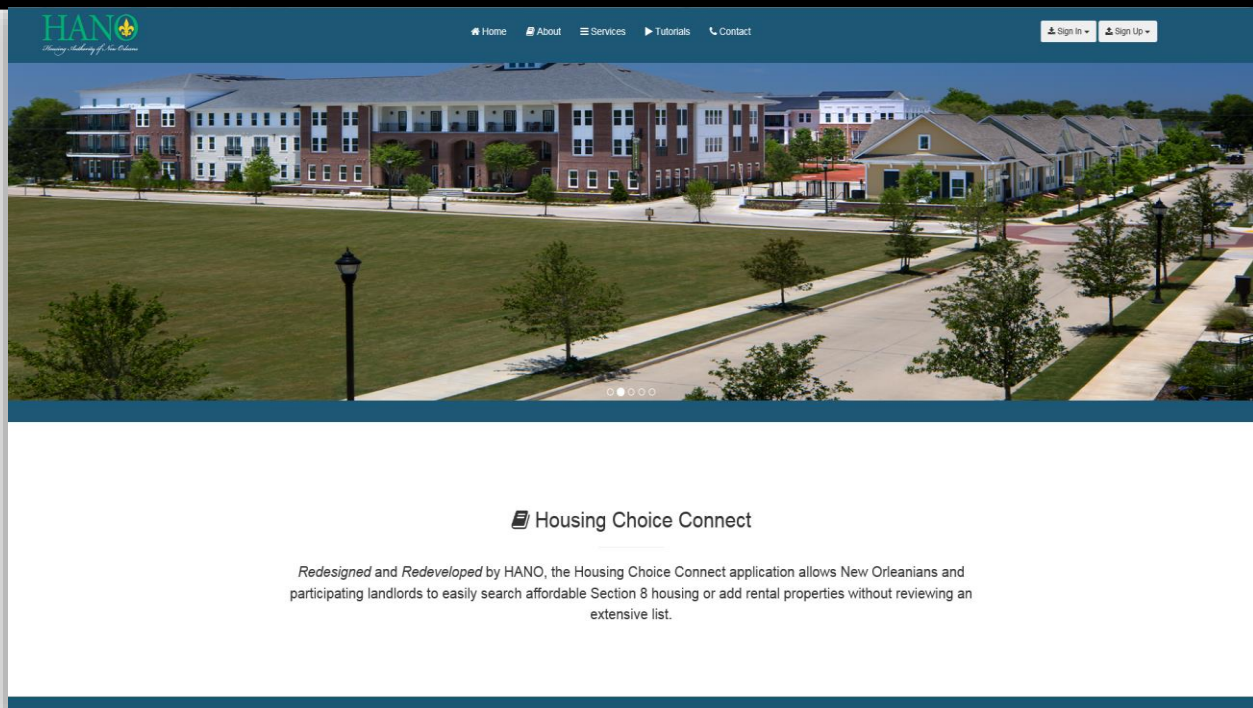




Tenant Manual

HANO Housing Choice Connect

A screenshot of the HANO Housing Choice Connect website. The top navigation bar is dark blue with the HANO logo on the left and links for Home, About, Services, Tutorials, and Contact on the right. There are also buttons for Sign In and Sign Up. Below the navigation bar is a large image of a modern, multi-story apartment building with a brick and white facade, surrounded by green lawns and trees. Below the image, the text "Housing Choice Connect" is displayed, followed by a paragraph explaining that the application allows New Orleanians and participating landlords to easily search affordable Section 8 housing or add rental properties without reviewing an extensive list.

Housing Choice Connect

Redesigned and Redeveloped by HANO, the Housing Choice Connect application allows New Orleanians and participating landlords to easily search affordable Section 8 housing or add rental properties without reviewing an extensive list.

TABLE OF CONTENTS

Table of Contents

Sign Up..... 2

Sign In 4

Forgot Password..... 5

Tenant Dashboard..... 6

Search Properties 7

Update Email 8

Reset Password 9

Contact Us 10

SIGN UP









SIGN UP

Required Registration Information

To access Housing Choice Connect, you can register for an account by including the following information:

- Email
- Password
- First Name
- Last Name
- Address
- Tenant Elite ID
- Last four digits of your Social Security Number

Tenant Sign Up

	Email
	Confirm Email
	Password
	First Name
	Last Name
	Address
	Tenant Entity ID (i.e. 123456789)
	Last Four of Social Security Number (i.e. 2345)

Sign Up

❖ Follow by clicking Sign Up

Email Verification

Once you enter your personal information, click the Sign Up button. You will be redirected to the Email Verification screen. An email will be sent to you once you sign up that includes your registration information and a verification code. It is mandatory you verify your email to sign up for our system.

