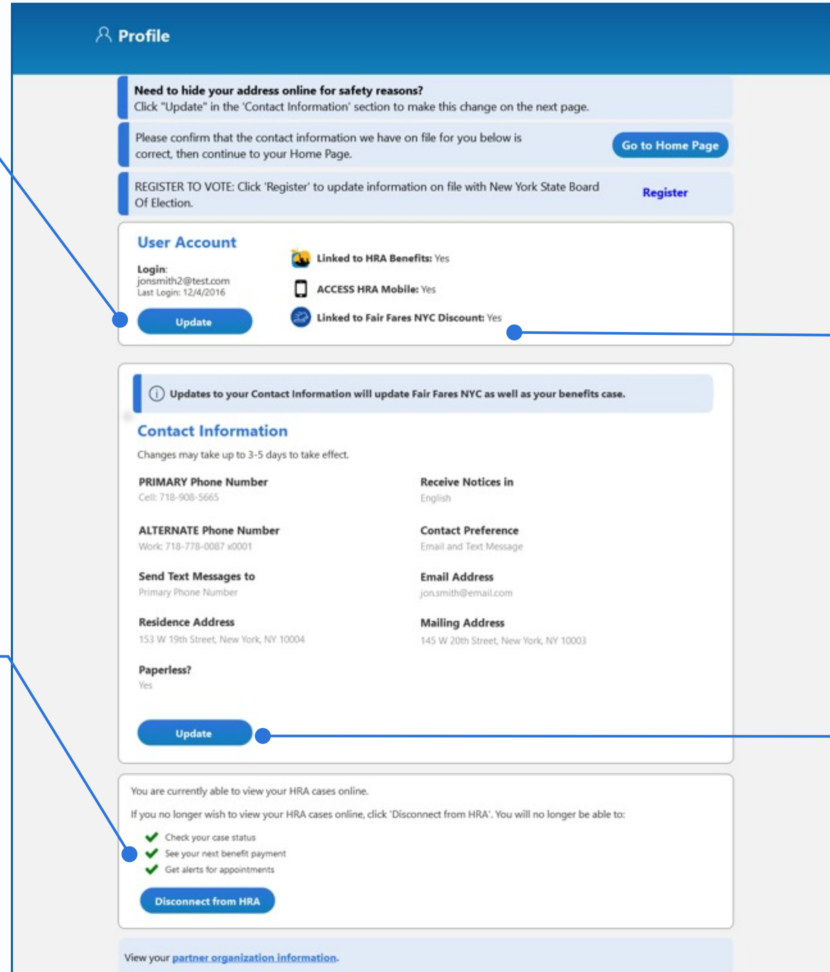
Update ACCESS HRA Account

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

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.



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.

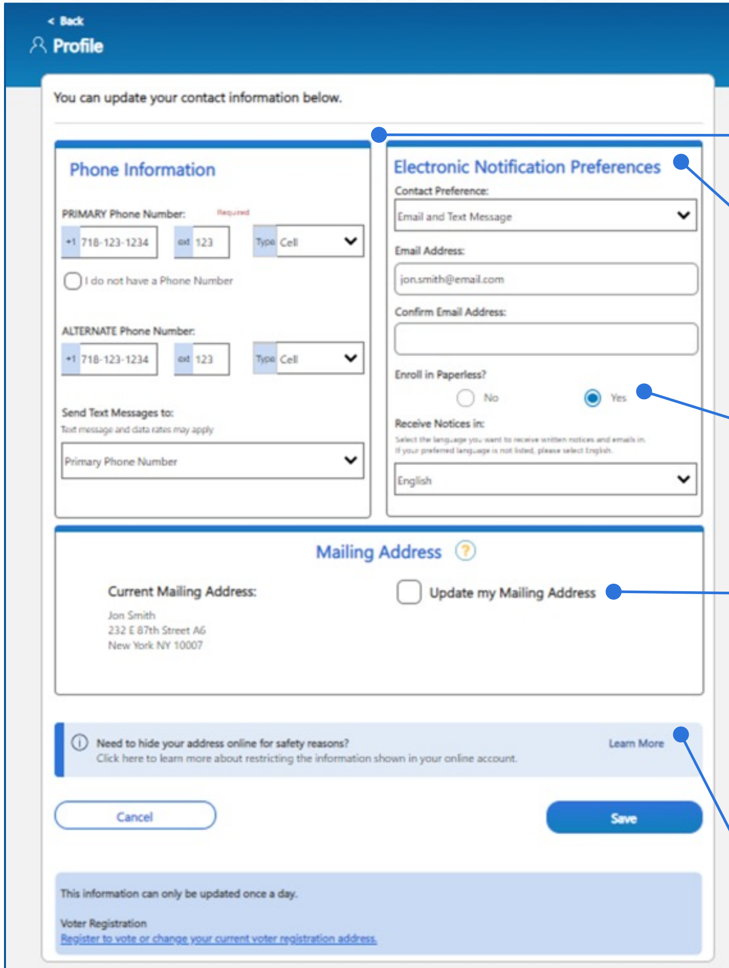
Update Contact Information

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, Medicaid, and CityFHEPS. To update your Medicaid and CityFHEPS contact information, call Infoline at 718-557-1399. Medicaid contact information is visible on the 'Case Details' page.

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

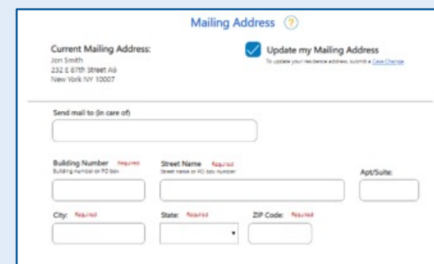
E-Notices – Go Paperless!

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

Update Mailing Address

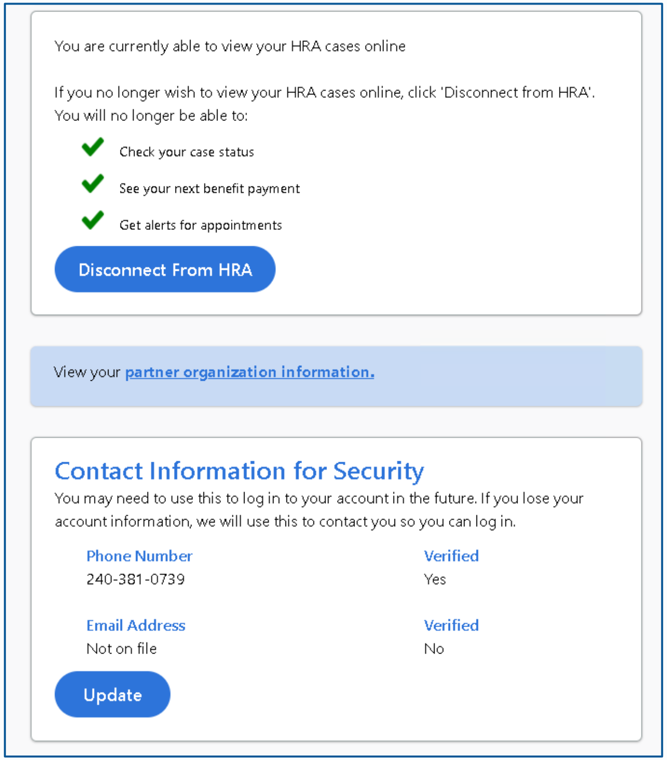
You can update your mailing address by clicking on the check box.

If you choose to update your mailing address, this is what it will look like:



Need to hide your address?

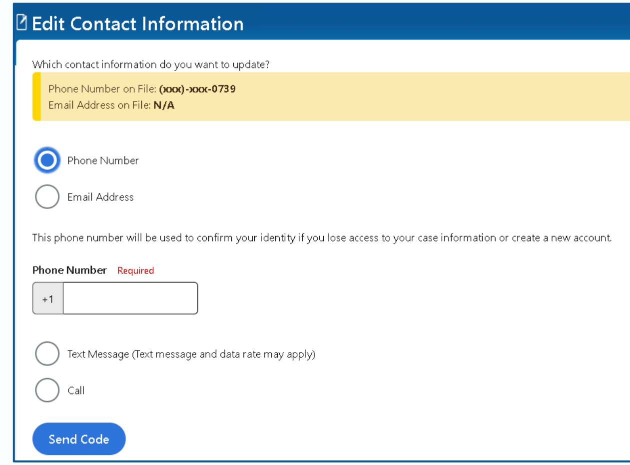
If you would like to hide your address from your online account, you can opt-in to this option here.



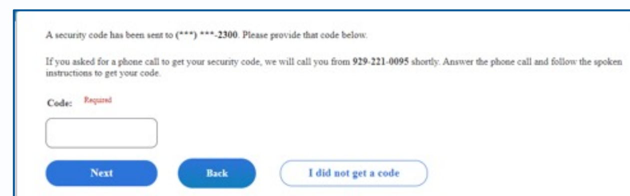
Update Contact Information for Security

At the bottom of your profile, you can choose to add or update your phone number or email address through your profile.

If you lose access to your account or need to create a new account, this phone number / email address will help protect your data.



If you selected "Update' on the Update Contact Information for Security section, you can update a phone number or email address through the user profile. If you lose access to your account or need to create a new account, this phone number / email address will help protect your data.



ACCESS HRA will send a security code to the phone number or email address you provide. This same phone number and email address will be used to receive a code if you need to connect to your benefits from a new account in the future.

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.

Cash Assistance + SNAP + Medicaid & One Shot Deal

Use this option to apply or learn more about Cash Assistance (CA), also known as Public Assistance (PA). This program gives temporary help to adults and children and includes SNAP and Medicaid. You can also use this option to apply separately for a One Shot Deal to get emergency help for rent or utility arrears.

SNAP (Food Stamps) Only

If you want to apply for food stamps only and do not want to apply for the other benefits offered in the Cash Assistance program.

Medicaid and Medicare Savings Program

Clicking 'Apply' will direct you to the Medicaid Application on AHRA. First, you will be directed to a screening page with a few questions to answer to determine if you are eligible to apply for Medicaid or the Medicare Savings Program on ACCESS HRA.

CityFHEPS Renewal

You can now renew your CityFHEPS benefits on ACCESS HRA! Clicking 'Renew' will direct you to the new CityFHEPS online renewal on AHRA. You will then be able to fill out your household's information to extend your case.

Fair Fares NYC

The 'Fair Fares NYC' option will direct you to the Fair Fares portal, where you can apply for a half-price MetroCard.

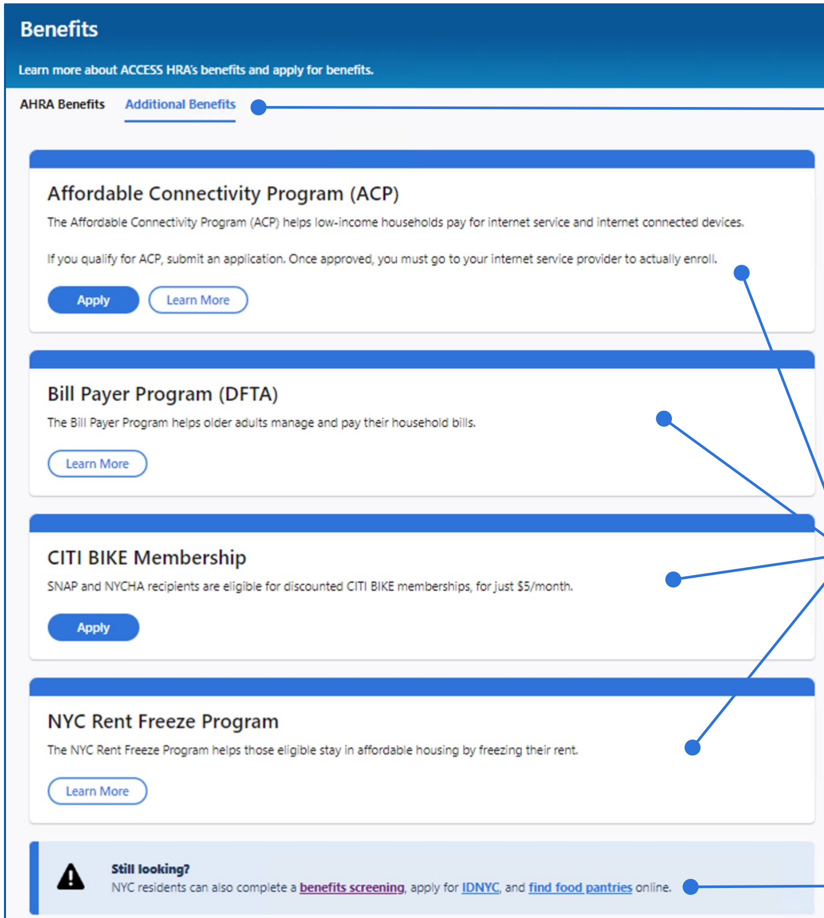
Home Energy Assistance Program (HEAP)

Both the HEAP Regular and HEAP Cooling applications are seasonally available through ACCESS HRA.

Child Support Services

The 'Child Support' option will direct you to download the ACCESS HRA Child Support Mobile App.

Additional Benefits



Additional Benefits
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
- NYC Rent Freeze Program

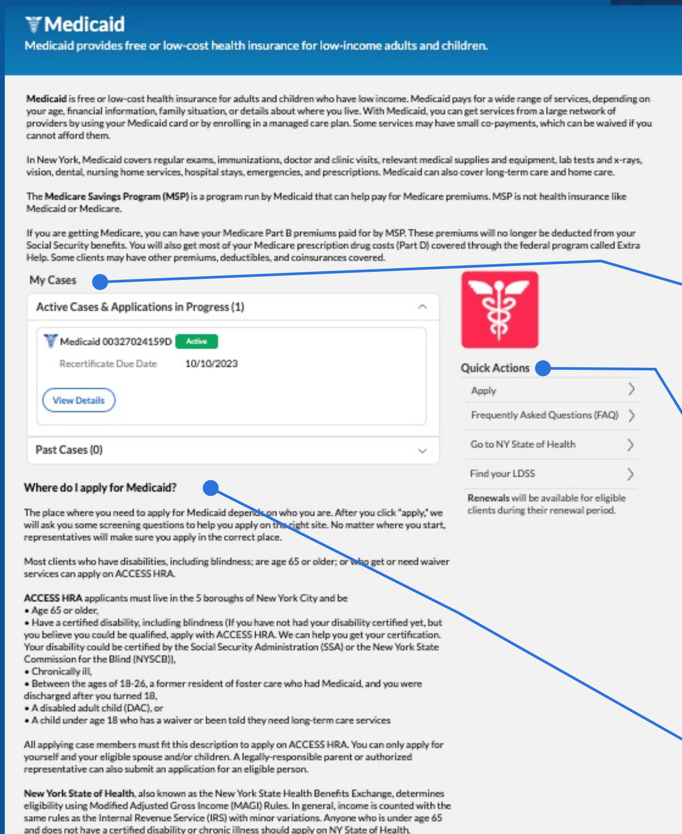
Still Looking?
You can find links to complete a benefits screening, apply for IDNYC, or find local food pantries online.

Benefits

Program Information

Cash Assistance, SNAP, Fair Fares NYC, HEAP, Medicaid, and CityFHEPS 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.



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.

Quick Actions

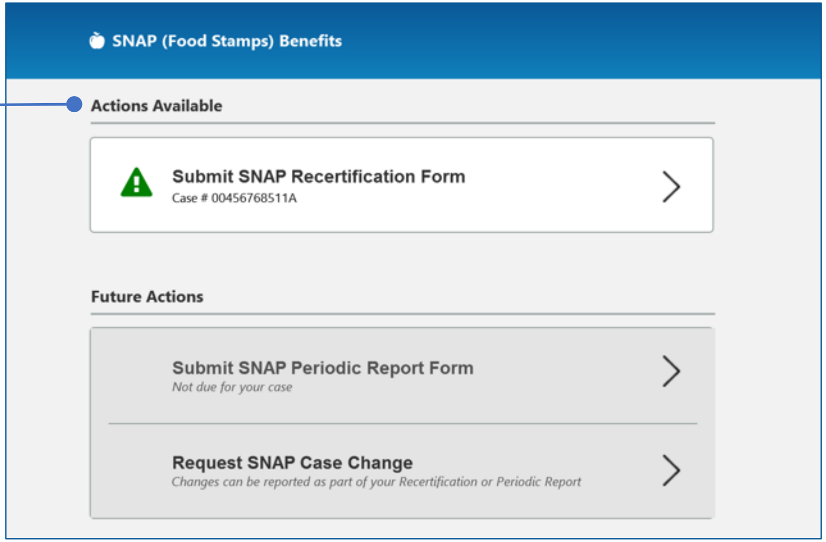
These links are an easy way to take action on your cases and learn more about AHRA benefits.

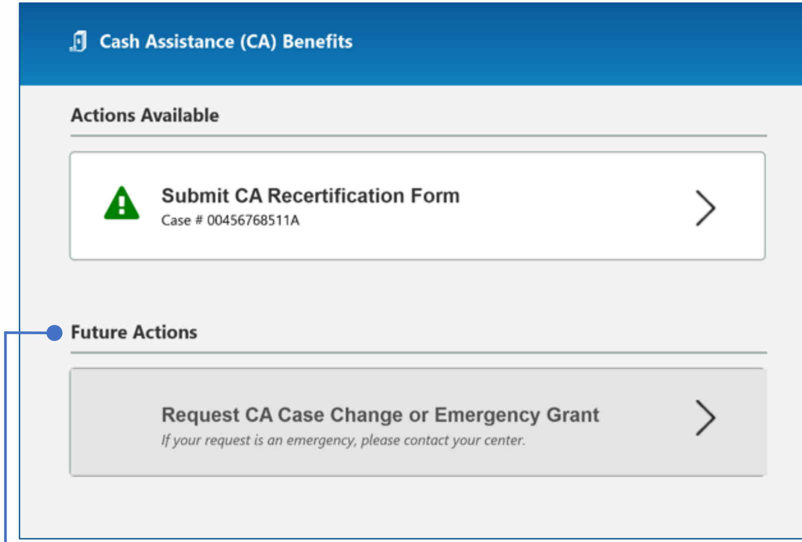
Available links are different for each program and are dependent on whether you have a connected case.

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.

SNAP and Cash Assistance Case Actions





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. AHRA will allow clients to submit a SNAP Recertification if they are 30-days past their recertification authorization date or have a Closed case.

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

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

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'!

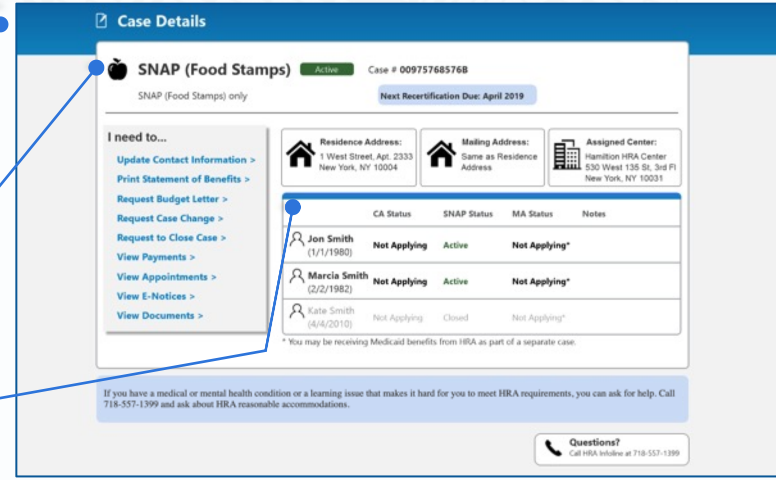
Case Information
Details about your case will be displayed here such as:
- Case Status
- Case Number
- Benefit Program(s)
- Next Recert Date

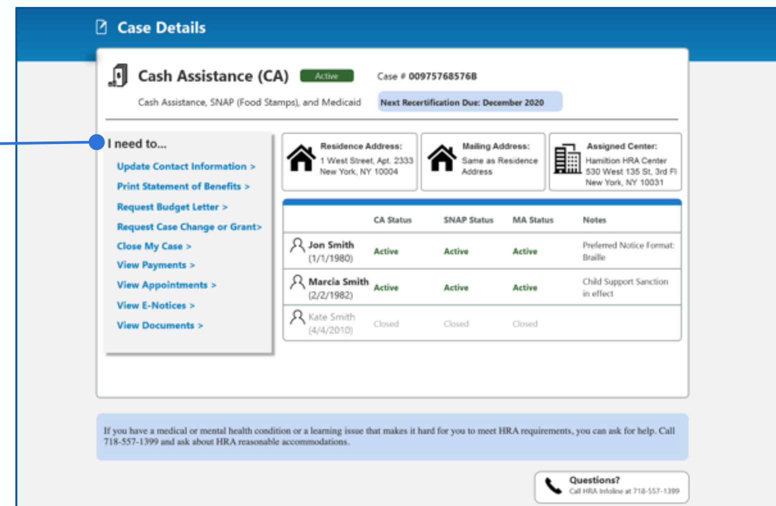
Your Household
Lets you see a list of the people on your case and their current status.

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.

I need to...
A list of actions related to your case will be displayed here.
- 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 be 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.





Your Benefits

Case Information
Details about your case will be displayed here such as:

- Case Number
- Coverage Status
- Next Recert Date/Eligibility End Date
- Surplus Amount (if applicable)

Renewal Alert
When your renewal window opens, you will be alerted and can launch your renewal application from this page.

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
This section lets you see a list of the people on your case.

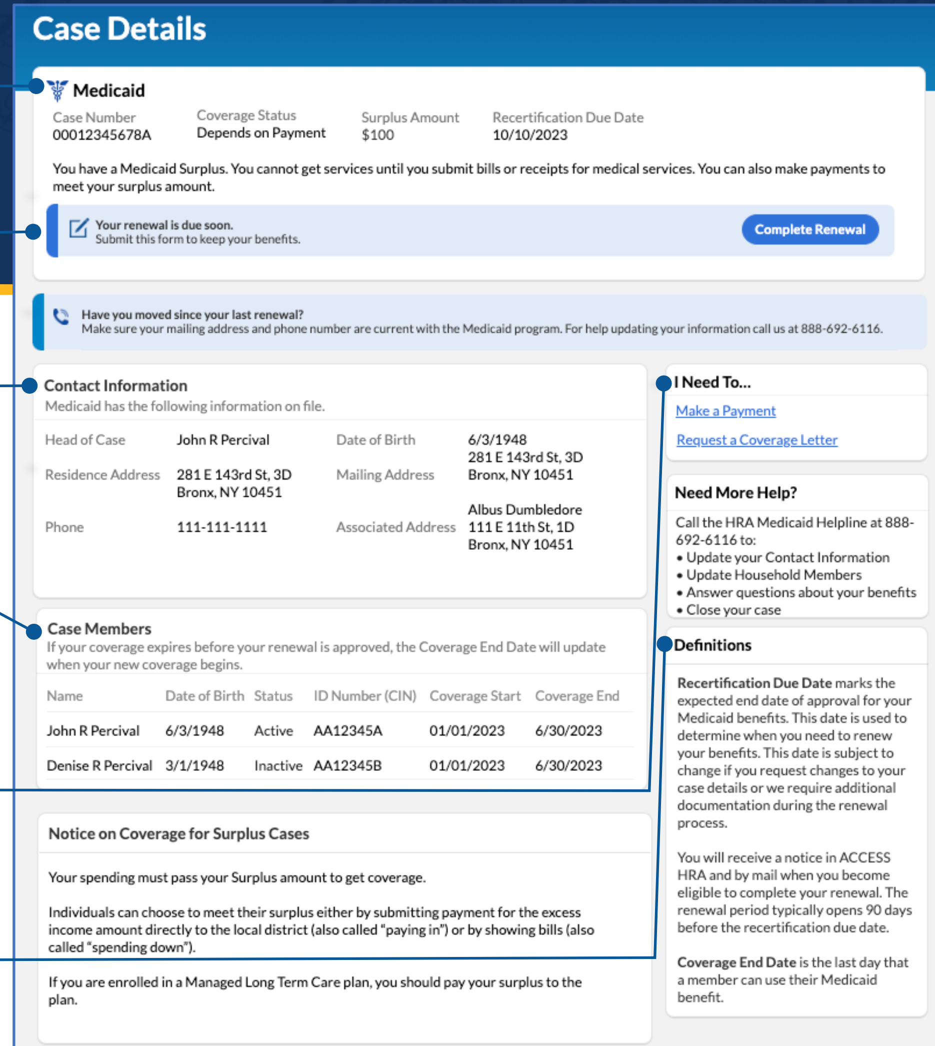
For Medicaid cases, Coverage End is the date that a specific household member's coverage will end. This may differ from the case's recertification due date, which describes the date that you must renew your Medicaid case by.

