

HACB Applicant Portal

1. Who can create an account?

Only Applicants who want to apply, need to create an account.

2. Why would I want to create an account?

Through the Applicant Portal you have access to all the information about your application. You can:

- a. Check what number you are on the wait list.*
- b. Update your mailing address, phone number or e-mail address.*
- c. Add or remove family members from your application.*

You can do all of this without having to come to our office and from any location where you can access the internet.

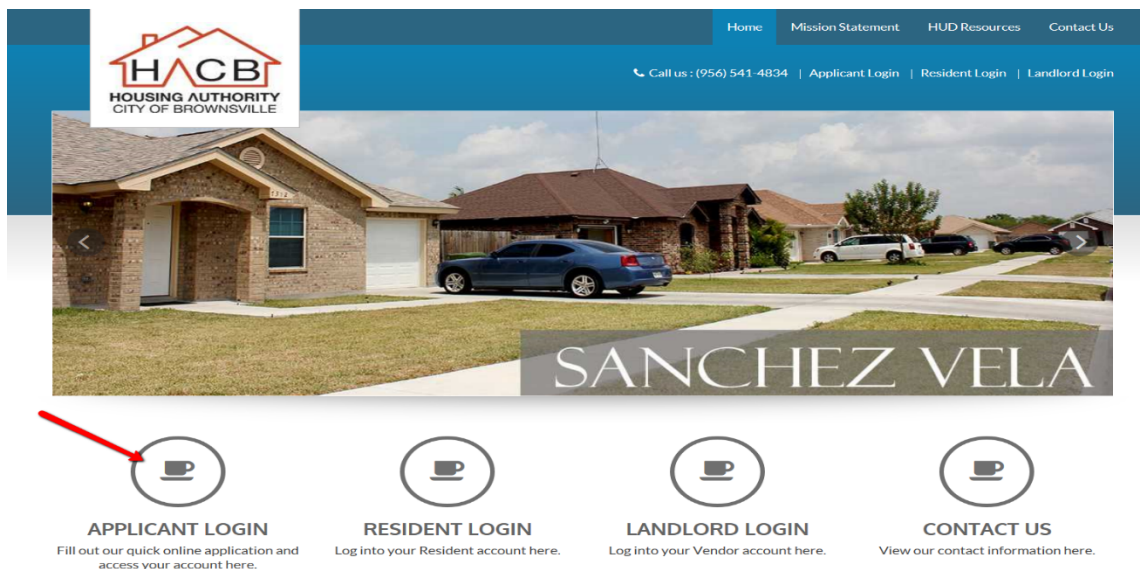
3. Do I need to have an e-mail address to create an account?

Yes. An e-mail address is required. An e-mail address does not have to cost anything. Below are links to three different options for free e-mail. You are not required to use one of these three. Any valid e-mail address is fine. However, there are offered as options that are free to use.

- a. [Gmail](#)*
- b. [Yahoo](#)*
- c. [Microsoft Live](#)*

4. Where do I go to create an account?

You can go to [HACB's website](#) and click on the link that will take you to the applications portal website. The link will be operational on February 6, 2017.



5. Once I get to the Applicant Portal website, how do I create an account?

To create an account, please complete the following steps:

- a. Leave the User Name and Password fields blank. Then click on the “Register Now” or “Click here to Register” link:

HACB
HOUSING AUTHORITY
CITY OF BROWNSVILLE

Call us : (956) 541-4834

Login

Email

Password

[Login](#)

[Forgot password?](#)
[Click here to register](#)

Register for a Fast, Easy Application

With a free account, you can:

- ✓ Save your application and log in at any time to continue.
- ✓ Check the status of your applications.
- ✓ Use your account with multiple applications.

[Register Now](#)

- b. When the following screen comes up, click on the “I want to apply” button.

HACB
HOUSING AUTHORITY
CITY OF BROWNSVILLE

Call us : (956) 541-4834

Create an Account

[I want to apply](#)

[I am a current participant](#)

Don't have an account yet?

Create your account today, and Apply Online!

- [Submit your application](#)
- [Check out the status of your application](#)
- [Get ready to move in!](#)

Already have an account? Login Now!

