

Process Guide: How to Use the NYCHA Self Service Portal to Complete the Housing Choice Voucher (Section 8) Annual Recertification

Using this Reference Guide

Welcome to NYCHA's Self Service Portal!

This Reference Guide will assist you through completing an online annual recertification. The process has been broken down into sections for ease in following the requirements. If you face issues with the Portal at any section, contact our Customer Call Center for assistance at 718-707-7771.

Once you are finished, don't forget to share your experience with us by completing the survey!

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2. Register Your Account

Before starting your online annual recertification, you must register your account*. Click on “Register for Online Access” at the Portal’s homepage and complete the below steps.



Register.

Enter your information and your current email address.



Confirm your account.

NYCHA will send you an email with a link to confirm your account.



Access your account.

Enter the username and password provided by NYCHA at the log in screen.

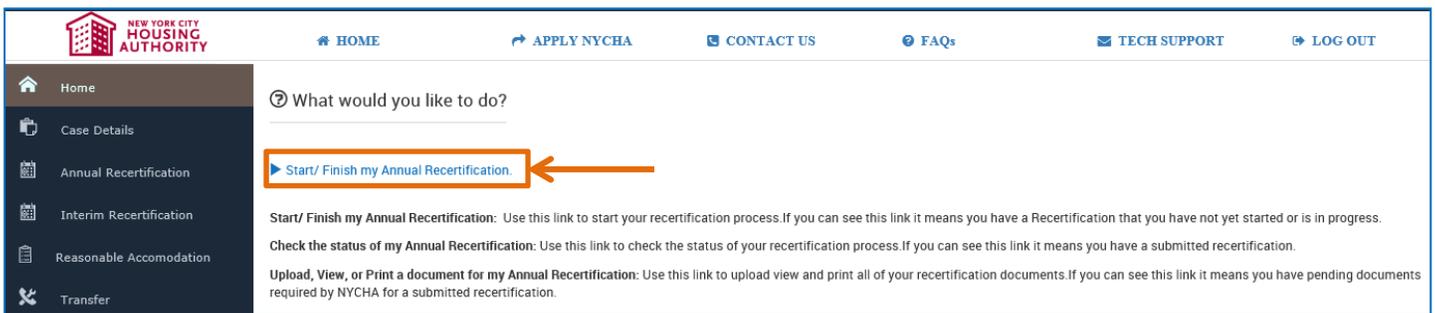
**If NYCHA has provided you with a username and password, you can skip the steps for Register and Confirm your account.*

3. Accessing Your Account

Select “View Details” under My Section 8 Case(s) after logging in to your account.



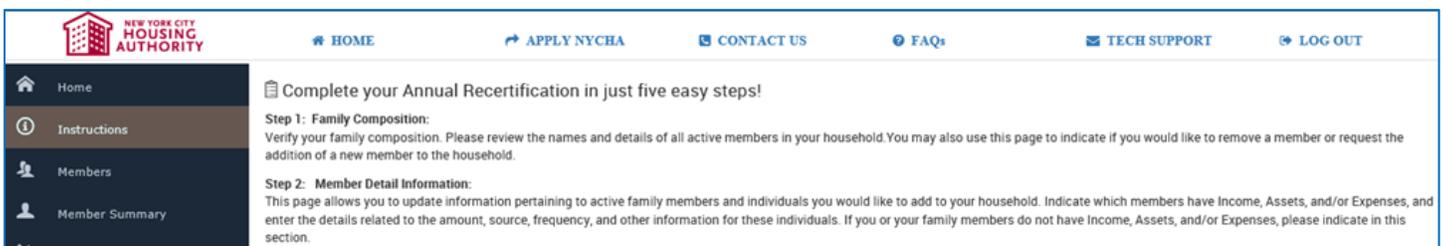
Select “Annual Recertification” on the left-hand side of the page. Then select “Start/Finish my Annual Recertification”.



Read the steps for completing the annual recertification.