I need to...
A list of case actions will be displayed here. For Medicaid cases, eligible individuals can:

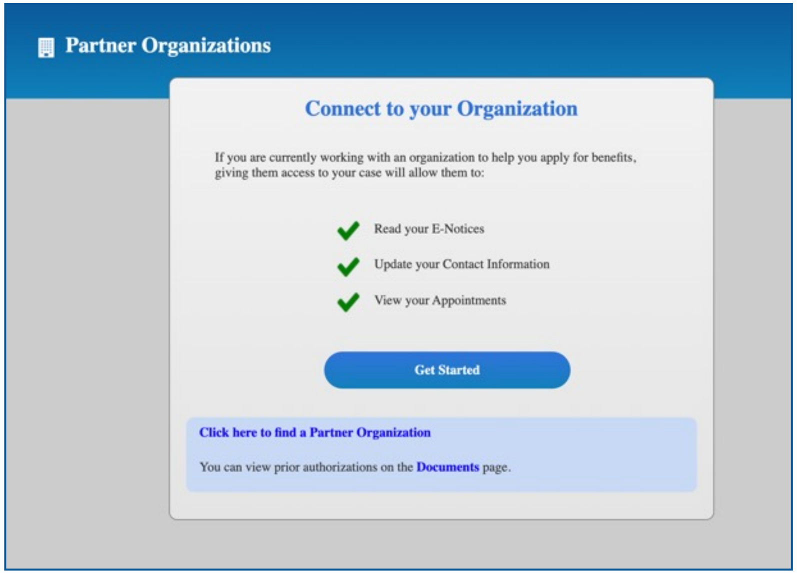
- Make a Payment
- Request a Medicaid Coverage Letter

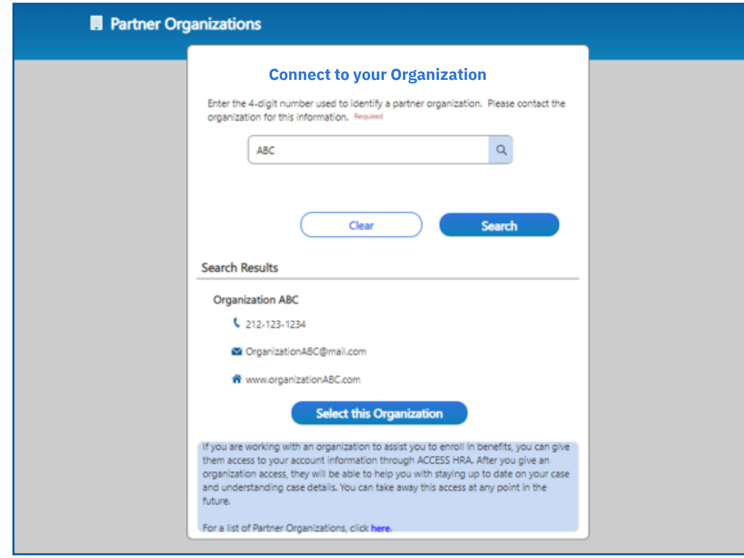
Help & Definitions
View additional actions that can be completed outside of ACCESS HRA and review definitions of terms on this page.

Medicaid Case Details



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.

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’.

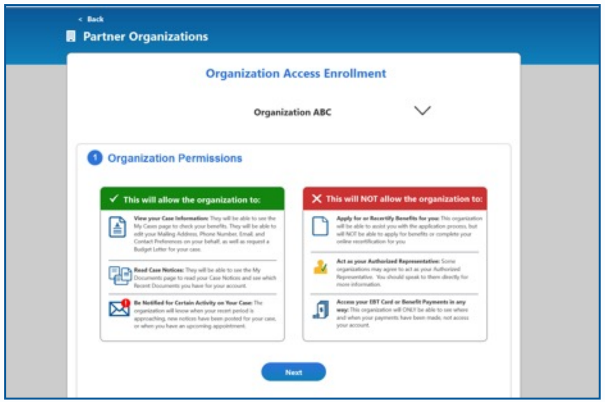
Once you have searched for the partner organization, you can review the search results to confirm that this is the correct organization.

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.

Link to a Partner Organization – Final Steps

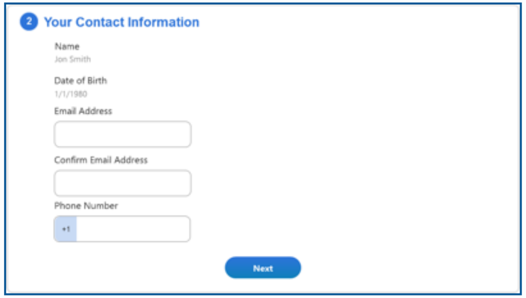
1 Organization Permissions

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

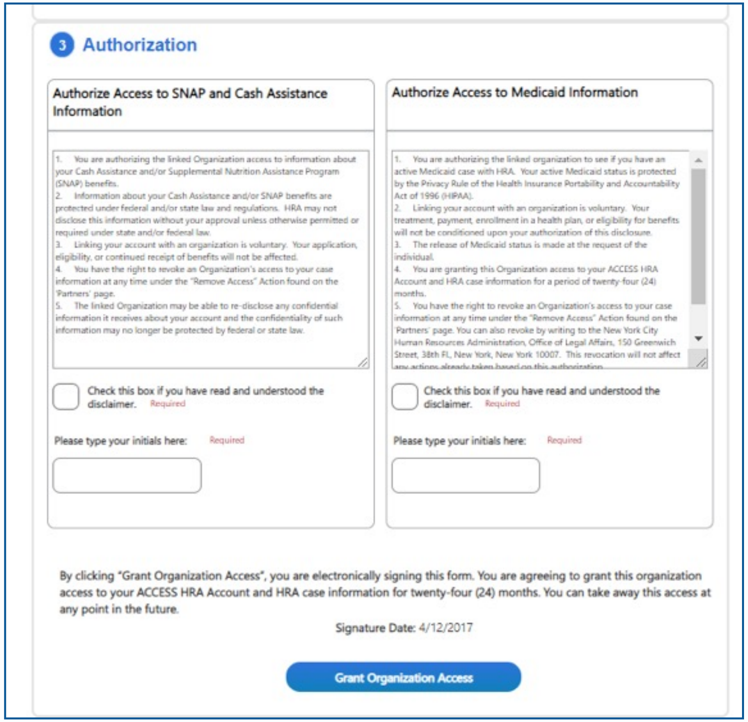
Enter your contact information.



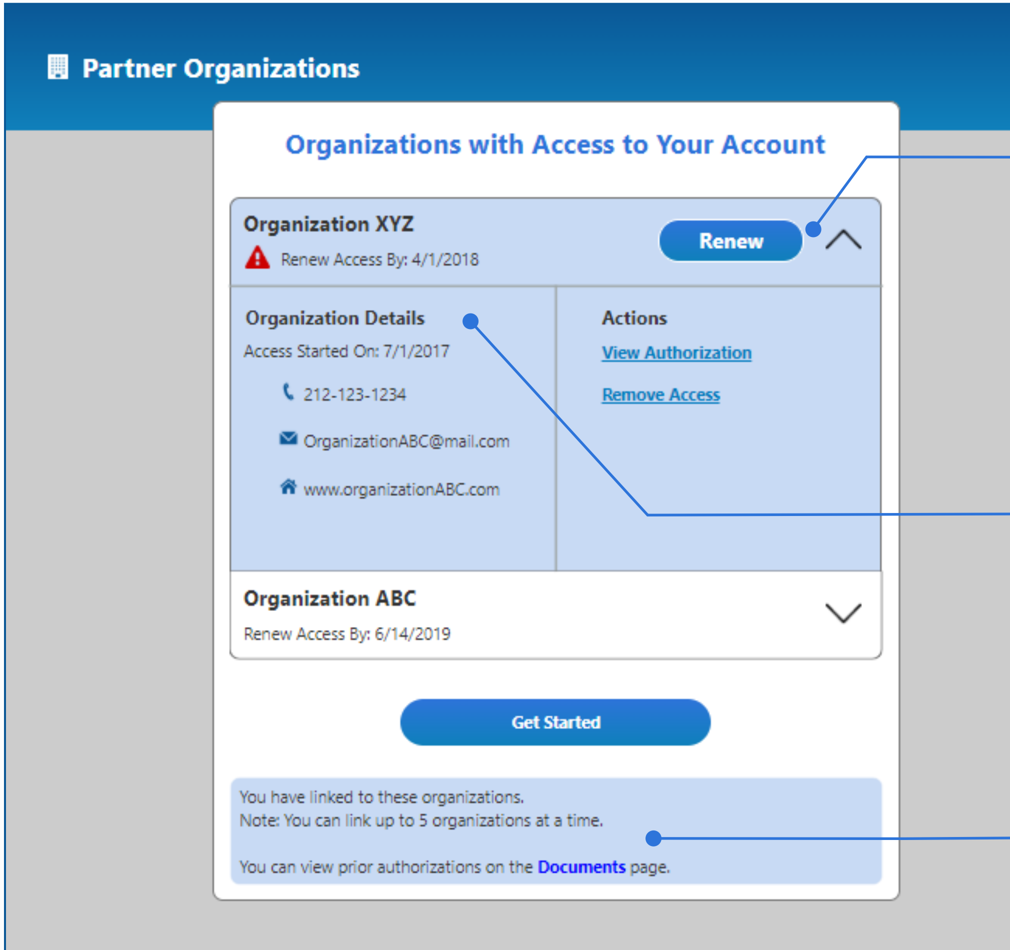
3 Authorization - Disclaimers

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."



Successful Link to a Partner Organization



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.

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.

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:

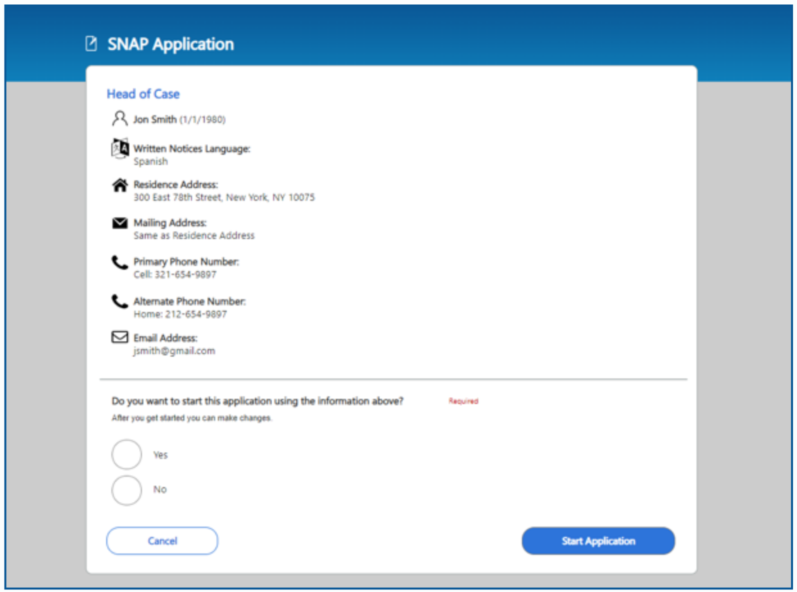
- When you initially grant access to a partner organization
- When you renew access to a partner organization
- When your access is revoked from a partner organization

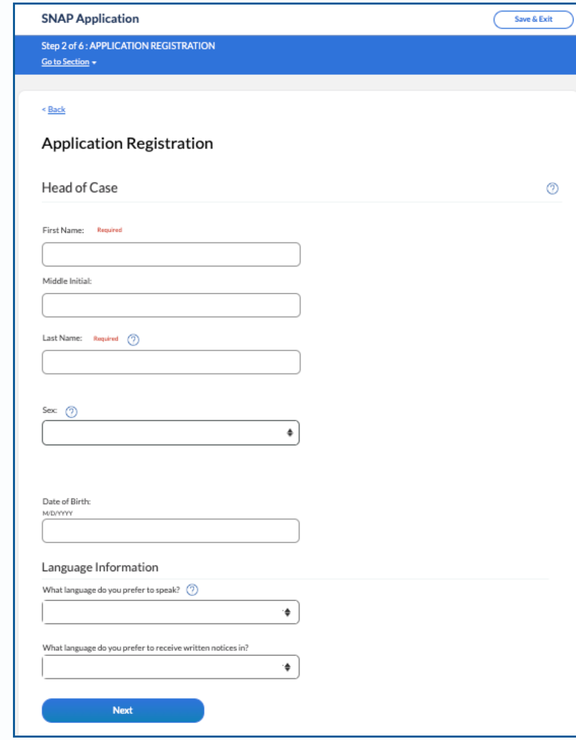
Copies of these Access Agreements can be found in the 'E-Notices' page.

ACCESS HRA

Applications and Recertifications

SNAP (Food Stamps) - Application





Reuse your case information to apply for SNAP

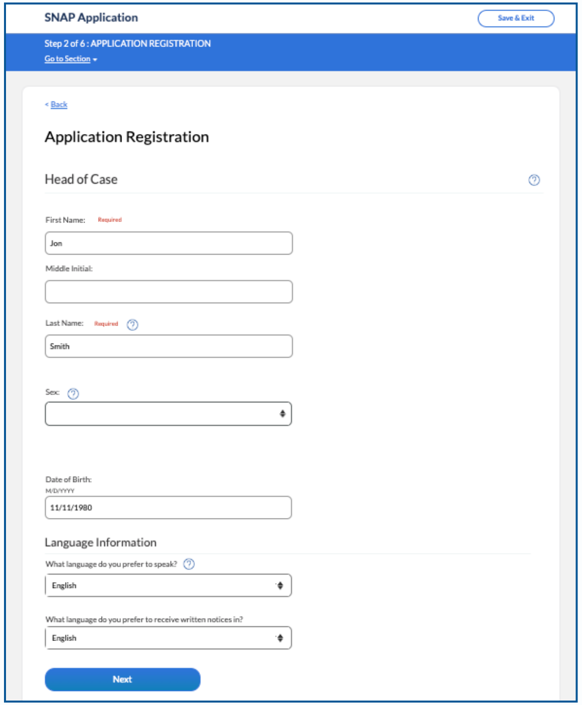
If you have applied for SNAP benefits before, you can reuse some information while starting a new application.

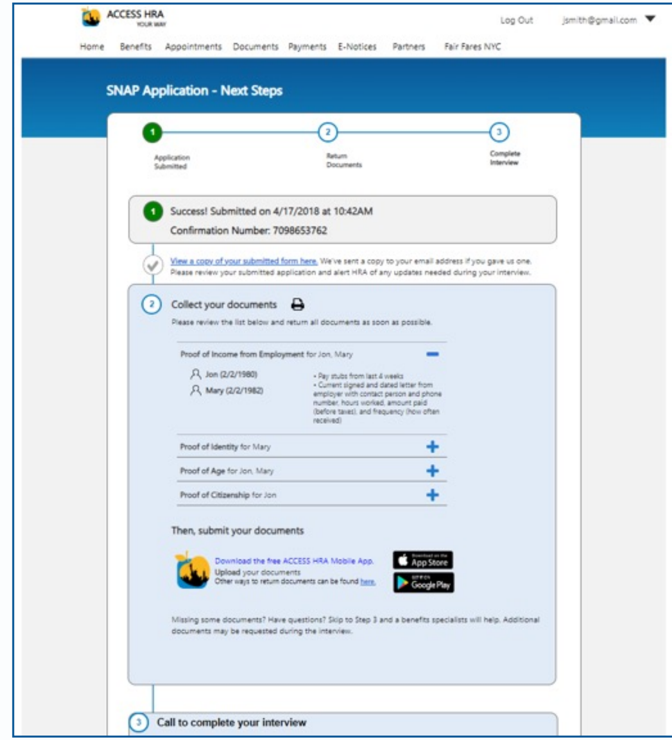
Apply for SNAP

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.





Review and Submit your Application

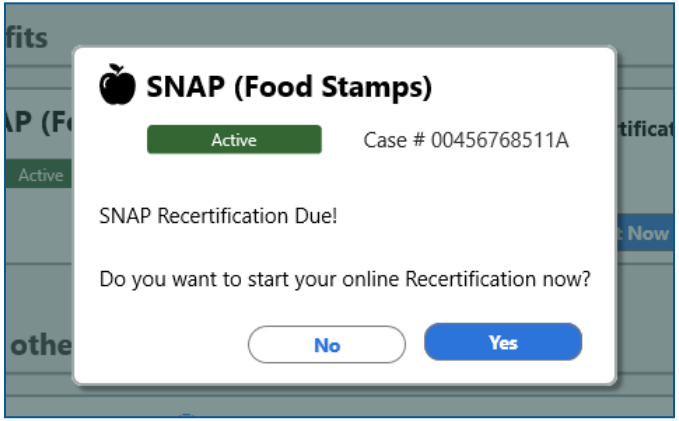
Once you made your selection, some of the application information is already entered for you. Just fill in the rest of questions and submit your application.

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.

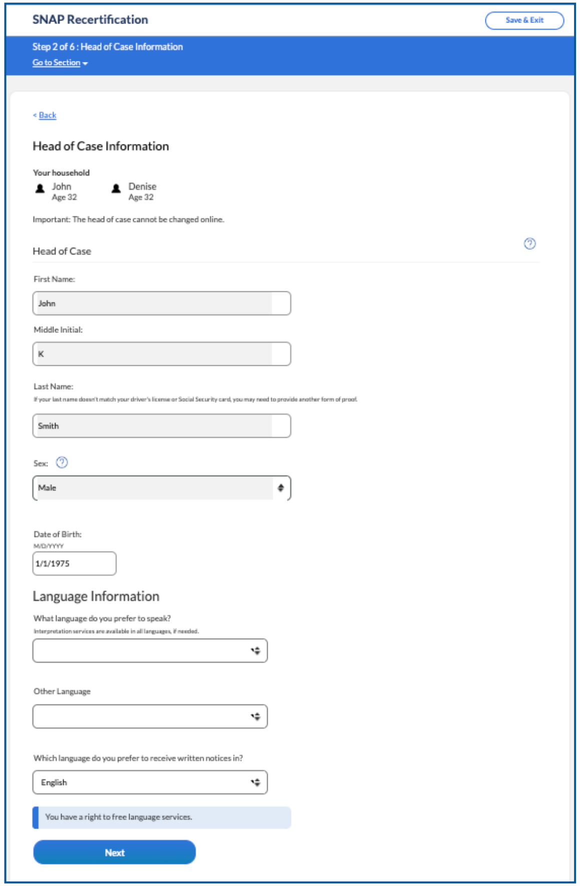
Your next steps will be displayed on the confirmation page. Please note that you can always return to this page by clicking “Next Steps” in the submission alert on your User Home page.

SNAP (Food Stamps) - Recertification



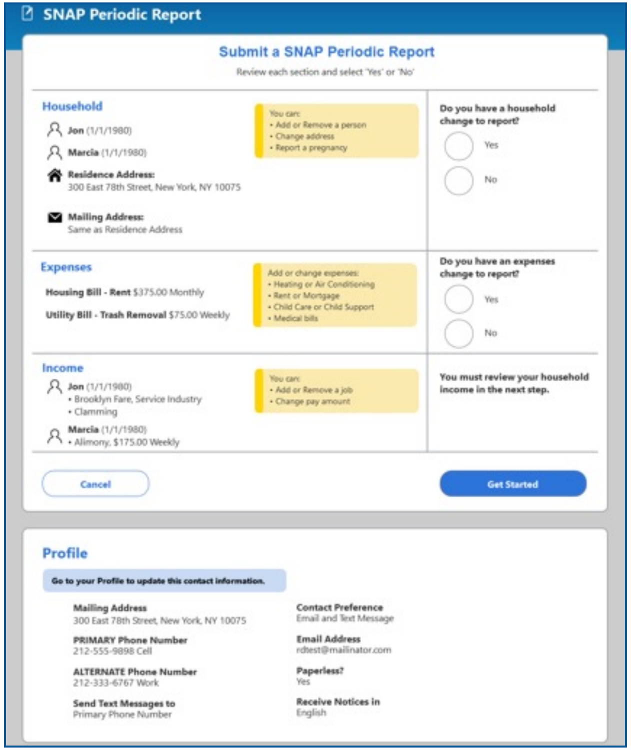
Recertification Due!
As a user who is connected to their HRA case profile, you will be prompted to begin your upcoming recertification when it becomes available. By answering "Yes", you will be taken to a page which allows you to begin the application.

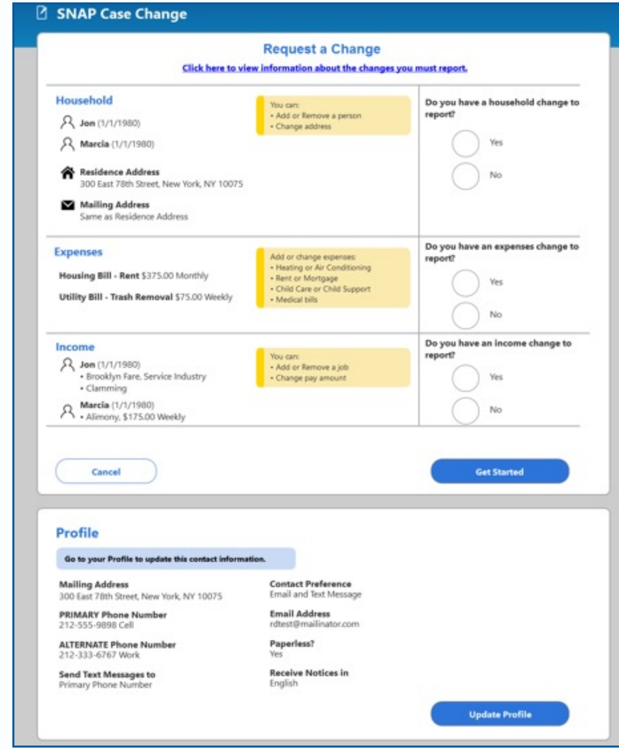
This popup will be shown to you on the 'User Home' page.



Recertify your SNAP Benefits
Through ACCESS HRA you can also submit your recertification for SNAP 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!

SNAP – Periodic Report and 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.

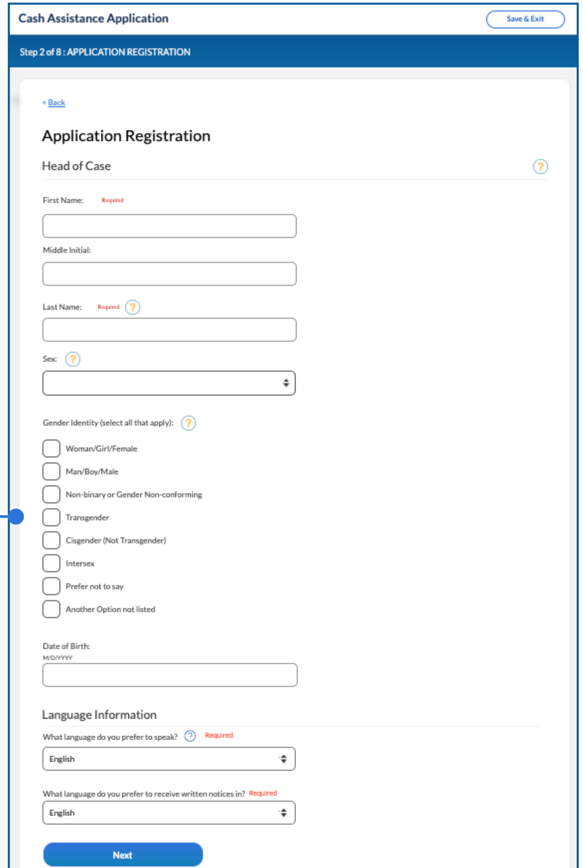
Complete your SNAP Case Change

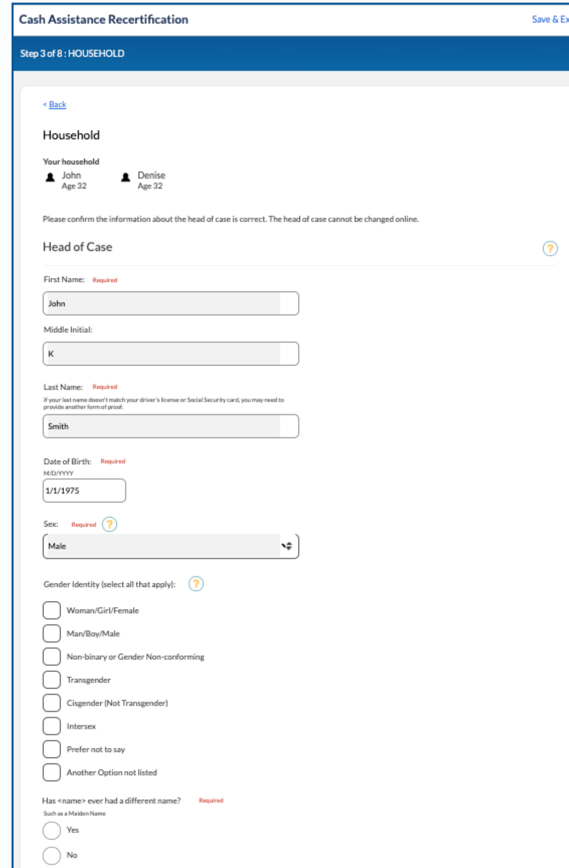
If you are not within your Recertification or Periodic Reporting window, you can submit a change to your SNAP case.

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.

Apply for 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.


