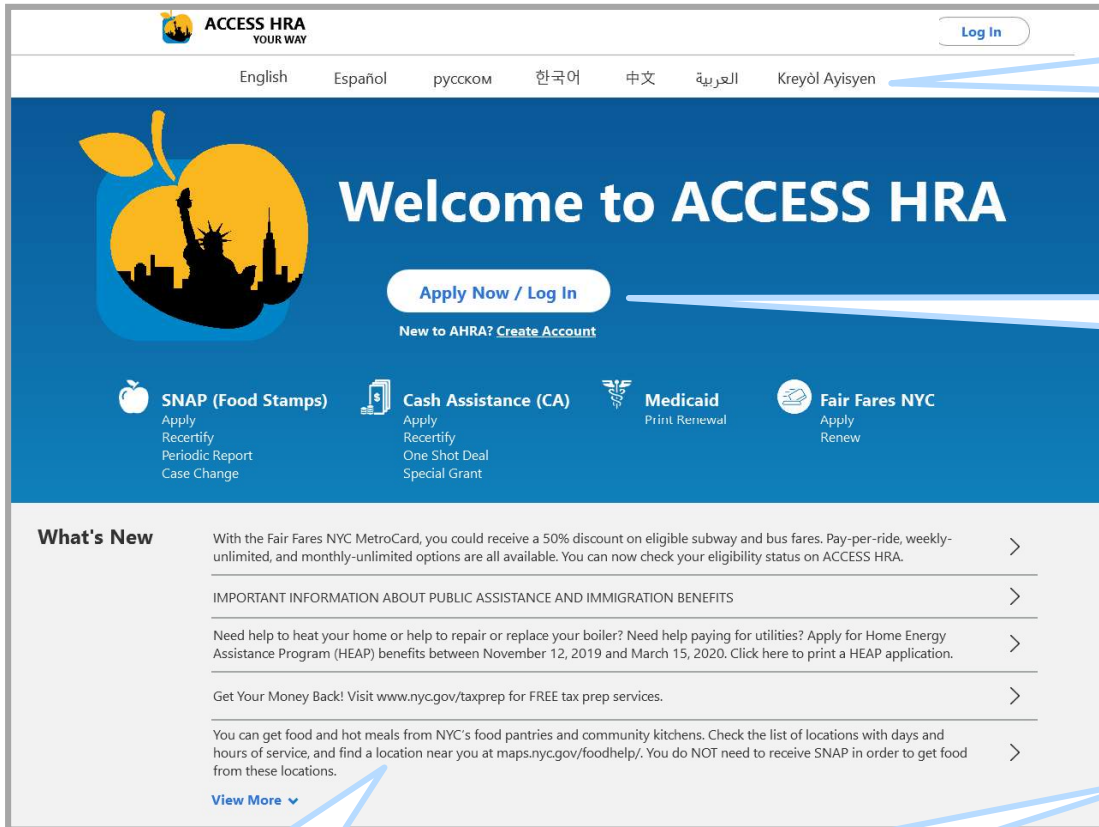


ACCESS HRA - BENEFITS

(Slides 1 - 33)



The screenshot shows the top navigation bar with the ACCESS HRA logo and a 'Log In' button. Below the navigation bar is a language selection dropdown menu with options: English, Español, русский, 한국어, 中文, العربية, and Kreyòl Ayisyen. The main header features a large orange apple icon with the Statue of Liberty and the text 'Welcome to ACCESS HRA'. Below this is a 'Apply Now / Log In' button and a link for 'New to AHRA? Create Account'. The main content area is divided into four sections: SNAP (Food Stamps), Cash Assistance (CA), Medicaid, and Fair Fares NYC, each with a list of services. A 'What's New' section on the left lists recent updates and important information.

Select a Language

ACCESS HRA is available in seven languages, including English, Spanish, Arabic, Chinese, Haitian Creole, Korean, and Russian and is formatted for text-to-speech screen readers.

Apply Now / Log In

Log In to apply / recertify online for SNAP (Food Stamps), Cash Assistance (CA), or print your Medicaid Renewal.

What's New

Find out what's new with ACCESS HRA.

Get Information

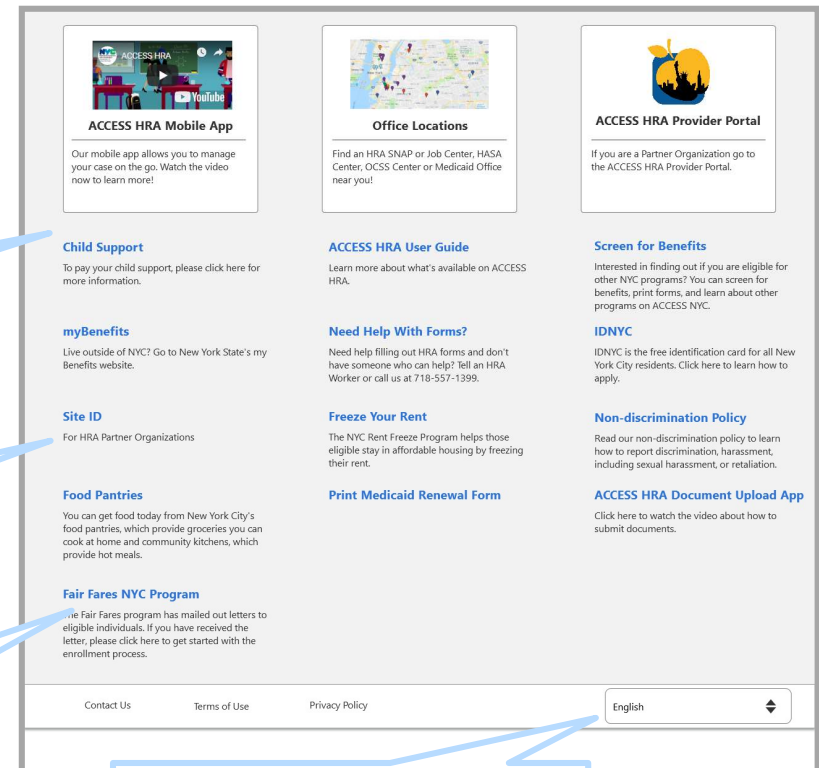
Click on any of the cards or links to find more information about IDNYC, Freeze Your Rent, Child Support, and more.

Set Site ID

Click on "Site ID" to enter the Site ID assigned to your organization by HRA.

Apply or Renew for Fair Fares!

Clients looking for the Fair Fares portal can click here.



The screenshot shows the bottom section of the ACCESS HRA Client Portal Home Page. It features a grid of service cards: ACCESS HRA Mobile App, Office Locations, ACCESS HRA Provider Portal, Child Support, ACCESS HRA User Guide, Screen for Benefits, myBenefits, Need Help With Forms?, IDNYC, Freeze Your Rent, Non-discrimination Policy, Food Pantries, Print Medicaid Renewal Form, ACCESS HRA Document Upload App, and Fair Fares NYC Program. At the bottom, there is a footer with links for Contact Us, Terms of Use, Privacy Policy, and a language selection dropdown menu.

Select a Language

You can update your language using this dropdown at any time.

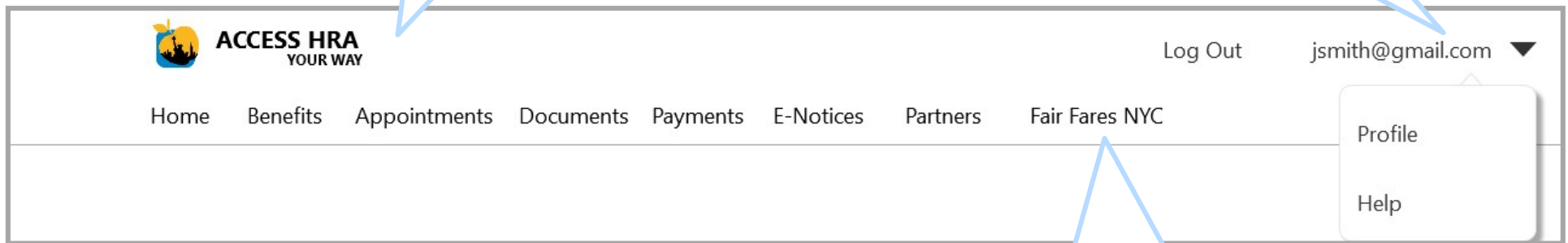
ACCESS HRA Navigation

ACCESS HRA Header

Once you have logged into ACCESS HRA, click on any link in the header to navigate to the standalone page to see your information.

Your Menu:

Expand this menu and click on "Profile" to go to your Profile page to see/update your contact information. Click on "Help" for answers to frequently asked questions about ACCESS HRA.



Fair Fares NYC

You can navigate to the Fair Fares side of the client portal to apply for a discounted MetroCard.

ACCESS HRA Footer



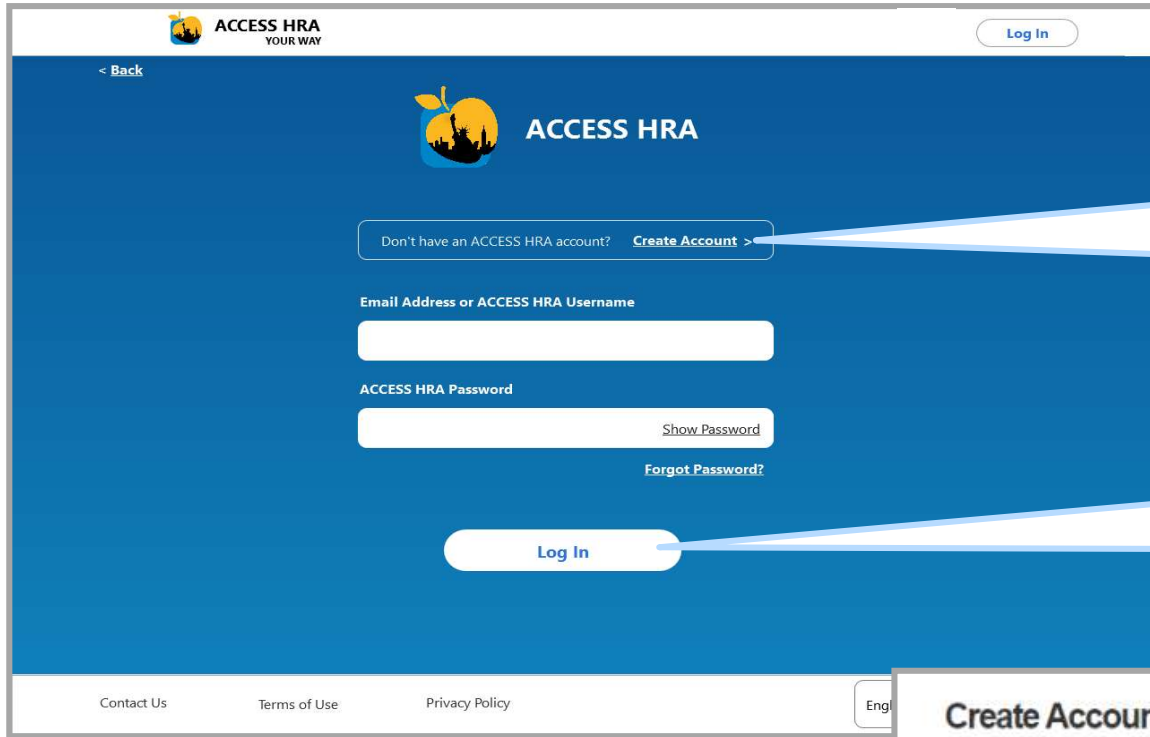
Contact Us

Submit application issues /questions to ACCESS HRA help.

Select a Language

You can update your language using this dropdown at any time.

ACCESS HRA Log In page & Create Account page



The screenshot shows the ACCESS HRA Log In page. At the top left is the ACCESS HRA logo and a "< Back" link. At the top right is a "Log In" button. The main heading is "ACCESS HRA". Below it is a link: "Don't have an ACCESS HRA account? [Create Account >](#)". There are two input fields: "Email Address or ACCESS HRA Username" and "ACCESS HRA Password". The password field has a "Show Password" link. Below the password field is a "Forgot Password?" link. At the bottom is a large "Log In" button. The footer contains links for "Contact Us", "Terms of Use", "Privacy Policy", and a language selector set to "Eng".

Create an Account

From the Home page or the Log In page, click **"Create Account"** to create your ACCESS HRA account.

Log In

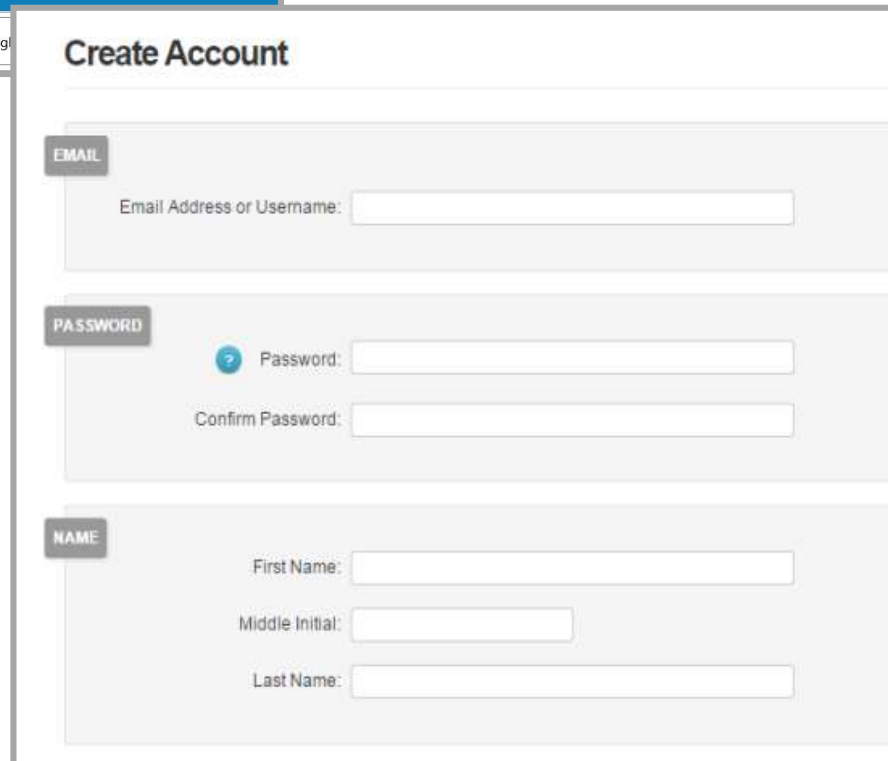
If you already have an ACCESS HRA account, enter your credentials here and Log In.

Why should I create an ACCESS HRA account?

Creating an account allows you to apply or recertify online for certain programs, such as SNAP or Cash Assistance, apply for Fair Fares NYC, as well as print your online Medicaid Renewal form through ACCESS HRA. Having an ACCESS HRA account will also allow you to manage your case, such as view appointments, payments, notices and much more.

Can I update my Account

Information? Yes. You can navigate to your 'Profile' and click "Update" to change any of your ACCESS HRA Account information at any time.



The screenshot shows the ACCESS HRA Create Account page. The title is "Create Account". It is divided into three sections: "EMAIL", "PASSWORD", and "NAME". The "EMAIL" section has a label "Email Address or Username:" followed by an input field. The "PASSWORD" section has a "Password:" label with an eye icon, a "Confirm Password:" label, and two input fields. The "NAME" section has labels for "First Name:", "Middle Initial:", and "Last Name:", each followed by an input field.

Your HRA Benefits Case Profile – Find My Case

 **Find My Case**

Finish setting up your account below to continue.

Skip

Skip

If you have never applied for benefits, please click “Skip” so that you can access the applications without connecting to an HRA case profile.

Find your HRA Case

If you are currently receiving SNAP or CA benefits, have received benefits or applied for benefits in the past year, you can find your HRA case profile to view your case information in ACCESS HRA.

Please enter information for the person applying or name on the EBT card (Case Head):

1 Date of Birth: *Required*

2 Select one: *Required*

☐

Social Security Number (SSN)

☒

ID Number (CIN)

ID Number
(Ex: AA12345A)

Please enter your ID Number (CIN) exactly as it appears on your benefits card.



Next

Enter your Information

Enter the information for the Head of Case or if you are a Payee, and currently receiving SNAP or CA benefits on behalf of children in your home, enter the oldest child's information to connect to your HRA case profile.

Why connect to your HRA case profile?

You can connect to your HRA case profile at any time. Once logged into ACCESS HRA, click on the “Find My Case” button on the ‘User Home’ or ‘Benefits’ pages.

Once you connect to your HRA case online, you will have access to see your case information such as appointments, payments, documents, link to a partner organization and more.

Your HRA Benefits Case Profile – Profile

Profile

Update ACCESS HRA Account

You can update your ACCESS HRA username or password by clicking here.

Need to hide your address online for safety reasons?

Click "Update" in the 'Contact Information' section to make this change on the next page.

Please confirm that the contact information we have on file for you below is correct, then continue to your Home Page.

[Go to Home Page](#)

REGISTER TO VOTE: Click 'Register' to update information on file with New York State Board Of Election.

[Register](#)

User Account

Login:
jonsmith2@test.com
Last Login: 12/4/2016

[Update](#)



Linked to HRA Benefits: Yes



ACCESS HRA Mobile: Yes



Linked to Fair Fares NYC Discount: Yes

Linked to benefits Information

You can see if you are linked to HRA Benefits (SNAP/CA), linked to Fair Fares NYC Discount, or ACCESS HRA Mobile here.

How do I know if my HRA case profile is connected?

Once you connect to your HRA case profile online, this page will show a disconnect option. This means that your case is currently connected online.

You can disconnect from your HRA profile by clicking on this button. If you disconnect, you will no longer be able to view case specific information online in ACCESS HRA.



Updates to your Contact Information will update Fair Fares NYC as well as your benefits case.

Contact Information

Changes may take up to 3-5 days to take effect.

PRIMARY Phone Number

Cell: 718-908-5665

ALTERNATE Phone Number

Work: 718-778-0087 x0001

Send Text Messages to

Primary Phone Number

Residence Address

153 W 19th Street, New York, NY 10004

Paperless?

Yes

[Update](#)

Receive Notices in

English

Contact Preference

Email and Text Message

Email Address

jon.smith@email.com

Mailing Address

145 W 20th Street, New York, NY 10003

Update Contact Information

You can see the contact information that HRA has on file for you. Click here to update the following information:

- Mailing Address
- Language for Notices
- Email Address
- Phone Number
- Enroll in paperless notices

You are currently able to view your HRA cases online.

If you no longer wish to view your HRA cases online, click 'Disconnect from HRA'. You will no longer be able to:

- ✓ Check your case status
- ✓ See your next benefit payment
- ✓ Get alerts for appointments

[Disconnect from HRA](#)

View your [partner organization information](#).



< Back

Profile

You can update your contact information below.

Phone Information

PRIMARY Phone Number: Required

+1 718-123-1234 ext. 123 Type: Cell

☐ I do not have a Phone Number

ALTERNATE Phone Number:

+1 718-123-1234 ext. 123 Type: Cell

Send Text Messages to:
Text message and data rates may apply.

Primary Phone Number

Electronic Notification Preferences

Contact Preference:

Email and Text Message

Email Address:

jon.smith@email.com

Confirm Email Address:

Receive Notices in:
Select the language you want to receive written notices and emails in.
If your preferred language is not listed, please select English.

English

Mailing Address ?

Current Mailing Address:

Jon Smith
232 E 87th Street A6
New York NY 10007

☐ Update my Mailing Address

Need to hide your address online for safety reasons?
Click here to learn more about restricting the information shown in your online account.

[Learn More](#)

Cancel Save

This information can only be updated once a day.

Voter Registration
[Register to vote or change your current voter registration address.](#)

Update Contact Information

If you are linked to HRA benefits (SNAP/CA) and Fair Fares NYC, updates made to your information will be reflected in both systems.

Sign up for Email and Text Messages

Let us know how you would like to receive information about your case. Options include:

- No Electronic Notifications
- Email only
- Email and Text Message
- Text Message only

Update Mailing Address

You can update your mailing address by clicking on the check box.

Need to hide your address?

If you would like to hide your address from your online account, you can opt-in to this option here.

Mailing Address ?

Current Mailing Address:

Jon Smith
232 E 87th Street A6
New York NY 10007

☒ Update my Mailing Address
To update your residence address, submit a [Case Change](#).

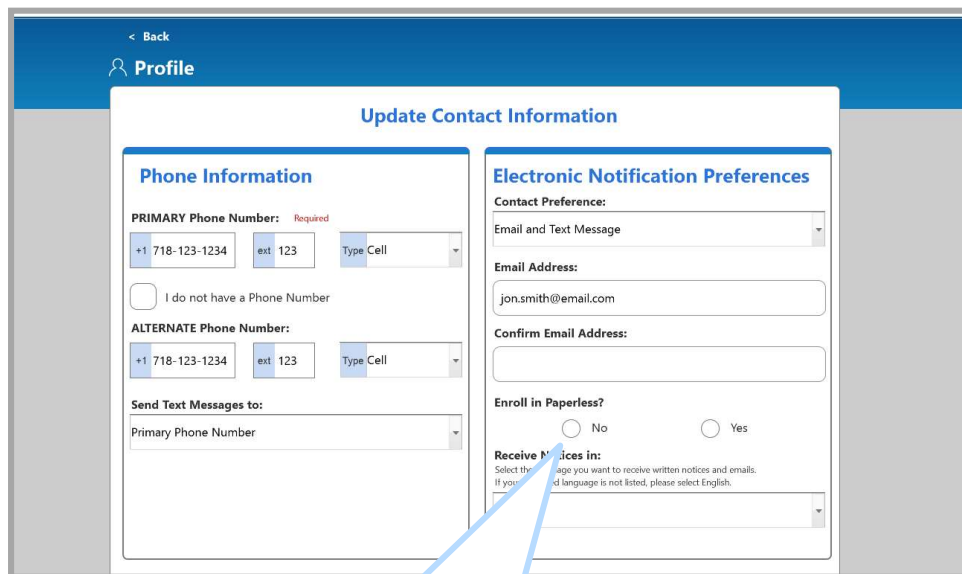
Send mail to (in care of)

Building Number Required **Street Name** Required **Apt/Suite:**

Building number or PO box: Street name or PO box number:

City: Required **State:** Required **ZIP Code:** Required

E-Notices – Go Paperless!



