Tenant Manual

HANO Housing Choice Connect

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

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 for digits of your Social Security Number

❖ 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

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.
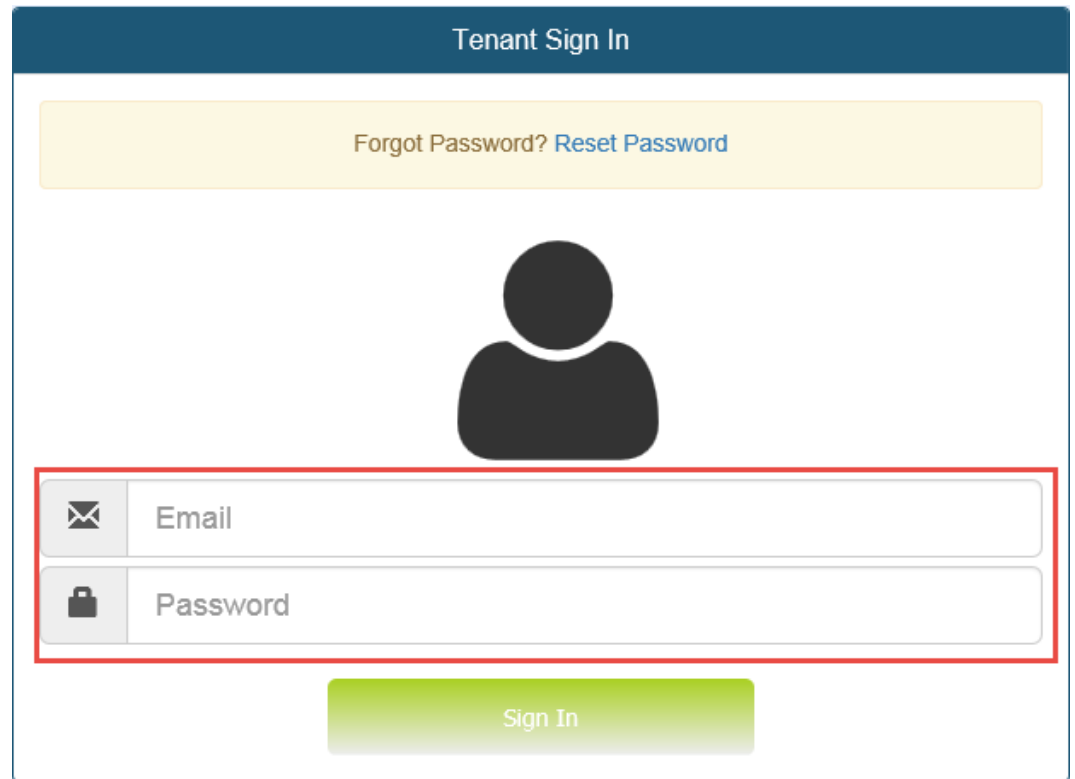
7YIAjvAD

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

To Sign In,

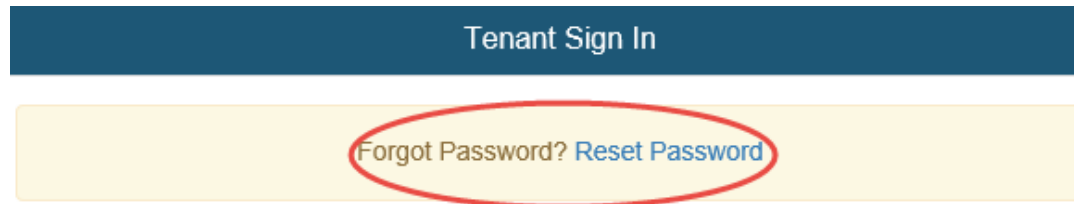- ❖ Enter your email address and password
- ❖ Click the "Sign In" button

You will be redirected to your personal dashboard

FORGOT PASSWORD

To reset your password:

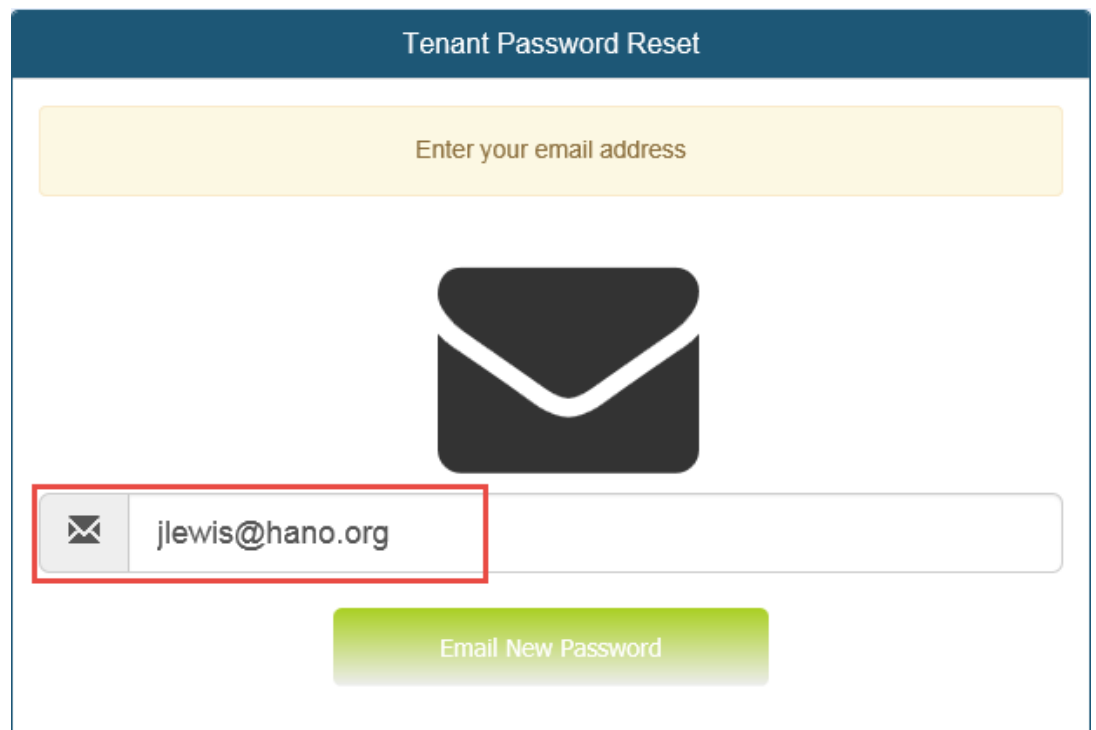❖ Click the "Reset Password" link on the Tenant Sign In page

❖ Enter your email address
❖ Click the button "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 Listsings page
❖ All active properties will display initally, 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 requried to provide your
   desired neigbhorhood 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

To update your email address:

❖ Click the link "Update Email" on the side bar menu
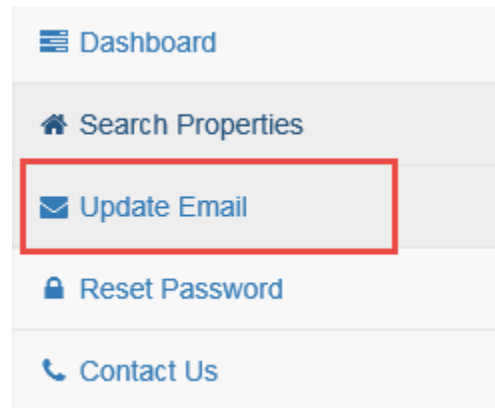
❖ Enter your email address in the form
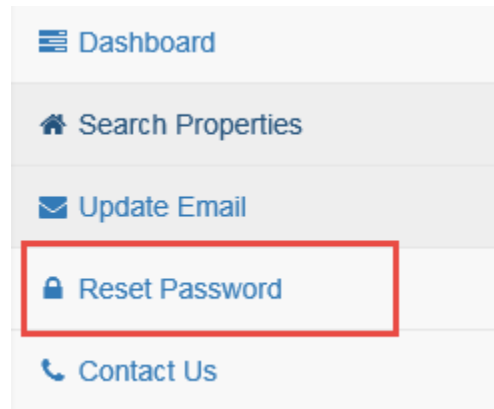

❖ Click the "Update Email Address" button

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"

❖ Click the "Reset Password" button

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

❖　　　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.