Cash Assistance Application
Save & Exit
Step 2 of 8 : APPLICATION REGISTRATION
< Back
Application Registration
Head of Case
First Name: Required
Middle Initial:
Last Name: Required
Sex:
Gender Identity (select all that apply):
Woman/Girl/Female
Man/Boy/Male
Non-binary or Gender Non-conforming
Transgender
Cisgender (Not Transgender)
Intersex
Prefer not to say
Another Option not listed
Date of Birth:
M/D/YYYY
Language Information
What language do you prefer to speak? Required
English
What language do you prefer to receive written notices in? Required
English
Next


Cash Assistance Recertification
Save & Exit
Step 3 of 8 : HOUSEHOLD
< Back
Household
Your household
John Age 32
Denise Age 32
Please confirm the information about the head of case is correct. The head of case cannot be changed online.
Head of Case
First Name: Required
John
Middle Initial:
K
Last Name: Required
If your last name doesn't match your driver's license or Social Security card, you may need to provide another form of proof.
Smith
Date of Birth: Required
M/D/YYYY
1/1/1975
Sex: Required
Male
Gender Identity (select all that apply):
Woman/Girl/Female
Man/Boy/Male
Non-binary or Gender Non-conforming
Transgender
Cisgender (Not Transgender)
Intersex
Prefer not to say
Another Option not listed
Has <name> ever had a different name? Required
Such as a Maiden Name
Yes
No

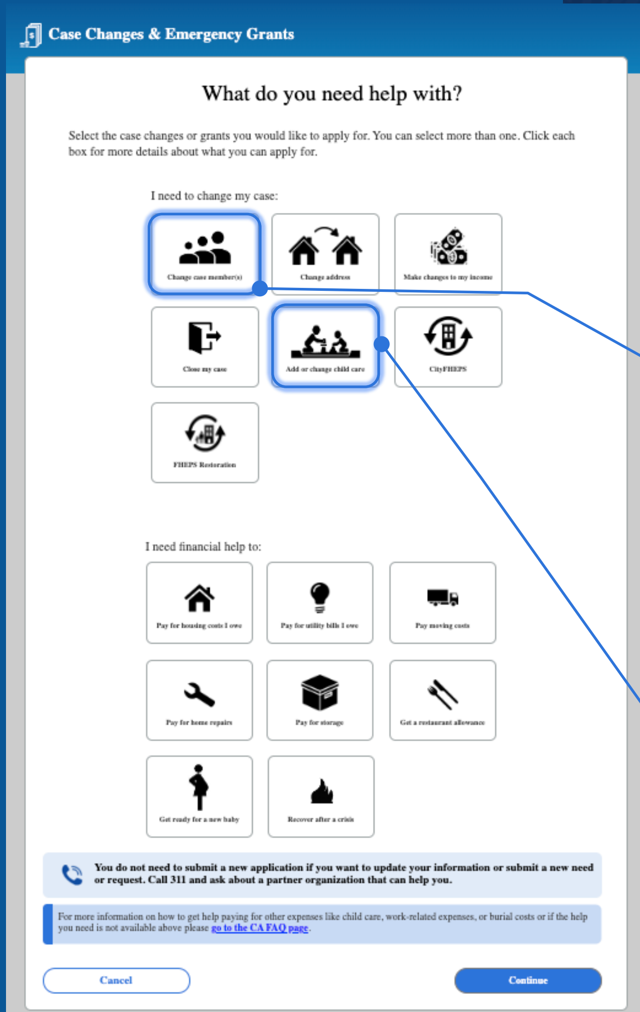
Recertify your Cash Assistance Benefits

Through ACCESS HRA you can also submit your recertification for 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!

Cash Assistance

Submit a Case Change or Emergency Grant Request

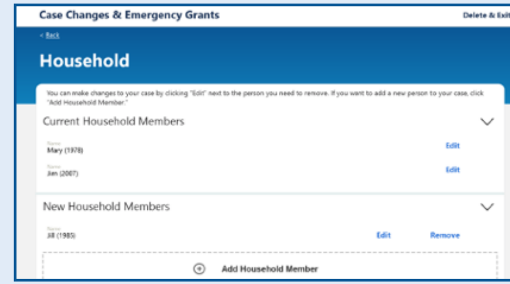


Clients receiving Cash Assistance benefits can request a Case Change or Emergency Grant online. Case Change requests can include updates to residence address, household income, removal of a household member, case closure, and/or adding or changing childcare. Emergency Grant requests include benefits 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.

Add or Change Child Care Request

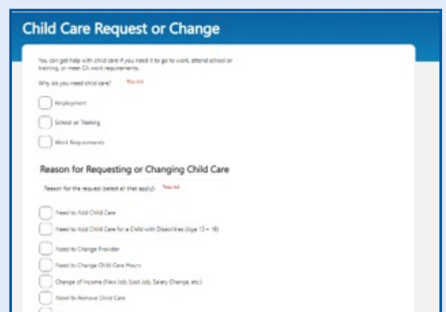
Adding or removing a person from your case, you must provide answers to the questions presented, such as reason for removal or when the person joined the household.

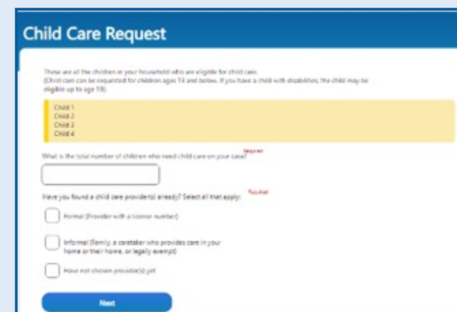
Adding a person to your case: You can add a newborn, child, or adult to your case. For newly added person to your case, you can request furniture, and provide income details this household member receives.



Adding or Changing Child Care Request

To add or change childcare benefits to your case, you must provide answers to the questions presented, such as the reason for adding or removing childcare, the type of childcare requested and entering your current work schedule.

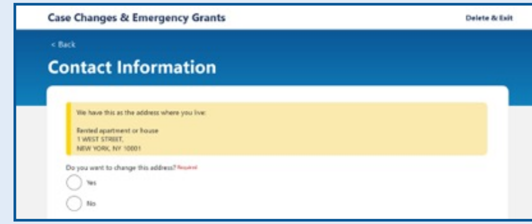




More Case Change Options

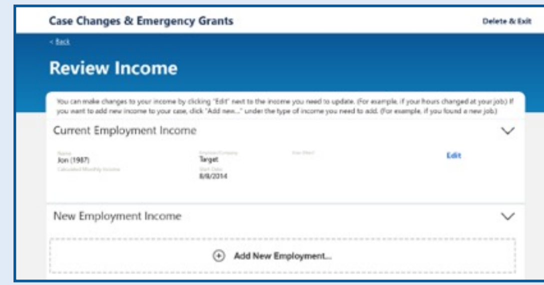
Residential Address Change Request

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.



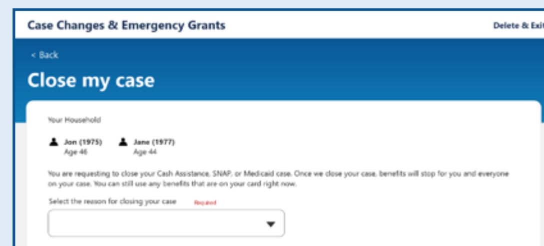
Income Change Request

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.



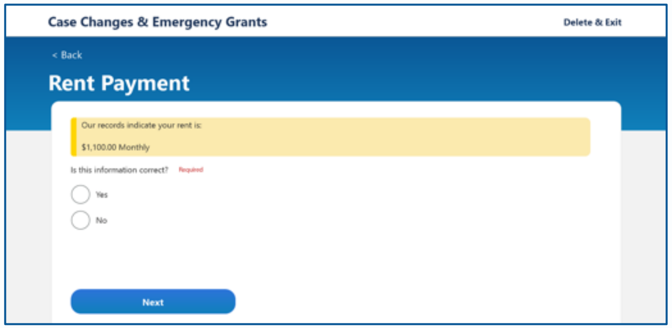
Help with CityFHEPS and FHEPS

Clients who receive Cash Assistance can download the CityFHEPS modification form to report a change in their rent, household, or income. They can also select to restore FHEPS to their case.

Cash Assistance Emergency Grants (One Shot Deals)

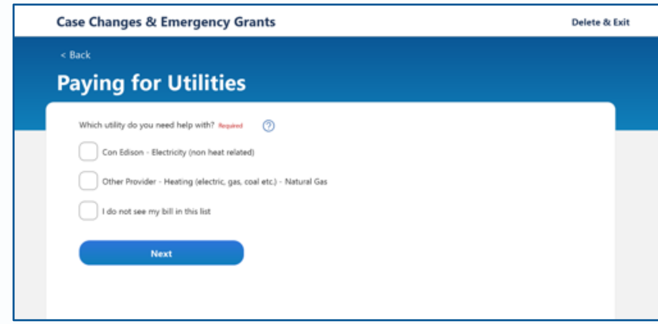
Housing Costs Assistance

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.



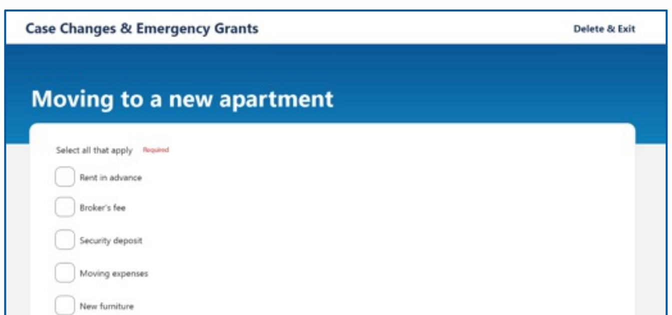
Utility Bills Assistance

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.



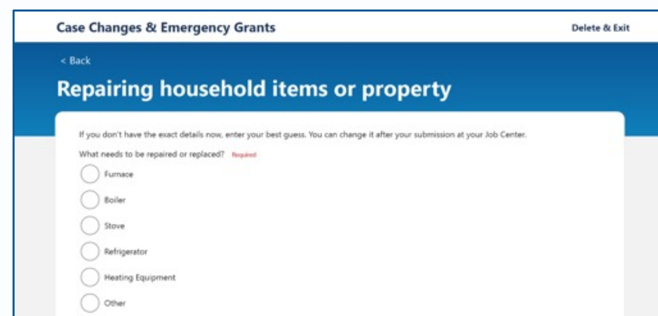
Moving Costs Assistance

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.



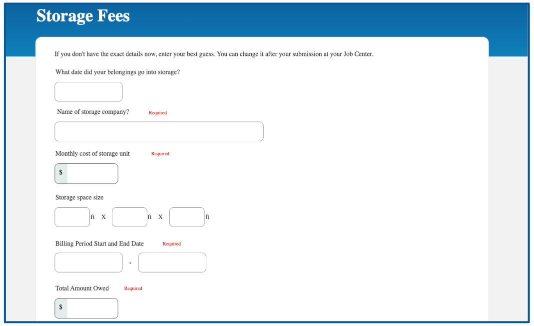
Home Repairs Assistance

You can request assistance with repairing property or essential household items. In this request, you can provide information about items that need repairing or replacing, the reason you need assistance, and any estimates you have already received for the repair.



Storage Fees Assistance

You can request assistance with new or existing storage unit fees. In this request, you can provide information about the reason for the storage, when the storage is needed by, the storage space needed, the location of the storage unit, and the cost of the unit.



Storage Fees

If you don't have the exact details now, enter your best guess. You can change it after your submission at your Job Center.

What date did your belongings go into storage?

Name of storage company? Required

Monthly cost of storage unit Required

$

Storage space size

ft X ft X ft

Billing Period Start and End Date Required

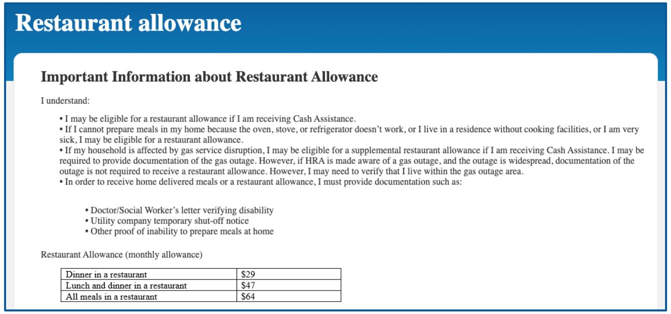
-

Total Amount Owed Required

$

Restaurant Allowance

You can request a restaurant allowance if you cannot prepare food at home at this time. This may be due to kitchen appliances not working, living in a residence without cooking facilities, being unhoused or living in a shelter, a utilities shutoff, or a debilitating illness.



Restaurant allowance

Important Information about Restaurant Allowance

I understand:

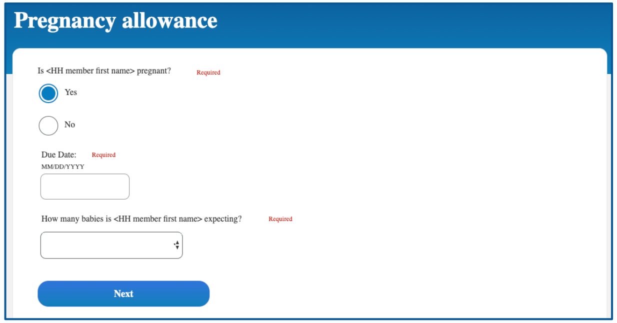
- I may be eligible for a restaurant allowance if I am receiving Cash Assistance.
- If I cannot prepare meals in my home because the oven, stove, or refrigerator doesn't work, or I live in a residence without cooking facilities, or I am very sick, I may be eligible for a restaurant allowance.
- If my household is affected by gas service disruption, I may be eligible for a supplemental restaurant allowance if I am receiving Cash Assistance. I may be required to provide documentation of the gas outage. However, if HRA is made aware of a gas outage, and the outage is widespread, documentation of the outage is not required to receive a restaurant allowance. However, I may need to verify that I live within the gas outage area.
- In order to receive home delivered meals or a restaurant allowance, I must provide documentation such as:
  - Doctor/Social Worker's letter verifying disability
  - Utility company temporary shut-off notice
  - Other proof of inability to prepare meals at home

Restaurant Allowance (monthly allowance)

Dinner in a restaurant	$29
Lunch and dinner in a restaurant	$47
All meals in a restaurant	$64

Pregnancy Allowance

If you are expecting a baby, you can request funds to help pay for baby supplies. You may be eligible to receive this additional payment from month 4 of the pregnancy until the baby is born. You will have to provide the due date and number of babies expected.



Pregnancy allowance

Is <HH member first name> pregnant? Required

Yes

No

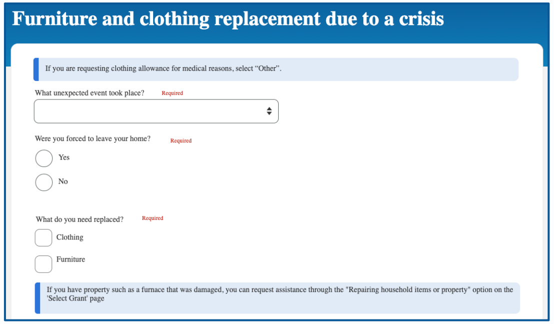
Due Date: Required
MM/DD/YYYY

How many babies is <HH member first name> expecting? Required

Next

Assistance to Recover After a Crisis

If you experienced an unexpected event that damaged your property, such as a fire, flood or natural disaster, you can request an allowance to help replaced your belongings. You can use these funds to purchase furniture, appliances, or clothing.



Furniture and clothing replacement due to a crisis

If you are requesting clothing allowance for medical reasons, select "Other".

What unexpected event took place? Required

Were you forced to leave your home? Required

Yes

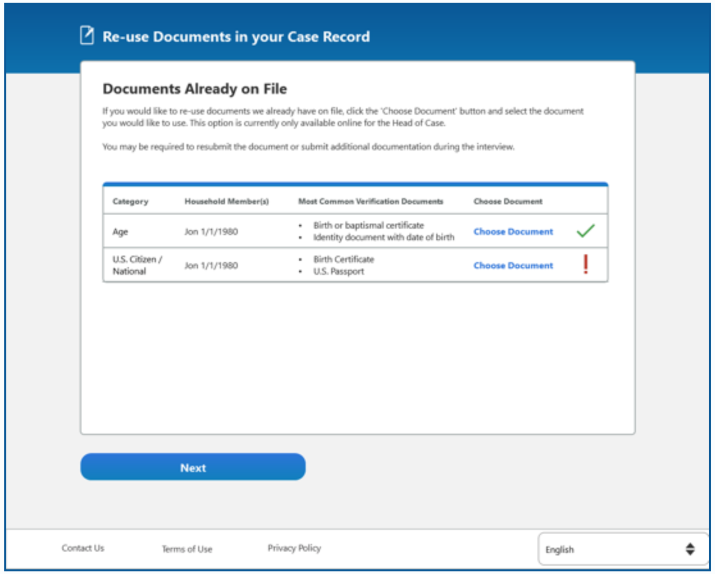
No

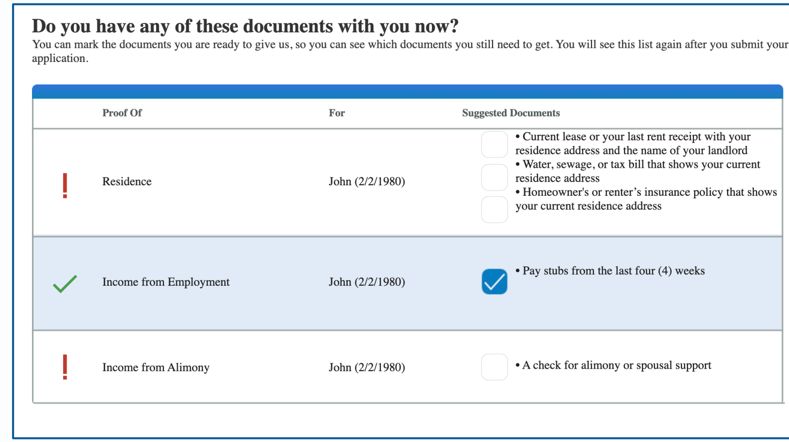
What do you need replaced? Required

Clothing

Furniture

If you have property such as a furnace that was damaged, you can request assistance through the "Repairing household items or property" option on the 'Select Grant' page





Re-use Documents for Identity, Age, or U.S. Citizenship

You can select documents that HRA already has on file from your last 60 days of uploads for the head of case to accompany your SNAP, Cash Assistance, or HEAP 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 the Documents you want to Reuse

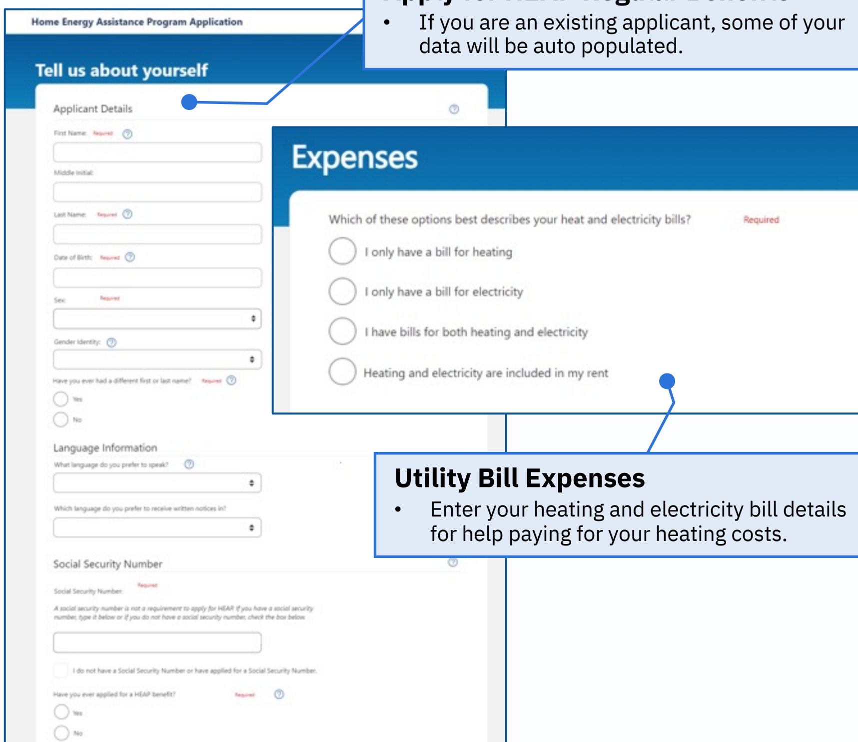
The documents available for reuse will be displayed once you click on the 'Choose Document' button. You will not be able to view the content of the document itself, but you can see the type of document.

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.

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.

Apply for HEAP Regular Benefits

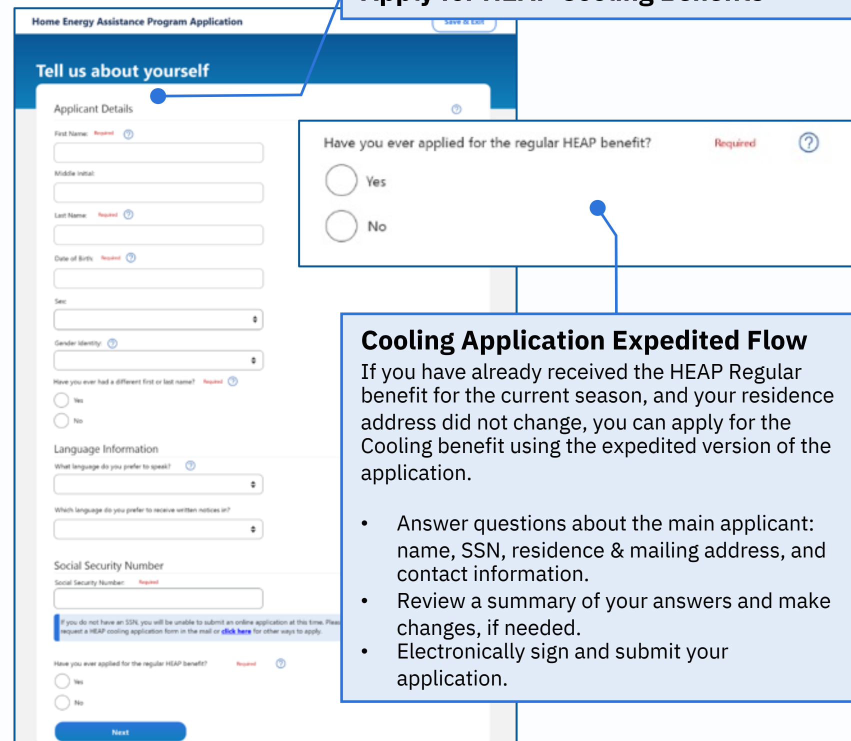
- If you are an existing applicant, some of your data will be auto populated.



Utility Bill Expenses

- Enter your heating and electricity bill details for help paying for your heating costs.

Apply for HEAP Cooling Benefits



Cooling Application Expedited Flow

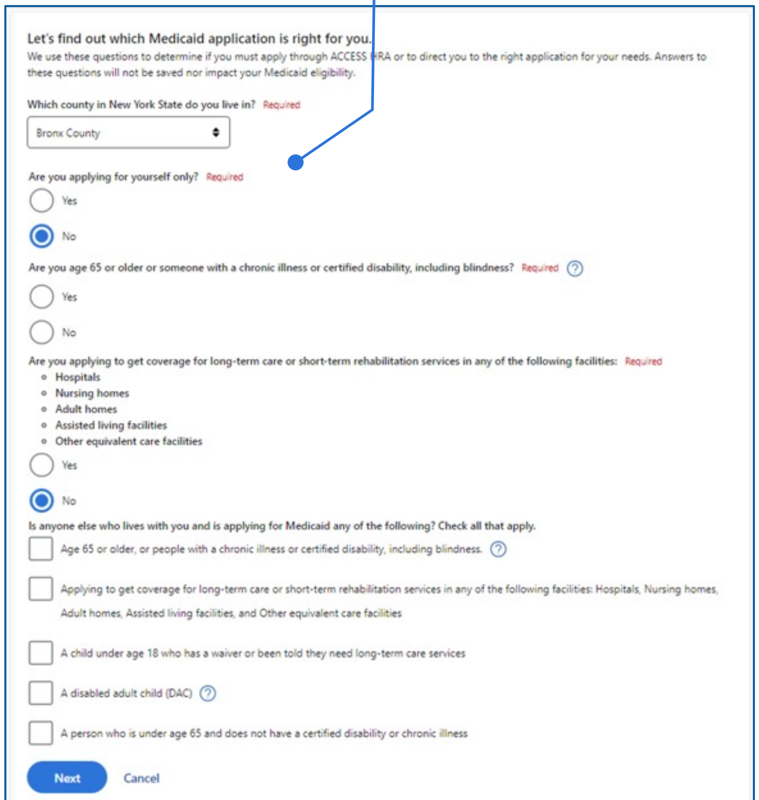
If you have already received the HEAP Regular benefit for the current season, and your residence address did not change, you can apply for the Cooling benefit using the expedited version of the application.

- 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.

Medicaid Pre-Application Screener

Getting Started with the Screener

The first step is to answer a few questions to confirm where you should apply. After clicking "Next", AHRA will let you know where you and your family members should apply.



Apply via ACCESS HRA

If you can apply on ACCESS HRA, you will see an expandable list of available AHRA applications and a green checkmark for "ACCESS HRA" as shown here.

Medicaid applications include
- Medicaid Application
- Medicare Savings Program (MSP)

MSP will reimburse eligible clients' Medicare premiums

Select the appropriate application for you and click "Start".

