

OHFA would like to share some Assistance Connect guidance and encourage everyone to use Assistance Connect and use the online help resources. We are making plans to implement further online resources.

### **Creating an Account from a mobile/tablet device**

Select the “-” sign next to Create Account and click the account you are creating

You must have the PIN assigned by OHFA

The password must be 12 or more characters long with one uppercase letter and a number

When using an onscreen keyboard, it is recommended that you use a stylus pen to key information

Remember to validate your email address to have full access to the portal; the email will be from **Assistance Connect {no-reply@assistancecheck.com}**

The screenshot shows a mobile app interface for logging in and creating an account. At the top, there are two input fields: 'USERNAME' with a placeholder 'Username' and 'PASSWORD' with a placeholder 'Password'. Below these fields is a blue rounded button labeled 'Sign In'. Underneath the 'Sign In' button is a section with a plus icon and the text 'Can't Sign In?'. Below that is a minus icon and the text 'Create Account', which is highlighted with a blue border. Underneath 'Create Account' are three options: 'Tenant Account', 'Applicant Account', and 'Owner Account', each with a right-pointing arrow. At the bottom of the screen, there is a dark footer bar with three links: 'View Full Site', 'Terms of Use', and 'Privacy Policy'. Below the footer bar, the copyright notice reads '© 2020, HAPPY Software, An MRI Software Company'.

## Signing In

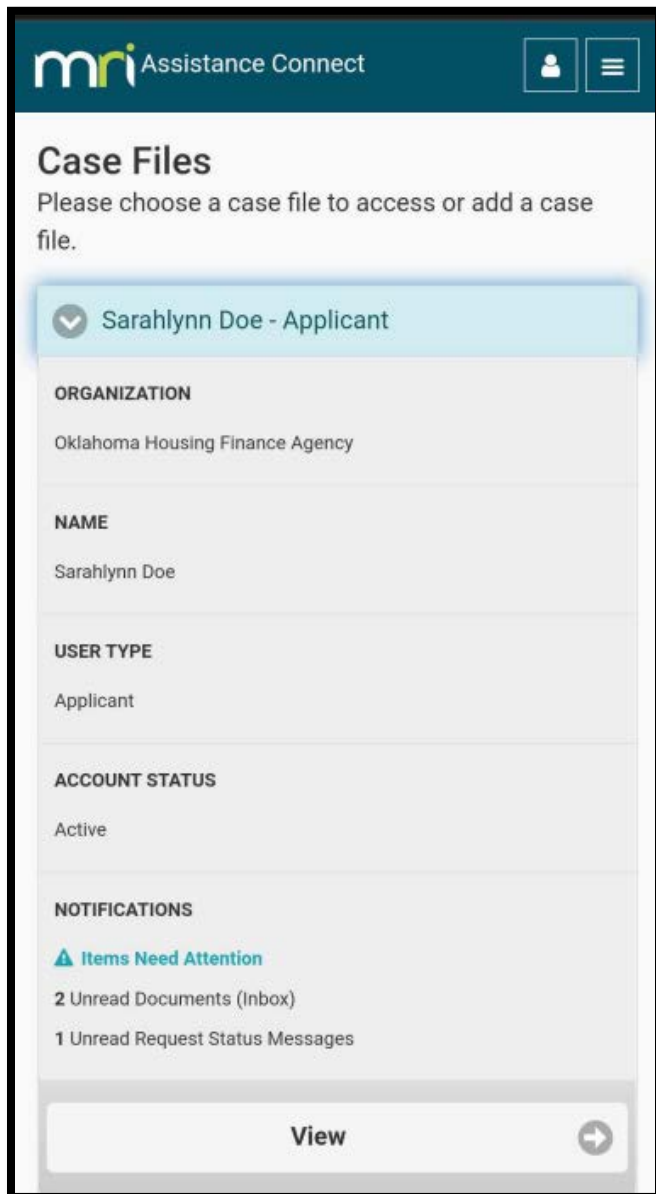
When signing in and the portal directs you to “My Account” look for the “View” and/or “Home” button which should direct you to the main screen (see below)

