

The screenshot shows the ACCESS HRA Portal Home Page. At the top, there is a navigation bar with the NYC logo and a language selection menu. The language menu includes buttons for English, Español, العربية, 中文, Kreyòl Ayisyen, 한국어, and русский. Below the language menu, there are three main sections: 'Apply Now', 'Log In / Create Account', and 'Get Information'. The 'Apply Now' section features a green button with a pencil icon and the text 'Apply Now Start New Application / Recertification'. The 'Log In / Create Account' section has two blue buttons: 'Log In' with a person icon and 'Create Account'. The 'Get Information' section is a list of links under the heading 'Get Information'. To the right of these sections is a 'What's New' section with a heading 'What's New' and several paragraphs of text. At the bottom of the page, there is a footer with links for 'Terms of Use', 'Privacy Policy', and 'Contact Us', and a copyright notice for the City of New York, 2017.

Apply Now

Apply / Recertify online for these programs:

- Supplemental Nutrition Assistance Program (SNAP)
- Cash Assistance (CA)
- Medicaid Renewals



Apply Now

Start New Application / Recertification



Log In

Create Account

Get Information

HRA Office Locations

Log in to Print Medicaid Renewal Form

View and Print Forms

Information on How to Apply

Documents You Need to Apply

Check your eligibility for over 30 NYC programs

Live outside of NYC? Visit New York State My Benefits website

ACCESS HRA User Guide

Looking for the SCRIE or DRIE online application? Click here for more information on how to apply.



ACCESS HRA
YOUR WAY

Welcome to HRA's new online portal. Just one of the ways HRA is changing for you!

Apply online for Supplemental Nutrition Assistance Program, Cash Assistance, Medicaid renewal.

Manage your benefits online. Read agency notices.

What's New

IDNYC is the new, free identification card for all New York City residents, which will give all of us the opportunity to show who we are—New Yorkers. To learn how to apply go here.

Know Your Rights: Do you receive housing assistance? Click here for more information.

What is the NYC Rent Freeze Program?

Get Help

Click the question mark icon (?) for answers to frequently asked questions about ACCESS HRA.

Select a Language

ACCESS HRA is available in seven languages, including English, Spanish, Arabic, Chinese, Haitian Creole, Korean, and Russian and is formatted for text-to-speech screen readers.

Get Information

Find out how to apply and which documents you need, search for office locations, and view and print forms.

Contact Us

Submit questions to ACCESS HRA help.

Your Homepage

Create an Account

From the home page, click “**Apply Now**”, “**Log In**”, or “**Create Account**” to create your account.

Create Account

EMAIL

Email Address or Username:

PASSWORD

Password:
 Confirm Password:

NAME

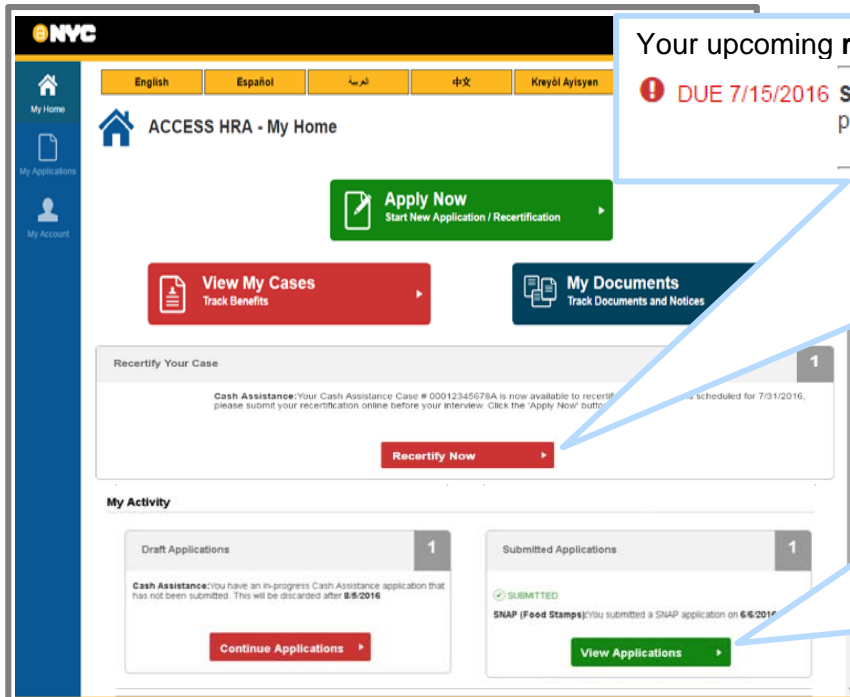
First Name:
 Middle Initial:
 Last Name:

Why should I create an ACCESS HRA account?

Creating an account allows you to apply or recertify online for certain programs, such as SNAP or Cash Assistance, as well as print your online Medicaid Renewal form through ACCESS HRA.

Can I update my Account Information?

Yes. From ACCESS HRA you can select the ‘My Account’ option at any time, and then ‘Edit Username/Password’ to change any of your ACCESS HRA account details.



The screenshot shows the ACCESS HRA homepage with a navigation sidebar on the left containing 'My Home', 'My Applications', and 'My Account'. The main content area includes a language selector at the top, followed by 'ACCESS HRA - My Home'. Below this are three main action buttons: 'Apply Now' (green), 'View My Cases' (red), and 'My Documents' (blue). A 'Recertify Your Case' section displays a message about a Cash Assistance case and a 'Recertify Now' button. At the bottom, there are two sections: 'Draft Applications' with a 'Continue Applications' button, and 'Submitted Applications' with a 'View Applications' button.

Your upcoming **recertifications** will display on your home page.

! DUE 7/15/2016 SNAP (Food Stamps):Your recertification due date is approaching. If you do not complete the recertification process, your benefits will end on **7/15/2016**.

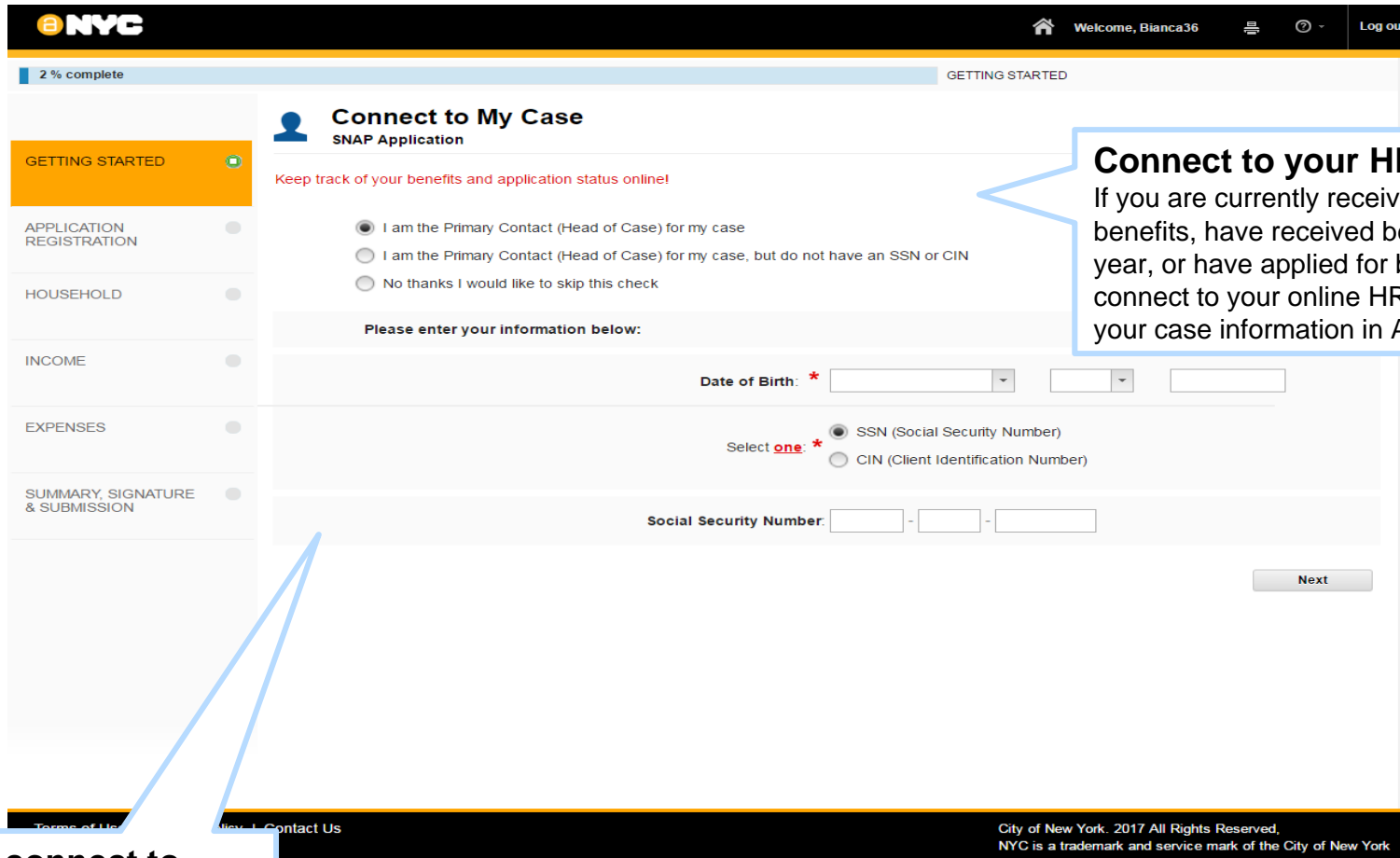
Your home page will also keep a record of recently submitted **applications**.

