



Housing Authority of the County of San Diego (HACSD)

MyHousing – Submit a New Application

How to Submit a new Application

Navigate to MyHousing WebApp

- Get to URL (sdhcd.myhousing.com) for the MyHousing Portal through the HACSD Website.
- This is the main page to submit new applications.
- Click on 'Start Here'.

The screenshot shows the 'My Housing' web application interface. At the top, there is a navigation bar with 'My Housing' and a 'Text Size' dropdown. The main content area is titled 'Apply For Housing Here' and 'Choose Your Language', with buttons for 'English' and 'Español'. Below this, it identifies the 'Housing Authority of the County of San Diego (HACSD)' and the 'Online Waiting List Application'. An 'IMPORTANT NOTICE' section contains two bullet points: 'Please inform HACSD if you require a specific accommodation to fully utilize the agency's services.' and 'Only ONE application will be accepted per household. Duplicate applications will not be accepted.' A 'Helpful Information' section lists three points: 'Before you begin the application process, please have available the social security -numbers, names and dates of birth of all family members. You will also need all income information regardless of source of income, for all family members.', 'Please ensure that all information is entered accurately. The details provided on the application directly affect the selection process.', and 'New applicants will receive a confirmation number when an application is received. Have paper and pen ready to write down your confirmation number.' Below this is a 'Start Here' button. At the bottom, there are links for 'Need Help?', 'County of San Diego Housing and Community Development Services', and 'Already Applied?'. The footer contains the copyright notice '© 2024 - Emphasys Software - v.1.11.30'.

Go through the workflow

The system will take you through a workflow. There are eight main steps in the workflow. All fields in red are required. Below are the eight listed steps.

1. Head of Household Demographics
 - a. Social Security Number (SSN) is optional.
 - b. Email Address is required – confirmation will be sent to this email once the application is submitted.

My Housing Text Size ▾

1 Your Information 2 Your Family 3 Your Address 4 Your Income 5 Summary 6 Your Lists 7 Additional Questions 8 Done!

Tell Us About The Head Of Household

(You'll add your family members later)

First Name First Name

Middle Name Middle Name

Last Name Last Name

Select One Gender ⓘ

Social Security Number Social Security Number ⓘ

Birth Date Birth Date ⓘ

Select One Current Citizenship Status

White
Black/African American
American Indian/Alaska Native
Asian Race(s) (hold the ctrl button and click to select all that apply)

Select One Ethnicity

Select One Are you a U.S. Veteran?

Select One Are you disabled? ⓘ

Phone Number Phone Number ⓘ

Email Address Email Address

Confirm Email Address Confirm Your Email Address

< Back Next > More Below ⚡

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2. Family Members

- a. Currently set up to add up to 9 family members (in addition to the head of household).
- b. User will see similar set of questions for each family member as they had for the head of household.

This screenshot shows the 'Tell Us About Your Family' step in a multi-step process. The progress bar at the top indicates that step 2 is active. The main heading is 'Tell Us About Your Family' with the instruction 'Provide information for the individuals who will live with you in your household.' The question asks 'How many family members (NOT including yourself) will be on this application?'. There are six green buttons labeled 0, 1, 2, 3, 4, and 5. Below the buttons is a link that says 'I have more family members'. At the bottom, there are 'Back', 'Need Help?', and 'Next' buttons. The footer contains the copyright information: '© 2024 - Emphasys Software - v.1.11.30'.

This screenshot shows the 'Tell Us About Your Family Members' step. The progress bar indicates step 2 is active. The heading is 'Tell Us About Your Family Members' with the instruction 'Provide information for the individuals who will live with you in your household.' Below this, it says 'Family Member 1 of 1 - Continue without entering any more.' The form contains several input fields and dropdown menus, each with a label: 'First Name', 'Middle Name', 'Last Name', 'Gender', 'Relationship to Head Of Household', 'Social Security Number', 'Birth Date', 'Family member's current citizenship status', 'Race(s) (hold the ctrl button and click to select all that apply)', 'Ethnicity', 'Family member is a U.S. Veteran', and 'Family member is disabled'. At the bottom, there are 'Back', 'Need Help?', and 'Next' buttons. The footer contains the copyright information: '© 2024 - Emphasys Software - v.1.11.30'.

