HOUSING AUTHORITY OF THE COUNTY OF SAN BERNARDINO

Applicant Portal Tutorial

Step by Step Instructions

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Before You Start

1. Establish an email address if you do not have one
   - Go to google or yahoo to set-up a free email account

2. Gather information for all household members you wish to include on your application. You will need information about each person: date of birth, social security number, and income details.

Accessing the Applicant Portal

The portal may be accessed in two ways:
- Directly at https://yvportal.hacsb.com or
- Our website at www.hacsb.com and click on the 'Apply for Housing' under the 'Available Housing' menu.

Once you are on the Home page of the applicant portal, click on 'Applicant Login' at the top right corner.
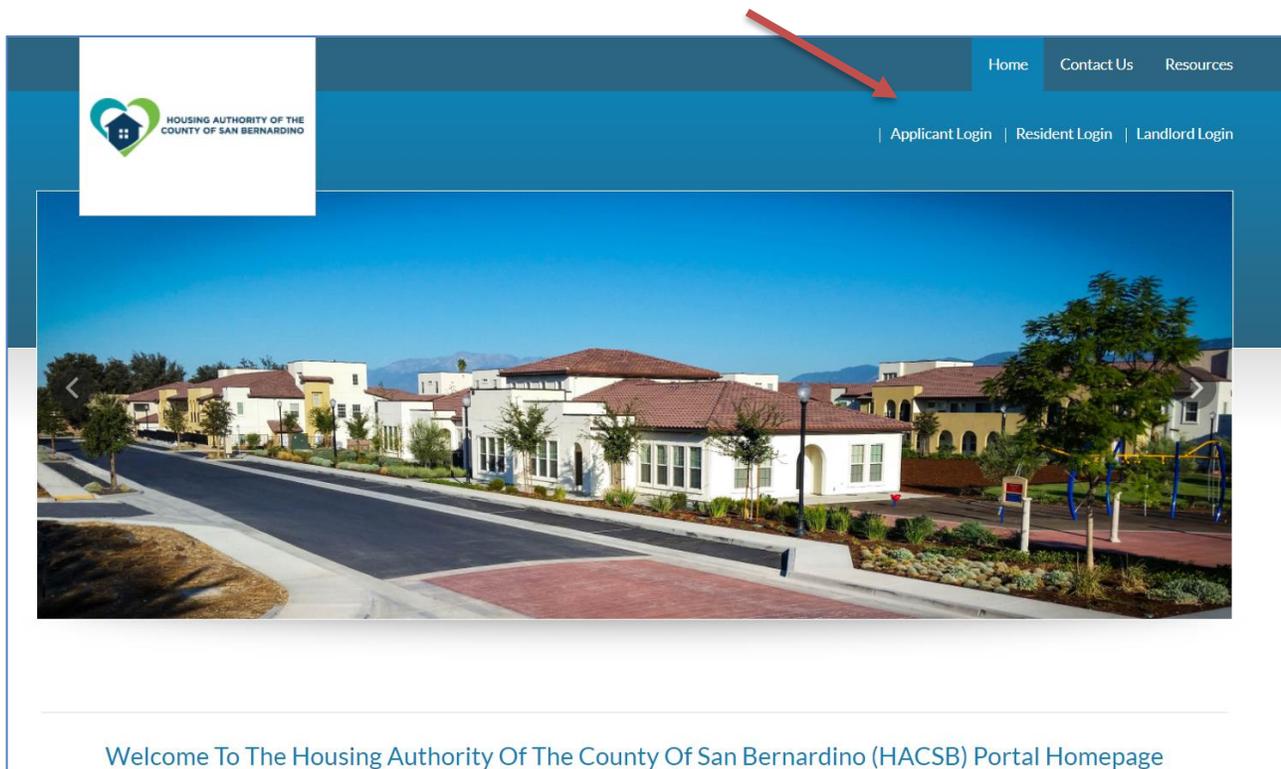
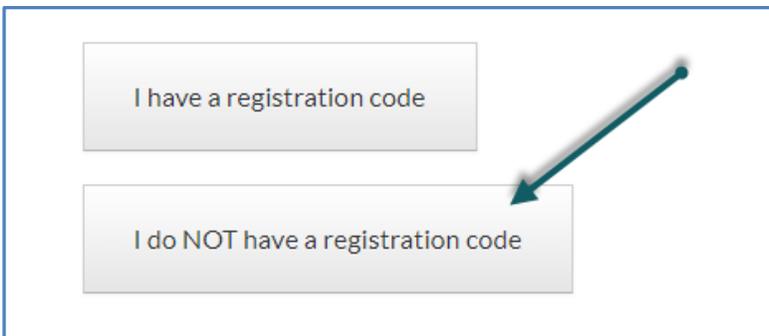# Registering to the Applicant Portal – New Applicants