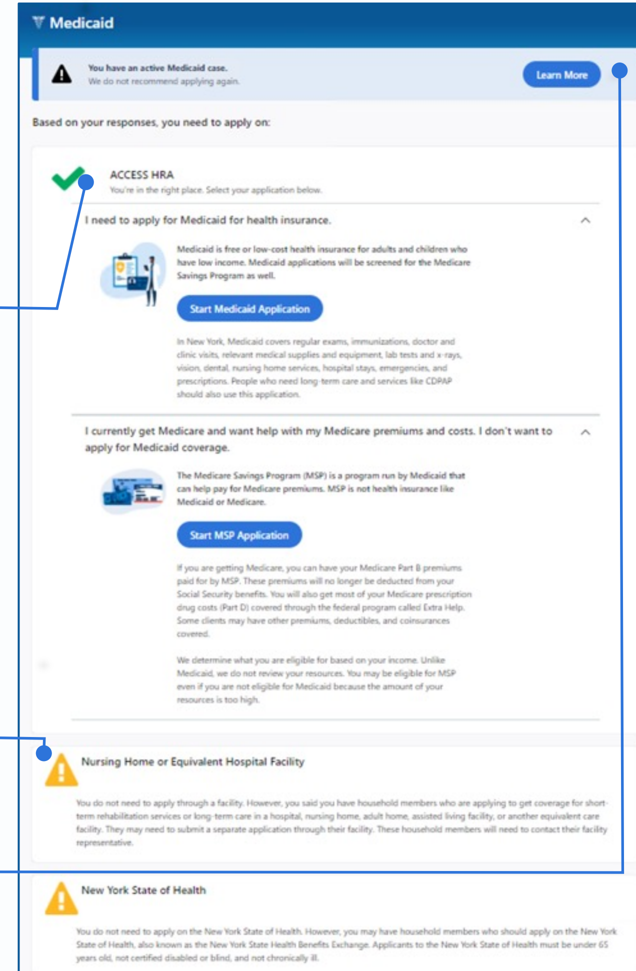
You or anyone in your household who is applying for Medicaid should apply via ACCESS HRA if you/they are:
- Aged 65 or older
- Chronically ill
- Have a certified disability
- Legally blind

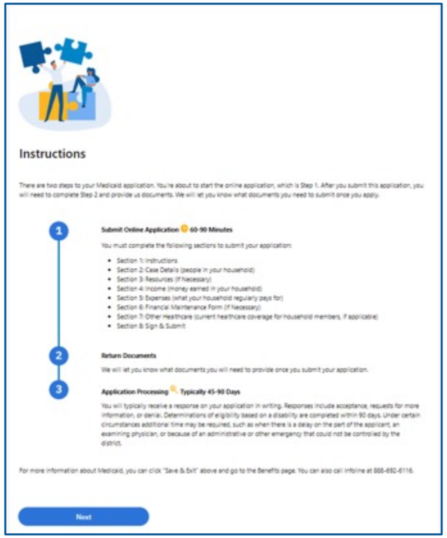
Application Re-direct

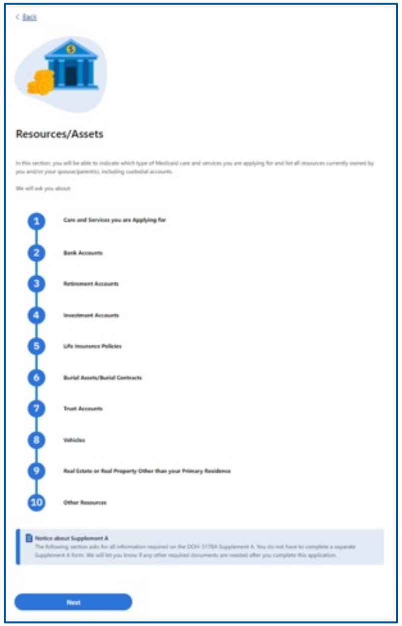
You or some members of your household may have to apply elsewhere, such as the New York State Exchange or an in-patient facility. This information will be provided.

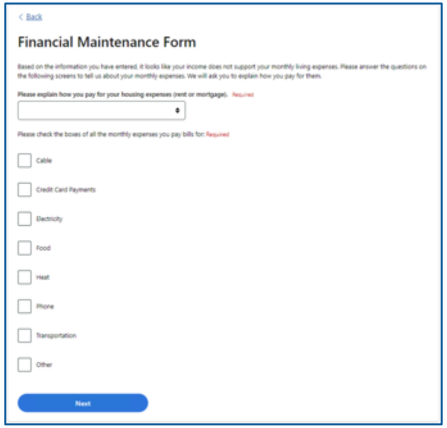
Active Medicaid Case

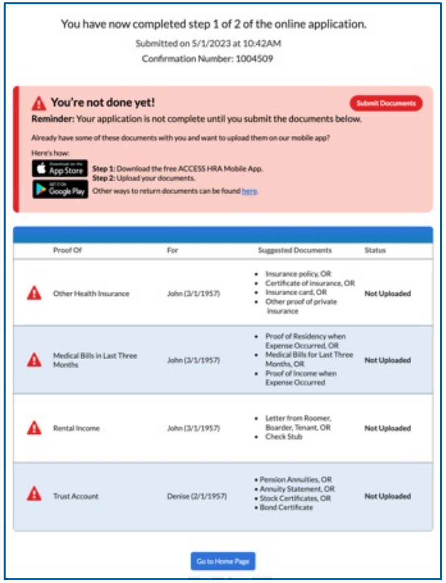
We will notify you if you have an active Medicaid case, as we recommend you do not apply again.











Apply for Medicaid

Clients who are disabled, chronically ill, legally blind, or aged 65 and older will now be able to apply for Medicaid on ACCESS HRA! You will have to provide information about your household, resources, income, expenses, and other healthcare policies.

Supplement A/Resources

The Supplement A form (DOH-5178A) for reporting resources is included in the online application. If you need to complete this form, these questions will automatically be shown.

You do **not** need to submit this form separately.

Financial Maintenance Form

The Financial Maintenance Form (DOH-4443) is also included in the online application. If your income does not support your monthly living expenses, these questions will automatically be shown.

You do **not** need to submit this form separately.

Confirmation and Documents

The Confirmation Page is shown after you submit your application and provides your confirmation number as well as next steps. Submitting the application online is step 1 of 2. If you do not submit all your documents, your application will most likely be deferred. A list of the documents you may need to upload is provided on the confirmation page. We need these to confirm your answers.

Medicare Savings Program (MSP) Application

< Back

Instructions

There are two steps to the Medicare Savings Program application. You're about to start the online application, which is Step 1. After you submit this application, you will need to complete Step 2 and provide us documents. We will let you know what documents you need to submit once you apply.

1. **Submit Online Application**

   You must complete the following sections to submit your application.
   - Section 1: Introduction
   - Section 2: Case Details
   - Section 3: Income & Expenses
   - Section 4: Other Healthcare
   - Section 5: Sign & Submit

2. **Return Documents**

   We will let you know what documents you will need to provide once you submit your application.

Questions? For more information about the Medicare Savings Program, you can click "Save & Exit" above and go to the Benefits page. You can also call Infoline at 888-692-6116.

Next

Apply for MSP

Clients who are disabled, chronically ill, legally blind, or aged 65 and older will now be able to apply for MSP on ACCESS HRA! You will have to provide information about your household, income, expenses, and other healthcare policies.

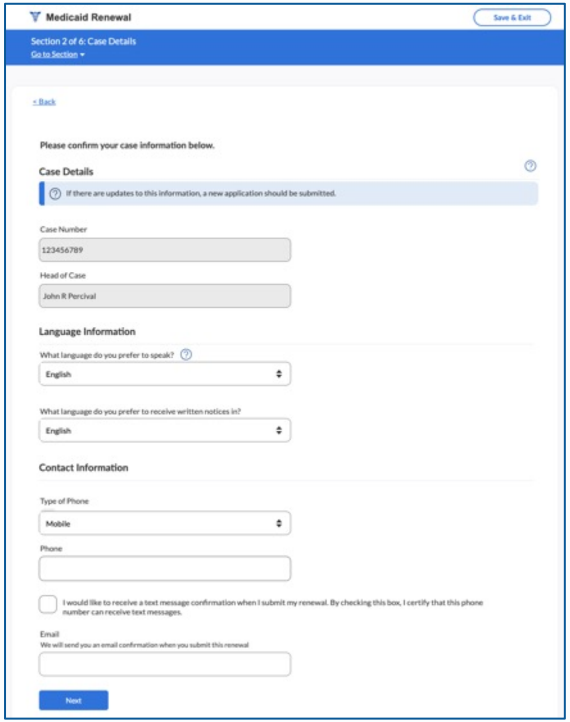
When to Apply for MSP

You can apply online for the Medicare Savings Program on ACCESS HRA. Medicaid applications will be screened for the Medicare Savings Program as well. If you do not want to be screened for Medicaid coverage, you can apply separately.

What makes you eligible for MSP?

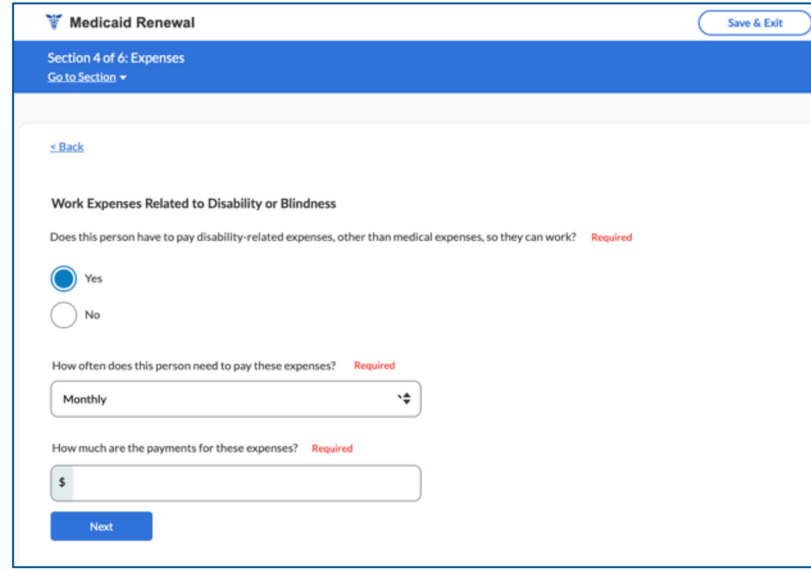
We determine what you are eligible for based on your income. Unlike Medicaid, we do not review your resources. You may be eligible for MSP even if you are not eligible for Medicaid because the amount of your resources is too high.

Medicaid (MA) Renewal



Submit your Medicaid Renewal Online

- Answer questions about your household, income, expenses, and other health insurance policies you may have.
- Review a summary of your answers and add, edit, or remove any, if needed.
- Electronically sign and submit your renewal before providing any necessary documents.

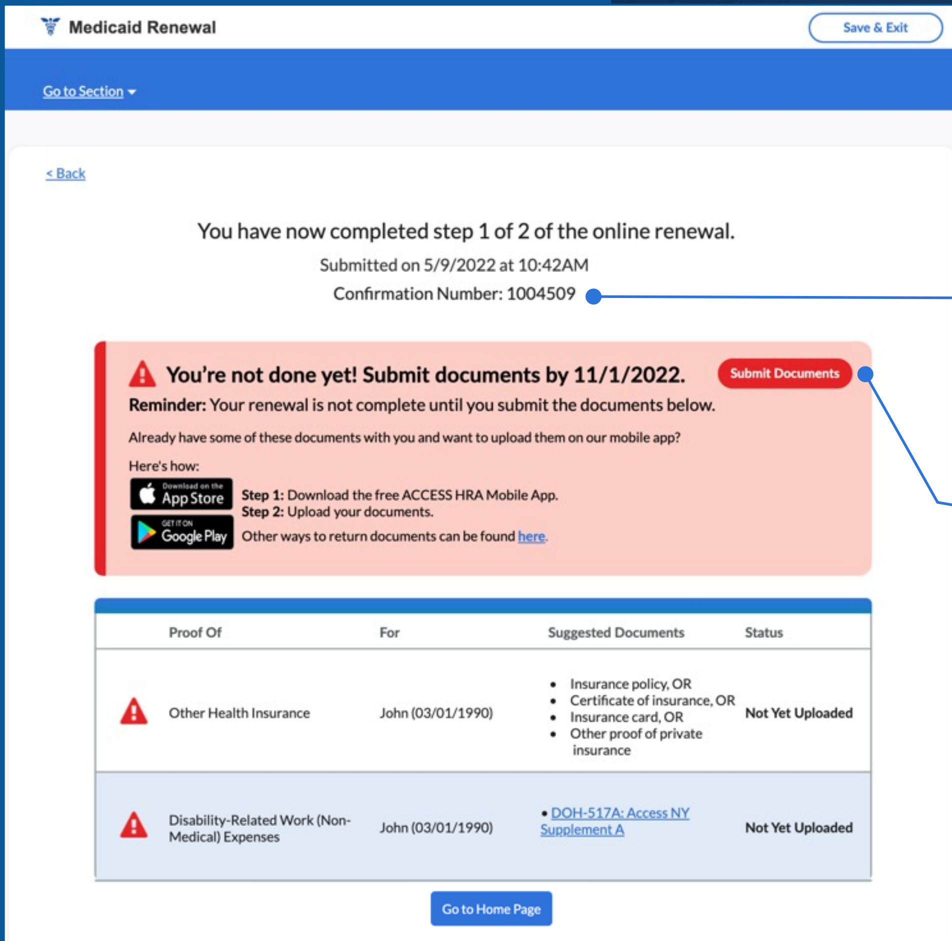


Disabled, Aged, and Blind Individuals

If you have a disability and normally fill out the MAP-909E paper renewal form, you will have to answer a few additional questions.

- Answer all the same questions as the other renewal, but also provide any resources and/or additional expenses related to the case member with a disability.
- Provide any newly disabled or chronically ill case members since your previous renewal.
- Electronically sign and submit your renewal before providing any necessary documents.

Submission



The Confirmation Page is shown after you submit your online Medicaid application or renewal and provides your confirmation number as well as next steps.

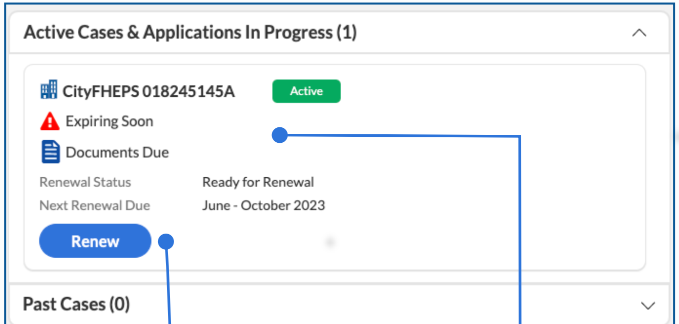
Confirmation Number

Don't Forget to Submit your Documents!
Submitting the application or renewal online is step 1 of 2. If you do not submit all your documents, your renewal will most likely be deferred.

A list of the documents you may need to upload is provided on the confirmation page. We need these to confirm your answers.

This document list can also be accessed on the Document tab and the AHRA Mobile App, where you can upload these documents.

New! CityFHEPS Renewal



CityFHEPS Renewal!

CityFHEPS has joined the ACCESS HRA family of New York City benefit programs. Clients with CityFHEPS cases can now complete their annual renewal online via AHRA.

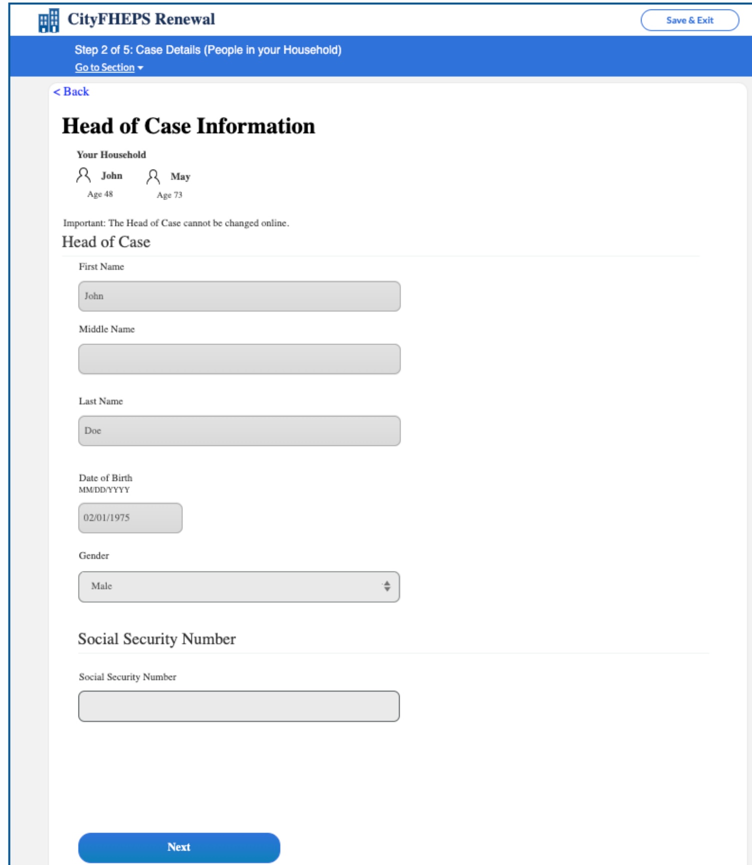
Clients who are in their renewal window can launch the AHRA renewal application via the new CityFHEPS case card found on the User Homepage. Simply click 'Renew' when the time comes to begin your renewal.

A Snapshot of your Case Information

You can find key information regarding your CityFHEPS case and renewal on the AHRA homepage and the CityFHEPS Benefits page.

On this case card you can view a summary of your case status, document status, renewal status, and renewal due date.

CityFHEPS will let you know here if your renewal window is open, if it is being reviewed, or if no action is needed.



Renew your CityFHEPS Benefits

Through ACCESS HRA you can also submit your renewal for CityFHEPS online.

Your existing information will be pre-filled into the online form for you, saving you time while completing your renewal.

Prepare for your Online Renewal

For your CityFHEPS renewal, you will answer questions about your household, income, and rent expenses you may have.

During the renewal, you can review a summary of your answers and add, edit, or remove any, if needed.

You will then electronically sign and submit your renewal before providing any necessary documents.

New! CityFHEPS

Good Cause

CityFHEPS Renewal

Save & Exit

Step 2 of 5: Case Details (People in your Household)

Go to Section

< Back

Application for an Additional Year of CityFHEPS

Your Household

John
Age 48

May
Age 73

You are completing your fifth year in a City rental assistance program (LINC, SEPS, CITYFEPS, or CityFHEPS). Your rental assistance program will end on <LeaseEndDate> unless you let us know that you have a good cause reason for HRA to approve an additional year of rental assistance and meet all eligibility requirements for CityFHEPS.

If you want to apply for an additional year of rental assistance, you must submit this form with your renewal application and:
- You must continue to meet all CityFHEPS eligibility requirements, including having household income at or below 80% of the area median income
- Inform HRA of the reasons you need to continue to receive CityFHEPS by selecting a good cause reason that applies to you and your household below.

If this is not your fifth year in City rental assistance or you have any additional questions, please call 718-557-1399.

Good Cause Reasons

Required

Please review the following potential good cause reasons for HRA to approve an additional year of CityFHEPS after your fifth year in a City rental assistance program pursuant to 68 R.C.N.Y. §10-08(c)(3).

Select **all** reasons that apply to you and your household for **exemption** below

- [ ] Household includes a member who is 60+ years old
- [ ] Household includes a member who is disable and on the SSI track

Select **all** reasons that apply to you and your household for a Good Cause Extension below

- [ ] Health challenges for you or someone in your household that make it difficult for you to find suitable housing
- [ ] Mental health issues for you or someone in your household that make it difficult for you to find suitable housing
- [ ] Loss of employment
- [ ] Changes in household composition that has led to loss of income
- [ ] Your income is not high enough to be able to pay the entire rent
- [ ] You have a fixed income that cannot cover the rent
- [ ] No other housing options are available to you if you lose your current housing

Next

Clients who are completing their fifth year of CityFHEPS benefits at the time of renewal will have an opportunity to apply for an additional year of rental assistance with proper justification.

Choose Potential Good Cause Reasons

Clients have the option to select a reason why their case should be **exempt** from the five-year rule. They will also be able to select from a list of justifications on why they need to apply for a good cause **extension**.

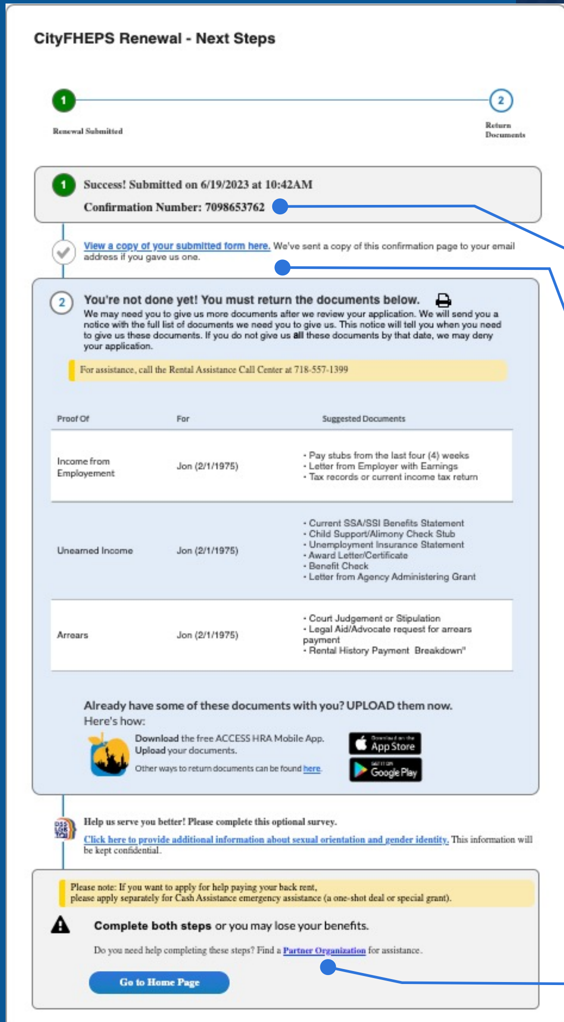
Exemption Reasons Include:

- The household includes a member who is 60+ years old
- Household includes a member who is disable and on the SSI track

Extension Reasons Include:

- Health challenges for you or someone in your household that make it difficult for you to find suitable housing
- Mental health issues for you or someone in your household that make it difficult for you to find suitable housing
- Loss of employment
- Changes in household composition that has led to loss of income
- Your income is not high enough to be able to pay the entire rent
- You have a fixed income that cannot cover the rent
- No other housing options are available to you if you lose your current housing

Renewal Submission



CityFHEPS Renewal - Next Steps

1 Renewal Submitted — 2 Return Documents

1 Success! Submitted on 6/19/2023 at 10:42AM
Confirmation Number: 7098653762

View a copy of your submitted form here. We've sent a copy of this confirmation page to your email address if you gave us one.

2 You're not done yet! You must return the documents below.

We may need you to give us more documents after we review your application. We will send you a notice with the full list of documents we need you to give us. This notice will tell you when you need to give us these documents. If you do not give us **all** these documents by that date, we may deny your application.

For assistance, call the Rental Assistance Call Center at 718-557-1399

Proof Of	For	Suggested Documents
Income from Employement	Jon (2/1/1975)	• Pay stubs from the last four (4) weeks • Letter from Employer with Earnings • Tax records or current income tax return
Unearned Income	Jon (2/1/1975)	• Current SSA/SSI Benefits Statement • Child Support/Alimony Check Stub • Unemployment Insurance Statement • Award Letter/Certificate • Benefit Check • Letter from Agency Administering Grant
Arrears	Jon (2/1/1975)	• Court Judgement or Stipulation • Legal Aid/Advocate request for arrears payment • Rental History Payment Breakdown"

Already have some of these documents with you? UPLOAD them now.
Here's how:
Download the free ACCESS HRA Mobile App.
Upload your documents.
Other ways to return documents can be found here.

Help us serve you better! Please complete this optional survey.
Click here to provide additional information about sexual orientation and gender identity. This information will be kept confidential.

Please note: If you want to apply for help paying your back rent, please apply separately for Cash Assistance emergency assistance (a one-shot deal or special grant).

Complete both steps or you may lose your benefits.

Do you need help completing these steps? Find a Partner Organization for assistance.

Go to Home Page

This Confirmation Page is shown after you submit your online CityFHEPS renewal. It provides your confirmation number as well as next steps.

Confirmation Number

Don't Forget to Submit your Documents!
Much like other AHRA programs, submitting online renewal is only step 1 of 2 toward receiving your benefit. If you do not submit all your documents, you may not receive your rental assistance.

On this page you'll find a list of the documents you may need to upload. These will be used to provide proof to the answers you gave during the online renewal.

This document list can also be accessed on the Document tab and the AHRA Mobile App, where you can upload these documents.

You can view and print a PDF summary of your renewal by clicking the link above this documents table.

