

Cuyahoga Metropolitan Housing Authority

# HCVP Applicant/Participant Portal

User Guide

Created By: Dave Svec [svecd@cmha.net](mailto:svecd@cmha.net)

September 24, 2010

# HCVP Applicant/Participant Portal

---

## Table of Contents

- Overview ..... 3
- Accessing the System..... 4
- Applicant/Participant Portal PIN ..... 5
- Editing Your Account Information..... 6
- Notification Manager..... 7
  - Notification Settings..... 7
  - Text Message Settings..... 8
  - Email Settings..... 8
- Online Forms..... 9
  - Accessing the Online Forms..... 10
  - Completing and Submitting a Form..... 11
  - Checking the Status of a Form ..... 12
  - Re-loading/re-submitting a Form ..... 13
- Letters/Certifications Tab..... 14
- Appointments Tab..... 15
- Contracts Tab (Participants) ..... 16
- Inspections Tab (Participants)..... 17
- Waiting List Position Tab (Applicants) ..... 18
- Allowing Pop-ups and Installing Adobe Reader ..... 19

## Overview

The CMHA HCVP Applicant/Participant Portal was created to allow HCVP applicants and participants access to their individual information via CMHA's Web site. The applicant/participant portal is available any time, day or night, which makes it convenient for information to be retrieved after normal business hours. Applicants and participants will be able to complete various online forms, update their address and contact information, be notified via text message or email of upcoming appointments, and much more. Applicants will be able to check their status on the CMHA HCVP wait list, and participants will be able to view their voucher letter, current HAP contract, certification and utility details, inspection results, and more.

The portal will automatically update your account type (Applicant or Participant) based on your current standing within the HCVP. If you register your account as an Applicant, and you are moved to a Participant standing, the portal will update your account and new tabs/information will become available. There is no interaction required by you for these changes to take effect within the portal.

The online forms that are submitted are able to be viewed and interacted with by CMHA staff in order to insure a fast turn-around time. If additional information is needed, CMHA staff can give you a message pertaining to each individual form you submitted.

## Accessing the System

In order to access your information within the Applicant/Participant portal, you must first register by entering your Social Security Number in our secure registration form. To register for a new account, follow the steps below for instant access into the Applicant/Participant portal:

1. Type <http://www.cmha.net/apportal> in your Internet browser's address bar
  - a. The portal can also be accessed from the Housing Choice Voucher Program menu at the top of the CMHA Web site
2. Click the "Register" link on the left-hand side of the page

**Portal Login**

Email Address/User Name:

Password:

Login

Register

Forgot Password

3. Enter your Social Security Number in the SSN box (including dashes "-") and click the "Validate My SSN" button (Your SSN is encrypted within the Applicant/Participant Portal)

**Create Your Account**

Are you an **applicant** or **participant** in the CMHA HCVP?  Yes  No

\*Social Security Number:  (include dashes)

4. If your SSN is valid, your name will be displayed. Complete the form and click the "Save" button

**Create Your Account**

Are you an **applicant** or **participant** in the CMHA HCVP?  Yes  No

\*Social Security Number: Authenticated to: [redacted] (if you are not [redacted] click here)

\*Email Address/Login ID:  (Click here if you do not have an email address)

\*Password:

\*Confirm Password:

\*First Name:

\*Last Name:

\*Secret Question: What city were you born in?

\*Answer:

Save Cancel

5. Your account will be created and you will be re-directed to the portal home page
6. Your name, account type (Applicant or Participant), client #, and address will appear on the left-hand side of the screen

**Account at a Glance**

Name: [redacted]

(Applicant)

Client #: [redacted]

Address: [redacted]

Cleveland  
 OH  
 44137

## Applicant/Participant Portal PIN

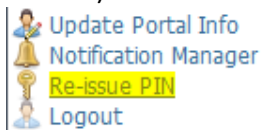
Once your account has been created, you will receive a message that includes your randomly generated PIN number. The PIN number that you receive is required in order for you to submit any online form within the portal.



We recommend keeping track of your PIN in a safe place. The use of your PIN within the portal signifies that you are the one completing the form. It acts as your signature on forms that do not require a physical signature.