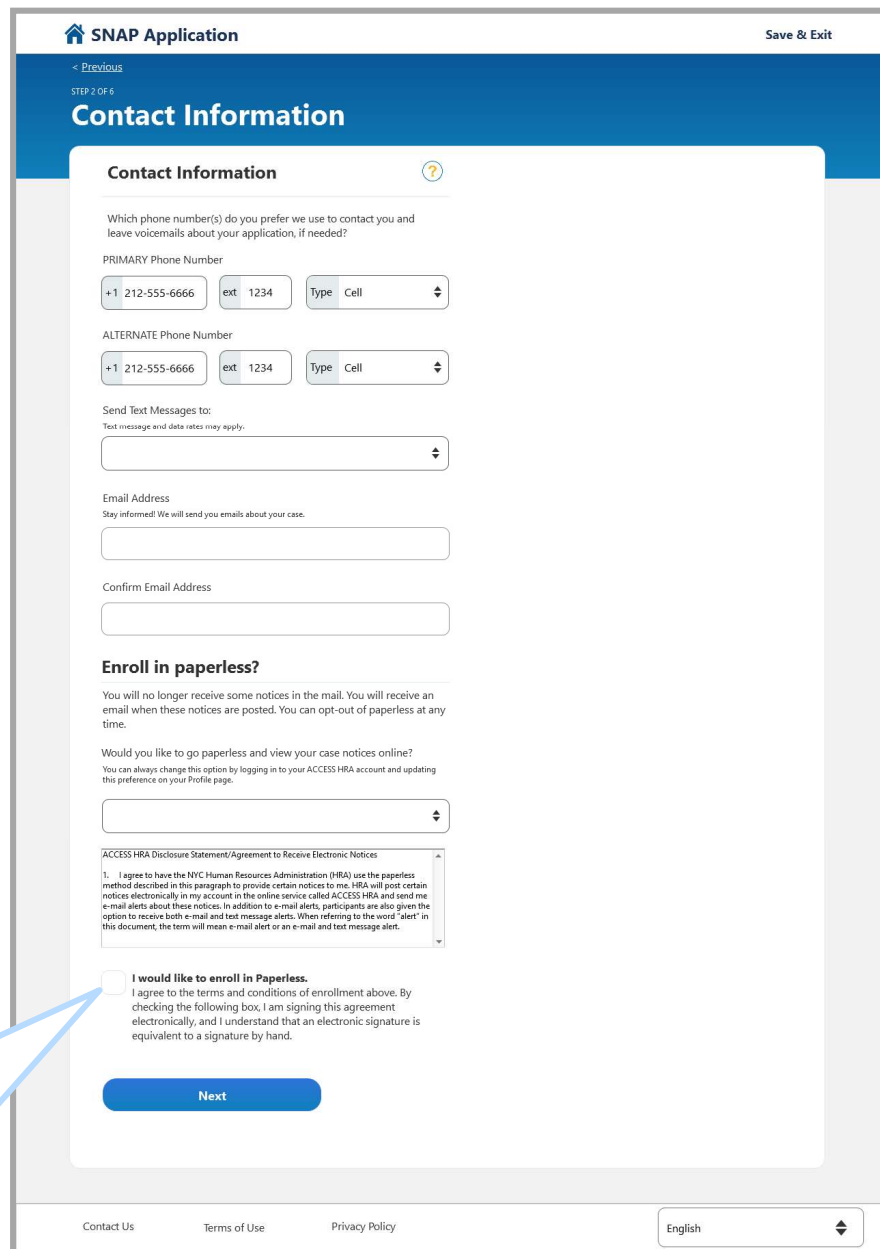
Update Contact Information

You can update your *Paperless Status* preference at anytime on the 'Update Contact Information' page.

E-Notices – Go Paperless!

Lets you see notices for your case on the ACCESS HRA 'E-Notices' page.

You can also enroll in paperless notices while completing a SNAP or CA application or recertification. Your ACCESS HRA account must be connected to your HRA case profile **before you start** the application or recertification. You must also sign up for email notifications **and** provide an email address to enroll in paperless notices.



Case Actions

As a user who has connected to their HRA case profile, you will be able to see the following in this section, where applicable:

- Most recent case
- Next appointment
- Most recent payment
- Documents you need to submit

Required Appointment

As a user who has connected to their HRA case profile, you will be able to see the following in this section, where applicable:

- Next appointment

Recent Notifications

This panel will show you a list of recent notifications sent to you either via email or SMS. These notifications could include application submissions, new notice alerts, notices that your requested budget letter is available, and more.

Welcome to ACCESS HRA, Jon!

You submitted a Cash Assistance (CA) Recertification on 3/22/2018. Check your [Next Steps](#).

Case Actions

Cash Assistance (CA)

Active

Case # 00456768511A

Required Appointment

Finger imaging appointment
Monday, April 2, 2018
10:00 AM - 11:00 AM
 John Smith (1/1/1980)

Dekalb #64
 500 Dekalb Avenue
 Brooklyn, NY 11205

Quick Links

[Start a New Application](#)
[Submit SNAP Recertification Form](#)
[Submit CA Recertification Form](#)
[Fair Fares NYC](#)

Last Payment

March 3, 2018
 Payment Made to Utility (Con Edison, National Grid, etc.)

Payment Made

\$175.00

Recent Notifications

New Notice Posted3/23/2018

Upcoming Appointment3/22/2017

CA Recertification Submitted3/22/2018

New Notice Posted3/19/2018

Information linked to new account3/12/2018

Documents You Need to Submit

DUE: **4/1/2018**
Proof of Citizenship
 John Smith (2/2/1980), Mary Smith (4/14/1982)

Proof of Identity
 John Smith (2/2/1980)

Proof of Age
 John Smith (2/2/1980)

Proof of Employment Income
 John Smith (2/2/1980)

Frequently Asked Questions (FAQ)

[How can I update my Contact Information?](#)

[How can I track my documents?](#)

[How can I request a Budget Letter?](#)

[How can I check my EBT Balance?](#)

[Need help from a Partner Organization?](#)

Alerts

Various alerts will be displayed throughout the system to provide information such as application submissions, reasonable accommodations in effect, appointment information, and more.

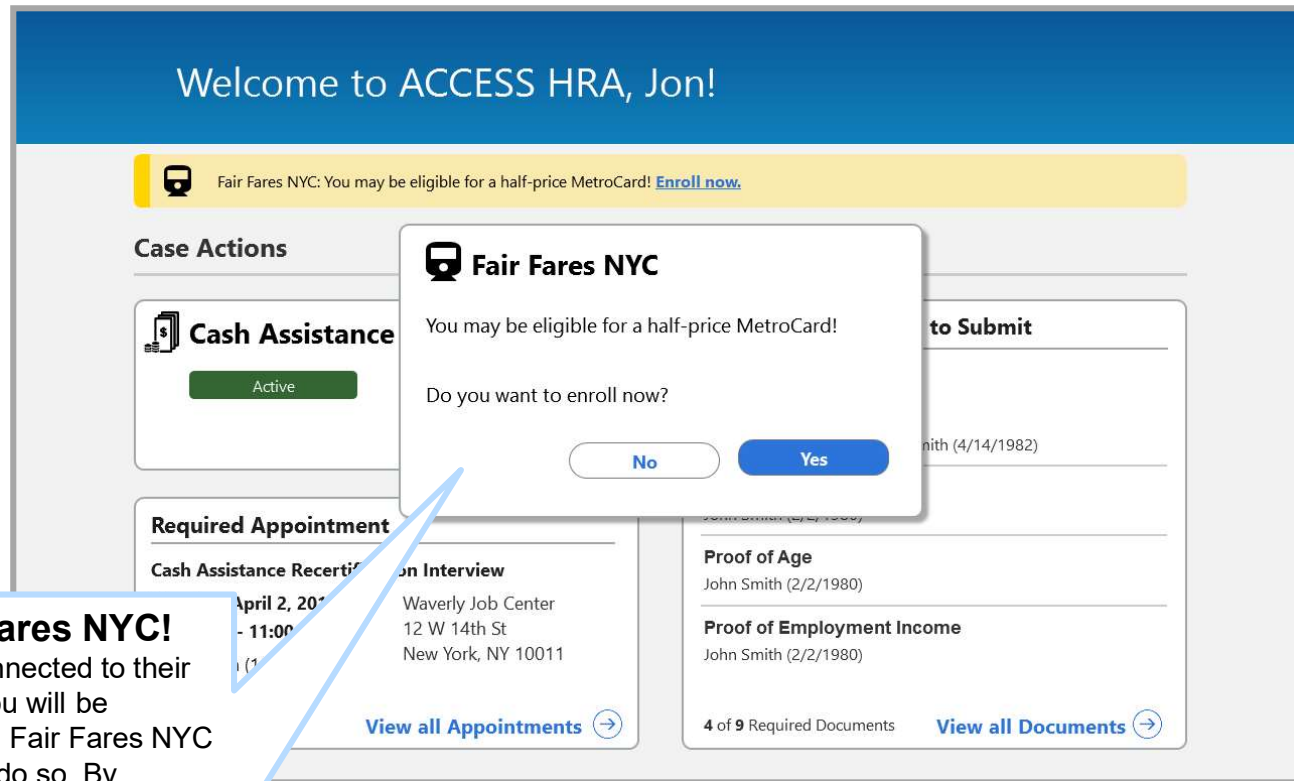
By clicking on “Next Steps” in the application submission alerts, you will be able to go back to your Confirmation page.

Frequently Asked Questions

These FAQs provide information about where to find case specific information in ACCESS HRA.

For more FAQs, go to the menu where your ACCESS HRA username is, on the top right of the page, and click on “Help”.

Your Benefits Homepage – Connected to HRA Case Profile – Fair Fares NYC



The screenshot shows the ACCESS HRA homepage for a user named Jon. At the top, a blue banner says "Welcome to ACCESS HRA, Jon!". Below this, a yellow alert bar with a MetroCard icon states: "Fair Fares NYC: You may be eligible for a half-price MetroCard! [Enroll now.](#)".

The main content area is titled "Case Actions" and includes several sections:

- Cash Assistance:** Shows a status of "Active" with a green button.
- Required Appointment:** Lists an appointment for "Cash Assistance Recertification Interview" on April 2, 2024, at 11:00 AM at the Waverly Job Center (12 W 14th St, New York, NY 10011). A "View all Appointments" link is present.
- Proof of Age:** Shows "John Smith (2/2/1980)".
- Proof of Employment Income:** Shows "John Smith (2/2/1980)". A "View all Documents" link is present.

A "Fair Fares NYC" pop-up window is overlaid on the page, asking: "You may be eligible for a half-price MetroCard! Do you want to enroll now?" with "No" and "Yes" buttons. A blue arrow points from the "Enroll in Fair Fares NYC!" text box to the "Yes" button.

Enroll in Fair Fares NYC!

As a user who is connected to their HRA case profile, you will be prompted to enroll in Fair Fares NYC if you are eligible to do so. By answering "Yes" in the pop up, you will be directed to the Fair Fares side of the portal where you can begin the Fair Fares enrollment.

If you answer "No" in the pop up, you can still start a new Fair Fares enrollment by selecting "Enroll now" in the yellow alert at the top of the page.

Your Benefits Homepage – Not Connected to HRA Case Profile

Welcome to ACCESS HRA!

You submitted a Cash Assistance (CA) Application on 3/22/2018. Check your [Next Steps](#).

Manage Case Online

Finish setting up your account to:

- ✓ See Payments
- ✓ View Appointments
- ✓ Read E-Notices
- ✓ Check Case Status
- ✓ View Recertification Due Date
- ✓ Check Required Documents

[Find My Case](#)

Recent Notifications

CA Application Submitted 3/23/2018

Stay in touch! Make sure your [Profile](#) is up to date.

Frequently Asked Questions (FAQ)

- [How can I update my Contact Information?](#)
- [How can I track my documents?](#)
- [How can I request a Budget Letter?](#)
- [How can I check my EBT Balance?](#)
- [Need help from a Partner Organization?](#)

Find Your Case

As a user who has not connected to their HRA case profile, you will be prompted to do so on various pages throughout the system.

By connecting to your case profile, you will have more access to view your case specific information.

Recertification or Periodic Report Due!

As a user who is connected to their HRA case profile, you will be prompted to begin your upcoming recertification or SNAP Periodic Report when it becomes available. By answering "Yes", you will be taken to a page which allows you to begin the application.

This popup will be shown on your Home Page (shown below) as well as the 'Benefits' page.

Welcome to ACCESS HRA!

Case Actions

SNAP (Food Stamps) Active Case # 00456768511A

SNAP Recertification Due!


Do you want to start your online Recertification now?

[No](#) [Yes](#)

Last Payment


Frequently Asked Questions (FAQ)









Your HRA Benefits Case Profile – Payments


Payments

[Check Current EBT Balance](#)


Payments within the last year are listed below, including payments to your EBT card, landlord or other provider.


EBT Balance
CA: **\$114.00** (as of 12/1/2017)
SNAP: **\$67.00** (as of 12/1/2017)

<div>  March 1, 2018 Regular Cash Assistance Benefit </div>	<div> Payment Made </div> <div> \$212.00 </div> <div>  </div>
<div> February 15, 2018 Payment Made to Con Edison </div>	<div> Payment Made </div> <div> \$175.00 </div> <div>  </div>
<div> February 15, 2018 Rent Payment Made to Landlord </div>	<div> Cancelled </div> <div> \$94.00 </div> <div>  </div>
<div>  February 14, 2018 Payment of Skipped Benefit - Cash Assistance </div>	<div> Payment Made </div> <div> \$324.00 </div> <div>  </div>
<div>  February 1, 2018 Regular SNAP/Food Stamp Benefit </div>	<div> Payment Made </div> <div> \$52.00 </div> <div>  </div>
<div> Paid to: EBT Payment Period: 1/1/2018 - 1/30/2018 Case # 00456768511A </div>	

Payment Status Legend

- Payment Made - The payment has been issued and is available for use.
- In Progress - The payment is currently being processed by the agency.
- Cancelled - The payment has been cancelled and is not available for use.


Questions?
Call HRA Infoline at 718-557-1399

Find your HRA case profile to see this information!

You can only see information on the 'Payments' page if you have an HRA case profile. If you do not have an HRA case profile, you will be presented with the 'Find Your Case' page where you can connect to your HRA Case Profile to view your payments.

View Payments

This page shows you all of the payments made by HRA, either to your EBT card or to a third party vendor/landlord.

The EBT icon next to the payment type indicates that the payment was made directly to your EBT card.

Check Current EBT Balance

Click on this button to be directed to an external website (www.connectebt.com) to check your updated EBT balance or call the toll free number presented for up to date balance information.

View More Details

Click on the arrow to see more details about the payment:

- Paid to information
- Payment Period
- Case Number

View Payment Statuses

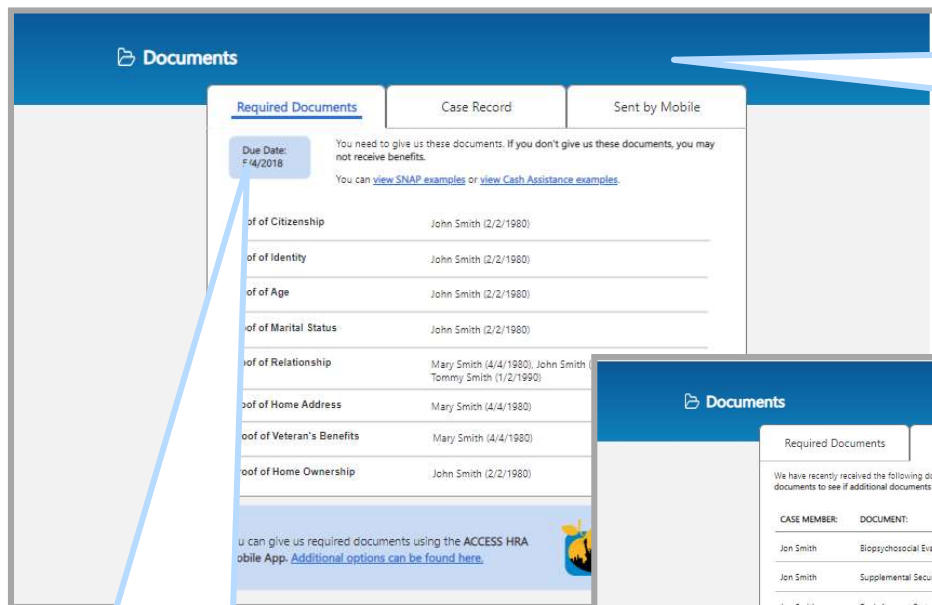
Click on the arrow to see more details about the payment statuses:

- Payment Made
- Cancelled

Your HRA Benefits Case Profile – Documents

Find your HRA case profile to see this information!

You can only see information on the 'Documents' page if you have an HRA case profile. If you do not have an HRA case profile, you will be presented with the 'Find Your Case' page where you can connect to your HRA Case Profile to view your documents.



Documents

Required Documents Case Record Sent by Mobile

Due Date: 4/4/2018
 You need to give us these documents. If you don't give us these documents, you may not receive benefits.
 You can [view SNAP examples](#) or [view Cash Assistance examples](#).

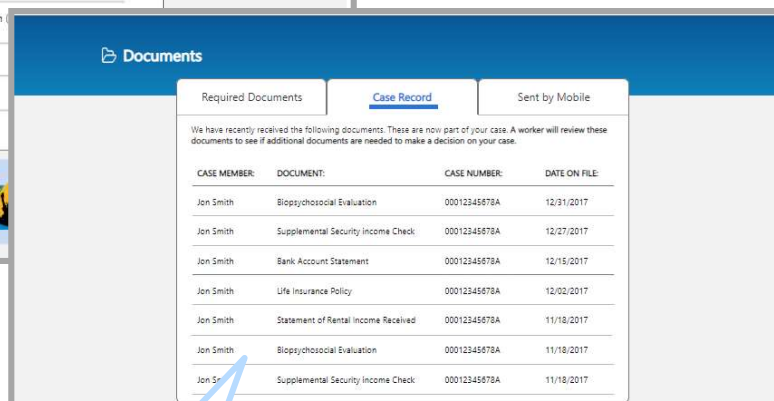
Document Type	For
Proof of Citizenship	John Smith (2/2/1980)
Proof of Identity	John Smith (2/2/1980)
Proof of Age	John Smith (2/2/1980)
Proof of Marital Status	John Smith (2/2/1980)
Proof of Relationship	Mary Smith (4/4/1980), John Smith (2/2/1980), Tommy Smith (1/2/1990)
Proof of Home Address	Mary Smith (4/4/1980)
Proof of Veteran's Benefits	Mary Smith (4/4/1980)
Proof of Home Ownership	John Smith (2/2/1980)

You can give us required documents using the **ACCESS HRA Mobile App**. [Additional options can be found here.](#)

Required Documents

This tab lists the documents required to be returned to the agency for your case. You will also find the 'due date' for these documents.

This information can also be found on the W-113K for Cash Assistance or W-1146 for SNAP that is mailed to the address on file.



Documents

Required Documents Case Record Sent by Mobile

We have recently received the following documents. These are now part of your case. A worker will review these documents to see if additional documents are needed to make a decision on your case.

CASE MEMBER	DOCUMENT	CASE NUMBER	DATE ON FILE
Jon Smith	Biopsychosocial Evaluation	00012345678A	12/31/2017
Jon Smith	Supplemental Security Income Check	00012345678A	12/27/2017
Jon Smith	Bank Account Statement	00012345678A	12/15/2017
Jon Smith	Life Insurance Policy	00012345678A	12/02/2017
Jon Smith	Statement of Rental Income Received	00012345678A	11/18/2017
Jon Smith	Biopsychosocial Evaluation	00012345678A	11/18/2017
Jon Smith	Supplemental Security Income Check	00012345678A	11/18/2017

Do you see documents you have sent? Allow at least 5 days for them to show in the system. If you haven't received a decision on your application? If you have already submitted documents, check to make sure they are complete.

Examples of incomplete documents:

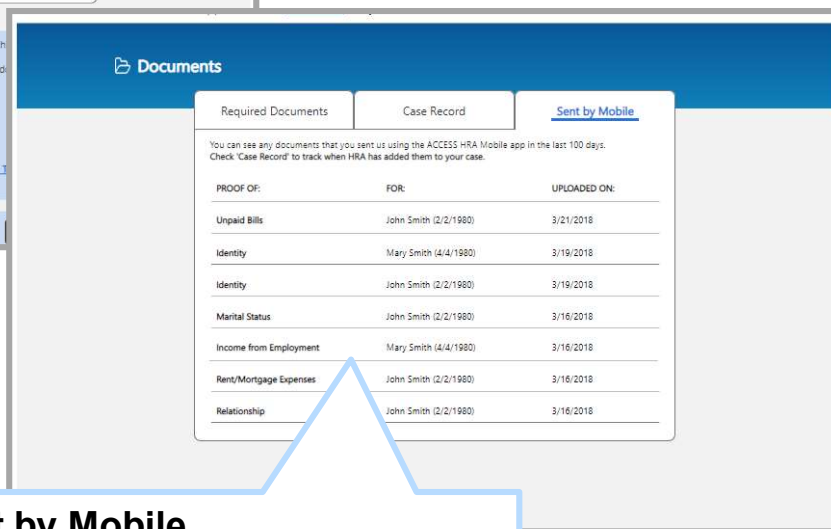
- Paystubs: must cover last 4 weeks of income from the date you applied
- Employer letter: only valid with signature and date ([view template](#))
- Landlord letter: only valid with signature and date ([View Template 1](#) or [View Template 2](#))
- Lease: must be the current lease for your home from within the last year

You can give us required documents using the **ACCESS HRA Mobile App**.

