

Assistance Connect

- ▶ OHFA has implemented Assistance Connect (aka AssistanceCheck), which is an online portal for the owner/tenant to communicate with OHFA.
- ▶ This is an excellent way to check appointment dates, other letters sent to the owner and HAP payments that are received each month.

Creating a Property Owner Account

- ▶ You will need to provide the following information when creating an account
 - Tax ID Number
 - Personal Identification Number (PIN) provided by OHFA
- ▶ Go to www.assistancecheck.com

Creating a Property Owner Account (continued)

- ▶ Click on “Create Owner Account”

https://www.assistancecheck.com/

Assistance Connect - 1 APP... X

mri Assistance Connect

USERNAME

PASSWORD

Remember Me

SIGN IN

[Forgot Username or Password?](#)

Welcome to the Assistance Connect client service area.

This site is designed to allow you to work with us on-line for your convenience. Commonly requested tasks can be accomplished and information can be obtained by using this secure site. Users must sign in to make requests or view personal information.

Applicants

- Search Rental Listings
- Edit Contact Information
- View Status on Waiting List
- View and Print Documents

Create Applicant Account

Tenants

- Update Family Income
- Update Family Status
- Request a Work Order
- Search Rental Listings

Create Tenant Account

Property Owners

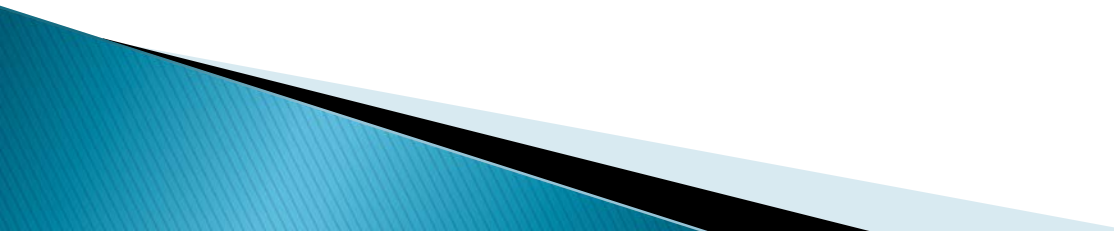
- List a Rental
- Review Payments
- Reschedule an Inspection
- Review Inspection Information

Create Owner Account

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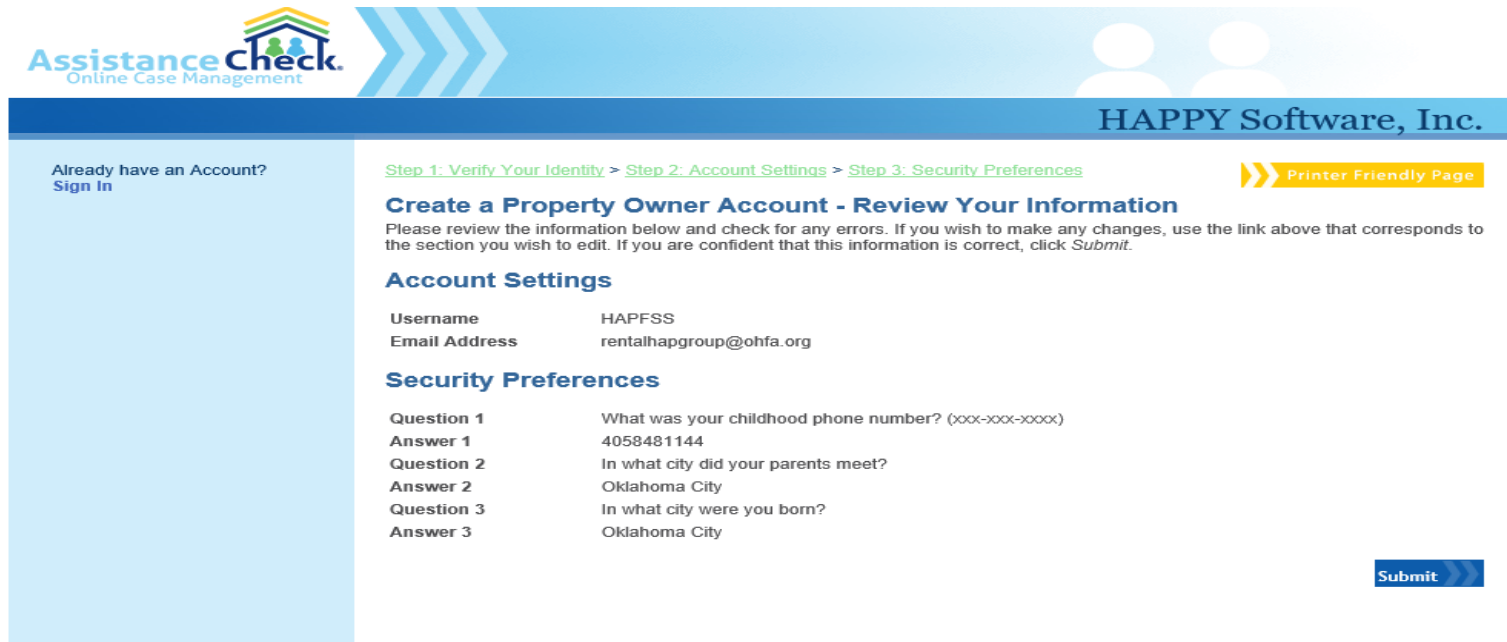
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Creating a Property Owner Account (continued)

