

Create Account

Get started by creating an account or by logging in with the credentials you have already created for the Provider Portal. Credentials used in the ACCESS HRA Client Portal cannot be used in the ACCESS HRA Provider Portal. Please create a new username.

Log In

Create Account



ACCESS HRA Provider Portal

The ACCESS HRA Provider Portal is a new way for organizations to connect with the clients they serve in New York City. Through the ACCESS HRA Provider Portal, organizations can view real time benefit information for their clients.



ACCESS HRA

ACCESS HRA public facing!

New Yorkers can apply and recertify online for SNAP and Cash assistance, view benefits, and much more.

nyc.gov/ACCESSHRA

ACCESS HRA Mobile
Clients can now see information about their benefits and upload requested documents on our new App.

Visit nyc.gov/accesshramobile on an Android or iOS mobile device.



Get Information

For details on how to enroll as an ACCESS HRA provider or to find organization details, go to our FAQ page or User Guide.

[ACCESS HRA Provider Portal FAQs](#)

[ACCESS HRA Provider Portal User Guide](#)


ACCESS HRA Client Portal


Click here to navigate to the ACCESS HRA Client Portal. Make sure to use a different browser when accessing the Client Portal.

Get Information

See a list of frequently asked questions regarding the Provider Portal.

Organization Employees – Create Account



 **ACCESS HRA Provider Account**

Create Account
Please complete the following steps to set up your ACCESS HRA Provider Account.

Step 1:	Create Account	Click the 'Create Account' button to create your username and password. * You must use your organization email address as your username (for example, JohnDoe@OrganizationABC.com).
Step 2:	Select Your Organization	Once your account is created, we will ask you to search for and select the organization that you work with. You'll need to provide some simple contact information so your organization knows it is you!
Step 3:	Request Access	Your Request for access will be reviewed and approved by your organization. Your organization's ACCESS HRA administrator will be able to approve your account request.


Step 1: Create Account


In order to create an ACCESS HRA Provider Portal account, click the 'Create Account' button. Clicking this button will direct you to the 'NYC.ID Create Account' page.


Step 1: Create Account

Please note that you must use your **organization email address as your username** when setting up your account.


Create Account


 EMAIL

 Email Address or Username:

 NYC



Welcome, Daniel Smith



 ACCESS HRA Provider Account

Create Account

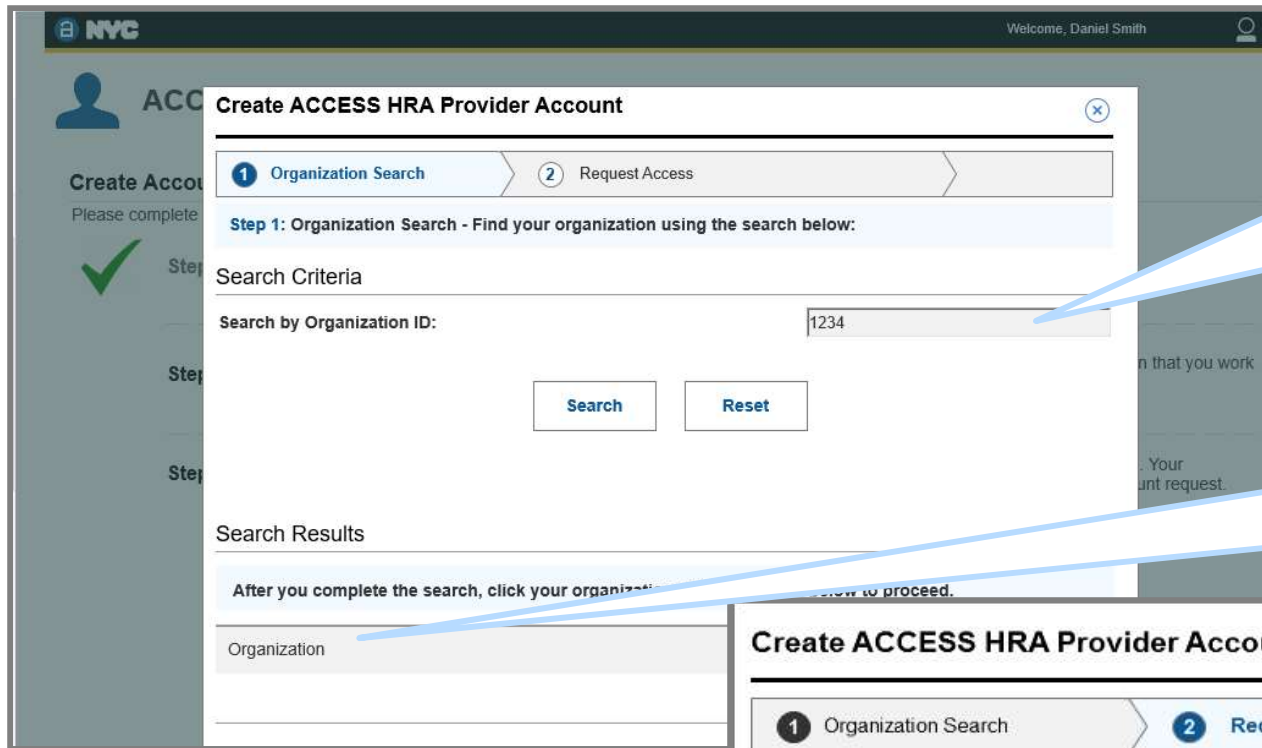
Please complete the following steps to set up your ACCESS HRA Provider Account.

	Step 1: Create Account	Click the 'Create Account' button to create your username and password. * You must use your organization email address as your username (for example, JohnDoe@OrganizationABC.com).
	Step 2: 	Click the 'Select Organization' button to search for and select the organization that you work with.
	Step 3: Request Access	Your Request for access will be reviewed and approved by your organization. Your organization's ACCESS HRA administrator will be able to approve your account request.

Step 2: Select Organization

Once you have successfully created your account, log into the Provider Portal using your new credentials and click on the 'Select Organization' button.

Organization Employees – Select Organization



Create ACCESS HRA Provider Account

1 Organization Search 2 Request Access

Step 1: Organization Search - Find your organization using the search below:

Search Criteria

Search by Organization ID:

Search Results

After you complete the search, click your organization name to proceed.

Step 2: Select Organization

On the Organization Search window, enter your Organization ID then click 'Search'.

The Organization ID is a unique 4-digit number assigned to your organization.

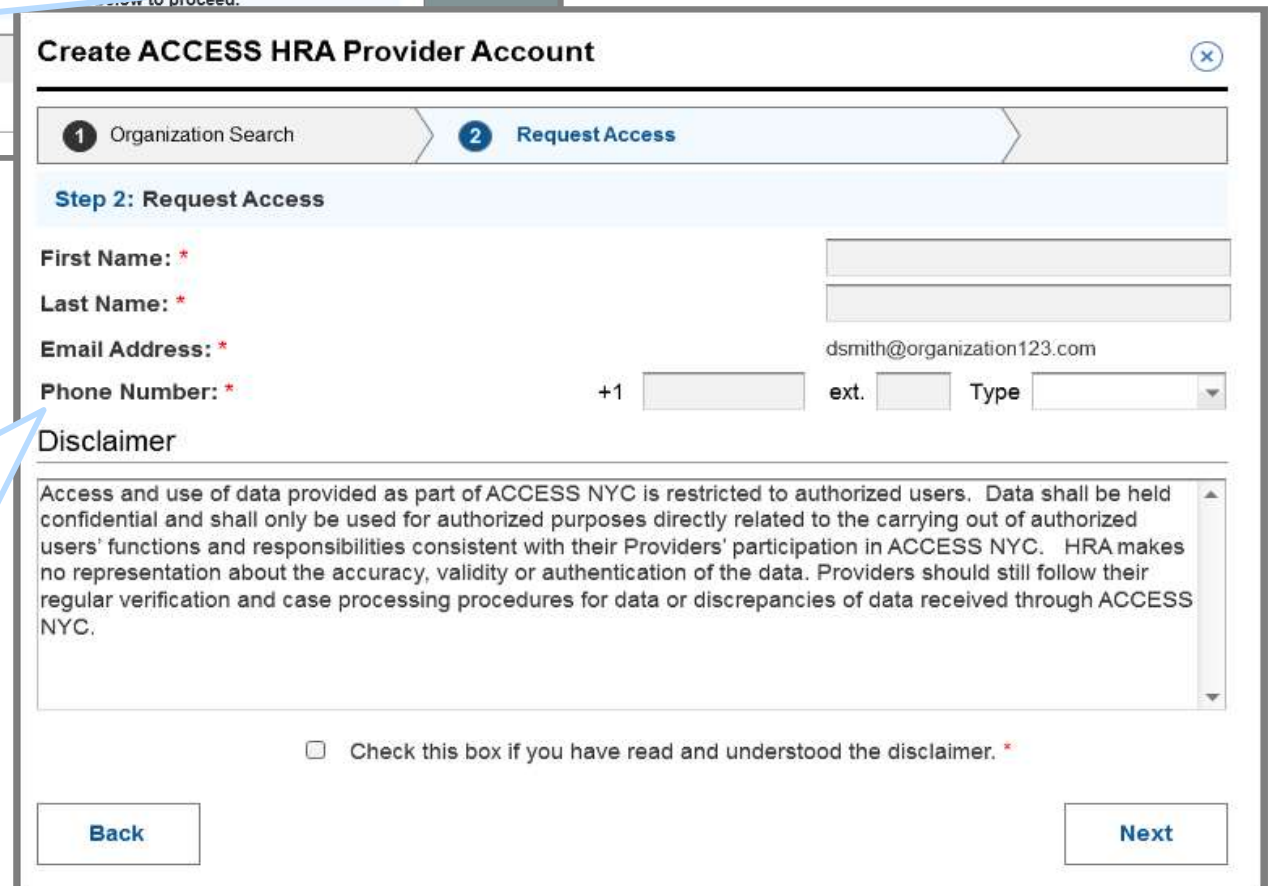
Step 2: Select Organization

Once your Organization is returned in the Search Results, click on the organization name. Clicking on this link will direct you to the 'Account Request' page.

Step 2: Select Organization – Request Access

Once you have selected the organization, enter your personal details here. The organization email address you entered to create the account will be prepopulated and not editable on this page.

After entering your name and phone number, mark the checkbox after reading the disclaimer. Once you click 'Next' the window will close and you will be directed back to the 'Account Request Pending Approval' page.



Create ACCESS HRA Provider Account

1 Organization Search 2 Request Access

Step 2: Request Access

First Name: *

Last Name: *


Email Address: *


Phone Number: * +1 ext. Type


Disclaimer

Access and use of data provided as part of ACCESS NYC is restricted to authorized users. Data shall be held confidential and shall only be used for authorized purposes directly related to the carrying out of authorized users' functions and responsibilities consistent with their Providers' participation in ACCESS NYC. HRA makes no representation about the accuracy, validity or authentication of the data. Providers should still follow their regular verification and case processing procedures for data or discrepancies of data received through ACCESS NYC.

☐ Check this box if you have read and understood the disclaimer. *






 NYC

Welcome, Daniel Smith

 ACCESS HRA Provider Account

Create Account

Please complete the following steps to set up your ACCESS HRA Provider Account.

	Step 1: Create Account	Click the 'Create Account' button to create your username and password. * You must use your organization email address as your username (for example, JohnDoe@OrganizationABC.com).
	Step 2: Select Your Organization	Click the 'Select Organization' button to search for and select the organization that you work with.
	Step 3: Request Pending	Your Account Request has been submitted! Please close the browser window now. Your request is being reviewed by the following organization: Organization 123  212-555-1212  help@organization123.com  www.organization123.com A notification will be sent to the email address on file once your request has been approved. If you have a question about your pending request, please contact your organization's administrator.