3. Applicant Address

- a. Enter information as asked.
- b. If homeless and no address, instructions in the 'Need Help?' link at the bottom of the page provide instructions on how to add addresses of the nearest shelter where they received assistance.

The screenshot shows a web application interface for 'My Housing'. At the top, there is a progress bar with eight steps: 1. Your Information (checked), 2. Your Family (checked), 3. Your Address (active), 4. Your Income, 5. Summary, 6. Your Lists, 7. Additional Questions, and 8. Done! Below the progress bar, the title 'Tell Us About Your Address...' is displayed. The form contains several input fields: 'Street Address' (with a red error message 'Street Address'), 'Address Line 2' (with a red error message 'Address Line 2'), 'Suite/Apt' (with a red error message 'Suite/Apt'), 'City' (with a red error message 'City'), 'State' (a dropdown menu showing 'California' with a green checkmark and the label 'State'), and 'Zip Code' (with a red error message 'Zip Code'). At the bottom of the form, there are three buttons: '< Back' (orange), 'Need Help?' (blue), and 'Next >' (green). The footer of the page includes the copyright notice '© 2024 - Emphasy Software - v.1.11.30'.

Address Help Info

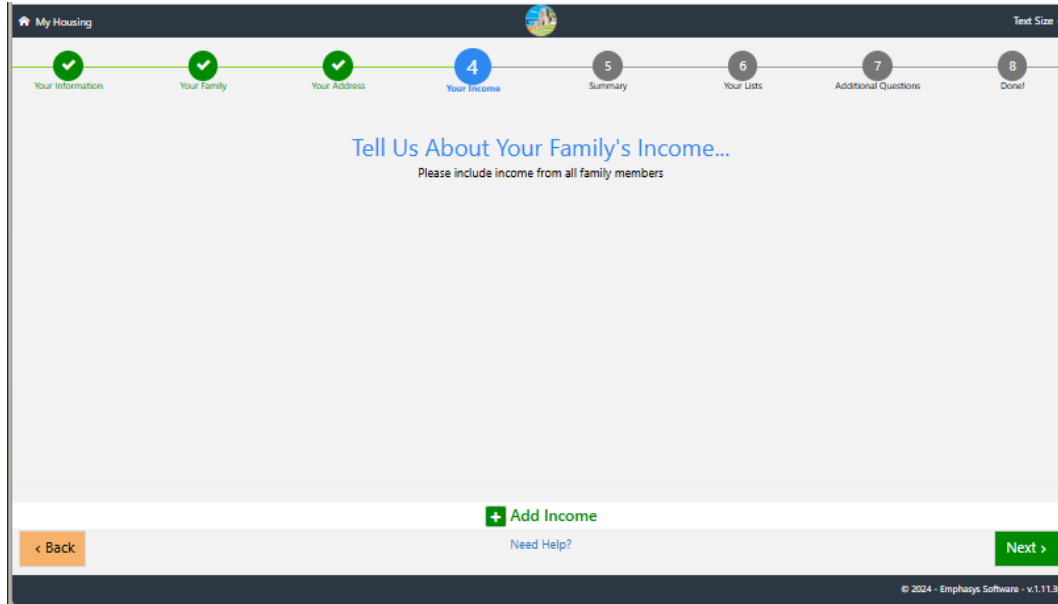
The address of the Head of Household where all relevant documentation will be received must be listed. You must provide an address where you can receive mail. This address will be used to contact you with important waitlist information and updates. If you are homeless and do not currently have a mailing address, you **cannot** enter 'homeless' in the address field. Please use the address of the nearest shelter where you receive assistance.

- c. When clicking next, an address validation screen will appear.
- d. User can select corrected address or keep what they entered.