If you are a person with disabilities and require assistance, call (718) 707-7771. An operator can assist you with obtaining a paper annual recertification package.

If you are proceeding, click Get Started.



4. Get Started

View the list of “Active” household members.

Is it correct? Do you need to Add or Remove a household member?

You can do it all from this page.

The screenshot displays the NYCHA Recertification Process interface. At the top, it shows the Case Number (7779999), Head of Household (Nyia Cha), and SR Number (1-9999888877). The main content area is titled "Instructions" and provides guidance on the "Step 1: Family Composition" process. It includes a table for "Member Information" with one active member listed: Nyia Cha, Head, Active. The table has columns for Update, First Name, Last Name, Relationship, Status, and Information Complete. An orange arrow points to the "Add" and "Remove" buttons in the top right corner of the table. Below the table, there is a "Pending Member Information" section with "No Records" and a "Back" button. The "Save & Continue" button is located at the bottom right.

Update	First Name	Last Name	Relationship	Status	Information Complete
Update	N	Cha	Head	Active	✓

Under Member Information, you **must** select “Update” and answer all questions.

You **may** select “Add” or “Remove” if needed.

- **Update.** You must enter the income, assets and expenses for every “Active” household member.
- **Add.** To add a new household member, select “Add” and follow the steps to enter all of their information.
- **Remove.** To remove an “Active” household member, select “Remove” and provide information on why he/she needs to be removed.

Once finished, select “Save & Continue”.

5. Member Detail Information

For each active and new household member, you must answer all questions and complete entries regarding:

- Basic Details
- Earnings/Asset Related Information
- Affidavit of Student Status
- Additional Information
- Emergency Contact Information
- Third Party Verification Consent to Release Information
- Declaration of Citizenship and Debts Owed to PHA

Expand each section to answer the questions. Once finished, click “Save & Continue”.

Section	Progress
Head Of Household Information	
+ Basic Details	0
+ Earnings/Asset Related Information	0
+ Affidavit of Student Status	0
+ Additional Information	0
+ Emergency Contact Information	0
+ Third Party Verification: Consent to Release Information	0
+ Declaration of Citizenship	0
+ Debts Owed to PHA	0

Back Save & Continue

To add income, assets and/or expenses, select the “+ Add” button for the section. Select “Save & Continue” once entries are completed.

If a household member has none, select “Skip & Continue”.

Contact Information for - Nyia Cha

Heads up! Please note that if you receive any Income you must report it to NYCHA. Income sources can be Self-Employment, Social Security/SSI, Public Assistance, Military Pay/Veteran's Benefit, Unemployment Insurance, Worker's Compensation, Child Support/Alimony, Pension/Annuity, Adoption/Foster Care, Contributions etc. If you wish to report an Income.

\$ My Income Information

No Records

Income Source	Total Income	Start Date	Edit Income
	-		

Remove Income + Add Income(s)

My Asset Information

No Records

Asset Type	Current Balance/Value	Interest Rate	Account Number	Edit Asset

Remove Asset + Add Asset(s) / Report Sale(s)

My Expense Information

No Records

Expense Type	Total Expenses	Frequency for Expenses	Total Reimbursement	Frequency for Reimbursement	Edit Expense

Remove Expense + Add Expense(s)

Back Skip & Continue Save & Continue

For income, assets and expenses enter the source/type, name, address, amount, start date and frequency. Once entries are completed, select “Save & Continue”.

Contact Information for - Nyia Cha

\$ Income Information

Income Detail Information | Source Name and Address Information

Income Details
Note: Please enter your income details in this section. Some examples of valid income sources are: Wages, Commission, Tips etc.

Income Source*
Total Income*
Start Date*
8/16/2017 12:24:05 PM
Frequency

Income Source & Income Information
Note: Please enter your Income Source and address information in this section. Where you are getting your income, the address of your work location - stuff like that.