If at any time you misplace your PIN, you can have a new one generated for you from within the portal. To re-issue a PIN, follow the instructions below:

1. Click the “Re-issue PIN” link on the left-hand side of the page (you must be logged in to see this link)



2. Enter the last 4 digits of your SSN and your current password

3. Click the “Re-issue PIN” button
4. Your new PIN will appear on the screen

## Editing Your Account Information

1. To login, enter your email address/user name in the login form on the left-hand side of the page and click the “Login” button

2. Click the “Update Portal Info” link on the left-hand side of the page

3. Update the form that appears as necessary

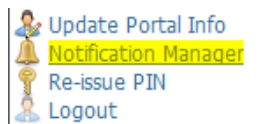
4. Click the “Save” button
5. If you update your email address/login ID, password, secret question or secret answer, you will receive an email (if you login with an email address) letting you know that a change has been made to your account
6. If you receive an email that a change was made to your account, but you did not make the change, please contact the HCVP at (216) 426-2702.

## Notification Manager

The applicant/participant portal is setup to notify you when certain appointments are scheduled, or if your status on the wait list changes. You have the option to receive a text message, email, or both for each type of available notification. All notifications are included in one email and/or text message.

### Notification Settings:

1. Login to the portal
2. Click the “Notification Manager” link on the left-hand side of the page



3. The options that appear will depend on your account type (Applicant or Participant)
  - a. Applicants and/or Participant options
    - i. Form Status Updates
      1. This setting allows you to specify if you would like to receive an email or text message when the status of a form that you submitted has been changed
      2. *Emails/text messages are sent immediately after the status changes*
    - ii. Misc Portal Information
      1. This setting allows CMHA to send you general notifications
  - b. Applicant Options
    - i. Interview Appointments
      1. You receive a notification when a new appointment is scheduled, and a reminder up to 2 days before the appointment date
    - ii. Wait List Status Update
      1. You will receive a notification based on your selection and position on the wait list
      2. Notifications are sent if your overall position changes or if your position by bedroom size changes
  - c. Participant Options
    - i. New Inspections
      1. You receive a notification when a new inspection is scheduled, and a reminder up to 2 days before the inspection date
    - ii. Changes to Your Rent
      1. You receive a notification when your rent increases or decreases
    - iii. Recertification Appointment
      1. You receive a notification when a recertification appointment is scheduled, and a reminder up to 2 days before the appointment date
    - iv. Hearing Appointment
      1. You receive a notification when a hearing is scheduled, and a reminder up to 2 days before the hearing date
4. Adjust the settings as necessary and click the “Save Notification Settings” button

**Text Message Settings:**

1. Enter your cell phone number and service provider in the appropriate boxes

2. Click the “Click here to send a test message to your phone” button
  - a. This will send a test message to the phone number you entered (please allow up to 5 minutes for the test message to be received)
3. If you receive the test message, click the “I received the test message” button

4. If you did not receive the test message, click the “I did not receive the test message” button and check the number and service provider information you entered.
5. Once the test message has been received, click the “Save text message settings” button

**Email Settings:**

If you choose to be notified by email, and you login to the portal with a valid email address, the notification emails will be sent to that email address by default. If you would like for the notification emails to be sent to a different email address, or you do not login to the portal with an email address, you can choose to have the notification emails sent to the email address you enter in this section.

1. Enter the email address that you would like the notifications to be sent to

2. Click the “Save Email Settings” button

**Notes:**

- Email notifications will be sent at approximately 12:15 AM; text messages at approximately 6:00 AM.
- **Standard text message rates apply from your cell phone provider**
- **CMHA is not responsible for any costs incurred by you as a result of using the text message alert feature**

## Online Forms

Most online forms do not require you to physically sign the form. Once you complete a form and enter your PIN number, an email will be sent to CMHA notifying them that a new form has been submitted. For security reasons, the information within your form is not transmitted through email.

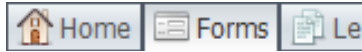
Once the CMHA employee receives the notification email, they will load your form within the portal and take any necessary action. If additional information is required, the CMHA employee can send you a message letting you know what information is needed.

You are able to view any online form that you submitted, along with the real-time status of each form. Once you load a form that you submitted, you will see any messages from CMHA and/or any updates to the form that were made by CMHA. If additional information is needed, or a form you submitted has been marked as completed by CMHA, you will receive an email based on your "Form Status Updates" setting (see the *Notification Manager* section of this guide).