If you have not created an account AND have never applied with HACSB, click on the link 'Click here to register' or 'Register Now.'
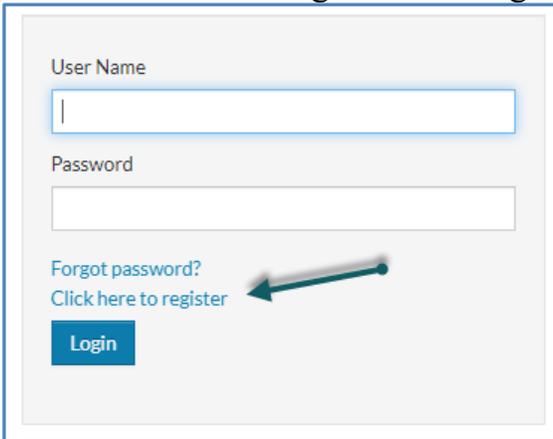
User Name

Password

Forgot password?
Click here to register

Login

Click on the 'I do NOT have a registration code' Icon if you are a new applicant to HACSB.

I have a registration code

I do NOT have a registration code

Enter Personal Details required.

Personal Details

First Name*

First Name

Last Name*

Last Name

SSN#* (If you do not have a SSN, please enter 999-99-9999)

Confirm SSN#*

Phone (Home)*

(555) 555-5555

Enter your Account Information to complete your login registration to the portal.

Account Information

Email Address* (Your email address is your user name)

YourEmail@Example.com

Confirm Email Address*

YourEmail@Example.com

Password*

Password

Confirm Password*

Confirm Password

This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply.

Read the terms and conditions for users and accept, then click Register.

This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply.

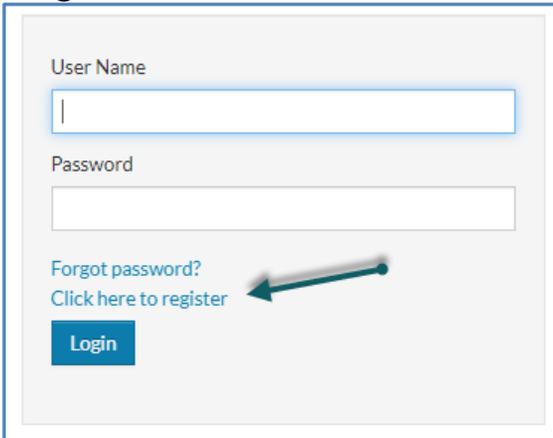Please read and accept the Terms and Conditions

Register

- *You will receive an email from the applicant portal confirming your registration.*

Registering to the Applicant Portal – Current Users

If you have previously applied with HACSB, you will need a Registration Code to complete a new application. Please send an email to techhelp@hacsb.com to receive your registration code.

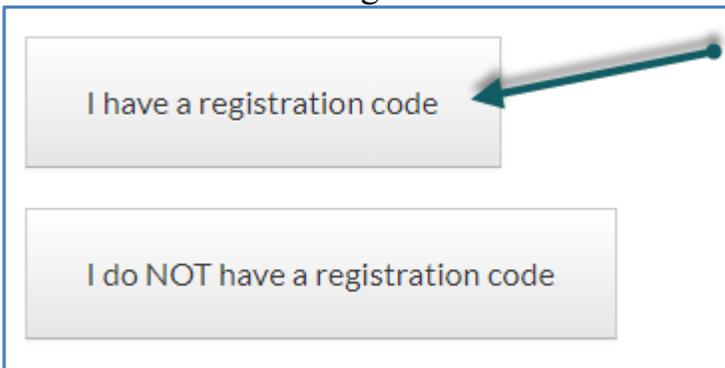Once you have your registration code, click on the link 'Click here to register' or 'Register Now.'

