

NYCHA Self- Service Portal

Username and Password

Username and Password Functions

- Registered User – Forgot Username
 - If you forgot your registered username for NYCHA Self-Service Portal, you may retrieve it using this link. You will be required to enter certain personal information (Ex. Last Name, Registered e-mail Address, etc). to verify your identity.
- Registered User – Forgot Password
 - If you forgot your account password for NYCHA Self-Service Portal, you may use this link to create a new password. You will be required verify your personal information and you may choose one of the two options presented to you for creating a new password.
- Registered User – Reset Password
 - If you wish to change your account password for NYCHA Self-Service Portal, you may do so using this link. You will be required to create a new password, complying the password standards specified.

1. Forgot Username

An official website of New York City Housing Authority



NYCHA Self Service Portal



HOME



HELP



TRANSLATE



MENU

NYCHA Self-Service Portal



USERNAME

[Forgot Username](#)

PASSWORD

LOGIN

REGISTER

[Forgot Password](#)
[Reset Password](#)

1.a) Select a User Type

1 Contact Type

2 Account Setup

3 Review & Submit

Step 1: Select User Type

Please select at least one option below either Applicant/Tenant/Agency. Then click Next button to proceed.

- Applicant\Tenant\Member
- REES Employer
- REES Provider
- Agency
- Public Housing Authority
- Landlord
- EHV Agency

CANCEL

NEXT

1.b) Enter Your Personal Details

1 Contact Type

2 Account Setup

3 Review & Submit

User Information

Please complete the form below and click "Submit" to start the password reset process.

Last Name★

Doe

Social Security # (SSN)★

999-99-9999

Birth Date MM/DD/YYYY★

10/21/1971

No SSN

Email Address (abcd@example.com)

john.doe@mymail.com

BACK

SUBMIT

1.c) System displays your username

User Name Information

As requested, the following is the User Name for your NYCHA Self Service account.

Your User Name is

DOEJ1401

To access your NYCHA Self Service account online, click the "OK".

OK

2. Forgot Password

An official website of New York City Housing Authority



NYCHA Self Service Portal



HOME



HELP



TRANSLATE



MENU

NYCHA Self-Service Portal



USERNAME

[Forgot Username](#)

PASSWORD

 LOGIN

REGISTER

[Forgot Password](#)

[Reset Password](#)

2.a) Select a User Type

1 Contact Type

2 Account Setup

3 Review & Submit

Step 1: Select User Type

Please select at least one option below either Applicant/Tenant/Agency. Then click Next button to proceed.

- Applicant\Tenant\Member
- REES Employer
- REES Provider
- Agency
- Public Housing Authority
- Landlord
- EHV Agency

CANCEL

NEXT

2.b) Enter Personal Details

User Information

Please complete the form below and click "Submit" to start the password reset process.

Last Name★

Birth Date MM/DD/YYYY★

Social Security # (SSN)★

No SSN (Please check this box only if you don't have SSN)

Select one of the below options for your new password*

System Default

The system will reset your password to: **First 2 letters of Last Name @ Last 5 of SSN**. Example: Joe Smith whose SSN is 123456789 will be reset to 'sm@56789'.

Personal Password

Choose your own password that is a **Minimum of 8 Characters**. The password must contain at least a Letter, a Number and a Special character: (@ # \$ ^ ! &).

BACK

SUBMIT

2.c) Choose one of the two options to create a new password

Select one of the below options for your new password*

System Default

The system will reset your password to: **First 2 letters of Last Name @ Last 5 of SSN**. Example: Joe Smith whose SSN is 123456789 will be reset to 'sm@56789'.

Personal Password

Choose your own password that is a **Minimum of 8 Characters**. The password must contain at least a Letter, a Number and a Special character: (@ # \$ ^ ! &).

Password*

Verify Password*

BACK

SUBMIT

3. Reset/Change Password

An official website of New York City Housing Authority



NYCHA Self Service Portal



HOME



HELP



TRANSLATE



MENU


NYCHA Self-Service Portal



USERNAME

[Forgot Username](#)

PASSWORD

 LOGIN

REGISTER

[Forgot Password](#)

[Reset Password](#)

3.a) Use your username and current password to create a new password

Change Password

To change your password, enter your current password first, and then enter the new password. Passwords must contain at least 8 characters.
To strengthen your password please include a combination of lowercase letters (a through z),
AND numbers (0-9), AND non-alphanumeric characters (@ ^ &! \$ # * + %).

Username

Current Password

New Password

Verify New Password

CANCEL

SUBMIT