

ACCESS HRA Release Notes

Release 7.6 — July 9, 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 Changing

Simplified Child Support Enrollment

The child support enrollment process has been simplified so all clients now complete the same easy-to-follow form, instead of being routed to one of three different forms. This makes it faster and less confusing to enroll.

Update Contact Info for Both Parents

You can now request updates to contact information for both parents, not just one. A case number is no longer required to submit a request.

Updated Child Support Help Article

We updated the help article about finding a child support form so it only shows the current, correct form. Outdated links have been removed to reduce confusion.

New! Child Support Resources Page

A new help page now offers a collection of helpful resources related to child support services.

Clearer Name for Arrears Cap Program

The name of the Arrears Cap Program application has been clarified so it's no longer confused with the similarly named Arrears Credit Program.

New! Simpler Arrears Credit Program Application

Applying for credit against your child support debt is now easier. You can complete and electronically sign the agreement entirely in the app — no more printing, notarizing, or mailing a paper form. After signing, you'll just need to upload a photo of a valid government-issued ID.

Updated Income Threshold Amount

We updated a dollar amount used in certain child support forms — including requests to review income withholding, and driver's license or professional license suspension challenges — to reflect the current year's guidelines.

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New! Additional Notice Types Now Visible

Two additional types of child support notices are now available to view in the E-Notices section of the app. If you've received one of these notices, you'll now be able to find it there.