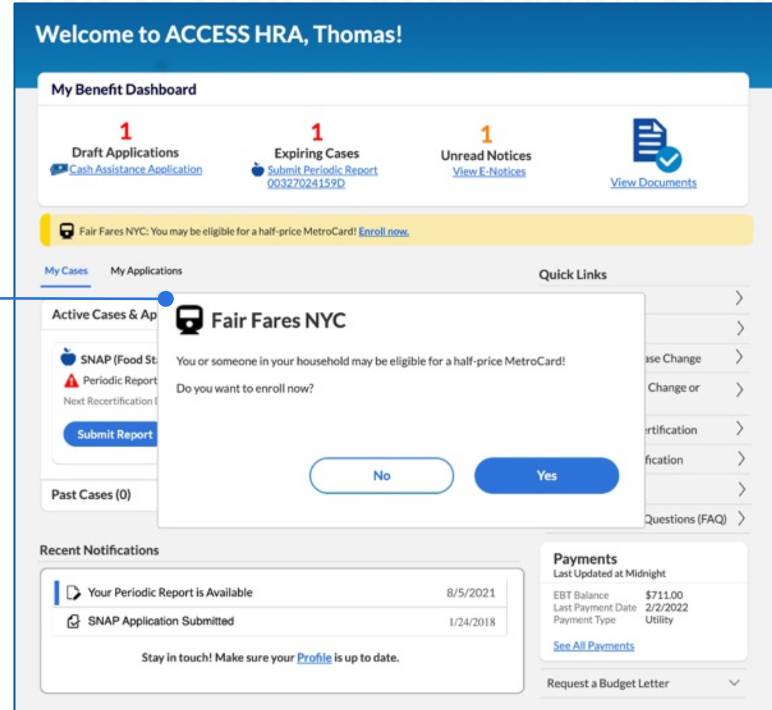
Get Assistance!
If you need help submitting your documents, click this link to find a community based organization who can work with you.

ACCESS HRA

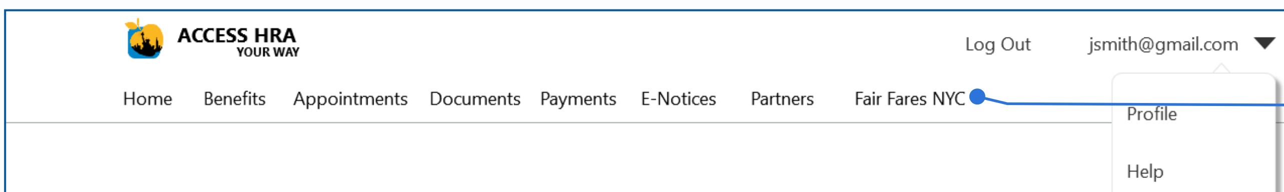
Fair Fares NYC

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.



Why should apply for Fair Fares NYC?
The Fair Fares NYC program allows eligible New York City residents to receive a 50% discount on subway and eligible bus fares. Pay-per-Ride, weekly unlimited, and monthly unlimited options are all available. Fair Fares can also provide 50% off MTA Access-A-Ride paratransit trips, too. If you need transportation assistance, apply today!



Fair Fares NYC
You can also navigate to the Fair Fares portal by clicking this link at the top of your ACCESS HRA profile.

Fair Fares NYC Header

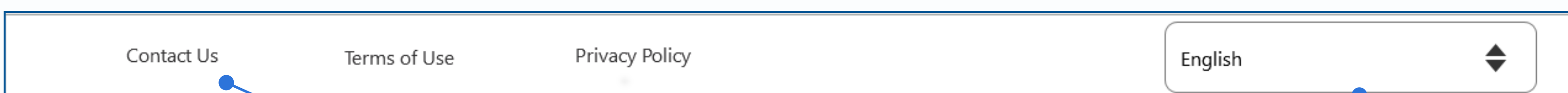
Required Documents
The 'Required Documents' page is only available to clients who have submitted a Fair Fares NYC application. You will be able to view which documents are needed for your application.

Applications
In the 'Applications' tab, you will be able to view any submitted or draft Fair Fares applications.

ACCESS HRA
Click this link at any time to navigate to your ACCESS HRA homepage.

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.

Fair Fares NYC Footer

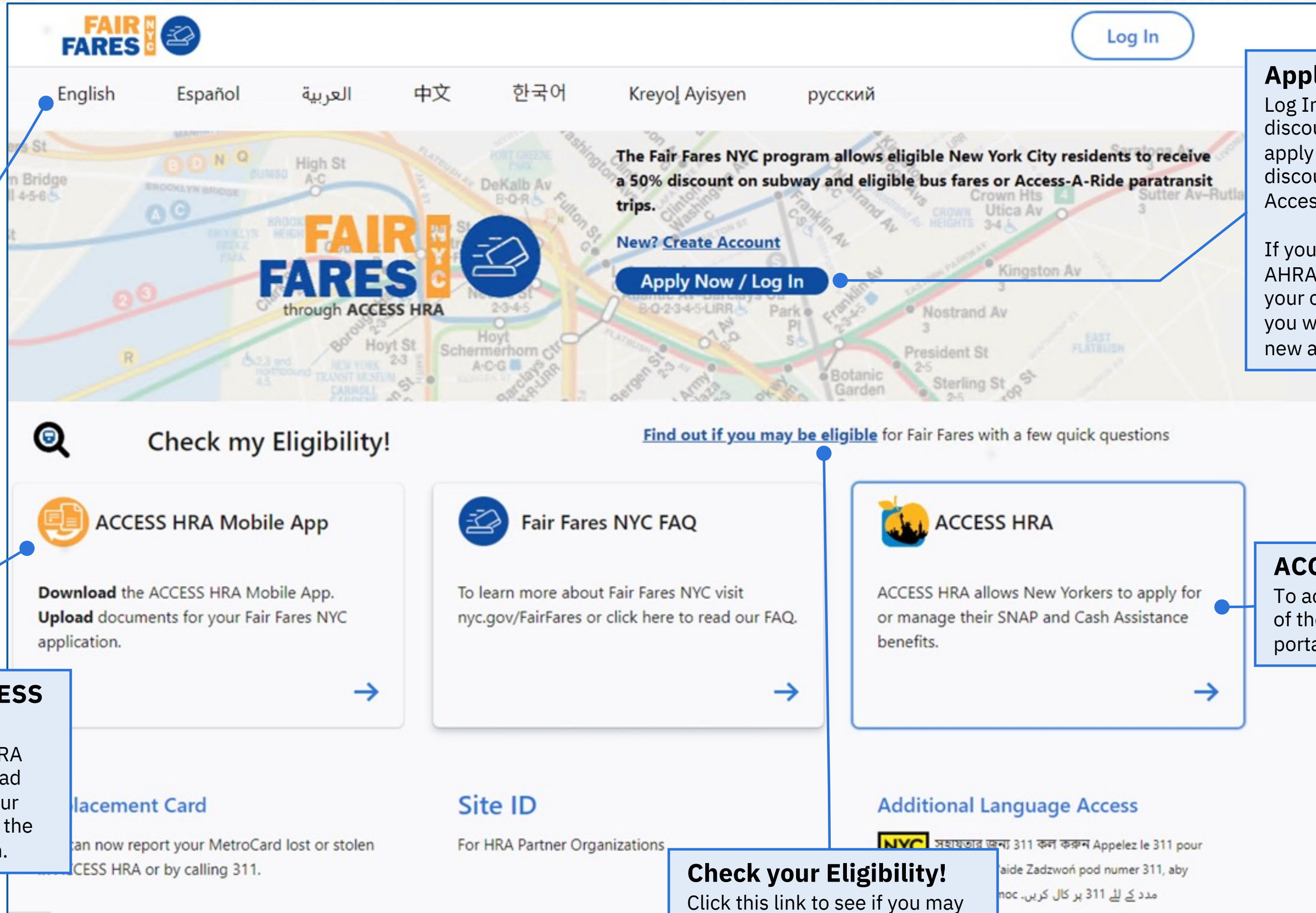


Contact Us
Submit application issues and/or questions to ACCESS HRA help.

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

Fair Fares NYC Landing Page

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 for a discounted MetroCard or to apply the Fair Fares NYC discount towards your Access-A-Ride trips!!

If you have an existing AHRA account, you can use your credentials here and you will not need to create a new account.

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

Download the ACCESS HRA Mobile app!
Download the ACCESS HRA Mobile app to easily upload documents to support your application and check on the status of your application.

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

Getting Started

How do I create an account?

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

How do I log in to my account?

If you already have an ACCESS HRA account, enter your credentials on the Log In screen.

Why should I create an ACCESS HRA account?

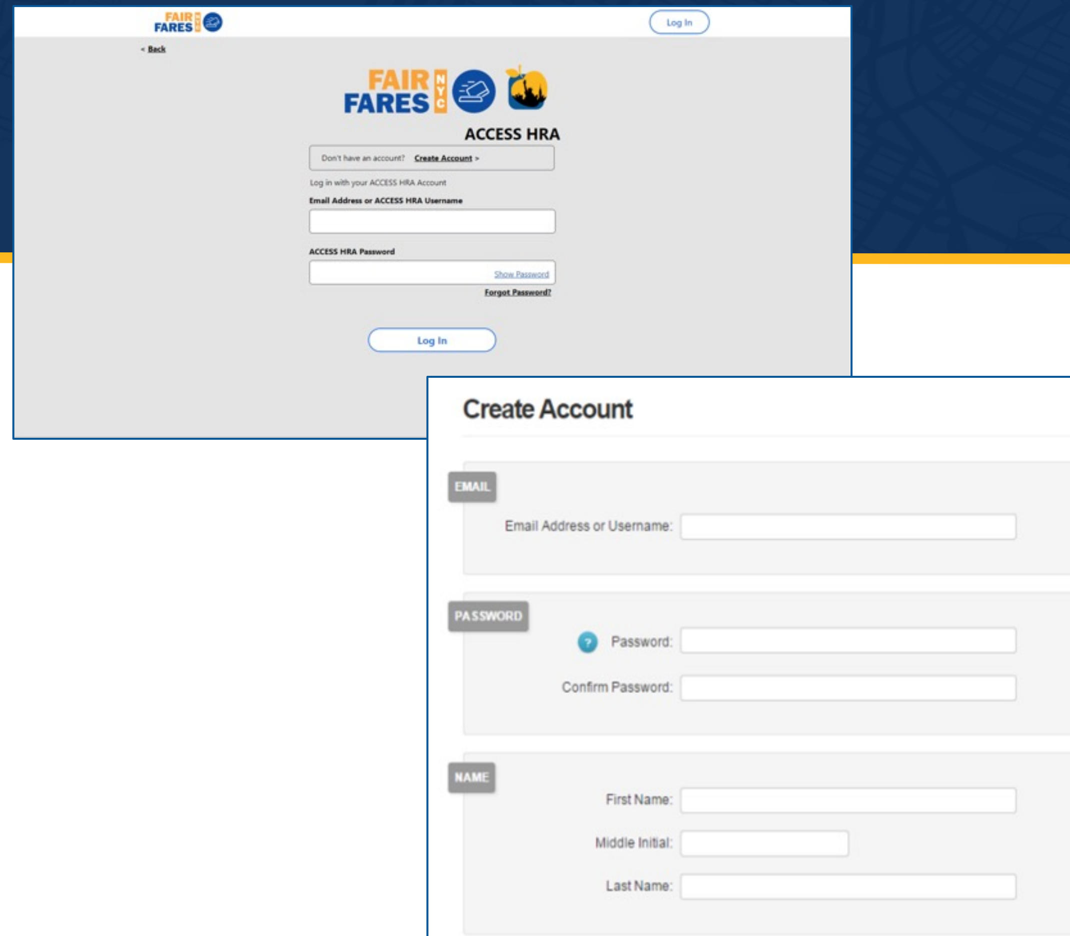
You need an account to apply for the Fair Fares NYC discount.

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.

Create Account & Log In



Getting Started

Find your HRA Case

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 okay! Answer "No" to this question and then you can apply for the Fair Fares NYC program.

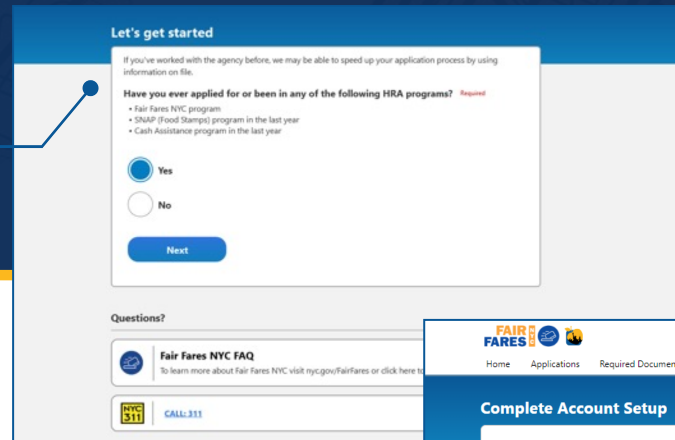
Enter your Information

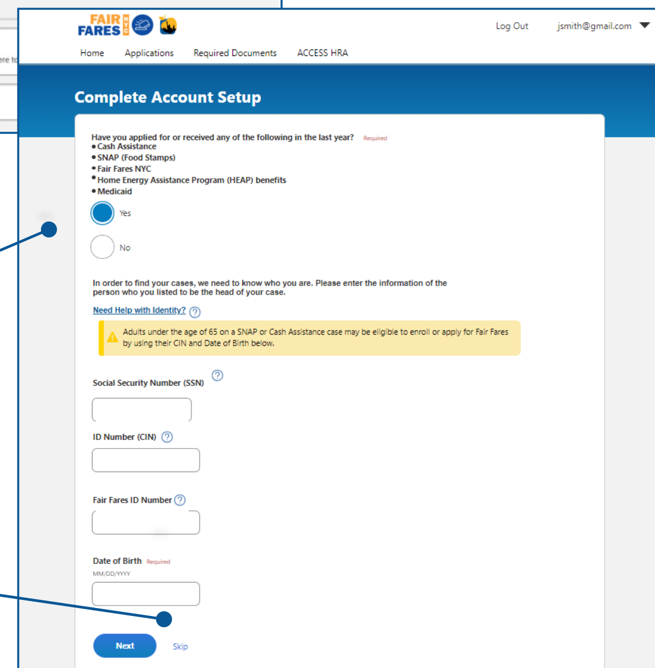
Enter any of the Social Security Number, CIN, or Fair Fares ID Number for the Head of Case to connect to your cases. If you are a Payee, and currently receiving SNAP or CA benefits on behalf of children in your home, you can enter the oldest child's SSN and Date of Birth to connect to your HRA case profile.

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.

Connect Your Account





Fair Fares NYC Home

nyc.gov/accessfairfares

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.

About Eligibility

In order to be eligible for the Fair Fares NYC program, applicants must be between aged 18 through 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.

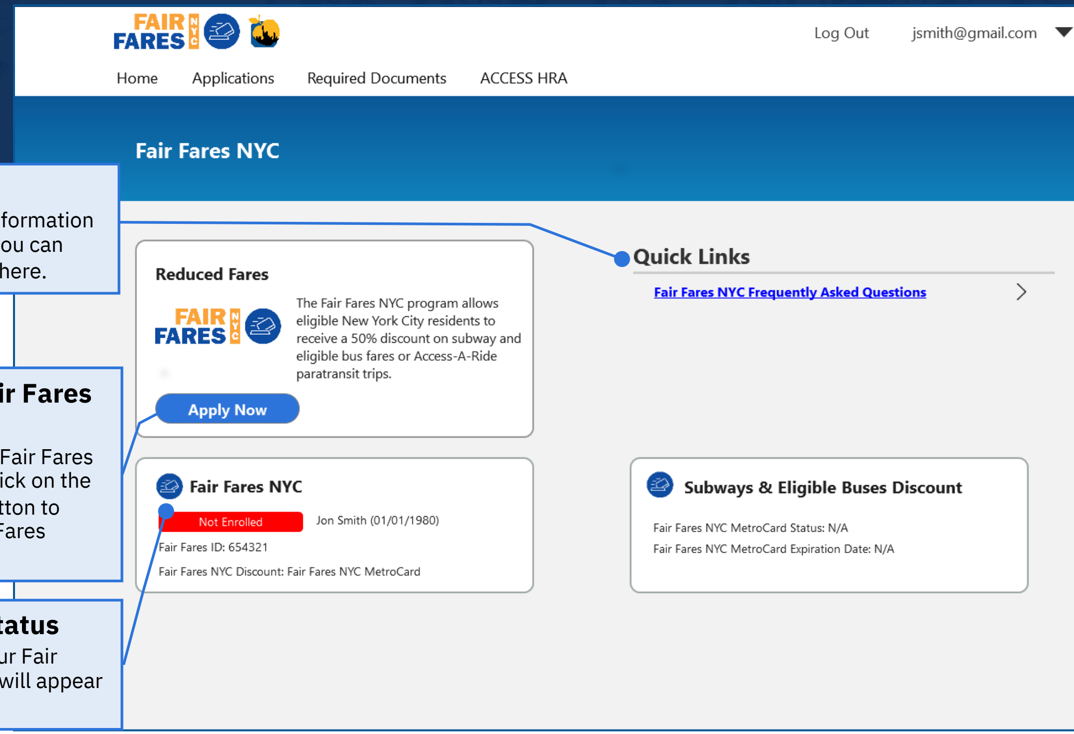
You qualify for this discount if you are not receiving (or are not eligible for) full carfare from the Department of Social Services/Human Resources Administration (DSS/HRA) or any other NYC agency; and if you choose the Fair Fares NYC subway and bus discount, you are not currently participating or eligible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

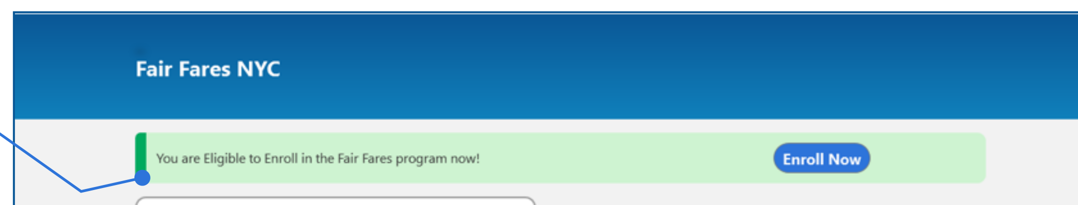
Quick Links
Any additional information or case actions you can take will appear here.

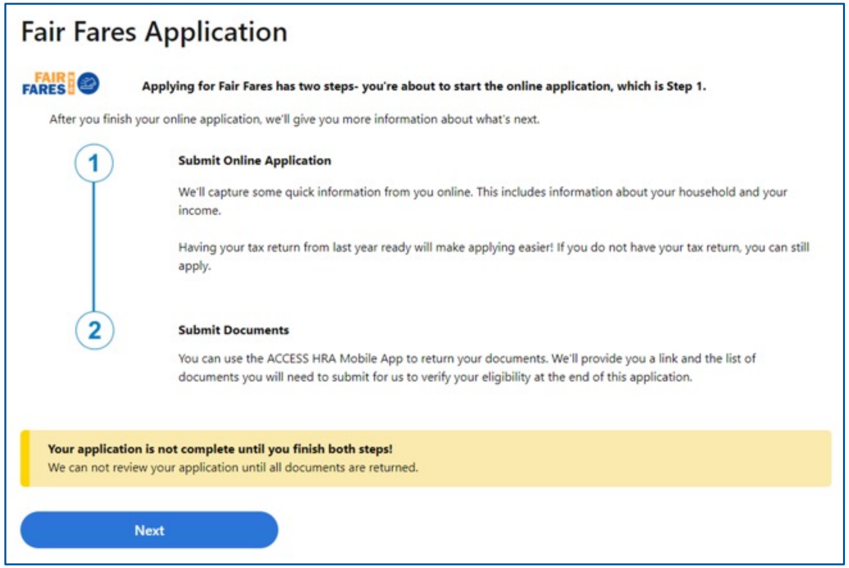
Apply for Fair Fares NYC
To apply for the Fair Fares NYC program, click on the “Apply Now” button to initiate the Fair Fares application.

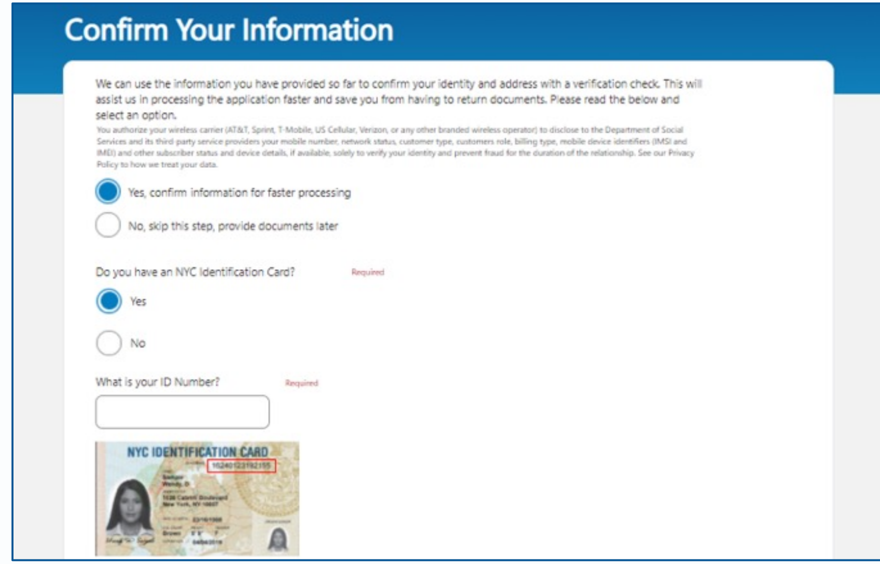
Fair Fares Status
The status of your Fair Fares NYC case will appear on this card.



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 at the top of your User Home page. Click on the “Enroll Now” button to initiate the Fair Fares enrollment.







Apply for Fair Fares NYC

In order to be eligible for the Fair Fares NYC program, applicants must be between aged 18 through 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.

This application will ask you questions about the following:

- Age
- Residence Address
- Mailing Address
- Family Income

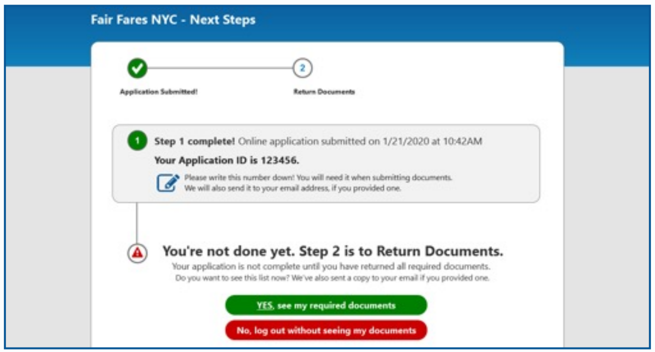
Confirm Your Information

During your application, you will be asked if you would like to use an authentication service to verify your identity, age and address. 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.

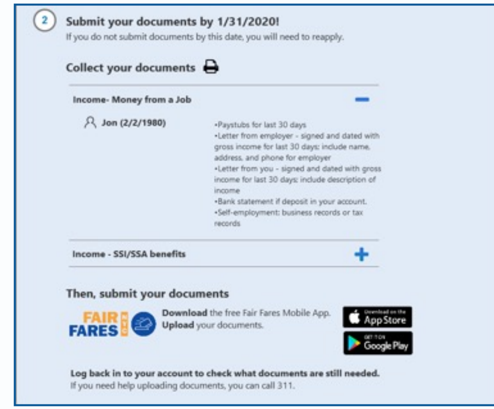
Fair Fares NYC Confirmation Page

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.



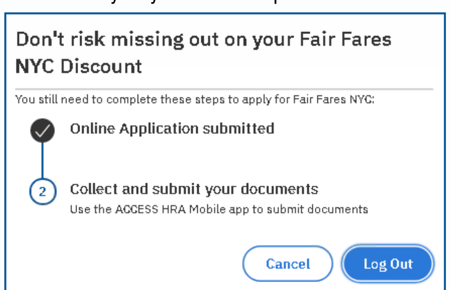
Next Steps

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!



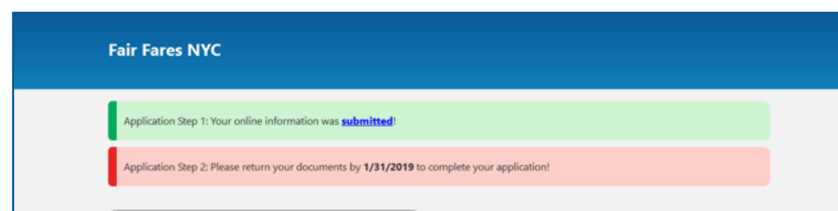
Submit Required Documents

Be sure to use the 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.



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.



Fair Fares - Required Documents

After you submit your Fair Fares NYC online application, you can come to this page to view the documents needed to complete the application process.

