

**Frequently Asked Questions
Housing Authority of St. Louis County
Registration for HASLC Internet Portal**

1. What information is needed to apply online?

Before beginning the online process, you will need the following:

- **A Valid Email Address** for Housing Authority Notifications
- Head of Household, Spouse/Co-Head Social Security Number
- Mailing Address

2. Where can I apply for the waiting list?

Our waiting list is closed, but we need you to register as our communication going forward will be vial e-mail.

3. When can I apply for the waiting list?

Our waiting list is closed.

4. What if I do not have an email address?

If you do not have an email address, please visit any free email provider, such as gmail.com, outlook.com, etc. to obtain an email address.

5. Can I register with my smartphone or any other electronic device?

Yes, as long as Internet access is available on the device.

6. How do I know what email you have on file for me?

When you enter the registration code, the e-mail on file will populate automatically.

7. Can changes be made after I register?

Yes. That is the purpose of this process. You will be able to return to the website and make changes to your contact information.

8. When will I get called from the waiting list for housing?

When housing becomes available, applicants are called from the waiting list and will be notified by e-mail, instructions will be given in the e-mail. **It is the responsibility of the applicant to keep their contact information updated with HASLC.** Failure to do so could result in cancellation from a waiting list.