Step 3: Request Pending

Your request is now pending with the organization administrator. Please reach out to your organization administrator directly to let them know that a request has been sent for their review. Your organization administrator will review your request and either Approve or Reject your access to the organization.

At this point, you can close the browser window as no further action is required until approval has been granted by the organization administrator.

You will be notified via email once your request has been approved.

Organization Administrators – Administrator Workspace

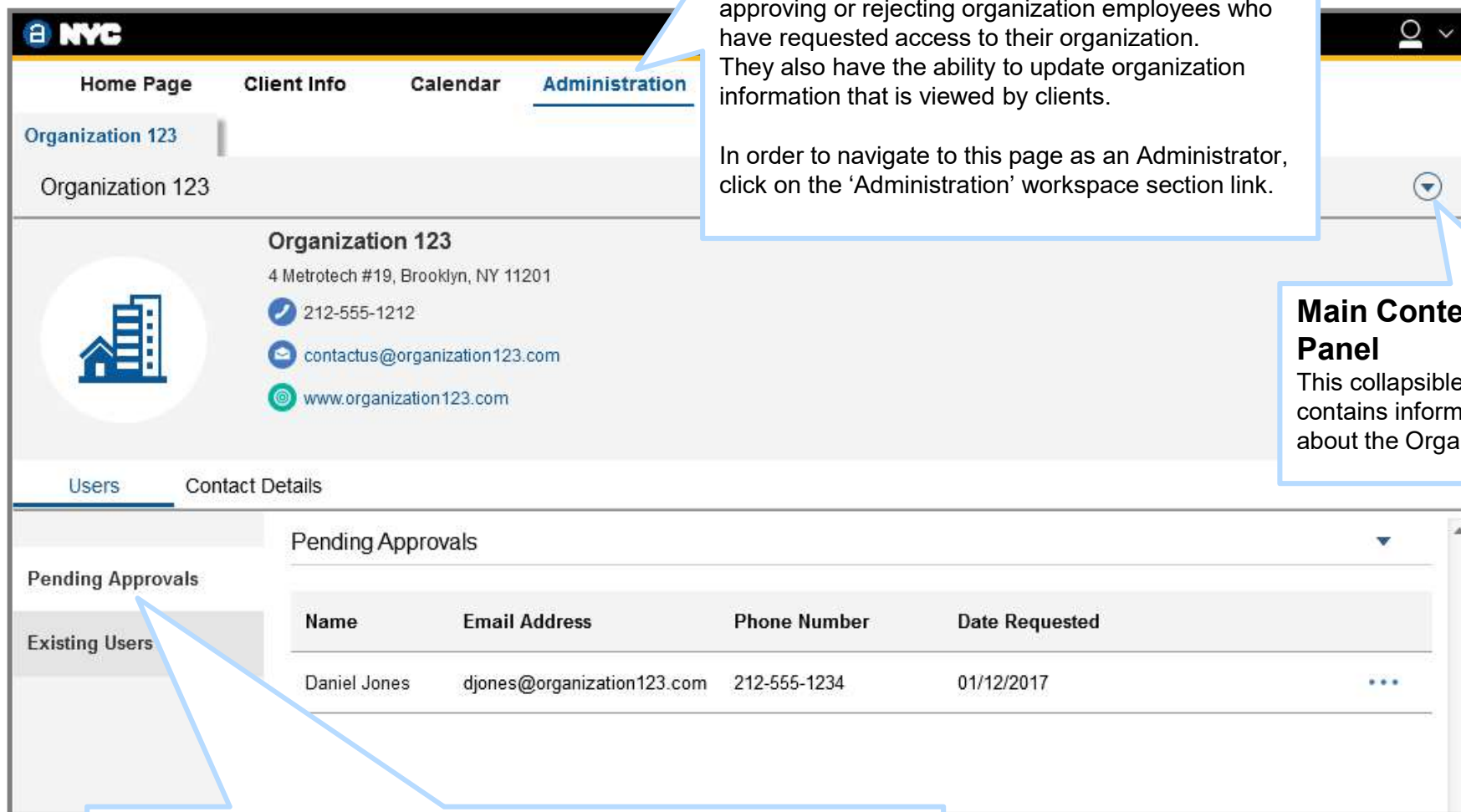
Administrator Workspace

The Organization Administrator is responsible for approving or rejecting organization employees who have requested access to their organization. They also have the ability to update organization information that is viewed by clients.

In order to navigate to this page as an Administrator, click on the 'Administration' workspace section link.

Main Context Panel

This collapsible panel contains information about the Organization.



Organization 123
4 Metrotech #19, Brooklyn, NY 11201
212-555-1212
contactus@organization123.com
www.organization123.com

Users | Contact Details

Pending Approvals

Name	Email Address	Phone Number	Date Requested
Daniel Jones	djones@organization123.com	212-555-1234	01/12/2017

Administrator Workspace – Users and Contact Details

The 'Users' context panel tab is where the Organization Administrator can view all organization employees associated to the organization or approve/reject new employees, remove existing employees, and update the security role of current organization employees.

The 'Contact Details' context panel tab is where the organization information such as Address, Phone Number, Email Address, and Website can be updated.

Organization Administrators – Pending Approvals

Users

Contact Details

Pending Approvals

Existing Users

Pending Approvals

Name	Email Address	Phone Number	Date Requested	
Daniel Jones	djones@organization123.com	212-555-1234	01/12/2017	<div> <div>Approve User Account</div> <div>Reject User Account</div> </div>

Administrator Workspace – Users

Within the 'Users' tab, there are two tabs:

The '**Pending Approvals**' sub-tab lists all of the organization employees who have requested access to the organization. Administrators can do one of the following:

- Approve the account which will allow the employee to view accounts of clients who have given access to the Organization.
- Reject the account request which will remove the user from the list of users pending approval.

The '**Existing Users**' sub-tab lists all of the organization employees who are currently associated to the organization.

Organization Administrators – Existing Users

Users

Contact Details

Pending Approvals

Existing Users

Existing Users

Name	Email Address	Phone Number	Role	Last Login Date	
Mary Smith	msmith@organization123.com	212-555-1234	Employee	01/15/2017	...
Jerry Thompson	jthomps@organization123.com	212-555-1234	Administrator	01/12/2017	Remove User
Jerry Maguire	jmaguire@organization123.com	212-555-1234	Employee	11/12/2016	Make Administrator
Tom Jones	tjones@organization123.com	212-555-1234	Employee	11/8/2016	Remove Administrative Rights
					View Activity

Administrator Workspace - Existing Users

The 'Existing Users' sub-tab lists all of the organization employees who are currently associated to the organization. Administrators can do one of the following when they click the ellipsis (...) next to the employee's name :

- **'Remove User'** which removes the organization employee's access to the organization
- **'Make Administrator'** which grants the organization employee administrative privileges
- **'Remove Administrative Rights'** which removes the organization employee's administrative privileges
- **'View Activity'** which opens a window and displays actions made in the past week and includes information such as the employee's name, the activity performed, the date and time of the activity, and the client' name associated with the activity

Organization Administrators – Contact Details

Users Contact Details

Address	Address
Phone Number	Address
Email Address	4 Metrotech Center #19, Brooklyn, NY 10282
Website	

Edit

Users Contact Details

Address	Phone Number
Phone Number	Phone Number
Email Address	212-555-1212
Website	

Edit
Remove

Users Contact Details

Address	Email Address
Phone Number	Email Address
Email Address	contactus@organization123.com
Website	

Edit
Remove

Users Contact Details

Address	Website
Phone Number	Website
Email Address	www.organization123.com
Website	

Edit
Remove

Contact Details

When the Administrator clicks on the 'Contact Details' context panel tab, the Administrator will have access to update contact details for their organization. This information displays to the organization employee in various places throughout the application.

The following information is required for the organization and can only be edited:

- Address

The following information can be updated or removed:

- Phone Number
- Email Address
- Website

The updates made here will be reflected in the ACCESS HRA Client Portal. When the client searches for your organization, they will see the updated information.

User Workspace

Pod Actions

The following actions can be taken within each pod:

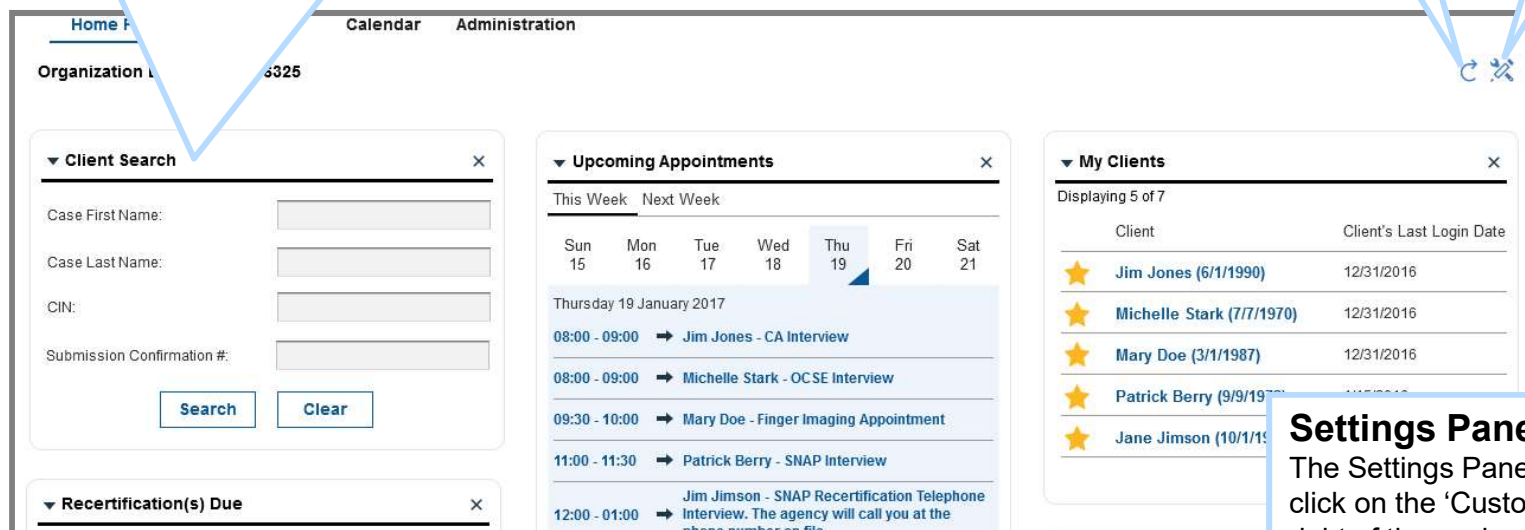
- **Minimize pod:** The 'Minimize' option is displayed at the top left corner next to the pod header. Clicking the arrow will collapse the pod to display only the header. Clicking the arrow again will expand the pod and display its contents.
- **Remove pod** – Clicking the 'x' at the top right corner of any pod will remove the pod from your workspace.
- **Move pod** – If you would like to update the default display of the pods, you can click on the header of the pod and drag it to another spot within the workspace.

Refresh

An organization employee can click on the 'Refresh' icon to refresh the entire workspace. Each pod will be reloaded with the latest data.

Customize Workspace

An organization employee can click on the 'Customize' icon to rearrange the pods displayed on the workspace.



The screenshot shows the 'User Workspace' interface. At the top, there are tabs for 'Home', 'Calendar', and 'Administration'. Below the tabs, the 'Organization' is listed as '3325'. The workspace contains three main pods:

- Client Search:** A form with fields for 'Case First Name', 'Case Last Name', 'CIN', and 'Submission Confirmation #'. It includes 'Search' and 'Clear' buttons.
- Upcoming Appointments:** A calendar view for 'This Week' and 'Next Week'. The current view shows 'Thursday 19 January 2017' with appointments for '08:00 - 09:00' (Jim Jones - CA Interview, Michelle Stark - OCSE Interview) and '09:30 - 10:00' (Mary Doe - Finger Imaging Appointment). It also shows '11:00 - 11:30' (Patrick Berry - SNAP Interview) and '12:00 - 01:00' (Jim Jimson - SNAP Recertification Telephone Interview).
- My Clients:** A table displaying a list of clients with their names, birth dates, and last login dates. The table shows 5 of 7 clients.

