

ACCESS HRA Release Notes

Release 7.5.8.9 – January 24, 2026

With ACCESS HRA, you can apply for HRA benefits, submit documents for your application, manage your case, and much more!

ACCESS HRA benefits include:

 Cash Assistance (CA)

 SNAP (Food Stamps)

 Fair Fares NYC (FF)

 Home Energy Assistance Program (HEAP)

 Medicaid

 Child Support

 CityFHEPS

The ACCESS HRA client portal can be found here: www.nyc.gov/accesshra. To go directly to the Fair Fares NYC application or home page, go here: www.nyc.gov/accessfairfares.



◆ What's New in ACCESS HRA

ACCESS HRA has been updated to support New York City's transition from MetroCard to OMNY for Fair Fares discounts. These updates make it easier for Fair Fares participants to manage their discount, report card issues, and choose how their discount is applied.

Change How Your OMNY Discount Is Applied

- A new option lets clients change where their Fair Fares discount is applied.
- Clients can switch between:
 - A Fair Fares-issued OMNY card
 - Their own OMNY card
 - A credit or debit card
- Changes can be made once every 24 hours.
- Lost, stolen, or damaged cards can be replaced.

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→ What's Improved in ACCESS HRA

Fair Fares Card Information

- Clients can now see real-time updates about their Fair Fares discount.
- A new Card Type label shows where the discount is applied.
- Card numbers are partially hidden for security.
- Card expiration dates are displayed.

Fair Fares Applications and Renewals

- Clients can apply for or renew Fair Fares for:
 - Subways & Eligible Buses, or
 - Access-A-Ride
- Clients can choose how their Fair Fares discount is applied.
- If an OMNY card was used before, it may be reused.
- If a card is lost, stolen, or damaged, a replacement can be requested.

Application Assistance Updates

- The application help section now includes additional locations where clients may have received help, including MTA customer service locations.

Updated Conditions of Use

- The Fair Fares Conditions of Use have been updated.
- Clients are shown the latest Conditions of Use during electronic signature and submission.
- The Fair Fares disclaimer content has also been updated to reflect the current terms.

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→ What's Improved in ACCESS HRA (continued)

Report an OMNY Card as Lost, Stolen, or Damaged

- Clients can report an OMNY card that is lost, stolen, or damaged.
- Clients can request a replacement card or choose another way to receive their discount.
- If no payment method is selected right away, funds may be temporarily unavailable until a choice is made.
- Mailing addresses can be confirmed or updated.

Switch from Access-A-Ride to Subways & Buses

- Eligible clients can move their Fair Fares discount from Access-A-Ride to Subways & Eligible Buses.
- If an OMNY card was used before, it may be reused.
- If no card is available, a new OMNY card will be mailed.
- Clients can choose how their discount is applied.
- Changes can be made once every 24 hours.

Cancel Access-A-Ride Discount and Use Subways & Buses Instead

- Clients can cancel their Access-A-Ride Fair Fares discount and apply it to Subways & Eligible Buses.
- Clients can choose how their discount is applied.
- If no OMNY card is available, a new card will be mailed.

Clearer Messages and Confirmations

- Help text, alerts, error messages, confirmation pages, and email confirmations have been updated.
- Messaging now better explains Fair Fares changes related to OMNY.

Mobile App Improvements

- The ACCESS HRA self-service mobile app now shows:
 - Fair Fares enrollment status
 - Card type used for the discount
 - Masked card number
 - Card expiration date

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✓ What's Fixed in ACCESS HRA

No changes in this release.