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**1. What is the Applicant Portal?**

The MSHDA Housing Choice Voucher program Applicant Portal provides an electronic resource for applicants to update their contact information and family composition as well as view the current status of their Housing Choice Voucher program application online.

**2. How do I create an account?**

First select “Create an Account” from the Applicant Portal home page. Then create a User Name, Password, and complete the form (Password must contain a minimum of 4 characters). To finish, select “Create Account”. Upon completion, a confirmation email will be sent to the email address you’ve provided.
3. **How do I reset my password?**

To reset your password, select the “Forgot Password” link on the Applicant Portal home page. Enter either your username or email address, encryption code, and then select “Send Password”. A new password will be sent to the email address on file.

If you do not receive the reset password email or are having difficulties resetting your password, please call our office at 517-241-8986.
4. How do I change my password?

Your password can be changed at any time. Log into your Applicant Portal account and select “Change Password” from the menu at the top of the screen. Enter your old password followed by your new password twice and click “Save”. Your password reset will take effect immediately.
5. **How do I know where I am on the waiting list?**

MSHDA does not release waiting list positions at this time. However, the status on the waiting list will indicate whether you are currently on the waiting list or no longer on the waiting list. If you are currently on the list, when voucher funding becomes available and your name reaches the top of the list, you will be notified by mail of this event. If you find that you are not currently on the waiting list, you must reapply when the list to open to new applications.

6. **What does my waiting list status mean?**

A status of “Active” indicates that you are currently on the waiting list. It is important to keep your address current and up to date as you will be notified by mail when your name reaches the top of the list.

A status of “Inactive” indicates that you are not currently on the waiting list. You must reapply to the waiting list when applications are being accepted in your area. To see if the waiting list is open in your area, please go to our waiting list page at [www.michigan.gov/mshda](http://www.michigan.gov/mshda) and select the waiting list icon on the left.

7. **I know my password but I cannot log-in, what do I do?**

If you are having this issue, there is a good chance that you have been locked out of your account. The Applicant Portal will automatically lock the account after four failed log-in attempts. To unlock your account, please call our offices at 517-241-8986.

8. **How do I update my contact information?**

Log into your Applicant Portal account and select “My Profile” from the menu on the left. Then select the blue link labeled “Change Personal Information” located in the upper right hand of the screen. A new window will display, enter your new information and click save.

Changes made in the Applicant Portal must be approved by MSHDA staff and will not be displayed on your account for up to 48 hours. To check the status of your request, see “How do I check the status of my request?” below. You will also receive a confirmation email when your request has been processed.
9. How do I add or remove a family member?

Log into your Applicant Portal account and select “My Family” from the menu on the left. Then select one of the blue links labeled “Add Family Member” or “Remove Family Member” located in the upper right hand of the screen. A new window will display, enter your new information and click save.

Changes made in the Applicant Portal must be approved by MSHDA staff and will not be displayed on your account for up to 48 hours. To check the status of your request, see F.A.Q. #11 “How do I check the status of my request?” below. You will also receive a confirmation email when your request has been processed.

10. How do I know what preferences I have assigned to my application?

MSHDA currently has a homeless and a residency preference on waiting list applications. This means that homeless applicants will receive priority over resident applicants. Resident applicants will receive priority over non-resident applicants.

To view the preferences assigned to your application, select “My Waiting List” from the menu on the left. Then select the magnifying glass icon next to the “applied on” date. Your preference will be displayed. If no records are found, you do not have either preference and are considered a non-resident.
11. How do I check the status of a request?

Requests submitted to MSHDA may take up to two business days before displaying on your account. To check the status of your requests, select “View Requests” from the menu on the left. This screen will display a history of all requests made through the Applicant Portal.

12. How do I change my email address?

Your email address can be changed at any time. Log into your Applicant Portal account and select “Change Email” from the menu at the top of the screen. Enter your new email address twice and click “Save”. Your email address change will take effect immediately.

13. How will I know when I am drawn from the waiting list?

When your name has reached the top of our waiting list, you will receive a letter in the mail informing you of this event. It is critical that you keep your mailing address current. If you cannot be reached by mail, your application will be closed and assistance will be offered to the next person on the waiting list.
14. I received an error: “Your SSN, Date of Birth and Last Name combination does not exist, please notify your system administrator” What do I do?

After you have confirmed that the information you entered is correct and you are still receiving this error, please contact our office at 517-241-8986.

15. When I try to change my personal information or add/remove a family member, nothing happens when I click on the link.

If you are having this issue, it is likely that your computer is blocking the pop-up window. To work around this, select “Create Request” from the menu on the left. Then select the type of request you would like to make from the drop down menu. The form will display on the screen. Complete the form and click save. Your request has been made.