Example of Email Containing your Registration Information and Code

SIGN UP

Housing Choice Connect

Tenant Name: Sizzle Washington

Address: 1234 Washington

Email: jlewis@hano.org

Password: 123

Date of submission: 9/16/2016

Email Code Verification: 7YIAjvAD

Email Verification Page

Email Verification

Haven't received the code yet? [Send NEW Code](#)



Enter the verification code

An email message with a verification code was just sent to jlewis@hano.org

You will receive an email confirming your information within the next 10 minutes. To ensure that your emails from HANO are always delivered to your inbox, please add us to your safe sender's list.

7YIAjvAD

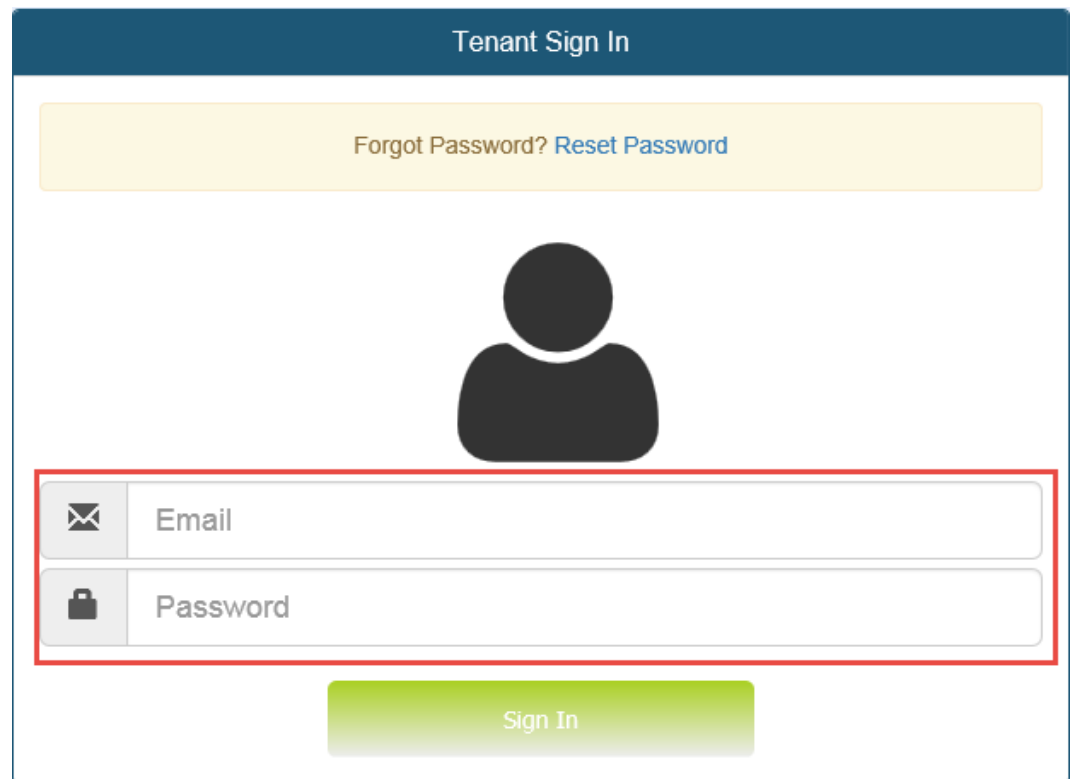
Verify Email

- ❖ Enter the email verification code
- ❖ Click the button Verify Email

You will be redirected to the creation of your account's six security questions.

SIGN IN

SIGN IN



The image shows a 'Tenant Sign In' form. At the top, there is a dark blue header with the text 'Tenant Sign In'. Below this, there is a yellow box containing the text 'Forgot Password? [Reset Password](#)'. In the center, there is a black silhouette of a person. Below the silhouette, there are two input fields: 'Email' with an envelope icon and 'Password' with a lock icon. These two fields are enclosed in a red rectangular border. Below the input fields, there is a green 'Sign In' button.

