

NYCHA Self-Service Portal

U S E R N A M E

[Forgot Username](#)

P A S S W O R D

LOGIN

REGISTER

[Forgot Password](#)
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NYCHA Self-Service Program & Initiatives

 <p>Public Housing</p> <p>If you are a NYCHA tenant or if you wish to apply for public housing, here is everything you need to know.</p> <p>LEARN MORE</p>	 <p>Section 8</p> <p>This program provides assistance to eligible low-and moderate-income families to rent housing in the private market.</p> <p>LEARN MORE</p>	 <p>Agency</p> <p>NYCHA partners with external agencies to provide decent and affordable housing in a safe, secure environment.</p> <p>LEARN MORE</p>	 <p>Opportunity Connect</p> <p>If you are a NYCHA Resident or Member and want to learn more about employment assistance, job training and other opportunities provided through REES, click here.</p> <p>LEARN MORE</p>	 <p>Applicants</p> <p>This online application will walk you through the information NYCHA needs to place you on the waiting list.</p> <p>LEARN MORE</p>
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Guía del proceso: Cómo utilizar el Portal de Autoservicio de NYCHA para completar una Solicitud de Recertificación Provisional/ Cambio Provisional

Use esta Guía de Referencia

¡Bienvenido al Portal de Autoservicio de NYCHA!

Esta Guía de Referencia le ayudará a completar una Solicitud de Cambio Provisional en línea. El proceso se ha dividido en secciones para facilitar el seguimiento de los requisitos.

<u>Tema</u>	No. de Página
1. Portal de Autoservicio de NYCHA	3
2. Registrar su cuenta	4
3. Acceder a su cuenta	5
4. Inicie: Recertificación Provisional	6 - 8
5. Informar sobre un cambio en los ingresos	9- 10
6. Resumen y Presentación de la Recertificación	11 - 12
7. Envío de documentos	13 – 15
8. ¿Qué puedo hacer después del envío de documentos?	16
Apéndice: Lista de ejemplos de documentos de soporte	17

2. Registrar su cuenta

Antes de comenzar su Recertificación Provisional en línea, usted debe registrar su cuenta*. Haga clic en “Registrarse para el acceso en línea” en la página de inicio del Portal y complete los siguientes pasos.



Regístrese.

Ingrese su información y su dirección de correo electrónico actual.



Confirme su cuenta.

NYCHA le enviará un correo electrónico con un enlace para confirmar su cuenta.



Acceda a su cuenta.

Ingrese el nombre de usuario y la contraseña que le suministró NYCHA en la pantalla de ingreso.

**Si NYCHA le ha suministrado un nombre de usuario y una contraseña, puede omitir los pasos para Registrarse y Confirmar su cuenta.*

3. Acceso a su cuenta

Seleccione “Ver detalles” debajo de Mi(s) Caso(s) de la Sección 8, después de ingresar a su cuenta. Como se ve a continuación.



4. Inicie: Recertificación Provisional

Seleccione "Recertificación Provisional" en la parte izquierda de la página.

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Home FAQ Contact Us Quality Of Life MyNYCHA APPLY NYCHA Housing Map Submit a Concern COVID-19

Home
Case Details
Annual Recertification
Interim Recertification
Reasonable Accommodation
Section 8 Transfer Request
Rental/Transfer Voucher Status
Portability Transfer Request
Inspection
Service Requests
Property Management
Available Sec 8 Apts
Opportunity Connect

Case Information

Voucher/Case Number
Section 8 Admission Date
Head of Household First Name
Tenant Share \$
Last Inspection Date
Lease End Date

Voucher Status
Voucher Unit Size
Contract Rent \$
Last Annual Recertification Date
Last Inspection Result

Voucher Issue Date
Head of Household Last Name
NYCHA Share \$
Next Annual Recertification Date
Lease Start Date

Luego seleccione "Iniciar/Terminar mi Recertificación Provisional"

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What would you like to do?

[Start/ Finish my Interim Recertification.](#)

Start/ Finish my Interim 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.

Upload, View, or Print a document for my Interim Recertification: Use this link to upload view and print all of your recertification documents.

Existing Interim Requests

SR Number	Type	Sub Type	Status	Sub-Status	Resolution	Effective Date

Lea los pasos para completar la Recertificación Provisional.

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Home FAQ Contact Us Quality Of Life MyNYCHA APPLY NYCHA Housing Map Submit a Concern COVID-19

- [Home](#)
- [Instructions](#)
- [Members Summary](#)
- [Review&Submit](#)
- [Documents Upload](#)
- [Finish](#)

Complete your Interim Recertification in just five easy steps!

Step 1: Report a Change:
Verify your family composition. Please review the names and details of all active members in your household. You may also use this page to indicate if you would like to remove a member or request the addition of a new member to the household.

