

MyHousing Applicant Portal User Guide and Frequently Asked Questions (FAQ)

Introduction

As a part of the MyHousing Suite, Applicant Portal is a secure, web-based platform designed to optimize communication, collaboration, and efficiency between Applicants and the Housing Authority.

The Applicant Portal provides applicants with direct access to their waiting list application, allowing them to view their status and update household or contact information. Please note that only active CDCLI applicants are eligible for access. To be an active applicant, you must be on the current CDCLI Mainstream waiting list.

With Applicant Portal, Applicants can:

- View waiting list status
- Update phone numbers, email addresses, and mailing addresses.
- Add new household members.
- Add, remove, and update household income.

Welcome! This guide will help you to use your new account in My Housing.

Select a topic to learn about:

[How to Register](#)

[How to Login](#)

[ACTIONS \(Update your Application, Review your Waiting list\)](#)

[Notifications](#)

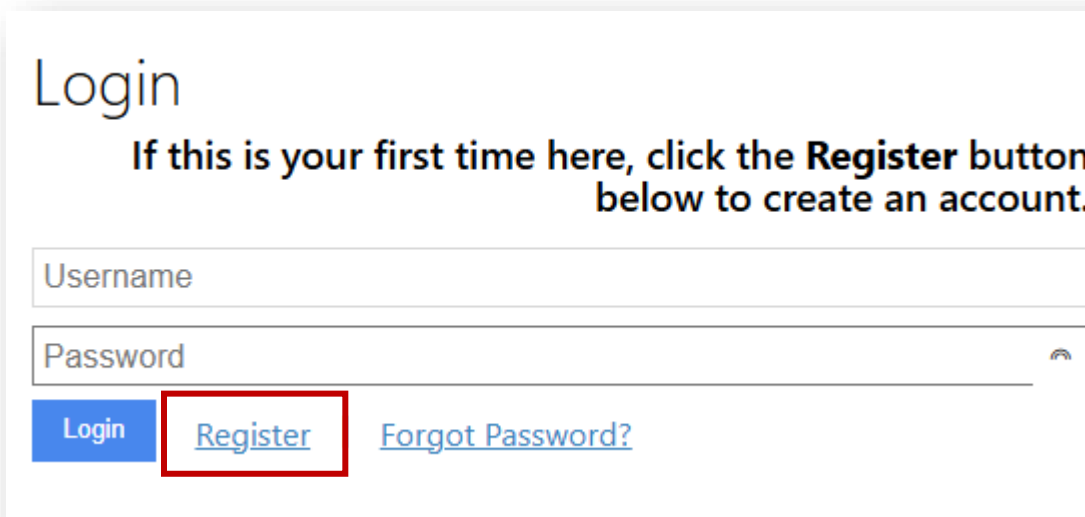
[Messaging](#)

[Documents You May Need](#)

[Your Account \(Change your Password or Email Address\)](#)

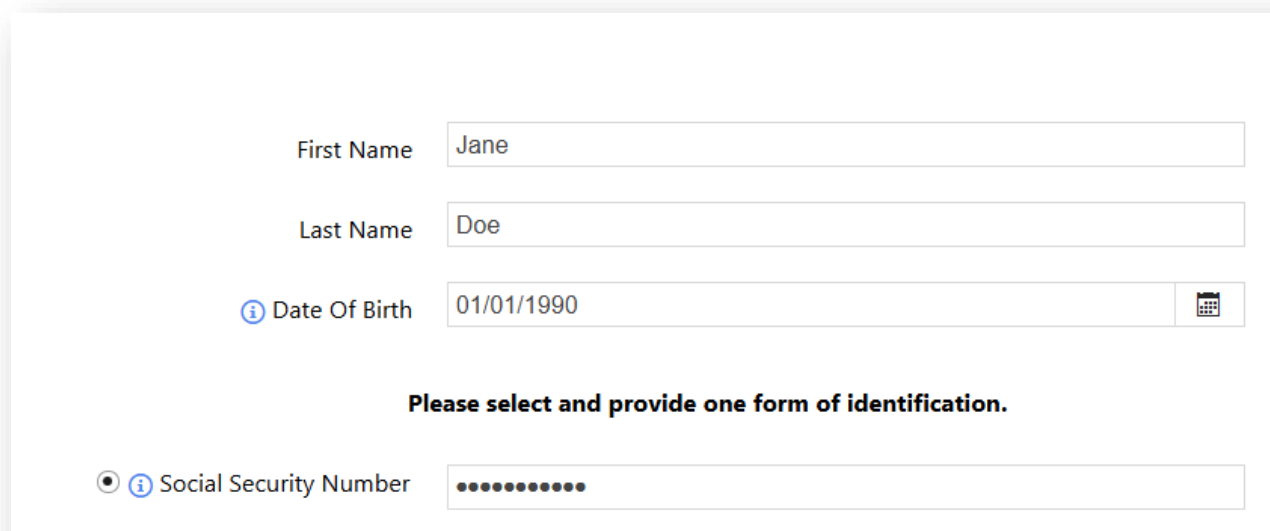
To register:

1. Go to <https://cdcli.myhousing.com/Account/Login>
2. Select **Register**



The screenshot shows a web form titled "Login". Below the title is a message: "If this is your first time here, click the **Register** button below to create an account." There are two input fields: "Username" and "Password". Below the "Password" field is a "Login" button (blue) and a "Register" button (blue, highlighted with a red border). To the right of the "Register" button is a link "Forgot Password?".

3. Enter your First Name, Last Name and Date of Birth
4. Enter your Social Security Number
5. Select Continue



The screenshot shows a registration form with the following fields:

- First Name: Jane
- Last Name: Doe
- Date Of Birth: 01/01/1990 (with a calendar icon)

Below these fields is a bold instruction: "Please select and provide one form of identification."

There is a radio button selected next to the label "Social Security Number" (with an information icon). The input field for the Social Security Number contains ten dots (••••••••••).

6. Please make a note of your new Username. It is automatically generated
7. Enter your email address and select a password.
8. Select Continue

Please make a note of your user name below and enter the password you would like for your account to complete the registration process.

User Name	<input type="text" value="jdoe"/>	<div>Passwords must be at least 12 characters long, one number, one lowercase, one uppercase, and one special character.</div>
Email	<input type="text" value="jdoe@gmail.com"/>	
Password ⓘ	<input type="password" value="*****"/>	
Confirm Password	<input type="text" value="Same as Password"/>	
Preferred Language	<input type="text" value="English - US"/>	
<div>Continue</div>		

you have successfully created an account. Please make a note of your user name below and your chosen password. Click on the Login link below to login.

Username: **jdoe**

[Click here to login and get started!](#)

To login:

1. Go to <https://cdcli.myhousing.com/Account/Login>
2. Enter your username and password and select “**Login**”
3. If you need to reset your password, select “**Forgot Password**”. You will receive an email which will allow you to reset your password.

Login

If this is your first time here, click the **Register** button below to create an account.