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

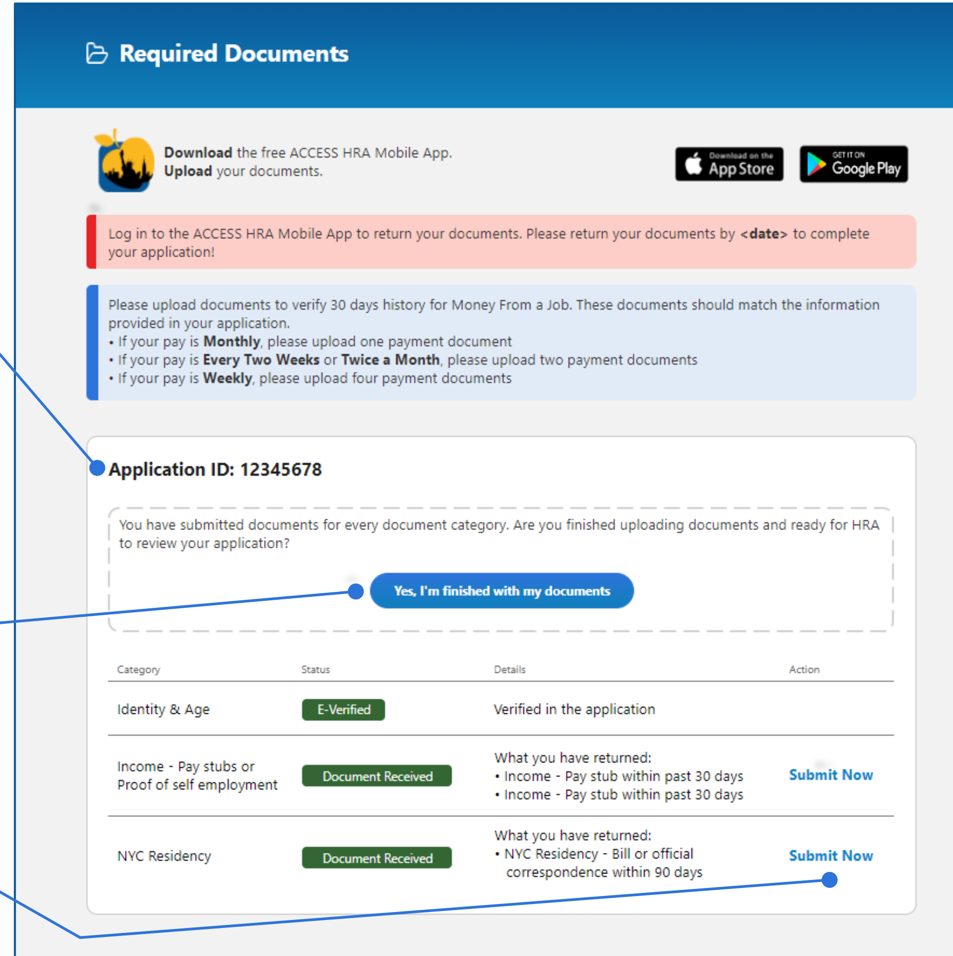
When you submit an application, the documents you will need to submit to the agency to support your application will be listed on your Confirmation page.

You will have 10 calendar days from your application submission date to return the requested documents.

Finished Submitting
When you have uploaded all the documents needed for your application, you can let us know by clicking this button

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.



Submitted Applications

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.

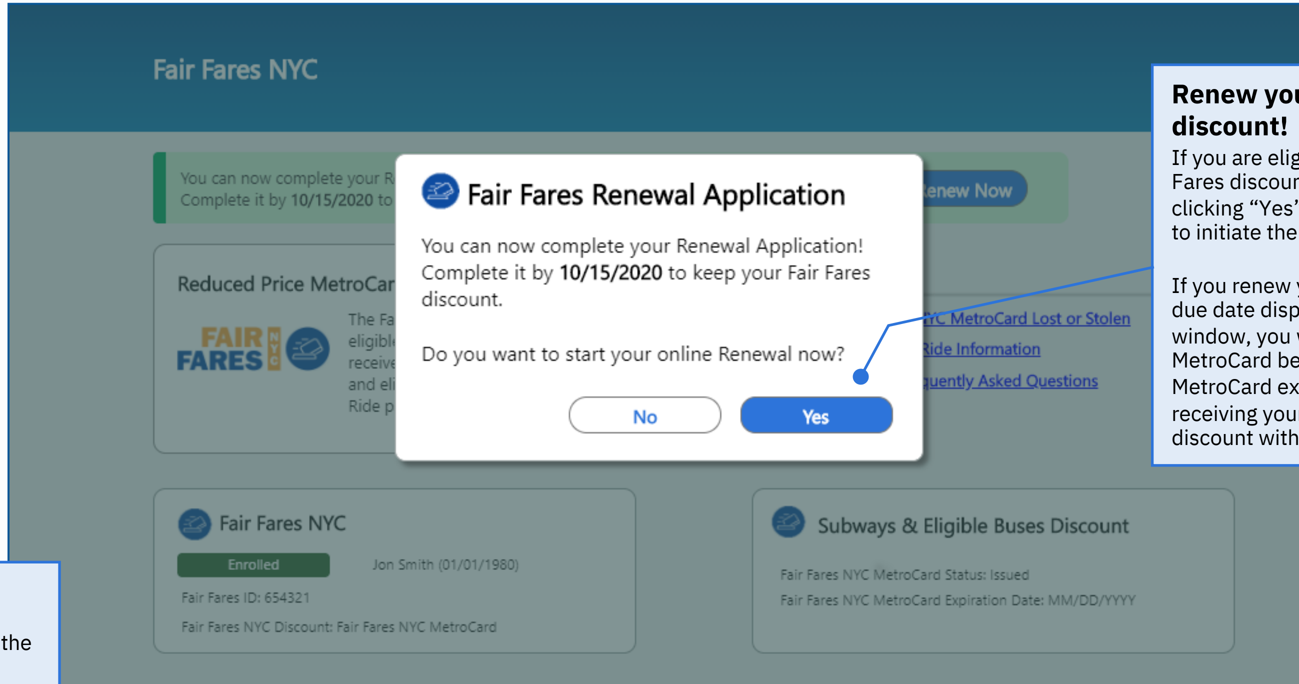
Fair Fares Applications

Your draft application was last saved on **2/15/2020**. This will be discarded after 60 days. **Continue** **Delete**

Submitted Applications

SUBMISSION DATE	APPLICATION TYPE	APPLICATION ID	STATUS	
8/6/2019	Initial	12345678	Application Expired	
8/12/2019	Renewal	23456789	Application Pending Documents	**View Required Documents**

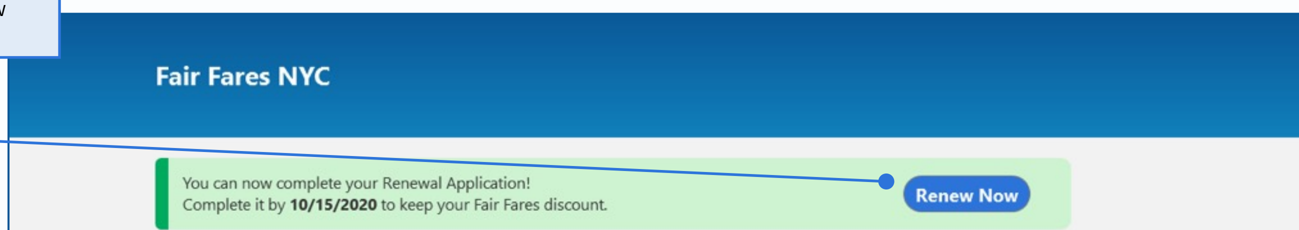
Fair Fares NYC Renewal



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 Lost or Stolen MetroCard

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.

Report Issue

You can report one of the following issues with your Fair Fares NYC MetroCard:

- Lost
- Stolen
- Never Received
- Lost in Machine

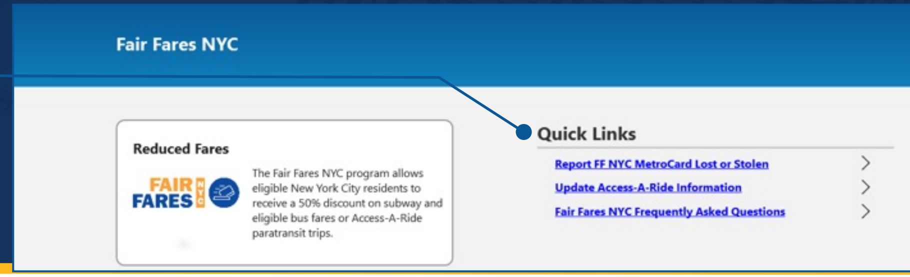
If you report your MetroCard as 'Lost in Machine,' you will be asked to provide the borough and station where this occurred.

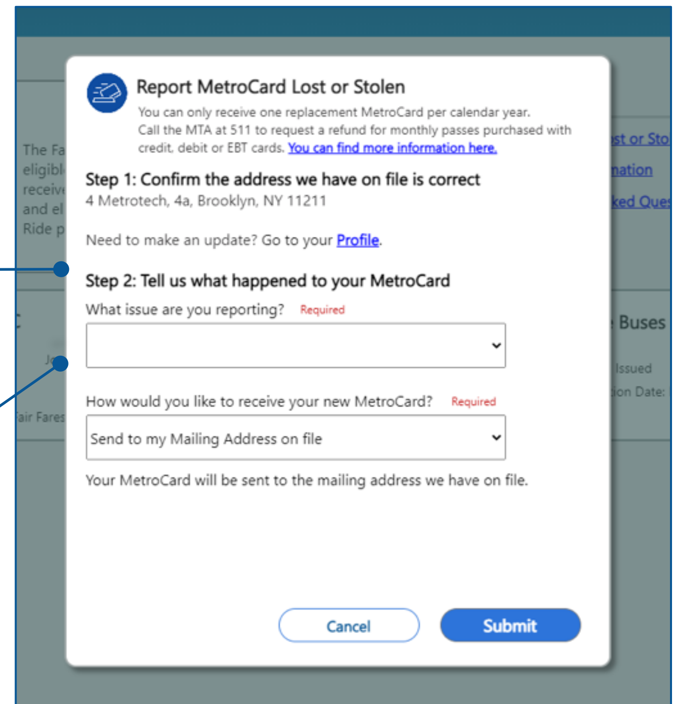
Request Replacement

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.

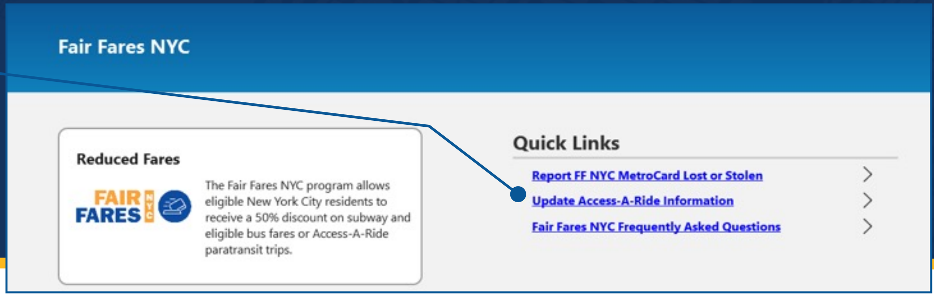




Access-A-Ride with Fair Fares

Updating Access-A-Ride Information

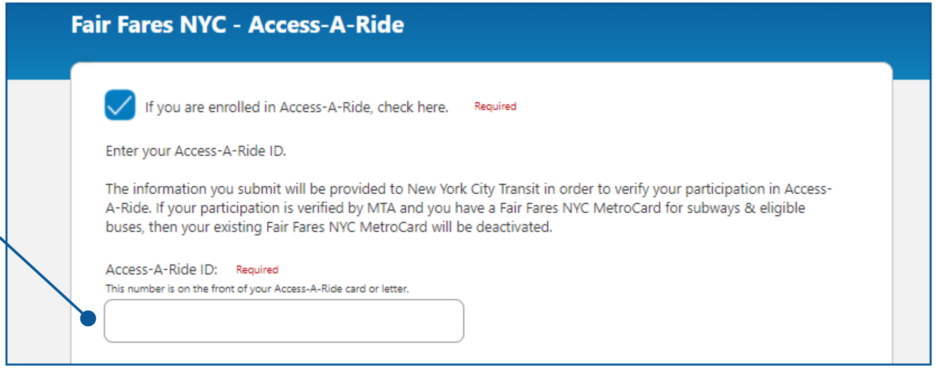
If you are enrolled in Access-A-Ride, you can now request to apply the Fair Fares NYC discount to your Access-A-Ride trips by providing your Access-A-Ride ID in ACCESS HRA. If you request to apply this discount towards your Access-A-Ride trips, you will be verified by the MTA prior to the discount being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



Adding Access-A-Ride Information

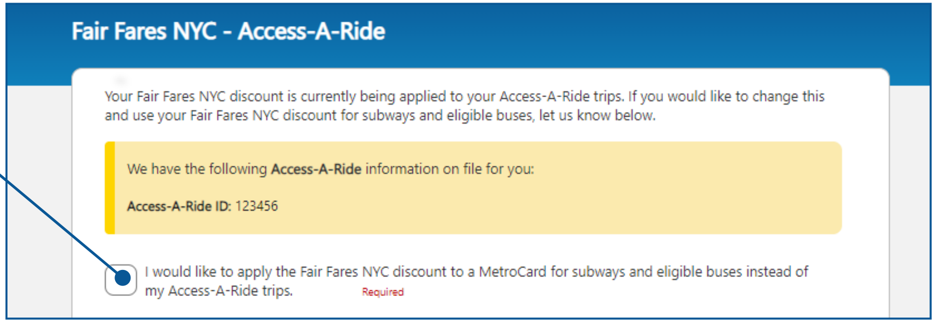
You can update your Access-A-Ride information within your Fair Fares NYC application, enrollment, or renewal or by clicking on the quick link on your 'Fair Fares NYC User Home' page after you are enrolled.

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.



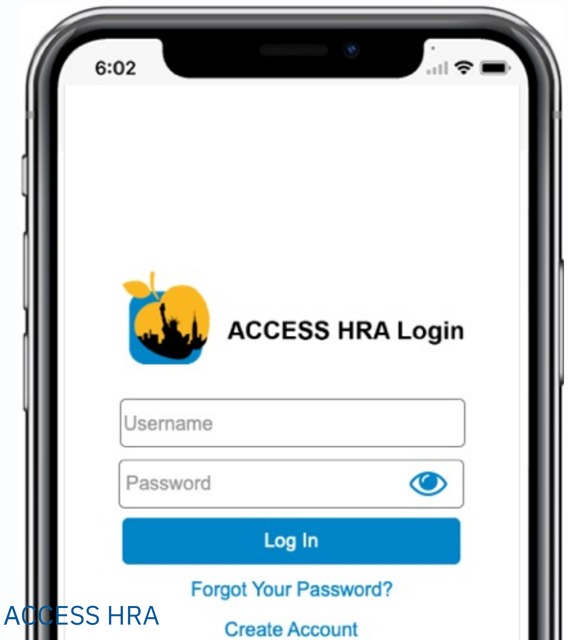
ACCESS HRA

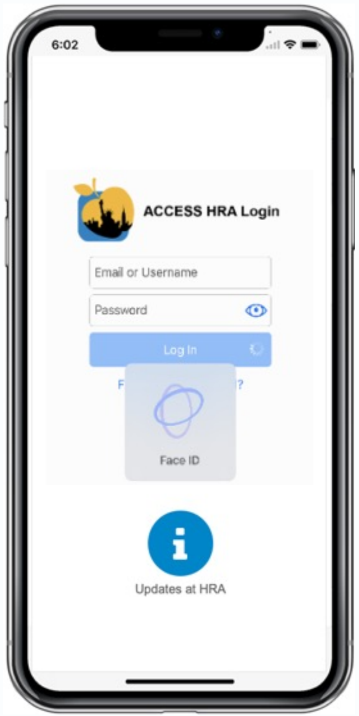
Mobile Applications

Logging In to the ACCESS HRA Self-Service Mobile App

If you have an existing ACCESS HRA or FAIR FARES online account, you do not need to create a new account. Use the same email or username and password that you use to login online.

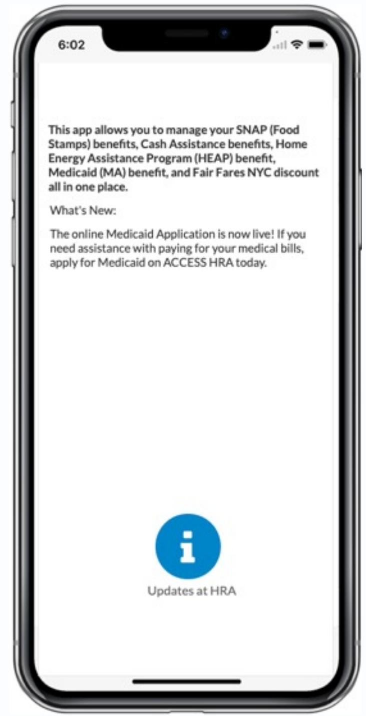
If you do not have an existing ACCESS HRA or FAIR FARES online account, you should create a new account. This account can be used for both the mobile app and ACCESS HRA client portal.





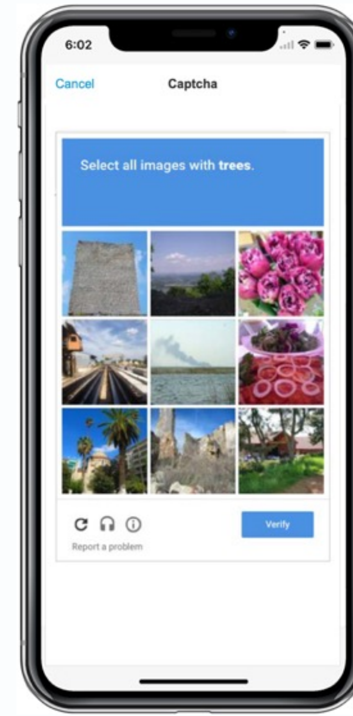
Log in with Face ID

If you are using an iPhone 10 or newer model, 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

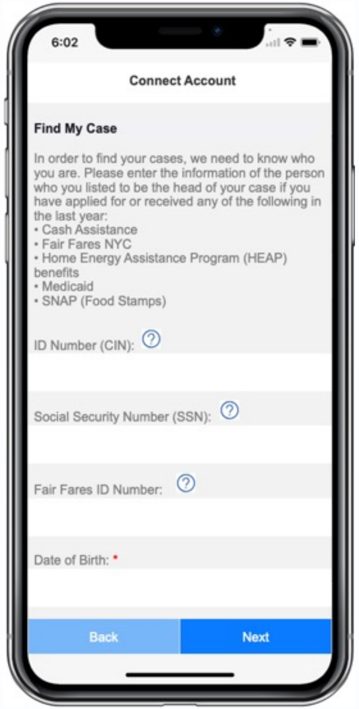
Press and hold the ''Updates at HRA' image to see announcements from the agency.



Captcha

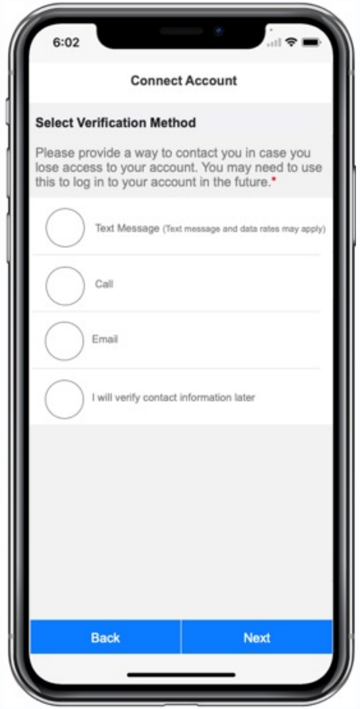
You will have to complete a Captcha. Follow the instructions.

Connect Account & Multi-Factor Authentication



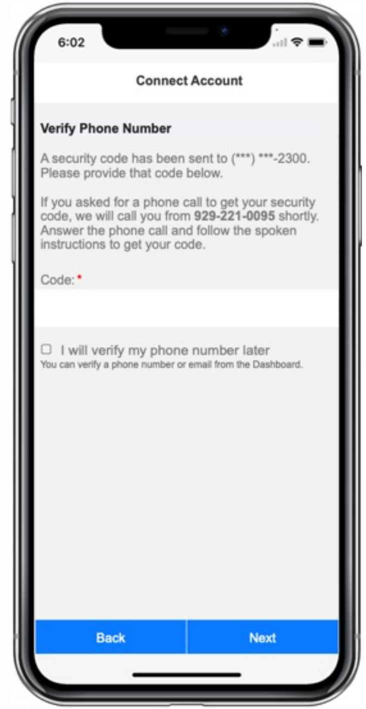
Connect to Your HRA Case Profile

If you current receive SNAP, CA, Fair Fares, Medicaid, CityFHEPS or HEAP, have received these benefits in the past year, or applied for benefits, you can connect to your HRA profile by entering your date of birth and SSN, CIN, or FF ID.



Add Phone Number/ Email Address

You can add a phone number or email while setting up your account. If you lose access to your account or need to create a new account, this phone number or email will help protect your data.



One Time Code

ACCESS HRA will send a security code to the phone number or email you provide. This same phone number or email will be used to receive a code if you need to connect to your benefits from a new account in the future.

Connect

Click “Connect” to link to your benefits.

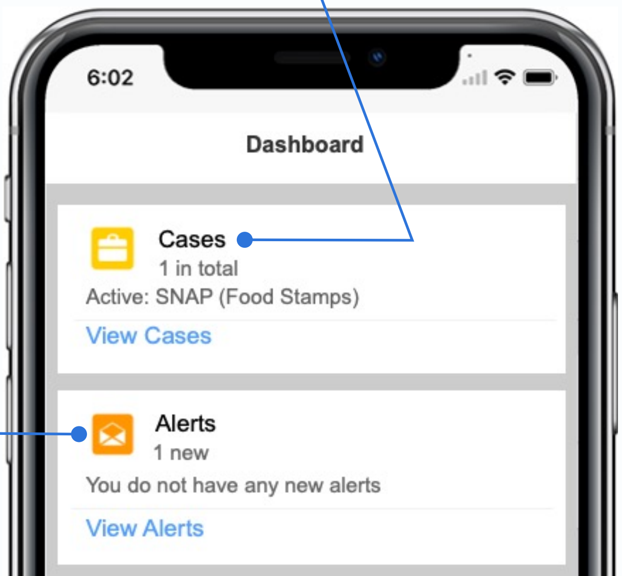
ACCESS HRA Self-Service App – Homepage

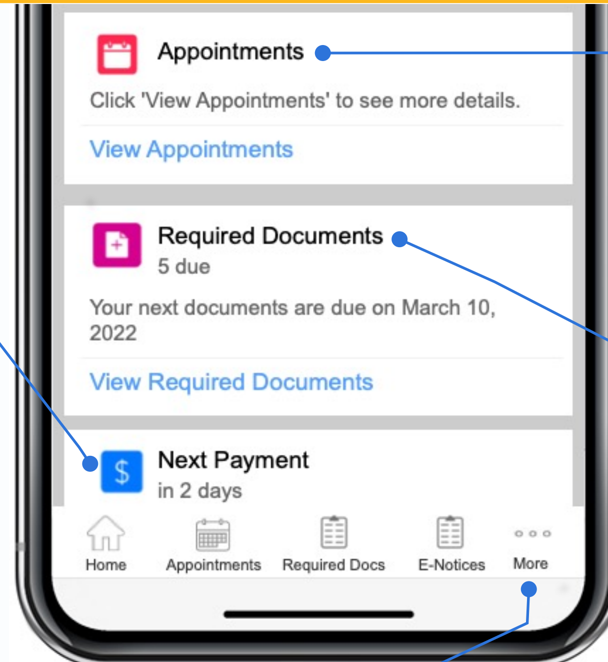
This screen provides a quick overview of the information that is available within ACCESS HRA for your SNAP, CA, HEAP, or Medicaid case or for your Fair Fares NYC discount. It includes details about your cases, required documents, upcoming appointments, recent alerts, payments made on your behalf, and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

Alerts
Displays your most recent unread alert. HRA will send push notifications to your phone regarding recertification dates, submitted applications, upcoming appointments, e-notices, and more. Click “View Alerts” to view these important alerts from HRA.

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

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.





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.

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

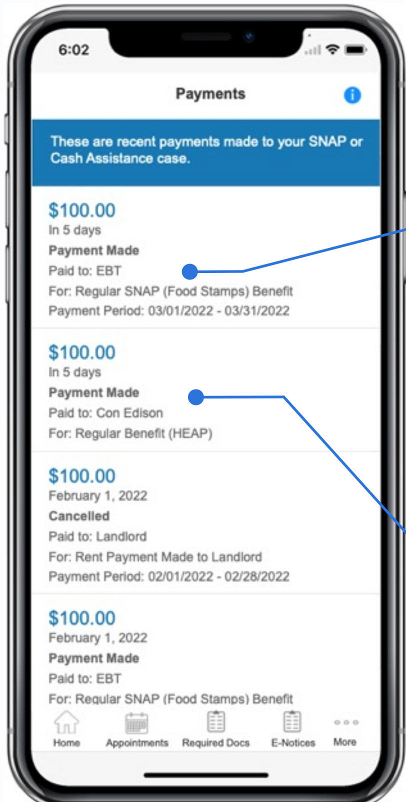
Available in 7 Languages

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.

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.



Payments
The screen lets you see any upcoming payments, past payments, and/or any cancelled payments.

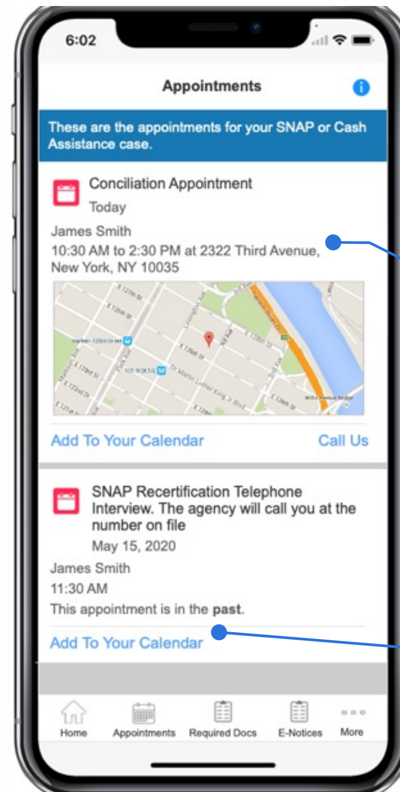
Payment Details
This screen also lets you view information such as:

- Payment amount
- Payment type,
- Payment period
- Payee

Appointments

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

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



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.