Case Record

This tab lists the documents that you submitted to the agency in the last 60 days. These documents have been added to your case, and still need to be reviewed /approved by an agency worker. This includes documents that you submitted:

- Upload using the ACCESS HRA mobile app
- Dropped off in person at an HRA center
- Sent to HRA via mail or fax



Documents

Required Documents Case Record Sent by Mobile

You can see any documents that you sent us using the ACCESS HRA Mobile app in the last 100 days. Check 'Case Record' to track when HRA has added them to your case.

PROOF OF:	FOR:	UPLOADED ON:
Unpaid Bills	John Smith (2/2/1980)	3/21/2018
Identity	Mary Smith (4/4/1980)	3/19/2018
Identity	John Smith (2/2/1980)	3/19/2018
Marital Status	John Smith (2/2/1980)	3/16/2018
Income from Employment	Mary Smith (4/4/1980)	3/16/2018
Rent/Mortgage Expenses	John Smith (2/2/1980)	3/16/2018
Relationship	John Smith (2/2/1980)	3/16/2018

Sent by Mobile

This tab lists the documents that you uploaded using the ACCESS HRA mobile app in the last 100 days.

Your HRA Benefits Case Profile – E-Notices

E-Notices

This page lists the notices that were posted to your account over the last 60 days.

The 'ACCESS HRA Organization Account Access Agreement' generated via your link to a partner organization can also be found here.

New Notice

A notice that is bold and has the blue indicator next to the document type means that it is an unread notice.




The leaf icon means that this notice is considered "Paperless" and was not mailed to the address on file; only posted here to your account. This only occurs when have enrolled in paperless notices

E-Notices

View your agency notices below. You will receive these and other notices to your mailing address on file.

Paperless Status:
Enrolled

To stay enrolled in Paperless, you must read your notices on ACCESS HRA within 30 days.

 Paperless  New Notice  View Notice

Jon Smith	Case #00012345678A	12/31/2017
 WINRO154 - Budget Letter Request/ Semi-Monthly Cash Assistance Budget Calculation /SNAP Budget Calculation For CA & CA-SSI Cases		
Jon Smith	Case #00012345678A	12/31/2017
WINRO154 - Budget Letter Request/ Semi-Monthly		

[View notices from the last year](#)

Need help understanding these forms? Tell an HRA worker or call us at [212-331-4640](tel:212-331-4640).

[You can update your mailing address here.](#)

Questions?
Call HRA Infoline at 718-557-1333

Find your HRA case profile to see this information!

You can only see information on the 'E-Notices' page if you have an HRA case profile. If you do not have an HRA case profile, you will be presented with the 'Find Your Case' page where you can connect to your HRA Case Profile to view your notices.

Read your Notice

Click on the document icon to view a PDF of the notice.

You must read the notice within 30 days so as to not be opted-out of paperless notices.

View notices from the last year

Click on the "View notices from the last year" link to see all notices posted to your account in the last year.

Your HRA Benefits Case Profile – Appointments

Appointments

Appointments

This page lists any upcoming scheduled appointments as well as past appointments within the last 30 days for your cases.

Calendar

The current day is highlighted with a blue circle. Any upcoming scheduled appointments are highlighted with a red circle.

Sun	Mon	Tue	Wed	Thu	Fri	Sat
				Mar 1	2	3
4	Today 5	Mar 6	Mar 7	Mar 8	9	10
11	12	13	14	15	16	17
18	19	20	Mar 21	Mar 23	23	24
25	26	27	28	29	30	31
Apr 1	2	3	4	5	6	7
	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28

Past Appointments

Upcoming Appointments

Tuesday, March 6, 2018

10:00 AM - 11:00 AM

Job Center appointment - Childcare



John Smith (1/1/1980)

This Week

Clinton Hill Center
495 Clermont Avenue
Brooklyn, NY 11238

Tuesday, March 6, 2018

11:30AM - 12:00 PM

Finger Imaging appointment



Mary Smith (1/1/1980)

This Week

Clinton Hill Center
495 Clermont Avenue
Brooklyn, NY 11238

Wednesday, March 7, 2018

10:00 AM - 11:00 AM

Job Center appointment - Childcare



John Smith (1/1/1980)

This Week

Clinton Hill Center
495 Clermont Avenue
Brooklyn, NY 11238

Thursday

8

March

DUE DATE

Cash Assistance Documents Required - return documents by this date or you may not receive benefits.

Find your HRA case profile to see this information!

You can only see information on the 'Appointments' page if you have an HRA case profile. If you do not have an HRA case profile, please 'Find Your Case'!

Past Appointments

You can see any past appointments from the last 30 days by clicking this arrow.

Past appointments will not be shown / circled on the calendar.

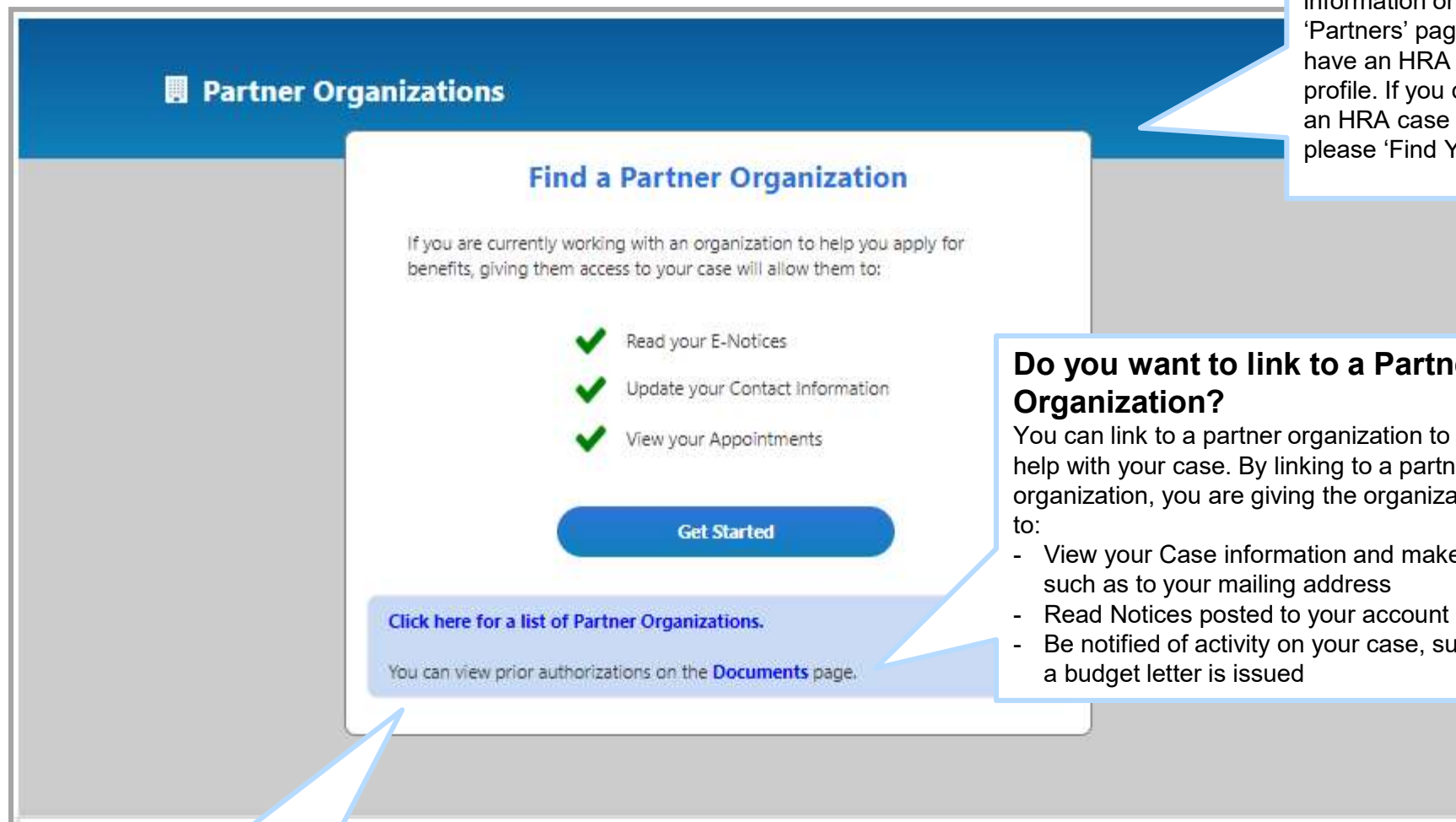
Google Maps

If a scheduled appointment shows the address information, you can click on the map icon to get directions to the appointment location.

Your HRA Benefits Case Profile – Link to a Partner Organization

Find your HRA case profile to see this information!

You can only see information on the 'Partners' page if you have an HRA case profile. If you do not have an HRA case profile, please 'Find Your Case'!



Partner Organizations

Find a Partner Organization

If you are currently working with an organization to help you apply for benefits, giving them access to your case will allow them to:

- ✓ Read your E-Notices
- ✓ Update your Contact Information
- ✓ View your Appointments

Get Started

[Click here for a list of Partner Organizations.](#)

You can view prior authorizations on the [Documents](#) page.

Do you want to link to a Partner Organization?

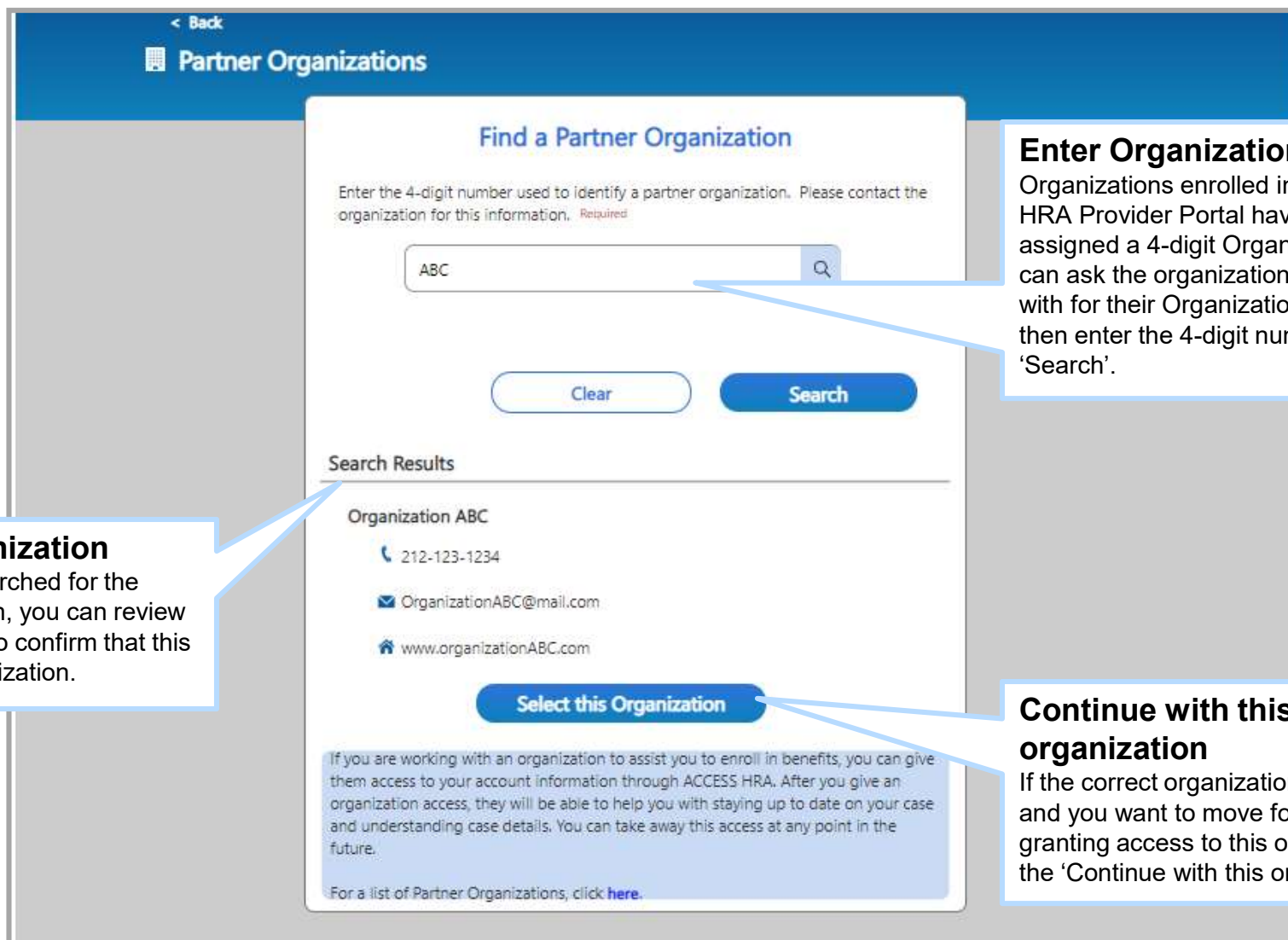
You can link to a partner organization to receive help with your case. By linking to a partner organization, you are giving the organization access to:

- View your Case information and make updates, such as to your mailing address
- Read Notices posted to your account
- Be notified of activity on your case, such as when a budget letter is issued

Who can help?

There are certain partner organizations on file with HRA that can help you. Click on this link to find a list of partner organizations you can grant access to.

Your HRA Benefits Case Profile – Link to a Partner Organization



The screenshot shows a web interface for finding partner organizations. At the top is a blue header with a '< Back' link and a 'Partner Organizations' title. Below this is a white box titled 'Find a Partner Organization'. Inside this box, there is a text prompt: 'Enter the 4-digit number used to identify a partner organization. Please contact the organization for this information. *Required*'. Below the prompt is a search input field containing 'ABC' and a magnifying glass icon. Below the input field are two buttons: 'Clear' and 'Search'. Below the buttons is a section titled 'Search Results'. Under 'Search Results', there is a list item for 'Organization ABC' with three details: a phone number '212-123-1234', an email address 'OrganizationABC@mail.com', and a website 'www.organizationABC.com'. Below the list item is a blue button labeled 'Select this Organization'. At the bottom of the white box is a light blue informational text block that reads: 'If you are working with an organization to assist you to enroll in benefits, you can give them access to your account information through ACCESS HRA. After you give an organization access, they will be able to help you with staying up to date on your case and understanding case details. You can take away this access at any point in the future. For a list of Partner Organizations, click [here](#).'

Enter Organization ID
Organizations enrolled in the ACCESS HRA Provider Portal have all been assigned a 4-digit Organization ID. You can ask the organization you are working with for their Organization ID. You can then enter the 4-digit number and click 'Search'.

Confirm Organization
Once you have searched for the partner organization, you can review the search results to confirm that this is the correct organization.

Continue with this organization
If the correct organization is displayed and you want to move forward with granting access to this organization, click the 'Continue with this organization' link.

Your HRA Benefits Case Profile – Link to a Partner Organization

< Back
Partner Organizations

Organization Access Enrollment

Organization ABC

1 Organization Permissions

✓ This will allow the organization to:

- View your Case Information:** They will be able to see the My Cases page to check your benefits. They will be able to edit your Mailing Address, Phone Number, Email, and Contact Preferences on your behalf, as well as request a Budget Letter for your case.
- Read Case Notices:** They will be able to see the My Documents page to read your Case Notices and see which Recent Documents you have for your account.
- Be Notified for Certain Activity on Your Case:** The organization will know when your recert period is approaching, new notices have been posted for your case, or when you have an upcoming appointment.

✗ This will NOT allow the organization to:

- Apply for or Recertify Benefits for you:** This organization will be able to assist you with the application process, but will NOT be able to apply for benefits or complete your online recertification for you.
- Act as your Authorized Representative:** Some organizations may agree to act as your Authorized Representative. You should speak to them directly for more information.
- Access your EBT Card or Benefit Payments in any way:** This organization will ONLY be able to see where and when your payments have been made, not access your account.

Next

2 Your Contact Information

Name
Jon Smith

Date of Birth
1/1/1980

Email Address

Confirm Email Address

Phone Number
+1

Next

2 - Your Contact Information

Enter your contact information.

3 - Authorization - Disclaimers

Once you have read and understood what actions a partner organization can take on your behalf, read the 'Authorize Access to SNAP and Cash Assistance Information' disclaimer, check the checkbox, and enter the your initials; then read the 'Authorize Access to Medicaid Information' disclaimer, check the checkbox, and enter the your initials.

Once this is complete, click "Grant Organization Access".

1 - Organization Permissions

The final step to link to a partner organization is to grant the organization access to your case information for a period of 24 months. Easy to read icons explain the terms of the authorization. Please read the details carefully.

3 Authorization

Authorize Access to SNAP and Cash Assistance Information

- You are authorizing the linked Organization access to information about your Cash Assistance and/or Supplemental Nutrition Assistance Program (SNAP) benefits.
- Information about your Cash Assistance and/or SNAP benefits are protected under federal and/or state law and regulations. HRA may not disclose this information without your approval unless otherwise permitted or required under state and/or federal law.
- Linking your account with an organization is voluntary. Your application, eligibility, or continued receipt of benefits will not be affected.
- You have the right to revoke an Organization's access to your case information at any time under the "Remove Access" Action found on the "Partners" page.
- The linked Organization may be able to re-disclose any confidential information it receives about your account and the confidentiality of such information may no longer be protected by federal or state law.

☐ Check this box if you have read and understood the disclaimer. *Required*

Please type your initials here: *Required*

Authorize Access to Medicaid Information

- You are authorizing the linked organization to see if you have an active Medicaid case with HRA. Your active Medicaid status is protected by the Privacy Rule of the Health Insurance Portability and Accountability Act of 1996 (HIPAA).
- Linking your account with an organization is voluntary. Your treatment, payment, enrollment in a health plan, or eligibility for benefits will not be conditioned upon your authorization of this disclosure.
- The release of Medicaid status is made at the request of the individual.
- You are granting this Organization access to your ACCESS HRA Account and HRA case information for a period of twenty-four (24) months.
- You have the right to revoke an Organization's access to your case information at any time under the "Remove Access" Action found on the "Partners" page. You can also revoke by writing to the New York City Human Resources Administration, Office of Legal Affairs, 150 Greenwich Street, 38th Fl, New York, New York 10007. This revocation will not affect any actions already taken based on this authorization.

☐ Check this box if you have read and understood the disclaimer. *Required*

Please type your initials here: *Required*

By clicking "Grant Organization Access" you are electronically signing this form. You are agreeing to grant this organization and HRA case information for twenty-four (24) months. You can take away this access at

Signature Date: 4/12/2017

Grant Organization Access

Your HRA Benefits Case Profile – Link to a Partner Organization

Organizations with Account Access

Once you have successfully linked to a partner organization, you will be able to see the name of the organization, the date access was granted, and the end date of the partner organization's access to your account here.

You can also view the authorization details by clicking on the “View Authorization” link. A pop-up with the most recent authorization, complete with your initials will be displayed.

If you decide that you want to remove access from the partner organization, this can be done by clicking on the “Remove Access” link in the ‘Actions’ column.

Organizations with Account Access

You can be linked to up to 5 partner organizations at a time.

An ‘ACCESS HRA Organization Account Access Agreement’ PDF is generated in these scenarios:


- When you initially grant access to a partner organization
- When you renew access to a partner organization
- When your access is revoked from a partner organization

Copies of these Access Agreements can be found in the ‘E-Notices’ page.

Partner Organizations

Organizations with Access to Your Account

Organization XYZ

 Renew Access By: 4/1/2018

Renew

Organization Details

Access Started On: 7/1/2017

212-123-1234

OrganizationABC@mail.com

www.organizationABC.com

Actions

[View Authorization](#)

[Remove Access](#)

Organization ABC

Renew Access By: 6/14/2019

Get Started

You have linked to these organizations.

Note: You can link up to 5 organizations at a time.

For authorizations on the [Documents](#) page.

Renew link to Partner Organization

After 18 months of being linked to a partner organization, the ‘Renew’ button will become available for you to renew access to the partner organization. Upon click of the “Renew” button, the same disclaimers will be presented and you will have to re-enter your initials again to grant the partner organization access for an additional 24 months.

In the event that you do not renew access to the partner organization within the authorization period, access will be denied and you will no longer be linked to the partner organization. To re-establish the link, you will have to follow the authorization process again.

View Authorization Details

Client Name:	JOHN SMITH	Organization:	Organization 123 4 Metrotech, Brooklyn NY 11201 212-555-6666
Agreement Date:	6/14/2017		
Agreement Type:	Original Agreement		
Authorization Period:	6/14/2017 - 6/14/2019		

Authorize Access to SNAP and Cash Assistance Information

1. You are authorizing the linked Organization access to information about your Cash Assistance and/or Supplemental Nutrition Assistance Program (SNAP) benefits.
2. Information about your Cash Assistance and/or SNAP benefits are protected under federal and/or state law and regulations. HRA may not disclose this information without your approval unless otherwise permitted or required under state and/or federal law.
3. Linking your account with an organization is voluntary. Your application, eligibility, or continued receipt of benefits will not be affected.
4. You have the right to revoke an Organization's access to your case information at any time under the “Remove Access” Action found under my “My Account.” You can also revoke by writing to the New York City Human Resources Administration, Office of Legal Affairs.
5. The linked Organization may be able to re-disclose any confidential information it receives about your account and the

Check this box if you have read and understood the disclaimer. ☒

Please type your initials here: * DSK

Authorize Access to Medicaid Information

1. You are authorizing the linked organization to see if you have an active Medicaid case with HRA. Your active Medicaid status is protected by the Privacy Rule of the Health Insurance Portability and Accountability Act of 1996 (HIPAA).
2. Linking your account with an organization is voluntary. Your treatment, payment, enrollment in a health plan, or eligibility for benefits will not be conditioned upon your authorization of this disclosure.
3. The release of Medicaid status is made at the request of the individual.
4. You are granting this Organization access to your ACCESS NYC Account and HRA case information for a period of twenty-four (24) months.
5. You have the right to revoke an Organization's access to your case information at any time under the “Remove Access” Action found under my “My Account.” You can also revoke by writing to the New York City Human Resources Administration, Office of Legal Affairs.