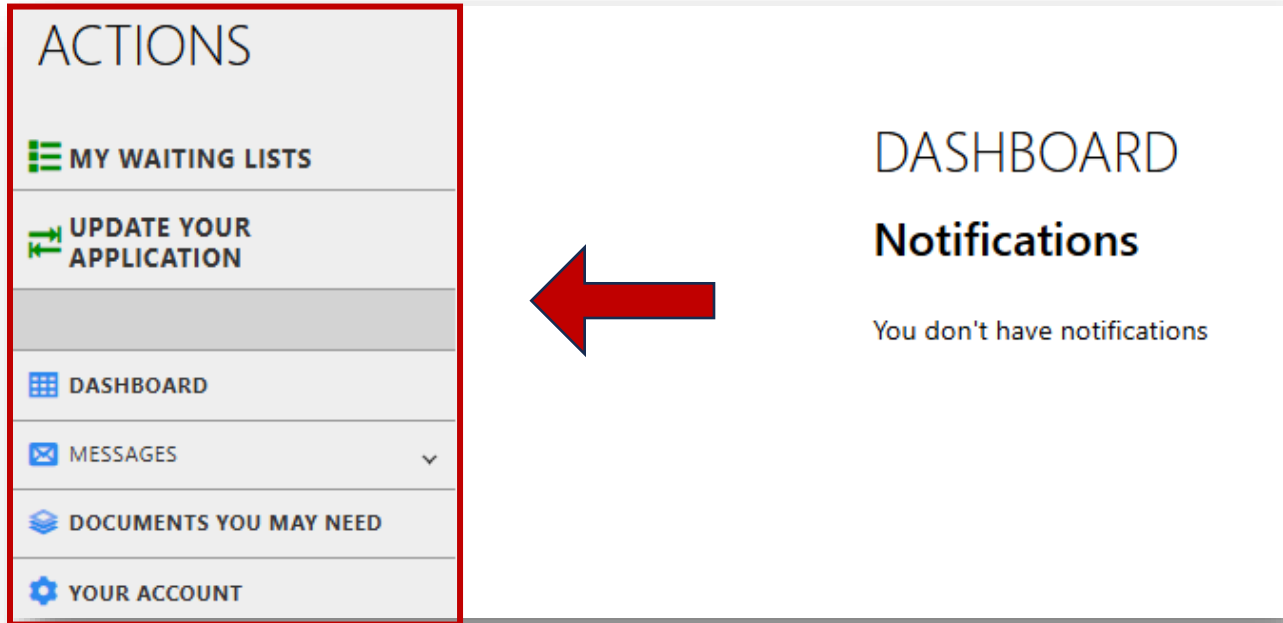
Login

[Register](#)

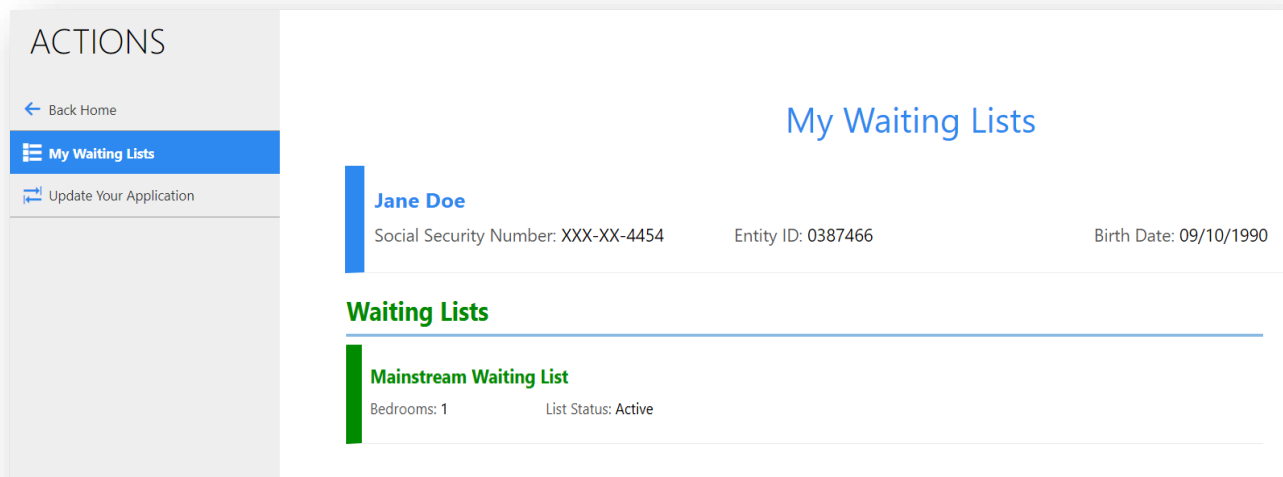
[Forgot Password?](#)

Actions:

The Actions menu is on the left of the Dashboard




1. **My Waiting Lists** lets you take a quick view at the waiting lists you have applied to.



2. **Update Your Application** will take you to a wizard where you will be able to see and modify all sorts of information regarding your household.
3. Make sure to **review** before you submit your changes as you will be unable to make further changes until the housing authority reviews and approves your changes.

Tell Us About The Head Of Household

The head of household is responsible for ensuring that the household fulfills all of its responsibilities under the program, along with the co-head or spouse.

<input type="text" value="Jane"/>	✓ First Name
<input type="text" value="Middle Name"/>	Middle Name
<input type="text" value="Doe"/>	✓ Last Name
<input type="text" value="Male"/>	✓ Gender ⓘ
<input type="text" value="01/01/1990"/> 	✓ Birth Date ⓘ
<input type="text" value="Eligible Citizen"/>	✓ Current Citizenship Status
<input type="text" value="White"/> Black/African American	✓ Race(s) (select all that apply)

[Need Help?](#)

4. **Dashboard:**
 - Brings you back to the main page where you have access to your notifications.
5. **Messages:**
 - Will allow you to send messages to your specialist. You also able to view any messages you've received from the housing authority

Tip: When the envelope icon is moving this means you have new messages in your inbox.