Submitted Applications 1

SUBMITTED

SNAP (Food Stamps):You submitted a SNAP application on **3/27/2017**.

View Applications ▶



Connect to My Case
SNAP Application

Keep track of your benefits and application status online!

I am the Primary Contact (Head of Case) for my case
 I am the Primary Contact (Head of Case) for my case, but do not have an SSN or CIN
 No thanks I would like to skip this check

Please enter your information below:

Date of Birth: * [] [] []

Select **one**: *
 SSN (Social Security Number)
 CIN (Client Identification Number)

Social Security Number: [] - [] - []


Next

Connect to your HRA case profile


If you are currently receiving SNAP or CA benefits, have received benefits in the past year, or have applied for benefits, you can connect to your online HRA case profile to view your case information in ACCESS HRA.

Why connect to your HRA case profile?

Lets you view detailed information about your case, including the 'My Cases' and 'My Documents' pages. You can connect to your HRA case profile at anytime. Go to ACCESS HRA and select the 'My Account' icon.



My Cases



My Documents



View My Cases
Track Benefits

View your cases

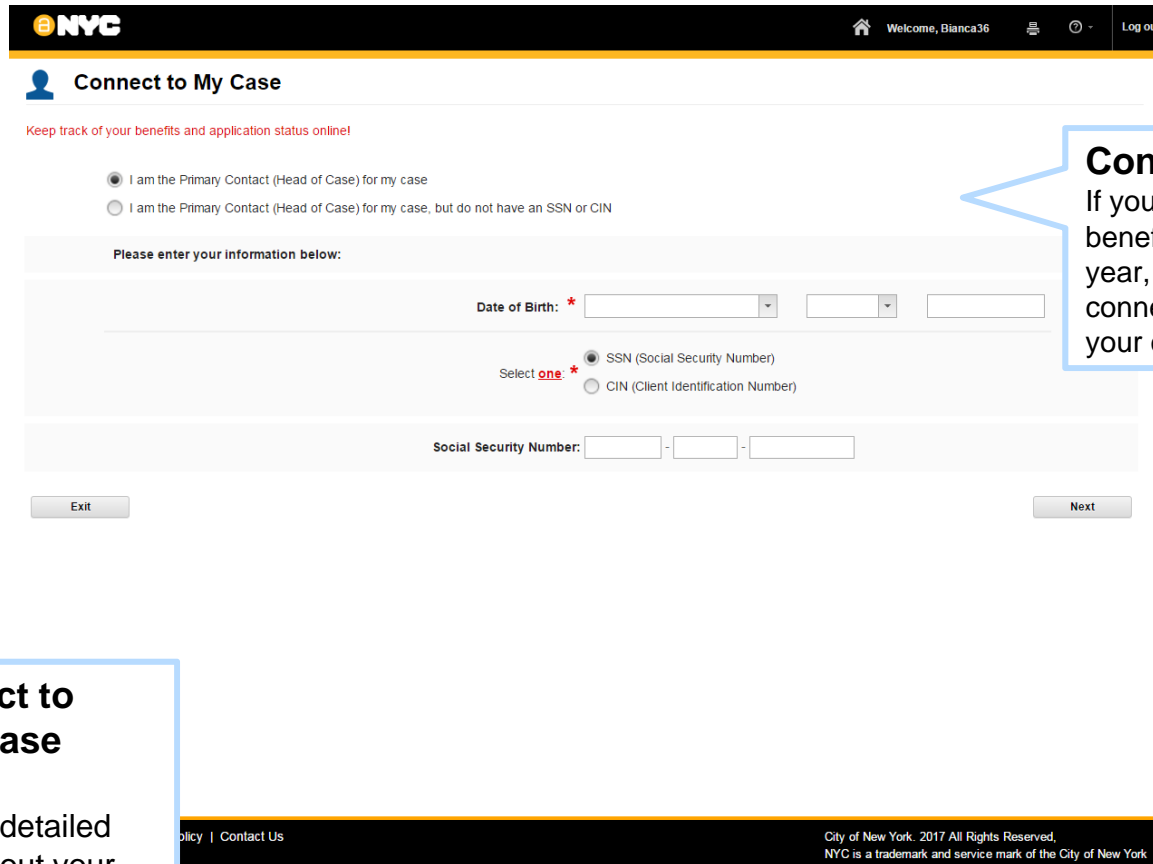
Lets you track your case information, such as Application Status, upcoming Benefit Payments and Appointments. You can even update Contact Information, such as the Mailing Address that HRA currently has on file for you.



My Documents
Track Documents and Notices

View your documents

Lets you view electronic notices HRA posted to your case as well as recently submitted documents that HRA received for your application or case.



NYC Welcome, Bianca36 Log out

Connect to My Case

Keep track of your benefits and application status online!

I am the Primary Contact (Head of Case) for my case
 I am the Primary Contact (Head of Case) for my case, but do not have an SSN or CIN

Please enter your information below:

Date of Birth: * [Month] [Day] [Year]

Select **one**: *
 SSN (Social Security Number)
 CIN (Client Identification Number)

Social Security Number: [] - [] - []

Exit Next

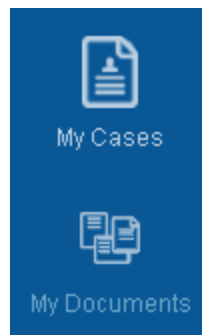
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Connect to your HRA case profile

If you are currently receiving SNAP or CA benefits, have received benefits in the past year, or have applied for benefits, you can connect to your online HRA case profile to view your case information in ACCESS HRA.

Why connect to your HRA case profile?

Lets you view detailed information about your case, including the 'My Cases' and 'My Documents' pages. You can connect to your HRA case profile at anytime. Go to ACCESS HRA and select the 'My Account' icon.



View your cases

Lets you track your case information, such as Application Status, upcoming Benefit Payments and Appointments. You can even update Contact Information, such as the Mailing Address that HRA currently has on file for you.



View your documents

Lets you view electronic notices HRA posted to your case as well as recently submitted documents that HRA received for your application or case.

View your Documents
Lets you to view notices or documents that HRA has on file for your case(s) or application.