Check this box if you have read and understood the disclaimer. ☒

Please type your initials here: * DSK

By clicking Next and electronically signing this form, you agree to grant this organization access to your ACCESS HRA Account and HRA case information for a period of twenty-four (24) months.

Today's Date: 6/14/2017

This agreement was signed in **Spanish**.

Print

Close

Your HRA Benefits Case Profile – Your Benefits


Your Cases
 Your cases will be shown here. If one of your cases is “Closed” or “Rejected”, a reason is displayed next to the status.

View Case
 Click on the “View Case” link to access the Case Details page for the case.


Other Benefits
 You can begin your initial Cash Assistance application or SNAP application by clicking on the “Start a New Application” card.

 If you need to print your Medicaid Renewal form, click on the “Renew Medicaid” card.

Submitted Applications
 Lets you view a list of the applications submitted online for your ACCESS HRA account. You can access the Summary Form for your application or the Cover Sheet for SNAP applications.


 **Benefits**


Application In Progress


 **SNAP (Food Stamps)**
Application Received Case # 00456768511A
[View Case](#)

Looking for other benefits?

Start a New Application

 **Apply for Cash Assistance (CA)**
 Apply for CA, SNAP (Food Stamps), and Medicaid
 Apply for Child Care instead of Cash Assistance
 Apply for a One Shot Deal (Ex: Utility Shutoff, Help with Rent)


 **Apply for SNAP (Food Stamps)**
 Apply for SNAP (Food Stamps) only

 **Renew Medicaid**
 Print your Medicaid Renewal Form


Submitted Applications

Type	Submission Date	Confirmation #	Action
Cash Assistance Application	2/1/2018 11:14 AM	1004509	Summary Form
SNAP Application	12/4/2017 12:22 PM	1008779	Summary Form Cover Sheet

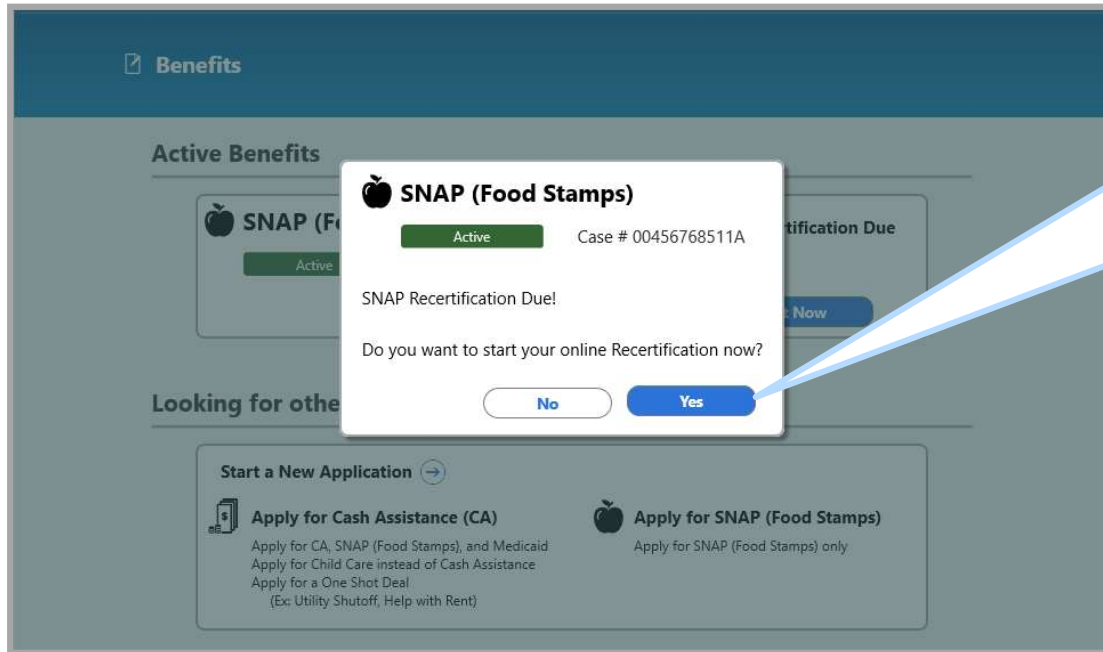
Active Benefits

 **SNAP (Food Stamps)**
Active Case # 00456768511A
[View Case](#)

Closed / Rejected Benefits

 **SNAP (Food Stamps)** As of: 3/1/2018
Closed Case # 00456768511A
 Closed - Excess Earned Income
[View Case](#)

Your HRA Benefits Case Profile – Recert/Periodic Report Period



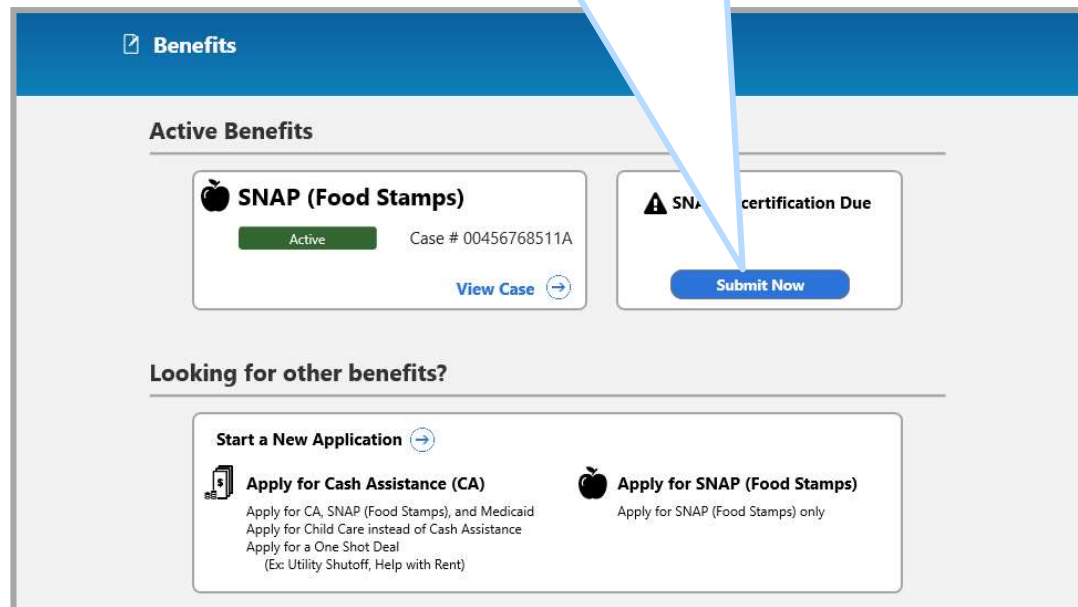
Recertification or Periodic Report Due!

As a user who is connected to their HRA case profile, you will be prompted to begin your upcoming recertification or SNAP Periodic Report when it becomes available. By answering “Yes”, you will be taken to a page which allows you to begin the application.

This popup will be shown to you on the ‘Benefits’ page (shown here) as well as the ‘User Home’ page.

Recertification or Periodic Report Due!

If you answer “No” in the popup, a card will continue to be shown on the ‘Benefits’ page as a reminder to complete your application. By clicking the “Submit Now” button, you will be taken to the same page to begin your application.



Your HRA Benefits Case Profile – Case Details

Find your HRA case profile to see this information!

You can only see information on this page if you have an HRA case profile. If you do not have an HRA case profile, please 'Find Your Case'!

Case Information

Details about your case will be displayed here such as:

- Case Status
- Case Number
- Programs associated to your case
- Application/Recertification/Periodic Report Received Date
- Next Recert Date

< Back

Case Details

SNAP (Food Stamps) Active Case # 00975768576B Application received on 2/1/2018

SNAP (Food Stamps) only Next Recertification Due: March - April 2019

I need to...

- [Update Contact Information >](#)
- [Print Statement of Benefits >](#)
- [Request Budget Letter >](#)
- [Request Case Change >](#)
- [Request to Close Case >](#)
- [View Payments >](#)
- [View Appointments >](#)
- [View E-Notices >](#)
- [View Documents >](#)

Residence Address: 1 West Street, Apt. 2333 New York, NY 10004

Mailing Address: Same as Residence Address

Assigned Center: <Center Name> <Center Address>

	CA Status	SNAP Status	MA Status	Notes
Jon Smith (1/1/1980)	Not Applying	Active	Not Applying*	
Marcia Smith (2/2/1982)	Not Applying	Active	Not Applying*	
Kate Smith (4/4/2010)	Not Applying	Closed	Not Applying*	

* You may be receiving Medicaid benefits from HRA as part of a separate case.

If you have a medical or mental health condition or a learning issue that makes it hard for you to meet HRA requirements, you can ask for help. Call 212-331-4640 and ask about HRA reasonable accommodations.

Questions? Call HRA Infoline at 718-557-1399

Your Household

Lets you see a list of the people on your case and their current status.

You can also see specific notes related to the household members such as any Reasonable Accommodation in effect, Preferred Notice Format or Child Support Sanction Status, if applicable.

You can also view the Residence and Mailing Address that HRA has on file for your case.

< Back

Case Details

Cash Assistance (CA) Active Case # 00975768576B Application received on 2/1/2018

Cash Assistance, SNAP (Food Stamps), and Medicaid Next Recertification Due: Janu

I need to...

- [Update Contact Information >](#)
- [Print Statement of Benefits >](#)
- [Request Budget Letter >](#)
- [Request Special Grant >](#)
- [View Payments >](#)
- [View Appointments >](#)
- [View E-Notices >](#)
- [View Documents >](#)

Residence Address: 1 West Street, Apt. 2333 New York, NY 10004

Mailing Address: Same as Residence Address

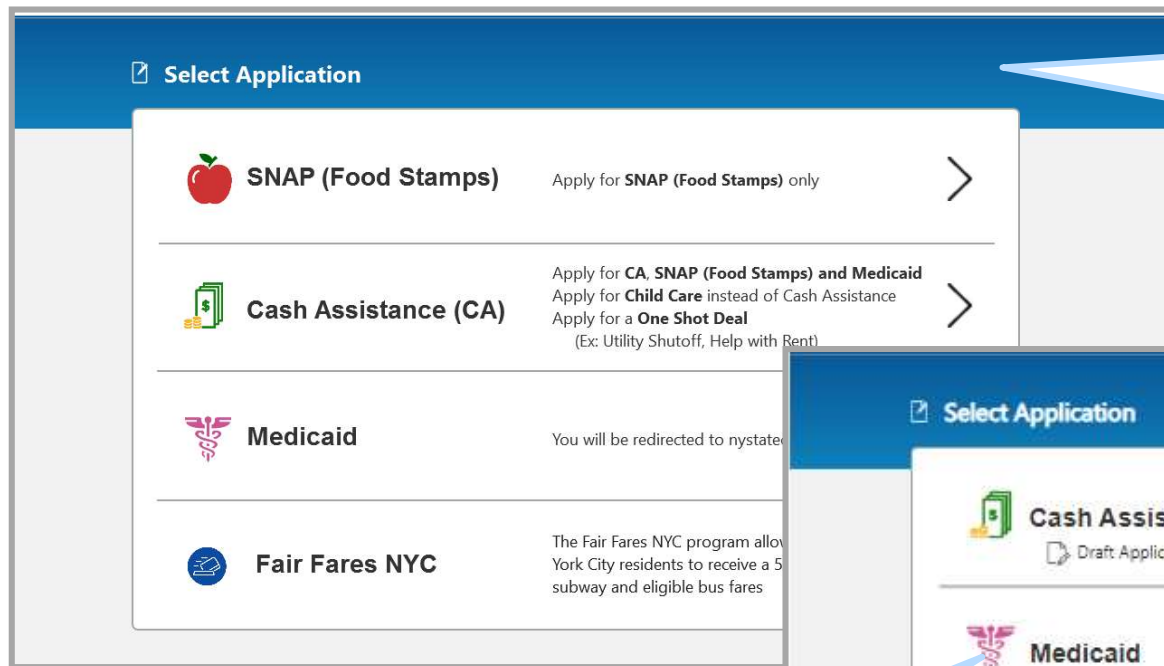
Assigned Center: <Center Name> <Center Address>

	CA Status	SNAP Status	MA Status	Notes
Jon Smith (1/1/1980)	Active	Active	Active	Preferred Notice Format: Braille
Marcia Smith (2/2/1982)	Active	Active	Active	Child Support Sanction in effect
Kate Smith (4/4/2010)	Closed	Closed	Closed	





If you have a medical or mental health condition or a learning issue that makes it hard for you to meet HRA requirements, you can ask for help. Call 212-331-4640 and ask about HRA reasonable accommodations.

Questions? Call HRA Infoline at 718-557-1399

Your HRA Benefits Case Profile – Select Application



Select Application

-  **SNAP (Food Stamps)** Apply for **SNAP (Food Stamps)** only >
-  **Cash Assistance (CA)** Apply for **CA, SNAP (Food Stamps) and Medicaid**
Apply for **Child Care** instead of Cash Assistance
Apply for a **One Shot Deal** (Ex: Utility Shutoff, Help with Rent) >
-  **Medicaid** You will be redirected to nystateofhealth.ny.gov >
-  **Fair Fares NYC** The Fair Fares NYC program allows eligible New York City residents to receive a 50% discount on subway and eligible bus fares >

Select Application

You will be able to select the application for which you would like to apply by clicking on one of these buttons.

You can apply these applications as a user with or without an HRA case profile.

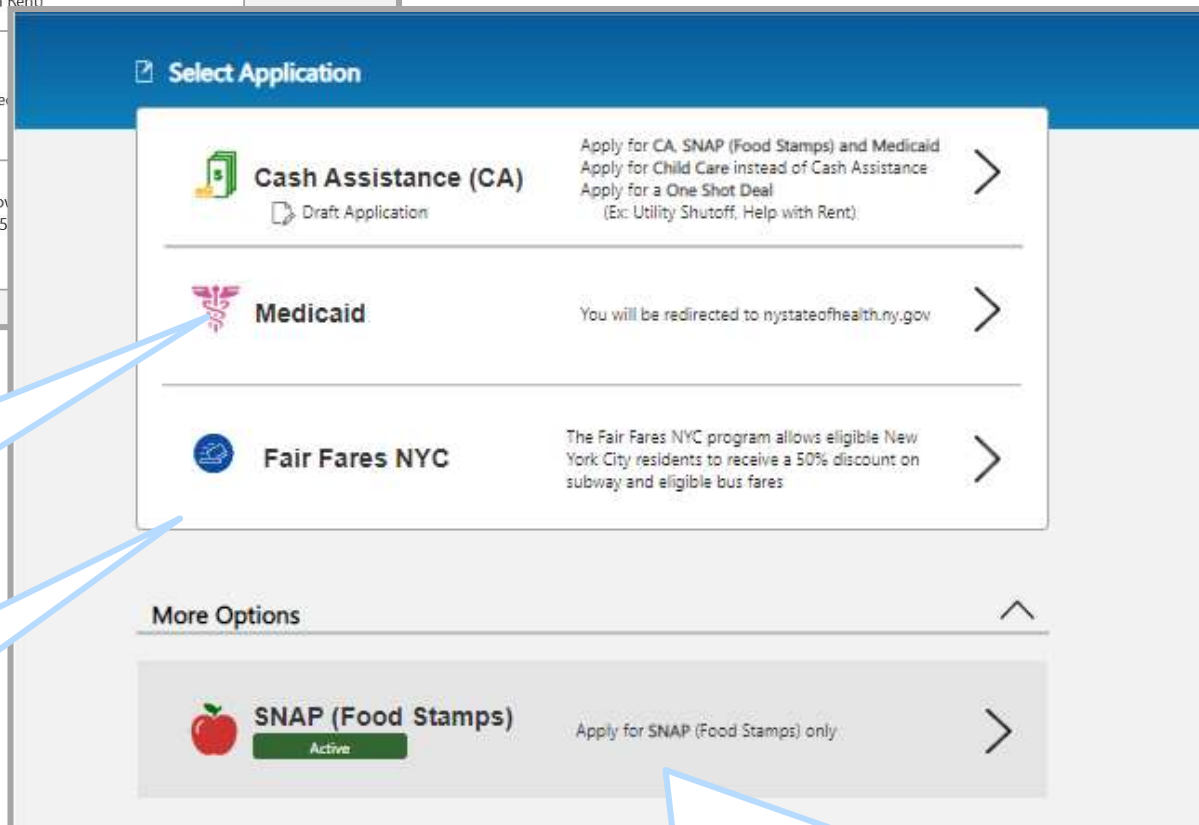
Medicaid

The 'Medicaid' option will redirect you to the State's Medicaid application portal.




*This option is only available if you are accessing ACCESS HRA outside of an HRA PC Bank.

Fair Fares NYC


The 'Fair Fares NYC' option will redirect you to the Fair Fares side of the portal where you can apply for a discounted MetroCard.



Select Application

-  **Cash Assistance (CA)** Apply for **CA, SNAP (Food Stamps) and Medicaid**
Apply for **Child Care** instead of Cash Assistance
Apply for a **One Shot Deal** (Ex: Utility Shutoff, Help with Rent) >
[Draft Application](#)
-  **Medicaid** You will be redirected to nystateofhealth.ny.gov >
-  **Fair Fares NYC** The Fair Fares NYC program allows eligible New York City residents to receive a 50% discount on subway and eligible bus fares >

More Options ^

-  **SNAP (Food Stamps)** Apply for **SNAP (Food Stamps)** only >
Active

More Options

If you have already submitted a SNAP or Cash Assistance application OR are already receiving benefits on one of these programs, you will still be allowed to submit another application of the same type (i.e. 'a duplicate application') if necessary. This option is available under the "More Options" header.

Your HRA Benefits Case Profile – Benefits

SNAP (Food Stamps) Benefits

Actions Available



Submit SNAP Recertification Form

Case # 00456768511A



Future Actions

Submit SNAP Periodic Report Form

Not due for your case



Request SNAP Case Change

Changes can be reported as part of your Recertification or Periodic Report



Actions Available

If you are within your Recertification or SNAP Periodic Report window, you will be navigated to this page prior to launching the application.

If your desired application type is not displayed in the 'Actions Available' section, you will not be able to enter the application.

Future Actions

Other possible applications you might need to complete in the future will be displayed here.

Applications in the 'Future Actions' section will not be clickable until they are available for your case.

Cash Assistance (CA) Benefits

Actions Available



Submit CA Recertification Form

Case # 00456768511A



Future Actions

Request CA Special Grant

If your request is an emergency, please contact your center.




HRA Benefits Online Applications

Apply for SNAP or Cash Assistance

Applying for benefits is easy!

- Answer questions about your household, income, and expenses.
- Review a summary of your answers and make changes, if needed.
- Electronically sign and submit your application.

*The Cash Assistance application is only available at select locations as a pilot.


SNAP Application
Save & Exit

[< Previous](#)

STEP 3 OF 6

Household

Head of Case

First Name: Required

Middle Initial:

Last Name: Required

If your last name doesn't match your driver's license or Social Security card, you may need to provide another form of proof.

Gender:

Date of Birth: M/D/YYYY

Has <name> ever had a different name? Required

Such as a Maiden Name

☐ Yes

☐ No

Communication Preferences

Title:

Is there a name you prefer to go by other than your legal name?


How would you like to be addressed?

Social Security Number

Important: Adding your Social Security Number now can speed up processing time for your application. A Social Security Number is not a requirement to apply.

Social Security Number:

Next


Cash Assistance Application
Save & Exit

[< Previous](#)

STEP 3 OF 7

Household

Head of Case

First Name: Required

Middle Initial:

Last Name: Required

If your last name doesn't match your driver's license or Social Security card, you may need to provide another form of proof.

Date of Birth: M/D/YYYY

Gender:

Has <name> ever had a different name? Required

Such as a Maiden Name

☐ Yes

☐ No

Communication Preferences

Title:

Is there a name you prefer to go by other than your legal name?

How would you like to be addressed?


Social Security Number

Important: Adding your Social Security Number now can speed up processing time for your application. A Social Security Number is not a requirement to apply.

Social Security Number:

Next

[Contact Us](#)
[Terms of Use](#)
[Privacy Policy](#)

English 

HRA Benefits Online Applications

SNAP Application - Next Steps

1

2

3

Application Submitted
Return Documents
Complete Interview

1 Success! Submitted on 12/19/2018 at 10:42AM
Confirmation Number: 7098653762

[View a copy of your submitted form here.](#) We've sent a copy to your email address if you gave us one.

You're not done yet. Step 2 is to Return Documents.
Do you want to see your list of documents now?

YES, see my required documents

No, log out without seeing my documents

Confirmation Page

The "Confirmation Page" is only shown after you submit your application and provides your confirmation number and the next steps in the application process.

You will have the option to see all of your next steps at that time or log out and see this information later.

Don't risk losing your benefits

Call by **12/24/2018** to be considered for expedited benefits.

1

2

3

Online SNAP Application submitted
Collect and submit your documents
Call to complete your interview

Additional documents may be requested in the interview.

718-SNAP-NOW
(718) 762-7669

Cancel **Log Out**

Next Steps

If you answer "YES, see my required documents", your full next steps will be displayed.

Please note that you can always return to this page by clicking "Next Steps" in the submission alert on your User Home page.

Don't risk losing your benefits

If you answer "No, log out without seeing my documents", a popup will be displayed which gives you a high level summary of your next steps.

SNAP Application - Next Steps

1

2

3

Application Submitted
Return Documents
Complete Interview

1 Success! Submitted on 4/17/2018 at 10:42AM
Confirmation Number: 7098653762

[View a copy of your submitted form here.](#) We've sent a copy to your email address if you gave us one.

2 Collect your documents

Proof of Income from Employment for Jon, Mary

Jon (2/2/1980)
Mary (2/2/1982)

• Pay stubs from last 4 weeks
• Current signed and dated letter from employer with contact person and phone number, hours worked, amount paid (before taxes), and frequency (how often received)

Proof of Identity for Mary

Proof of Age for Jon, Mary

Proof of Citizenship for Jon

Then, submit your documents

Download the free ACCESS HRA Mobile App. Upload your documents.
Other ways to return documents can be found here.