Settings Panel

The Settings Panel is displayed when you click on the 'Customize' icon at the top right of the workspace. The Settings Panel displays all of the available pods for you to check if you want to display the pod or uncheck if you want to remove the pod from the workspace. Click 'Save' to apply your changes.

- ☒ My Organization
- ☒ Recertifications Due
- ☒ My Clients

- ☒ Quick Links
- ☒ Upcoming Appointments
- ☒ Document Return Required

- ☒ Find Client
- ☒ E-Notice(s) (Paperless Clients)

Reset

Save

Cancel



Client Search

Searching for a client within this pod will open the associated detail list.

Client Search

Case First Name:

Case Last Name:

CIN:

Submission Confirmation #:

Search

Clear

Pods

Each pod displays different information related to the clients linked to the organization.

Upcoming Appointments

This Week Next Week

Sun 15	Mon 16	Tue 17	Wed 18	Thu 19	Fri 20	Sat 21
Thursday 19 January 2017						
08:00 - 09:00 → Jim Jones - CA Interview						
08:00 - 09:00 → Michelle Stark - OCSE Interview						
09:30 - 10:00 → Mary Doe - Finger Imaging Appointment						
11:00 - 11:30 → Patrick Berry - SNAP Interview						

Thursday 19 January 2017

08:00 - 09:00 → Jim Jones - CA Interview

08:00 - 09:00 → Michelle Stark - OCSE Interview

09:30 - 10:00 → Mary Doe - Finger Imaging Appointment

11:00 - 11:30 → Patrick Berry - SNAP Interview

Jim Jimson - SNAP Recertification Telephone Interview. The agency will call you at the phone number on file.

View More

Recertification(s) Due

Displaying 5 of 12

Client

★ John Smith (1/1/1985)

★ Robert Jones (2/1/1986)

☆ Mary Doe (3/1/1987)

☆ Sarah Client (4/1/1988)

☆ Tony Guy (5/1/1989)

View More

Within each pod, you can click on 'View More' to see the full detailed list of information related to that pod.

View More

Quick Links

Clients with Recertification(s) Due

Clients with SNAP Periodic Report(s) Due

Clients with Document(s) to Submit

Clients with E-Notice(s)

Quick Links

You can easily access a specific detail page by clicking on the associated quick link within this pod.

My Organization

This will display the following:

- The number of clients who have granted access to your organization via the ACCESS HRA Client Portal
- The number of organization employees currently associated to the organization.

My Clients

Displaying 5 of 7

Client

Client's Last Login Date

★ Jim Jones (6/1/1985) 12/31/2016

★ Michelle Stark (7/1/1986) 12/31/2016

★ Mary Doe (8/1/1987)

★ Patrick Berry (9/1/1988)

★ Jane Jimson (10/1/1989)

My Clients

This pod displays only the clients who you have identified as a "favorite".

When navigating throughout the Provider Portal, if the star is orange, this means that you have identified this client as someone you work with frequently. If the star is not shaded, this means that the client has not been "favorited".

To update the "favorite" status of the client, go to one of the detail pages or to the client's 'Client Information' page.

E-Notice(s) Due

Displaying 5 of 27

Client

★ Sarah Client (4/1/1988)

★ Tony Guy (5/1/1989)

☆ John Smith (1/1/1985)

☆ Robert Jones (2/1/1986)

☆ Mary Doe (3/1/1987)

00334568976B Documentation R...

View More

My Organization

Clients

63

Organization Users

22

Detail Page – Client Search

Shortcuts

To expand the list of quick links (also displayed on the workspace), click the arrows next to “Shortcuts”. To minimize the menu, click the arrows again.

Client Search

If you enter client information into the ‘Client Search’ pod on the user workspace, you will be directed to this detail page to view the returned results.

Print

On any detail page, you can click the ‘Print’ icon to print the information on the page.

Client Criteria

To search for a specific client, enter the client’s CIN **OR** ACCESS HRA Confirmation Number **OR** their First Name/Last Name from their HRA case.

Search Results

Once clients are returned, click the client’s name to view the client’s ‘Client Information’ page.

Administration

Client Search Recertification(s) Due

Client Search

Enter search terms for only one section.

Search By CIN

CIN:

Search By Confirmation Number

Submission Confirmation #:

Search By Client Name

Case First Name: Case Last Name:

Search Result(s) (Number of Items: 2)

Client Name	Date of Birth	ACCESS HRA Username
James Smith	01/26/1987	jsmith
James Taylor	11/14/1963	jamestaylor@gmail.com

Detail Page – All Clients

All Clients

This page displays all of the clients who have linked to the organization as well as the client's contact information.

This page is accessed by clicking on the 'All Clients' link in the 'My Clients' pod on the user workspace.

My Clients

The default display of each detail page will be the information for "All Clients". If you would prefer to only see the information for the clients you have "favorited", click on the "My Clients" link. This will refresh the page to only show the clients you have "favorited".

Multiple tabs

If you are looking at different information at once, you can open multiple detail tabs which will display in the same manner as having multiple browser tabs open.

"Favorite" clients

If you want to mark a client as a "favorite" or remove a client as a "favorite", click on the star icon next to their name.

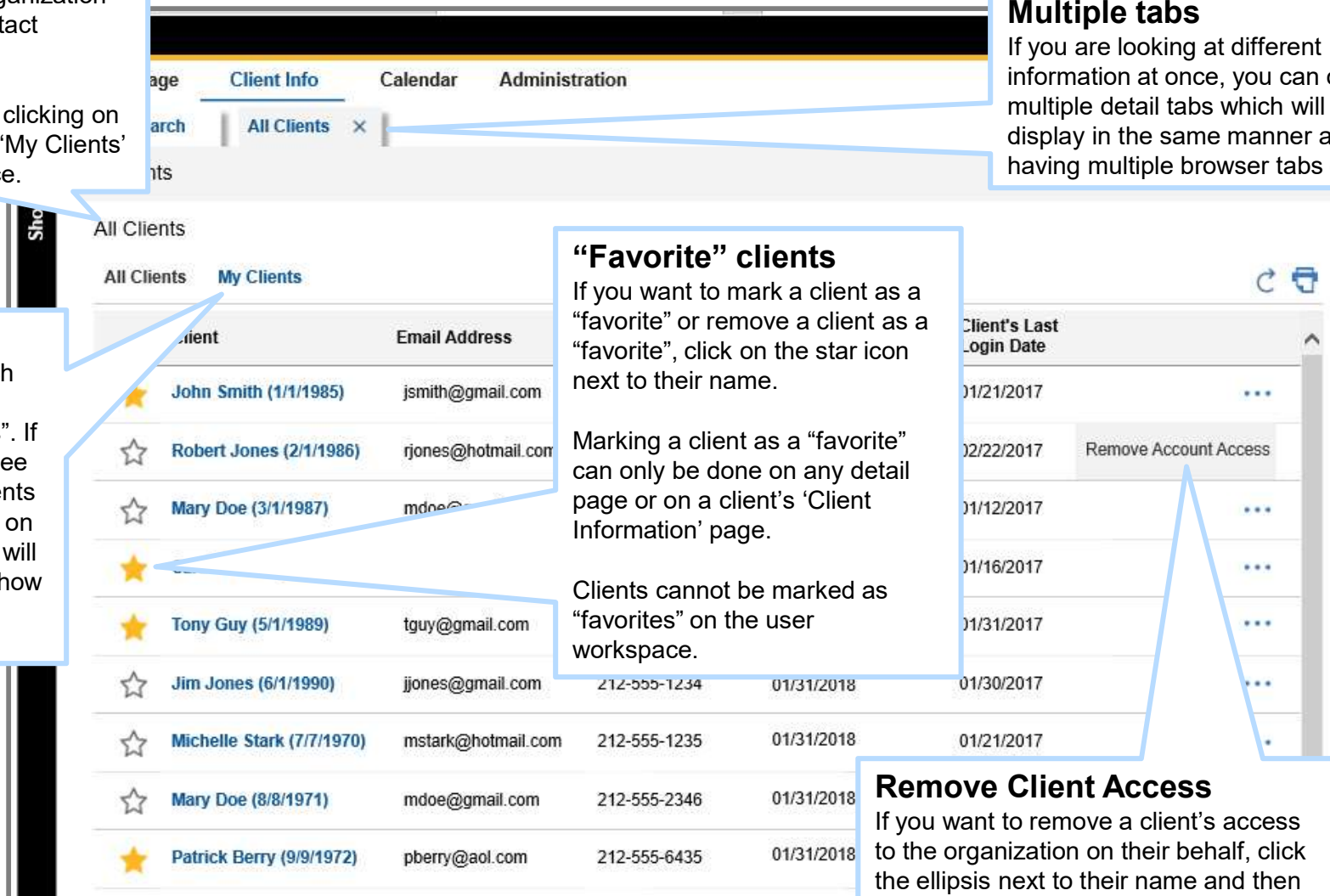
Marking a client as a "favorite" can only be done on any detail page or on a client's 'Client Information' page.

Clients cannot be marked as "favorites" on the user workspace.

Remove Client Access

If you want to remove a client's access to the organization on their behalf, click the ellipsis next to their name and then click "Remove Account Access".

If the client is unlinked from the organization, this means that the client's data will no longer be accessible to any organization employees associated to the organization.