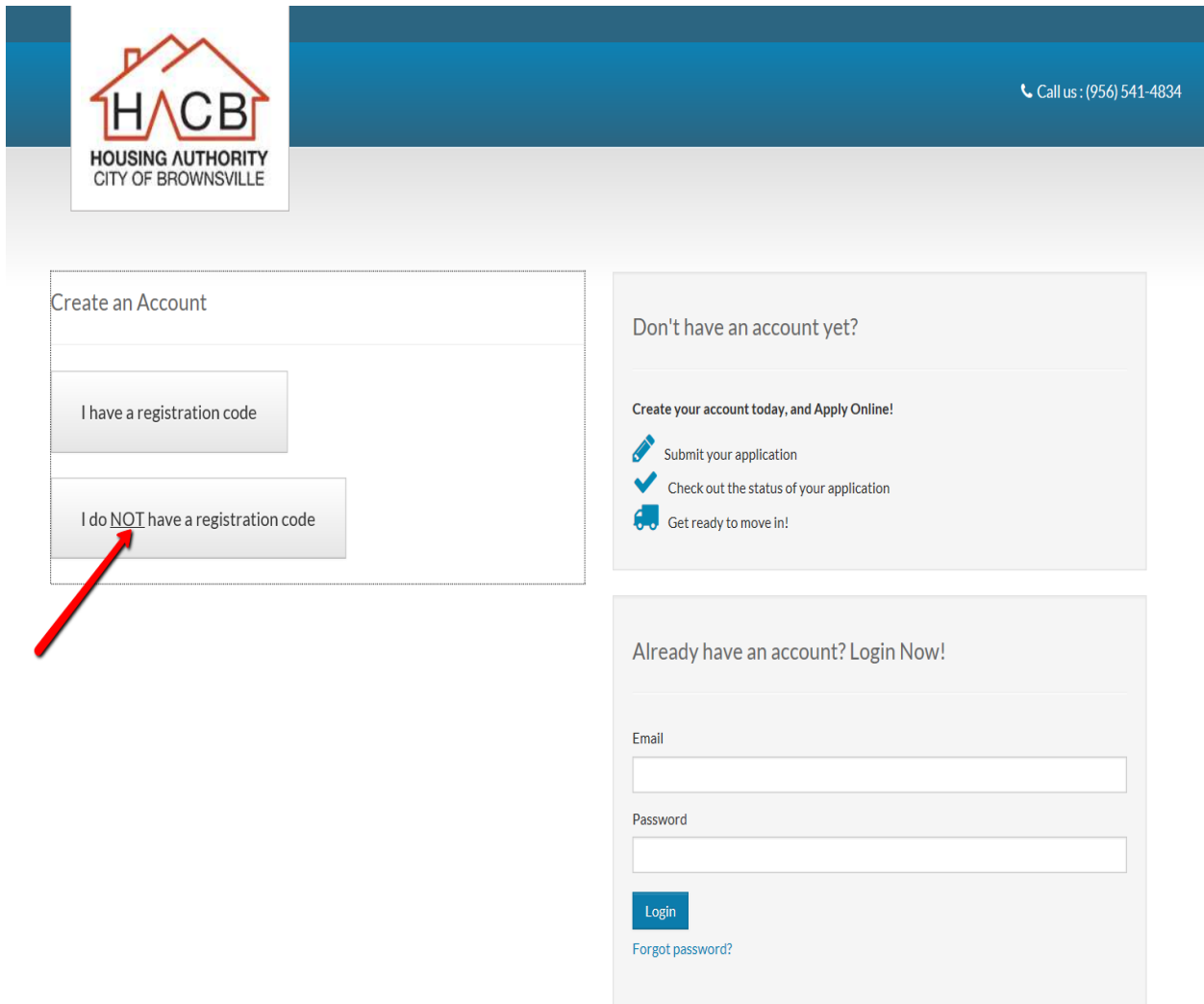
Email

Password

[Login](#)

[Forgot password?](#)

c. If you do not have a registration code, click on the “I do NOT have a registration code”:



The screenshot displays the Housing Authority City of Brownsville (HACB) website. The header features the HACB logo on the left and a contact number, "Call us : (956) 541-4834", on the right. The main content area is divided into two columns. The left column, titled "Create an Account", contains two buttons: "I have a registration code" and "I do NOT have a registration code". A red arrow points to the "I do NOT have a registration code" button. The right column contains two sections. The top section, titled "Don't have an account yet?", encourages users to "Create your account today, and Apply Online!" and lists three benefits: "Submit your application", "Check out the status of your application", and "Get ready to move in!". The bottom section, titled "Already have an account? Login Now!", includes input fields for "Email" and "Password", a "Login" button, and a "Forgot password?" link.

HACB
HOUSING AUTHORITY
CITY OF BROWNSVILLE

Call us : (956) 541-4834

Create an Account

I have a registration code

I do NOT have a registration code

Don't have an account yet?