Click on the 'I have a registration code' Icon.

Enter your registration code, including any dashes (-), then click 'Go'

Enter Personal Details required. This information must match HACSB records to move forward.

Personal Details

First Name*

[First Name]

Last Name*

[Last Name]

SSN#* (If you do not have a SSN, please enter 999-99-9999)

[   ] 👁

Confirm SSN#*

[   ] 👁

Phone (Home)*

[(555) 555-5555]

Enter your Account Information to complete your login registration to the portal.

Account Information

Email Address* (Your email address is your user name)

[YourEmail@Example.com]

Confirm Email Address*

[YourEmail@Example.com]

Password*

[Password]

Confirm Password*

[Confirm Password]

This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply.

Read the terms and conditions for users and accept, then click Register

This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply.
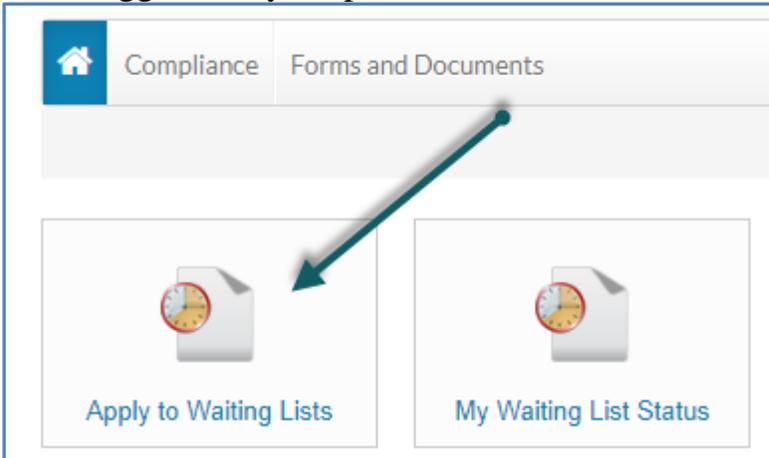
[Please read and accept the Terms and Conditions]
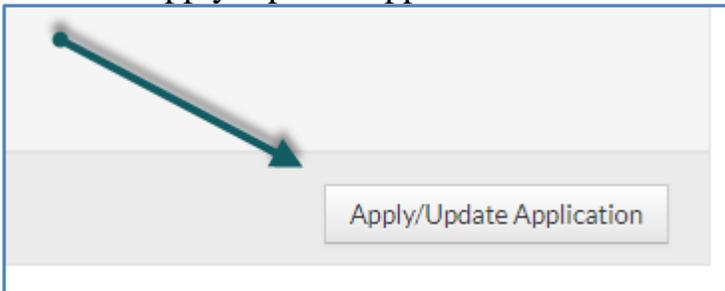
[Register]

- *You will receive an email from the applicant portal confirming your registration.*
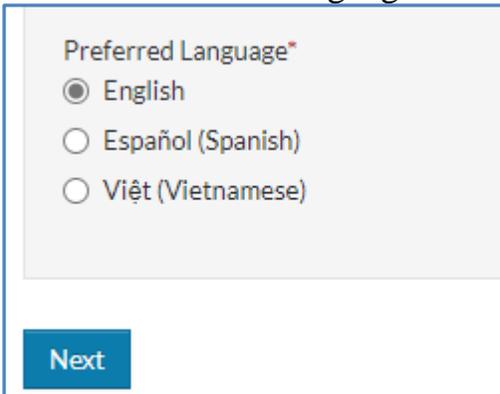
Completing a Waiting List Application

Once logged into your portal account, click on the 'Apply to Waiting Lists' icon.

Click on Apply/Update Application button.

Choose Preferred Language and click 'Next'

Read the Welcome information to receive detailed information about the application process

- Click 'Next'

Welcome to our waiting list application

Please carefully review all information on each pre-application screen before you click 'Save and Continue', especially your contact information. If HACSB is unable to contact you at the mailing address you provide, your pre-application will be removed from the waiting list without further notice.

