



ACCESS HRA Release Communication

Release 5.7

Release:

R5.7

Date:

January 29th,
2022

The **NYC Department of Social Services - Human Resources Administration** (DSS HRA) is pleased to announce the following ACCESS HRA updates will go live on **Saturday, January 29th, 2022**:



Featured updates within ACCESS HRA mobile apps:

- **New ACCESS HRA Child Support Mobile App!**

- Clients will now be able to submit an enrollment form or referral for Child Support Services via our new ACCESS HRA Child Support Mobile app (nyc.gov/childsupportmobile)! The following forms will now be accessible via this mobile app for clients to complete and submit:
 - LDSS-5143 - Application for Child Support Services
 - LDSS-5145 - Referral for Child Support Services
 - LDSS-4882 - Application/Referral for Child Support Services
- The app will show users a list of documents they must return to the agency or bring to their court date. For documents that should be returned to the agency, clients can submit them directly from the mobile app!
- Clients will be able to use the same log in information for the ACCESS HRA client portal, ACCESS HRA Mobile app, and the new Child Support Mobile app.
- Clients can download this new mobile app in their Google Play or App Store by searching for "ACCESS HRA", "Child Support", or "OCSS".



Featured updates within ACCESS HRA client portal:

- New security features are being introduced to gather a recovery email address for client accounts
- Updates within ACCESS HRA will direct clients to the New York State Emergency Rental Assistance Program

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.

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

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

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