Create your account today, and Apply Online!

- Submit your application
- Check out the status of your application
- Get ready to move in!

Already have an account? Login Now!

Email

Password

Login

Forgot password?

- d. When the following screen comes up, complete all required information. Click on “Register” at end of the form.

Personal Details

First Name*

First Name

Last Name*

Last Name

SSN#* (If you do not have a SSN, please enter 999-99-9999)

Phone (Home)*

(555) 555-5555

Account Information

Email Address*

YourEmail@Example.com

User Name (must be email address)*

User Name

Password*

Password

Confirm Password*


Confirm Password

Security Question*

What was your first pet's name? ☐

Security Answer*


☐ I'm not a robot



reCAPTCHA
[Privacy](#) - [Terms](#)


* Required fields

Register

Create your account today, and Apply Online!

 Submit your application

 Check out the status of your application

 Get ready to move in!

Already have an account? Login Now!

Email

Password

Login

[Forgot password?](#)

e. At the next page select your language preference. The system supports English and Spanish.

The screenshot shows the top header with the HCB logo and the text "HOUSING AUTHORITY CITY OF BROWNSVILLE". A phone icon and the number "8557368223" are in the top right. Below the header, there is a navigation bar with "Applications & Certifications" and a user profile "Hi, Fake". The main content area is titled "My Application..." and shows "0% Complete". On the left is a sidebar menu with options: Language Selection, Instructions, Head of Household, Household Information, Waiting List, Preferences, Summary, and Confirmation Number. The main content area has a prompt "Please select your preferred language" and two radio buttons: "English" (selected) and "Español (Spanish)". A red arrow points to the "English" radio button. At the bottom is a blue button labeled "Save and Continue."

f. On the next page read the Equal Housing Opportunity Statement and click "Save and Continue".

The screenshot shows the same header and navigation bar as the previous page. The main content area is titled "My Application..." and shows "6% Complete". The sidebar menu is the same, but "Language Selection" is now highlighted. The main content area has a welcome message "Welcome to our Online Application" and "Lets get started...". Below this is the "Equal Housing Opportunity Statement" text: "We are pledged to the letter and spirit of U.S. policy for the achievement of equal housing opportunity throughout the Nation. We encourage and support an affirmative advertising and marketing program in which there are no barriers to obtaining housing because of race, color, sex, religion, national or ethnic origin, familial status, sexual orientation or disability." Below the text is the Equal Housing Opportunity logo. At the bottom are two buttons: "Go Back." and "Save and Continue.". A red arrow points to the "Save and Continue." button.

- g. Enter your contact information on the next screen. Click on “Save and Continue” after entering all information.

My Application...

13% Complete

Language Selection

Instructions

Contact Details

Head of Household

Household Information

Waiting List

Preferences

Summary

Confirmation Number

Enter your contact information

Please enter your contact information below.

First Name*

Fake

MI

Last Name*

Applicant

SSN

***-**-9999

Address*

123 Main St

City

Brownsville

State

TX

Zip

78520

E-mail

fdesk@hacb.us

Office

(555) 555-5555

Home

(956) 123-4567

FAX

(555) 555-5555

Go Back.

Save and Continue.

6. How do I login to my account?

a. Please go to HACB's website at www.hacb.us and click on the link that will take you to the portal website.



APPLICANT LOGIN

Fill out our quick online application and
access your account here.

b. Once there, enter your Email and Password.

Already have an account? Login Now!

Email

Password

Login

[Forgot password?](#)

7. What if I forgot my password?


a. If you forgot your password, go to the login page (see number 6). Leave the Email Name and Password blank. Click on the Forgot password?

Already have an account? [Login Now!](#)


Email

Password

[Login](#)

[Forgot password?](#) 

b. On the next screen, enter your Email address associated with your account. Then click in the box "I'm not a robot" and select the images, verify, and submit. Your image will be different.



Pass










Please




Email
lgonzale

☐

Submit

Select all images with **pillars or columns**.

[VERIFY](#)

c. You will receive an email. The email will give you temporary User Name and you need to create a new password.




d. Please note that your New Password is repeated on the bottom line. This is NOT part of the new password. Use the new password to login to your account.

The screenshot shows a form for resetting a password. It contains two text input fields. The first field is labeled "New Password:" and the second field is labeled "Confirm Password:". Both fields are enclosed within a red rectangular box. Below the input fields is a button labeled "Change Password".

