

NYCHA Self-Service Portal



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NYCHA Self-Service Program & Initiatives

 Public Housing If you are a NYCHA tenant or if you wish to apply for public housing, here is everything you need to know. LEARN MORE	 Section 8 This program provides assistance to eligible low-and moderate-income families to rent housing in the private market. LEARN MORE	 Agency NYCHA partners with external agencies to provide decent and affordable housing in a safe, secure environment. LEARN MORE	 Opportunity Connect If you are a NYCHA Resident or Member and want to learn more about employment assistance, job training and other opportunities provided through REES, click here. LEARN MORE	 Applicants This online application will walk you through the information NYCHA needs to place you on the waiting list. LEARN MORE
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Process Guide: How to Use the NYCHA Self Service Portal to Complete an Interim Recertification/Interim Change Request

Using this Reference Guide

Welcome to NYCHA's Self Service Portal!

This Reference Guide will assist you through completing an online interim change request. The process has been broken down into sections for ease in following the requirements.

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1. NYCHA's Self Service Portal

NYCHA's Self Service Portal is located at <https://selfserve.nycha.info>. Once registered, you can access your account 24 hours a day.



Do you require a translation to use the Portal? If yes:

Click on “Translate” at the top of the screen to select languages other than English.

You must first read the disclaimer regarding Google Translate, then click “Translate” again. Only after doing this can you select your preferred language.

2. Register Your Account

Before starting your online interim recertification, you must register your account*. Click on “Register for Online Access” at the Portal’s homepage and complete the below steps.



Register.

Enter your information and your current email address.



Confirm your account.

NYCHA will send you an email with a link to confirm your account.



Access your account.

Enter the username and password provided by NYCHA at the log in screen.

**If NYCHA has provided you with a username and password, you can skip the steps for Register and Confirm your account.*

3. Accessing Your Account

Select “View Details” under My Section 8 Cases(s) after logging in to your account.

My Section 8 Case(s)

Section 8	Tenancy
Case #:	7779999
Head:	Participant
Status:	Active
Sub Status:	Rented
VIEW DETAILS	

4. Get Started: Interim Recertification

Select "Interim Recertification" on the left-hand side of the page.

The screenshot shows the NYC Housing Authority MyNYCHA portal. The left sidebar is dark blue with white text and icons. The 'Interim Recertification' option is highlighted with a red rectangle. The main content area is white and shows the 'Case Information' section. It contains three columns of input fields for case details, including Voucher Case Number, Section 8 Admission Date, Head of Household First Name, Tenant Share \$, Last Inspection Date, Lease End Date, Voucher Status, Voucher Unit Size, Contract Rent \$, Last Annual Recertification Date, Last Inspection Result, Voucher Issue Date, Head of Household Last Name, NYCHA Share \$, Next Annual Recertification Date, and Lease Start Date. Some fields are filled with black text, while others are empty or show a dropdown menu.

Then select "Start/Finish my Interim Recertification".

The screenshot shows the NYC Housing Authority MyNYCHA portal. The left sidebar is dark blue with white text and icons. The 'Interim Recertification' option is highlighted with a red rectangle. The main content area is white and shows the 'What would you like to do?' section. It contains a link to 'Start/ Finish my Interim Recertification.' and a description of the process. Below this is a table titled 'Existing Interim Requests' with columns for SR Number, Type, Sub Type, Status, Sub-Status, Resolution, and Effective Date. The table is currently empty.

Read the steps for completing the interim recertification.

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Review&Submit

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Finish

Complete your Interim Recertification in just five easy steps!

Step 1: Report a Change:

Verify your family composition. Please review the names and details of all active members in your household. You may also use this page to indicate if you would like to remove a member or request the addition of a new member to the household.

Step 2: Member Detail Information:

This page allows you to update information pertaining to active family members and individuals you would like to add members or remove members, and enter the details related to the amount, source, frequency, and other information for these individuals. If you your family members do not have income, please indicate in this section.

Step 3: Interim Recertification Summary:

Review all information you provided for the head of household, each family member, and for any new family member(s) you have requested to add to the household. Please review the terms and conditions and check the 'Acknowledgement' box. This agreement is legally binding between you and NYCHA.

Step 4: Document Summary:

Based on the information you provided, you may be required to provide supplemental documents such as pay stubs, bank statements, employment letters, etc. to verify reported income. This page will provide you with a summary of the documents needed to process your interim recertification.

Step 5: Upload Documents

You may upload all supplemental documents required to process your interim recertification on this page.