If at any time during the pre-application entry process you want to review information you have already entered, click the 'Go Back' button.

The Housing Authority of the County of San Bernardino (HACSB) is committed to nondiscrimination in housing and does not discriminate on the basis of race, color, religion, sex, national origin, age, familial status, and disability. HACSB complies with all federal, state, and local nondiscrimination laws, and with rules and regulations governing fair housing and equal opportunity in housing and employment. If you or a member of your family have a disability and think you might need or want a reasonable accommodation you may request it at any time.

[Back] [Next]

Read Contact Information

- Enter requested information. A mailing address is required.
- Click 'Next'

Contact Information

Enter your current mailing address, e-mail address and phone number. **If HACSB is unable to contact you or mail is returned as undeliverable, your pre-application will be removed from the waiting list without further notice.**

It is your responsibility to update your contact information, online through Rent Café, if you have a change of mailing address, e-mail address, or phone number.

Once you have verified the accuracy of your contact information, click the 'Next' button.

Mailing Address *

City *

State *

Zip *

E-mail   kelly.spam+10@gmail.com

Mobile   (555) 555-5555

Home *   (909) 688-9936

Message   (555) 555-5555

[Back] [Next]

Read the Household Composition section

- Click 'Next'

Household Composition

The Household Composition section will ask for vital information for every household member who will be living with you. This information will include full name, date of birth, social security number, plus questions regarding other special categories, race, and ethnicity. Prior to clicking 'Next', make sure to have all of your household's information including income.

Back   Next

Read the Family Members section

1. Click on 'More Info Needed' to complete the Head of Household information. (Notice some fields are blank)

Family Members

Please review all member information for accuracy. If you need to Edit any information or Delete a household member, click on the appropriate button. Once you are finished adding all household member data, click on the 'Next' button.

Failure to list all household members may result in their disqualification.

Add Family Member

First Name	Last Name	Relationship	Age	Gender	Edit	Delete
Daisy	Murillo	Head of Household	(Blank)	(Blank)	More Info Needed	Delete

Showing 1 to 1 of 1 entries

Back   Next

- Enter the information needed for each field by clicking on the 'drop down' arrow to select an answer. (see next page)
- When entering the date of birth, double-check the year is correct.
- Click 'Save'

2. To add your family members, click 'Add Family Members' and enter the information
   - Enter the individual data for that family member.
   - Click 'Save.'

Repeat 'Add Family Member' until all family members have been entered. Click 'Next' when finished.

Read the Household Information section
- Click 'Next'

Household Information

In the next section, you will provide information about income, access requirements, Reasonable Accommodations, and other special categories of all household members.

[Back] [Next]

Read the Income information
- Enter the total gross household income before taxes and deductions (no cents).
- Click 'Next'

Income

Income sources include but are not limited to : Employment, self-employment, Social Security and SSI benefits, Unemployment benefits, Cash Aid or TANF (do not include any amount received for food stamps), Child support payments, alimony payments, Contributions from others or and or any organization from whom you are receiving assistance. To calculate household income, count only the gross amount(s) received from all sources, before any taxes or other deductions.

Annual Income * [   ]

[Back] [Next]

Read the Access information
- Check all that apply to the household or select None.
- Click 'Next'

Access

If you need accommodations for access in any of the areas below, please select all that may apply. Otherwise, select 'none' and continue with your application.

Hearing Access ☐
Mobility Access ☐
Sight Access ☐
None ☐

[Back] [Next]

Read the Supplemental Questions

- Select the answer from the drop-down by clicking the down arrow. Answer all questions accurately.
- Click 'Next'

Supplemental Questions

Does anyone in your household require a Reasonable Accommodation in order to access the Housing Program? *

Do you require more than one Reasonable Accommodation Request? If so, please select second request: *

Are you or your spouse a current or former member of the United States Armed Forces? *

Which branch of the United States Armed Forces are you or your spouse a current or former member of? *