View Agency Notices about your Case
Lists the notices that were posted to your case over the last 60 days. Click on the 'Read' link to view a PDF of the notice.

See more Notices...
Click on the 'See more Notices...' link to change the notices you can view from 60 days to the last 3 months, last 6 months, or last year.

Questions?
Call HRA Infoline at 718-557-1399

My Documents
HRA notices and documents from your case(s) are listed below. Important information can be found in "More Info".

Agency Notices about your Case
Key actions and decisions for your case are in the notices below. Please note: Not all notices will only be received by mail at your Mailing Address on file.
Please read all New notices within 7 days.

Notices from the last 60 days are shown below.

Status	Case Member	Notice	Case Number	Date Issued	Action
	Jon Smith	WINRO154 - Budget Letter Request/ Semi-Monthly Cash Assistance Budget Calculation /SNAP Budget Calculation For CA & CA-SSI Cases	00012345678A	12/27/2016	Read
	Jon Smith	LDSS-3152 Action Taken on Your Food Stamp Case	00012345678A	12/26/2016	Read
	Jon Smith	FIA-1104 Notice Regarding Your Request for a Utility Grant	00012345678A	12/22/2016	Read
	Jon Smith	Action Taken on Your Request for a Utility Grant	00012345678A	1/19/2016	Read
	Jon Smith	W-113K Documentation Required			

[See more Notices...](#)





Agency Notices about your Case [More Info](#)


Key actions and decisions for your case are in the notices below. Please note: Not all notices for your case are shown here. Certain notices will only be received by mail at your Mailing Address on file.


Please read all New notices within 7 days.

Show Notices for: [Search](#)

- Last 3 Months
- Last 6 Months
- Last Year



Welcome, Jon Doe   


My Home




My Documents

HRA notices and documents from your case(s) are listed below. Important information can be found in "More Info".

 **Questions?**
Call HRA Infoline at 718-557-1399

Recent Documents for your Case

[More Info](#) 

The following documents have been added to your case in the last 60 days.

Documents must be reviewed and accepted by an agency worker before eligibility requirements can be met.

Case Member	Documents for your Case	Case Number	Date on File
Jon Smith	Biopsychosocial Evaluation	00012345678A	12/22/2016
Jon Smith	Supplemental Security Income Check	00012345678A	12/22/2016
Jon Smith	Bank Account Statement	00012345678A	12/22/2016
Mary Smith	Life Insurance Policy	00012345678A	12/22/2016
Mary Smith	Statement of Rental Income Received	00012345678A	12/22/2016





Showing 5 of 12
[Show all Documents](#)


[Return to Home Page](#)


View Recent Documents for your Case


Lists the documents that you recently submitted to HRA that were received. Documents from within the last 60 days will appear here within your account. This includes documents that you have:


- Uploaded through the HRA Document Upload Mobile app
- Dropped off at an HRA center
- Sent to HRA via mail or fax



Welcome, Jon Doe   



My Home


My Applications


My Account


My Cases


My Documents



Case List

My Cases

Your HRA cases for the last 12 months are below. Medicaid-only cases will not display. It take up to 45 days to receive a final decision about your eligibility.
[Click "Show Info" to see your benefits, application status, upcoming documents, request a budget letter, and more.](#)

My Cases

Case Number	Benefit	Case Status	Next Recertification	Action
00012345678A	Cash Assistance	Application Received	--	Show Info
00012345678B	Food Stamps / SNAP	Active	February 2017	Show Info
00012345678C	Cash Assistance - Emergency Benefit	Closed - Excess Earned income	--	Show Info
00012345678D	Cash Assistance	Rejected - Unable to Locate	--	Show Info

My Cases

Lets you view a list of all HRA cases related to you along with the current status of each case. If one of your cases is "Closed" or "Rejected", a reason is displayed next to the status. Also, if you have a recertification coming up, the date when you can start that recertification is displayed in the 'Next Recertification' column.

Return to Home Page

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Show Info - Case Details

Click on the 'Show Info' link to access the 'Case Details' page for the selected case.

Your HRA Case Profile - My Cases

Case Number	Benefit	Case Status	Next Recertification	Action
00012345678A	Cash Assistance	Active	June 2017	Show Info

NYC
Welcome, Jon Doe

My Home

My Applications

My Account

My Cases

My Documents

Case Details - 00012345678A

My Cases

Paperless Status: ENROLLED
Update your paperless status [here](#)

Questions?
Call HRA Infoline at 718-557-1399

Scroll down to view case information or jump to a specific section using these links:

[My Benefits](#) | [My Payments](#) | [Budget Letter](#) | [My Household](#) | [Contact Me](#)

Actions Needed More Info ?

In order to receive benefits, the following actions need to be taken for your case.

- ✔ **Apply:** Your application has been received.

Your recertification application was received on **12/6/2016**.

- Keep Appointments:** After your interview, additional appointments may be needed depending on the program. See the My Upcoming Appointments section below for more info.
- Return Documents:** You can return these in person at a center, by mail, fax or through the HRA Easy Docs site on your mobile device.

5 My Upcoming Appointments

This may not be a complete list of all appointments.

NEXT WEEK Cash Recertification Appointment
John Smith
10:30am
February 7, 2017 Location: Bergen SNAP Center
275 Bergen Street
Brooklyn, NY 11201

KEPT On Demand Interview
John Smith
DUE BY February 2, 2017 Location: Bergen SNAP Center
275 Bergen Street
Brooklyn, NY 11201

MISSED SNAP Application Interview
John Smith
10:30am - 2:00pm
January 30, 2017 Location:
4 WTC 33rd Floor
New York, NY 10006

7 Documents I Need to Submit

This list may not reflect your recent activity.

DUE 2/23/2017

Proof of Identity	Mary Smith (2/2/1982), Erin Smith (3/3/2013)
Proof of Age	John Smith (1/1/1980)
Proof of Earned Income	John Smith (1/1/1980)
Proof of Residence	John Smith (1/1/1980)
Proof of Unpaid Bills	John Smith (1/1/1980)

Paperless Status

Your current status for paperless notices is displayed at the top of the 'Case Details' page. Click the 'here' link to navigate to the section where your *Paperless Status* can be updated.

View Documents You Need to Submit


Lets you view a list of documents that HRA still needs for your application or case.


View Upcoming Appointments


Lets you view upcoming appointments that have been scheduled for your case.

7

Your HRA Case Profile - My Cases

 My Home


 My Applications




Case Details - 00012345678A



My Cases

Scroll down to view case information or jump to a specific section using these links:

 **Paperless Status: ENROLLED**
Update your paperless status [here](#)

 **Questions?**
Call HRA Infoline at 718-557-1399

[My Benefits](#) | [My Payments](#) | [Budget Letter](#) | [My Household](#) | [Contact Me](#)

My Benefits
[Top of Page](#) 
[More Info](#) 

Cash Assistance (CA) ACTIVE

Active

EBT Balance * As of 7/20/2016

\$200.99

Food Stamps (SNAP) ACTIVE



Active

EBT Balance * As of 7/20/2016

\$100.50

Medicaid (MA) ACTIVE

Active

My Payments
[Top of Page](#) 
[More Info](#) 

Payments made to your EBT card, or directly to your landlord. Click on the "Payments" link below to see details from the last 60 days.

View Benefit Details
Lets you view current EBT balance as well as a list of past benefit payments and upcoming benefit payments.


Check Current EBT Balance


PAYMENT MADE	
Benefit Type: Recurring Semi-Monthly Cash Assistance Benefit	Paid To: EBT Card
Payment Made: 12/30/2016	\$212.00


CASHED	
Benefit Type: Shelter Payment to Landlord	Paid To: ABC Landlord 17 Battery Place New York, NY 10004
Payment Made: 12/28/2016	\$175.00

[Show all 5 payments](#)

Your HRA Case Profile - My Cases

 My Home

 My Applications





Case Details - 00012345678A

My Cases

Scroll down to view case information or jump to a specific section using these links:

[My Benefits](#) | [My Payments](#) | [Budget Letter](#) | [My Household](#) | [Contact Me](#)

 **Paperless Status: ENROLLED**
Update your paperless status [here](#)

 **Questions?**
Call HRA Infoline at 718-557-1399

Request Budget Letter
Lets you request a budget letter online. It is sent to the mailing address that HRA has on file for your case. It is also available on the 'My Documents' page the next business day.