NOTE:

If you would like to go for reasonable accommodation to meet the needs of persons with disabilities, please contact customer contact centre at 718-707-7771 and a reasonable accommodation form will be mailed to you.

GET STARTED



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7



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SAFE, CLEAN, AND CONNECTED COMMUNITIES

View the list of “Active” household members.

Is it correct?

You **may** select “Add” or “Remove” if needed.

The screenshot displays the MyNYCHA portal interface. At the top, there's a navigation bar with links like Home, Instructions, Members Summary, Review & Submit, Documents Upload, and Finish. Below this, a header section contains Case Number (1700094), Head of Household (Dummy1 Dummy2), and BR Number (1-654108541). The main content area is divided into two sections: "Member Information" and "Pending Member Information". The "Member Information" section is highlighted with a red box and contains a table with columns: Update, Select, First Name, Last Name, Relationship, and Status. It lists two active members: Dummy1 (Child) and Dummy2 (Head). The "Pending Member Information" section shows a pending deletion for a member named TEST (Live-in Aide). Below these sections, there are several dropdown menus for selecting actions: "A request to Remove Head of Household", "A request to Add New Head of Household", "A request to remove Family Member(s)", "Do you want to update any profile information?", "Select New Head Of Household", "A request to add Family Member(s)", and "Change Of Income Requested". At the bottom, there are "BACK" and "SAVE & CONTINUE" buttons.

Update	Select	First Name	Last Name	Relationship	Status
N		Dummy1	Dummy1	Child	Active
N		Dummy2	Dummy2	Head	Active

First Name	Last Name	Relationship	Status
TEST	DUMMY2	Live-in Aide	Pending Deletion

- **Add.** To add a new household member, select “A request to Add Family Member(s)” and follow the steps to enter all of their information.
- **Remove.** To remove an “Active” household member, select “A request to remove Family Member (s)” and provide information on why the family member(s) need to be removed.

5. Reporting a Change in Income

- Report a change in income. For each field with a red asterisk “*” next to it, use the dropdown menu to select the correct option.
- Next to “Change Of Income Request”, select “Yes” from the dropdown menu and follow steps to enter all information.

Case Number: 1700094 Head of Household: Dummy2 Dummy2 SR Number: 1-55451095341

Member Information 1 - 2 of 2

Update	Select	First Name	Last Name	Relationship	Status
☒		Dummy3	Dummy3	Child	Active
☐	N	Dummy2	Dummy2	Head	Active

Pending Member Information 1 - 1 of 1

First Name	Last Name	Relationship	Status
TEST	DUMMY2	Live-in Aide	Pending Deletion

Note : Please select below options to proceed.

A request to Remove Head of Household: *

No

A request to Add New Head of Household:

A request to remove Family Member(s): *

No

Do you want to update any profile information? *

No

Select New Head Of Household:

A request to add Family Member(s): *

No

Change Of Income Request: *

Yes

BACK SAVE & CONTINUE

- Complete the income information for the Family Member listed.
- Then select “REMOVE INCOME” or “ADD INCOME”.

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Finish

Case Number: 1700094

Head of Household: Dummy2 Dummy2

SR Number: 1-55451095341

Instructions

Please enter the Income information for the household member whose name appears below. You may add multiple sources of Income however, the information must pertain to the household member specified below.

Contact Information for -

DUMMY3 DUMMY3

\$ My Income Information

No Records

REMOVE INCOME

+ ADD INCOME()

Income Source	Total Income	Frequency	Start Date	Edit Income

I Confirm

Signed By: DUMMY3 DUMMY3

Signed Date

BACK

CONTINUE

Once finished, check “I Confirm” and click on “CONTINUE”.

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Finish

Case Number: 1700094

Head of Household: Dummy2 Dummy2

SR Number: 1-55451095341

✓ You have successfully Completed your Income. Please click on Continue to proceed.

BACK

CONTINUE

6. Recertification Summary and Submission

Review the summary of what you entered. Make sure that there are no members with an “x” next to their name. If there is an “x”, you must select “Update” to complete all questions related to the member.



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Interim Recertification Summary

Case Number: 1700094

Head of Household: Dummy2 Dummy2

SR Number: 1-55451095341

My Family Composition

1 - 2 of 2

First Name	Last Name	Relationship	Status	Information Complete
Dummy3	Dummy3	Child	Active	✓
Dummy2	Dummy2	Head	Active	✓

\$ My Income Information

1 - 1 of 1

First Name	Last Name	Income Source	Total Income	Frequency	Start Date
Dummy3	Dummy3	Child Support/Alimony	\$500.00	Monthly	3/15/2020 12:00:00 AM

Confirm that you have read the Third-Party Verification: Consent to Release Information Terms and Conditions. Check off both “I confirm” boxes and click “SUBMIT”.