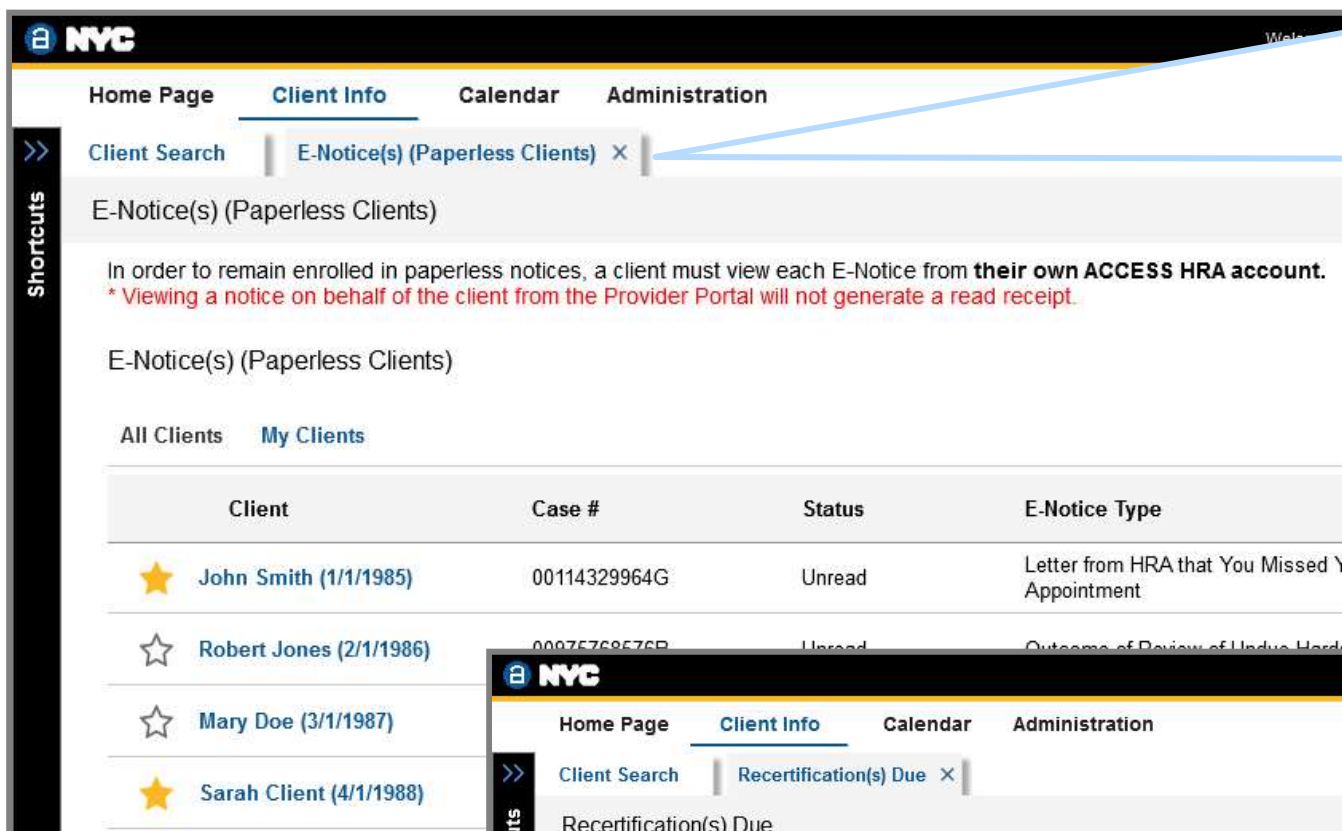


Client	Email Address	Client's Last Login Date
★ John Smith (1/1/1985)	jsmith@gmail.com	01/21/2017
☆ Robert Jones (2/1/1986)	rjones@hotmail.com	02/22/2017
☆ Mary Doe (3/1/1987)	mdoe@gmail.com	01/12/2017
★ Tony Guy (5/1/1989)	tguy@gmail.com	01/16/2017
☆ Jim Jones (6/1/1990)	jjones@gmail.com	01/31/2018
☆ Michelle Stark (7/7/1970)	mstark@hotmail.com	01/30/2017
☆ Mary Doe (8/8/1971)	mdoe@gmail.com	01/21/2017
★ Patrick Berry (9/9/1972)	pberry@aol.com	01/31/2018

E-Notice(s) (Paperless Clients)

This page displays a list of clients associated with the organization, and who have **enrolled in paperless notices** and had E-Notices generated for their account within the last 30 days. Paperless clients must read all notices within 30 days or they will be un-enrolled in Paperless. E-notices will still be available.

This page is accessed by clicking on the 'View More' link in the 'E-Notice(s)' pod on the user workspace.



NYC

Home Page **Client Info** Calendar Administration

Client Search **E-Notice(s) (Paperless Clients)** X

E-Notice(s) (Paperless Clients)

In order to remain enrolled in paperless notices, a client must view each E-Notice from **their own ACCESS HRA account**.
* Viewing a notice on behalf of the client from the Provider Portal will not generate a read receipt.

E-Notice(s) (Paperless Clients)

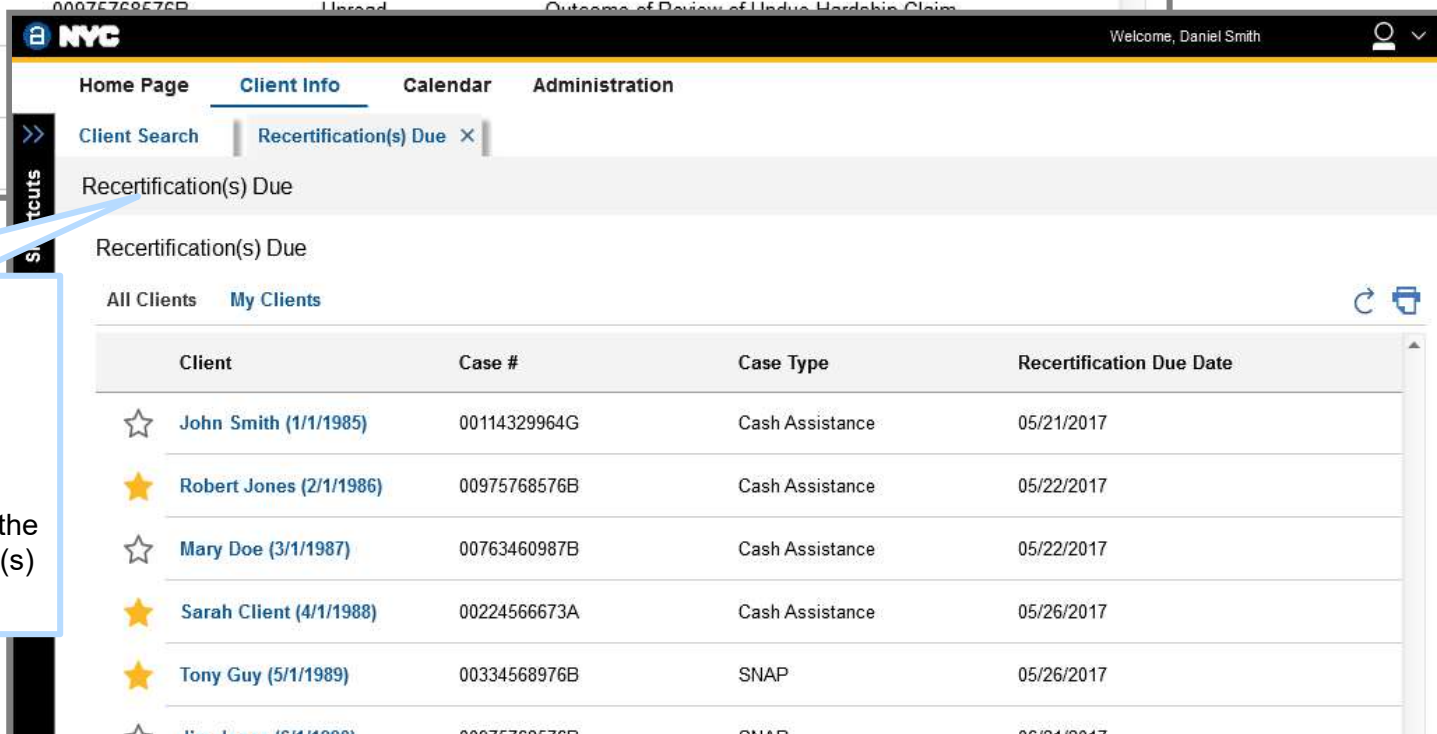
All Clients **My Clients**

Client	Case #	Status	E-Notice Type
★ John Smith (1/1/1985)	00114329964G	Unread	Letter from HRA that You Missed Your Cash Assistance Appointment
☆ Robert Jones (2/1/1986)	00975768576B	Unread	Outcome of Review of Undue Hardship Claim
☆ Mary Doe (3/1/1987)			
★ Sarah Client (4/1/1988)			

Recertification(s) Due

This page displays a list of clients associated with the organization who have a SNAP or Cash Assistance Recertification coming due soon.

This page is accessed by clicking on the 'View More' link in the 'Recertification(s) Due' pod on the user workspace.



NYC

Home Page **Client Info** Calendar Administration

Client Search **Recertification(s) Due** X

Recertification(s) Due

All Clients **My Clients**

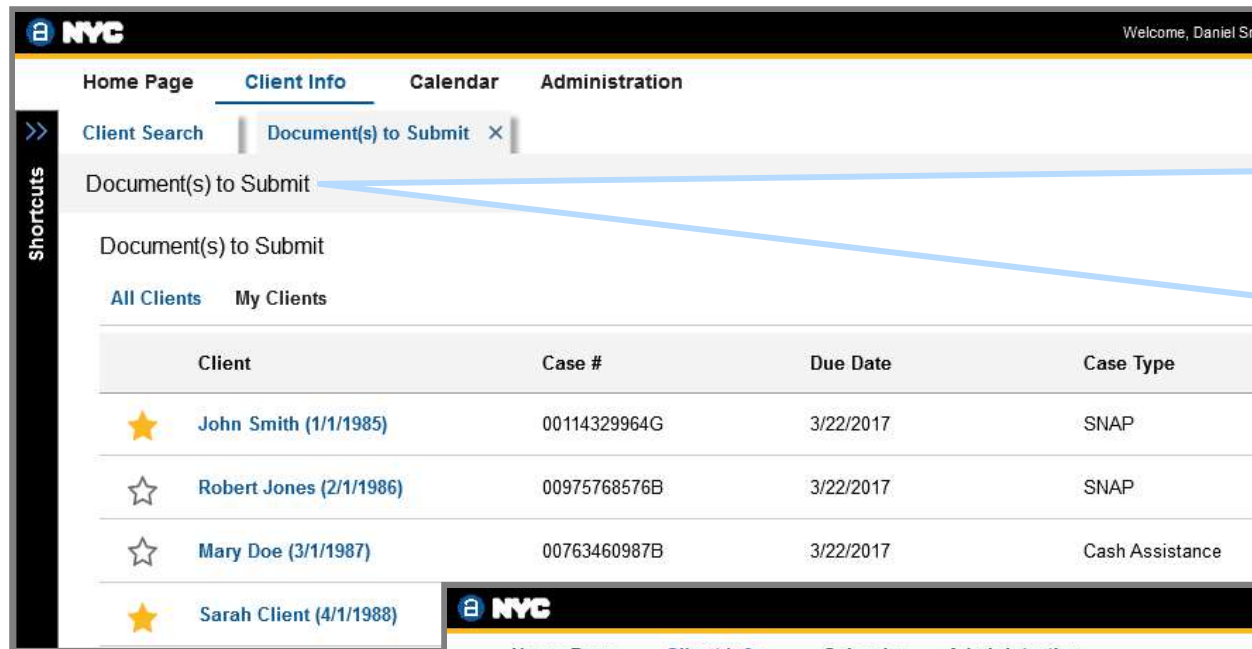
Client	Case #	Case Type	Recertification Due Date
☆ John Smith (1/1/1985)	00114329964G	Cash Assistance	05/21/2017
★ Robert Jones (2/1/1986)	00975768576B	Cash Assistance	05/22/2017
☆ Mary Doe (3/1/1987)	00763460987B	Cash Assistance	05/22/2017
★ Sarah Client (4/1/1988)	00224566673A	Cash Assistance	05/26/2017
★ Tony Guy (5/1/1989)	00334568976B	SNAP	05/26/2017
☆ Robert Jones (6/1/1990)	00975768576B	SNAP	06/01/2017

Detail Pages

Document(s) to Submit

This page displays a list of clients associated with the organization who have received a notification from ACCESS HRA that they need to return documents for their SNAP or Cash case. This page does not list the specific documents. An e-notice is available listing the eligibility documents the client is required to submit.

This page is accessed by clicking on the 'View More' link in the 'Document(s) to Submit' pod on the user workspace.



