

# 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](https://www.nyc.gov/accesshra). To go directly to the Fair Fares NYC application or home page, go here: [www.nyc.gov/accessfairfares](https://www.nyc.gov/accessfairfares).



## What's Changing

### Fair Fares Now Fully Supports OMNY

New York City's transition from MetroCard to OMNY for Fair Fares is now complete. These updates make it easier for Fair Fares participants to manage their discount, report card issues, and choose how their discount is applied.

### New! Choose How You Receive Your Fair Fares Discount

For the first time, clients can choose where their Fair Fares discount is applied: a new card mailed to you by Fair Fares, or a card or device you already carry.

- New Fair Fares OMNY Card — Fair Fares mails you a new card, the same way it always has.
- A Card or Device You Already Have — Apply your discount directly to your own OMNY card, a credit or debit card, or your smartphone or smartwatch (using Apple Pay, Google Wallet, or a similar app). No new card needed.

If you choose to use your own card or device, ACCESS HRA can look up the account information needed to apply your discount directly from the MTA — you don't need to find it yourself.

If you previously had an OMNY card, you may be able to reuse it instead of receiving a new one.

Changes can be made once every 24 hours.

### Faster Updates to Your Fair Fares Discount

Fair Fares now connects directly with the MTA in real time, so changes to your discount — like switching payment methods or reporting a card issue — are reflected faster than before.

### Real-Time Fair Fares Card Information

Clients can now see real-time updates about their Fair Fares discount, including whether it's pending or active. A new Card Type label shows where the discount is applied, card numbers are partially hidden for security, and card expiration dates are

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displayed. If a mailed card is returned as undeliverable, that's now reflected in your account status too.

## Clearer Notifications About Your Fair Fares Discount

You'll now receive more detailed alerts and confirmations about your Fair Fares discount — including confirmation when a discount is applied to your own card, guidance if a card you've chosen can't be used for the discount, and notice if you're approaching a card replacement limit.

## Fair Fares Applications and Renewals

Clients can apply for or renew Fair Fares for Subways & Eligible Buses or Access-A-Ride, and choose how their discount is applied — a Fair Fares-issued card or a card or device of their own. 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.

## More Payment Options for Fast Track Clients

Fast Track clients can now choose between multiple payment options when selecting Subways & Eligible Buses: a Fair Fares-issued OMNY card, their own OMNY card, or a credit/debit card or mobile wallet.

## 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.

## Report an OMNY Card as Lost, Stolen, or Damaged

Clients can report an OMNY card that is lost, stolen, or damaged — whether it's a Fair Fares-issued card or their own — and request a replacement 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.

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## 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 not, a new card will be mailed. 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, choosing how their discount is applied. If no OMNY card is available, a new card will be mailed.

## Mobile App Shows More Fair Fares Detail

The ACCESS HRA self-service mobile app now shows Fair Fares enrollment status, the card type used for the discount, a masked card number, and the card's expiration date.