Step 2: Member Detail Information:
This page allows you to update information pertaining to active family members and individuals you would like to add members or remove members, and enter the details related to the amount, source, frequency, and other information for these individuals. If you or your family members do not have income, please indicate in this section.

Step 3: Interim Recertification Summary:
Review all information you provided for the head of household, each family member, and for any new family member(s) you have requested to add to the household. Please review the terms and conditions and check the 'Acknowledgement' box. This agreement is legally binding between you and NYCHA.

Step 4: Document Summary:
Based on the information you provided, you may be required to provide supplemental documents such as pay stubs, bank statements, employment letters, etc. to verify reported income. This page will provide you with a summary of the documents needed to process your interim recertification.

Step 5: Upload Documents
You may upload all supplemental documents required to process your interim recertification on this page.

NOTE:
If you would like to go for reasonable accommodation to meet the needs of persons with disabilities, please contact customer contact centre at 718-707-7771 and a reasonable accommodation form will be mailed to you.

[GET STARTED](#)

Vea la lista de los miembros "Activos" de la familia.

¿Es correcta?

*Usted **puede** seleccionar "Agregar" o "Sacar", si es necesario.*

Case Number: 1700094 Head of Household: Dummy2 Dummy2 BR Number: 1-6648108641

Member Information						1 - 2 of 2
Update	Select	First Name	Last Name	Relationship	Status	
N		Dummy3	Dummy3	Child	Active	
N		Dummy2	Dummy2	Head	Active	

Pending Member Information				1 - 1 of 1
First Name	Last Name	Relationship	Status	
TEST	DUMMY2	Live-in Aide	Pending Deletion	

Note: Please select below options to proceed.

A request to Remove Head of Household:

A request to Add New Head of Household:

A request to remove Family Member(s):

Do you want to update any profile information?:

Selected New Head Of Household:

A request to add Family Member(s):

Change Of Income Request:

BACK SAVE & CONTINUE

- **Agregar.** Para agregar a un nuevo miembro de la familia, seleccione "Una solicitud para agregar a miembro(s) de la familia" y siga los pasos para ingresar toda su información.

Sacar. Para sacar a un miembro "Activo" de la familia, seleccione "Una solicitud para sacar a miembro(s) de la familia" y suministre información sobre el motivo por el cual el miembro(s) de la familia debe ser retirado.

5. Informar sobre un cambio en los ingresos

- Informar sobre un cambio en los ingresos. Para cada campo con un asterisco rojo "*" al lado, utilice el menú desplegable para seleccionar la opción correcta.
- Junto a "Solicitud de Cambio en los Ingresos", seleccione "Sí" en el menú desplegable y siga los pasos para ingresar toda la información.

The screenshot displays a web interface for managing household information. At the top, it shows 'Case Number: 1700094', 'Head of Household: Dummy2 Dummy2', and 'SR Number: 1-55451095341'. Below this, there are two main sections: 'Member Information' and 'Pending Member Information'. The 'Member Information' section contains a table with columns for 'Update', 'Select', 'First Name', 'Last Name', 'Relationship', and 'Status'. It lists two members: 'Dummy3' (Child, Active) and 'Dummy2' (Head, Active). The 'Pending Member Information' section contains a table with columns for 'First Name', 'Last Name', 'Relationship', and 'Status', listing 'TEST' (DUMMY2, Live-in Aide, Pending Deletion). Below the tables, there is a 'Note' section with several dropdown menus for selecting options to proceed, such as 'A request to Remove Head of Household', 'A request to Add New Head of Household', 'A request to remove Family Member(s)', 'Do you want to update any profile information?', 'Select New Head Of Household', 'A request to add Family Member(s)', and 'Change Of Income Request'. At the bottom, there are 'BACK' and 'SAVE & CONTINUE' buttons.

- Complete la información sobre los ingresos del miembro de la familia que aparece en la lista.
- Luego seleccione "ELIMINAR INGRESOS" o "AGREGAR INGRESOS".

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Home FAQ Contact Us Quality Of Life MyNYCHA APPLY NYCHA Housing Map Submit a Concern COVID-19

Home Instructions Members Summary Review&Submit Documents Upload Finish

Case Number: 1700094 Head of Household: Dummy2 Dummy2 SR Number: 1-55451095341

Instructions
 Please enter the Income information for the household member whose name appears below. You may add multiple sources of Income however, the information must pertain to the household member specified below.

Contact Information for - DUMMY3 DUMMY3

\$ My Income Information [REDACTED] No Records
 REMOVE INCOME + ADD INCOME(\$)

Income Source	Total Income	Frequency	Start Date	Edit Income

I Confirm Signed By: DUMMY3 DUMMY3 Signed Date: [REDACTED]

BACK CONTINUE

Una vez que haya terminado, marque "Confirmar" y haga clic en "CONTINUAR".

