



ACCESS HRA Release Communication

Release 5.0

Release:

R5.0

Date:

**January 19,
2019**

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, January 19, 2019:**



Featured updates for Supplementation Nutrition Assistance Program (SNAP) and Cash Assistance (CA) clients as well as HRA Partners:

- **We are excited to announce that the ACCESS HRA Client Portal has been completely redesigned! Using AHRA is now as user-friendly on a mobile device as it is on a PC!** This redesign will make transactions such as recertifying for SNAP even easier for clients accessing the site from a mobile device as clients will be able to seamlessly connect from the ACCESS HRA mobile app to the ACCESS HRA Client Portal.
 - **ACCESS HRA Client Portal:** The website has undergone a major redesign.
 - **Find My Case** – As a point of entry to AHRA, all clients will now be prompted to connect to their HRA case. The more we know about a client’s case when they arrive at the site, the more we can navigate them to important eligibility actions and case specific information.
 - **Case Action Alerts** – In the event that a client is within their Recertification or Periodic Reporting window, messaging via pop-up alerts are now displayed throughout the system “Recertification Due! Submit Now” to inform clients that a case action is required to continue benefits.
 - **Client Profile** – A new ‘Client Profile’ page will now allow clients to update their ACCESS HRA account, contact information, and connect to their HRA case all in one place. Additionally, any update made to a client’s contact information will now be applied to all open cases whether for SNAP or Cash Assistance.
 - **Appointments** – A map feature has been added to the appointments page, allowing clients to click to view a map or get directions to any HRA appointment.
 - **Mobile App Uploads** – A new section of the Documents page will now display a list of documents uploaded using the mobile app. Uploaded documents will display for 100 days.
 - **Recent Notifications** – A new list of email notifications sent to the client from ACCESS HRA will be listed on User Home to inform clients of those important case alerts.
 - **Navigation Bar** – The layout of AHRA has been updated to create separate pages for important case information, all accessible via the navigation bar across the top of all screens: Home, Benefits, Appointments, Documents, Payments, E-Notices, Partners, Profile.
 - **ACCESS HRA Mobile App:** Clients will be able to seamlessly connect from the mobile app to the portal:
 - New prompts have been added to the mobile app such as “Submit Now” or “Continue Draft” allowing clients to submit an online recertification, Periodic Report or resume a draft online application via the portal.
 - Request a Budget Letter button has been added to the mobile app. Budget letters will appear in the client’s account as an e-notice.

For screen images of the features introduced in this release, please see the attached Quick Guide. **Please note that ACCESS HRA website is now found at: www.nyc.gov/accesshra.**

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

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

Please consider the **environment** before printing.