Budget Letter

[Top of Page](#) 

[More Info](#) 

You can request budget information related to this case. Once the Budget Letter has been requested, it will be available the next day in the 'Notices about your Case' section of the 'My Documents' page.

[Request Budget Letter](#)

[More Info](#) 

My Household

[Top of Page](#) 

Residence Address:

4 METROTECH CENTER
BROOKLYN, NY 11201

Mailing Address:

Your Mailing address is the same as your Residence address on file.


Reasonable Accommodations:


Help for People Who Are Deaf or Hard of Hearing


IN EFFECT

Case Member	CA Status	SNAP Status	MA Status
Jon Doe (1/1/1980)	Active	Active	Active
Mary Doe (2/2/1982)	Applying	Applying	Applying
Erin Doe (4/4/1990)	Closed	Closed	Closed

View your Household
Lets you see a list of the people on your case and their current status. You can also view the Residence and Mailing Address that HRA has on file for your case.

 My Home

 My Applications





Case Details - 00012345678A

My Cases

Scroll down to view case information or jump to a specific section using these links:

[My Benefits](#) |
 [My Payments](#) |
 [Budget Letter](#) |
 [My Household](#) |
 [Contact Me](#)

 **Paperless Status: ENROLLED**
 Update your paperless status [here](#)

 **Questions?**
 Call HRA Infoline at 718-557-1399

Contact Me

The contact information for your case is:

Edit Contact Information

Click on the 'Edit or Enroll' button to see and request changes to the contact information for your application or case, such as:


- Mailing Address
- Language for Notices
- Email Address
- Primary Phone Number

More Info 


Edit or Enroll

Edit Contact Information

More Info 

 **Stay informed!** You can receive emails and/or text messages about your case and upcoming due dates. By opting in, you are agreeing to allow HRA to send you emails and text messages to the contact info below.

How would you like to stay informed about your case?

Email and Text Message (paperless) 

Language for Notices:

English 



Email Address on file:

jondoe@gmail.com


Confirm Email Address:

jondoe@gmail.com

Primary Phone Number:

212-555-7777 Cell  

Alternate Phone Number:

212-555-6666 Work 

Send text messages to this phone number:

Primary Phone Number 

Current Mailing Address

We have the following mailing address on file for your current case:

c/o Jim Doe
4 Metrotech Center
Brooklyn, NY 11201

Check here if your mailing address has changed.

Sign up for Email and Text Messages

Lets us know how you would like to receive information about your case. Options include:

- Email and Text Message (paperless)
- Email only (paperless)
- No electronic notifications

E-Notices – Go Paperless!

E-Notices – Go Paperless!

Lets you see notices for your case on the ACCESS HRA 'My Documents' page.

You can enroll in paperless notices while completing a SNAP Application (*shown below*) or Recertification, or Cash Assistance Application or Recertification. Your ACCESS HRA account must be connected to your HRA case profile **before you start** the application or recertification. You must also sign up for email notifications **and** provide an email address to enroll in paperless notices.

Contact Information
SNAP Application

All questions with an asterisk (*) must be answered.

Contact Information

Which phone number(s) do you prefer we use to contact you?

PRIMARY Phone Number & Extension: ext. Type

ALTERNATE Phone Number & Extension: ext. Type

Email Address (Example: yourname@email.com):

Stay Informed!

Stay informed! You can receive EMAILS and/or TEXT MESSAGES about your application and upcoming due dates. By choosing this option below, you are agreeing to allow HRA to send you emails and text messages to the contact info above. Text message and data rates may apply.

How would you like to stay informed about your case?

Send text messages to this phone number:

E-Notices - Go Paperless!

You can now receive certain Notices online through ACCESS HRA. Certain Notices will still be sent to your Mailing address.

Would you like to go paperless and view your case Notices online?

ACCESS HRA Disclosure Statement/Agreement to Receive Electronic Notices

1. I agree to have the NYC Human Resources Administration (HRA) use the paperless method described in this paragraph to provide certain notices to me. HRA will post certain notices electronically in my account in the online service called ACCESS HRA and send me e-mail alerts about these notices. In addition to e-mail alerts, participants are also given the option to receive both e-mail and text message alerts. When referring to the word "alert" in this document, the term will mean e-mail alert or an e-mail and text message alert.

2. I agree that when I receive an alert, I will log into my ACCESS HRA account and read the electronic notice. I am able to receive these alerts because I chose the 'Go Paperless' option in ACCESS HRA and verified my e-mail address.

3. I agree to check my e-mail account for any alerts at least once a week, and if there are any alerts, to go to my ACCESS HRA account to read the posted electronic notice(s). I understand that failure to read and respond to these electronic notices may result in my program benefits (such as SNAP, Cash Assistance, or other benefits) being denied, reduced, or stopped.

I would like to enroll in paperless notices. I agree to the terms and conditions of enrollment above. By checking the following box, I am signing this agreement electronically, and I understand that an electronic signature is legally equivalent to a signature by hand.

Edit Contact Information More Info ?

Stay informed! You can receive emails and/or text messages about your case and upcoming due dates. By opting in, you are agreeing to allow HRA to send you emails and text messages to the contact info below.

How would you like to stay informed about your case?

Language for Notices:

Email Address on file:

Confirm Email Address:

PRIMARY Phone Number & Extension: +1 ext. Type

ALTERNATE Phone Number & Extension: +1 ext. Type

Send text messages to this phone number:

Current Mailing Address

We have the following mailing address on file for your current case:

4 METROTECH CENTER 18A
BROOKLYN, NY 11201

Voters Registration

If you would like to register to vote or change your current voter registration address, click [here](#) to open a voter registration form to print. Mailing instructions are included on the form.

E-Notices - Go Paperless!

You can now receive certain Notices online through ACCESS HRA. Certain Notices will still be sent to your Mailing address.

ACCESS HRA Disclosure Statement/Agreement to Receive Electronic Notices

1. I agree to have the NYC Human Resources Administration (HRA) use the paperless method described in this paragraph to provide certain notices to me. HRA will post certain notices electronically in my account in the online service called ACCESS HRA and send me e-mail alerts about these notices. In addition to e-mail alerts, participants are also given the option to receive both e-mail and text message alerts. When referring to the word "alert" in this document, the term will mean e-mail alert or an e-mail and text message alert.

I would like to enroll in Paperless notices.

I agree to the terms and conditions of enrollment above. By checking the following box, I am signing this agreement electronically, and I understand that an electronic signature is legally equivalent to a signature by hand.

You will not be able to update this information again for 24 hours. Please select "Save" to confirm information.

Edit Contact Information

You can edit your *Paperless Status* preference at anytime on the 'Case Details' page using either option below:

- Click on the **Edit or Enroll** button in the Contact Me section
- Click the '**Update your paperless status here**' link

Apply for SNAP or Cash Assistance

Applying for benefits is easy!

- Answer questions about your household, income, and expenses.
- Review a summary of your answers and make changes, if needed.
- Electronically sign and submit your application.

5 % complete APPLICATION REGISTRATION

Application Registration

SNAP Application

GETTING STARTED

APPLICATION REGISTRATION

HOUSEHOLD

INCOME

EXPENSES

SUMMARY, SIGNATURE & SUBMISSION

All questions with an asterisk (*) must be answered.

If you are not applying for benefits yourself, but on behalf of a child who lives with you, please enter your information as the Head of Household.

Head of Household Help ?

First Name: *

Middle Initial:

Last Name: * ?