Missing some documents? Have questions? Skip to Step 3 and a benefits specialist will help. Additional documents may be requested by the specialist.

3 Call to complete your interview

Call by <Filing Date + 4> to be considered for expedited benefits.

CALL: 718-SNAP-NOW
(718) 762-7669

Prefer an in person interview? Call [Infoline](#). Free language services are available.

Complete all 3 steps before <Filing Date + 30> or you may not receive benefits.

Do you need help completing these steps? Find a [Partner Organization](#) for assistance.

Reuse your case information to apply for SNAP or Cash Assistance

If you have applied for SNAP or Cash Assistance benefits before, you can reuse some information while starting a new application.

SNAP Application

Head of Case

Jon Smith (1/1/1980)

Written Notices Language:
Spanish

Residence Address:
300 East 78th Street, New York, NY 10075

Mailing Address:
Same as Residence Address

Primary Phone Number:
Cell: 321-654-9897

Alternate Phone Number:
Home: 212-654-9897

Email Address:
jsmith@gmail.com

Do you want to start this application using the information above? Required
After you get started you can make changes.

☐ Yes
 ☐ No

[Cancel](#)

[Start Application](#)

SNAP Application
Delete & Exit

[< Back](#)
STEP 2 OF 6

Application Registration

Head of Case

First Name: Required
Jon

Middle Initial:

Last Name: Required
Smith

Gender:

Date of Birth: M/D/YYYY
1/1/1980

Language Information
What language do you prefer to speak?
Interpretation services are available in all languages, if needed.

Other Language

Which language do you prefer to receive written notices in?
Spanish

[Next](#)

[Contact Us](#)
[Terms of Use](#)
[Privacy Policy](#)

English

Review and Submit your Application

Once you made your selection, some of the application information is already entered for you. Just fill in the rest of questions and submit your application.

HRA Benefits Online Applications – Document Re-use

Re-use Documents for Identity, Age, or U.S. Citizenship

Lets you select documents that HRA already has on file for the head of case to accompany your SNAP or Cash Assistance application submission. Selecting these documents within the application will help provide HRA with supporting documentation that might be required during the interview process. This feature will be available to users who have connected to their HRA case.

Re-use Documents in your Case Record

Documents Already on File

If you would like to re-use documents we already have on file, click the 'Choose Document' button and select the document you would like to use. This option is currently only available online for the Head of Case.

You may be required to resubmit the document or submit additional documentation during the interview.

Category	Household Member(s)	Most Common Verification Documents	Choose Document
Age	Jon 1/1/1980	<ul style="list-style-type: none"> Birth or baptismal certificate Identity document with date of birth 	Choose Document 
U.S. Citizen / National	Jon 1/1/1980	<ul style="list-style-type: none"> Birth Certificate U.S. Passport 	Choose Document 

Next

Choose Document

	Case Member	Document Type	Date on File
<input type="checkbox"/>	Jon 1/1/1980	Passport	5/5/2018

Cancel

Next

Choose Documents to Re-use

The documents available for reuse will be displayed once you click on the 'Choose Document' button. You will not be able to view the content of the document itself, but you can see the type of document.


Once you mark the checkbox and click 'Save', the document will be associated to your application and a green exclamation point will be displayed to show that documents have been selected.

HRA Benefits Online Recertifications

Recertify your SNAP or Cash Assistance Benefits

Through ACCESS HRA you can also submit your recertification for SNAP or Cash Assistance online. Your existing information will be pre-filled into the online form for you, saving you time while completing your recertification.

If you create an HRA account and sign up for electronic notifications, ACCESS HRA can even send you an e-mail or text message when it's time to recertify!


SNAP Recertification


Save & Exit

[< Previous](#)
STEP 2 OF 6

Head of Case Information

Your Household: Jon (1975) - Active , Mary (1978) - Active

Important: The head of case cannot be changed online.

Head of Case 

First Name:

Jon

Middle Initial:

K

Last Name:

If your last name doesn't match your driver's license or Social Security card, you may need to provide another form of proof.

Smith

Gender:

Male

Date of Birth:

M/D/YYYY

1/1/1975

Language Information

What language do you prefer to speak?

Interpretation services are available in all languages, if needed.

English

Other Language

Which language do you prefer to receive written notices in?

English

You have a right to free language services.

Next

[Contact Us](#)
[Terms of Use](#)
[Privacy Policy](#)


Cash Assistance Recertification

[< Previous](#)
STEP 3 OF 7

HRA SNAP Periodic Report & Case Change

Complete your SNAP Periodic Report

ACCESS HRA also has the SNAP Periodic Report available online during the 6th month of your SNAP case to report any case changes (if required).

Your existing case information will be pre-filled into the online form to save you time. You can submit changes to household members, income, and expenses on your SNAP case.

SNAP Periodic Report

Submit a SNAP Periodic Report
Review each section and select 'Yes' or 'No'

Household Jon (1/1/1980) Marcia (1/1/1980) Residence Address: 300 East 78th Street, New York, NY 10075 Mailing Address: Same as Residence Address	You can: • Add or Remove a person • Change address • Report a pregnancy	Do you have a household change to report? <input type="radio"/> Yes <input type="radio"/> No
Expenses Housing Bill - Rent \$375.00 Monthly Utility Bill - Trash Removal \$75.00 Weekly	Add or change expenses: • Heating or Air Conditioning • Rent or Mortgage • Child Care or Child Support • Medical bills	Do you have an expenses change to report? <input type="radio"/> Yes <input type="radio"/> No
Income Jon (1/1/1980) • Brooklyn Fare, Service Industry • Clamming Marcia (1/1/1980) • Alimony, \$175.00 Weekly	You can: • Add or Remove a job • Change pay amount	You must review your household income in the next step.

[Cancel](#) [Get Started](#)

Profile
Go to your Profile to update this contact information.

Mailing Address 300 East 78th Street, New York, NY 10075 PRIMARY Phone Number 212-555-9898 Cell ALTERNATE Phone Number 212-333-6767 Work Send Text Messages to Primary Phone Number	Contact Preference Email and Text Message Email Address rdtest@mailinator.com Paperless? Yes Receive Notices in English
--	--

Complete your SNAP Case Change

If you are not within your Recertification or Periodic Reporting window, you can submit a change to your SNAP case.

Your existing case information will be pre-filled into the online form to save you time. You can submit changes to household members, income, and expenses on your SNAP case.

SNAP Case Change

Request a Change
[Click here to view information about the changes you must report.](#)

Household Jon (1/1/1980) Marcia (1/1/1980) Residence Address: 300 East 78th Street, New York, NY 10075 Mailing Address: Same as Residence Address	You can: • Add or Remove a person • Change address	Do you have a household change to report? <input type="radio"/> Yes <input type="radio"/> No
Expenses Housing Bill - Rent \$375.00 Monthly Utility Bill - Trash Removal \$75.00 Weekly	Add or change expenses: • Heating or Air Conditioning • Rent or Mortgage • Child Care or Child Support • Medical bills	Do you have an expenses change to report? <input type="radio"/> Yes <input type="radio"/> No
Income Jon (1/1/1980) • Brooklyn Fare, Service Industry • Clamming Marcia (1/1/1980) • Alimony, \$175.00 Weekly	You can: • Add or Remove a job • Change pay amount	Do you have an income change to report? <input type="radio"/> Yes <input type="radio"/> No

[Cancel](#) [Get Started](#)

Profile
Go to your Profile to update this contact information.

Mailing Address 300 East 78th Street, New York, NY 10075 PRIMARY Phone Number 212-555-9898 Cell ALTERNATE Phone Number 212-333-6767 Work Send Text Messages to Primary Phone Number	Contact Preference Email and Text Message Email Address rdtest@mailinator.com Paperless? Yes Receive Notices in English
--	--

[Update Profile](#)

HRA CA Special Grant Request



Special Grant Request

What do you need help with?

Special Grants include benefits for emergencies, adding a person, or an additional benefit that was not originally given for this case.

Due to COVID-19 you do not need to appear in center for any interviews or appointments; we will contact you to address your Special Grant request. Please disregard the instructions that you need to appear at your Center. Do not come to the center.

Select all that apply



Paying for housing costs I owe



Paying for utility bills I owe



Moving to a new apartment



Paying for storage



Adding a household member



Pregnancy allowance



Restaurant allowance



Crisis related allowance



Repairing household items or property

If the help you need is not available above, you can make your request by phone, fax, mail, or in-person at your Job Center. For information on how to get help paying for work-related expenses or burial expenses, [go to the CA FAQ page](#).

Cancel

Continue

Complete your CA Special Grant Request

For clients receiving Cash Assistance benefits, ACCESS HRA will offer the ability to request a Special Grant. Special Grants include benefits for emergencies or an additional benefit that was not originally given for your case.

You will need to provide documentation supporting your request upon submission.

HRA CA Special Grant Request

Request assistance with a Housing bill

You can request assistance with an existing housing (rent, mortgage, or property tax) bill. In this request, you can provide information about your bill, arrears, eviction or foreclosure details, and help you may be receiving from another person.

Request assistance with a Utility bill

You can request assistance with an existing heating, electricity, gas for cooking, or fuel for heating water utility bill or you can add a new utility bill of one of those types. In this request, you can provide information about your bill, shut off details, and arrears.

Request Special Grant

< Back

Rent Payment

Our records indicate your rent is:

\$1,100.00 Monthly

Is this information correct? **Required**

- ☐ Yes
☐ No

Next

Request Special Grant

< Back

Paying for Utilities

Which utility do you need help with? **Required** ⓘ

- ☐ Con Edison - Electricity (non heat related)
☐ Other Provider - Heating (electric, gas, coal etc.) - Natural Gas
☐ I do not see my bill in this list

Next

Request Special Grant

Delete & Exit

Moving to a new apartment

Select all that apply **Required**

- ☐ Rent in advance
☐ Broker's fee
☐ Security deposit
☐ Moving expenses
☐ New furniture

Do you live in a shelter? Speak with your case manager to

Request assistance with a Moving to a new apartment bill

You can request assistance with expenses related to moving to a new apartment such as rent in advance, broker's fee, security deposit, moving expenses, and new furniture. In this request, you can provide information about your landlord, your new address, and your bill.

Request Special Grant

Delete & Exit

< Back

New or Existing Storage?

What is the reason for the storage? **Required**

Are your belongings in storage now? **Required**

- ☐ Yes
☐ No

Request assistance with a Storage bill

You can request assistance with an existing or new storage bill. In this request, you can provide information about the reason you need storage, if your items will be sold at auction, the date your new storage is needed, as well as the existing storage company details.

HRA CA Special Grant Request

Request assistance with a Restaurant allowance

You can request assistance with a restaurant allowance. In this request, you can provide information about why you are unable to cook food as well as which meals are provided if you are currently living in a shelter.

Request Special Grant

< Back

Restaurant allowance

Why are you not able to cook food? Required

You will need to return the following forms as part of your request:

- Shelter verification letter

Request assistance with a Pregnancy allowance

You can request assistance with a pregnancy allowance for anyone on your case ages 10-60. In this request, you can provide information about the due date as well as how many babies your case member is expecting.

Request Special Grant

< Back

Pregnancy allowance

Is <HH member first name> pregnant? Required

- ☐ Yes
- ☐ No

Request Special Grant

Delete & Exit

< Back

Furniture and clothing replacement due to a crisis

What unexpected event took place? Required

Were you forced to leave your home? Required

- ☐ Yes
- ☐ No

What do you need replaced? Required

- ☐ Clothing
- ☐ Furniture

If you have property such as a furnace that was damaged, option on the 'Select Grant' page.

Did you contact the Red Cross? Required

Request assistance with a Crisis related allowance.

You can request assistance for new furniture or clothing related to a crisis. In this request, you can provide information about why you need assistance and which type of assistance is needed. For clothing, you can tell us who needs their clothing replaced. For furniture, you can tell us which rooms need furniture.

Request Special Grant

Delete & Exit

< Back

Repairing household items or property

If you don't have the exact details now, enter your best guess. You can change it after your situation at your Job Center.

What needs to be repaired or replaced? Required

- ☐ Furnace
- ☐ Boiler
- ☐ Stove
- ☐ Refrigerator
- ☐ Heating Equipment
- ☐ Other

What is the reason for the request? Required

What situation(s) are you facing at your residence? Required

- ☐ No heat

Request assistance with a Repair

You can request assistance with repairing property or essential household items. In this request, you can provide information about which item needs to be repaired or replaced, the reason you need assistance as well as estimates you have already received for the repair.

HRA CA Special Grant Request

Request Special Grant Delete & Exit

< Back

Need furniture?

Your current household members: Jon (1987), Mary (1984)

Do you need furniture for the person you want to add to your case? Required

☐ Yes

☐ No

Request Special Grant Delete & Exit

< Back

Household

Your current household members: Jon (1987), Mary (1984)

New Household Member

When did this person join the household? Required

First Name: Required

Middle Initial:

Last Name: Required

Date of Birth: Required
MM/DD/YYYY

Gender: Required

Request assistance with adding a household member

You can request assistance with adding a newborn, child, or adult to your case. In this request, you can request furniture assistance for your household as well as indicate for which rooms furniture is needed and you can provide information about the new household member as well as the income this household member receives.

ACCESS HRA - FAIR FARES NYC

(Slides 34 - 45)

Select a Language

ACCESS HRA is available in seven languages, including English, Spanish, Arabic, Chinese, Haitian Creole, Korean, and Russian and is formatted for text-to-speech screen readers.



English

Español

русском

한국어

中文

العربية

Kreyòl Ayisyen

Log In



through ACCESS HRA



The Fair Fares NYC program allows eligible New York City residents to receive a 50% discount on subway and bus fares or Access-A-Ride paratransit trips

New? [Create Account](#)

Apply Now / Log In

Apply Now / Log In

Log In to apply for a discounted MetroCard or to apply the Fair Fares NYC discount towards your Access-A-Ride trips!!

If you have an existing AHRA account, you can use your credentials here and you will not need to create a new account.



Check my Eligibility!

[Find out if you may be eligible](#) for Fair Fares with a few quick questions



ACCESS HRA Mobile App

Download the ACCESS HRA Mobile App. **Upload** documents for your Fair Fares application.

Download the ACCESS HRA Mobile app!

Download the ACCESS HRA Mobile app to easily upload documents to support your application and check on the status of your application.



Fair Fares NYC FAQ

To learn more about Fair Fares NYC visit nyc.gov/FairFares or click here to read our FAQ.



ACCESS HRA

ACCESS HRA allows New Yorkers to apply for or manage their SNAP and Cash Assistance benefits.

Check your Eligibility!

Click this link to see if you may be eligible for Fair Fares NYC.

Replacement Card

You can now report your MetroCard lost or stolen in ACCESS HRA or by calling 311.

Community Organizations

If you are a community organization that is assisting clients to enroll in benefits, click here to set your Site ID.

Additional Language Assistance



সহায়তার জন্য 311 কল করুন
Appelez le 311 pour obtenir de l'aide
Zadzwoń pod numer 311, aby uzyskać pomoc
مدد کے لئے 311 پر کال کریں۔

ACCESS HRA

To access the benefits side of the ACCESS HRA client portal, click here!

[Contact Us](#)

[Terms of Use](#)

[Privacy Policy](#)

English



Select a Language

You can update your language using this dropdown at any time.

Fair Fares NYC Navigation

ACCESS HRA Fair Fares NYC Header

Once you have logged in, click on any link in the header to navigate to the standalone page to see your information.

Your Menu:

Expand this menu and click on "Profile" to go to your Profile page to see/update your contact information. Click on "Help" for answers to frequently asked questions about Fair Fares NYC.



ACCESS HRA

You can navigate to the ACCESS HRA Benefits side of the client portal to apply for or manage SNAP or CA benefits.

ACCESS HRA Fair Fares NYC Footer



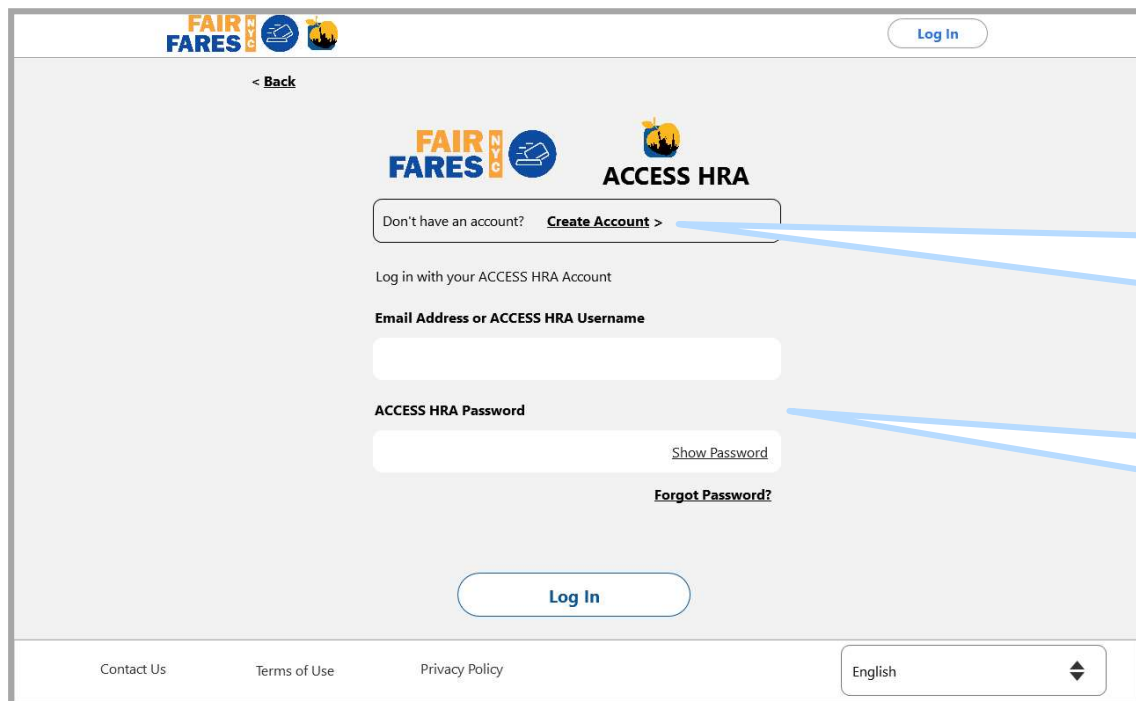
Contact Us

Submit application issues /questions to ACCESS HRA help.

Select a Language

You can update your language using this dropdown at any time.

Fair Fares NYC Log In page & Create Account page



The screenshot shows the Fair Fares NYC Log In page. At the top left is the 'FAIR FARES' logo with a bus icon, and at the top right is the 'ACCESS HRA' logo with a person icon. A '< Back' link is in the top left. A 'Log In' button is in the top right. The main content area has a 'Don't have an account? [Create Account >](#)' link. Below this is the text 'Log in with your ACCESS HRA Account'. There are two input fields: 'Email Address or ACCESS HRA Username' and 'ACCESS HRA Password'. The password field has a 'Show Password' link. Below the password field is a 'Forgot Password?' link. A 'Log In' button is at the bottom center. At the very bottom, there are links for 'Contact Us', 'Terms of Use', and 'Privacy Policy', and a language selector set to 'English'.

Create an Account

From the Home page or the Log In page, click “**Create Account**” to create your Fair Fares NYC account if you do not already have an existing ACCESS HRA account.

Log In

If you already have an ACCESS HRA account, enter your credentials here and Log In.

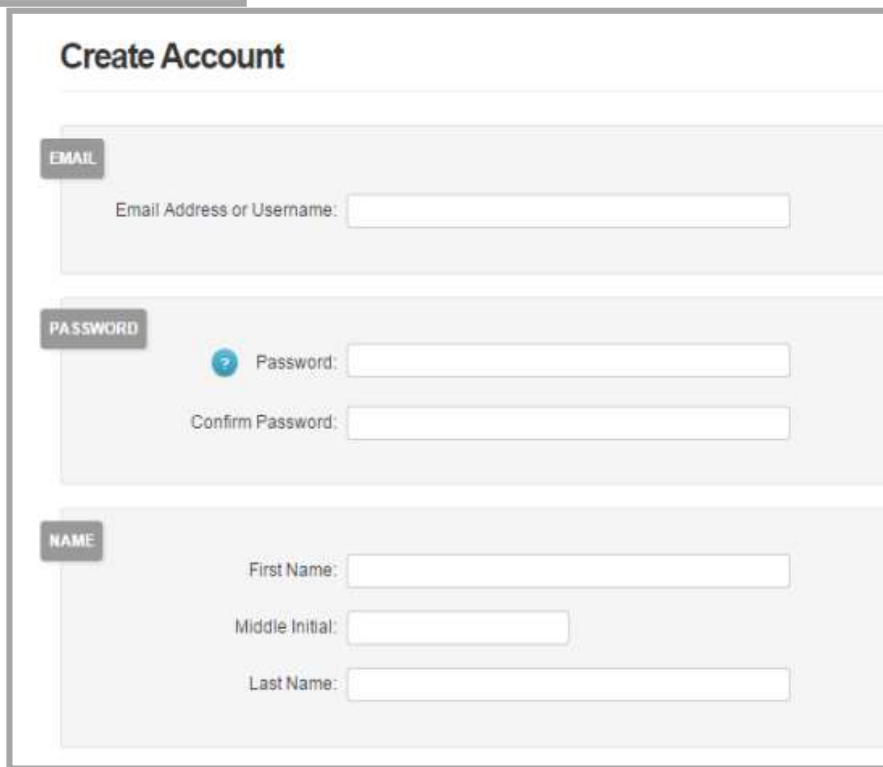
Why should I create an ACCESS HRA Fair Fares NYC account?

You need an account to apply for the Fair Fares NYC discount.