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Home FAQ Contact Us Quality Of Life MyNYCHA APPLY NYCHA Housing Map Submit a Concern COVID-19

Home Instructions Members Summary Review&Submit Documents Upload Finish

Case Number: 1700094 Head of Household: Dummy2 Dummy2 SR Number: 1-55451095341

✓ You have successfully Completed your Income. Please click on Continue to proceed.

BACK CONTINUE

5. Resumen y Presentación de la Recertificación

Revise el resumen de la información que ha ingresado. Asegúrese de que no haya miembros con una "x" al lado de su nombre. Si hay una "x", debe seleccionar "Actualizar" para completar todas las preguntas relacionadas con el miembro de la familia.

Interim Recertification Summary

Case Number: 1700094 Head of Household: Dummy2 Dummy2 SR Number: 1-55451095341

My Family Composition 1 - 2 of 2

First Name	Last Name	Relationship	Status	Information Complete
Dummy3	Dummy3	Child	Active	✓
Dummy2	Dummy2	Head	Active	✓

« » « » « »

My Income Information 1 - 1 of 1

First Name	Last Name	Income Source	Total Income	Frequency	Start Date
Dummy3	Dummy3	Child Support/Alimony	\$500.00	Monthly	3/15/2020 12:00:00 AM

Confirme que ha leído la verificación sobre terceros: Consentimiento para divulgar los Términos y Condiciones de la Información. Marque las dos casillas "Confirmando" y haga clic en "Enviar".

Completion Details

Where did you complete this form?:★
At NYCHA Office

City★
New York

State★
NY

Did anyone help you complete this form?:★
N

Last Name

First Name

Telephone Number

Relationship

Third Party Verification: Consent to Release Information

Please ensure that you have read the Third Party Verification: Consent to Release Information Terms and Conditions. Please note that all authorized family members 18 years of age and older must sign a consent form failure to sign this consent form may result in denial of eligibility and/or termination of subsidy.

To view the Third Party Terms & Conditions, please [Click Here](#)

I Confirm★

Signed By★
Dummy2 Dummy2

Signed Date
4/2/2020

★ ACKNOWLEDGEMENT

I Confirm★

Signed By★
Dummy2 Dummy2

Signed Date
4/2/2020

BACK

SUBMIT

¡Felicidades por completar su Recertificación Provisional en línea!

Haga clic en "Continuar con la subida de documento(s)" para obtener detalles sobre los documentos necesarios para que NYCHA complete el procesamiento.

NYCHA Housing Authority

My Profile

Traducir
Select Language

FAQ | Contact Us | Quality Of Life | MyNYCHA | APPLY NYCHA | Housing Map | Submit a Concern

Case Number: 1700094 | Head of Household: Dummy2 Dummy2 | SR Number: 1-55451095341

You have successfully Submitted Your Interim Recertification
1-55451095341

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

You may need to submit supporting documentation in order to complete the Interim 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 Interim Recertification, or to upload supporting documentation.

If you have any questions regarding your Interim 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)

6. Envío de documentos

Usted debe presentar los documentos que respalden su Solicitud de Recertificación Provisional/Cambio Provisional. Es importante presentar los documentos que demuestren una disminución de los ingresos (por ejemplo, una carta de despido de un empleador) o un aumento de los ingresos (por ejemplo, dos recibos de pago de sueldo consecutivos) Revise la Lista de Documentos de Respaldo que sirven de referencia para ver algunos ejemplos. Una vez que usted haya reunido los documentos, puede presentarlos:



1. En el Portal de Autoservicio de NYCHA en: <https://selfserve.nycha.info>
2. Por correo a:

New York City Housing Authority

Leased Housing Department

PO Box 19201

Long Island City, NY 11101



¡Subir información al Portal de Autoservicio de NYCHA es rápido y conveniente!



Puede subir documentos directamente a su caso, con la ayuda de un escáner o tome fotos con otros dispositivos que tenga, como un iPad o un smartphone (teléfono inteligente).



Utilice el dispositivo de su preferencia como un escáner, smartphone o tableta para grabar una imagen de cualquier documento que necesite cargar. Haga clic en el botón "Cargar documento" que se encuentra al lado de cada documento que desee cargar.

3. Once you have selected the document you would like to upload, click on the Submit button

4. Please note that the document you uploaded will appear in the Documents Received section at the bottom of the page. To ensure that the document has uploaded correctly, click on the View/Print document link of the corresponding document.

5. For FAQs related to uploading documents, please [Click Here](#), or to watch the 'How to Upload Documents' video, please [Click Here](#)

6. If you would like to provide NYCHA with additional documents that are not listed here, please click on the Add Additional Documents button, and follow steps 1-3 as mentioned above.