Gender:

i It is important to provide your date of birth to assist the agency with processing your application.

Date of Birth (Example: December 4 1986):

Language Information

What language do you prefer to speak? ?

After you submit your application, you will get notices about your case. Notices are available in multiple languages.

Which language do you prefer to receive written notices in? (If your preferred language is not listed, please select English) * ?

Previous Next

NYC Welcome, Jon Doe

Confirmation Page

SNAP Application

Keep this for your records

Confirmation Number: 3000186
Submission Date is: 08/16/2016 11:41 AM
[View Printed Summary](#) You can also return to ACCESS NYC anytime to print or save this form later.

SUCCESS! YOU HAVE SUBMITTED YOUR APPLICATION. SEE YOUR NEXT STEPS BELOW...

Next Steps:

Remember that SNAP/Food Stamps benefits will not be issued until you complete the following steps:

Be Ready

Complete the interview within the next 5 days to be considered for faster benefit processing!

Interview

CALL US to complete your REQUIRED INTERVIEW!
Phone Number: 718 SNAP NOW (718-762-7669)

Call US NOW! Or before 8/25/2017
Hours: Monday to Friday, 8:30am – 5pm
Hint: Thursday and Friday afternoon have the shortest wait times.

If you require an in person appointment call Infoline at 718-557-1399 or go to your local SNAP center. Free language services are available.

Return Documents

Returning documents just became easier! Here's how to do it:

- By smart phone or tablet: www.nyc.gov/hradocs
- At your local SNAP center
<http://www1.nyc.gov/site/hra/locations/snap-locations.page>
- At a community partner
http://www1.nyc.gov/assets/hra/downloads/services/snap/CBO_EASE_SITES.pdf
- By fax or mail (please include a cover sheet with your name and confirmation number)
Brooklyn: 917-639-1112
P.O. Box 380886, Brooklyn NY 11238-9811
Bronx & Queens: 917-639-1113
P.O. Box 19088, Long Island City NY 11101-9773
Manhattan & Staten Island: 917-639-1113
P.O. Box 89002, Brooklyn NY 11208-9812

Click here for [SNAP FAQs](#) or here [Cover Sheet](#) for more information.

If you are applying on a public computer, it is recommended that you click Log Out.

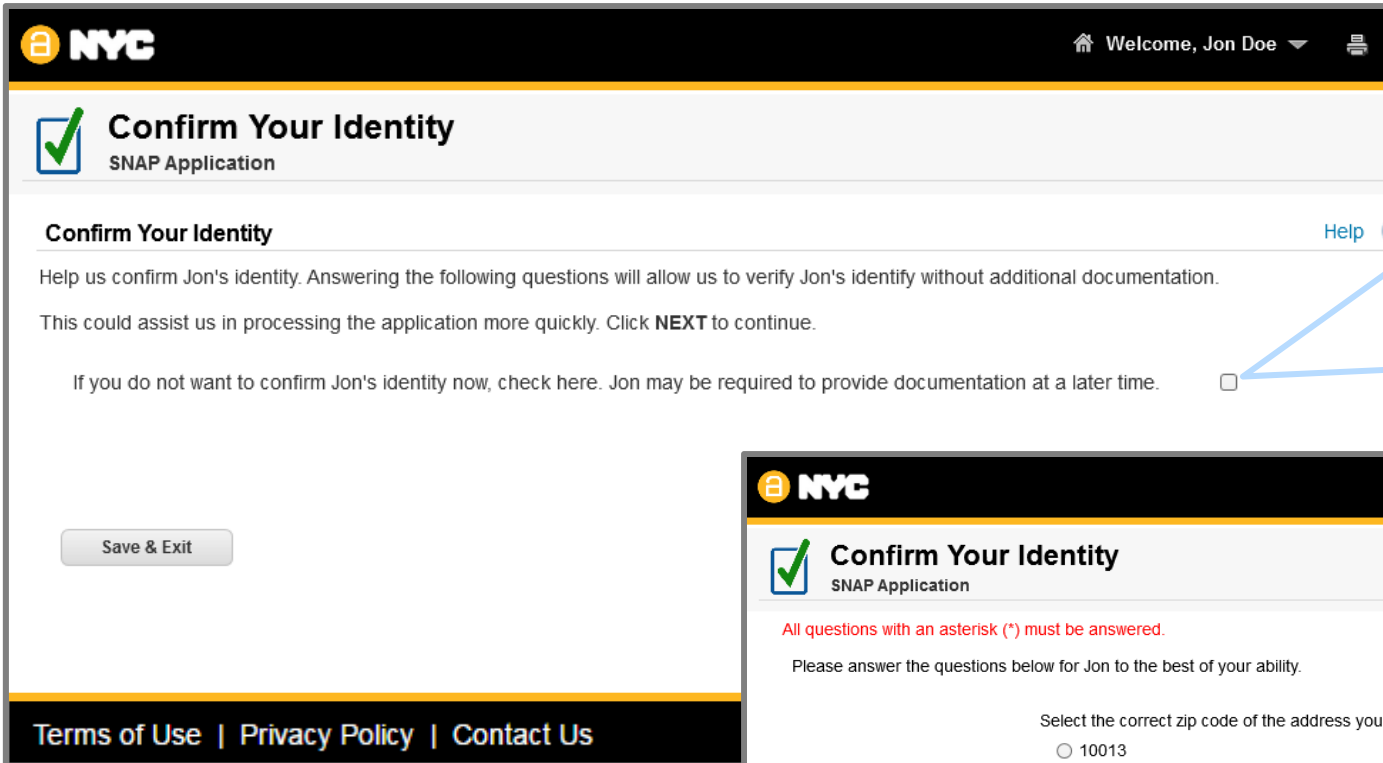
[Return to Home Page](#) [Log Out](#)

[Terms of Use](#) | [Privacy Policy](#) | [Contact Us](#)

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Confirmation Page

Shows you your confirmation number and the next steps in the application process. The "Confirmation Page" is only shown if you submit your application.