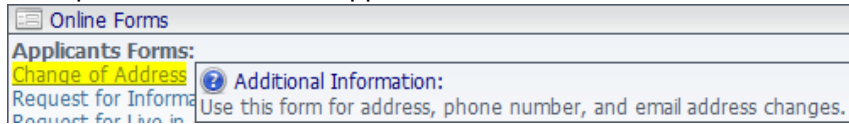
## Online Forms

### Accessing the Online Forms:

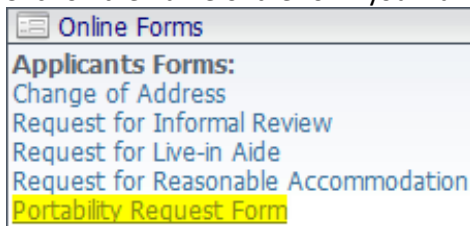
1. Login to the portal
2. Click the “Forms” tab at the top of the page



3. Locate the form you wish to submit in the Online Forms section
  - a. The forms that appear are based on your account type (Applicant or Participant)
  - b. If you are unsure about what a form is used for, hover over the form name and a description of the form will appear



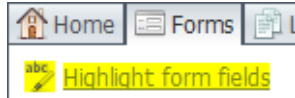
4. Click on the name of the form you want to complete from the available forms




## Online Forms

### Completing and Submitting a Form:

1. After you select the form, the form will appear, and certain information will be pre-populated (if available)
2. To make it easier to find the form fields, click the “Highlight form fields” link
  - a. This will highlight all of the form fields in yellow



3. Complete the form as necessary and enter your PIN number in the space provided at the bottom of the form

 Signature: \_\_\_\_\_ PIN: \_\_\_\_\_  
(type name if submitting online) (online only)

4. Click the “Submit” button
5. If your PIN number was entered correctly, the form will be submitted, and a notification will be sent to CMHA

## Online Forms

### Checking the Status of a Form:

1. Follow the steps in the *Accessing the Online Forms* section above to select the form you want to view the status of
2. Once you submit a form, a drop down list of all the forms you submitted will appear at the top of the page
3. When you click on the drop down list, a list of the forms you submitted will appear along with the date and time the form was submitted and the current status of that form

The screenshot shows a web interface for 'Request for Portability Forms'. It features a dropdown menu with the text 'View a form by selecting it from this list:'. The dropdown is open, showing a single selected item: '9/24/2010 8:22:45 AM - Pending CMHA Intervention'.

## Online Forms

### Re-loading/re-submitting a Form:

1. Follow the steps in the *Checking the Status of a Form* section above
2. Click the form you would like to load from the drop down list

3. The form will appear, along with any messages from CMHA regarding the form

4. Depending on the form’s status, you may be able to make changes to the form
5. Make any necessary changes, re-enter your PIN, and click the “Update” button (if applicable)

6. If you are making changes to the form because additional information was needed from CMHA, an email notification will be sent back to CMHA letting them know you updated the form.

## Letters/Certifications Tab

The Letters/Certifications tab contains your voucher letter, details about your rent, and a list of your utilities and who is responsible for paying them.

**Voucher Letter**  
[View Your Voucher Letter](#) (the voucher letter will open in a new window)

**Certification Details**  
[View Your Effective Lease Verification Letter](#) (the letter will open in a new window)

Certification: **Effective**  
 Certification Type: **Other Change of Unit**  
 Effective Date: \_\_\_\_\_  
 Payment End Date: \_\_\_\_\_  
 Next Review Date: \_\_\_\_\_

Owner: \_\_\_\_\_  
 HAP Payee: \_\_\_\_\_  
 Contract Rent: \_\_\_\_\_  
 Tenant Rent: \_\_\_\_\_  
 HAP: \_\_\_\_\_  
 UAP: \_\_\_\_\_

**Utility Details**

| Description                 | Payment Type | Utility     | Utility Use      | Resident Responsible |
|-----------------------------|--------------|-------------|------------------|----------------------|
| Electric/Other Appliances   | Resident     | Electric    | Other Appliances | Yes                  |
| Natural Gas/Cooking Heating | Resident     | Natural Gas | Cooking Heating  | Yes                  |
| Natural Gas/Water Heating   | Resident     | Natural Gas | Water Heating    | Yes                  |
| Natural Gas/Heating         | Resident     | Natural Gas | Heating          | Yes                  |
| Electric/Range              | Resident     | Electric    | Range            | Yes                  |
| Electric/Refrigerator       | Resident     | Electric    | Refrigerator     | Yes                  |

To view a copy of your voucher letter (Participants), click the “View Your Voucher Letter” link at the top of the page. Your voucher letter will appear in a new window. You can save the voucher letter to your computer once it has finished loading.