Source Name
Source Phone #
Source Address

Back Save & Continue

6. Recertification Summary and Submission

Review the summary of what you entered. Make sure that there are no members with an “x” next to their name. If there is an “x”, you must select “Update” to complete all questions related to the member.

My Family Composition						1 - 1 of 1
Update	First Name	Last Name	Relationship	Status	Information Complete	
Update	Nyia	Cha	Head	Active	✓	

\$ My Income Information						1 - 1 of 1
First Name	Last Name	Income Source	Total Income	Frequency	Start Date	
Nyia	Cha	Social Sec Survivor's Benefits	\$797.00	Monthly	7/15/2017	

My Asset Information						No Records
First Name	Last Name	Asset Type	Current Balance/Value	Interest Rate	Account Number	

My Expense Information						No Records
First Name	Last Name	Expense Type	Total Expenses	Frequency for Expenses		

To finish the annual recertification, you must read and insert a checkmark (✓) acknowledging that the statements are true and correct then click Submit.

★ ACKNOWLEDGEMENT

I declare that the statements contained in this application are true and correct and that I have not knowingly or willingly made a false statement, given false information or omitted information in connection with this application.

Warning: Willful false statements are a basis for rejection of your application and area criminal offense under Section 1001 of Title 18 of the U.S. Code for federally aided developments.

[Back](#) [Submit](#)

Congratulations on completing your online annual recertification!

Click on “Continue to Document Upload(s)” for detail on required documents needed for NYCHA to complete processing.

🔔 You have successfully Submitted Your Annual Recertification

1-9999888877

This is to confirm the submission of your Recertification for this year. Please use above number as reference.

You may need to submit supporting documentation in order to complete the Recertification process. Please click on the Next button to see the list of documents requested.

You may go online at any time to check the status of your Recertification, or to upload supporting documentation.

If you have any questions regarding your Recertification, please call NYCHA's Customer Contact Center, Monday through Friday, 8:00 a.m. to 5:00 p.m., at (718) 707-7771.

[Continue to Document Upload\(s\)](#)

7. Document Submission

You must provide documents to support your income, assets and expenses. Review the *List of Sample Supporting Documents* for examples. Once you have gathered your documents, you may submit them:



1. on NYCHA's Self Service Portal at <https://selfserve.nycha.info>

2. in person at your nearest Customer Contact Center (addresses are below)

Bronx Customer Contact Center
478 East Fordham Road, 2nd Fl.
Bronx, NY 10458

Brooklyn Customer Contact Center
787 Atlantic Avenue, 2nd Fl.
Brooklyn, NY 11238

3. by mail

New York City Housing Authority
Leased Housing Department
PO Box 19201
Long Island City, NY 11101



Uploading on NYCHA's Self Service Portal is fast and convenient!



You can upload documents directly to your case by using a scanner or taking a picture on your other devices such as an iPad or smartphone. See Page 11 for additional instructions.



The Pending documents section will list any documents NYCHA needs to complete your annual recertification.

Use your scanning, smartphone or tablet device to record an image of any pending documents. Click on the “Upload Document” button next to each pending document.

Document Name	Status	Requested For?	Expected Date	Acceptable Documents	Upload Document
Proof Of Income-Employment	Requested	Nyia Cha		Acceptable Documents	Upload Document
Proof Of Income-Employment	Requested	Nyia Cha		Acceptable Documents	Upload Document
Proof Of Income-Child Support/Alimony	Requested	Nyia Cha		Acceptable Documents	Upload Document

Select the **Document Name** from the dropdown and click **Browse** to find your document on your device. Once you have located it, click okay and then “Upload Document”.

NEW YORK CITY HOUSING AUTHORITY

Upload Document

Vendor/Case#: 7779999

Service Request#: 1-9999888877

HOH Name: Nyia Cha

Requested For: Nyia Cha

Document Category: Proof of Income

Document SubCategory: Emplnment

Document Name: [Dropdown]

Contact Remarks:

File to upload: [Browse...]

