



Housing Authority of the County of San Diego (HACSD)

MyHousing – Create a new user account & updating your application

How to Create a new user account:

Overview

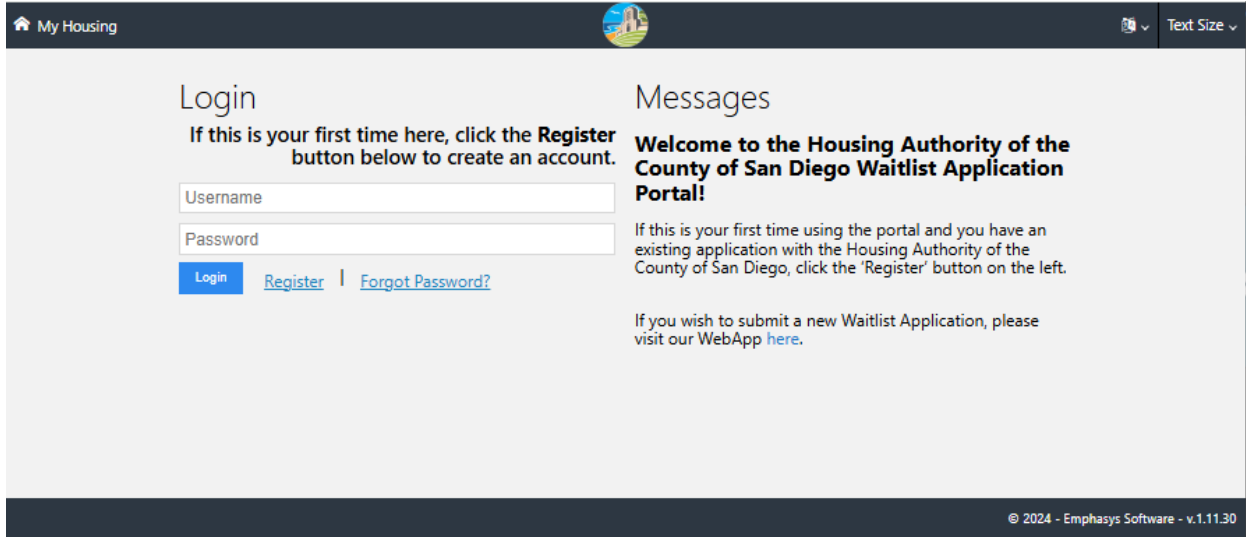
- A waitlist application needs to be in our case management system before the user can create an account on MyHousing Applicant Portal.
- It takes 24 hours for new applicants to import into the case management system.

Navigate to MyHousing Applicant Portal

- a. Get to URL (sdhcd.myhousing.com) for the MyHousing Portal through the HACSD Website.
- b. Click 'Already Applied' at the bottom to get to the MyHousing Applicant Portal.