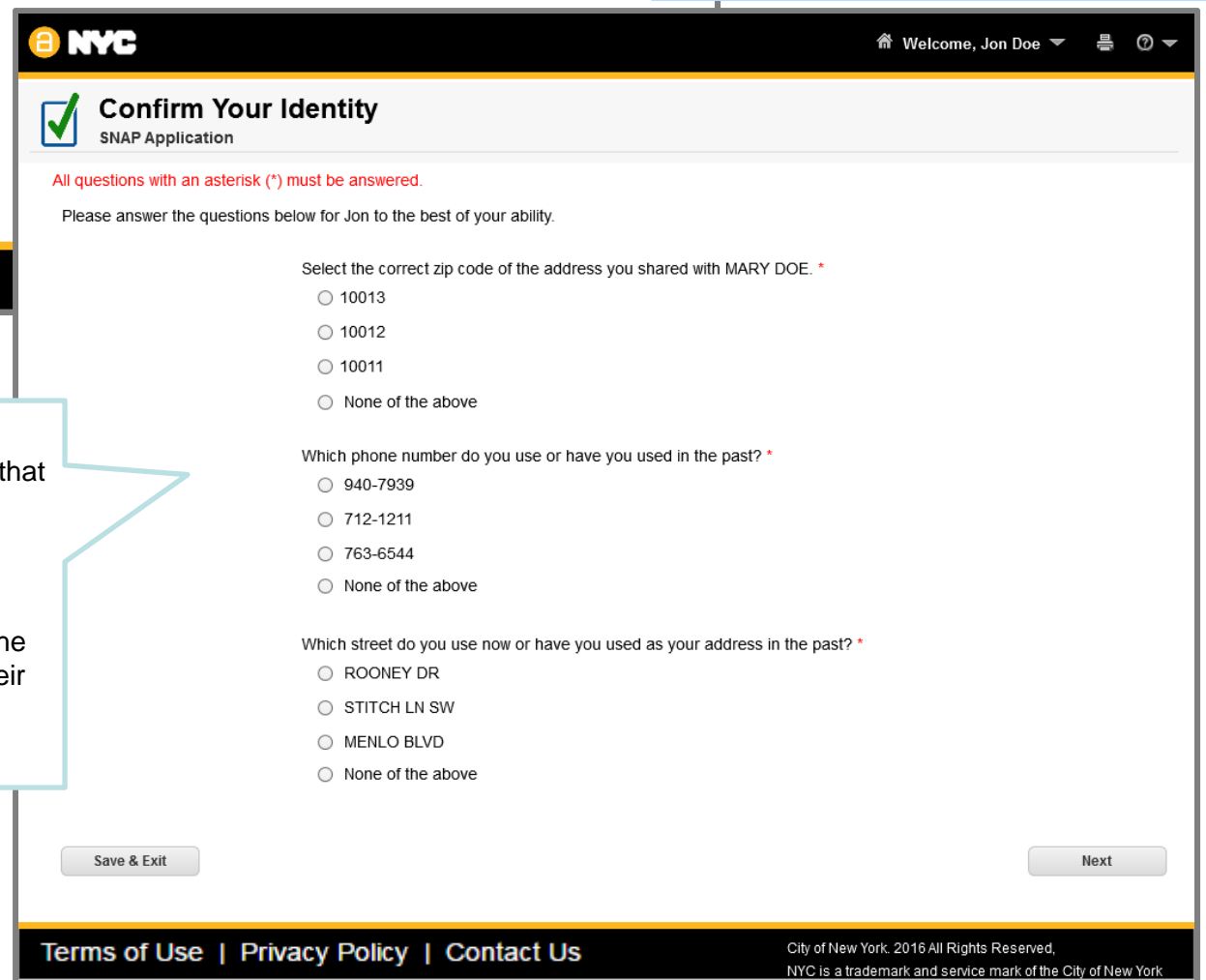


Confirm Your Identity
 This new feature lets the head of case confirm their identity online for SNAP and CA application submissions. If the online identity confirmation is successful, the head of case does not have to give documents to prove identity.

This is an **optional** set of questions. Mark the checkbox if you do not want to use the online identification option.

Identity Questions
 A service called LexisNexis uses certain information that was given in the application to create three multiple choice questions about the head of the case. The answers to the questions can confirm their identity.

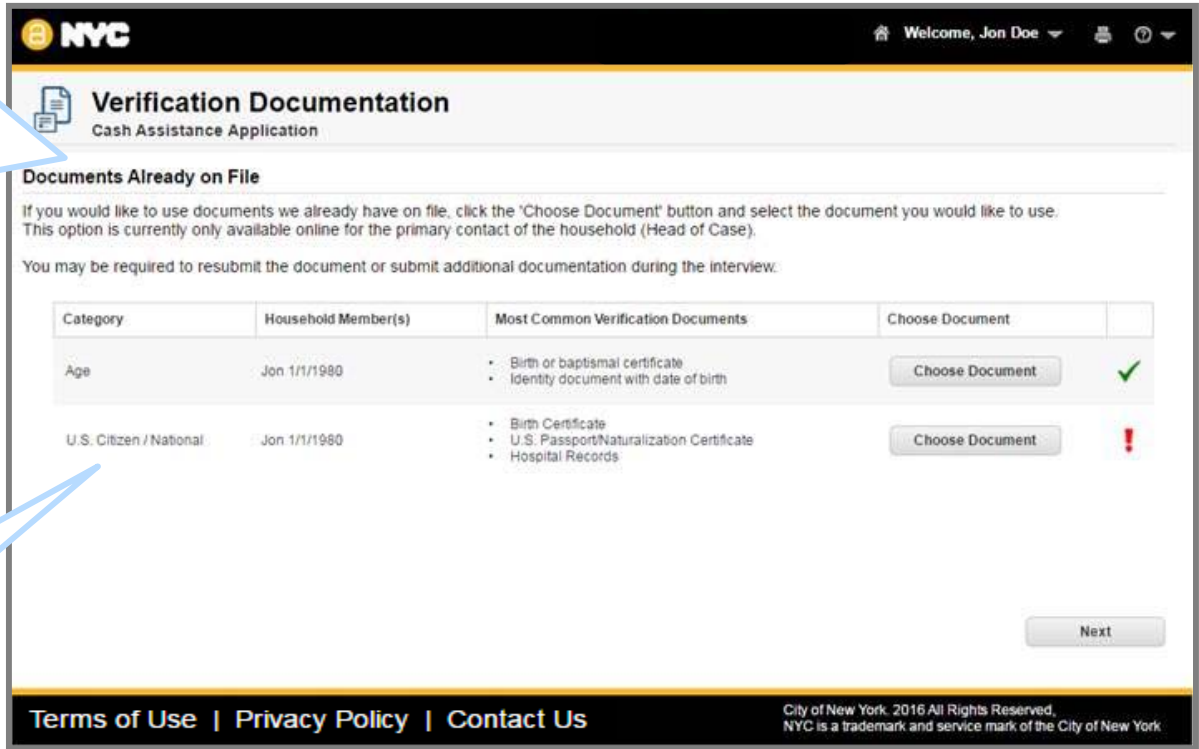
If you answer three questions correctly, the head of the case will not be asked to give documents to prove their identity.



Re-use Documents for Identity, Age, or U.S. Citizenship

Lets you select documents that HRA already has on file for the head of case to accompany your SNAP or Cash Assistance application submission. Selecting these documents within the application will help provide HRA with supporting documentation that might be required during the interview process. This feature will be available to users who have connected to their HRA case.

If the user receives a passing score on the 'Confirm Your Identity' questions, the "Identity" category will already be met and not appear here.



NYC Welcome, Jon Doe

Verification Documentation

Cash Assistance Application

Documents Already on File

If you would like to use documents we already have on file, click the 'Choose Document' button and select the document you would like to use. This option is currently only available online for the primary contact of the household (Head of Case).

You may be required to resubmit the document or submit additional documentation during the interview.

Category	Household Member(s)	Most Common Verification Documents	Choose Document
Age	Jon 1/1/1980	<ul style="list-style-type: none"> Birth or baptismal certificate Identity document with date of birth 	<input type="button" value="Choose Document"/> ✓
U.S. Citizen / National	Jon 1/1/1980	<ul style="list-style-type: none"> Birth Certificate U.S. Passport/Naturalization Certificate Hospital Records 	<input type="button" value="Choose Document"/> !

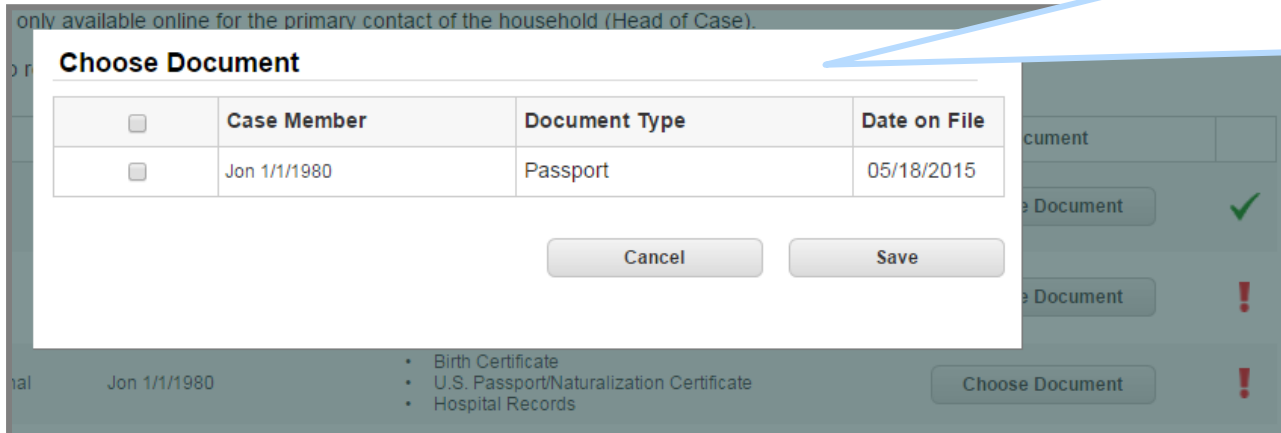
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Choose Documents to Re-use

The documents available for reuse will be displayed once you click on the 'Choose Document' button. You will not be able to view the content of the document itself, but you can see the type of document.