6. **Documents You May Need:**
 - Provides a place where you can obtain forms and documents that you may need to upload during your application process.
7. **Your Account:**
 - Allows you to change your email or language of choice.

Notifications

The Notifications are in the center of your Dashboard. Notifications provide you with updates about your application, messages, and other important information. Be on the lookout for these as they will guide you through your application process. To clean up your notifications, delete them by clicking the “X” button.

DASHBOARD

Notifications


! 101392 - Your Application Changes were approved by a Specialist.	Apr 14 
i 101392 - Thank you for updating your application, it is awaiting review by a specialist.	Apr 14 
! 101392 - Your Application Changes were approved by a Specialist.	Mar 28 

Messages

The Messages menu item is under **ACTIONS**. A number next to messages means there is at least one unread message in your inbox.

1. **Inbox** under ACTIONS, allows you to see messages sent to you.
2. **Sent Messages** under ACTIONS, allows you to see messages that you sent.
3. You can create and send a message by clicking on "Compose" when you navigate to your Inbox.

INBOX

 Compose

Show entries

Search:

☐ Sender

Subject

Date



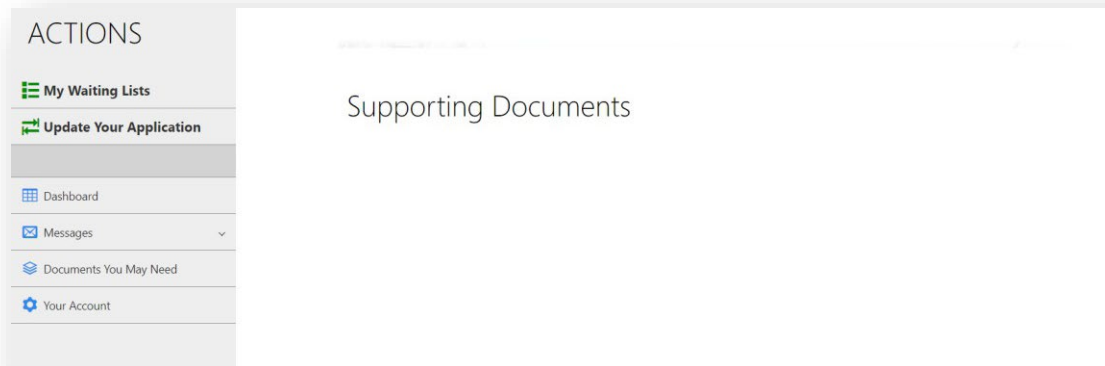
No data available in table

Previous

Next

Documents You May Need

The Documents You May Need menu item is under ACTIONS. Here you can obtain forms and documents that you may need.



Your Account (Update Email or Change Language)

The Your Account menu item under ACTIONS. Here you can change your language preference and your email address

YOUR ACCOUNT

Username	MJones
Email	<input type="text" value="MJones@myhousingtest.com"/>
Current Password	<input type="password" value="Current Password"/>
New Password (i)	<input type="password" value="New Password"/>
Confirm New Password	<input type="password" value="Confirm New Password"/>
Language	<input type="text" value="English - US"/>

Applicant Portal FAQ's

1. WHAT IS APPLICANT PORTAL?

Applicant Portal is an online tool where Applicants have direct access to their waiting list application, allowing them to view their status and update household or contact information.

With Applicant Portal, you can:

- View waiting list statuses
- Update phone numbers, email addresses, and mailing addresses.
- Add new household members.
- Add, remove, and update household income.

2. HOW DO I REGISTER/CREATE A NEW ACCOUNT?

Please note that only active CDCLI applicants are eligible for access. To be an active applicant, you must be on the current CDCLI Mainstream waiting list. A Guide is available [HERE](#).

3. WHO CAN REGISTER?

Only active applicants can create new accounts. To be an active applicant, you must be on the current CDCLI Mainstream waiting list.