Navigate to MyHousing Login

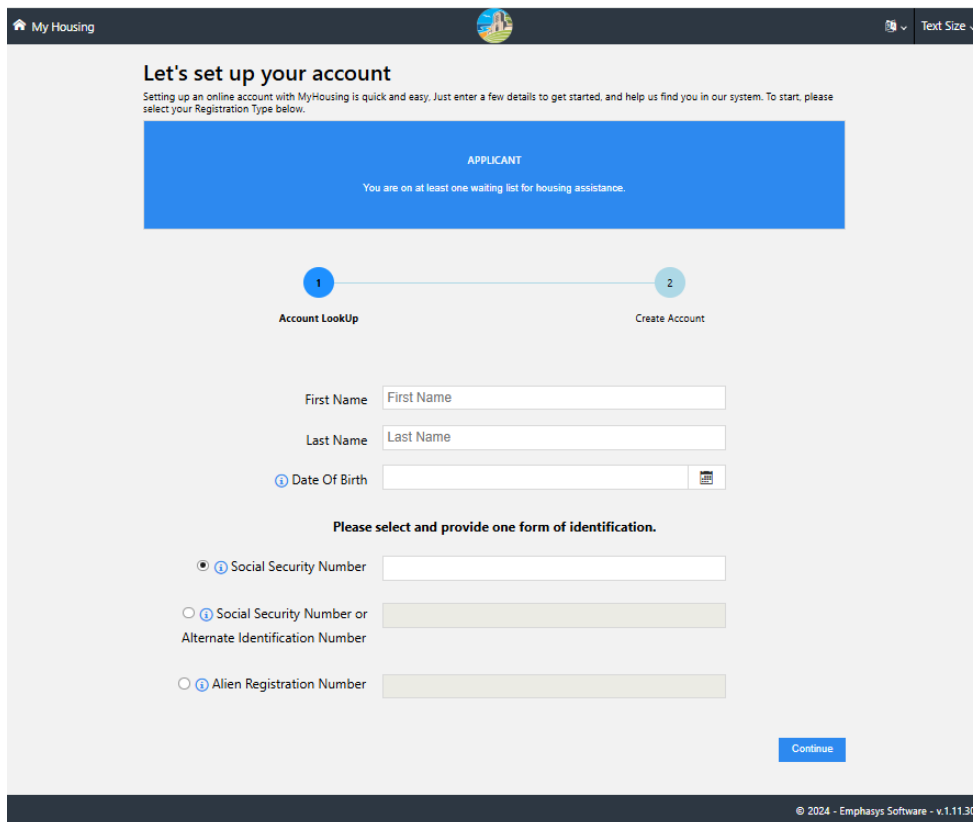
- This is the main page to create new accounts and access existing accounts.
- Click on 'Register' to start account creation.



The screenshot shows the 'My Housing' login page. At the top left is a home icon and the text 'My Housing'. At the top right is a user profile icon and a 'Text Size' dropdown menu. The main content area is split into two columns. The left column is titled 'Login' and contains the text: 'If this is your first time here, click the Register button below to create an account.' Below this are two input fields: 'Username' and 'Password'. Under the 'Password' field are three buttons: 'Login' (blue), 'Register' (blue), and 'Forgot Password?' (blue). The right column is titled 'Messages' and contains the text: 'Welcome to the Housing Authority of the County of San Diego Waitlist Application Portal!' followed by: 'If this is your first time using the portal and you have an existing application with the Housing Authority of the County of San Diego, click the 'Register' button on the left.' Below that is: 'If you wish to submit a new Waitlist Application, please visit our WebApp [here](#).' At the bottom right of the page is the copyright notice: '© 2024 - Emphasys Software - v.1.11.30'.

Applicant Confirmation

- User needs to enter First Name, Last Name, Date of Birth, and Social Security Number (SSN) to confirm if we already have an application in our system.
- Press Continue to see if a match is found.



The screenshot shows the 'My Housing' 'Let's set up your account' page. At the top left is a home icon and the text 'My Housing'. At the top right is a user profile icon and a 'Text Size' dropdown menu. The main content area is titled 'Let's set up your account' and contains the text: 'Setting up an online account with MyHousing is quick and easy. Just enter a few details to get started, and help us find you in our system. To start, please select your Registration Type below.' Below this is a large blue box with the text: 'APPLICANT' and 'You are on at least one waiting list for housing assistance.' Below the blue box is a progress indicator with two steps: '1 Account LookUp' and '2 Create Account'. Below the progress indicator are three input fields: 'First Name' (with placeholder 'First Name'), 'Last Name' (with placeholder 'Last Name'), and 'Date Of Birth' (with a calendar icon). Below the input fields is the text: 'Please select and provide one form of identification.' Below this are three radio button options: '1 Social Security Number' (selected), '1 Social Security Number or Alternate Identification Number', and '1 Alien Registration Number'. Below the options is a 'Continue' button. At the bottom right of the page is the copyright notice: '© 2024 - Emphasys Software - v.1.11.30'.