If you already have an existing ACCESS HRA account, you should not create a new account and should use your existing account to log in! If you do not have an account already, create one. With your account you can also see which documents you need to return and can update your contact information on file with the agency.

Can I update my Account

Information? Yes. You can navigate to your 'Profile' and click “Update” to change any of your ACCESS HRA Account information at any time.



The screenshot shows the 'Create Account' page. It has three main sections: 'EMAIL', 'PASSWORD', and 'NAME'. The 'EMAIL' section has an input field for 'Email Address or Username:'. The 'PASSWORD' section has two input fields: 'Password:' and 'Confirm Password:'. The 'NAME' section has three input fields: 'First Name:', 'Middle Initial:', and 'Last Name:'. Each section has a header label in a grey box.

Fair Fares NYC – Let's get started

Let's get started

If you've worked with the agency before, we may be able to speed up your application process by using information on file.

Have you ever applied for or been in any of the following HRA programs? Required

- Fair Fares NYC program
- SNAP (Food Stamps) program in the last year
- Cash Assistance program in the last year

☒ Yes

☐ No

Next

Questions?



Fair Fares NYC FAQ

To learn more about Fair Fares NYC visit nyc.gov/FairFares or click here to read



CALL: 311

Let's get started

If you are currently receiving SNAP or CA benefits or receive the Fair Fares NYC discount, have received benefits or applied for benefits in the past year, please answer "Yes" and enter your information here. This information is important and can help speed up your Fair Fares application or renewal.

If you haven't been enrolled in these programs recently, that's ok! Answer "No" to this question and then you can apply for the Fair Fares NYC program.

Renewing and Forgot your Fair Fares NYC Client ID? It's on the letter we sent you.

Let's get started

Great! Please enter your details below

1 Date of Birth: Required

MM/DD/YYYY

2 Select one from the list below: Required

Please provide your Fair Fares ID if you currently have a Fair Fares MetroCard.

☒

Client ID Number (CIN) on your benefits card

☐

Fair Fares ID from your Fair Fares Notices

☐

Social Security Number (SSN)

ID Number (CIN)

Ex: AA12345A

Please enter your ID Number (CIN) exactly as it appears on your benefits card.



Next

Your Fair Fares NYC Homepage - Apply

Apply for Fair Fares NYC

To apply for the Fair Fares NYC program, click on the “Apply Now” button to initiate the Fair Fares application.

Fair Fares NYC

Reduced Fares



The Fair Fares NYC program allows eligible New York City residents to receive a 50% discount on subway and eligible bus fares or Access-A-Ride paratransit trips.

[Apply Now](#)



Fair Fares NYC

Not Enrolled

Jon Smith (01/01/1980)

Fair Fares ID: 654321

Fair Fares NYC Discount: Fair Fares NYC MetroCard

Quick Links

[Fair Fares NYC Frequently Asked Questions](#)

Fair Fares NYC User Home

Information related to your application will be shown on this page. You can find information such as your enrollment status, MetroCard status, MetroCard expiration date, Fair Fares ID, and if your Fair Fares NYC discount is being applied to subways and eligible buses OR Access-A-Ride trips.

Enroll in Fair Fares NYC

If you are a SNAP or CA benefits recipient and you have been determined eligible for the Fair Fares NYC program, you will see this alert on your User Home page. Click on the “Enroll Now” button to initiate the Fair Fares enrollment.

Fair Fares NYC

You are Eligible to Enroll in the Fair Fares program now!

[Enroll Now](#)

Fair Fares NYC Alerts

As your application is reviewed, you will see different alerts at the top of your User Home page which will inform you of next steps to take for your application.

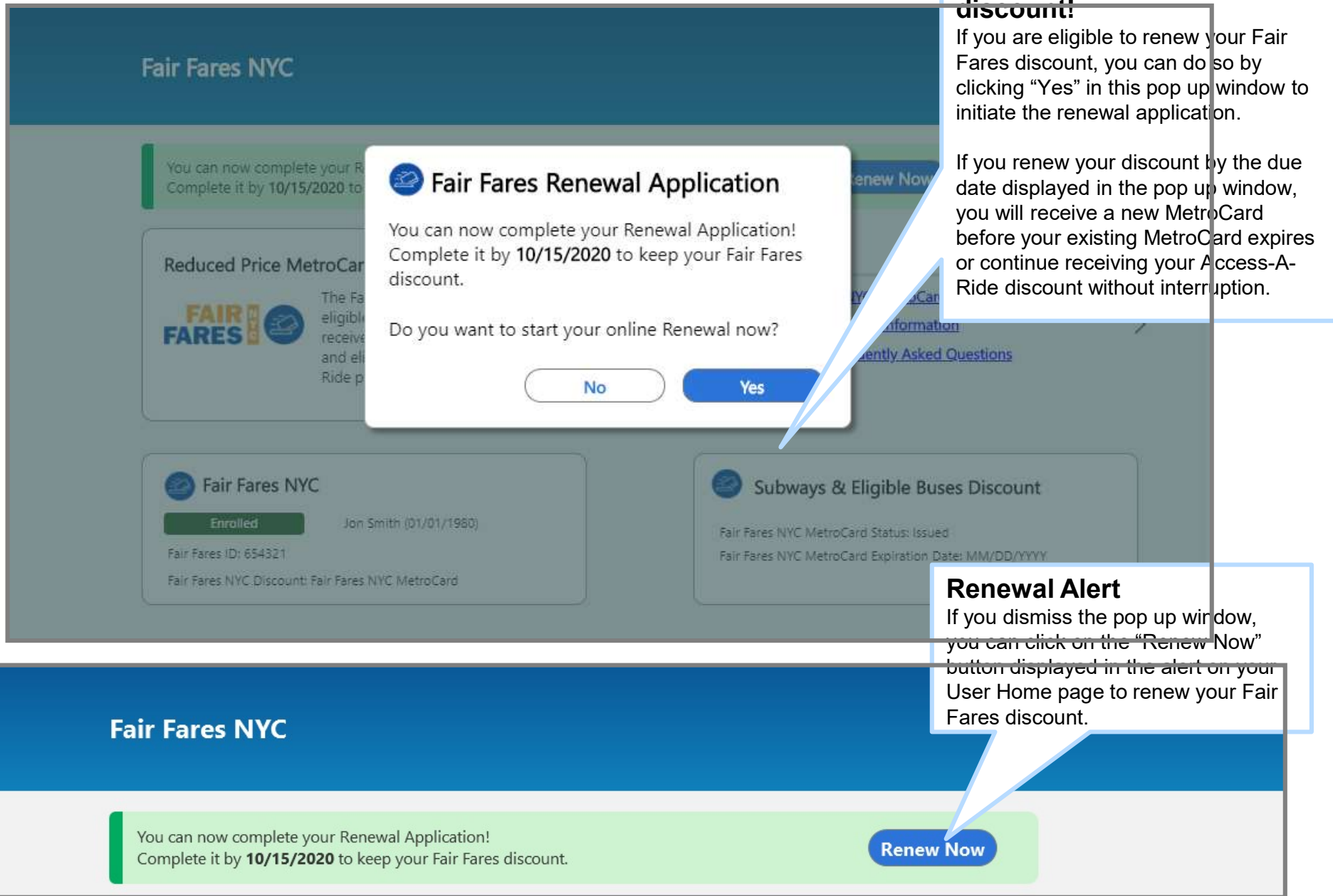
Once a decision has been made on your application, you will see the outcome here.

Fair Fares NYC

Application Step 1: Your online information was [submitted!](#)

Application Step 2: Please return your documents by **1/31/2019** to complete your application!

Your Fair Fares NYC Homepage - Renew



Fair Fares NYC

You can now complete your Renewal Application! Complete it by **10/15/2020** to keep your Fair Fares discount.

Fair Fares NYC

Enrolled Jon Smith (01/01/1980)

Fair Fares ID: 654321

Fair Fares NYC Discount: Fair Fares NYC MetroCard

Subways & Eligible Buses Discount

Fair Fares NYC MetroCard Status: Issued

Fair Fares NYC MetroCard Expiration Date: MM/DD/YYYY

Fair Fares NYC

You can now complete your Renewal Application! Complete it by **10/15/2020** to keep your Fair Fares discount.

Renew Now

Renew your Fair Fares discount!

If you are eligible to renew your Fair Fares discount, you can do so by clicking "Yes" in this pop up window to initiate the renewal application.

If you renew your discount by the due date displayed in the pop up window, you will receive a new MetroCard before your existing MetroCard expires or continue receiving your Access-A-Ride discount without interruption.

Renewal Alert

If you dismiss the pop up window, you can click on the "Renew Now" button displayed in the alert on your User Home page to renew your Fair Fares discount.

Your Fair Fares NYC Homepage – Report Fair Fares NYC MetroCard lost/stolen

Fair Fares NYC

Reduced Fares



The Fair Fares NYC program allows eligible New York City residents to receive a 50% discount on subway and eligible bus fares or Access-A-Ride

Quick Links

[Report FF NYC MetroCard Lost or Stolen](#)

[Update Access-A-Ride Information](#)

[Fair Fares NYC Frequently Asked Questions](#)

Report Fair Fares NYC MetroCard Lost or Stolen

If you have lost your Fair Fares NYC MetroCard, you can click on the “Report Fair Fares NYC MetroCard Lost or Stolen” quick link to report it as well as request a replacement, if you are eligible to receive one.

Request Replacement

You can let us know how you would like to receive your replacement Fair Fares NYC MetroCard by selecting your mailing address on file or visiting us at an office to pick it up yourself.

You can only receive one replacement MetroCard per calendar year if you have reported your MetroCard as “Lost” or “Stolen”.

Once you have requested a replacement, a new Fair Fares NYC MetroCard will be issued.



Report MetroCard Lost or Stolen

You can only receive one replacement MetroCard per calendar year. Call the MTA at 511 to request a refund for monthly passes purchased with credit, debit or EBT cards. [You can find more information here.](#)

Step 1: Confirm the address we have on file is correct

4 Metrotech, 4a, Brooklyn, NY 11211

Need to make an update? Go to your [Profile](#).

Step 2: Tell us what happened to your MetroCard

What issue are you reporting? Required

How would you like to receive your new MetroCard? Required

Send to my Mailing Address on file

Your MetroCard will be sent to the mailing address we have on file. If your mailing address is a GPO, please pick up your MetroCard at one of our offices **after 5 days**. [Find an office here.](#)

Cancel

Submit

Report Issue

You can report one of the following issues with your Fair Fares NYC MetroCard:

- Lost
- Stolen
- Never Received
- Lost in Machine

If you report your MetroCard as “Lost in Machine”, you will be asked to provide the borough and station where this occurred.

Applying your Fair Fares NYC discount to your Access-A-Ride trips

Fair Fares NYC

Reduced Fares



The Fair Fares NYC program allows eligible New York City residents to receive a 50% discount on subway and eligible bus fares or Access-A-Ride paratransit trips.

Quick Links

[Report FF NYC MetroCard Lost or Stolen](#)

[Update Access-A-Ride Information](#)

[Fair Fares NYC Frequently Asked Questions](#)

Update Access-A-Ride Information

If you are enrolled in Access-A-Ride, you can now request to apply the Fair Fares NYC discount to your Access-A-Ride trips by providing your Access-A-Ride ID in ACCESS HRA. If you request to apply this discount towards your Access-A-Ride trips, you will be verified by the MTA prior to the discount being applied.

Fair Fares NYC - Access-A-Ride



If you are enrolled in Access-A-Ride, check here. Required

Enter your Access-A-Ride ID.

The information you submit will be provided to New York City Transit in order to verify your participation in Access-A-Ride. If your participation is verified by MTA and you have a Fair Fares NYC MetroCard for subways & eligible buses, then your existing Fair Fares NYC MetroCard will be deactivated.

Access-A-Ride ID: Required

This number is on the front of your Access-A-Ride card or letter.

Adding AAR Information

You can update your Access-A-Ride information within your Fair Fares NYC application/enrollment/renewal or by clicking on the quick link on your 'Fair Fares NYC User Home' page after you are enrolled.

If you request to switch your discount to your Access-A-Ride trips and are verified by MTA, then your existing Fair Fares NYC MetroCard for subways & eligible buses will be deactivated.

Fair Fares NYC - Access-A-Ride

Your Fair Fares NYC discount is currently being applied to your Access-A-Ride trips. If you would like to change this and use your Fair Fares NYC discount for subways and eligible buses, let us know below.

We have the following **Access-A-Ride** information on file for you:

Access-A-Ride ID: 123456



I would like to apply the Fair Fares NYC discount to a MetroCard for subways and eligible buses instead of my Access-A-Ride trips. Required

Removing AAR Information

If you do not want to apply your Fair Fares NYC discount towards your Access-A-Ride trips, you can use your Fair Fares NYC discount for subways and eligible buses.

Fair Fares NYC Online Application

Apply for Fair Fares NYC

In order to be eligible for the Fair Fares NYC program, applicants must be between (and including) the ages of 18 and 64, live in New York City, and have a pre-tax annual household income that is at or below 100% of the Federal Poverty Level.

You qualify for this discount if you are not receiving (or are not eligible for) full carfare from the Department of Social Services/Human Resources Administration (DSS/HRA) or any other NYC agency; and if you choose the Fair Fares NYC subway and bus discount, you are not currently participating or eligible to participate in any other transportation discount program.

If you choose the Access-A-Ride discount, you may still be eligible for the Fair Fares NYC discount even if you receive a discount (or free rides) on subways and buses from the Metropolitan Transit Authority (MTA).

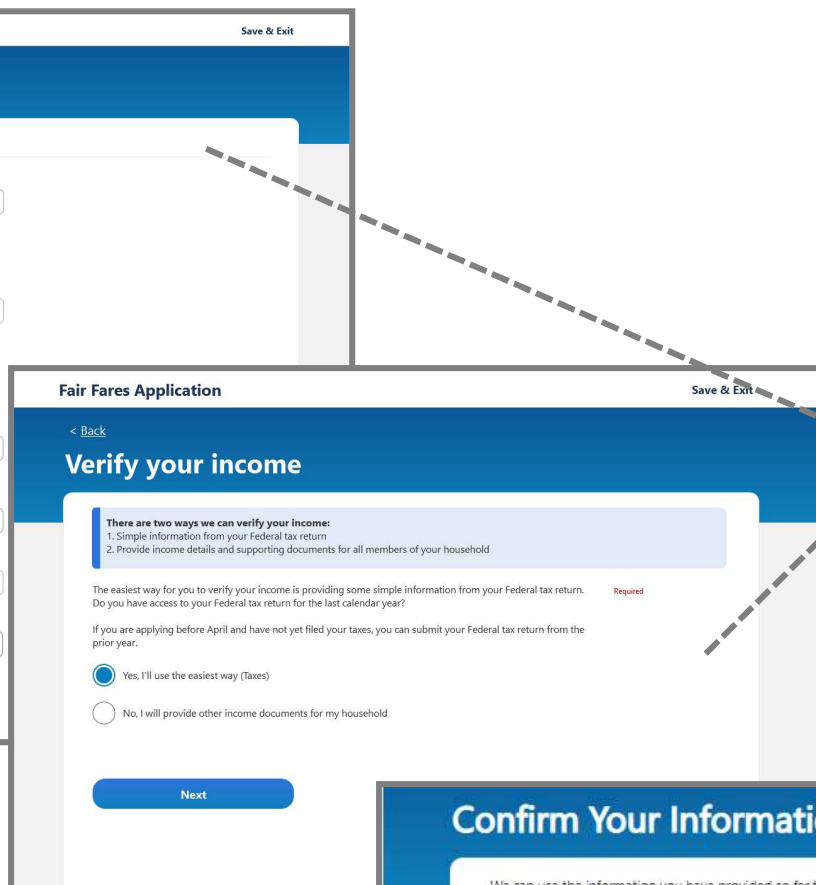
This application will ask you questions about the following:

- Age
- Residence Address
- Mailing Address
- Family Income

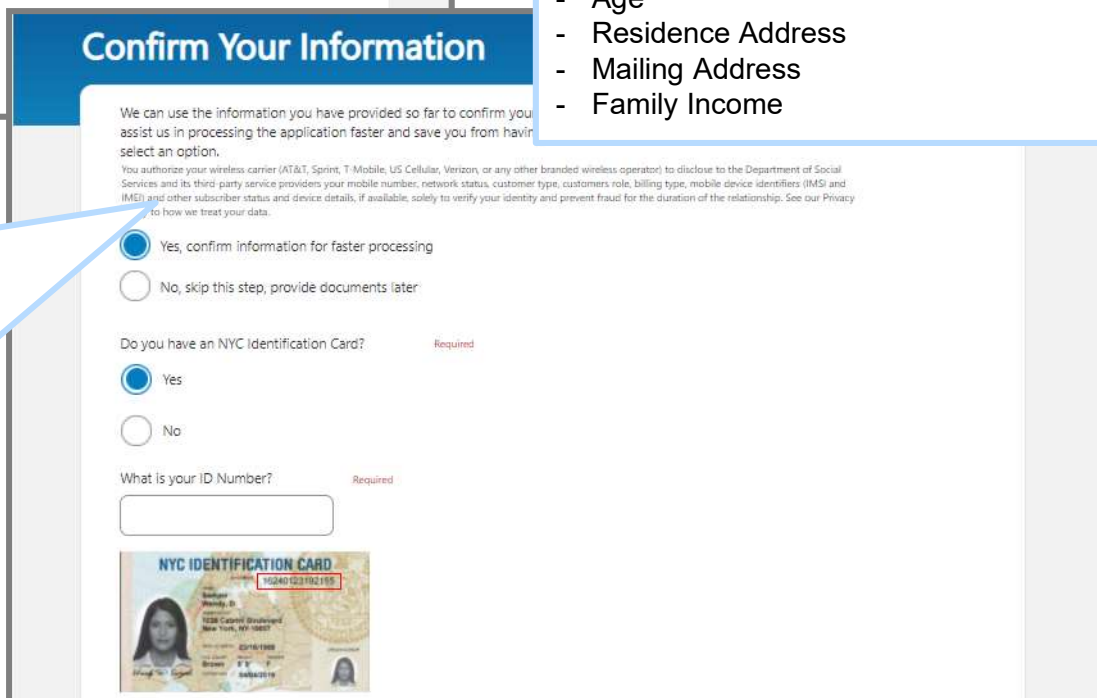
Confirm Your Information

During your application, you will be asked if you would like to use an authentication service to verify your identity, age and address. By answering “Yes”, you are opting into this external verification and you will not need to submit documentation to the agency to verify these categories, if successful.

If you are an IDNYC cardholder, you can enter your IDNYC card number which will be used to confirm your information. If you are not an IDNYC cardholder, we can use your mobile phone number to authenticate and verify you.




The image shows two overlapping screenshots of the application. The top screenshot is the 'Tell us about yourself' section, which includes fields for First Name, Middle Initial, Last Name, Date of Birth, and language preferences. The bottom screenshot is the 'Verify your income' section, which offers two ways to verify income: using federal tax return information or providing other income documents. A dashed line connects the 'Next' button in the 'Verify your income' section to the 'Confirm Your Information' section below.




The image shows the 'Confirm Your Information' section. It explains that the information provided so far will be used to confirm the user's identity and address. It offers two options: 'Yes, confirm information for faster processing' (selected) or 'No, skip this step, provide documents later'. Below this, it asks if the user has an NYC Identification Card, with 'Yes' selected. It then asks for the ID Number, with a text input field. At the bottom, there is an image of an NYC Identification Card.

Fair Fares NYC Confirmation Page


Fair Fares NYC - Next Steps




Application Submitted!



Return Documents

1 Step 1 complete! Online application submitted on 1/21/2020 at 10:42AM
Your Application ID is 123456.
 Please write this number down! You will need it when submitting documents.
 We will also send it to your email address, if you provided one.

 **You're not done yet. Step 2 is to Return Documents.**
 Your application is not complete until you have returned all required documents.
 Do you want to see this list now? We've also sent a copy to your email if you provided one.

YES, see my required documents

No, log out without seeing my documents

Fair Fares NYC Confirmation Page

After submitting your application, you may need to submit documents.



You **MUST** use the ACCESS HRA Mobile app to upload your documents.

The Fair Fares NYC Confirmation page is only shown after you submit your application, it provides your Application ID as well as the next steps in the application process.

You will have the option to see all of your next steps at that time or log out and see this information later.

Don't risk missing out on your Fair Fares NYC Discount

You still need to complete these steps to apply for Fair Fares NYC:

-  **Online Application submitted**
-  **Collect and submit your documents**
 Use the ACCESS HRA Mobile app to submit documents

Cancel


Log Out


Next Steps


If you answer "YES, see my required documents", your full next steps will be displayed.

Please note that you can always return to this page via the submission alert on your User Home page. The deadline to submit documents is listed here!


2 Submit your documents by 1/31/2020!
 If you do not submit documents by this date, you will need to reapply.

Collect your documents 


Income - Money from a Job 



 Jon (2/2/1980)

- Paystubs for last 30 days
- Letter from employer - signed and dated with gross income for last 30 days; include name, address, and phone for employer
- Letter from you - signed and dated with gross income for last 30 days; include description of income
- Bank statement if deposit in your account.
- Self-employment: business records or tax records

Income - SSI/SSA benefits 

Then, submit your documents

FAIR FARES  Download the free Fair Fares Mobile App. Upload your documents.

Log back in to your account to check what documents are still needed.
 If you need help uploading documents, you can call 311.

Submit required documents

Be sure to use the ACCESS HRA Mobile app to upload your documents.

If you answer "No, log out without seeing my documents", a popup will be displayed which gives you a short summary of your next steps.