## Desktop/Laptop View

The screenshot displays the 'My Account' page in the MRI Assistance Connect portal. At the top, the navigation bar includes the 'Home' button (with a red arrow pointing to it) and the user's name 'Sarahlynn Doe' with a 'Sign Out' link. The main content area is titled 'My Account' and shows the user's last sign-in date as 03/19/2021. A message prompts the user to choose a case file to access or add one, with an 'Add Case File' button. Below this is a table with columns for Organization, Name, User Type, Account Status, and Notifications. The table contains one entry for Sarahlynn Doe, an Applicant with an Active account status. The Notifications column indicates 'Items need attention' and '1 Unread Request Status Messages', with a 'View' button highlighted by a red arrow. The page is divided into sections for Account Properties, Security Preferences, and Account Preferences. The Account Properties section shows fields for Username (Saridoe), Status (Active), Email Address, and Mobile Number (with an 'Add Mobile Number' link). The Security Preferences section includes links to 'Change Security Questions' and 'Change Password'. The Account Preferences section contains an 'Email Notifications' section with a checkbox checked, indicating the user wants to receive email notifications for updates to account information.

Organization	Name	User Type	Account Status	Notifications
Oklahoma Housing Finance Agency	Sarahlynn Doe	Applicant	Active	Items need attention 1 Unread Request Status Messages