**Voucher Letter**  
[View Your Voucher Letter](#) (the voucher letter will open in a new window)

To view a copy of the effective lease verification letter (Participants), click the “View Your Effective Lease Verification Letter” link. The letter will appear in a new window. You can save the letter to your computer once it has finished loading.

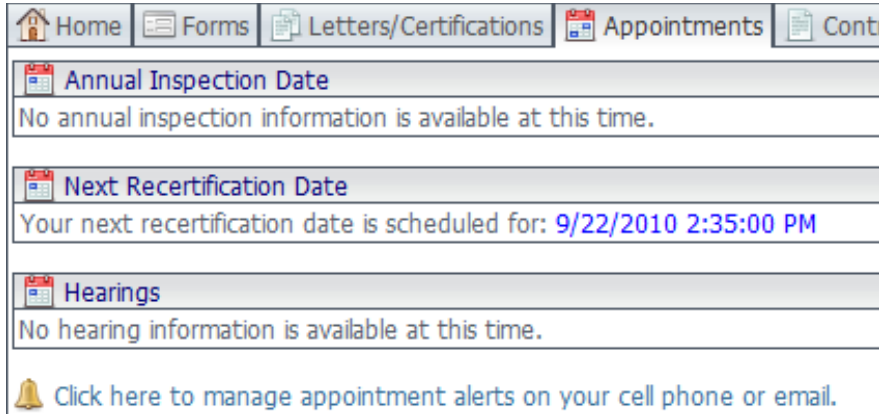
**Certification Details**  
[View Your Effective Lease Verification Letter](#) (the letter will open in a new window)

**Notes:**

- Pop-ups need to be allowed in order for your letters to appear
- Adobe Reader must be installed on your computer to view the letters
- See the *Allowing Pop-ups and Installing Adobe Reader* section at the end of this guide

## Appointments Tab

The Appointments tab will display upcoming appointments based on your account type (Applicant or Participant). Applicants will be able to see any interview appointments, and participants will be able to see annual inspection dates, next recertification dates, and any hearing dates that are scheduled.




Home Forms Letters/Certifications Appointments Contact

**Annual Inspection Date**  
No annual inspection information is available at this time.

**Next Recertification Date**  
Your next recertification date is scheduled for: 9/22/2010 2:35:00 PM

**Hearings**  
No hearing information is available at this time.

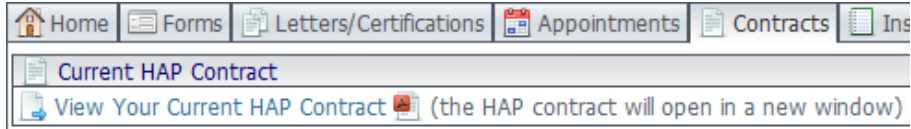
 [Click here to manage appointment alerts on your cell phone or email.](#)

At the bottom of the Appointments tab, there is a link to the Notification Manager section of the portal. See the *Notification Manager* section of this guide for information regarding the Notification Manager.

## Contracts Tab (Participants)

If you need to access your current HAP contract, you can do so from the Contracts tab.

To view a copy of your HAP contract, click the “View Your Current HAP Contract” link at the top of the page.



Your HAP contract will appear in a new window. You can save the HAP contract to your computer once it has finished loading.

### Notes:

- Pop-ups need to be allowed in order for your contract to appear
- Adobe Reader must be installed on your computer to view the contract
- See the *Allowing Pop-ups and Installing Adobe Reader* section at the end of this guide

## Inspections Tab (Participants)

The Applicant/Participant Portal will display the inspection history for your unit over the past year. The type of inspection, overall result, scheduled date, and inspected date will be displayed as a summary for the past year's inspections.

If there are any failed inspection items, you will be able to see what failed, what section of the unit the failed item was in, and who is responsible for repairing the failed item.

To access your inspections and any failed items, follow the steps below:

1. Login to your account
2. Click the Inspections tab
3. The summary of inspections will appear

| Failed Items | Type    | Result | Scheduled Date        | Inspected Date       |
|--------------|---------|--------|-----------------------|----------------------|
| unavailable  | Initial | Pass   | 3/2/2010 12:30:00 PM  | 3/2/2010 12:00:00 PM |
|              | Initial | Fail   | 2/22/2010 12:30:00 PM | 2/22/2010 4:13:00 PM |

4. If there are multiple inspections listed, you can sort the list by clicking on the column headings
5. If there are any failed items for that inspection, a clickable magnifying glass will appear in the first column of the summary table
6. Click the magnifying glass to view the failed inspection items