Upload Document

Close

Once you have uploaded all of your documents, click “Close”.

8. Annual Recertification Survey

Now that your annual recertification submission is complete, tell us about your experience. All information provided is to improve your online experience and help us provide excellent customer service.

Thank you for your time in completing the survey!

 Thank You

You have **successfully** submitted your Recertification online.

You can check the status of your Annual Recertification and the information you provided at any time by logging in to the Tenant Self-Service Portal and clicking on the Annual Recertification link.

You will be notified via mail and online when your Annual Recertification process is complete.

Your opinion matters! Would you help us improve the website by completing a short survey?



9. What Can I Do After Submission?

After your annual recertification has been submitted, you can log in periodically to check the status and view, print or upload documents.

The screenshot shows the NYCHA portal home page. The navigation menu on the left includes: Home, Case Details, Annual Recertification, Interim Recertification, Reasonable Accommodation, Transfer, Portability Out, and Inspection. The main content area has a search bar and a list of actions:

- [Check the status of my Annual Recertification.](#) (highlighted with an orange box and arrow)
- [Upload, View, or Print a document for my Annual Recertification.](#) (highlighted with an orange box and arrow)

Below the links, there are three explanatory paragraphs:

- Start/ Finish my Annual Recertification:** Use this link to start your recertification process. If you can see this link it means you have a Recertification that you have not yet started or is in progress.
- Check the status of my Annual Recertification:** Use this link to check the status of your recertification process. If you can see this link it means you have a submitted recertification.
- Upload, View, or Print a document for my Annual Recertification:** Use this link to upload view and print all of your recertification documents. If you can see this link it means you have pending documents required by NYCHA for a submitted recertification.

The screenshot shows the NYCHA portal details page. The top navigation bar includes: HOME, APPLY NYCHA, CONTACT US, FAQs, TECH SUPPORT, and LOG OUT.

Voucher Details:

Voucher/Case Number	7779999	Voucher Status	Active	Voucher Issue Date	
Section 8 Admission Date	10/01/2010	Head of Household Last Name	Cha	Head of Household First Name	Nya
Contract Rent \$	\$1,222.00	NYCHA Share \$	\$987.00	Tenant Share \$	\$235.00
Last Annual Recertification Date	10/01/2016	Next Annual Recertification Date	10/01/2017	Lease Start Date	10/01/2016
Lease End Date	10/01/2018				

Service Request Summary:

SR Number	1-999888877	Effective Date	10/01/2017	Type	Recertification
Sub-Type	Annual	Status	Open	Sub-Status	Additional Info Required

What does my Recertification status mean?

Recertification Status: Additional Information Required. This status means NYCHA is awaiting required supporting documents to process your Annual Recertification.

Appendix: List of Sample Supporting Documents

NEW YORK CITY HOUSING AUTHORITY LEASED HOUSING DEPARTMENT

Bronx Customer Contact Center
478 East Fordham Road, 2nd Fl.
Bronx, NY 10458

Brooklyn Customer Contact Center
787 Atlantic Avenue, 2nd Fl.
Brooklyn, NY 11238

Customer Contact Center: (718) 707-7771

List of Sample Supporting Documents

For each member of your Section 8 household, you must provide the following **ORIGINAL** documentation:

- Birth Certificate **AND**;
- Social Security Card **AND**;
- Proof of Citizenship or Alien Registration Card **AND**;
- Marriage License (if applicable) or Domestic Partnership Certificate

If any household member has any income, asset, or expenses, you must provide **CURRENT** documentation as proof.