7. If you have difficulties uploading your documents, please see your property management officer.

Pending documents No Records

[Refresh](#) [Add File](#)

Document Name	Status	Requested For?	Expected Date	Acceptable Doc	Upload Document
« ‹ › »					

Documents Received by NYCHA 1 - 4 of 4

Document Name	Status	Requested For?	Expected Date	View/Print Document
Affidavit of Income - Main Online	Pending Review	[REDACTED]		View Document
Affidavit of Income for Active Family Members...	Pending Review	[REDACTED]		View Document
Third Party Verification Consent to Release On...	Pending Review	[REDACTED]	11/5/2016	View Document
Debts Owed to Public Housing Agencies and T...	Pending Review	[REDACTED]		View Document

« ‹ › »

[Back](#) [Continue](#)

Seleccione el **Nombre del Documento** en el menú desplegable y haga clic en **Buscar** para encontrar el documento en su dispositivo. Una vez que lo haya localizado, haga clic en "Aceptar" y luego en "Cargar documento".

NEW YORK CITY HOUSING AUTHORITY

Upload Document

Vendor/Case#: [REDACTED]

Service Request#: 1-9999888877

HOH Name: [REDACTED]

Requested For: [REDACTED]

Document Category: Proof of Income

Document SubCategory: Employment

Document Name: [REDACTED]

Contact Remarks:

File to upload: [REDACTED] Browse...

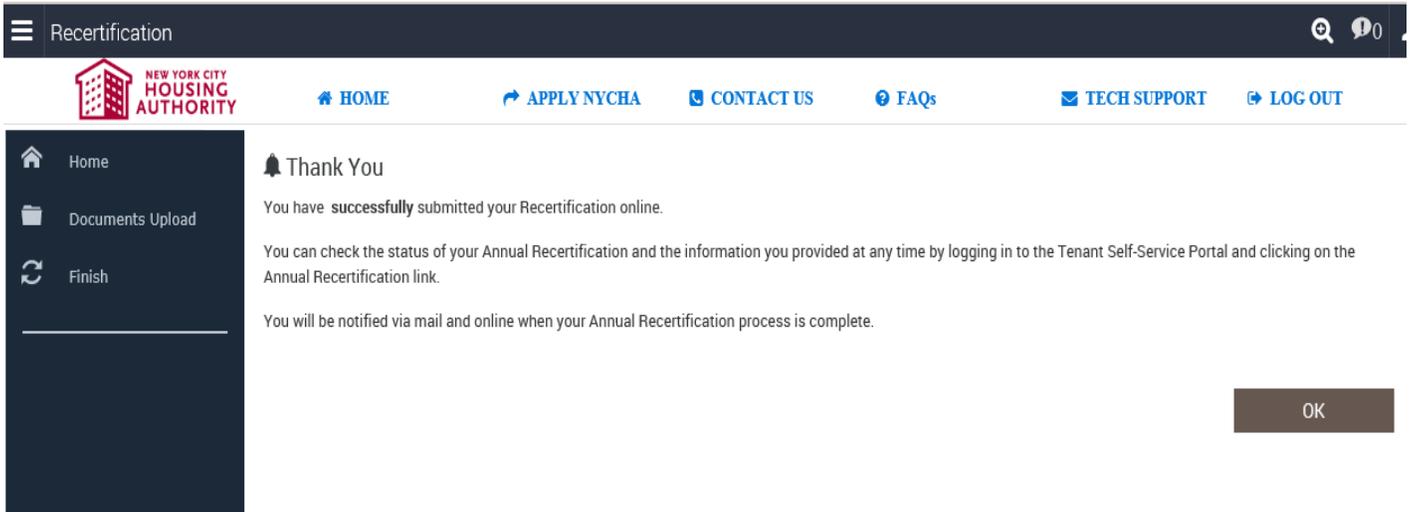
Upload Document

Close

Una vez que haya cargado todos sus documentos, haga clic en "Cerrar".

9. ¿Qué puedo hacer después del envío?

Después de que su Recertificación Provisional haya sido enviada:



The screenshot shows the NYCHA Recertification portal interface. At the top, there is a dark navigation bar with the text 'Recertification' and a search icon. Below this is the NYCHA logo and a horizontal menu with links for HOME, APPLY NYCHA, CONTACT US, FAQs, TECH SUPPORT, and LOG OUT. On the left side, there is a dark sidebar menu with options for Home, Documents Upload, and Finish. The main content area displays a 'Thank You' notification with a bell icon. The text of the notification reads: '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.' An 'OK' button is located at the bottom right of the notification area.

Usted puede conectarse periódicamente para comprobar el estado y ver, imprimir o cargar documentos.

Apéndice: Lista de ejemplos de documentos de soporte

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 Statement(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	<ul style="list-style-type: none"> • 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		
CHILD CARE 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. 		