Completion Details

Where did you complete this form?:★
At NYCHA Office

City★
New York

State★
NY

Did anyone help you complete this form?:★
N

Last Name

First Name

Telephone Number

Relationship

Third Party Verification: Consent to Release Information

Please ensure that you have read the Third Party Verification: Consent to Release Information Terms and Conditions. Please note that all authorized family members 18 years of age and older must sign a consent form failure to sign this consent form may result in denial of eligibility and/or termination of subsidy.

To view the Third Party Terms & Conditions, please [Click Here](#)

I Confirm★
☒

★ ACKNOWLEDGEMENT

I Confirm★
☒

Signed By★
Dummy2 Dummy2

Signed Date
4/2/2020

Signed By★
Dummy2 Dummy2

Signed Date
4/2/2020

BACK

SUBMIT

Congratulations on completing your online interim recertification!

Click on “Continue to Document Upload(s)” for detail on required documents needed for NYCHA to complete processing.

NYCHA Housing Authority

My Profile 0

Traducir
Select Language

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Case Number: 1700094 | Head of Household: Dummy2 Dummy2 | SR Number: 1-55451095341

You have successfully Submitted Your Interim Recertification
1-55451095341

This is to confirm the submission of your Interim Recertification for this year. Please use above number as reference.

You may need to submit supporting documentation in order to complete the Interim Recertification process. Please click on the Next button to see the list of documents requested.

You may go online at any time to check the status of your Interim Recertification, or to upload supporting documentation.

If you have any questions regarding your Interim Recertification, please call NYCHA's Customer Contact Center, Monday through Friday, 8:00 a.m. to 5:00 p.m., at (718) 707-7771.

CONTINUE TO DOCUMENT UPLOAD(S)

7. Document Submission

You must provide documents to support your interim recertification/interim change request.

It is important to submit documents demonstrating a decrease income (e.g., a termination letter from an employer) or an increase income (e.g., two consecutive paystubs) Review the *List of Sample Supporting Documents* for examples. Once you have gathered your documents, you may submit them:



1. on NYCHA's Self Service Portal at <https://selfserve.nycha.info>
2. by mail:

New York City Housing Authority
Leased Housing Department
PO Box 19201
Long Island City, NY 11101



Uploading on NYCHA's Self Service Portal is fast and convenient!



You can upload documents directly to your case by using a scanner or taking a picture on your other devices such as an iPad or smartphone.



Use your scanning, smartphone or tablet device to record an image of any documents you need to upload. Click on the “Upload Document” button next to each document you would like to upload.

Home

Documents Upload

Finish

3. Once you have selected the document you would like to upload, click on the Submit button

4. Please note that the document you uploaded will appear in the Documents Received section at the bottom of the page. To ensure that the document has uploaded correctly, click on the View/Print document link of the corresponding document.

5. For FAQs related to uploading documents, please [Click Here](#), or to watch the 'How to Upload Documents' video, please [Click Here](#)

6. If you would like to provide NYCHA with additional documents that are not listed here, please click on the Add Additional Documents button, and follow steps 1-3 as mentioned above.

7. If you have difficulties uploading your documents, please see your property management officer.

Pending documents

No Records

Refresh

Add File

Document Name	Status	Requested For?	Expected Date	Acceptable Doc	Upload Document

Documents Received by NYCHA

1 - 4 of 4

Document Name	Status	Requested For?	Expected Date	View/Print Document
Affidavit of Income - Main Online	Pending Review			View Document
Affidavit of Income for Active Family Members...	Pending Review			View Document
Third Party Verification Consent to Release On...	Pending Review		11/5/2016	View Document
Debts Owed to Public Housing Agencies and T...	Pending Review			View Document

Back

Continue

Select the **Document Name** from the dropdown and click **Browse** to find your document on your device. Once you have located it, click okay and then “Upload Document”.



Upload Document

Vendor/Case#:

Service Request#:

1-99998888877

HOH Name:

Requested For:

Document Category:

Proof of Income

Document SubCategory:

Employment

Document Name:

Contact Remarks:

File to upload:

Browse...

→

Upload Document

Close

Once you have uploaded all of your documents, click “Close”.