What documentation of current or former military service can you provide? *

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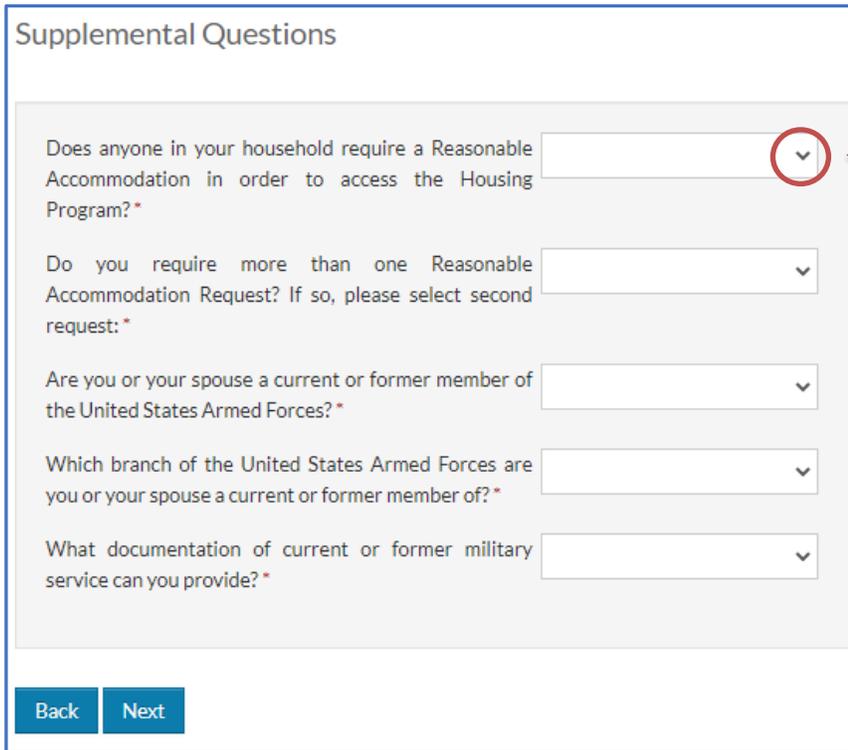
Read Other Special Categories information

- Select all that apply or select None.
- Click 'Next'

Other Special Categories

Please read the following definitions and check the appropriate box if it applies to you or your family.
- Displaced: A family or individual displaced by governmental action, or a person whose dwelling has been extensively damaged or destroyed as a result of a disaster declared or otherwise formally recognized under federal disaster relief laws.
- Homeless: Lacking a fixed or regular nighttime residence, and either having a primary nighttime residence that is a supervised publicly or privately-operated shelter designed to provide temporary living accommodations, or residing in a public or private place not designed for, or ordinarily used as, a regular sleeping accommodation for human beings.

If none apply, check None and continue.

Displaced   ☐
Homeless   ☐
None   ☐

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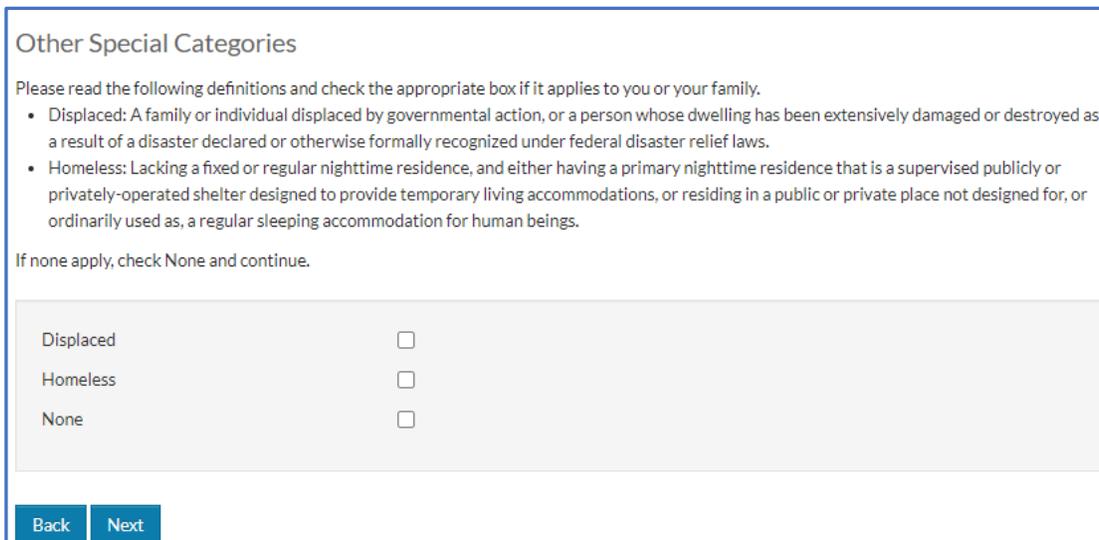
Read Other Information (Optional)