ACCESS HRA Self-Service App - Required Documents

View Required Documents

A list of required document categories related to your application will be displayed on the "Required Documents" tab.

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.

Some documents also display help text.

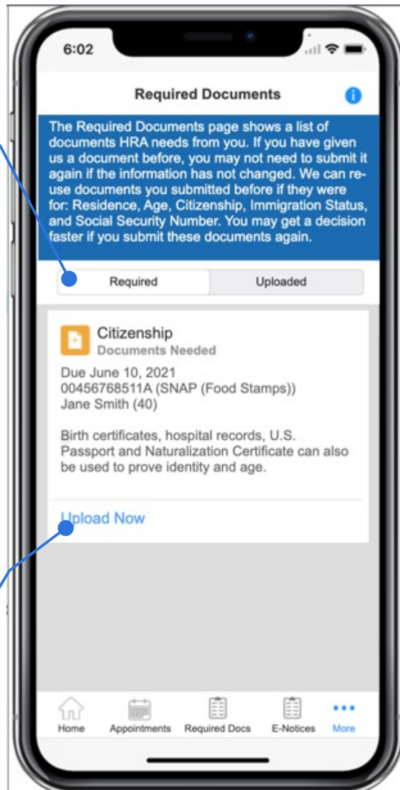
Upload Now

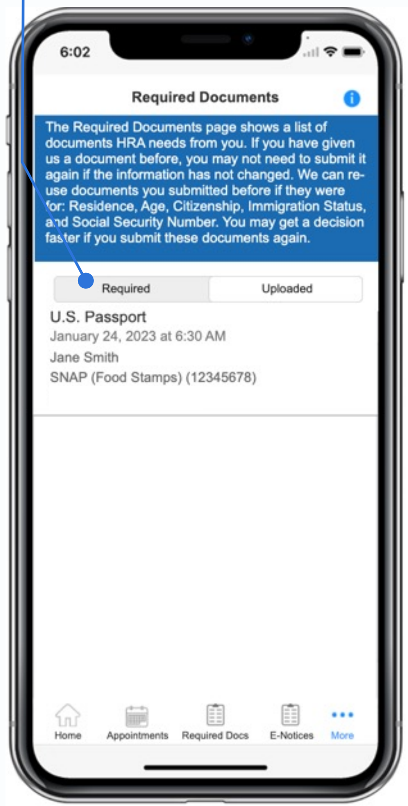
Click "Upload Now" to upload a document for the displayed category. All you need is the document or image you are uploading!

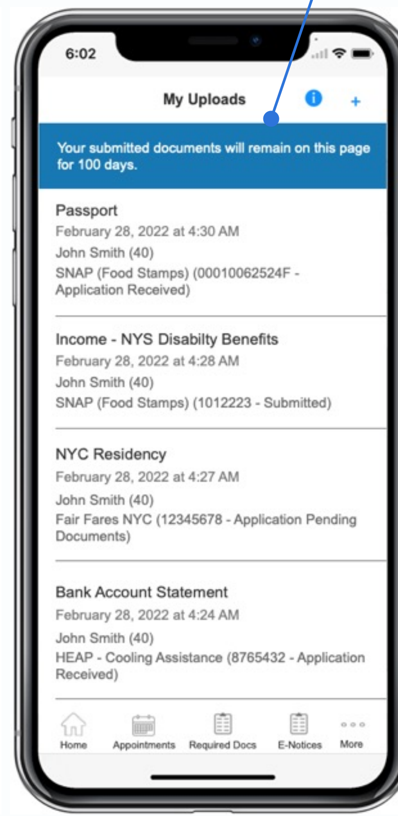
Once you have uploaded a document for the displayed required document category, it will show on the 'My Uploads' page and "Uploaded" tab. The icon will also turn green.

Uploads

Click to toggle between your Required Documents and Uploaded Documents







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, CA, HEAP, MA, and CityFHEPS cases, 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.

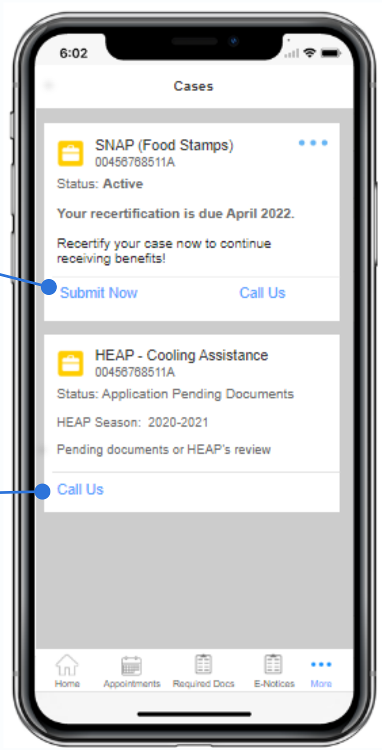
ACCESS HRA Self-Service App - Cases

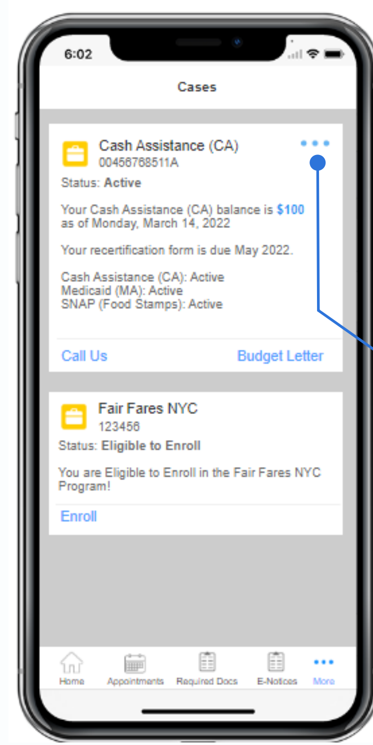
This screen displays details related to your SNAP, CA, HEAP, Medicaid, or CityFHEPS cases and to your Fair Fares NYC discount. Depending on the status of your case or application, you may see different actions such as “Apply”, “Enroll”, “Renew”, Budget Letter”, etc. Choosing one of these options would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

If you are in your recertification/renewal window, the link to launch the associated application will appear here.

Call Us
You can click “Call Us” for your SNAP, CA, HEAP, Medicaid, or CityFHEPS case to easily dial the HRA SNAP On Demand, Cash Assistance On Demand or Infoline phone numbers.



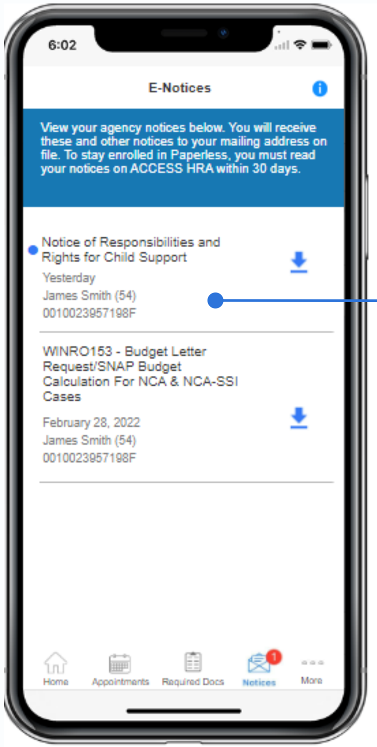


Other functions
By clicking on the links at the bottom of the cards or on the ellipsis, you can perform other functions such as:

- 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.

E-Notices

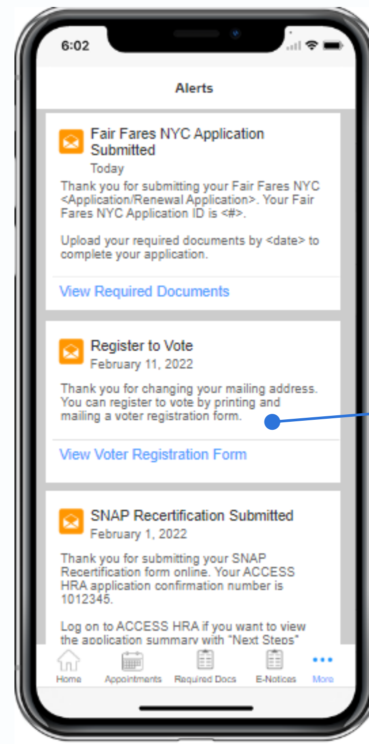
This screen displays information related to your agency notices. You will receive these and other notices to your mailing address on file.



View E-Notice Details
Lets you view agency notices recently sent to you. Click "Download" to view your notice.

Alerts

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

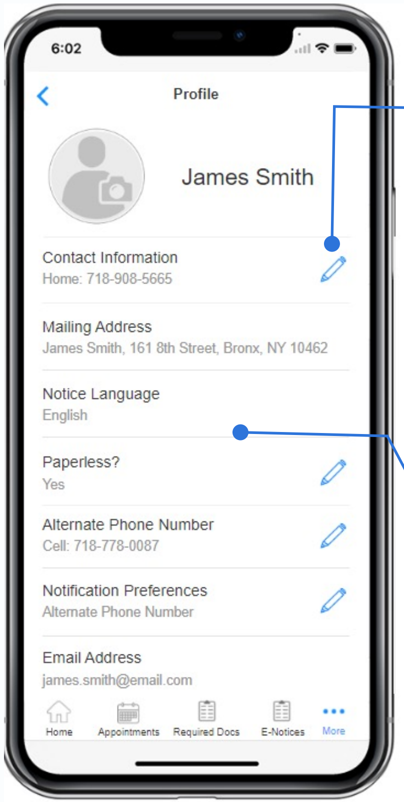


View Alerts
You will get a push notification on your device to inform you of new:

- Upcoming appointments
- Requested Documents
- E-Notices
- Budget Letter generated
- Submitted applications

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

ACCESS HRA Self-Service App – Profile



View/Edit your Information

View your information on file with the agency. If you would like to make an update, click the pencil icon next to each field.

Program Restrictions

If you are a Fair Fares NYC only client, you can update this information as often as you need.

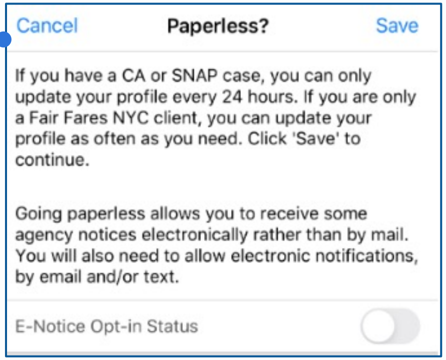
If you are a CA or SNAP client, you can only update your profile every 24 hours.

If you are a Medicaid client, contact information is saved on your Medicaid case details page. Unless you are submitting an application, contact information must be changed by calling the HRA Medicaid Helpline at 888-692-6116 or Infoline at 718-557-1399.

If you are a CityFHEPS-only or HEAP-only client, call Infoline at 718-557-1399. to change your contact information.

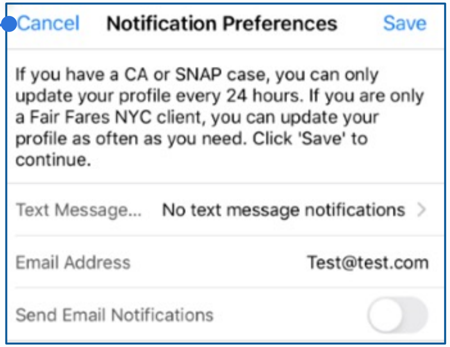
Paperless

For SNAP and CA only clients, you can enroll in Paperless to receive certain notices electronically only. Other benefits may receive E-Notices in addition to mail.



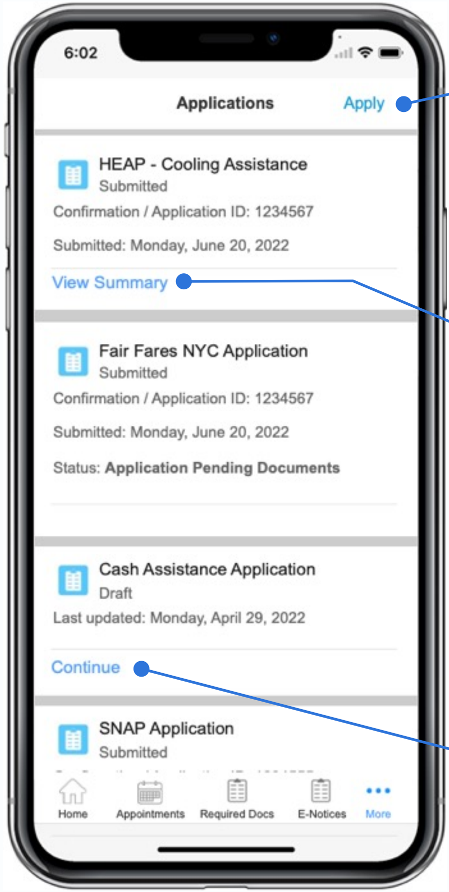
Notification Preferences

Update your preferred Text Message Phone or Email Address and set your email notification preferences,



ACCESS HRA Self-Service App – Applications

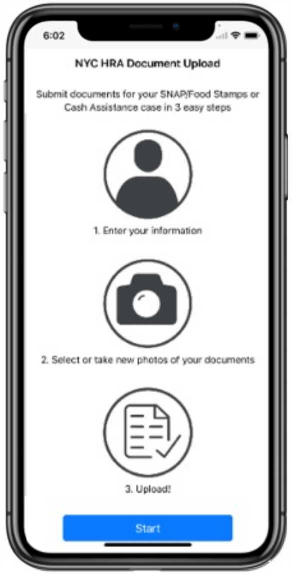
This screen displays a list of SNAP, CA, HEAP, MA, CityFHEPS or Fair Fares NYC applications you have recently submitted in ACCESS HRA or have as current drafts.

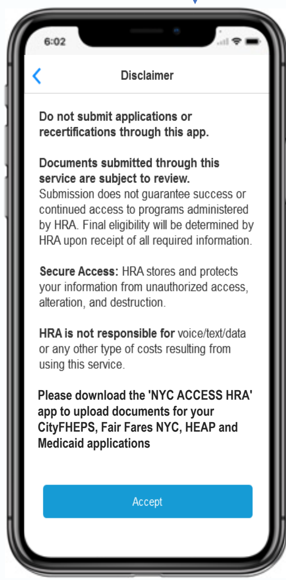


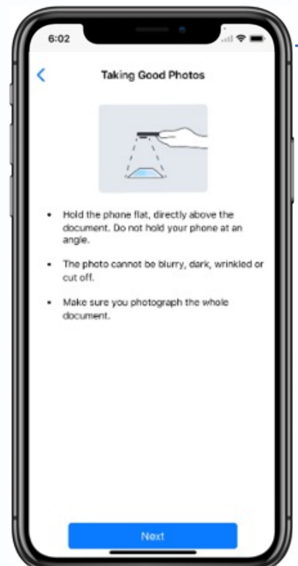
Apply
Apply will take you to the AHRA website.

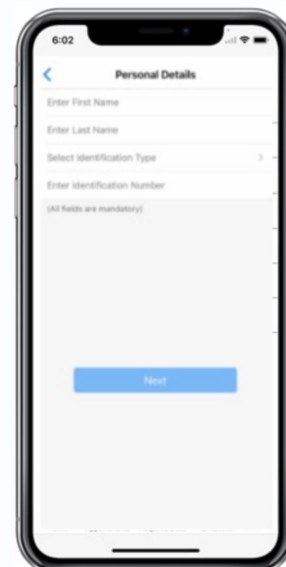
View Summary
If you have a submitted an online application, click "View Summary" to view your generated PDF Summary Form.

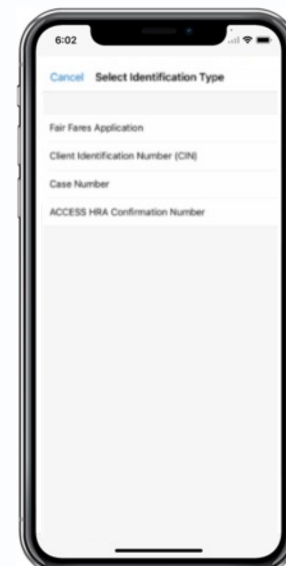
Continue
If you have a draft application, click "Continue" to resume your application on the website.

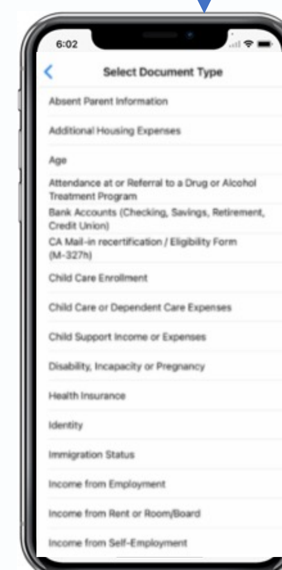










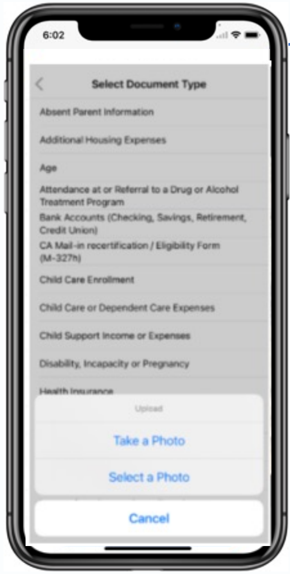


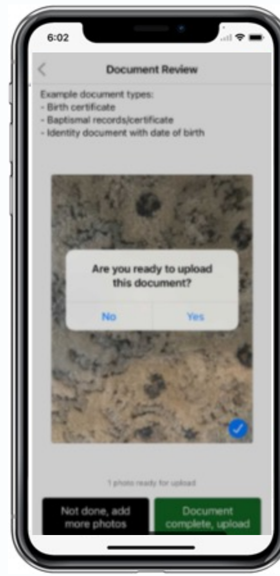
Download the NYC HRA Document Upload App

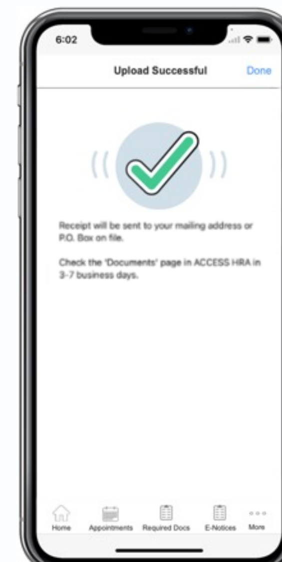
SNAP and Cash Assistance cases can also use the NYC HRA Document Upload app. In your Google Play or iTunes Store, search for "HRA" to download the NYC HRA Document Upload app on your Android or iOS phone.

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.







Document Upload Made Simple

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.

ACCESS HRA

Child Support Mobile App

Logging In to the Child Support App

Download the NYC ACCESS HRA Child Support App

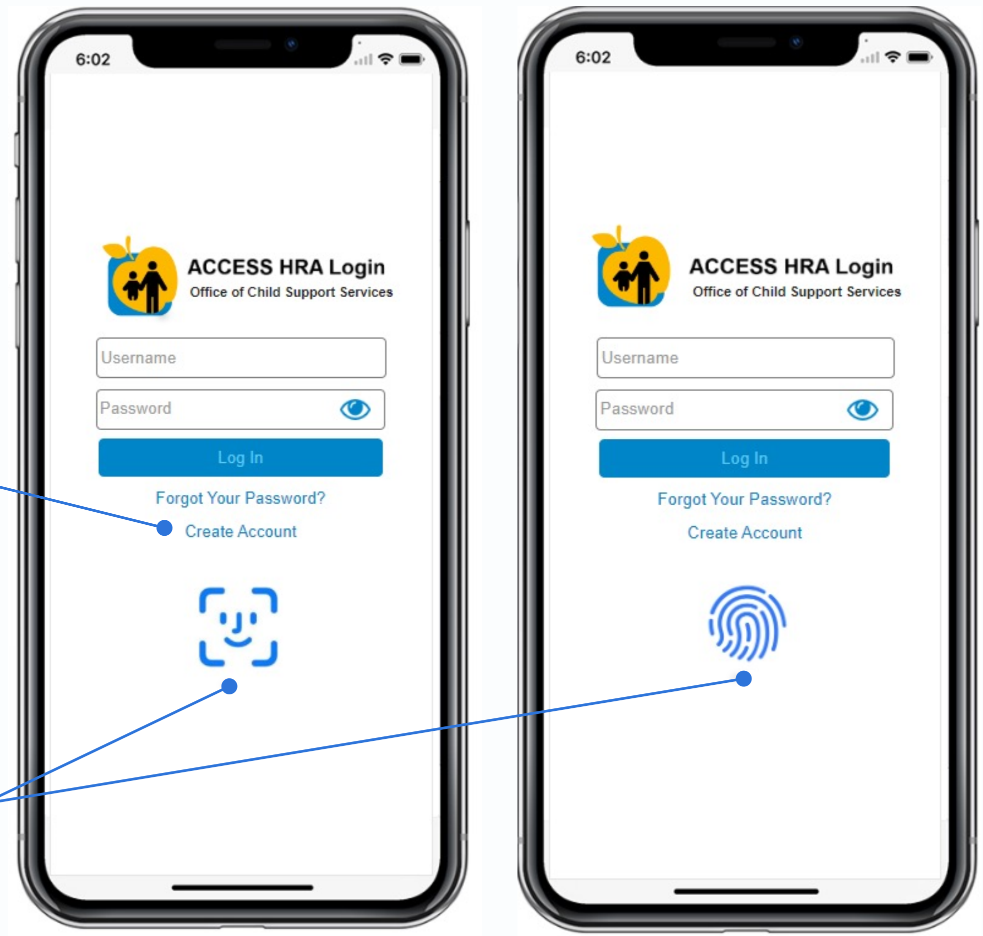
In your Google Play or iTunes store, search for "Access HRA Child Support" to download the ACCESS HRA Child Support App on your Android or iPhone.

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.

Login with Face ID or Fingerprint

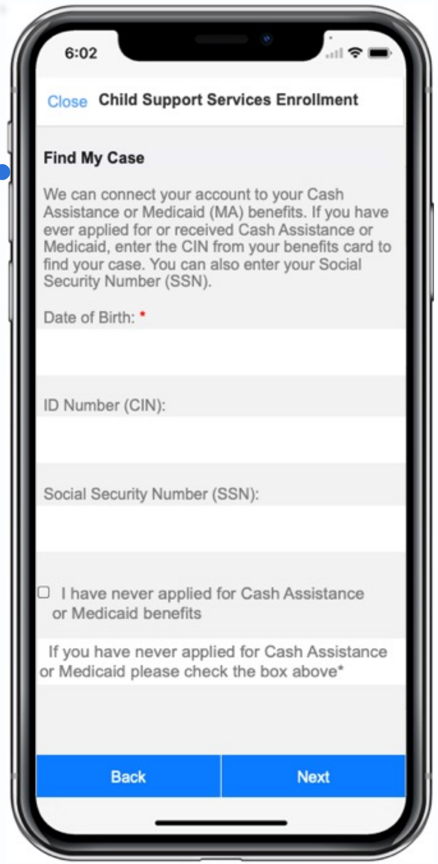
If you are using a supported device, you can log into the app using facial recognition or a fingerprint. Please go to Settings on your device to make sure that this option is turned on.

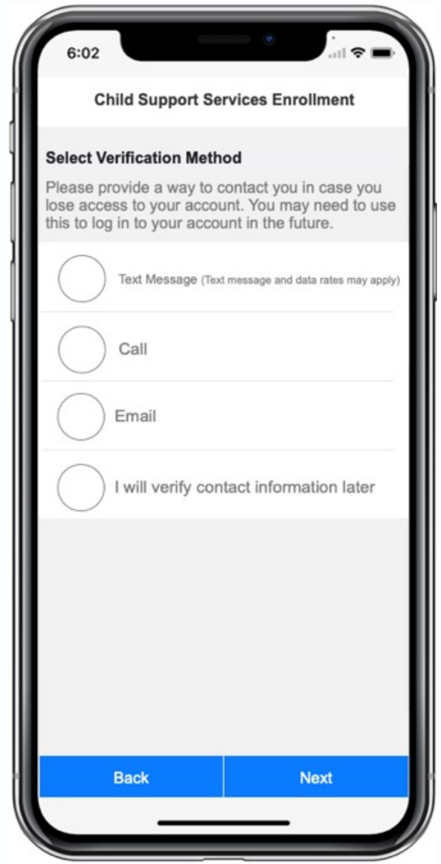


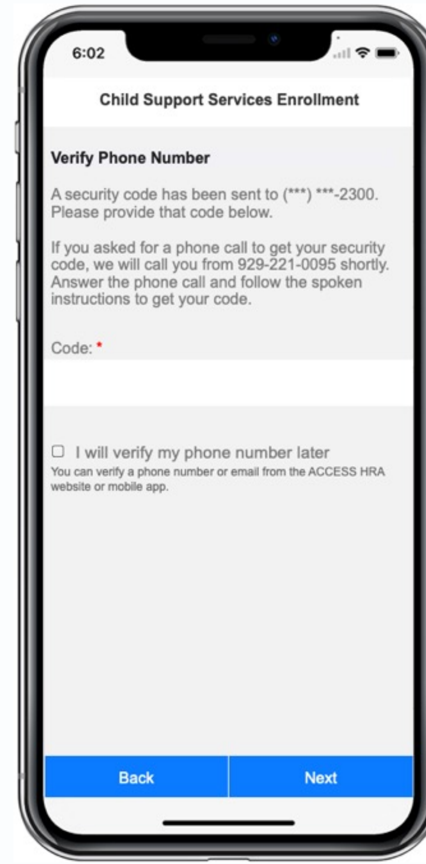
Connect Account & Multi-Factor Authentication

Connect to your HRA Case Profile

A user can connect to their case via Enroll Now or Find my Case from the Dashboard. Upon successful link, the user may be prompted to complete MFA.