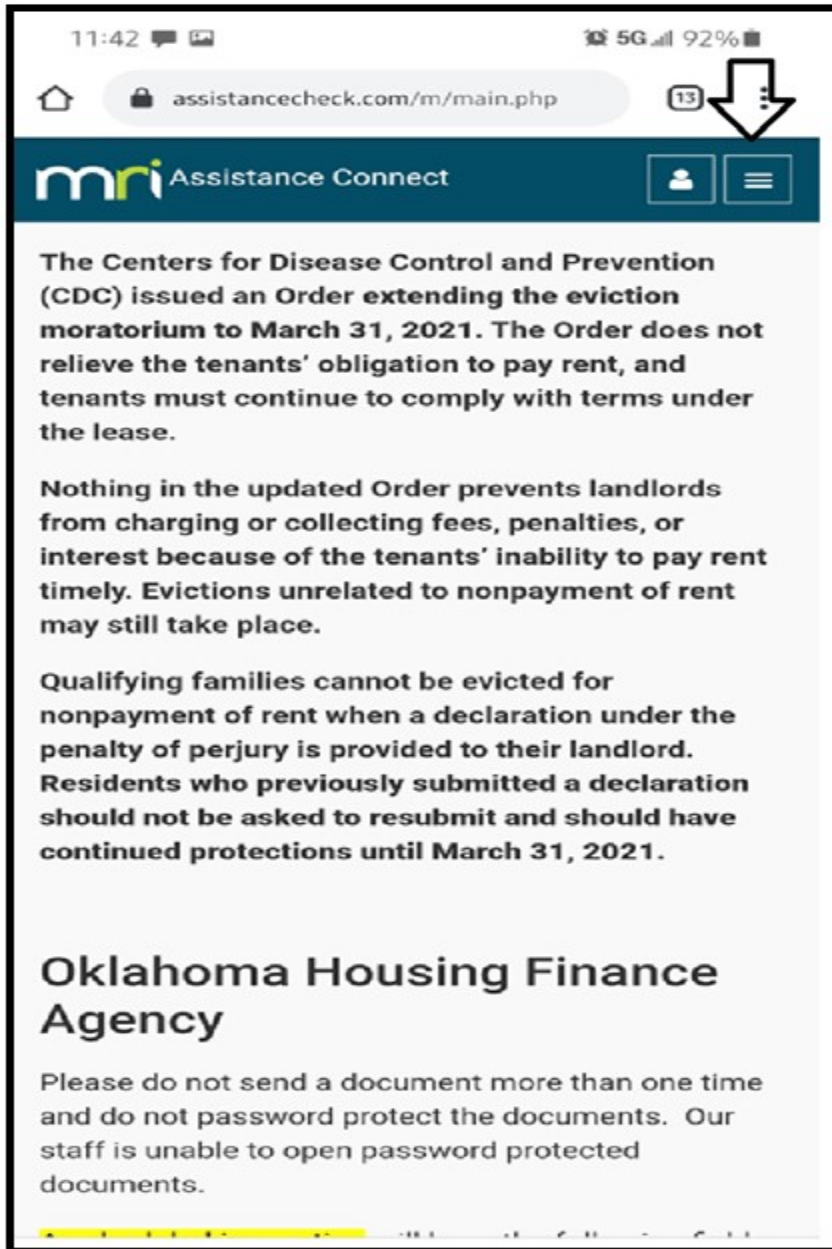
## Mobile/Tablet View



## How to upload a document:

### Mobile Device

1. Look for two small boxes at the top right of the screen and select the one with three horizontal lines and a drop-down menu will display and select “Send Document” and follow the options.





- Home
- View My Case Files
- Inbox
- Send Document
- Edit Contact Information
- Document Library
- Add New Income
- Edit Income
- Remove Income
- Add New Family Member
- Edit Family Member
- Remove Family Member
- Manage Users
- Review Inspections
- Request an Inspection
- Reschedule an Inspection
- Request to Move
- Request an Appointment
- FAQ
- Contact Us

The Centers for Disease Control and Prevention (CDC) issued an order on March 27, 2020, that temporarily prohibits evictions and foreclosures to help relieve the tenant hardship caused by COVID-19. Landlords and tenants must comply with the order to the lease.

Nothing in the order prohibits landlords from charging or collecting late fees or interest because they are not evictions or foreclosures. Evictions and foreclosures may still take place.

Qualifying families are exempt from the nonpayment of rent penalty of perjury. Residents who provide false information should not be asked to provide continued protection.

## Oklahoma Agency

Please do not send sensitive information and do not password protect documents. If staff is unable to access your documents.

As a state, Oklahoma is committed to providing...

## On a Desktop/Laptop

1. Look at the left of the screen and select “Send Document” and follow the options.

The screenshot shows the MRI Assistance Connect web application. The header includes the MRI logo, "Assistance Connect", a "Home" button, and user information "Roy Doe" and "Sign Out".

The left sidebar is titled "Tenant Assistance" and contains the following menu items:

- View My Case Files
- Inbox
- Send Document
- Edit Contact Information
- Document Library
- Add New Income
- Edit Income
- Remove Income
- Add New Family Member
- Edit Family Member
- Remove Family Member
- Manage Users
- Review Inspections
- Request an Inspection
- Reschedule an Inspection
- Request to Move
- Request an Appointment
- FAQ
- Contact Us

The main content area displays a notice from the Centers for Disease Control and Prevention (CDC) regarding an "Order extending the eviction moratorium to March 31, 2021". The notice states that tenants must continue to comply with terms under the lease and that evictions unrelated to nonpayment of rent may still take place. It also mentions that qualifying families cannot be evicted for nonpayment of rent when a declaration under the penalty of perjury is provided to their landlord, and that residents who previously submitted a declaration should not be asked to resubmit and should have continued protections until March 31, 2021.

Below the notice is a section titled "Oklahoma Housing Finance Agency Customer Service Area". It includes a warning: "Please do not send a document more than one time and do not password protect the documents. Our staff is unable to open password protected documents." It also states: "A scheduled inspection will have the following fields filled in on the inspection screen:"

1. Status - Ready For Inspection
2. Inspector Name - Jane Doe
3. Date - Day of the week - mo/day/yr
4. Start and End Time - 8:00-12:00 (example only)

A note below the list states: "If the inspection screen is missing any of the information above, the inspection has not been scheduled yet."

At the bottom of the page, there are two tabs: "Annual Reexamination" and "Inspections". The "Inspections" tab is active, and a "View All" button is visible next to it.