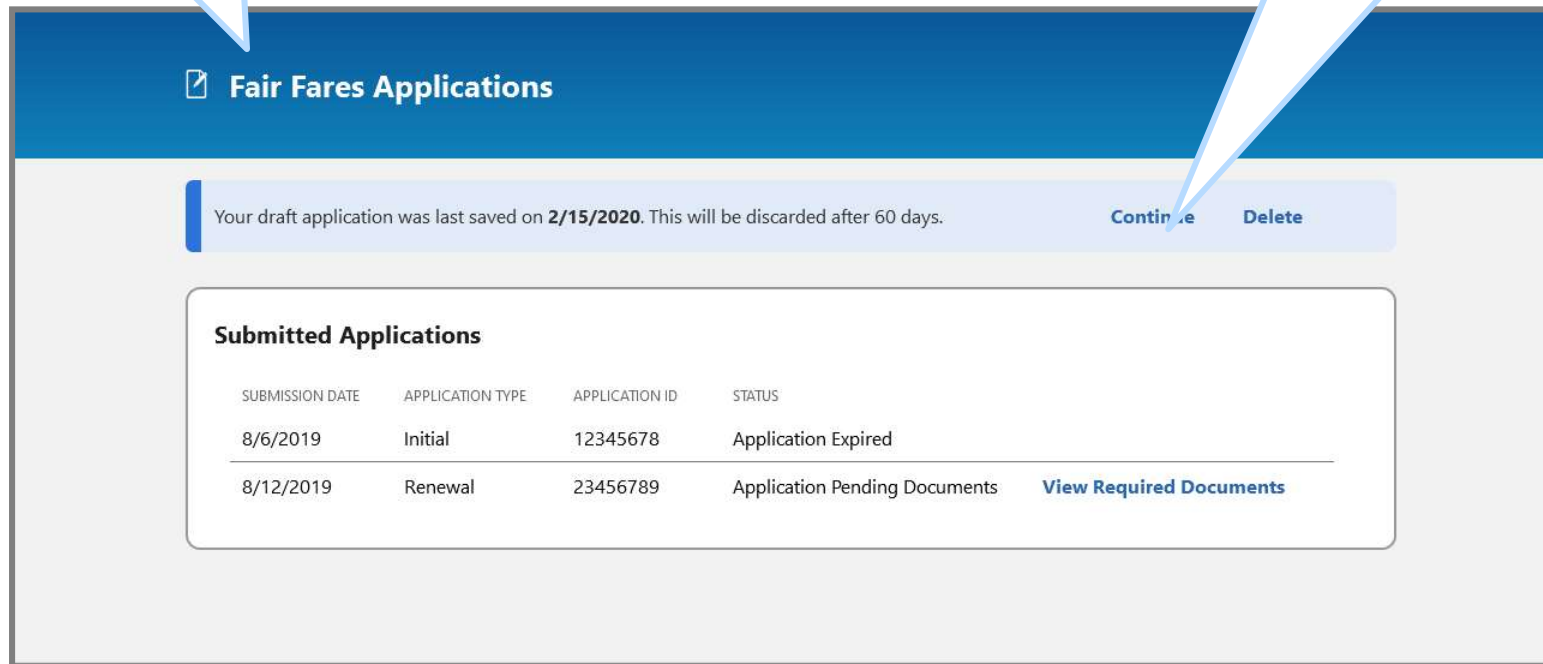
Fair Fares NYC - Applications

Submissions

Any Fair Fares NYC applications submitted via this user account will be listed here along with the associated application status.

Draft Applications


In the event that you save a draft of your application, you can access your draft via this alert and will be taken to the last page you completed. Drafts will be saved in your account for 60 days.




The screenshot shows the 'Fair Fares Applications' page. At the top, there's a blue header with the title 'Fair Fares Applications' and a document icon. Below the header, a light blue banner displays a draft alert: 'Your draft application was last saved on 2/15/2020. This will be discarded after 60 days.' with 'Continue' and 'Delete' buttons. The main content area is titled 'Submitted Applications' and contains a table with columns: SUBMISSION DATE, APPLICATION TYPE, APPLICATION ID, and STATUS. The table lists two applications: one from 8/6/2019 (Initial, Application ID 12345678, Application Expired) and another from 8/12/2019 (Renewal, Application ID 23456789, Application Pending Documents). A link 'View Required Documents' is next to the second application.



SUBMISSION DATE	APPLICATION TYPE	APPLICATION ID	STATUS
8/6/2019	Initial	12345678	Application Expired
8/12/2019	Renewal	23456789	Application Pending Documents View Required Documents

Fair Fares NYC – Required Documents


Required Documents



Download the free ACCESS HRA Mobile App.
Upload your documents.

Log in to the ACCESS HRA Mobile App to return your documents. Please return your documents by **10/1/2020** to complete your application!

Please upload documents to verify 30 days history for your Money From a Job. These documents should match the information provided in your application.

- If your pay is **Monthly**, please upload one payment document
- If your pay is **Every Two Weeks** or **Twice a Month**, please upload two payment documents
- If your pay is **Weekly**, please upload four payment documents


Identity & Age

E-Verified


NYC Residency

Document Received


Income - Money From a Job


Submit Now

Income - SSI/SSA Benefits


Submit Now

Income - Other Proof of Income


Submit Now

Required Documents

The 'Required Documents' page is only available to clients who have submitted a Fair Fares NYC application.

Submit your Documents!

You **MUST** use the ACCESS HRA Mobile app to upload your documents.

When you submit an application, the documents you will need to submit to the agency to support your application will be listed on your Confirmation page.

You will have 10 calendar days from your application submission date to return the requested documents.

Submit Now

If you see the "Submit Now" button, this means that the Agency is still waiting for documents from you for a specific category.

If you do not see the "Submit Now" button and only see a status (ex: "Document Received") within the card, this means that the agency has received documents for this specific category.

45

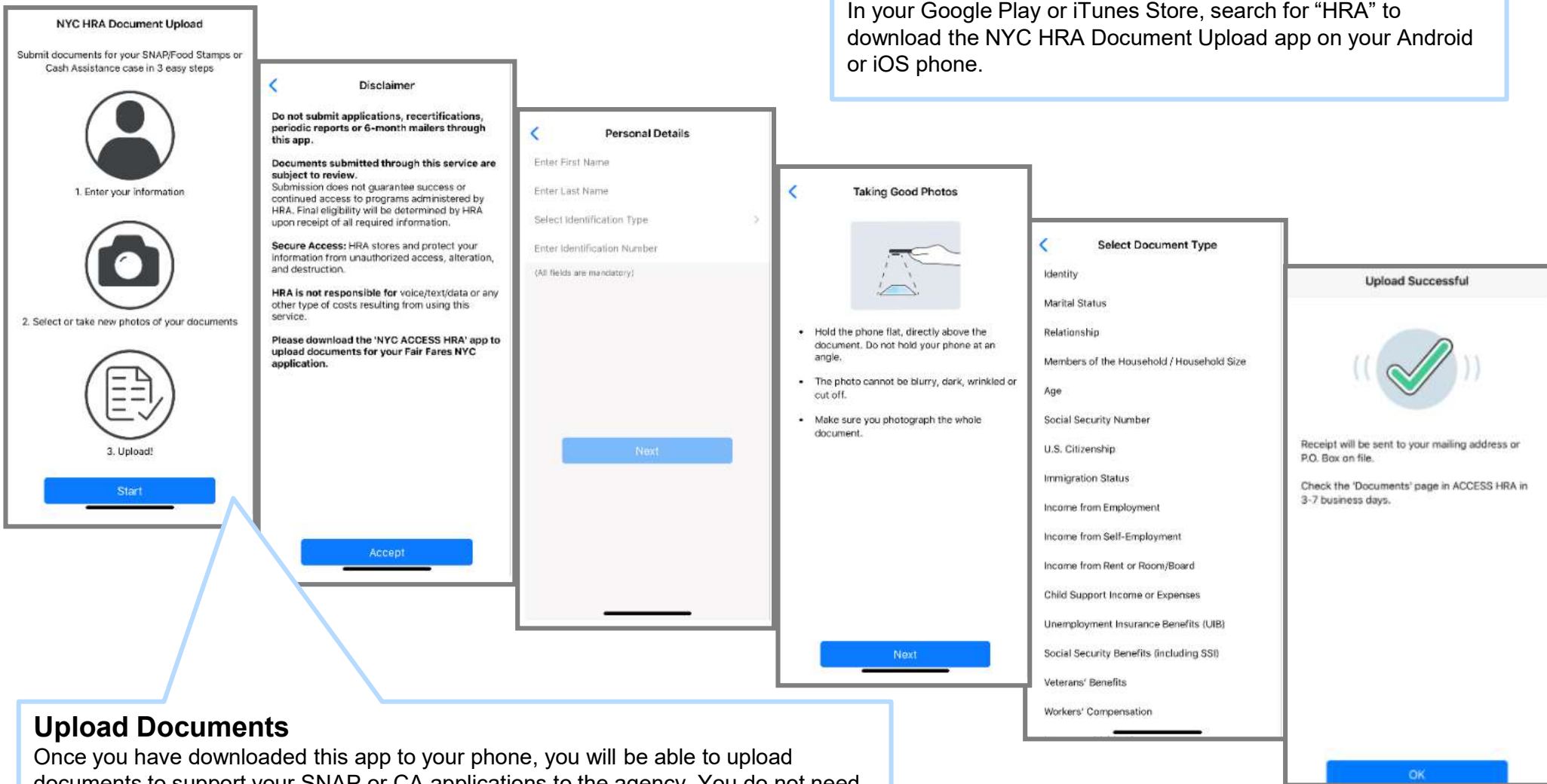
ACCESS HRA Mobile Applications

(Slides 46 - 55)

NYC HRA Document Upload App

Download the NYC HRA Document Upload App

In your Google Play or iTunes Store, search for “HRA” to download the NYC HRA Document Upload app on your Android or iOS phone.



NYC HRA Document Upload

Submit documents for your SNAP/Food Stamps or Cash Assistance case in 3 easy steps

1. Enter your information
2. Select or take new photos of your documents
3. Upload!

Start

Disclaimer

Do not submit applications, recertifications, periodic reports or 6-month mailers through this app.

Documents submitted through this service are subject to review. Submission does not guarantee success or continued access to programs administered by HRA. Final eligibility will be determined by HRA upon receipt of all required information.

Secure Access: HRA stores and protect your information from unauthorized access, alteration, and destruction.

HRA is not responsible for voice/text/data or any other type of costs resulting from using this service.

Please download the 'NYC ACCESS HRA' app to upload documents for your Fair Fares NYC application.

Accept

Personal Details

Enter First Name

Enter Last Name

Select Identification Type

Enter Identification Number

(All fields are mandatory)

Next

Taking Good Photos

- Hold the phone flat, directly above the document. Do not hold your phone at an angle.
- The photo cannot be blurry, dark, wrinkled or cut off.
- Make sure you photograph the whole document.

Next

Select Document Type

- Identity
- Marital Status
- Relationship
- Members of the Household / Household Size
- Age
- Social Security Number
- U.S. Citizenship
- Immigration Status
- Income from Employment
- Income from Self-Employment
- Income from Rent or Room/Board
- Child Support Income or Expenses
- Unemployment Insurance Benefits (UIB)
- Social Security Benefits (including SSI)
- Veterans' Benefits
- Workers' Compensation

Upload Successful

Receipt will be sent to your mailing address or P.O. Box on file.

Check the 'Documents' page in ACCESS HRA in 3-7 business days.

OK

Upload Documents

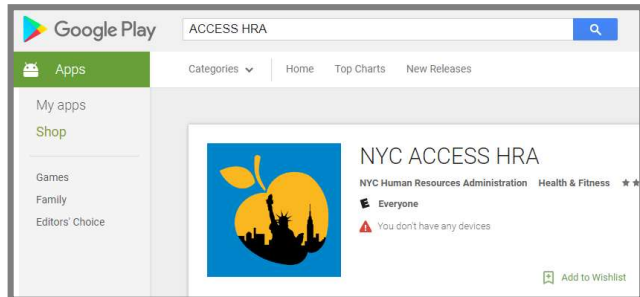
Once you have downloaded this app to your phone, you will be able to upload documents to support your SNAP or CA applications to the agency. You do not need an account to log in, you just need your CIN, Case Number or ACCESS HRA Confirmation Number.

There are 3 easy steps to upload documents! Select your Identification Type, select or take a photo of your document, then upload your document!

Check your 'Documents' page in the ACCESS HRA client portal in 3-7 business days to see your uploaded documents.

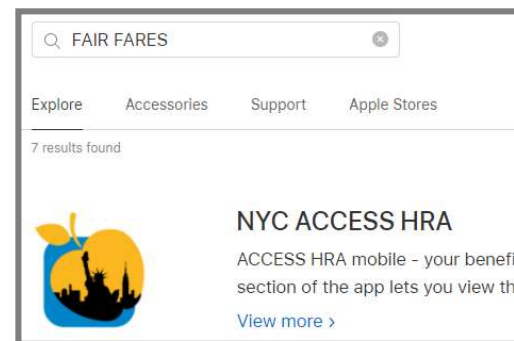
NYC ACCESS HRA App – Login

nyc.gov/accesshramobile



Download the NYC ACCESS HRA App

In your Google Play or iTunes Store, search for “ACCESS HRA” or “FAIR FARES” to download ACCESS HRA Mobile on your Android or iOS phone.



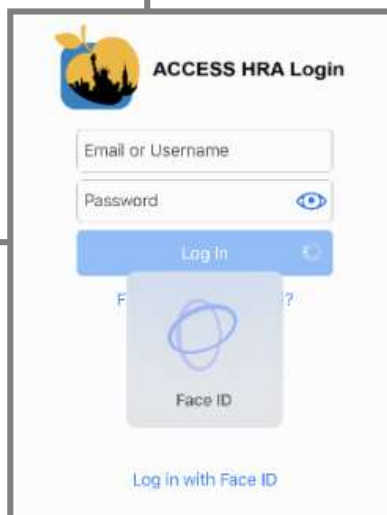
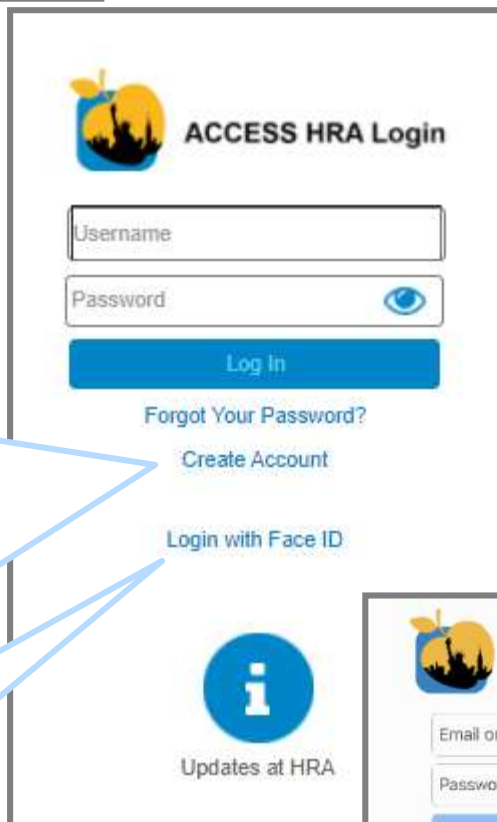
Should I create a new account?

If you have an existing ACCESS HRA or FAIR FARES online account, you do not need to create a new account. You should use the same email or username and password that you use to login online.

If you do not have an existing ACCESS HRA or FAIR FARES online account, you should create a new account. This account can be used for both the mobile app and ACCESS HRA client portal.

Log in with Face ID

If you are using an iPhone 10, you can log into the app using facial recognition. Please go to Settings on your device to make sure that 'Log in with Face ID' is on.



Updates at HRA

Press and hold the “Updates at HRA” image to see announcements from the agency.

NYC ACCESS HRA App – Find My Case

[Cancel](#) [Find My Case](#) [Next](#)

If you have ever applied for or received SNAP or Cash Assistance, enter the CIN from your benefits card to find your case.

If you receive the Fair Fares NYC discount but do not receive SNAP or Cash Assistance, please enter your Fair Fares ID Number exactly as it appears on your Fair Fares Notices.

Connect to Your HRA Case Profile

If you are currently receiving SNAP or CA benefits, have received benefits in the past year, or have applied for benefits, you can connect to your HRA case profile by entering your date of birth as well as your SSN or CIN to view your case information in ACCESS HRA.

If you are currently receiving the Fair Fares NYC discount or recently applied, please enter your date of birth and Fair Fares ID in order to view your enrollment information.

If you have already connected to your HRA case profile online, you will not need to do so via the mobile app if you use the same username or email and password on the Login page.

Overview of Case/Discount Information

This screen provides a quick overview of the information that is available within ACCESS HRA for your SNAP/CA case or for your Fair Fares NYC discount. This screen shows details about your cases, required documents, upcoming appointments, recent alerts, payments made on your behalf, and EBT balances information, if applicable.

Available in 7 languages

ACCESS HRA Mobile is available in seven languages, including English, Spanish, Arabic, Simplified Chinese, French, Korean, and Russian and is formatted for text-to-speech screen readers. If your phone is set up in any of these 7 languages, ACCESS HRA Mobile will display in that language.

Cases

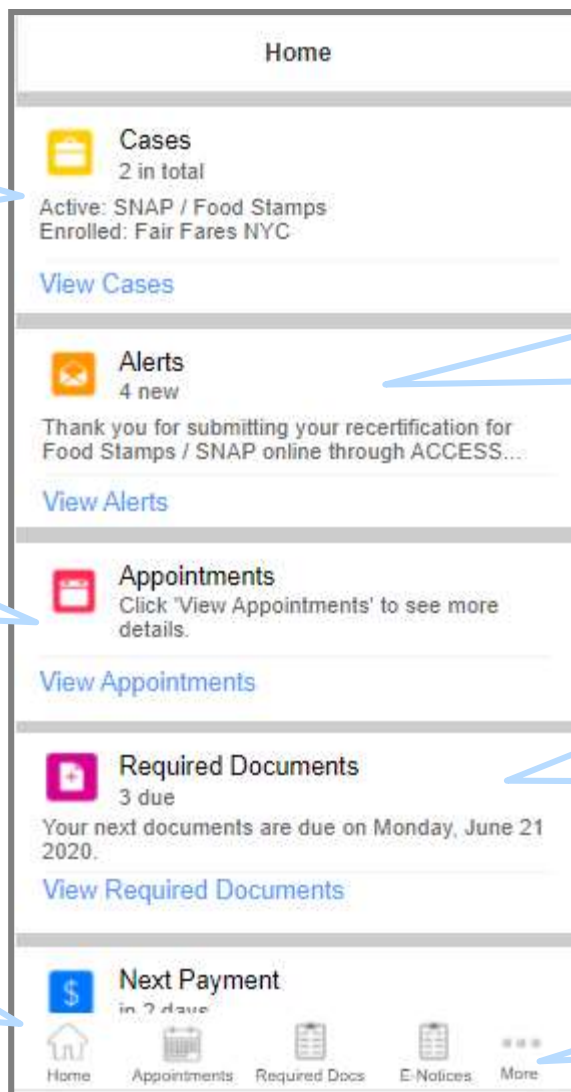
Displays your SNAP or CA case as well as your Fair Fares NYC discount and their corresponding statuses. Click “View Cases” for more information.

Appointments

Displays the details for your next upcoming appointment for your SNAP or CA case. Click “View Appointments” for more information.

Payments

Displays the details for your next upcoming payment for your SNAP or CA case. Click “View Payments” for more information about past and upcoming payments.



Alerts

Displays a snippet of your most recent unread alert. HRA will send push notifications to your phone regarding recertification dates, submitted applications, upcoming appointments and E-Notices. Click “View Alerts” to view important alerts from HRA.

Required Documents

Displays the number of documents required to be returned to the agency to support your SNAP or CA case or your Fair Fares NYC application. The date by when these documents are due will also be displayed. Click on “View Required Documents” to see a full list of documents you need to return.

Menu

Click here to view more menu items including “Documents”, “My Uploads” and “Applications”.

NYC ACCESS HRA App – Cases

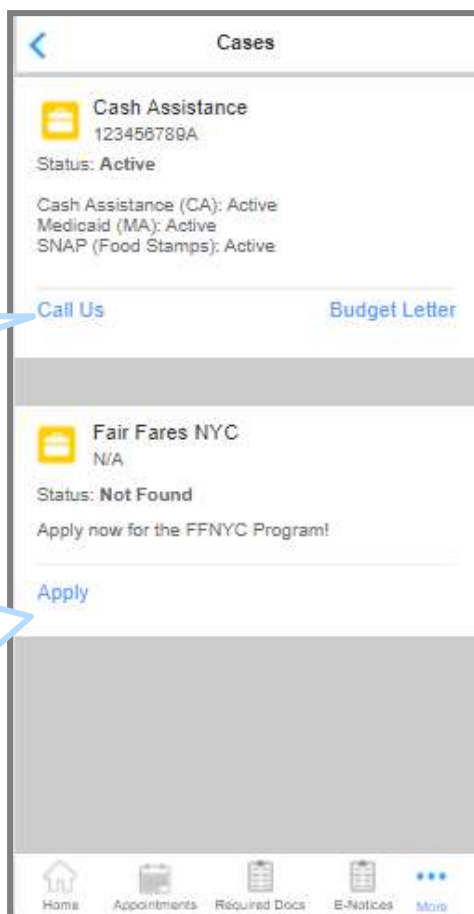
Cases

This screen displays details related to your SNAP or CA case and to your Fair Fares NYC discount. Depending on the status of your case or application, you may see different actions such as “Apply”, “Enroll”, “Budget Letter”, etc. Choosing one of these options would direct you to the website to perform the associated action.

SNAP or CA case

Your case number, case status and other functions associated to your case will be displayed.

If you are a Fair Fares NYC only client, you will see “Not Found” as the status of your SNAP case with an option to apply as this benefit does not apply to you.