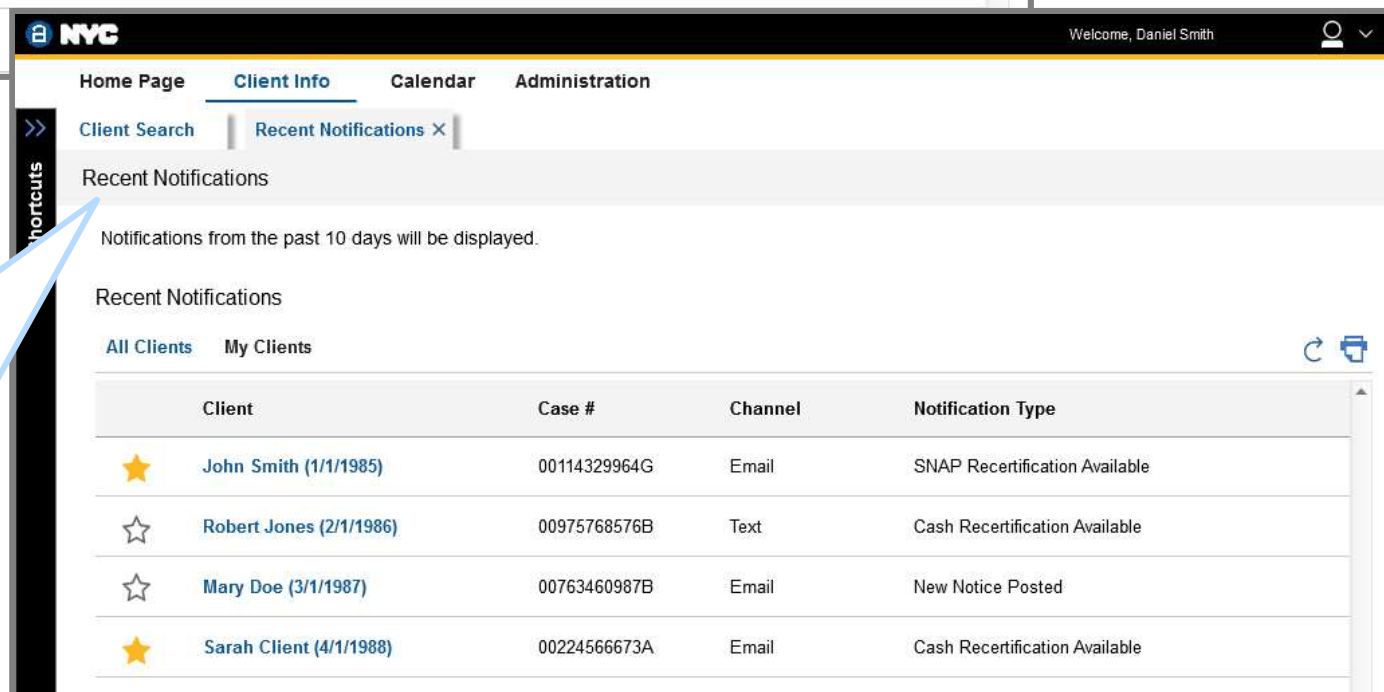
Document(s) to Submit

Client	Case #	Due Date	Case Type
★ John Smith (1/1/1985)	00114329964G	3/22/2017	SNAP
☆ Robert Jones (2/1/1986)	00975768576B	3/22/2017	SNAP
☆ Mary Doe (3/1/1987)	00763460987B	3/22/2017	Cash Assistance
★ Sarah Client (4/1/1988)			

Recent Notifications

This page displays a list of clients associated with the organization who have been recently notified by text or email from ACCESS HRA for a case action. This list will show all notifications that have been sent from ACCESS HRA to the client within the last 10 days.

This page is accessed by clicking on the 'View More' link in the 'Recent Notifications' pod on the user workspace.



Recent Notifications

Notifications from the past 10 days will be displayed.

Recent Notifications

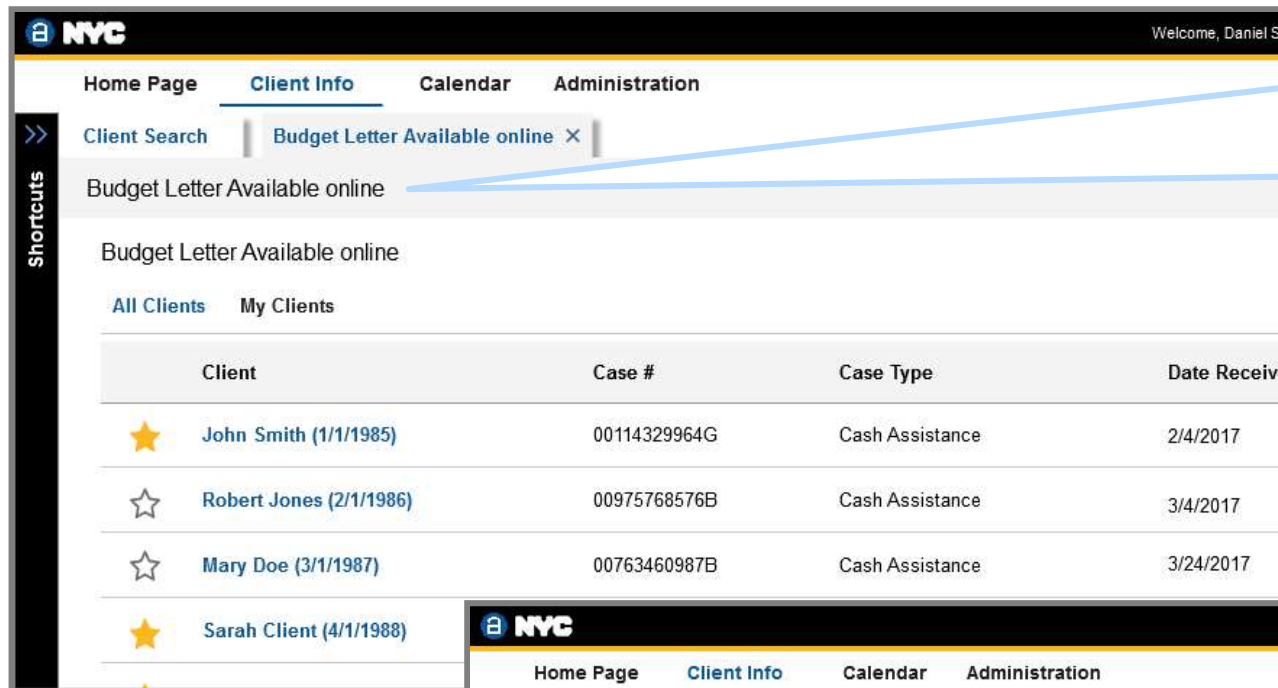
Client	Case #	Channel	Notification Type
★ John Smith (1/1/1985)	00114329964G	Email	SNAP Recertification Available
☆ Robert Jones (2/1/1986)	00975768576B	Text	Cash Recertification Available
☆ Mary Doe (3/1/1987)	00763460987B	Email	New Notice Posted
★ Sarah Client (4/1/1988)	00224566673A	Email	Cash Recertification Available

Detail Pages

Budget Letter Available Online

This page displays a list of clients associated with the organization who have had Budget Letters generated for clients within the last 30 days.

This page is accessed by clicking on the 'View More' link in the 'Budget Letter Available Online' pod on the user workspace.



NYC

Welcome, Daniel S

Home Page **Client Info** Calendar Administration

Client Search Budget Letter Available online X

Budget Letter Available online

Budget Letter Available online

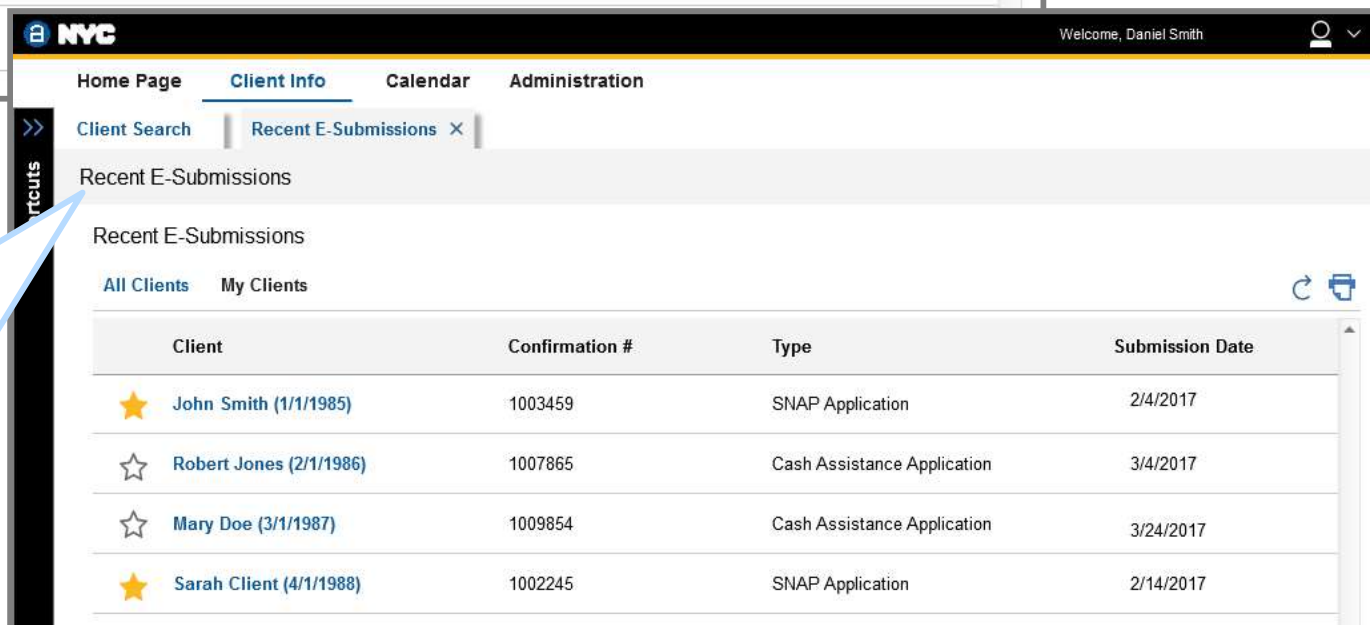
All Clients My Clients

Client	Case #	Case Type	Date Received
★ John Smith (1/1/1985)	00114329964G	Cash Assistance	2/4/2017
☆ Robert Jones (2/1/1986)	00975768576B	Cash Assistance	3/4/2017
☆ Mary Doe (3/1/1987)	00763460987B	Cash Assistance	3/24/2017
★ Sarah Client (4/1/1988)			

Recent E-Submissions

This page displays a list of clients associated with the organization who have recently submitted applications through ACCESS HRA within the last 30 days. This will not display applications submitted via mail or fax.

This page is accessed by clicking on the 'View More' link in the 'Recent E-Submissions' pod on the user workspace.



NYC

Welcome, Daniel Smith

Home Page **Client Info** Calendar Administration

Client Search Recent E-Submissions X

Recent E-Submissions

Recent E-Submissions

All Clients My Clients

Client	Confirmation #	Type	Submission Date
★ John Smith (1/1/1985)	1003459	SNAP Application	2/4/2017
☆ Robert Jones (2/1/1986)	1007865	Cash Assistance Application	3/4/2017
☆ Mary Doe (3/1/1987)	1009854	Cash Assistance Application	3/24/2017
★ Sarah Client (4/1/1988)	1002245	SNAP Application	2/14/2017