- c. If an applicant match is found, the system will generate a username.

My Housing

Let's set up your account

Setting up an online account with MyHousing is quick and easy. Just enter a few details to get started, and help us find you in our system. To start, please select your Registration Type below.

APPLICANT

You are on at least one waiting list for housing assistance.

1 Account LookUp 2 Create Account

Please make a note of your user name below and enter the password you would like for your account to complete the registration process.

User Name **ndectwoseven**

Email

Password

Confirm Password

Preferred Language

Continue

Set up Account

- User enters email address and a password.
- Password must be at least 12 characters long and contain one number, one lowercase, one uppercase, and one special character.
- User will see the screen below if password is accepted.

My Housing

Noe Dectwoseven you have successfully created an account. Please make a note of your user name below and your chosen password. Click on the Login link below to login.

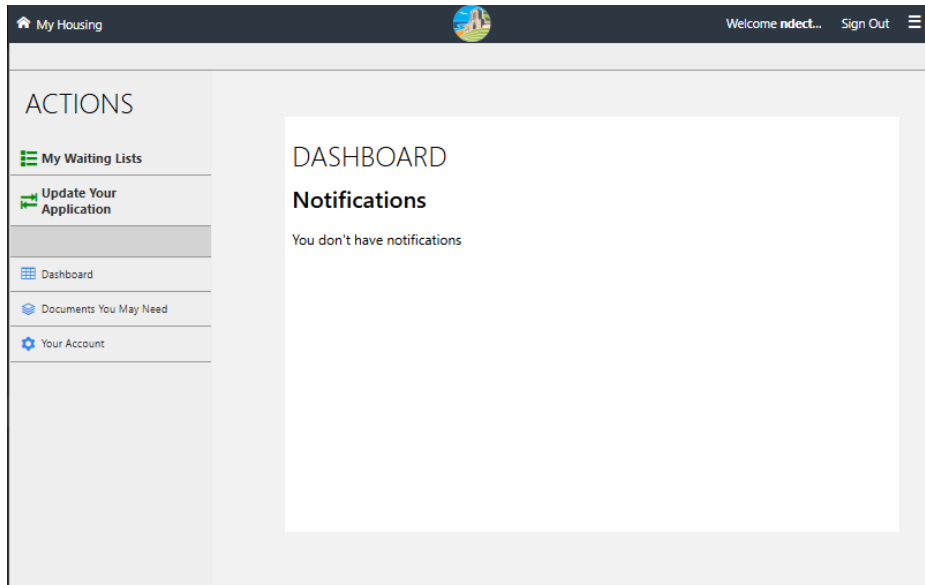
Username: **ndectwoseven**

[Click here to login and get started!](#)

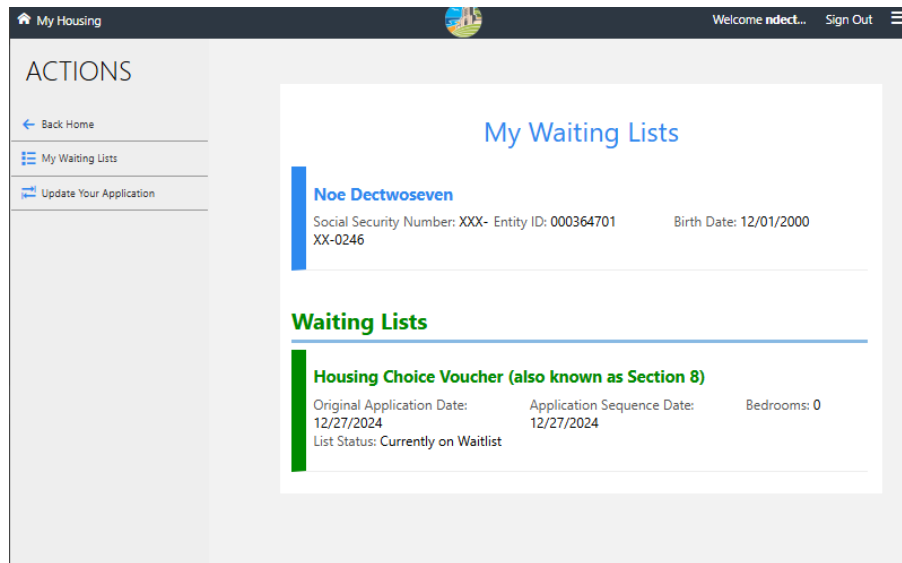
- User can then log into Applicant Portal.