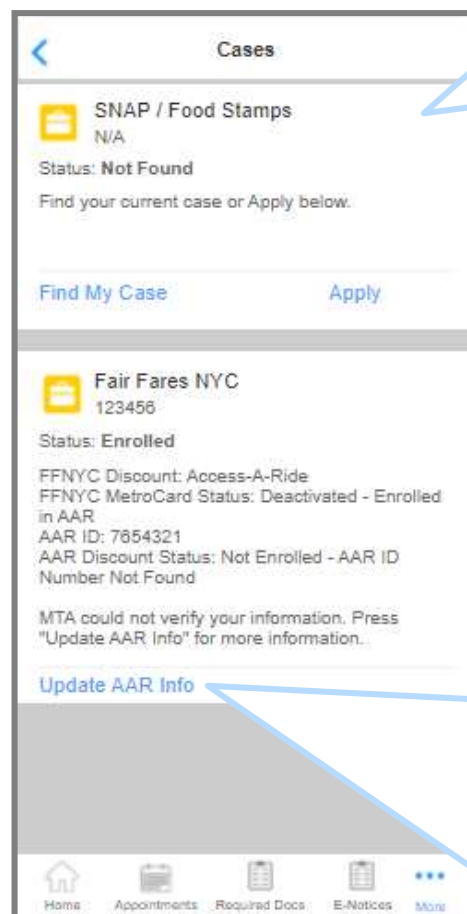
Call Us

You can click “Call Us” for your SNAP or CA case to easily dial the HRA Infoline phone number.

Fair Fares NYC discount

Your enrollment status, type of transportation you are receiving the discount on (subway and eligible buses or Access-A-Ride trips), Fair Fares NYC MetroCard status, etc. will be displayed.

If you are a SNAP or CA only client, you will see “Not Found” as the status of your Fair Fares NYC discount with an option to apply.



Other functions

By clicking on the links at the bottom of the cards or on the ellipsis, you can perform other functions such as:

- For SNAP cases, you can request a budget letter, close your case, or request a change to your case if you are not within your recertification or periodic reporting window.
- For CA cases, you can request a budget letter or request a Special Grant if you are not within your recertification window.
- For Fair Fares NYC discount, you can report your MetroCard lost or stolen or update your Access-A-Ride information.

NYC ACCESS HRA App – Payments & Appointments

Appointments

This screen displays information related to your upcoming or past appointments for your SNAP or CA case.

The Fair Fares NYC Program does not have appointments.

Payments

This screen displays information related to payments made for your SNAP or CA case.

The Fair Fares NYC Program does not issue payments.

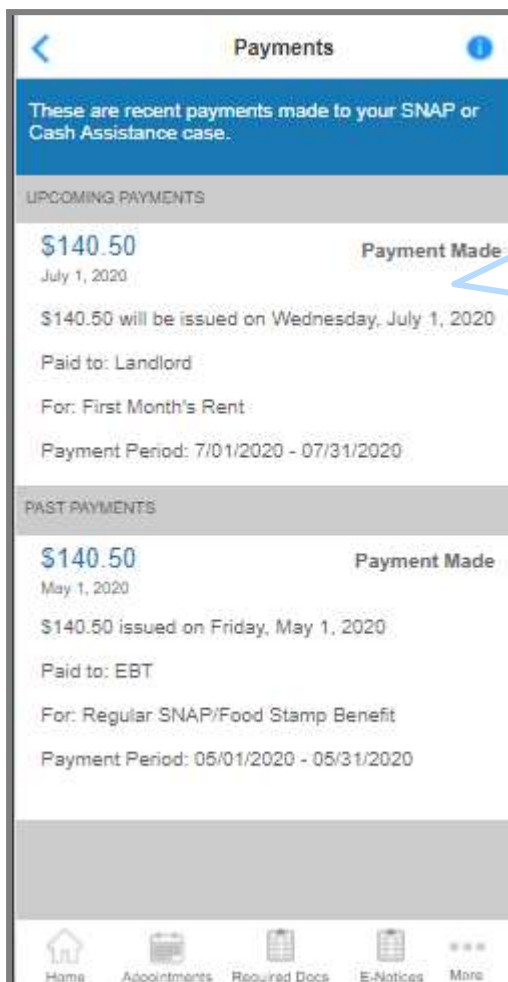
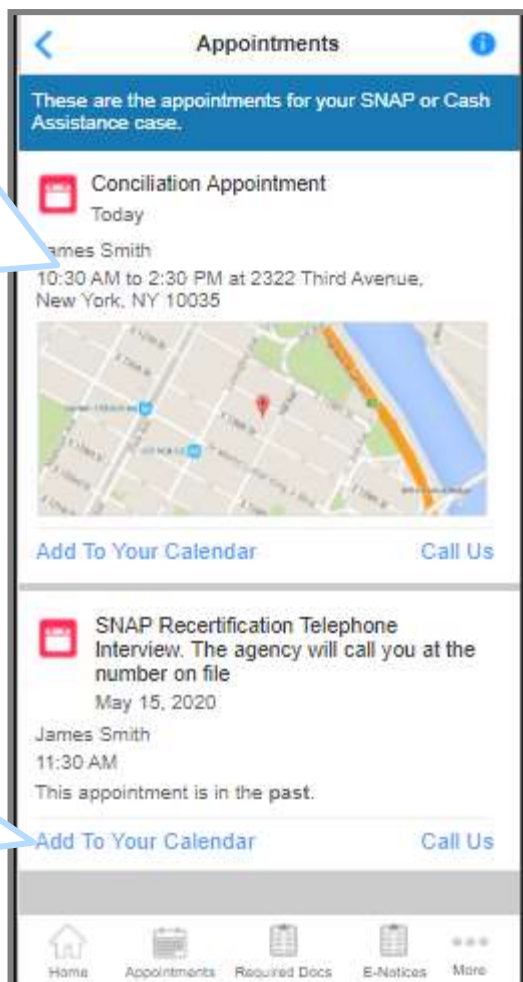
View Appointment Details

Lets you view your detailed appointment information such as appointment type, date, time and location. When available, a map will be displayed with the appointment location.

All upcoming appointments will be displayed. Kept or missed interviews for SNAP will also be displayed.

Add to Your Calendar

You can click “Add to Your Calendar” to add the appointment details to your phone’s calendar app.



View Payment Details

Lets you view information such as payment amount, payment type, payment period, and to whom the payment was issued.

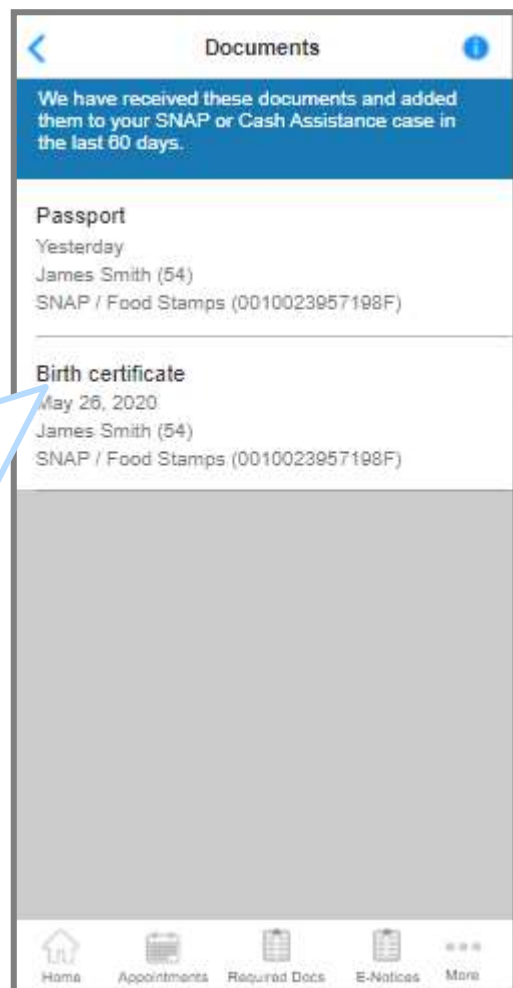


This screen displays information related to the documents recently added to your case record for your SNAP or CA case.

This screen displays information related to your agency notices. You will receive these and other notices to your mailing address on file.

Lets you view documents that HRA has on file for your case(s) or application(s).

Documents that you have uploaded through ACCESS HRA will not appear on the My Documents page until they have been added to your electronic case file by an HRA case worker.



Lets you view agency notices recently sent to you. Click “Download” to view your notice.



NYC ACCESS HRA App – Alerts & Applications

Alerts

This screen displays information related to the push notifications sent to your device.

Applications

This screen displays a list of the SNAP, CA or Fair Fares NYC applications you have submitted in ACCESS HRA.

Fair Fares NYC

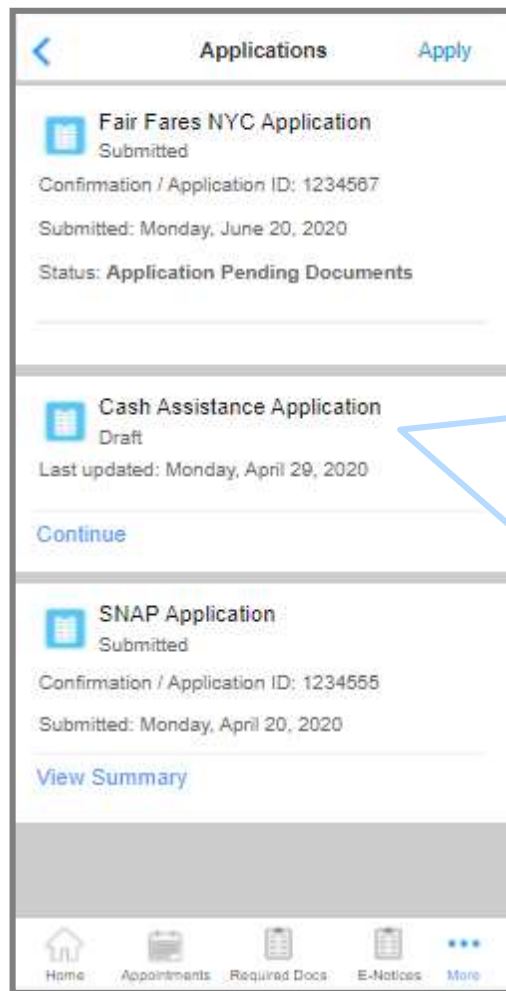
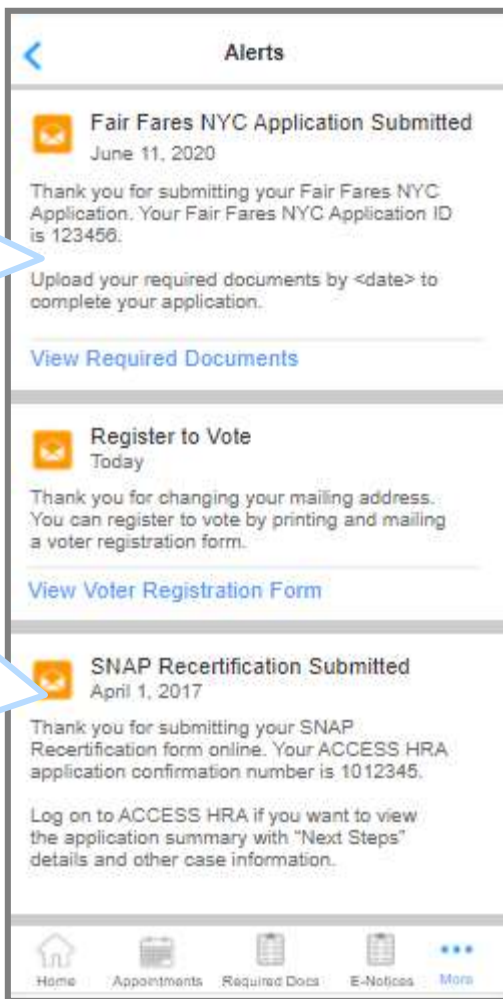
If you recently submitted a Fair Fares NYC application or renewal application, you can see your Application ID, document return date, and a link to view all required documents associated to your application.

View Alerts

You will get a push notification on your device to inform you of new:

- Upcoming appointments
- Requested Documents
- E-Notices
- Budget Letter generated
- Submitted applications

Once you receive this notification, you can review related information on this screen.



View Applications

Lets you view your recently submitted or draft applications in ACCESS HRA.

If you have a draft application, click "Continue" to resume your application on the website.

If you have a submitted SNAP or CA application, click "View Summary" to view your generated PDF Summary Form.

NYC ACCESS HRA App - Profile

Profile

If you are a Fair Fares NYC only client, you can update this information as often as you need.

Profile

Allows you to view your contact information on file with the agency.

If you would like to make an update, click the pencil icon next to each field.

If you are a SNAP or CA client, you can update this information once every 24 hours.

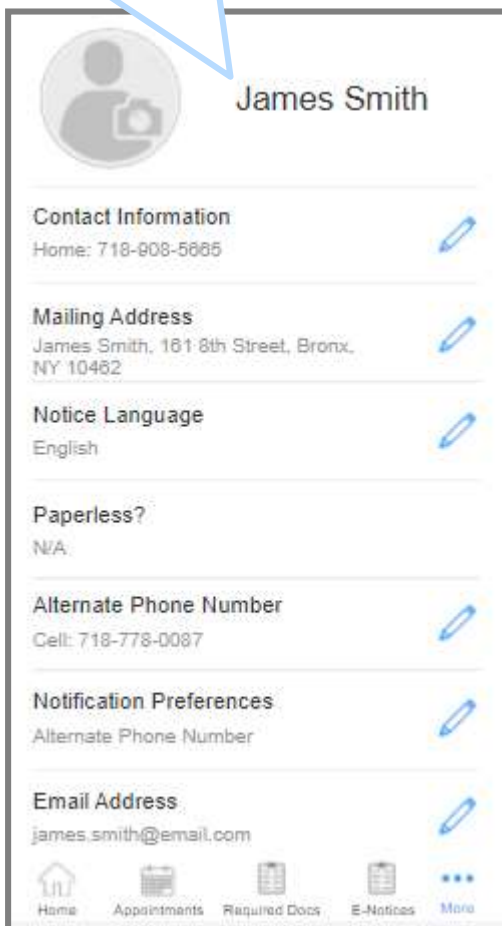
Updates

Contact Information – allows you to update your Primary Phone Number, Mailing Address and Notice Language

Alternate Phone Number - allows you to update your Alternate Phone Number, extension and type

Notification Preferences - allows you to update your preferred Text Message Phone, Email Address and set your email notification preferences

Paperless? – for SNAP and CA only clients, allows you to enroll in paperless to receive certain notices electronically rather than by mail



James Smith

Contact Information
Home: 718-908-5865

Mailing Address
James Smith, 161 8th Street, Bronx, NY 10462

Notice Language
English

Paperless?
N/A

Alternate Phone Number
Cell: 718-778-0087

Notification Preferences
Alternate Phone Number

Email Address
james.smith@email.com

Home Appointments Required Docs E-Notices More



Profile

James Smith

Contact Information
Home: 718-908-5865

Mailing Address
James Smith, 161 8th Street, Bronx, NY 10462

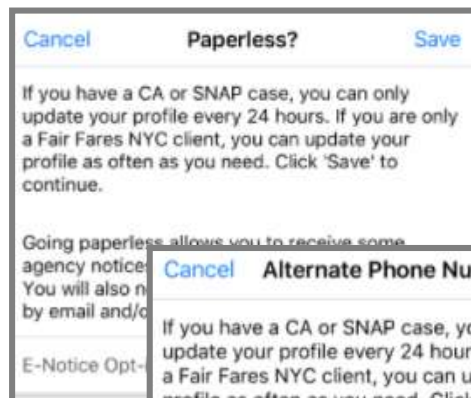
Notice Language
English

Alternate Phone Number
Cell: 718-778-0087

Notification Preferences
Alternate Phone Number

Email Address
james.smith@email.com

Home Appointments Required Docs E-Notices More

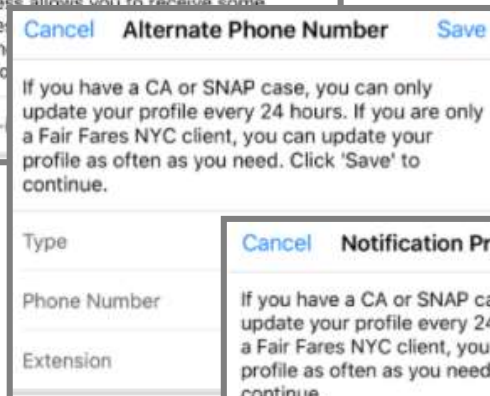


Paperless?

If you have a CA or SNAP case, you can only update your profile every 24 hours. If you are only a Fair Fares NYC client, you can update your profile as often as you need. Click 'Save' to continue.

Going paperless allows you to receive some agency notices. You will also receive notices by email and/or E-Notice Opt-in

Cancel Save



Alternate Phone Number

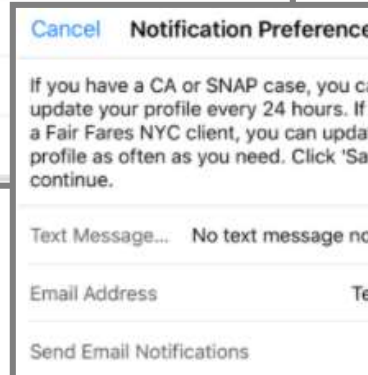
If you have a CA or SNAP case, you can only update your profile every 24 hours. If you are only a Fair Fares NYC client, you can update your profile as often as you need. Click 'Save' to continue.

Type

Phone Number

Extension

Cancel Save



Notification Preference

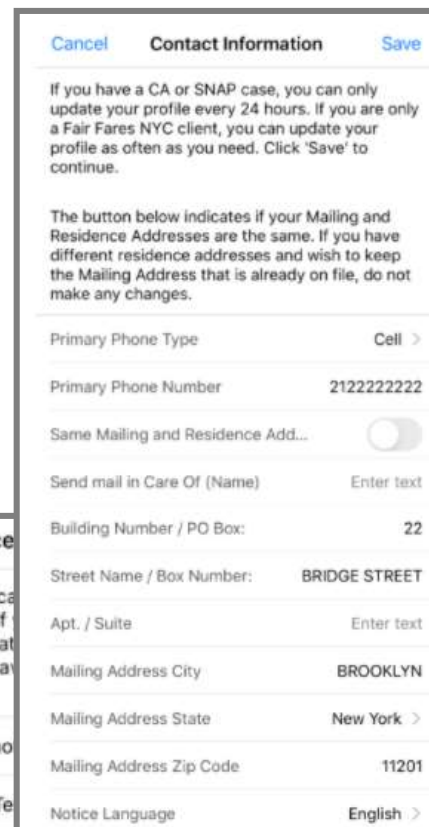
If you have a CA or SNAP case, you can only update your profile every 24 hours. If you are only a Fair Fares NYC client, you can update your profile as often as you need. Click 'Save' to continue.

Text Message... No text message no

Email Address

Send Email Notifications

Cancel Save



Contact Information

If you have a CA or SNAP case, you can only update your profile every 24 hours. If you are only a Fair Fares NYC client, you can update your profile as often as you need. Click 'Save' to continue.

The button below indicates if your Mailing and Residence Addresses are the same. If you have different residence addresses and wish to keep the Mailing Address that is already on file, do not make any changes.

Primary Phone Type Cell

Primary Phone Number 2122222222

Same Mailing and Residence Add... ☐

Send mail in Care Of (Name) Enter text

Building Number / PO Box: 22

Street Name / Box Number: BRIDGE STREET

Apt. / Suite Enter text

Mailing Address City BROOKLYN

Mailing Address State New York

Mailing Address Zip Code 11201

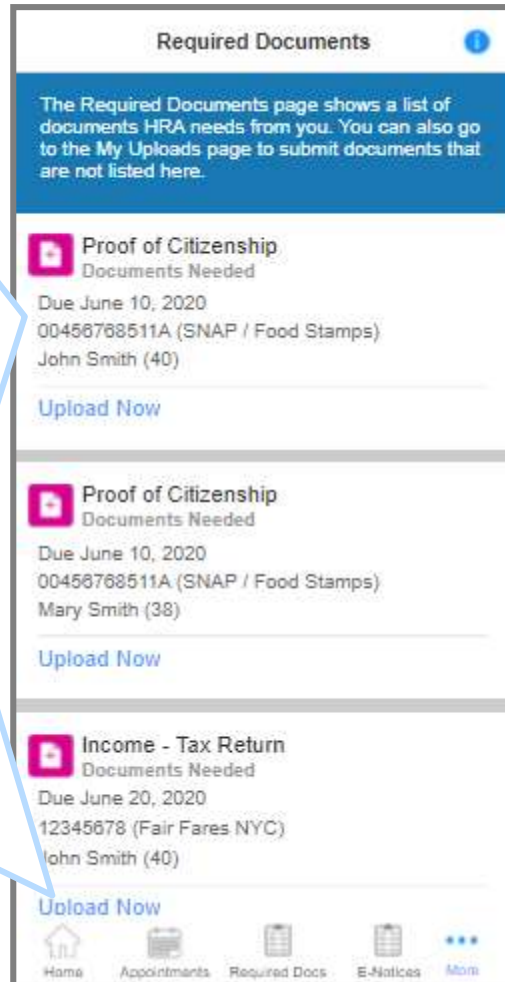
Notice Language English

NYC ACCESS HRA App – Required Documents & My Uploads

View Required Documents

A list of required documents related to your SNAP or CA case or to your Fair Fares NYC application will be displayed here.

Your Case Number or Fair Fares Application ID, document category, case member for whom the document is required, and the due date will be displayed for each document that needs to be returned to support your application



Upload Now

Click "Upload Now" to upload a document for the displayed category. All you need is the document/image you are uploading! No other information is required! Once you click this link, you will be taken directly into the upload flow.

Once you have uploaded a document for the displayed required document category, you will no longer see this card on this page, but you can view your uploaded documents on the 'My Uploads' page.

Upload a New Document

Need to upload a document? Click "Add" and then you will be prompted to select a case, case member, and document type before uploading your new document.

Uploaded Documents

The documents listed on this screen are documents that you have uploaded from this page or the 'Required Documents' page. Your submitted documents will remain on this screen for 100 days.

For SNAP or CA cases, check your 'Documents' page in ACCESS HRA in 3-7 business days.

For Fair Fares NYC applications, you can log into the website to see the status of your document and application at any time.