The screenshot shows the same 'Tell Us About Your Address...' form, but with a modal window open for address validation. The modal is titled 'Select an Address' and contains two sections. The first section, 'The address you've entered:', lists the entered address: '3989 Ruffin Road, San Diego, CA 91911'. It includes links for 'Edit address' and 'Use the above address'. The second section, 'Here's your corrected address:', lists the corrected address: '3989 Ruffin Rd, San Diego, CA 92123-1815'. A green button labeled 'Use this corrected address' is positioned below the corrected address. The modal also shows the '91911' zip code and a green checkmark next to it. At the bottom of the modal, there are three buttons: '< Back' (orange), 'Need Help?' (blue), and 'Next >' (green). The footer of the page includes the copyright notice '© 2024 - Emphasy Software - v.1.11.30'.

4. Income

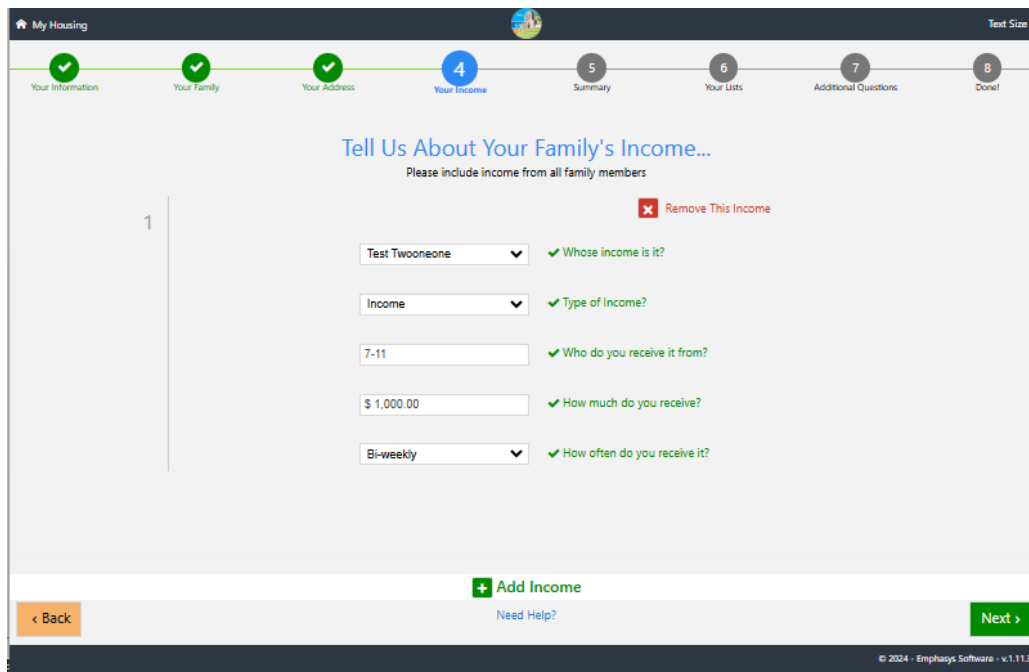
- a. Click on Add Income at enter information




- b. Select who the income is for in the drop down.