Applicant Portal Dashboard

- a. Main dashboard will list notifications if any changes have been submitted.



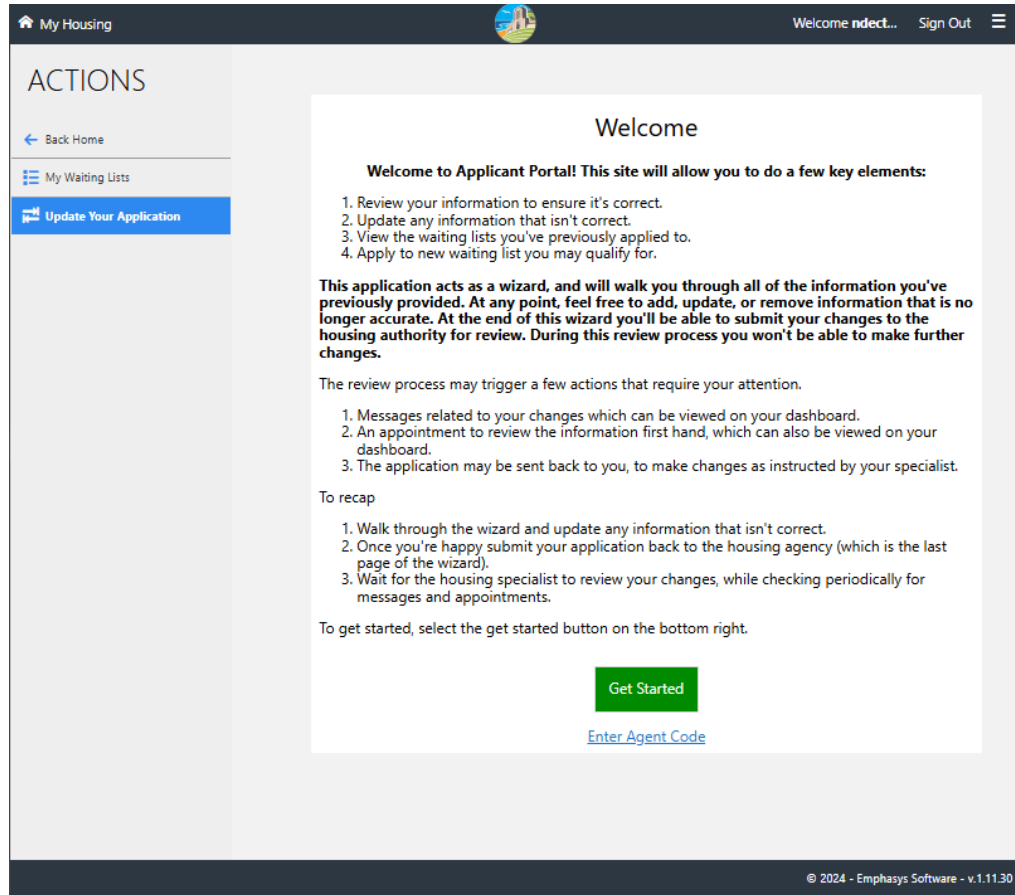
- b. 'My Waiting Lists' will display information about head of household and the waitlist they are currently on, along with the latest status and application date.



How to Update your Application:

Updating Application

- a. 'Update your Application' allows user to make updates.



