



Be Safe, Skip the Trip

All in-person appointments have been cancelled.

You can do everything listed below without coming to an HRA Center. Go online to nyc.gov/accesshra, or download the **ACCESS HRA** mobile app, and log in or create an account.

✓ SNAP

- › Apply or recertify for SNAP benefits online.
- › Complete your SNAP periodic report online.
- › Change or close your SNAP case online.
- › Take photos of requested documents with your phone and upload them.
- › A phone interview may not be necessary for your application or recertification. If we need additional information, HRA will contact you.
- › NYC is assisting New Yorkers by delivering meals to those who cannot access food themselves: [NYC.gov/GetFood](https://nyc.gov/GetFood) or call **311**.

✓ Cash Assistance

- › You can now submit an application or recertification for Cash Assistance on ACCESS HRA. HRA will call you for a phone interview.
- › Take photos of requested documents with your phone and upload them.
- › Submit an application for a special grant such as Emergency Rental Assistance.

✓ Manage Your Case

- › Check your application status.
- › Read e-notices online, or sign up to go paperless.
- › View the list of documents HRA has requested under 'Required Documents' and those already received under 'Case Record.'
- › View your benefit payments.
- › Update your contact information.
- › Sign up for text alerts for upcoming appointments, and for information regarding when your recertification is due.



Here For You
nyc.gov/accesshra





保障自身安全，避免親自前往

所有現場面談均已取消。

不必前往 HRA 中心，就能完成下列的每一件事。請前往網址 nyc.gov/accesshra 或下載 ACCESS HRA 行動應用程式，然後登入或建立一個帳戶。

✓ SNAP

- › 線上申請或重新認證 SNAP 福利。
- › 線上填寫您的 SNAP 定期報告表。
- › 線上變更或關閉您的 SNAP 個案。
- › 使用您的手機拍攝必要文件的照片，然後將其上傳。
- › 可能不需要電話訪談即可進行您的申請或重新認證。如果我們需要其他資訊，HRA 會與您聯絡。
- › NYC 正在幫助紐約市民為無法自己獲取食物的人送餐：[請造訪 NYC.gov/GetFood](https://nyc.gov/GetFood) 或致電 311。

✓ 現金援助

- › 您現在可以在 ACCESS HRA 上提交現金援助申請或進行資格重新認證。HRA 將聯絡您進行電話訪談。
- › 使用您的手機拍攝必要文件的照片，然後將其上傳。
- › 提交關於緊急租金援助等特殊補助金的申請。

✓ 管理您的個案

- › 查看您的申請狀態。
- › 線上閱讀電子通知或登記以「無紙方式」接收通知。
- › 在「Required Documents」(必要文件) 下方檢視 HRA 所要求的文件清單，以及在「Case Record」(個案記錄) 下方檢視已收到的文件清單。
- › 檢視您的福利領取狀況。
- › 更新您的聯絡資訊。
- › 登記接收即將進行之面談以及重新認證到期時間相關資訊的簡訊提示。



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