



Welcome to the Orange County Housing Authorities HOW-TO-GUIDE for our property owners and managers using Assistance Check.


Orange County Housing Authority
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**A How-To Guide For Our
Property Owners And
Managers Using Assistance Check.**

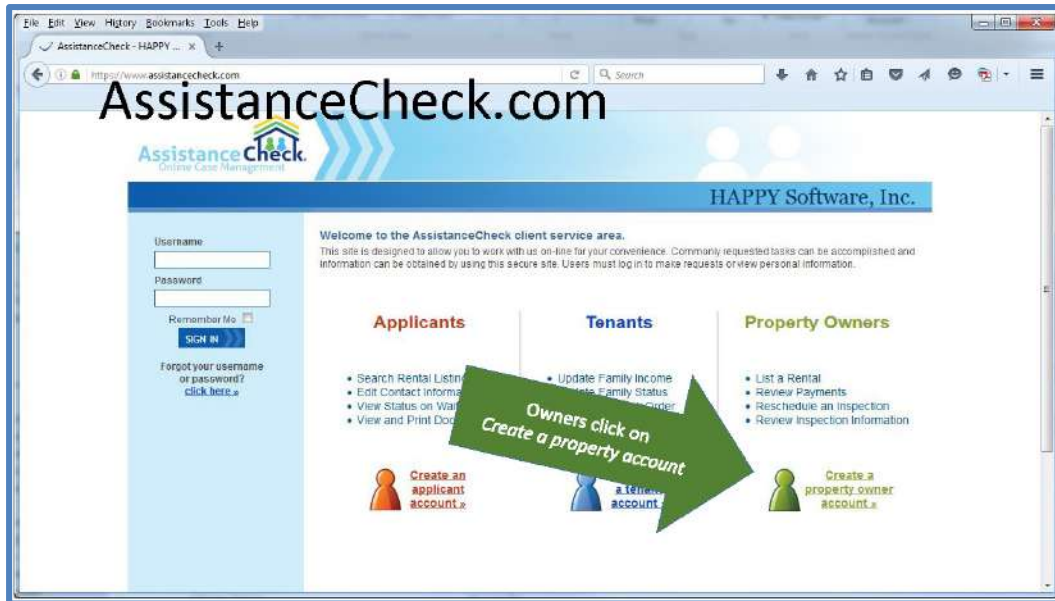


These instructions will show you how to activate your account.

How To Activate Your Account



To get started, go online and navigate to **AssistanceCheck.com** ... once there, click on Create a Property Owner Account



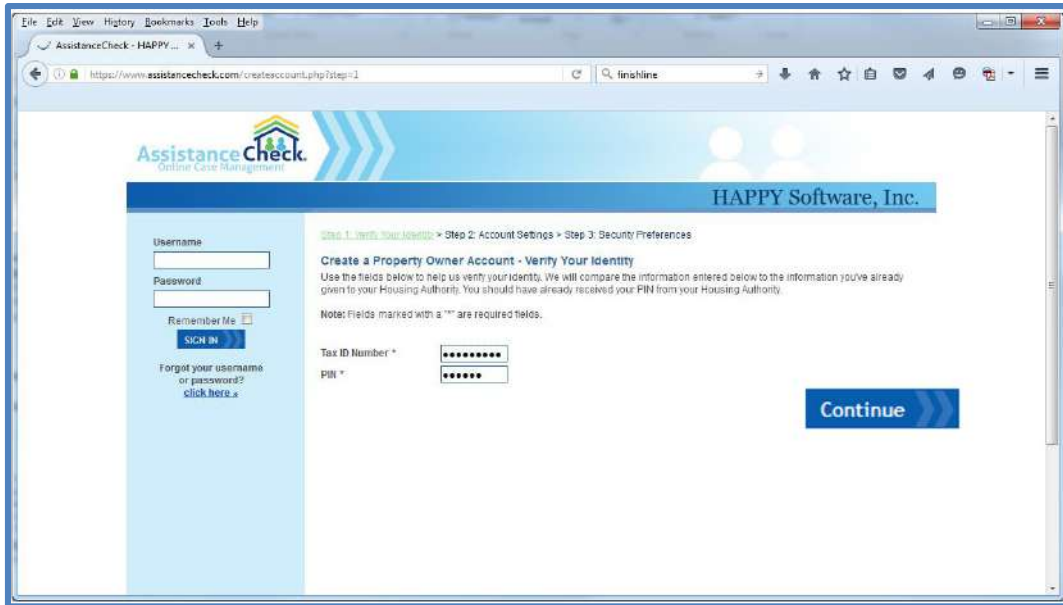
In order to create your AssistanceCheck account, you will need to provide the following information during the registration process.

- Your Tax Identification Number or SSN – this information will only be used to verify your identity.
- And your Personal Identification Number (PIN) that was provided to you in the Notification Letter we sent all Owners.

When you are ready to create your account, click the **Begin** button and follow the on-screen instructions.