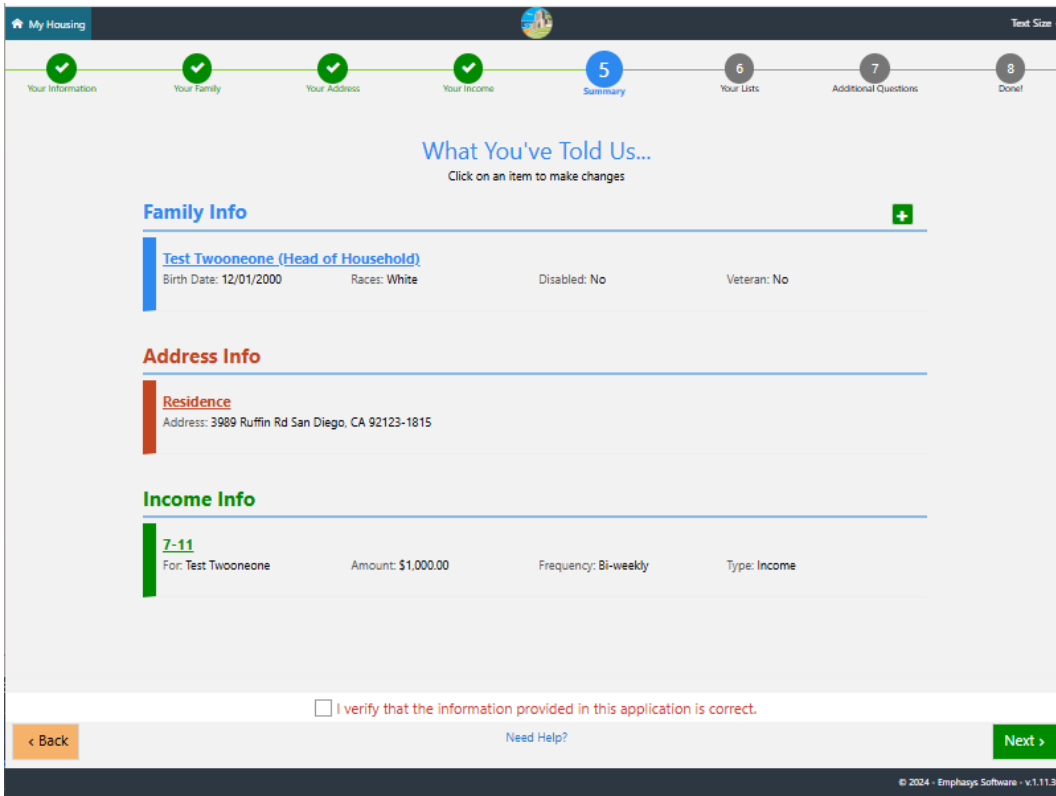
- c. Fill out the rest of the information.

- i. Only option for Type of Income is 'Income'.
- ii. Options for how often are: Weekly, Bi-Weekly, Monthly, 2x-Monthly, Quarterly, Annually, Semi-Annually.

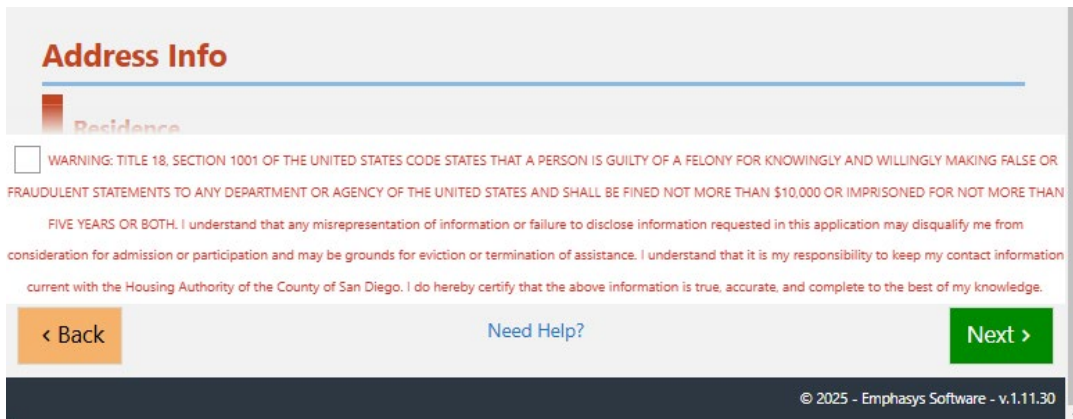


5. Summary and Certification

- a. User can review what they entered.
- b. Can click on the section under Family Info, Address Info, or Income Info to go to that step in the Application Workflow.
- c. User can also click on the  on the Family Info line to add a family member.
- d. User must check the box located at the bottom before they can move to the next screen.