To Sign In,

- ❖ Enter your email address and password
- ❖ Click the “Sign In” button

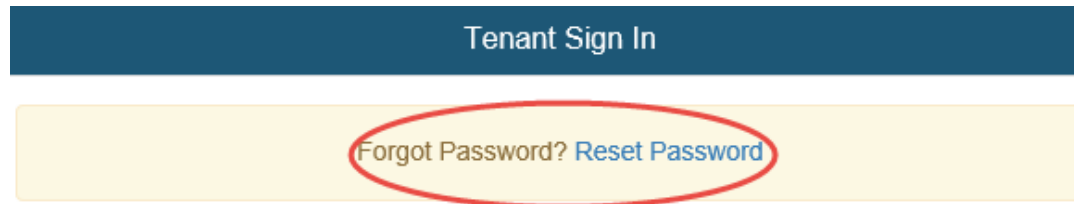
You will be redirected to your personal dashboard

FORGOT PASSWORD

FORGOT PASSWORD

To reset your password:

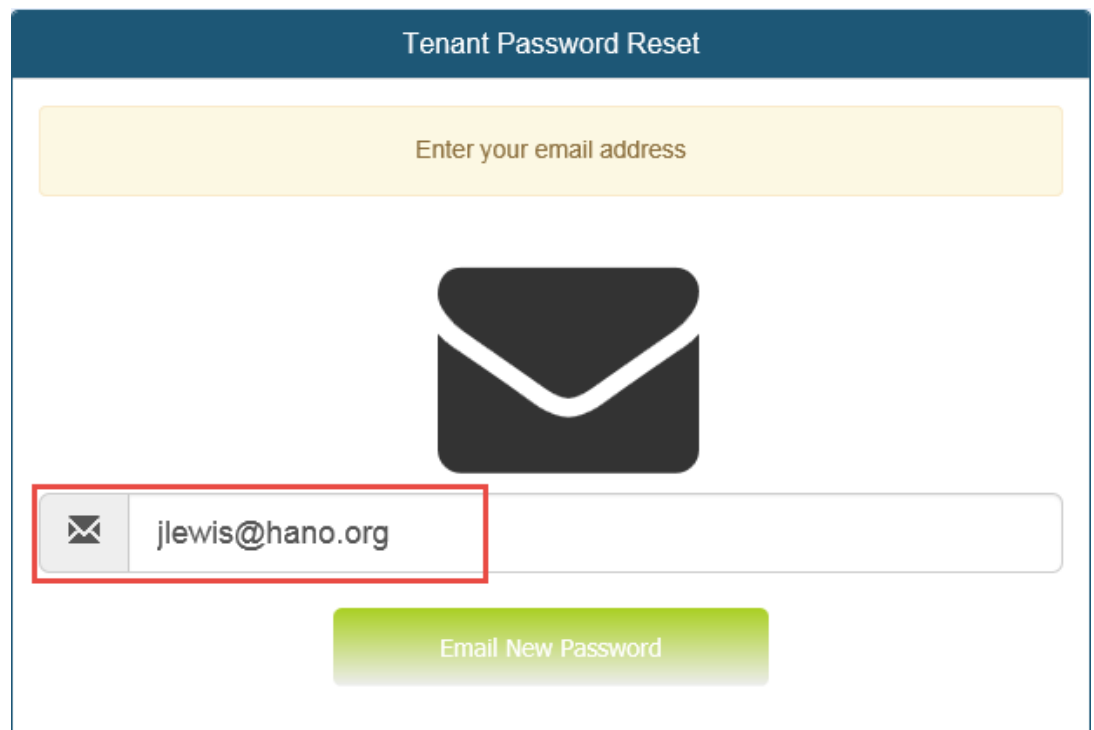
- ❖ Click the “Reset Password” link on the Tenant Sign In page



Tenant Sign In


Forgot Password? [Reset Password](#)


- ❖ Enter your email address
- ❖ Click the button “Email New Password”



Tenant Password Reset

Enter your email address



 jlewis@hano.org

Email New Password

- ❖ You will be email a new password to Sign In with
- ❖ You can set your new password of choice via the Reset Password link on the side bar menu in your dashboard

TENANT DASHBOARD

The tenant dashboard provides users with easy access to management of their personal information and searching properties. The dashboard provides immediate access to the following:

- ❖ View Personal Information
- ❖ Search Properties
- ❖ Update Email
- ❖ Reset Password
- ❖ Contact HANO

Sizzle Washington's Dashboard

Profile Information

Basic Profile Info

Title	Personal Info
Name	Sizzle Washington
Email	jlewis@hano.org
Date Registered	September 16, 2016
Last Login	September 16, 2016

