



ACCESS HRA Release Communication

Release 5.5

Release:

R5.5

Date:

October 3,
2020

The **NYC Department of Social Services - Human Resources Administration (DSS HRA)** is pleased to announce that the following ACCESS HRA updates will go live on **Saturday, October 3rd, 2020**:



Featured updates within ACCESS HRA client portal:

- **Clients will now be able to apply the Fair Fares NYC Discount to their Access-A-Ride trips!**
 - Clients enrolled in Access-A-Ride can now request to apply the Fair Fares NYC Discount to their Access-A-Ride trips by providing their Access-A-Ride ID in ACCESS HRA. Clients who request to apply this discount towards their Access-A-Ride trips will be verified by the MTA as AAR customers prior to the discount being applied.
- **Clients can report an issue with their Fair Fares NYC MetroCard in ACCESS HRA!**
 - Clients who have a Fair Fares NYC MetroCard will now be able to report one of the following issues with their Fair Fares NYC MetroCard in ACCESS HRA:
 - Lost/Can't find it
 - Stolen
 - Never Received
 - Lost in Machine
- **Clients who are IDNYC cardholders can use their IDNYC information to simplify their Fair Fares NYC application!**
 - IDNYC cardholders can list their IDNYC card number on their application. If IDNYC can confirm the cardholder information, the applicant will not have to resubmit documentation to the Fair Fares program for this information.



Featured updates within ACCESS HRA mobile app:

- **The ACCESS HRA mobile app has been expanded to include Fair Fares NYC functionality!**
 - The Fair Fares NYC Upload App introduced in January will no longer be used as Fair Fares NYC clients will now use the existing ACCESS HRA Mobile App to upload documents to support their application.
 - Fair Fares NYC clients will also be able to see data related to their enrollment such as Fair Fares NYC MetroCard status, Access-A-Ride discount status, Fair Fares ID, etc., and will be routed to the ACCESS HRA client portal to perform any available functions.
- **Clients will now be able to see required documents associated to their CA/SNAP case or Fair Fares NYC Discount in the ACCESS HRA Mobile App!**
 - The ACCESS HRA Self-Service user experience has been enhanced to include a list of required documents related to the client's SNAP/CA benefits case and Fair Fares NYC discount. The cards will display the Case Number or Fair Fares Application ID, Document Category, case member for whom the document is required, and the due date.

For screen images of the features introduced in this release, please see the attached Quick Guide. **Please note that the ACCESS HRA client portal can be found here: www.nyc.gov/accesshra. To go directly to the Fair Fares NYC application or client home page, go here: www.nyc.gov/accessfairfares.**

NEW Training on ACCESS HRA is now available for public service organizations!

Sign-up here: <https://booknow.appointment-plus.com/9z3xxln8/>

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