

ACCESS HRA Release Notes

Release 7.5.8.7 — October 22, 2025

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 Changing

Mobile App Updated for the Latest iOS

The ACCESS HRA mobile app has been updated to comply with Apple's latest development requirements (Xcode 16), so the app continues to run smoothly on the newest version of iOS.

Mobile App Menus Now Translate Correctly

The "Dashboard," "More," and "Alert" menu options in the mobile app now display in the client's selected language. Previously, these options always displayed in English regardless of language preference.

Faster Mobile App Performance

Updated procedures now clear outdated cached data, so the mobile app responds faster.

Mobile App Maintenance Messaging

Fixed an issue so the mobile app's maintenance screen now shows clients the correct message during scheduled downtime.

Corrected Login Error Messaging

Fixed an issue where clients saw an incorrect "Please verify your PIN and try again" message when they entered the wrong username or password. Clients will now see: "The combination of email address or username and password was not found. Try again, reset your password, or create a new account."