ACCEPTABLE DOCUMENTS FOR PROOF OF INCOME		ACCEPTABLE DOCUMENTS FOR PROOF OF ASSETS	
INCOME SOURCE	EXAMPLES OF ACCEPTABLE DOCUMENTS	ASSET SOURCE	EXAMPLES OF ACCEPTABLE DOCUMENTS
EMPLOYMENT	<ul style="list-style-type: none"> • Pay stubs (please provide at least two consecutive pay stubs) • W-2 • Verification of Employment from your Employer • Payroll History 	CHECKING ACCOUNT SAVINGS ACCOUNT	<ul style="list-style-type: none"> • Bank Statement(s) (All Pages) • 1099 Interest Statement(s)
SELF EMPLOYMENT	<ul style="list-style-type: none"> • Federal Tax Returns (1040 A-S, 1040EZ, 1040-L) • 1099 Statement(s) (1099-DIV, 1099-G, 1099-MISC, 1099-R) • Certificate of Net Worth • State Tax Returns (IT-150S, IT-201L, etc.) • Certified Transcript of Tax Return 	STOCKS/BONDS	<ul style="list-style-type: none"> • Stock Broker Summary/Statement(s): Stocks, Bonds and Mutual Funds • Stock Certificate(s) (copy) • 1099 Interest Statement(s)
SOCIAL SECURITY	<ul style="list-style-type: none"> • SSI Award Letter AND SSP Letter (State Disability) • Social Security Benefits 	MONEY MARKET FUNDS/ MUTUAL FUNDS	<ul style="list-style-type: none"> • Bank Statement(s) (All Pages) • Stock Broker Summary/Statement(s): Stocks, Bonds and Mutual Funds • Stock Certificate(s) (copy) • 1099 Interest Statement(s)
PUBLIC ASSISTANCE	<ul style="list-style-type: none"> • Budget Letter 	RETIREMENT (401K/IRA/ROTH)	<ul style="list-style-type: none"> • 401K / IRA / ROTH Statement(s) • Bank Statements(s) (All Pages)
MILITARY PAY/ VETERANS BENEFITS	<ul style="list-style-type: none"> • Pension Award Letter • Military Pay Statement • Veteran's Pay Statement 	LIFE INSURANCE POLICY (Whole Life or Term Life)	<ul style="list-style-type: none"> • Life Insurance Policy Statement(s)
WORKERS COMPENSATION	<ul style="list-style-type: none"> • Workers Compensation Statement 	TRUST FUNDS	Proof of Trust Funds which includes: <ul style="list-style-type: none"> • Trust Agreement(s) • Bank Statement(s) (All Pages)
CONTRIBUTIONS	<ul style="list-style-type: none"> • Contributor Statement 	REAL ESTATE	<ul style="list-style-type: none"> • Letter from Closing Attorney and Unrecorded Deed • Letter or Agreement from the Condominium/Co-Op • Testamentary Letters from the Estate • Proprietary Co-Op Letter • Co-op Shareholder Certificate • Recorded Deed • Federal Tax Return (Including Schedule E)
PENSION/ANNUITY	<ul style="list-style-type: none"> • Pension Award Letter • Annuity Documents 		
CHILD SUPPORT/ ALIMONY	<ul style="list-style-type: none"> • Alimony Documents • Statement from Child Support Provider • Court Order • Court Stipulations 		
ADOPTION/ FOSTER CARE	<ul style="list-style-type: none"> • Foster Care Letters • Guardianship Papers • Letters of Administration 		
ACCEPTABLE DOCUMENTS FOR PROOF OF EXPENSES			
EXPENSES SOURCE	EXAMPLES OF ACCEPTABLE DOCUMENTS		
CHILDCARE EXPENSES	<ul style="list-style-type: none"> • Childcare Affidavit 		
EDUCATION EXPENSES	<ul style="list-style-type: none"> • Full Time Student Verification Letter (18 years and older) 		
MEDICAL EXPENSES	<ul style="list-style-type: none"> • Medical Documents 		
DISABILITY EXPENSES	<ul style="list-style-type: none"> • Any unreimbursed Medical or Disability expenses such as Receipts for Prescription or Non Prescription Medicines, Receipts for Medical Supplies and Equipment, Medical Insurance Premiums, Receipts for Services of Doctors, Health Care Professionals, or Health Care Facilities, etc. 		