To use the Applicant Portal, applicants will need the following:

- A computer, laptop, smartphone, or any device with internet access. If you do not have access to a computer with internet access you may use a computer located in a library, case manager or advocate's office, friend or family's computer, etc.
- A valid email address. If you do not have an email address you can set one up for free at: <http://mail.google.com/mail/signup>

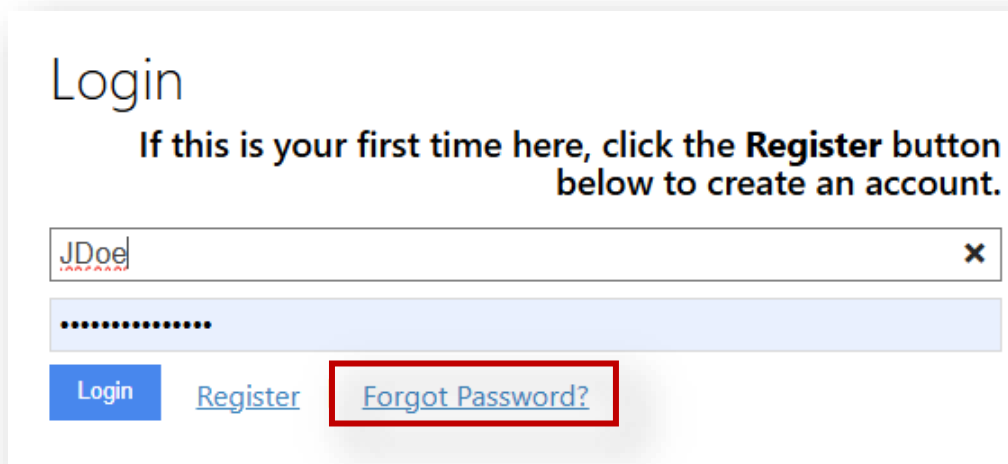
4. HOW IS APPLICANT PORTAL USEFUL TO ME?

While using Applicant Portal, Applicants can:

- View waiting list status
- Update phone numbers, email addresses, and mailing addresses.
- Add new household members.

5. WHAT DO I DO IF I CAN'T REMEMBER MY USERNAME/PASSWORD OR I WANT TO CHANGE MY PASSWORD?

The easiest way to change your password is to select the Forgot Password link. You will receive an email with a link where you can change your password. [CLICK HERE](#) to be routed to Applicant Portal or copy and paste the following link into your browser: <https://cdcli.myhousing.com/Account/Login>.



Login

If this is your first time here, click the **Register** button below to create an account.

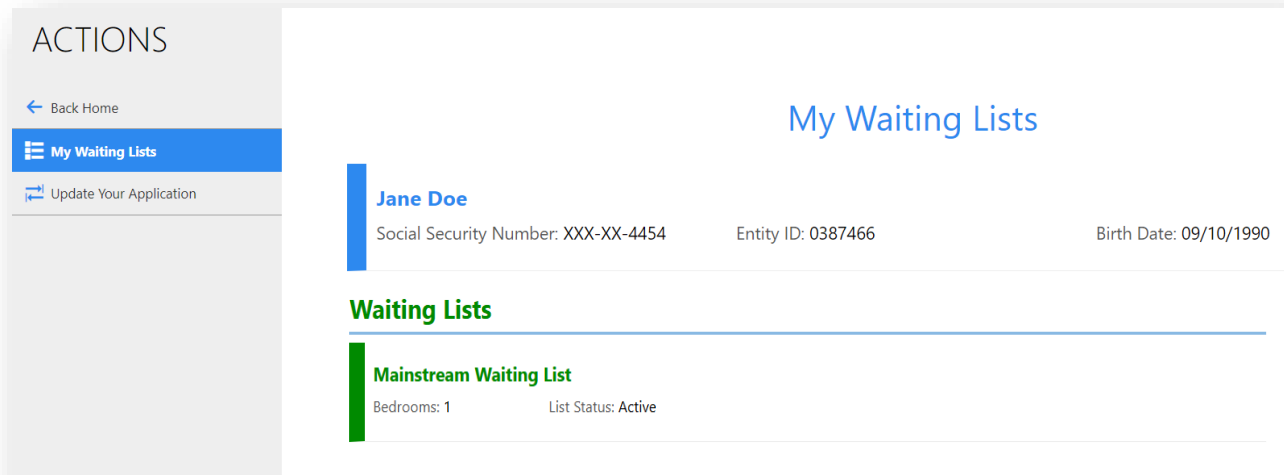
JDoe

.....

Login Register **[Forgot Password?](#)**

6. HOW CAN I SEE THE WAITING LIST THAT I AM CURRENTLY ON?

First, login. Then click on the "My Waiting list" link under the 'Actions' menu on the left side of the screen. Next, you will see the names of the waiting lists you are currently active on.