9. What Can I Do After Submission?

After your interim recertification has been submitted:

The screenshot shows the 'Recertification' page of the New York City Housing Authority portal. The header includes the NYCHA logo and navigation links: HOME, APPLY NYCHA, CONTACT US, FAQs, TECH SUPPORT, and LOG OUT. A left sidebar contains links for Home, Documents Upload, and Finish. The main content area displays a 'Thank You' notification with the following text: 'You have **successfully** submitted your Recertification online. You can check the status of your Annual Recertification and the information you provided at any time by logging in to the Tenant Self-Service Portal and clicking on the Annual Recertification link. You will be notified via mail and online when your Annual Recertification process is complete.' An 'OK' button is located at the bottom right of the notification area.

you can log in periodically to check the status and view, print or upload documents.

Appendix: List of Sample Supporting Documents

List of Sample Supporting Documents

For each member of your Section 8 household, you must provide the following **ORIGINAL** documentation:

- Birth Certificate **AND**;
- Social Security Card **AND**;
- Proof of Citizenship or Alien Registration Card **AND**;
- Marriage License (if applicable) or Domestic Partnership Certificate

If any household member has any income, asset, or expenses, you must provide **CURRENT** documentation as proof.

ACCEPTABLE DOCUMENTS FOR PROOF OF INCOME		ACCEPTABLE DOCUMENTS FOR PROOF OF ASSETS	
INCOME SOURCE	EXAMPLES OF ACCEPTABLE DOCUMENTS	ASSET SOURCE	EXAMPLES OF ACCEPTABLE DOCUMENTS
EMPLOYMENT	• Pay stubs (please provide at least two consecutive pay stubs) • W-2 • Verification of Employment from your Employer • Payroll History	CHECKING ACCOUNT SAVINGS ACCOUNT	• Bank Statement(s) (All Pages) • 1099 Interest Statement(s)
SELF-EMPLOYMENT	• Federal Tax Returns (1040 A-S, 1040EZ, 1040-L) • 1099 Statement(s) (1099-DIV, 1099-G, 1099-MISC, 1099-R) • Certificate of Net Worth • State Tax Returns (IT-150S, IT-201L, etc.) • Certified Transcript of Tax Return	STOCKS/BONDS	• Stock Broker Summary/Statement(s): Stocks, Bonds and Mutual Funds • Stock Certificate(s) (copy) • 1099 Interest Statement(s)
SOCIAL SECURITY	• SSI Award Letter AND SSP Letter (State Disability) • Social Security Benefits	MONEY MARKET FUNDS MUTUAL FUNDS	• Bank Statement(s) (All Pages) • Stock Broker Summary/Statement(s): Stocks, Bonds and Mutual Funds • Stock Certificate(s) (copy) • 1099 Interest Statement(s)
PUBLIC ASSISTANCE	• Budget Letter	RETIREMENT (401K/ROTH)	• 401K / IRA / ROTH Statement(s) • Bank Statement(s) (All Pages)
MILITARY PAY VETERANS BENEFITS	• Pension Award Letter • Military Pay Statement • Veteran's Pay Statement	LIFE INSURANCE POLICY (Whole Life or Term Life)	• Life Insurance Policy Statement(s)
WORKERS COMPENSATION	• Workers Compensation Statement	TRUST FUNDS	• Proof of Trust Funds which includes: • Trust Agreement(s) • Bank Statement(s) (All Pages)
CONTRIBUTIONS	• Contributor Statement	REAL ESTATE	• Letter from Closing Attorney and Unrecorded Deed • Letter or Agreement from the Condominium/Co-Op • Testamentary Letters from the Estate • Proprietary Co-Op Letter • Co-op Shareholder Certificate • Recorded Deed • Federal Tax Return (including Schedule E)
PENSION/ANNUITY	• Pension Award Letter • Annuity Documents		
CHILD SUPPORT/ ALIMONY	• Alimony Documents • Statement from Child Support Provider • Court Order • Court Stipulations		
ADOPTION/ FOSTER CARE	• Foster Care Letters • Guardianship Papers • Letters of Administration		
ACCEPTABLE DOCUMENTS FOR PROOF OF EXPENSES			
EXPENSES SOURCE	EXAMPLES OF ACCEPTABLE DOCUMENTS		
CHILD CARE EXPENSES	• Childcare Affidavit		
EDUCATION EXPENSES	• Full Time Student Verification Letter (18 years and older)		
MEDICAL EXPENSES	• Medical Documents		
DISABILITY EXPENSES	• Any unreimbursed Medical or Disability expenses such as Receipts for Prescription or Non Prescription Medicines, Receipts for Medical Supplies and Equipment, Medical Insurance Premiums, Receipts for Services of Doctors, Health Care Professionals, or Health Care Facilities, etc.		