[Click here to login.](#) 

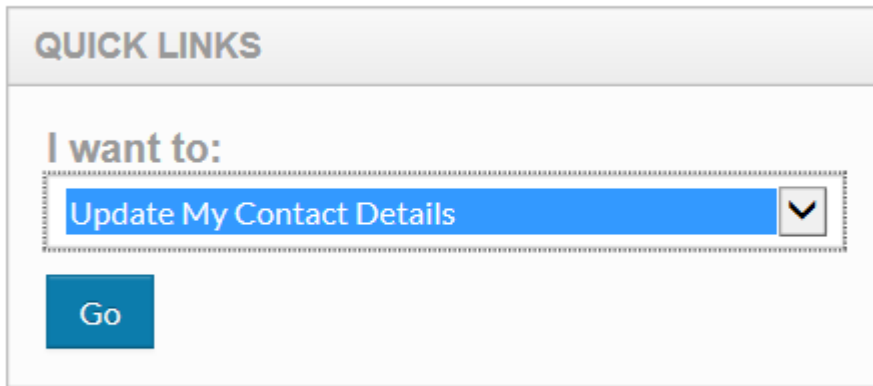
8. What information shows up in “My profile”?

On the “My Profile” page, you will see the name, address and basic information for the Head of Household.

First Name	<input type="text" value="Fake"/>
MI	<input type="text"/>
Last Name	<input type="text" value="Applicant"/>
SSN	<input type="text" value="***_**-9999"/>
Address*	<input type="text" value="123 Main St"/>
	<input type="text"/>
City	<input type="text" value="Brownsville"/>
State	<input type="text" value="TX"/> 
Zip	<input type="text" value="78520"/>
E-mail	<input type="text" value="fdesk@hacb.us"/>
Office	<input type="text" value="(555) 555-5555"/>
Home	<input type="text" value="(956) 123-4567"/>
FAX	<input type="text" value="(555) 555-5555"/>

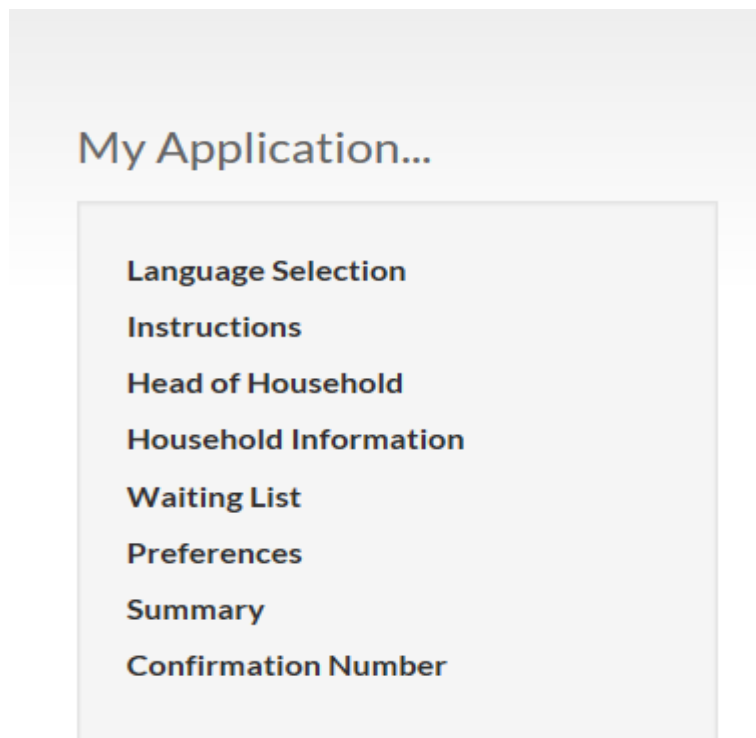
9. What do I do if some of my information is not correct?

a. You can do this by clicking on the quick links to change personal information or changes to anything in correct. You can also click on the links to add a family member or remove a family member. Once you click on a link, follow the instruction to complete the task.



The screenshot shows a web interface with a header labeled "QUICK LINKS". Below the header, there is a section titled "I want to:". Under this title, there is a dropdown menu with a blue background and the text "Update My Contact Details". To the right of the dropdown menu is a small square button with a downward-pointing arrow. Below the dropdown menu is a blue button with the text "Go".

b. Or you can click on any links "My Application" on the left side of the screen.



The screenshot shows a web interface with a section titled "My Application...". Below this title, there is a list of links: "Language Selection", "Instructions", "Head of Household", "Household Information", "Waiting List", "Preferences", "Summary", and "Confirmation Number".

c. Once you select the type of change you want to edit, another screen will appear with information that you need to complete. Once completed, click Save at the bottom of the page.