Relevant Documents

Tenant Tutorial

SEARCH PROPERTIES

To access our proerpty search feature:

- ❖ Click the "Search Properties" link your Dashboard side menu.
- ❖ Your will be redirected to the Property Listings page
- ❖ All active properties will display initially, but your can tailor your search
- ❖ To filter your property search based on the following criteria:
 - Neighborhood
 - Zip Code
 - Bedroom
 - Bathroom
 - Max Rent

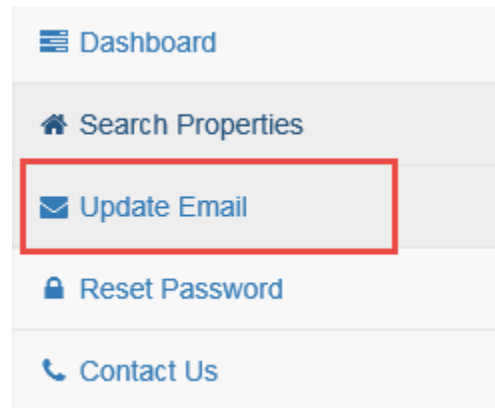
- ❖ To searchany properties, your are requiried to provide your desired neighborhood and maximum rent you are willing to pay, click the "Search" button
- ❖ A list of properties will be displayed if any properties meet your criteria, if not , there will be no properties displayed.
- ❖ Click the link "View Property" on any of the properties listed for property details and landlord contatc information

UPDATE EMAIL

UPDATE EMAIL

To update your email address:

- ❖ Click the link “Update Email” on the side bar menu



- ❖ Enter your email address in the form

Update Email

A screenshot of the 'Update Email' form. At the top is a dark blue header with 'Email Information' and an envelope icon. Below it is a light green section header 'Email Address' with a checkmark icon. The main area features a large dark envelope icon and the text 'Update Email Address'. Below this is a text input field containing 'jlewis@hano.org', with a small envelope icon to its left; the entire input field is highlighted with a red rectangle. To the right of the input field is a green 'Update Email Address' button.

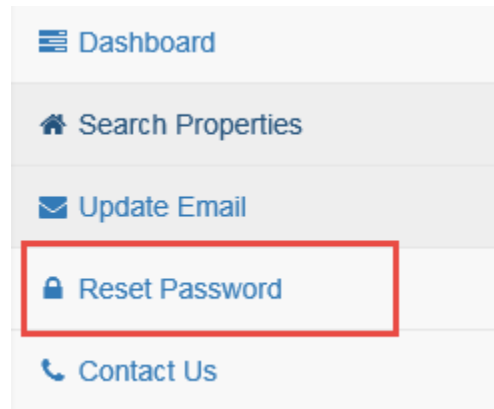
- ❖ Click the “Update Email Address” button

RESET PASSWORD

RESET PASSWORD

To reset your password:

- ❖ Click the “Reset Password” link on the side bar menu



- ❖ Enter your new password in the form field titled “New Password”

A screenshot of a password reset form. At the top, there is a dark blue header bar with a white padlock icon and the text 'Reset Password'. Below this is a light green bar with a white padlock icon and the text 'Set NEW Password'. In the center, there is a large black padlock icon. Below the padlock, the text 'NEW Password' is displayed. Underneath, there is a form field with a grey border and a small padlock icon on the left, containing the text 'New Password'. To the right of the form field is a green button with the text 'Reset Password'.

- ❖ Click the “Reset Password” button

CONTACT US

CONTACT US


There are two methods to contact HANO via phone or email. To contact us by email fill out the contact form.

- ❖ Click the “Contact Us” link in the side menu
- ❖ You will be redirected to the Contact Us page that includes HANO’s phone numbers and a contact form

☎ | ✉ Contact Us

Phone

Contact Us via Phone



Phone Contact Info


Housing Authority of New Orleans
4100 Touro St
New Orleans, LA 70122
Monday - Friday, 8AM - 5PM
Main (504) 670 - 3300

Need assistance with Housing Choice Connect

☎ Marilyn Duncan (504) 670 - 3317
✉ Marilyn Duncan mduncan@hano.org
☎ Arleana Johnson (504) 670 - 3430
✉ Arleana Johnson aljohnson@hano.org

Email

Contact Us via Email



Email

Name

Phone

Email

Comment

Email Us

- ❖ Enter your following information
 - Name
 - Phone Number
 - Email
 - Comment
- ❖ Click the “Email Us” button

After your submission, you will receive an email of your information confirming a successful request.