The screenshot shows a web application interface for 'My Housing'. The top navigation bar includes a home icon, the text 'My Housing', a profile picture, and the text 'Welcome ndect...' and 'Sign Out'. A sidebar on the left contains the heading 'ACTIONS' and three menu items: 'Back Home', 'My Waiting Lists', and 'Update Your Application' (which is highlighted in blue). The main content area features a 'Welcome' heading followed by a bolded message: 'Welcome to Applicant Portal! This site will allow you to do a few key elements:'. Below this is a numbered list of four items: 1. Review your information to ensure it's correct. 2. Update any information that isn't correct. 3. View the waiting lists you've previously applied to. 4. Apply to new waiting list you may qualify for. A paragraph follows, stating: 'This application acts as a wizard, and will walk you through all of the information you've previously provided. At any point, feel free to add, update, or remove information that is no longer accurate. At the end of this wizard you'll be able to submit your changes to the housing authority for review. During this review process you won't be able to make further changes.' Another paragraph states: 'The review process may trigger a few actions that require your attention.' This is followed by a numbered list of three items: 1. Messages related to your changes which can be viewed on your dashboard. 2. An appointment to review the information first hand, which can also be viewed on your dashboard. 3. The application may be sent back to you, to make changes as instructed by your specialist. A 'To recap' section follows with a numbered list of three items: 1. Walk through the wizard and update any information that isn't correct. 2. Once you're happy submit your application back to the housing agency (which is the last page of the wizard). 3. Wait for the housing specialist to review your changes, while checking periodically for messages and appointments. A final paragraph says: 'To get started, select the get started button on the bottom right.' At the bottom of the main content area is a green 'Get Started' button and a blue link 'Enter Agent Code'. The footer of the page contains the text '© 2024 - Emphasys Software - v.1.11.30'.

- b. 'Get Started' will take you to Step 1 of the same application workflow as submitting a new application. The previously provided information will be automatically filled. Make any changes needed and select 'Next.'

My Housing

Welcome ndect... Sign Out Text Size

ACTIONS

1 Your Family 2 Your Address 3 Your Income 4 Summary 5 Your Lists 6 Additional Questions/Submit 7 Done!

Back Home

My Waiting Lists

Update Your Application

Tell Us About The Head Of Household

The head of household is responsible for ensuring that the family fulfills all of its responsibilities under the program, along with the co-head or spouse.

Noe ✓ First Name

Middle Name Middle Name

Dectwoseven ✓ Last Name

Male ✓ Gender ⓘ

12/01/2000 ✓ Birth Date ⓘ

Eligible Citizen ✓ Current Citizenship Status

White
Black/African Amer
American Indian/AI
Asian ✓ Race(s) (select all that apply)

Hispanic or Latinc ✓ Ethnicity

No ✓ Are you a U.S. Veteran?

No ✓ Are you disabled? ⓘ

Phone Number Phone Number ⓘ

< Back Next >

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c. Options to add and remove from lists.

The screenshot displays a web application interface for managing housing waiting lists. At the top, a navigation bar includes 'My Housing', a user profile icon, and 'Welcome nnect... Sign Out Text Size'. Below this is a progress indicator with seven steps: 'Your Family', 'Your Address', 'Your Income', 'Summary', 'Your List(s)' (highlighted with a blue circle and the number 5), 'Additional Questions/Submit', and 'Done!'. The main content area is titled 'Waiting Lists' and contains the following sections:

- List(s) You're Currently On**: A note stating '(This may include lists where you are no longer active, you can select those that say "Click To Reapply" in order to become active again)'. Below this is a card for 'Housing Choice Voucher (also known as Section 8)' with the status 'Currently on Waitlist'. It features a red 'Take me off this list...' button and a blue checkmark icon.
- List(s) You Qualify For**: A section listing two options:
 - [Breezewood Project-Based Vouchers \(Escondido\)](#)
 - [Estrella Project-Based Voucher \(San Marcos\)](#)

At the bottom of the page, there are '< Back' and 'Next >' buttons. The footer contains the copyright notice '© 2024 - Emphasys Software - v.1.11.30'.

d. Similar options to add/remove Preferences.