Basic Details

Your changes have been submitted for review and are awaiting agency approval.
Your change request number is: 6.
Click [here](#) to view current details.
Click [here](#) if you want to cancel this request.

Collapse AllExpand All


Head of Household

SSN	***-**-9999
Date of Birth	08/23/1985
Age	31
Sex	Female

Spouse/Co-Head

Relation	<input type="text" value="v"/>
First Name	<input type="text"/>
Middle Name	<input type="text"/>
Last Name	<input type="text"/>
SSN	<input type="text"/>
Date of Birth	<input type="text"/>
Sex	<input type="text" value="v"/>

Save

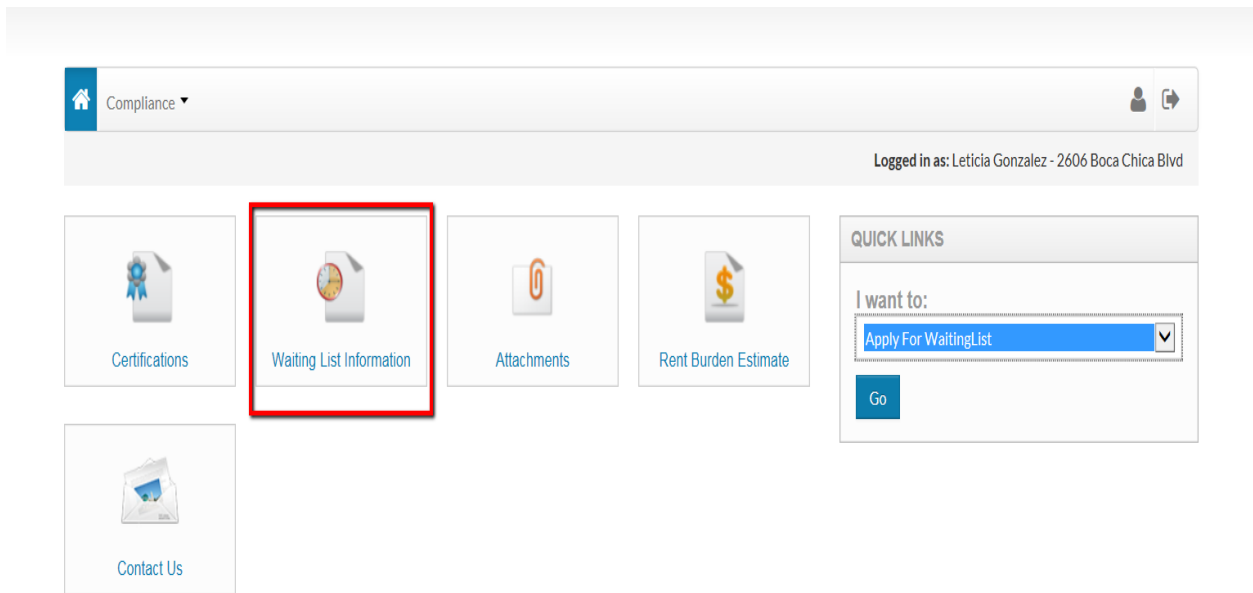


d. The request will be reviewed by the HACB staff and either approved or denied an email once that review has been completed. You will receive an email once that review has been completed.

e. You can only submit 1 request at a time for each type of request. Once that request is approved or denied, you can submit another request.

10. How do I find out what number I am on the waiting list?

a. After logging in to your account (see number 6 for instructions), click on “Waiting List Information”




b. when the next screen comes up, there will be a separate line for each waiting list that you are on. Under the heading of “Position” you will find your number on that waiting list.

Waiting List Information

Basic Details Preferences **Waiting List Details**

Waiting List Details

Search:

Applied	Waiting List	Status	Reason	# of Bedrooms	Position	Estimated Wait Time	Date & Time on List	Reapply	Contact History
<input checked="" type="checkbox"/>	HCV	On List		N/A	Waiting List Not Generated	N/A	1/10/2017 6:09:46 PM	<input type="checkbox"/>	

11. What does "0" Bedroom mean?

a. 24 Code of Federal Regulations CFR 982.402 (7) "Unless a live-in aide size for any family **consisting** of a single person must be either a zero or one-bedroom unit, as determined under the PHA subsidy standards."

b. The bedroom size subsidy that you qualify for with Section 8 will be determined at the time that you are invited to the eligibility interview.