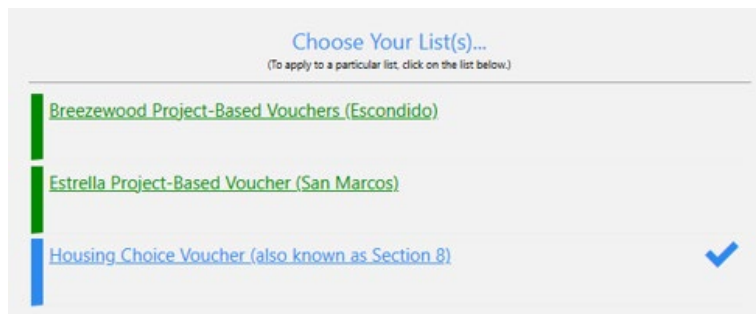
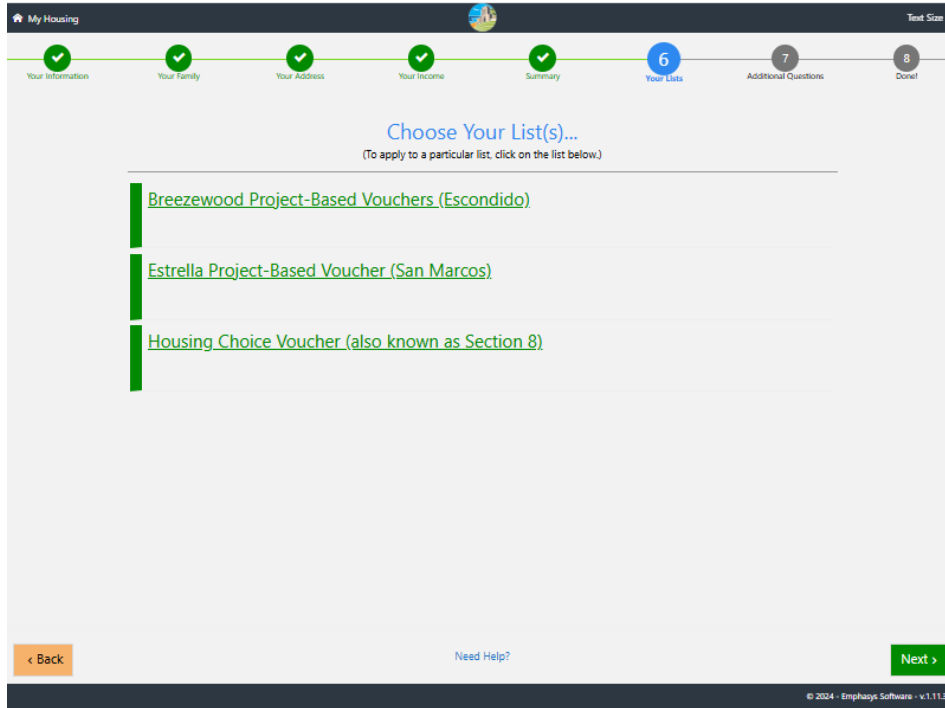
The screenshot shows the 'Summary' step (5) of an application workflow. The top navigation bar includes 'My Housing' and 'Text Size'. A progress indicator shows steps 1-4 completed, step 5 active, and steps 6-8 pending. The main content area is titled 'What You've Told Us...' and contains three sections: 'Family Info', 'Address Info', and 'Income Info'. The 'Family Info' section lists 'Test Twooneone (Head of Household)' with birth date 12/01/2000, race White, disabled status No, and veteran status No. The 'Address Info' section lists 'Residence' at 3989 Ruffin Rd San Diego, CA 92123-1815. The 'Income Info' section lists '7-11' for 'Test Twooneone' with an amount of \$1,000.00, bi-weekly frequency, and income type. At the bottom, there is a checkbox for 'I verify that the information provided in this application is correct.' and buttons for '< Back', 'Need Help?', and 'Next >'. The footer shows '© 2024 - Emphasys Software - v.1.11.30'.