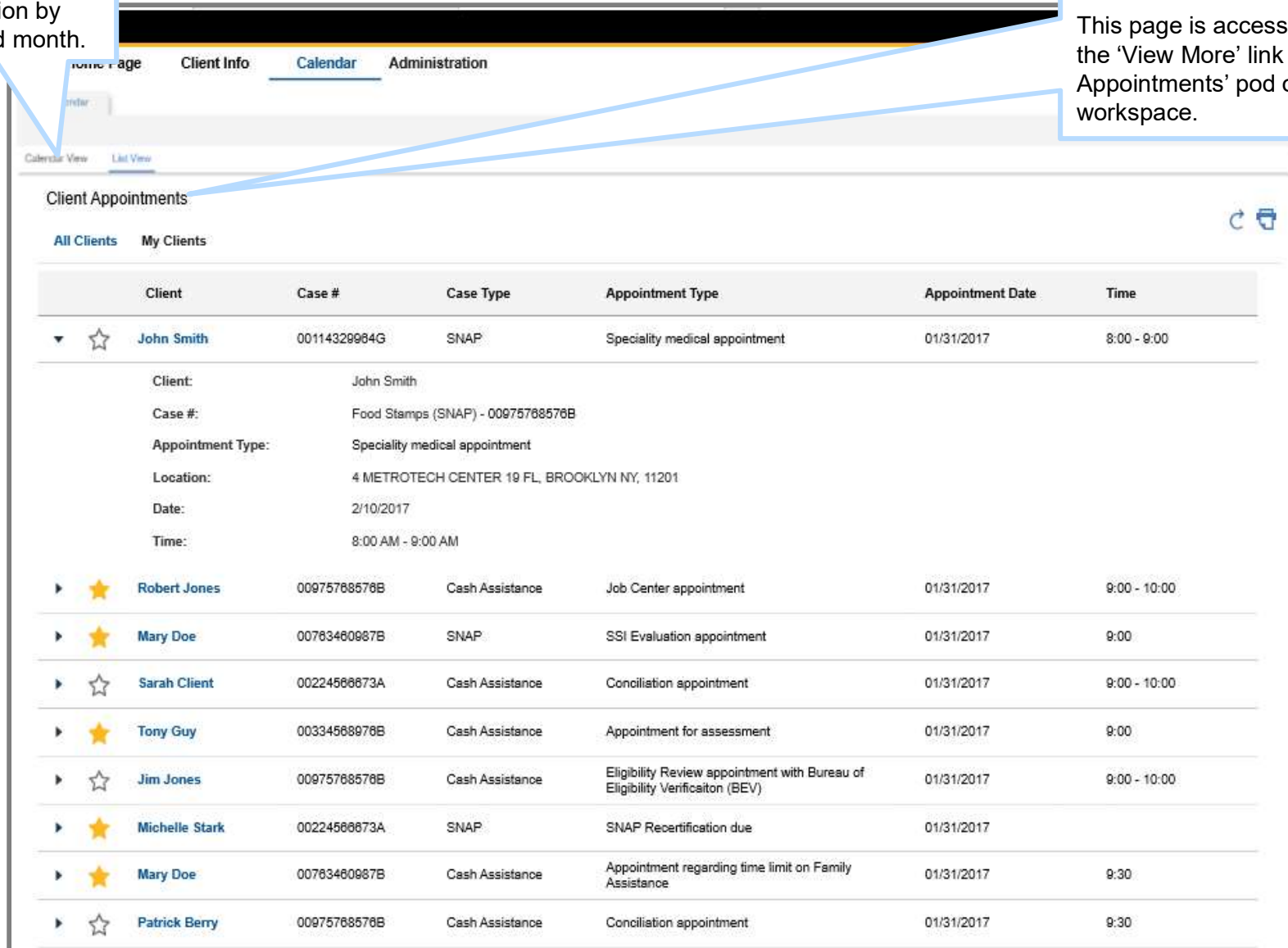
Views

Click on the 'Calendar View' link to see appointments for the clients associated to your organization by day, week, and month.

Client Appointments

This page displays a list of clients associated with the organization who have an upcoming appointment.

This page is accessed by clicking on the 'View More' link in the 'Upcoming Appointments' pod on the user workspace.



The screenshot shows the 'Client Appointments' page. At the top, there is a navigation bar with links: Home Page, Client Info, **Calendar**, and Administration. Below this, there are tabs for 'Calendar View' and 'List View'. The main section is titled 'Client Appointments' and has two sub-tabs: 'All Clients' and 'My Clients'. Below the tabs is a table listing appointments.

	Client	Case #	Case Type	Appointment Type	Appointment Date	Time
▼ ☆	John Smith	00114329984G	SNAP	Speciality medical appointment	01/31/2017	8:00 - 9:00
	Client: John Smith Case #: Food Stamps (SNAP) - 00975768576B Appointment Type: Speciality medical appointment Location: 4 METROTECH CENTER 19 FL, BROOKLYN NY, 11201 Date: 2/10/2017 Time: 8:00 AM - 9:00 AM					
▶ ☆	Robert Jones	00975768576B	Cash Assistance	Job Center appointment	01/31/2017	9:00 - 10:00
▶ ☆	Mary Doe	00763460987B	SNAP	SSI Evaluation appointment	01/31/2017	9:00
▶ ☆	Sarah Client	00224568673A	Cash Assistance	Conciliation appointment	01/31/2017	9:00 - 10:00
▶ ☆	Tony Guy	00334568976B	Cash Assistance	Appointment for assessment	01/31/2017	9:00
▶ ☆	Jim Jones	00975768576B	Cash Assistance	Eligibility Review appointment with Bureau of Eligibility Verifaicon (BEV)	01/31/2017	9:00 - 10:00
▶ ☆	Michelle Stark	00224568673A	SNAP	SNAP Recertification due	01/31/2017	
▶ ☆	Mary Doe	00763460987B	Cash Assistance	Appointment regarding time limit on Family Assistance	01/31/2017	9:30
▶ ☆	Patrick Berry	00975768576B	Cash Assistance	Conciliation appointment	01/31/2017	9:30

Client Home Page

Client Home Page

This page displays all of the information related to a specific client. This page can be accessed by clicking the client's name on any of the detail pages or in the user workspace.

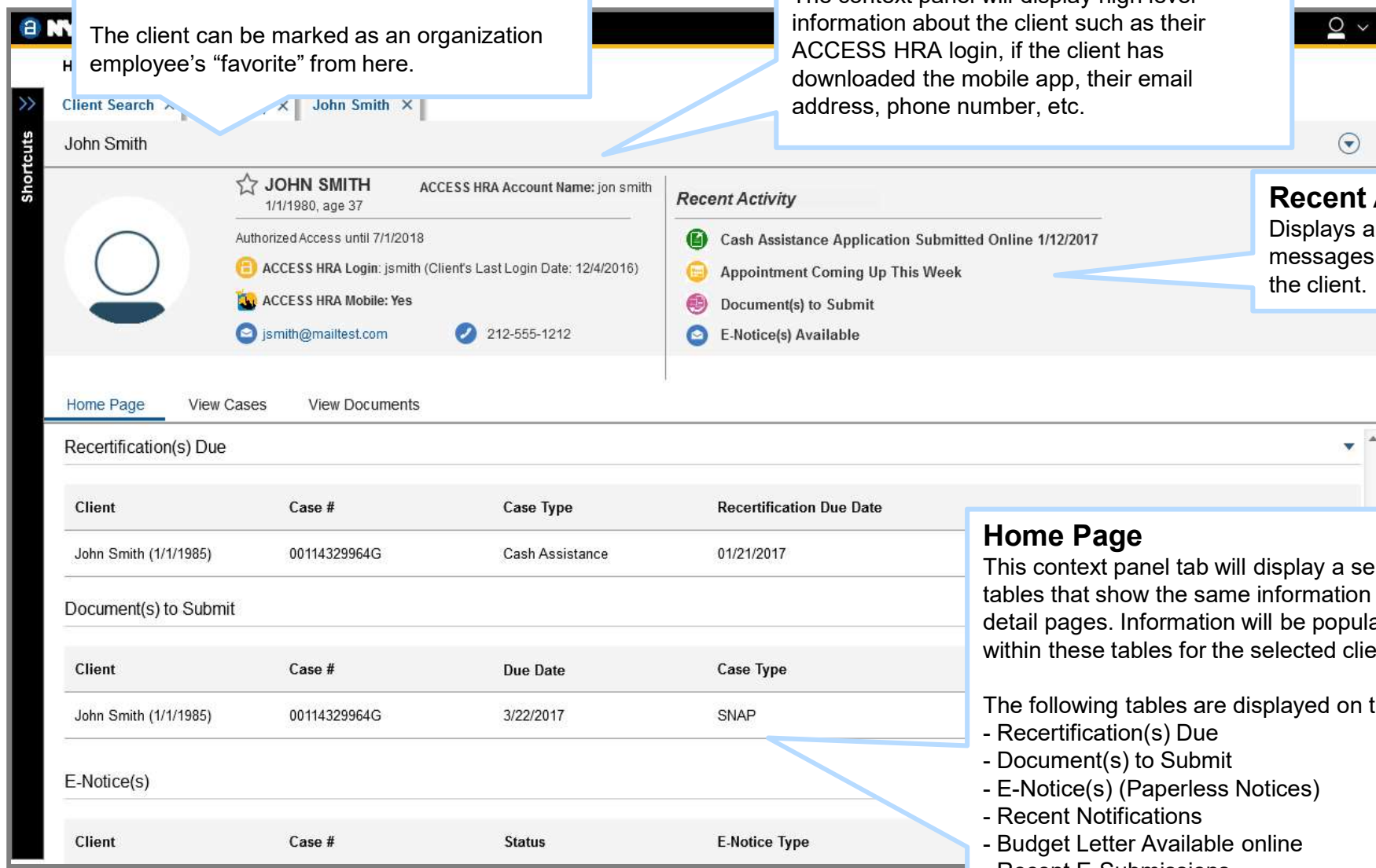
The client can be marked as an organization employee's "favorite" from here.

Context Panel

The context panel will display high level information about the client such as their ACCESS HRA login, if the client has downloaded the mobile app, their email address, phone number, etc.

Recent Activity

Displays a list of relevant messages that pertain to the client.



The screenshot shows the client home page for John Smith. The page includes a sidebar with 'Shortcuts' and a main content area. The main content area has a header section with client information, a 'Recent Activity' section, and three tables: 'Recertification(s) Due', 'Document(s) to Submit', and 'E-Notice(s)'.

Client Information:

- JOHN SMITH** (1/1/1980, age 37)
- ACCESS HRA Account Name: jon smith
- Authorized Access until 7/1/2018
- ACCESS HRA Login: jsmith (Client's Last Login Date: 12/4/2016)
- ACCESS HRA Mobile: Yes
- jsmith@mailtest.com
- 212-555-1212

Recent Activity:

- Cash Assistance Application Submitted Online 1/12/2017
- Appointment Coming Up This Week
- Document(s) to Submit
- E-Notice(s) Available

Recertification(s) Due:

Client	Case #	Case Type	Recertification Due Date
John Smith (1/1/1985)	00114329964G	Cash Assistance	01/21/2017

Document(s) to Submit:

Client	Case #	Due Date	Case Type
John Smith (1/1/1985)	00114329964G	3/22/2017	SNAP

E-Notice(s):

Client	Case #	Status	E-Notice Type
--------	--------	--------	---------------

Home Page

This context panel tab will display a series of tables that show the same information as the detail pages. Information will be populated within these tables for the selected client only.

The following tables are displayed on this page:

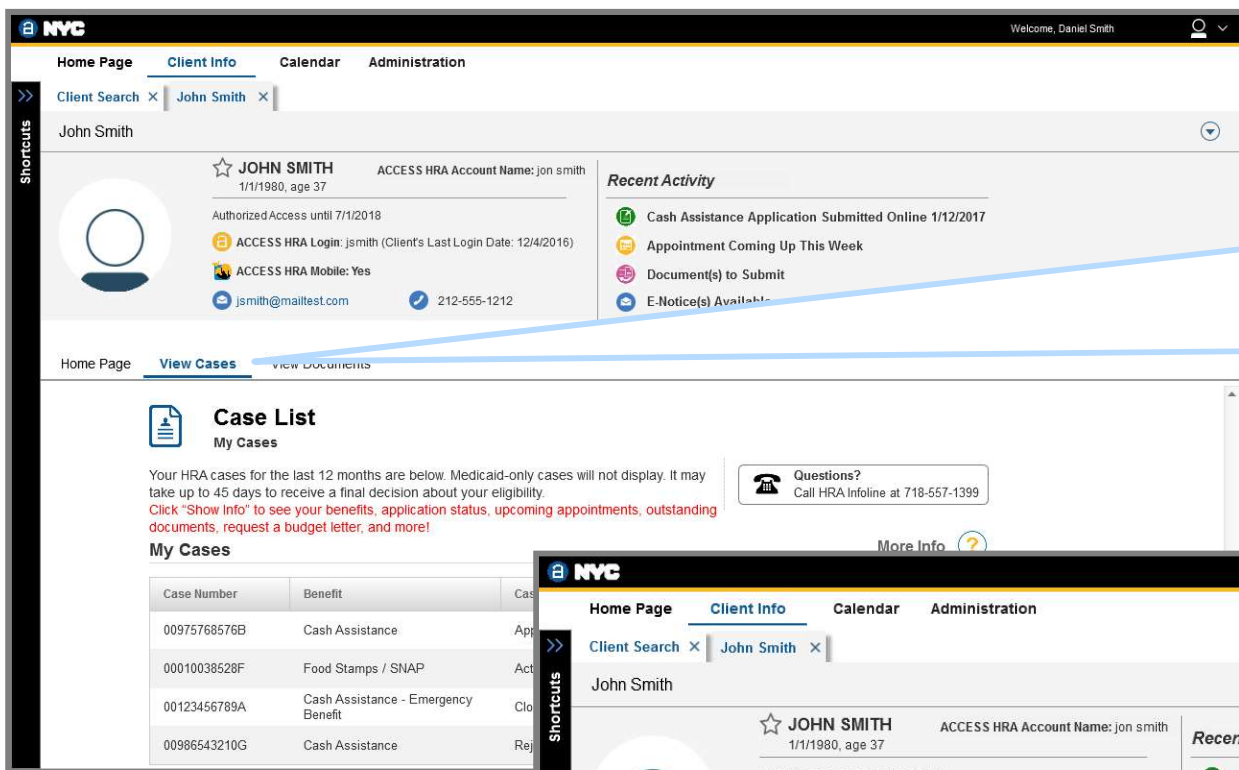
- Recertification(s) Due
- Document(s) to Submit
- E-Notice(s) (Paperless Notices)
- Recent Notifications
- Budget Letter Available online
- Recent E-Submissions

Client Home Page – View Cases

View Cases – Case List

From the Client Home Page Context Panel, you will be able to select the 'View Cases' Context Panel tab for the client. This will make a real time call to retrieve the data for cases associated to the client.