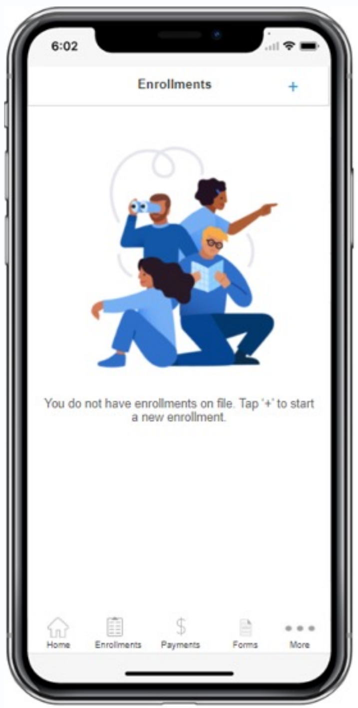






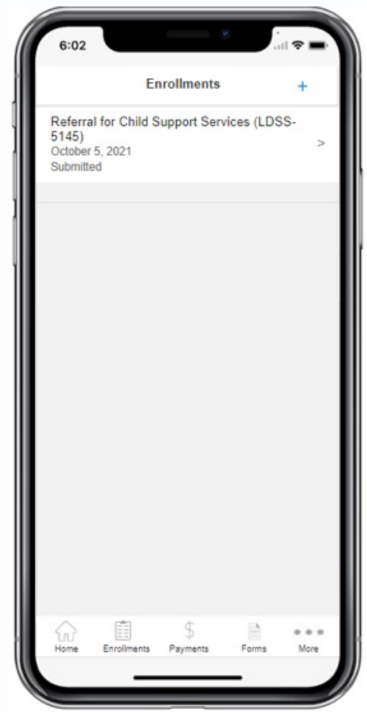
Child Support – Enrollments

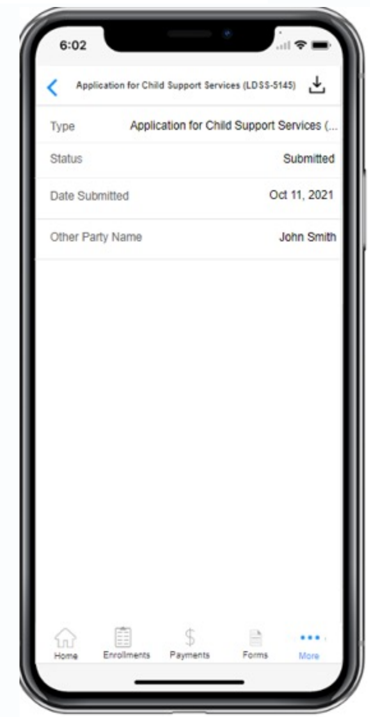
This screen displays a list of your submitted and in progress forms for Child Support Services submitted via the mobile app. Submit forms to the agency to challenge a decision or take other actions related to your Child Support case.



To initiate an enrollment, you can tap the "+" to begin.

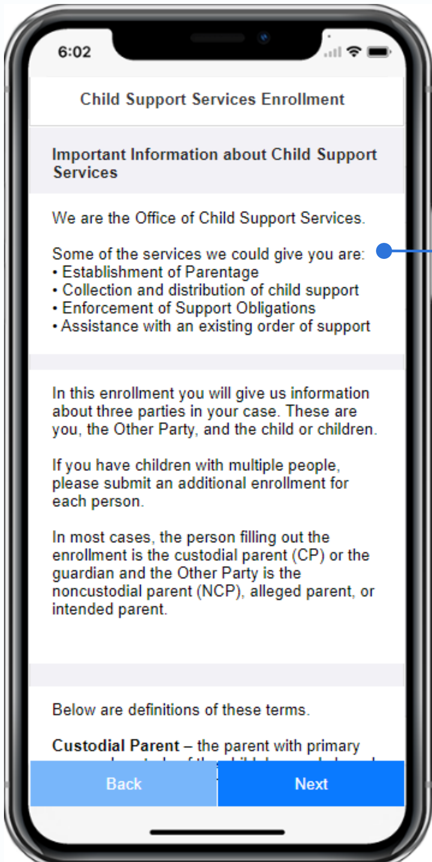
This screen displays a list of your submitted and in progress applications for Child Support Services submitted via the mobile app.





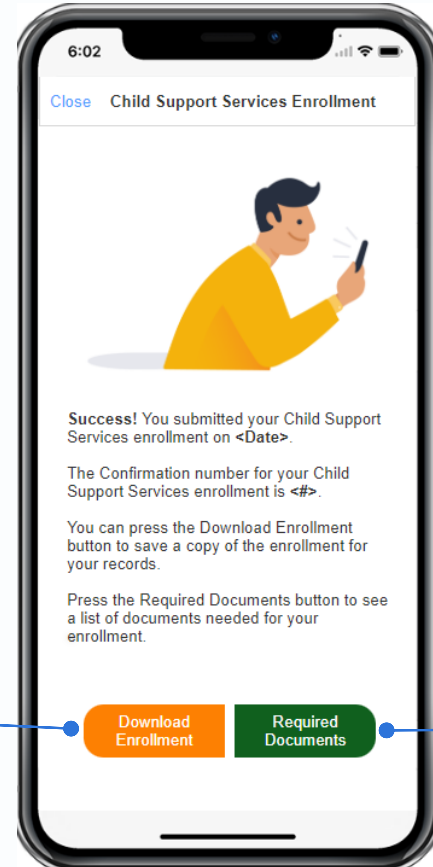
You can access submission details related to your enrollment as well as download a copy of the associated form from this page.

Child Support – Enrollments Continued



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.

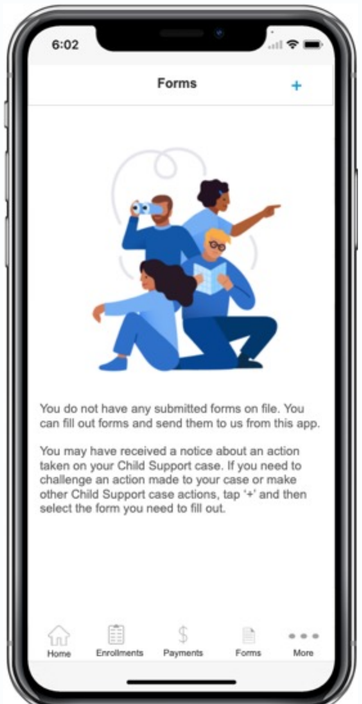
Download Enrollment
You can download a copy of your submitted form here or from the 'Enrollments' page.

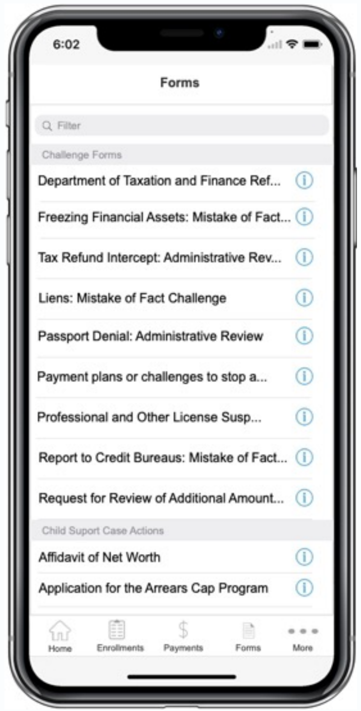


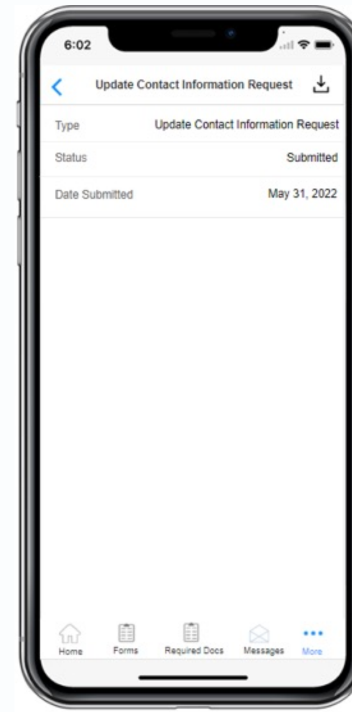
Required Documents
You can see which documents you need to return to the agency or bring to court here, or you can access this information on your 'Required Documents' page.

Child Support – 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.







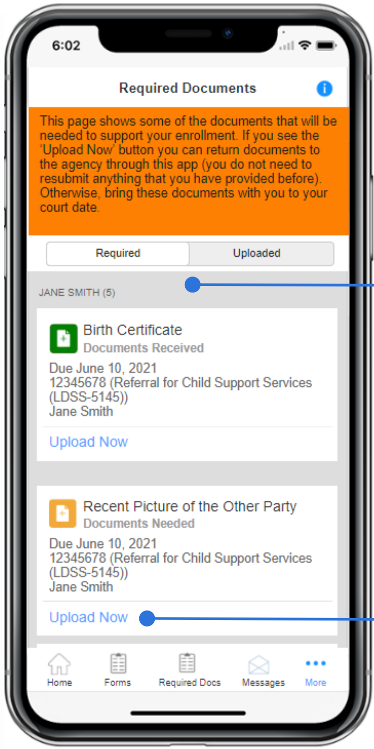
To initiate a new form, you can tap the "+" to begin.

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

Child Support – Required Documents

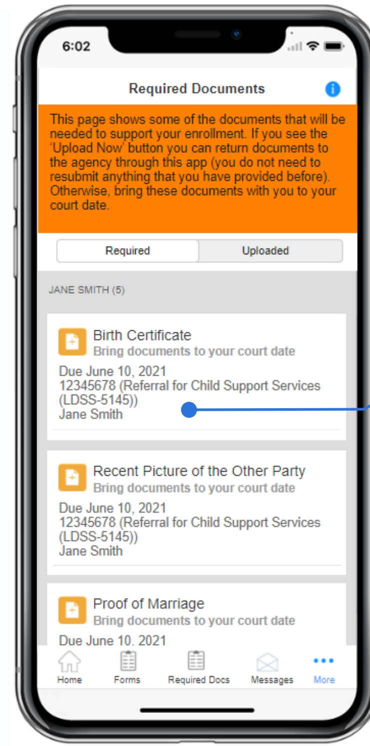
Once you have submitted your Enrollment or Form, we'll show you which documents you need to either return to the agency or bring with you to court. On this page, you can see the full list of documents, for whom the document applies, the status of the document, and the date by when the document is due.

- 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.



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.

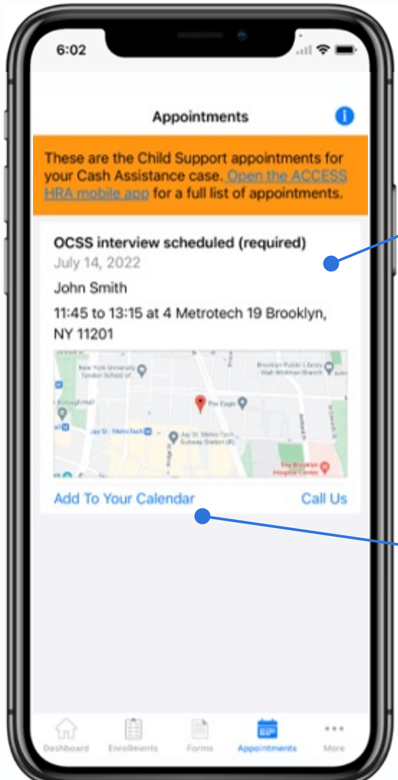


Bring Documents to your Court Date
If you submitted an Application for Child Support Services (LDSS-5143), then we will show you which documents you need to bring with you to your court date.

Child Support – Appointments & E-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

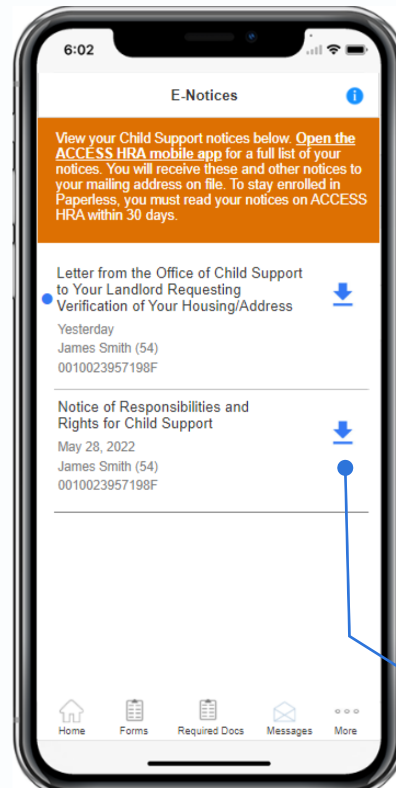
View your detailed appointment information such as appointment type, date, time and location. When available, a map will be displayed with the appointment location. All upcoming appointments will be displayed.

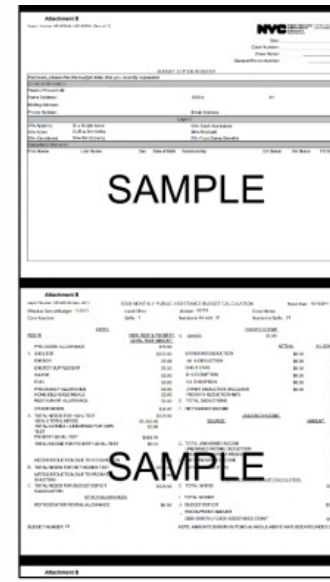
Add to Your Calendar

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.

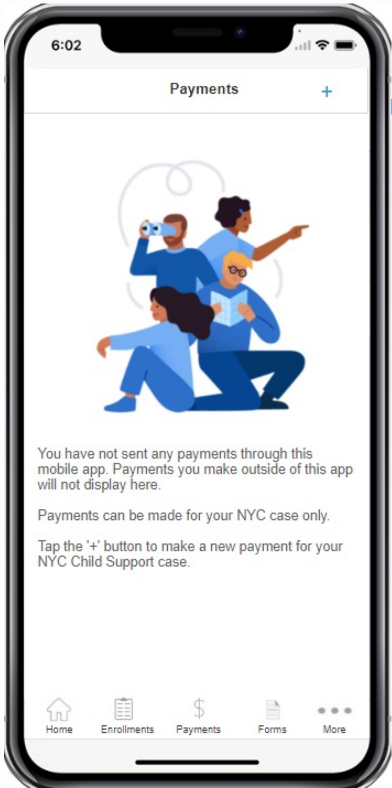




View E-Notice Details

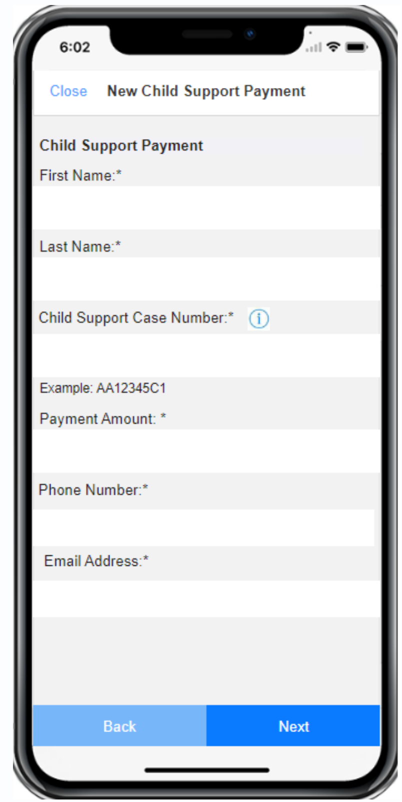
View agency notices recently sent to you. Tap the download button to view your notice.

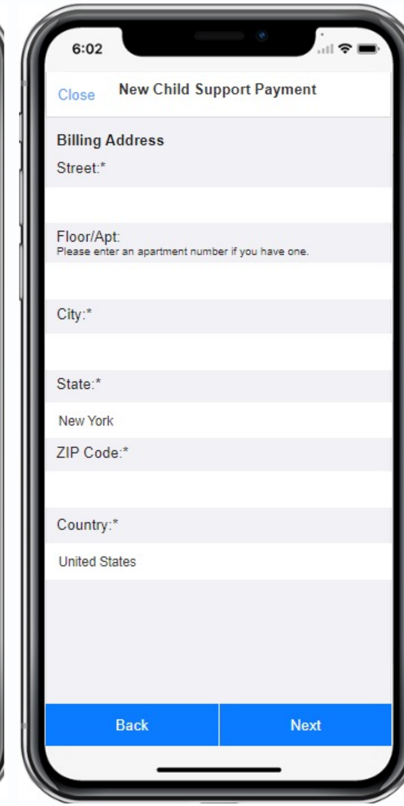
On the first two pages of the New Child Support Payment form, the client will enter their name, Child Support case number, the payment amount, contact information, and billing address.



Make a New Payment

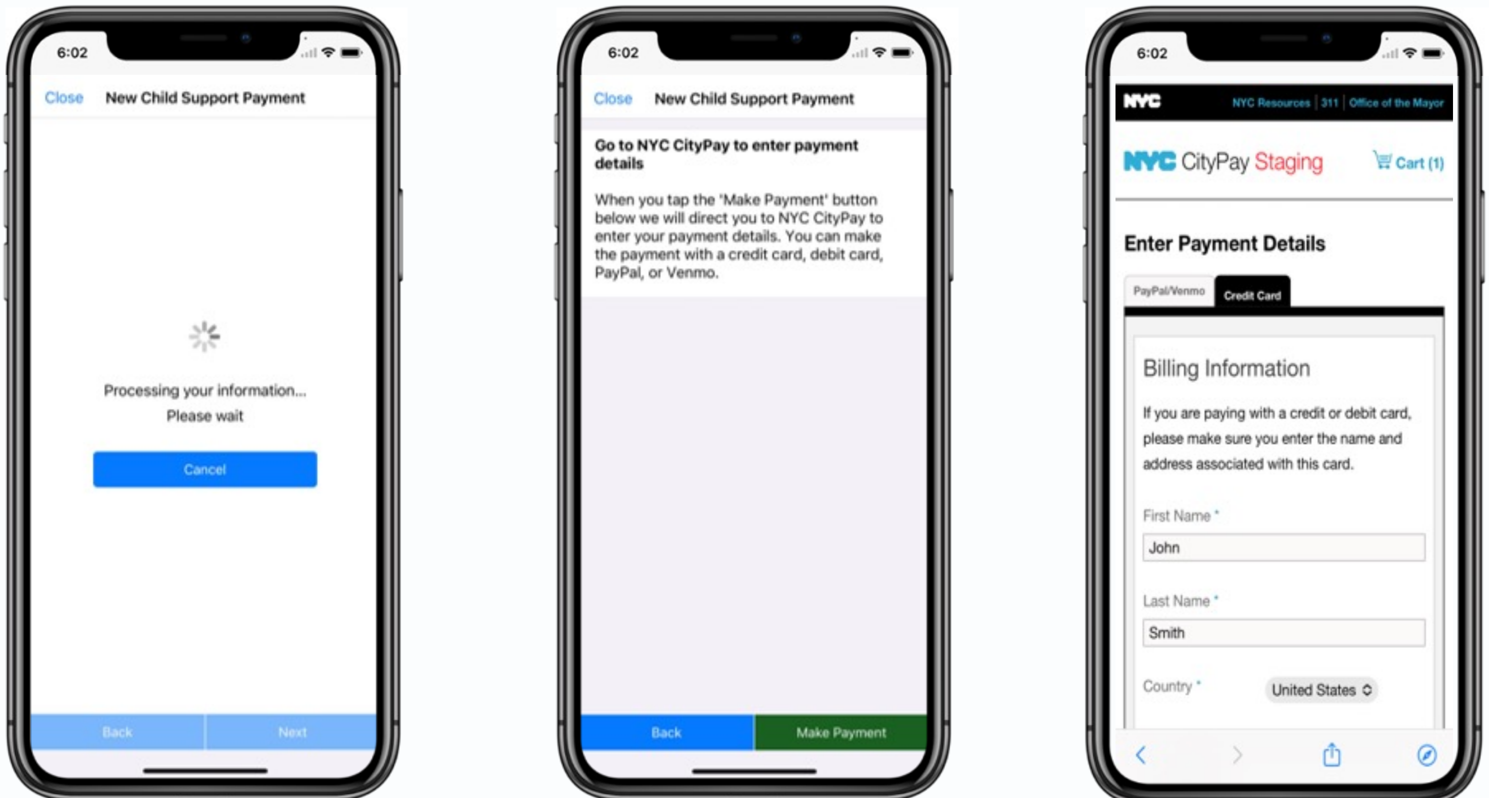
Noncustodial parents can make payments for their NYC Child Support case in the mobile app. To start a new payment, tap the '+' button in the top right corner on iPhones or the '+' button on the bottom right corner on Android devices.





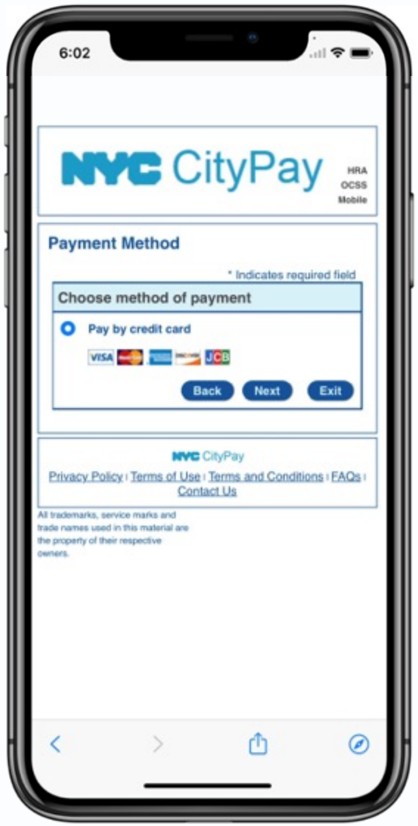
Child Support – NYC CityPay

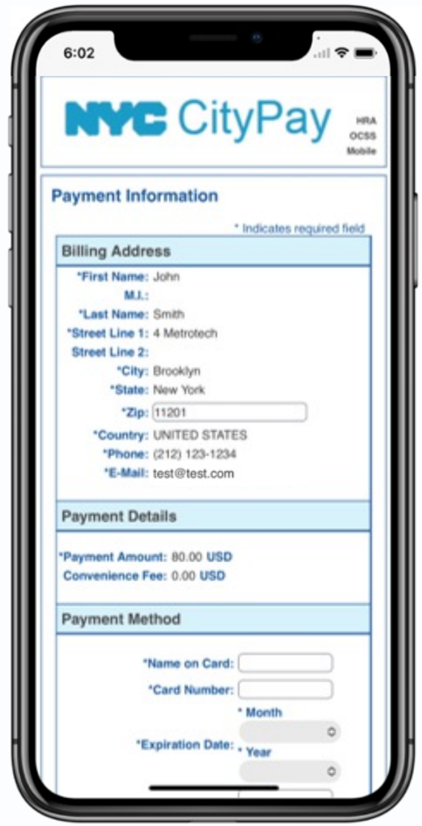
Click the 'Make Payment' button to complete your payment with NYC CityPay. The NYC CityPay website will open in a browser embedded in the mobile app.

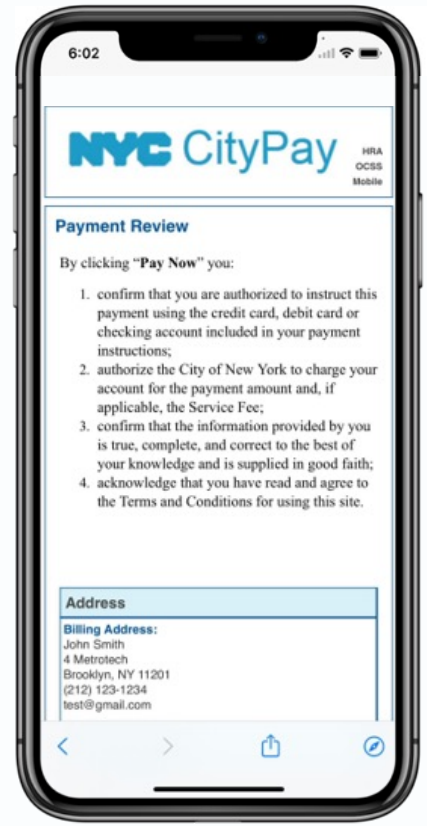


Child Support – Complete Payment

After selecting their payment method, clients will enter their payment details. Clients can then review their payment details before completing the payment. Once the client taps the 'Pay Now' button, they will be redirected to the mobile app while the payment processes.







Child Support – Payment Confirmation

After the payment is made, the client will be shown a confirmation page for their payment in the mobile app. Clients will be sent a confirmation email from the Department of Finance. The back arrow at the top left corner of the screen will navigate the client back to the Payments page where a list of their payments will display. Tapping a payment in the list will display the payment details.