The screenshot shows the 'Address Info' section of the application. It features a red header 'Address Info' and a sub-section 'Residence'. Below this is a warning box with a checkbox and the following text: 'WARNING: TITLE 18, SECTION 1001 OF THE UNITED STATES CODE STATES THAT A PERSON IS GUILTY OF A FELONY FOR KNOWINGLY AND WILLINGLY MAKING FALSE OR FRAUDULENT STATEMENTS TO ANY DEPARTMENT OR AGENCY OF THE UNITED STATES AND SHALL BE FINED NOT MORE THAN \$10,000 OR IMPRISONED FOR NOT MORE THAN FIVE YEARS OR BOTH. I understand that any misrepresentation of information or failure to disclose information requested in this application may disqualify me from consideration for admission or participation and may be grounds for eviction or termination of assistance. I understand that it is my responsibility to keep my contact information current with the Housing Authority of the County of San Diego. I do hereby certify that the above information is true, accurate, and complete to the best of my knowledge.' At the bottom, there are buttons for '< Back', 'Need Help?', and 'Next >'. The footer shows '© 2025 - Emphasys Software - v.1.11.30'.

6. Waitlist Selection

- a. Applicant can select from any available open waitlists.
- b. Waitlist will turn from green to blue when selected, and you will see a blue checkmark as well.



7. Preferences

- a. Applicant must select either Yes or No
 - i. Note: they are in red for required.
- b. Applicant will not be able to select next until a selection is made for each Preference.

My Housing Text Size

Your Information Your Family Your Address Your Income Summary Your Lists **7** Additional Questions 8 Done!

Answer A Few More Questions

Please answer these questions

- 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.
- Are you or your spouse/co-head of household 62 years of age or older?
- Is any member of the household a person with disabilities?
- Are you a family with dependent children?
- Are you a veteran or a surviving spouse of a veteran?
- Have you or your spouse/co-head of household worked at least 20 hours per week for the past 6 months?
- Are you currently homeless?

< Back Need Help? Next >

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- c. Once selected, preference will turn green, and user can see the option selected.
 - i. No: Red
 - ii. Yes: Green
- d. Selecting Next at end of Step 7 will submit the application.