The information displayed here is the same information that the client sees on the 'My Cases' page in the ACCESS HRA Client Portal.



Client Home Page | Home Page | **Client Info** | Calendar | Administration

Client Search x John Smith x

John Smith

JOHN SMITH
1/1/1980, age 37
ACCESS HRA Account Name: jon smith
Authorized Access until 7/1/2018
ACCESS HRA Login: jsmith (Client's Last Login Date: 12/4/2016)
ACCESS HRA Mobile: Yes
jsmith@mailtest.com | 212-555-1212

Recent Activity

- Cash Assistance Application Submitted Online 1/12/2017
- Appointment Coming Up This Week
- Document(s) to Submit
- E-Notice(s) Available

Home Page | **View Cases** | View Documents

Case List
My Cases

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

Case Number	Benefit	Case Status
00975768576B	Cash Assistance	App
00010038528F	Food Stamps / SNAP	Act
00123456789A	Cash Assistance - Emergency Benefit	Clo
00986543210G	Cash Assistance	Rej

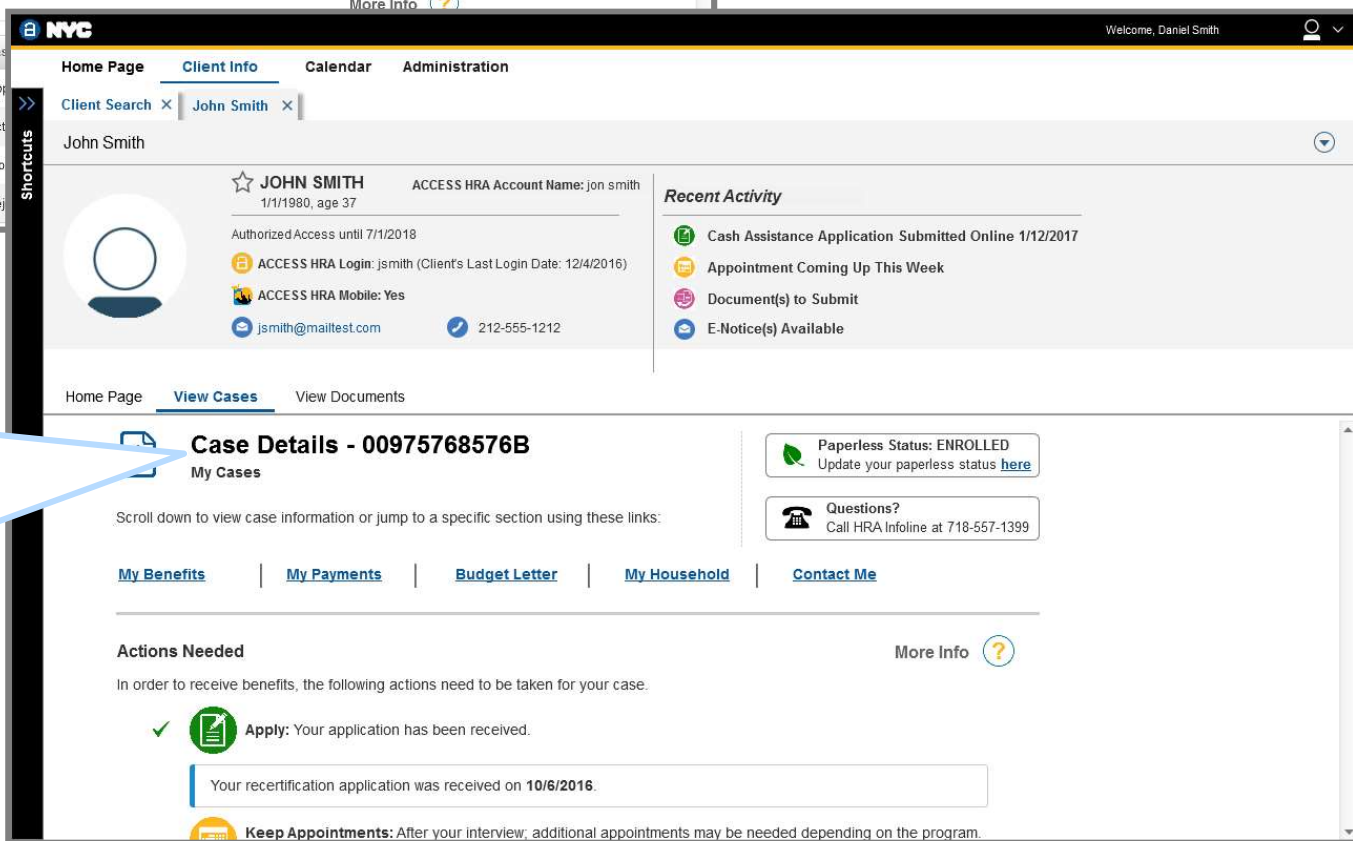
Questions?
Call HRA Infoline at 718-557-1399

View Cases – Case Details

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

On this page, you will be able to request a budget letter for the case and make updates to contact information on behalf of the client.

Once an update is made on this page, a notification will be sent to the client to inform them of the update.



Client Home Page | Home Page | **Client Info** | Calendar | Administration

Client Search x John Smith x

John Smith

JOHN SMITH
1/1/1980, age 37
ACCESS HRA Account Name: jon smith
Authorized Access until 7/1/2018
ACCESS HRA Login: jsmith (Client's Last Login Date: 12/4/2016)
ACCESS HRA Mobile: Yes
jsmith@mailtest.com | 212-555-1212

Recent Activity

- Cash Assistance Application Submitted Online 1/12/2017
- Appointment Coming Up This Week
- Document(s) to Submit
- E-Notice(s) Available

Home Page | **View Cases** | View Documents

Case Details - 00975768576B
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](#)

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 **10/6/2016**.
- Keep Appointments:** After your interview, additional appointments may be needed depending on the program.

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

Questions?
Call HRA Infoline at 718-557-1399

Client Home Page – Case Updates



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 on behalf of the client. It is sent to the mailing address that HRA has on file for the client's case. It is also available on the 'My Documents' page the next business day.

Budget Letter

[Top of](#)
[More Info ?](#)

You can request budget information related to this case. Once the Budget Letter has been requested, it will be mailed to your address on file.

[Request Budget Letter](#)

My Household

[Top of Page](#) 
[More Info ?](#)

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

Client Home Page – Case Updates



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

Edit Contact Information

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

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

More Info

Edit or Enroll

Email Address on file: jondoe@gmail.com

Is your Email Verified? Not Verified

Primary Phone Number: 212-555-7777 Cell

Alternate Phone Number: 718-555-6666

Send Text Messages to: Primary Phone Number

Edit Contact Information

More Info

Stay informed! You can receive EMAILS about your application and upcoming due dates by entering an email address.

Language for Notices:

English

Email Address on file:

dktest@mailinator.com

Confirm Email Address:

dktest@mailinator.com

Send email notifications:

☒ Yes ☐ No

PRIMARY Phone Number & Extension:

+1 212-555-1111

ext.

Type

Home

ALTERNATE Phone Number & Extension:

+1 212-555-2222

ext.

Type

Cell

If you would like to receive TEXT MESSAGES, please select the phone number you would like to use. Text message and data rates may apply.

TEXT MESSAGE Phone Number:

Alternate phone number

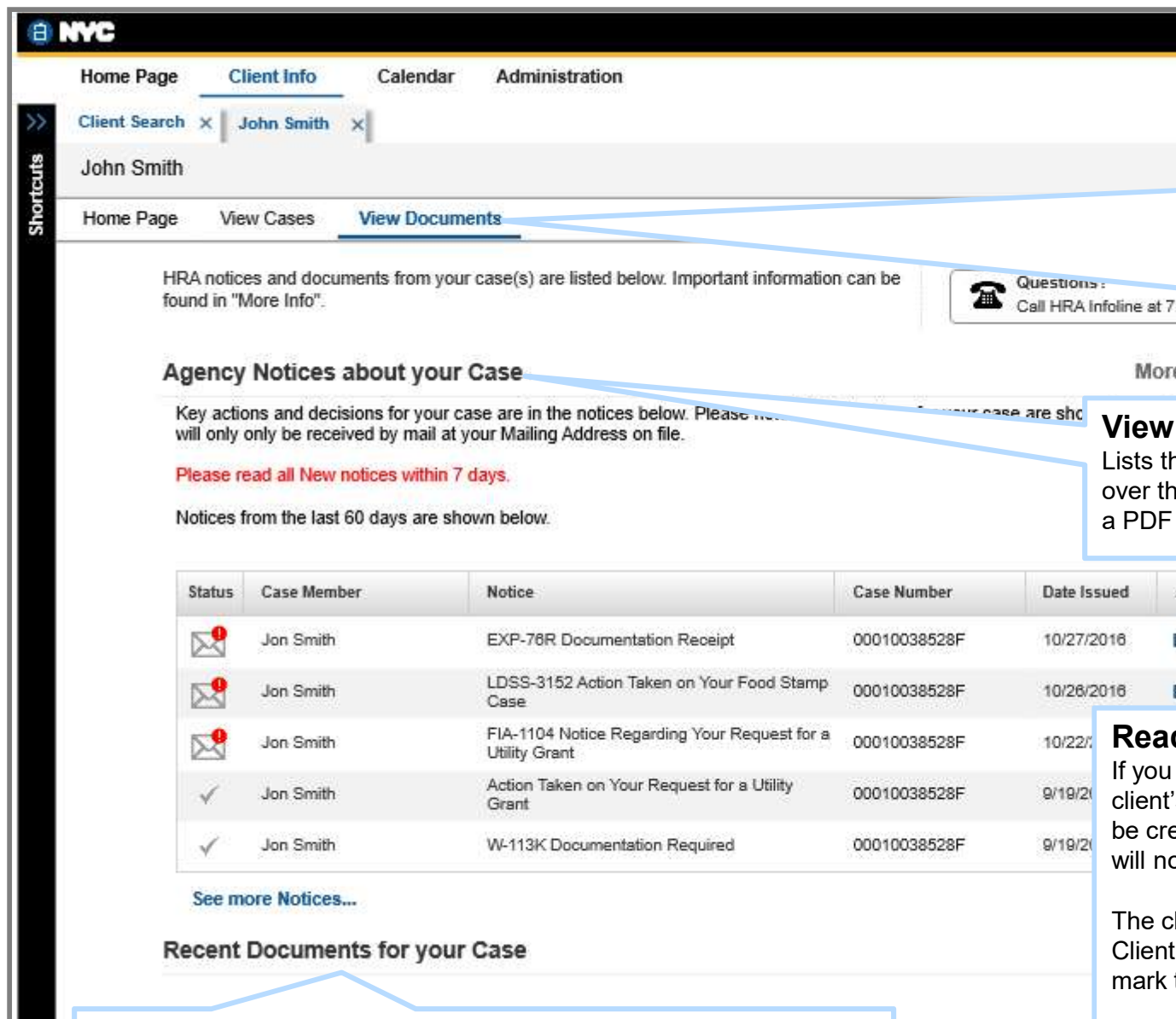
Current Mailing Address

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

4 METROTECH CENTER 19A
BROOKLYN, NY 11201

☒ Check here if your mailing address has changed.