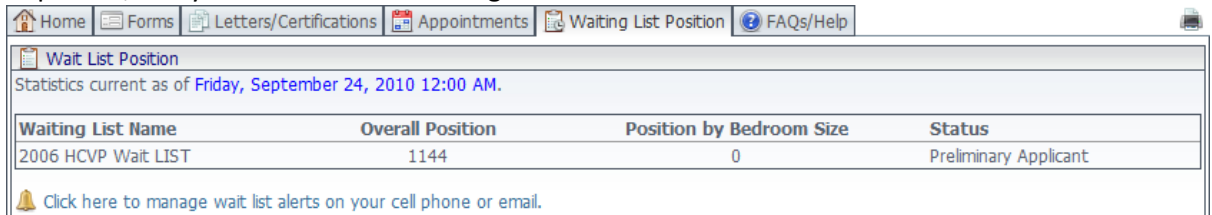
| Failed Items | Type   | Result                                  | Scheduled Date  | Inspected Date           |               |
|--------------|--|---|---|--------------------------|---------------|
| unavailable  | Initial  | Pass                                    | 3/2/2010 12:30:00 PM  | 3/2/2010 12:00:00 PM     |               |
|              | Initial  | Fail                                    | 2/22/2010 12:30:00 PM   | 2/22/2010 4:13:00 PM     |               |
|              | <b>Main Area</b>   | <b>Area</b>                             | <b>Failed Item</b>  | <b>Responsible Party</b> | <b>Result</b> |
|              | General Health and Safety  | Other Interior Hazards                  | ALL 3-PRONG OUTLETS MUST BE GROUNDED THROUGH OUT THE UNIT   | Owner                    | Fail          |
|              | General Health and Safety  | Other Interior Hazards                  | INSTALL A WORKING SMOKE DETECTOR ON EACH LEVEL OF THE UNIT  | Owner                    | Fail          |
|              | General Health and Safety  | Other Interior Hazards                  | 3THFLOOR ----MAKE ALL REPAIRS OR LOCK OFF SMOKE DETECTOR , FIRE LADDER REPAIR WALLS INSTALL A HEAT SOURCE IF ITS FINISHED SPACE | Owner                    | Fail          |
|              | Bathroom   | Electrical Hazards                      | GFCI - Not Grounded/Not Functioning Properly  | Owner                    | Fail          |
|              | Building Exterior  | Window Condition                        | Defective Paint Present-Window well/sill/rail/sash MUST BE FREE OF ALL CHIPPING CRACKNG AND PEELING PAINT                       | Owner                    | Fail          |
|              | Building Exterior  | Condition of Stairs, Rails, and Porches | (Handrails) 4 or more steps - Not present FRONT AND REAR OF THE UNIT  | Owner                    | Fail          |
|              | Bedroom or Any Other Room Used for Sleeping (regardless of type of room) | Ceiling Condition                       | BEDROOM EXTERIOR DOOR---REPAIR SCREEN   | Owner                    | Fail          |

7. To hide the failed inspection items, click the magnifying glass icon

## Waiting List Position Tab (Applicants)

To view your position on the CMHA HCVP waiting list, follow the steps below:

1. Login to your account
2. Click the Waiting List Position tab
3. The date the statistics were last updated will appear at the top of the page
4. A table will be shown that includes the waiting list name you are currently on, your overall position on the waiting list, your position on the list based on the bedroom size you requested, and your status on the waiting list



| Waiting List Name   | Overall Position | Position by Bedroom Size | Status                |
|---------------------|------------------|--------------------------|-----------------------|
| 2006 HCVP Wait LIST | 1144             | 0                        | Preliminary Applicant |

[Click here to manage wait list alerts on your cell phone or email.](#)

5. If you are on multiple HCVP waiting lists, the additional list(s) and your position on that list will appear

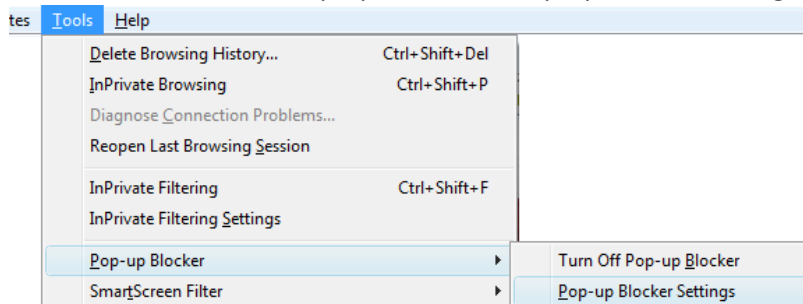
At the bottom of the Waiting List Position tab, there is a link to the Notification Manager section of the portal. See the *Notification Manager* section of this guide for information regarding the Notification Manager.