- ▶ When prompted, enter you Tax ID Number and PIN
 - ▶ Create Security Preferences with three selected questions used during the password reset process.
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Creating a Property Owner Account (continued)

- ▶ Account Settings are for Username and Email Address. Review your information and security preferences.



Assistance Check
Online Case Management

HAPPY Software, Inc.

Already have an Account?
[Sign In](#)

[Step 1: Verify Your Identity](#) > [Step 2: Account Settings](#) > [Step 3: Security Preferences](#)

[Printer Friendly Page](#)

Create a Property Owner Account - Review Your Information

Please review the information below and check for any errors. If you wish to make any changes, use the link above that corresponds to the section you wish to edit. If you are confident that this information is correct, click *Submit*.

Account Settings

Username	HAPFSS
Email Address	rentalhagroup@ohfa.org

Security Preferences

Question 1	What was your childhood phone number? (xxx-xxx-xxxx)
Answer 1	4058481144
Question 2	In what city did your parents meet?
Answer 2	Oklahoma City
Question 3	In what city were you born?
Answer 3	Oklahoma City

[Submit](#)

Creating a Property Owner Account (continued)

- ▶ An email verification will be sent to the owner to log in to activate the Assistance Connect Account through website.

The screenshot shows a web page for 'HAPPY Software, Inc.' with the title 'Account Services - Create a Property Owner Account'. On the left, there is a sidebar with the text 'Already have an Account? Sign In'. The main content area features a 'Confirmation Details' table with the following data:

Action	Username	Email Address	Created On
Create Account	HAPFSS	rentalhapgroup@ohfa.org	06/11/2018 02:42:41 PM

Below the table, the text reads: 'Congratulations, your account has been created!'. This is followed by a section titled 'Before You Sign In' which contains instructions: 'An account activation email has been sent to the email address shown above. Before you will be allowed to access AssistanceCheck, you must activate your account. This email has the subject AssistanceCheck Account Services - Account Activation and was sent by no-reply@assistancecheck.com. Open the account activation email and follow the instructions in order to activate your account.' An 'IMPORTANT INFORMATION' section follows, stating: 'All emails sent from AssistanceCheck will be sent by no-reply@assistancecheck.com. To prevent these emails from being blocked by your SPAM filter, add no-reply@assistancecheck.com to your Safe Senders list.' A blue 'Done' button is located at the bottom right of the main content area. The footer of the page includes the company name, address (11 Federal Street | Saratoga Springs, NY 12866), phone number ((518) 584-4668), and a 'Support' link.

Assistance Connect Benefits

- ▶ Website is accessible 24/7
 - ▶ Communicate with OHFA via secure messages
 - ▶ Review payments
 - ▶ Send documents
 - ▶ Edit contact information
 - ▶ Receive agency documents
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