Client Home Page – View Documents



NYC

Home Page **Client Info** Calendar Administration

Client Search x John Smith x

John Smith

Home Page View Cases **View 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 7

Agency Notices about your Case

Key actions and decisions for your case are in the notices below. Please note that you will only 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	EXP-76R Documentation Receipt	00010038528F	10/27/2016	Read
	Jon Smith	LDSS-3152 Action Taken on Your Food Stamp Case	00010038528F	10/26/2016	Read
	Jon Smith	FIA-1104 Notice Regarding Your Request for a Utility Grant	00010038528F	10/22/2016	Read
	Jon Smith	Action Taken on Your Request for a Utility Grant	00010038528F	9/19/2016	
	Jon Smith	W-113K Documentation Required	00010038528F	9/19/2016	

[See more Notices...](#)

Recent Documents for your Case

View Documents

From the Client Home Page Context Panel, you will be able to select the 'View Documents' Context Panel tab for the client. This will make a real time call to retrieve the data for documents posted to the client's account..

The information displayed here is the same information that the client sees on the 'My Documents' page in the ACCESS HRA Client Portal.

View Agency Notices about your Case

Lists the notices that were posted to the client's case over the last 60 days. Click on the 'Read' link to view a PDF of the notice.

Reading Notices on behalf of the client

If you view a new notice that has been posted to a client's account, a client Read Receipt record will not be created and the corresponding E-Notice record will not be marked as 'Read' within ACCESS HRA.

The client will still need to log into the ACCESS HRA Client Portal to view the notice themselves in order to mark the notice as "read".

Notices are displayed on the 'My Documents' page regardless of your client's paperless status.

View Recent Documents for your Case

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

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

Calendar – Calendar View

Calendar Views

On this page, you can view upcoming appointments in a 'Day' view, 'Week' view, and 'Month' view.

Once you select the type of view you would like to see, click the "Go to Selected Date" link.

Appointment Details

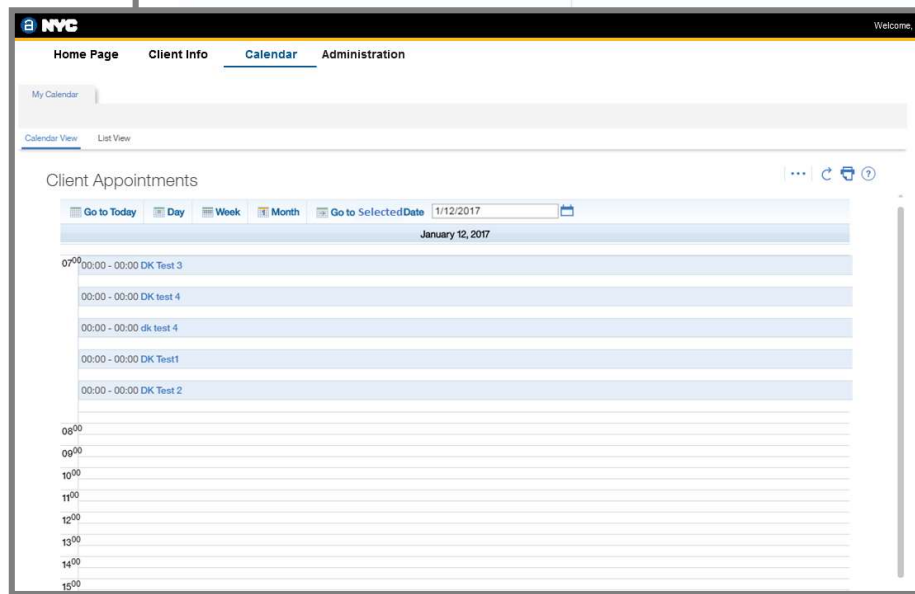
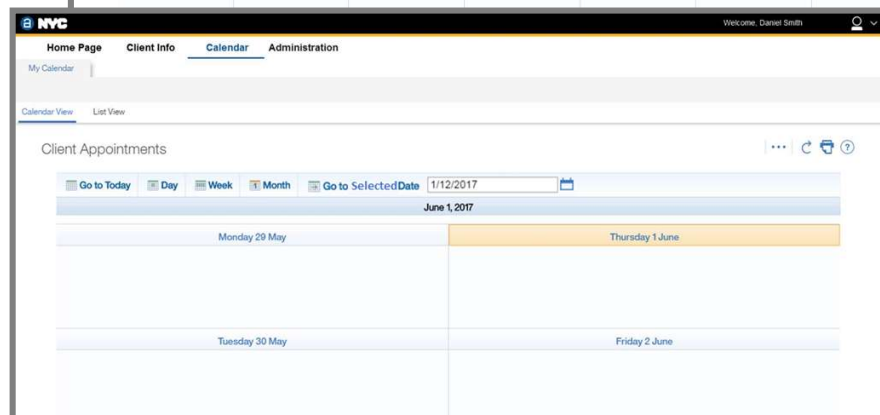
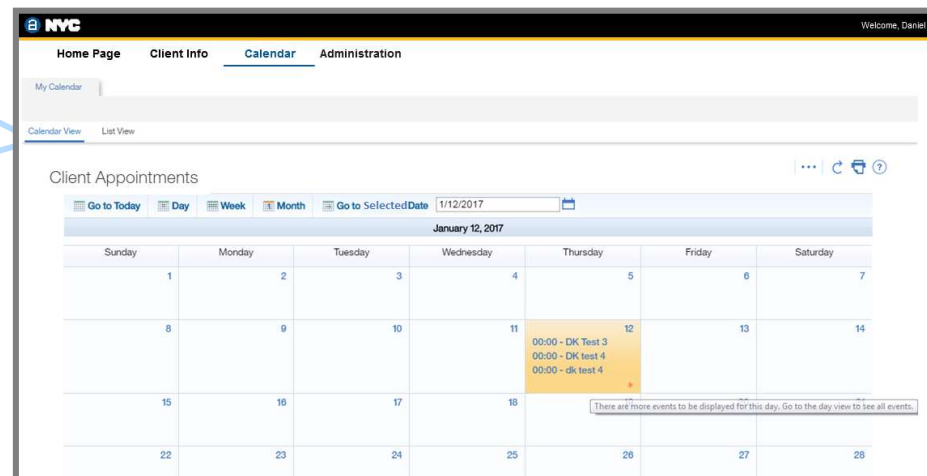
You can view more details about a specific appointment by clicking on a client appointment hyperlink in one of the 'Calendar - Calendar View' pages.

This page can also be accessed from the user workspace if you click on an individual appointment in the 'Upcoming Appointments' pod.

Appointment Details

Client: John Smith
Case #: Food Stamps (SNAP) - 00975768576B
Appointment Type: Eligibility appointment - Review new employment data
Location: 4 METROTECH CENTER 19 FL, BROOKLYN NY, 11201
Date: 2/10/2017
Time: 8:00 AM - 9:00 AM

Close



Entering Site ID

Entering Site ID

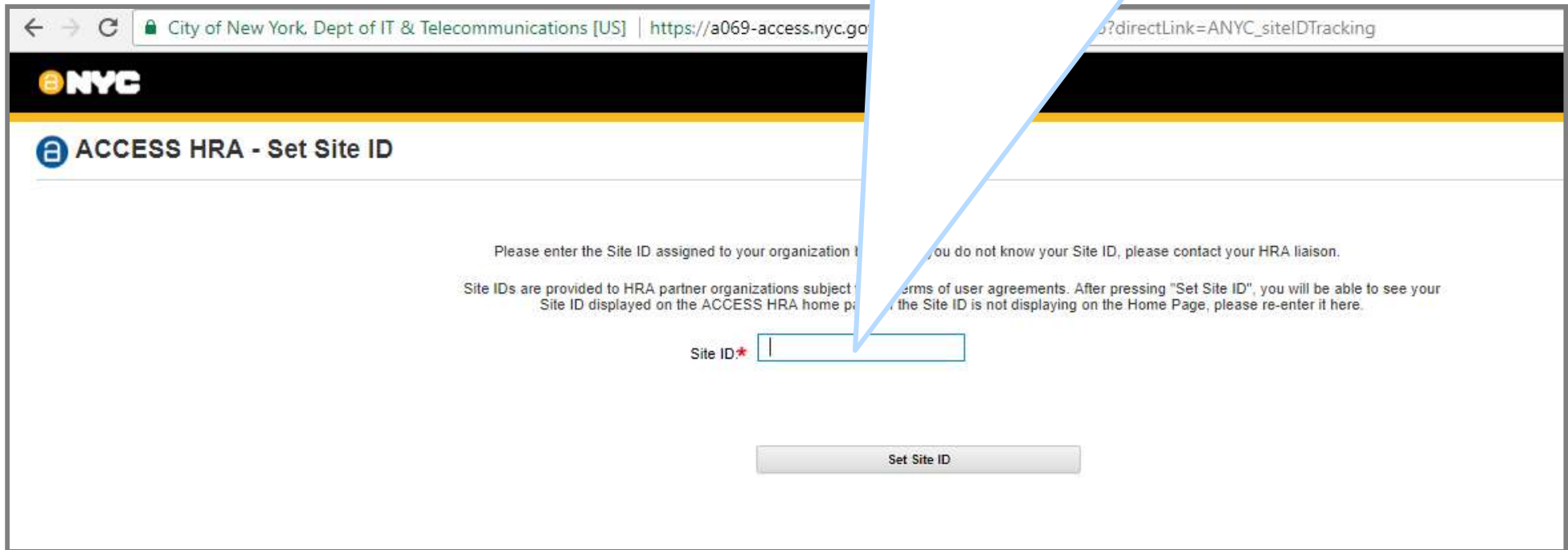
The process followed to enter a Site ID on a partner's computer prior to clients submitting an application has not changed.

Step 1: Open your browser and enter "nyc.gov/accesshra/" in the address bar

Step 2: Once ACCESS NYC loads enter "nyc.gov/accesshra/partners" in the address bar

Step 3: Enter your Site ID into the "Site ID" empty field and click the "Set Site ID" button

The Site ID will then be displayed on the ACCESS HRA Client Portal landing page. This will allow HRA to identify applications and recertifications submitted from your organization.



The screenshot shows a web browser window with the URL https://a069-access.nyc.gov/?directLink=ANYC_siteIDTracking. The page header includes the NYC logo and the title "ACCESS HRA - Set Site ID". The main content area contains the following text:

Please enter the Site ID assigned to your organization. If you do not know your Site ID, please contact your HRA liaison.

Site IDs are provided to HRA partner organizations subject to the terms of user agreements. After pressing "Set Site ID", you will be able to see your Site ID displayed on the ACCESS HRA home page. If the Site ID is not displaying on the Home Page, please re-enter it here.

Below the text is a text input field labeled "Site ID*" and a "Set Site ID" button.