## Allowing Pop-ups and Installing Adobe Reader

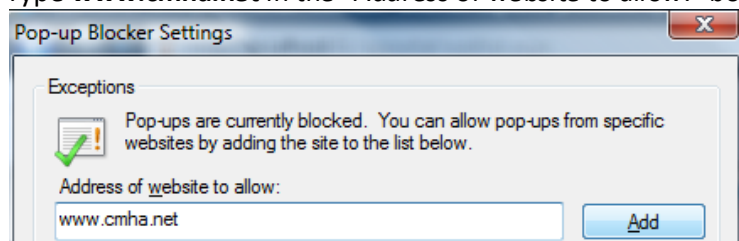
Certain information that is displayed in the applicant/participant portal requires you to enable pop-ups and/or have Adobe Reader installed on your computer. The instructions below go over the steps on how to enable pop-ups for Internet Explorer and Firefox.

### Allowing pop-ups in Internet Explorer

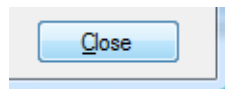
1. Click the Tools menu → Pop-up Blocker → Pop-up Blocker Settings



2. Type **www.cmha.net** in the “Address of website to allow:” box



3. Click the “Add” button
4. Click the “Close” button at the bottom of the settings box



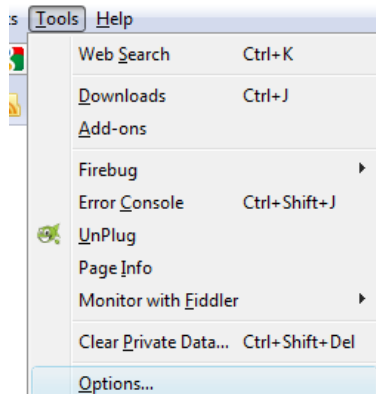
5. You may need to refresh the page for the settings to take effect



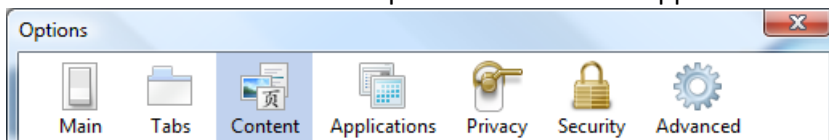
# Allowing Pop-ups and Installing Adobe Reader

## Allowing pop-ups in Firefox

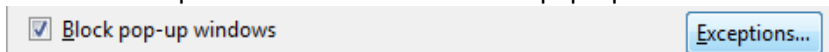
1. Click the Tools menu → Options...



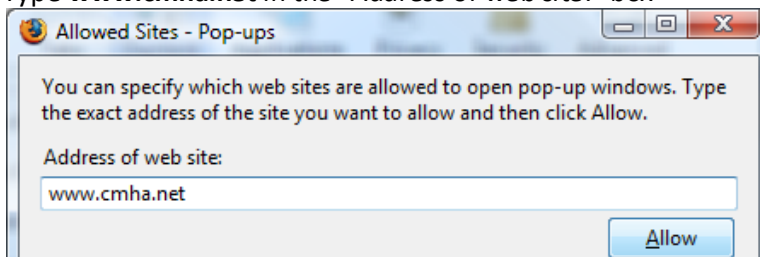
2. Click the “Content” tab at the top of the window that appears



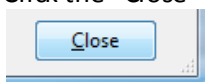
3. Click the “Exceptions...” button in the “Block pop-up windows” row



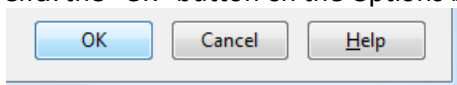
4. Type **www.cmha.net** in the “Address of web site:” box



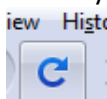
5. Click the “Allow” button
6. Click the “Close” button at the bottom of the settings box



7. Click the “OK” button on the Options box



8. You may need to refresh the page for the settings to take effect



## Installing Adobe Reader on your computer

1. [Click here to install Adobe Reader on your computer](#)
2. Click the “Download” button near the bottom of the page once the Adobe Web site loads, and follow the instructions that appear