Once you mark the checkbox and click 'Save', the document will be associated to your application and a green exclamation point will be displayed to show that documents have been selected.



only available online for the primary contact of the household (Head of Case).

Choose Document

<input type="checkbox"/>	Case Member	Document Type	Date on File
<input type="checkbox"/>	Jon 1/1/1980	Passport	05/18/2015

al Jon 1/1/1980

- Birth Certificate
- U.S. Passport/Naturalization Certificate
- Hospital Records

!

Recertify your SNAP or Cash Assistance Benefits

Through ACCESS HRA you can also submit your recertification for SNAP or Cash Assistance online. Your existing information will be pre-filled into the online form for you, saving you time while completing your recertification.

If you create an HRA account and sign up for electronic notifications, ACCESS HRA can even send you an e-mail or text message when it's time to recertify!

5 % complete
RECERTIFICATION

GETTING STARTED

RECERTIFICATION INFORMATION

HOUSEHOLD

INCOME

RESOURCES

EXPENSES

SUMMARY, SIGNATURE & SUBMISSION

Head of Household Information

Cash Assistance Recertification

JON
(12/04/1986)

All questions with an asterisk (*) must be answered.

i Important: The head of household cannot be changed online.

Head of Household More Info

First Name:	JON
Middle Initial:	M
Last Name:	DOE
Gender:	Male
Date of Birth:	12/04/1986

Language Information

What language do you prefer to speak? English

i After you submit your recertification, you will continue to get notices about your case. Notices are available in multiple languages.

Which language do you prefer to receive written notices in? English
(If your preferred language is not listed, please select English). *

Save & Exit
Previous
Next



ACCESS HRA Mobile App – Login

nyc.gov/accesshramobile

The login screen features the ACCESS HRA logo at the top left, which consists of a stylized orange and blue circle with a silhouette of the New York City skyline. To the right of the logo is the text "ACCESS HRA Login". Below the logo are two input fields: "Email or Username" and "Password" with an eye icon for toggling visibility. A blue "LOG IN" button is positioned below the password field. At the bottom of the screen, there are two links: "Forgot Your Password?" and "Create Account". The URL "nyc.gov/accesshramobile" is displayed at the bottom center of the screen.

Should I create a new account?

If you have an existing ACCESS HRA online account, you do not need to create a new account. You should use the same email or username and password that you use to login online.

If you do not have an existing ACCESS HRA online account, you should create a new account. This account can be used for both the mobile app and ACCESS HRA website.

Connect to Your HRA Case Profile

If you are currently receiving SNAP or CA benefits, have received benefits in the past year, or have applied for benefits, you can connect to your HRA case profile to view your case information in ACCESS HRA.

If you have already connected to your HRA case profile online, you will not need to do so via the mobile app if you use the same username or email and password.

The "Connect to My Case" form has a blue header with a close button (X), the title "Connect to My Case", and a "SUBMIT" button. The form contains several text input fields with asterisks indicating they are required. The first field is labeled "Enter information for the head of case or applicant." The second field is labeled "If you receive benefits on behalf of children in your home, enter information for the oldest child on your case." Below these are three more fields: "Enter Information For*", "Enter Date of Birth*" (with a calendar icon), and "Enter SSN or CIN*". A note at the bottom states "* indicates required field."

Entering Information for Payees

If you are a Payee, and currently receiving SNAP or CA benefits on behalf of children in your home, enter the oldest child's information to connect to your HRA case profile.

Overview of Case Information

This screen provides a quick overview of the information that is available within ACCESS HRA. It presents details about your cases, upcoming appointments, recent alerts, next payment and balances.

Menu

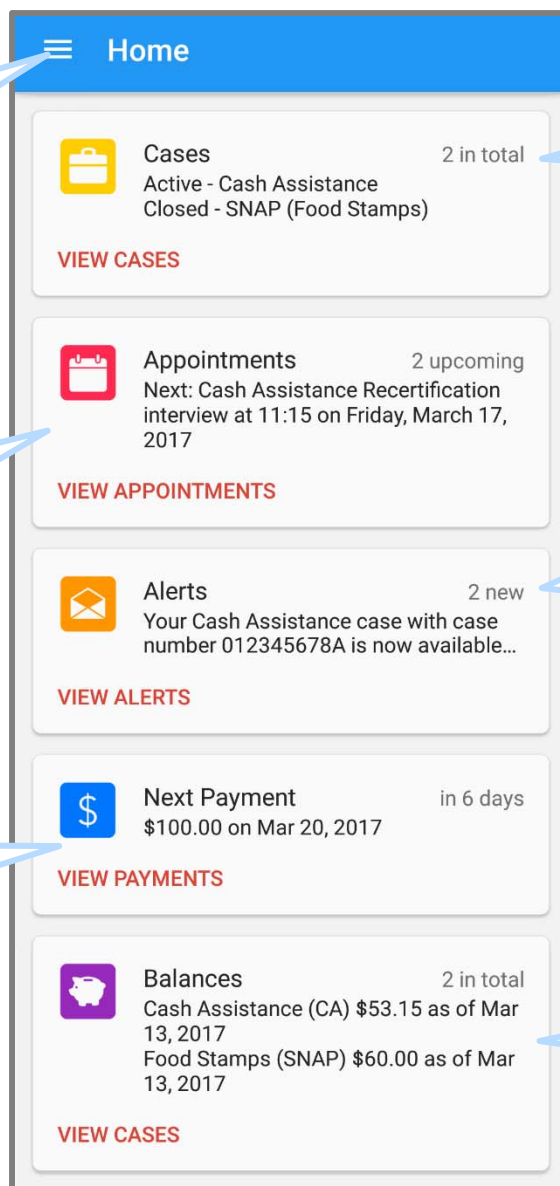
Click here to view more menu items including “My Documents”, “Upload” and “ACCESS HRA Applications”

Appointments

Displays the details for your next upcoming appointment. Click “View Appointments” for more information.

Payments

Displays the details for your next upcoming payment. Click “View Payments” for more information about past and upcoming payments.



Cases

Displays a list of your cases and their corresponding statuses. Click “View Cases” for more information. detailed

Alerts

Displays a snippet of your most recent unread alert. HRA will push notifications to your phone regarding recertification dates and submitted applications. Click “View Alerts” to view all alerts that you have received from HRA.

Balances

Displays your SNAP and Cash Assistance balance information. Click “View Cases” for more information.