The screenshot displays a web application interface for a housing application. At the top, a progress bar shows seven steps: 'Your Family', 'Your Address', 'Your Income', 'Summary', 'Your Lists', 'Additional Questions/Submit', and 'Done!'. The 'Additional Questions/Submit' step is currently active, indicated by a blue circle with the number 6. Below the progress bar, the main content area is titled 'Answer A Few More Questions' and contains seven numbered questions. Each question has 'Yes' and 'No' buttons and a green checkmark icon. The questions are:

1. Do you live or work in HACSD Jurisdiction? HACSD jurisdiction is any area of San Diego County EXCEPT for Cities of San Diego, National City, Encinitas, Carlsbad, and Oceanside.
2. Are you or your spouse/co-head of household 62 years of age or older?
3. Is any member of the household a person with disabilities?
4. Are you a family with dependent children?
5. Are you a veteran or a surviving spouse of a veteran?
6. Have you or your spouse/co-head of household worked at least 20 hours per week for the past 6 months?
7. Are you currently homeless?

At the bottom of the questionnaire, there are '< Back' and 'Submit' buttons. The footer of the page reads '© 2024 - Emphasys Software - v.1.11.30'.

e. Confirmation page when submitting changes.

The screenshot displays a web application interface for a housing application. At the top, there is a navigation bar with "My Housing" on the left and "Welcome nnect...", "Sign Out", and "Text Size" on the right. Below the navigation bar is a progress indicator with seven steps: "Your Family", "Your Address", "Your Income", "Summary", "Your List(s)", "Additional Questions/Submit" (highlighted with a blue circle and the number 6), and "Done!".

The main content area is titled "Answer A Few More Questions" and contains a list of questions. Question 1 asks "Do you live or work in HACSD Jurisdiction?" with "Yes" and "No" buttons. Question 2 asks "Are you a veteran or a surviving spouse of a veteran?" with "Yes" and "No" buttons. Question 5 asks "Have you or your spouse/co-head of household worked at least 20 hours per week for the past 6 months?" with "Yes" and "No" buttons. Question 6 asks "Are you currently homeless?" with "Yes" and "No" buttons. A "Submit" button is visible at the bottom right of the questionnaire.

A white modal dialog box titled "Submit Changes" is overlaid on the questionnaire. It contains the following text: "Your changes have been saved. Are you ready to submit your application? If so, click Submit otherwise click Cancel. Please note once you submit you will be unable to submit further changes until your current ones have been Approved or Denied." Below the text are two buttons: "Submit" (green) and "Cancel" (blue).

At the bottom of the page, there is a "< Back" button on the left and a "Submit" button on the right. The footer text reads "© 2024 - Emphasys Software - v.1.11.30".

Updating Application

- a. User will see a summary of the changes that were made. Below is a key to what each color refers to.
- Yellow: Update of Information
 - Red: Removal of Information
 - Green: Addition of Information

My Housing
Welcome ndect... Sign Out Text Size

ACTIONS

- [← Back Home](#)
- [My Waiting Lists](#)
- Update Your Application

You've successfully updated your application! Your information is being submitted for review to the Housing Authority. Below is a summary of the changes you have submitted. You may print, email, or export this page to PDF.