- Select box **ONLY** if it applies.
- If this does not apply, do not check the box.
- Click 'Next'

Other Information (Optional)

Is the head of household or spouse:
- currently serving in the military
- a veteran, or
- surviving spouse of a veteran?

If one of the above is applicable to you, please select the box below. Otherwise, select "Next" to continue.

Veteran information will be verified at the time of eligibility. Your application may be denied or returned to the waiting list for providing false veteran information.

Search: _____

Select	Preferences ⇕	Description
☐	Veterans Preference	Veterans Preference

Back   Next

Read Waiting List information

- Select the waiting list you qualify for and wish to apply to. **Must check a box**
- Click 'Next'

Waiting List

Please select at least ONE waiting list below to apply. If a selection is not made, you will not be added to a waiting list.

Occupancy standards for all waiting lists are two (2) people per bedroom regardless of age, gender and/or relationship.

Search: _____

Select	Waiting list ▲	Description
☐	2022 Housing Services WL	2022 Tenant Based Voucher Waitlist.

Back   Next

Read Final Review & Submission information

- Review all information provided by clicking on each tab
- If there are errors, click the 'Back' button and correct them.

Final review & submission

Failure to submit your application prior to the waiting list closing will result in removal of your incomplete pre-application.

Please verify that the information you entered is correct. If you want to make changes, click the appropriate menu links on the left side of the screen. The links will allow you to return to previous workflow steps to edit the information.

When you have finished reviewing the data, check the box to accept terms and conditions and click 'Next'.

Family Members	Income	Access	Supplemental Questions	Other Special Categories	Other Information (Optional)

Waiting List

First Name		Last Name		Relationship	Age	Gender	Citizenship
Daisy		Murillo		Head of Household	36	Female	Eligible Citizen
Ginger		Murillo		Adult	22	Female	Eligible Citizen

Read Terms and Conditions

- Select the 'I accept the above terms and conditions.' box
- Click 'Next'

Terms and Conditions

By submitting a pre-application, you understand:

- Submission of your pre-application does not represent an offer for housing assistance
- Any changes to your e-mail address, mailing address, phone number, income or family composition must be updated through the online Rent Café portal
- My participation in any HACSB housing program is subject to the eligibility requirements as determined by HACSB policy and the Department of Housing and Urban Development Regulations
- HACSB has adopted a policy of performing criminal background checks for all adult household member
- The verification for the self-declared preference must have existed at the time of applying to any waiting list in order to qualify for the preference
- I will be required to provide verification and/or proof to support any and or all claims made on this application
- Knowingly and willingly providing false or fraudulent information will result in the denial of my application

I hereby certify under penalty of perjury, that to the best of my knowledge, all of the information I have provided through the online Rent Café Applicant Portal is true and correct and hereby authorize verification of all information including but not limited to a credit report.

☐ I accept the above terms and conditions.

Back   Next

Read Application Confirmation information

- Click 'Log Out'

Application Confirmation

Thank you for utilizing the HACSB Applicant Portal. Your pre-application is now complete. Please download the pre-application summary and keep it for your records as it contains your confirmation number. The next step will be for the Waiting List Department to review your pre-application and notify you via email if it was accepted or rejected.

As a reminder, it is your responsibility to update any changes to your contact information or household composition by using the HACSB Applicant Portal.

Download Application as PDF

Back   Log Out

You will receive an email confirming your application was submitted.

Within 90 days, you will receive an email confirming their application was reviewed and whether your application was approved or rejected.

After receiving an email that your application is approved, you may log in to the portal and make changes. Remember to keep your email and address up to date.