ACTIONS

← Back Home

My Waiting Lists

Update Your Application

My Waiting Lists

Jane Doe

Social Security Number: XXX-XX-4454 Entity ID: 0387466 Birth Date: 09/10/1990

Waiting Lists

Mainstream Waiting List

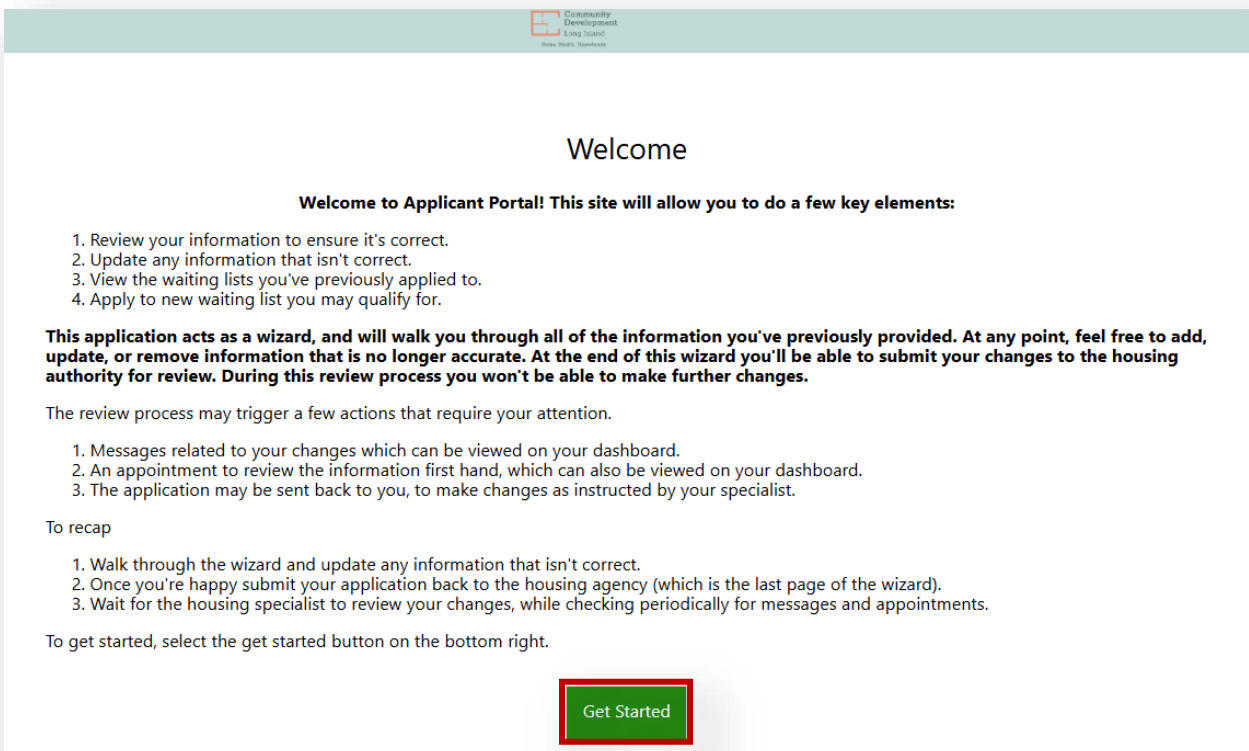
Bedrooms: 1 List Status: Active

7. HOW DO I UPDATE MY MAILING ADDRESS OR MAKE CHANGES TO MY APPLICATION?

First, login, then click on the **"Update your Application"** link under the 'Actions' menu on the left side of the screen. Next, you will open the application Wizard by clicking on the **Get Started** button.

You will be able to view and modify all sorts of information regarding your household.

Make sure to review before you submit your changes as you will be unable to make further changes until the Housing Authority review and approves your changes.