Please be aware this summary page will not be available once you log off or navigate to another area of the portal. If you would like a copy for your records, please select from the options below:

Print Summary
Email Summary
Export to PDF

Summary

Status: Changes Success (12/27/2024)

Updated ■
Removed ■
Added ■

Head of Household Member number 01	Last Name		First Name		Middle Name	Relationship to Head Of Household	Birth Date
	Dectwoseven		Noe			Head	12/01/2000
	Age	Sex	Citizenship		Ethnicity		
	24	Male	Eligible Citizen		Hispanic or Latino		
Racis		Social Security Number		Disability (Y or N)	Veteran (Y or N)	Phone Number	
White		XXX-XX-0246		N	N	(619) 322-8761	
Entity ID 000364701							

Address

Street Address	Address Line 2	Suite/Apt	City	State	Zip Code
3989 Main St			CHULA VISTA	CA	91911

No Assets

No Incomes

No PreQualifiers

Waiting Lists

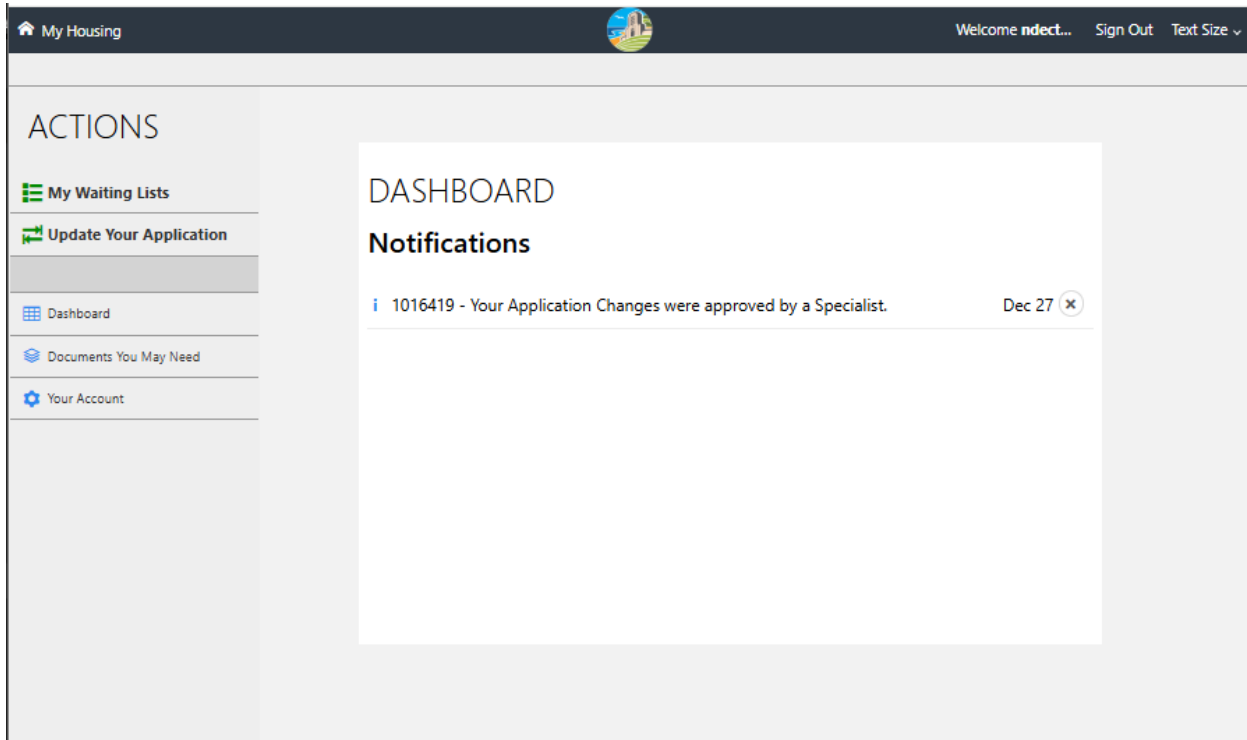
Description	Developments	Applied Date	Confirmation Number	Elite Status	Rooms	Action
Housing Choice Voucher (also known as Section 8)		12/27/2024	HCD128362270007130	CURRENTLY ON WAITING LIST	0	None

No User Defined Fields

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Dashboard

- a. A dashboard will now show that changes were submitted and approved.



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