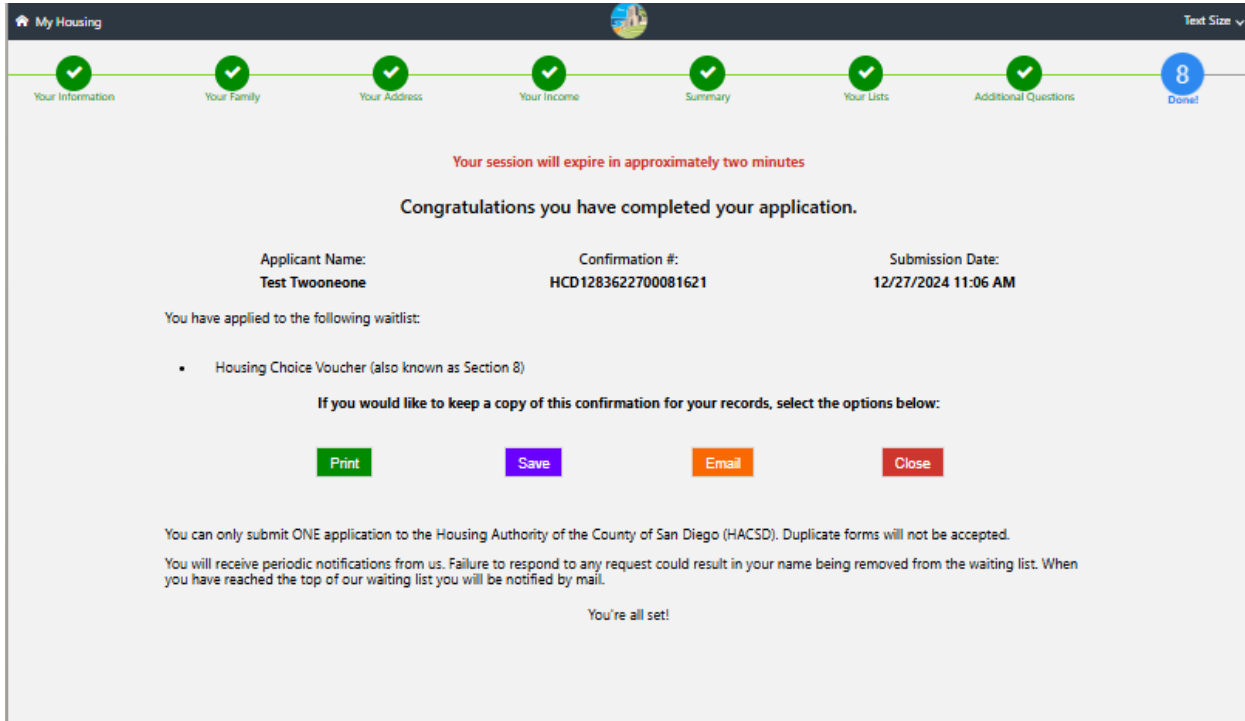
The screenshot shows a web application interface for a housing application. At the top, there is a progress bar with eight steps: 'Your Information', 'Your Family', 'Your Address', 'Your Income', 'Summary', 'Your Lists', 'Additional Questions', and 'Done!'. The 'Additional Questions' step is currently active and highlighted with a blue circle containing the number 7. Below the progress bar, the main heading is 'Answer A Few More Questions' with a sub-heading 'Please answer these questions'. There are seven numbered questions, each with a 'Yes' and 'No' button. The 'Yes' buttons are green, and the 'No' buttons are blue. A green checkmark is visible to the right of each question, indicating that the user has answered it. 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. (Yes: Blue, No: Red)
2. Are you or your spouse/co-head of household 62 years of age or older? (Yes: Green, No: Blue)
3. Is any member of the household a person with disabilities? (Yes: Green, No: Blue)
4. Are you a family with dependent children? (Yes: Green, No: Blue)
5. Are you a veteran or a surviving spouse of a veteran? (Yes: Green, No: Blue)
6. Have you or your spouse/co-head of household worked at least 20 hours per week for the past 6 months? (Yes: Green, No: Blue)
7. Are you currently homeless? (Yes: Green, No: Blue)

At the bottom of the form, there are three buttons: '< Back' (orange), 'Need Help?' (blue), and 'Next >' (green). The footer contains the text '© 2024 - Emphatys Software - v.1.11.30'.

8. Confirmation of Submission Screen

- a. For security reasons the screen will close after **2 minutes**.
- b. An email will automatically go out to the email entered in Step 1 of the workflow.
- c. The email will contain Applicant name, Confirmation Number, Submission date, and the waitlists the applicant selected.
- d. The application will be available on Elite the next day.
- e. The user can create an account on MyHousing to access the Application on the next day.



What happens on multiple submissions

- a. If the user attempts to create an account on the same day, they will receive a message stating 'Your registration isn't yet available.'

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

• **Your registration isn't yet available.**

First Name

Last Name

Date Of Birth

Please select and provide one form of identification.

Social Security Number

Social Security Number or Alternate Identification Number

Alien Registration Number

[Continue](#)

- b. If the user attempts to submit another application on the same day and the information entered in Step 1 matches the previously entered application, they will receive the message below.

My Housing

Already Applied

Our records show that you have already applied once before through webapp. If that is correct, then you will not need to apply again through WebApp.

If you would like to make changes to your family composition, income, etc, or would like to apply for other waitinglist that may be available to you then you will need to log into Applicant Portal to make your changes.

Click on the link below to login to Applicant Portal or to create an account.

[Applicant Portal](#)

- c. If the user attempts to submit another application that is already in Elite and the information in Step 1 matches the existing application, the user will be routed to a page to create an account.
- d. The user can follow this workflow to create the account to access their existing application.

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.

You have been redirected to register for an account because you have previously applied. Please enter the necessary information to access your application to update it.

Registration

First Initial

Last Name

Please select and provide one form of identification.

Social Security Number

Social Security Number or Alternate Identification Number

Alien Registration Number

[Continue](#)

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