The screenshot shows the 'Welcome' page of the Applicant Portal. At the top, there is a header for 'Community Development Long Island' with the website 'www.housing.com'. The main heading is 'Welcome'. Below it, a bold statement says: 'Welcome to Applicant Portal! This site will allow you to do a few key elements:'. This is followed by a numbered list of four items: 1. Review your information to ensure it's correct. 2. Update any information that isn't correct. 3. View the waiting lists you've previously applied to. 4. Apply to new waiting list you may qualify for. A bold paragraph then states: 'This application acts as a wizard, and will walk you through all of the information you've previously provided. At any point, feel free to add, update, or remove information that is no longer accurate. At the end of this wizard you'll be able to submit your changes to the housing authority for review. During this review process you won't be able to make further changes.' Below this, another paragraph says: 'The review process may trigger a few actions that require your attention.' followed by a numbered list of three items: 1. Messages related to your changes which can be viewed on your dashboard. 2. An appointment to review the information first hand, which can also be viewed on your dashboard. 3. The application may be sent back to you, to make changes as instructed by your specialist. A 'To recap' section follows with a numbered list of three items: 1. Walk through the wizard and update any information that isn't correct. 2. Once you're happy submit your application back to the housing agency (which is the last page of the wizard). 3. Wait for the housing specialist to review your changes, while checking periodically for messages and appointments. A final paragraph says: 'To get started, select the get started button on the bottom right.' At the bottom center, there is a green button with a red border labeled 'Get Started'.

Community Development
Long Island
www.housing.com

Welcome

Welcome to Applicant Portal! This site will allow you to do a few key elements:

1. Review your information to ensure it's correct.
2. Update any information that isn't correct.
3. View the waiting lists you've previously applied to.
4. Apply to new waiting list you may qualify for.

This application acts as a wizard, and will walk you through all of the information you've previously provided. At any point, feel free to add, update, or remove information that is no longer accurate. At the end of this wizard you'll be able to submit your changes to the housing authority for review. During this review process you won't be able to make further changes.

The review process may trigger a few actions that require your attention.

1. Messages related to your changes which can be viewed on your dashboard.
2. An appointment to review the information first hand, which can also be viewed on your dashboard.
3. The application may be sent back to you, to make changes as instructed by your specialist.

To recap

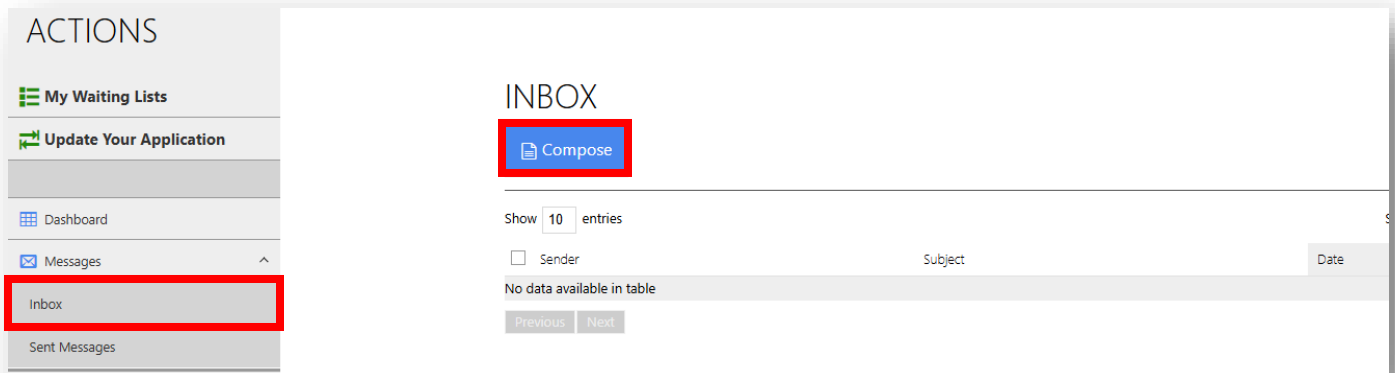
1. Walk through the wizard and update any information that isn't correct.
2. Once you're happy submit your application back to the housing agency (which is the last page of the wizard).
3. Wait for the housing specialist to review your changes, while checking periodically for messages and appointments.

To get started, select the get started button on the bottom right.

Get Started

8. HOW DO I MESSAGE THE HOUSING AUTHORITY?

First, login, then click on the **“Messages”** and **“Inbox.”** On the next page, you will see any previously sent messages between the Housing Authority and the applicant. To start a new message to the Housing Authority, select **“Compose.”** As an applicant, you will only be able to message the Specialists listed in the *Recipient* field of the message.



9. HOW CAN I REVIEW MY OWN ACCOUNT INFORMATION?

Login first, and then click on the **"My Account"** link to the left. You will see general contact information associated with your user account. Here you can update your email address or password. For more information [CLICK HERE](#) to access the Applicant Portal Guide.

10. I HAVE OTHER QUESTIONS. WHO CAN I CONTACT FOR SUPPORT?

For Applicant Portal support, you may contact us at mainstreamapplicantportal@cdcli.org.