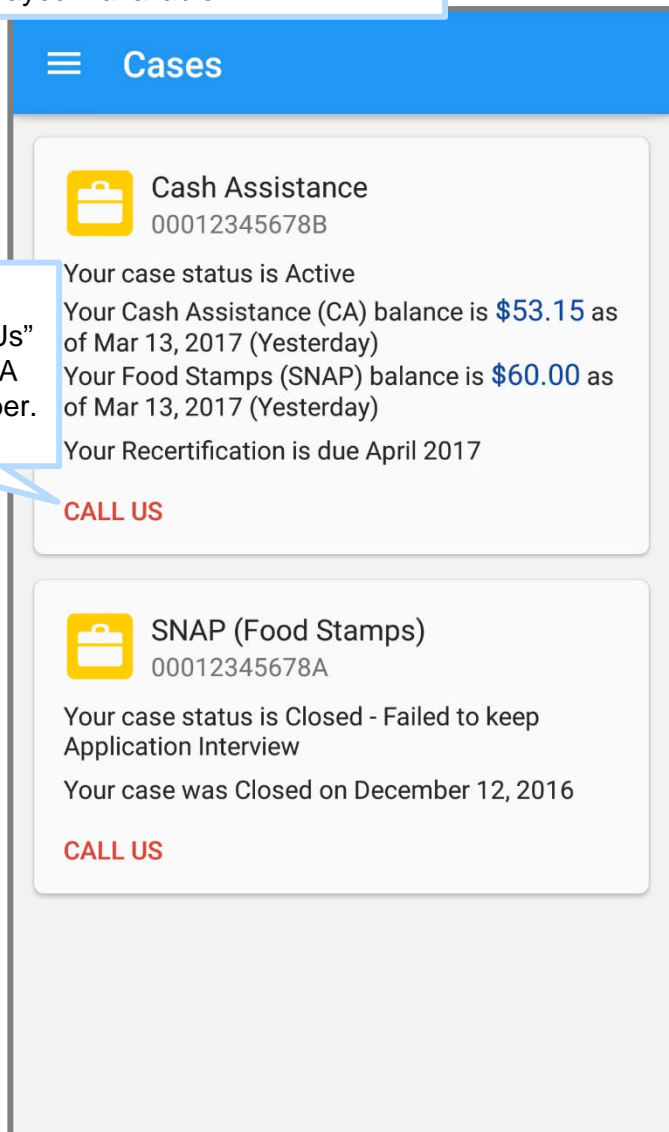
View Case Details

Lets you view your detailed case information such as case status, SNAP or Cash Assistance balance and recertification due date.

If your case was closed or rejected, the reason will also be displayed if available.

Call Us

You can click “Call Us” to easily dial the HRA Infoline phone number.



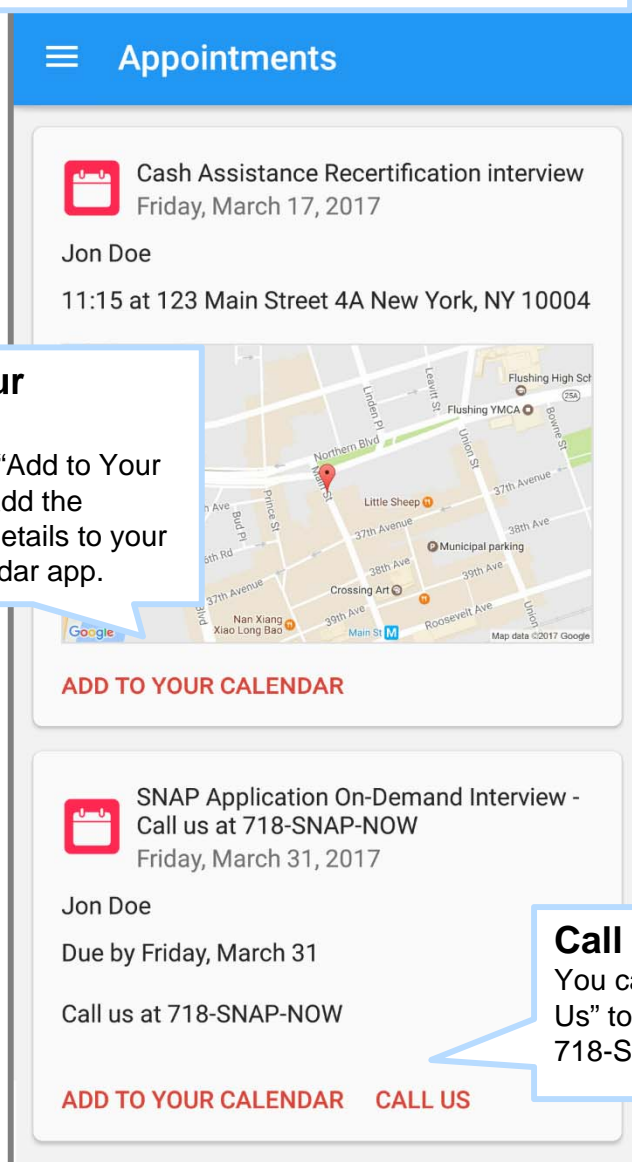
View Appointment Details

Lets you view your detailed appointment information such as appointment type, date, time and location. When available, a map will be displayed with the appointment location.

All upcoming appointments will be displayed. Kept or missed interviews for SNAP will also be displayed.

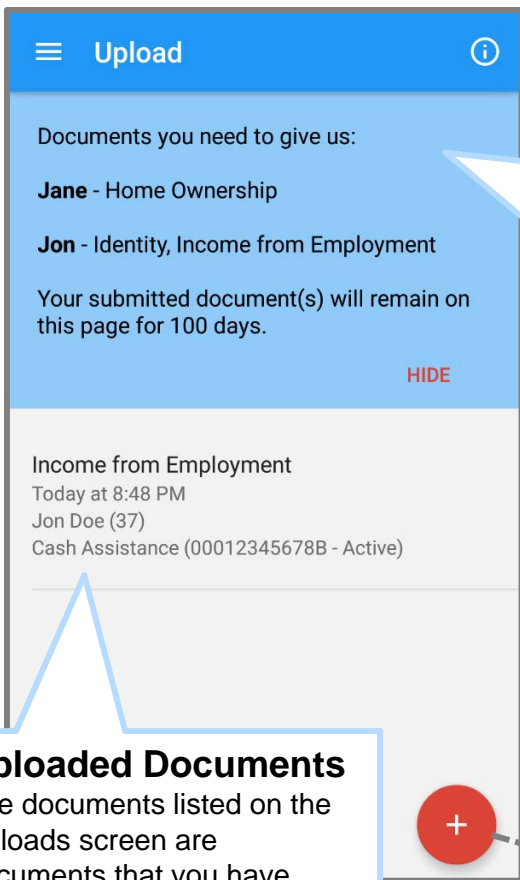
Add to Your Calendar

You can click “Add to Your Calendar” to add the appointment details to your phone’s calendar app.



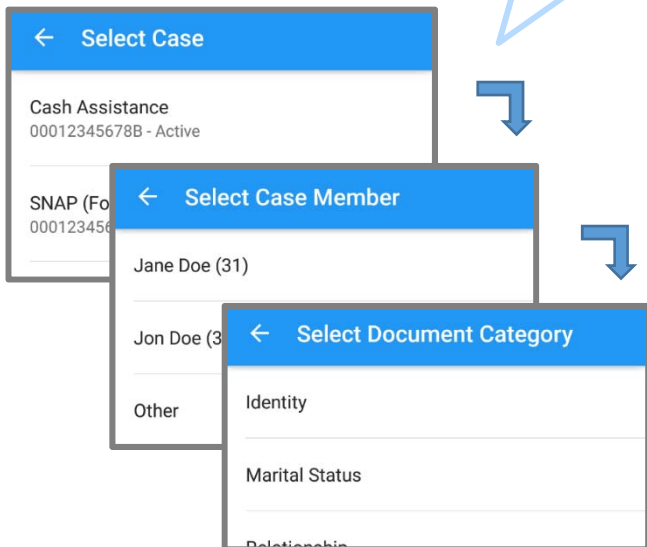
Call Us

You can click “Call Us” to easily dial 718-SNAP-NOW.



Documents You Need to Give Us
Lets you view the outstanding required documents for each of your case members.

Upload a New Document
Select a Case, Case Member and Document Category when uploading a new document.



View Documents That HRA Has On File for You
Lets you view documents that HRA has on file for your case(s) or application(s).

Documents that you have uploaded through ACCESS HRA will not appear on the My Documents page until they have been added to your electronic case file by an HRA case worker.

Uploaded Documents
The documents listed on the Uploads screen are documents that you have uploaded from your phone. These will remain on this screen for 100 days.

Check back in 5-7 days for uploaded documents to be added to your file and appear on the My Documents screen.

Upload a New Document
Click the "+" button on an Android device or the "Add" button on an iOS device to upload a new document.