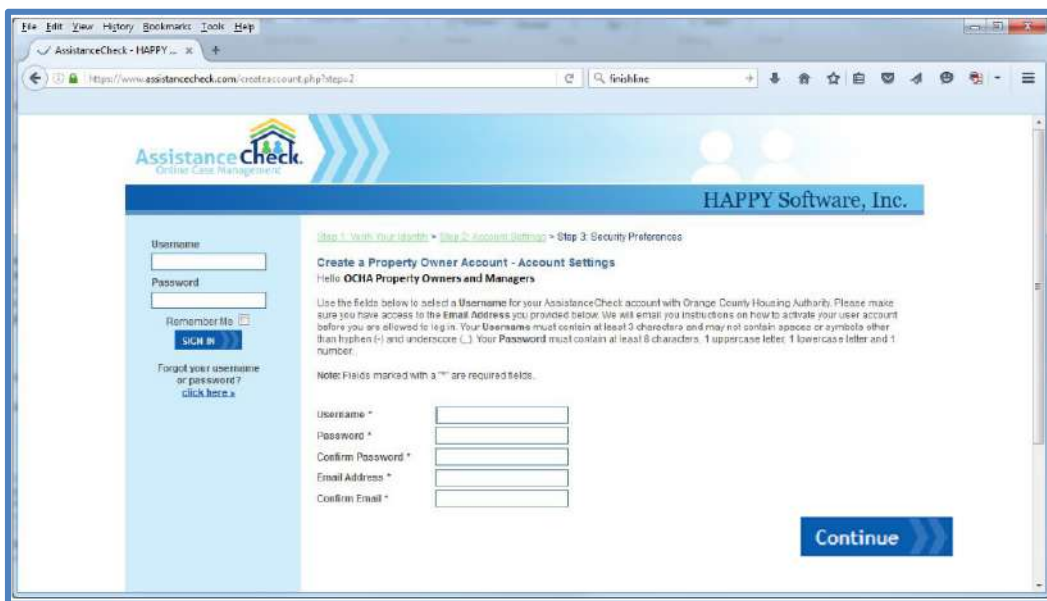


In Step 1 of the process, you will use the fields provided to help us verify your identity. We will compare the information entered below to the information you have already given to us. Once you have entered that information, click **Continue**.



In Step 2, you will use the fields provided to select a **Username** for your AssistanceCheck account. Please make sure that you have access to the email address you provide because we will email you instructions on how to activate your user account before you are allowed to log in.

Please note that your username must contain at least 3 characters and may not contain spaces or symbols other than a hyphen or underscore. And your password must contain at least 8 characters, 1 uppercase, 1 lowercase, and 1 number. Once you have entered all the necessary information, click continue.



You are almost done; in Step 3, you need to answer two security questions for your AssistanceCheck account. The answers you provide to the selected questions are used during the password reset process to verify your identity. Your answers are case-sensitive ... meaning you have to match your answer exactly the way you type it on this screen if you ever forget your username or password.

Once you have answered the two questions, click **continue**

The screenshot shows a web browser window with the URL <https://www.assistancecheck.com/createaccount.php?step=3>. The page header includes the AssistanceCheck logo and "HAPPY Software, Inc.". The navigation bar shows "Step 1: Verify Your Identity" > "Step 2: Account Settings" > "Step 3: Security Preferences". The main heading is "Create a Property Owner Account - Security Preferences". Below this, there is a "SIGN IN" button and a "Continue" button. The form contains two security questions, each with a dropdown menu for the question and two text input fields for the answer. A "Continue" button is located at the bottom right of the form area.

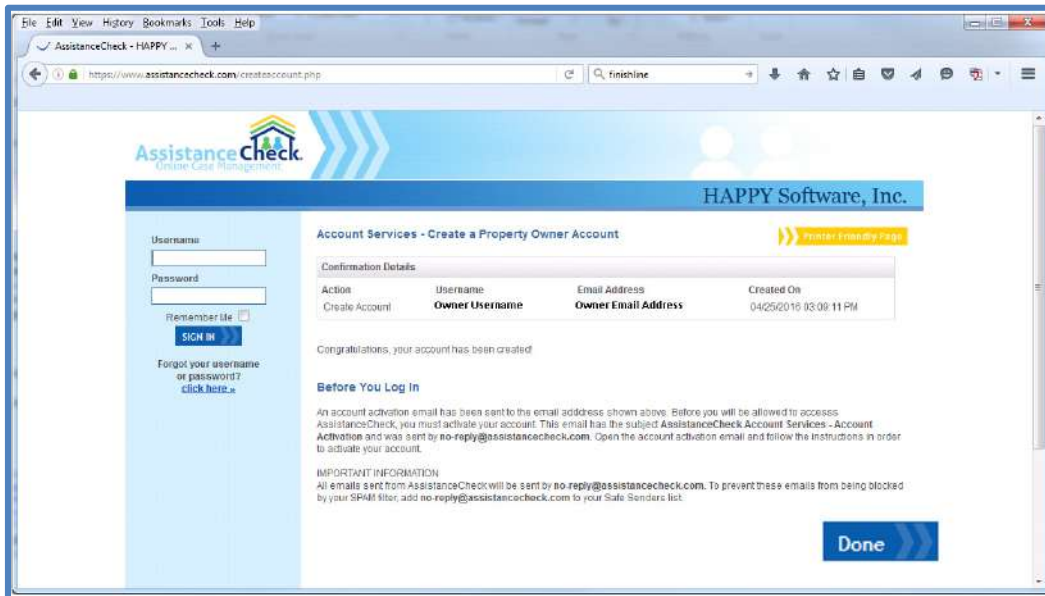
At this point in the process, we ask that you review all of your information and check for errors. If you wish to make any changes, use the links above that correspond to the section you wish to edit. You may print this page for your records. Once you are confident that this information is correct, click **Submit**.

The screenshot shows the same web browser window, but the page has advanced to "Step 3: Review Your Information". The navigation bar now shows "Step 1: Verify Your Identity" > "Step 2: Account Settings" > "Step 3: Review Your Information". The main heading is "Create a Property Owner Account - Review Your Information". Below this, there is a "SIGN IN" button and a "Submit" button. The form displays the account settings and security preferences that were entered in the previous steps. A "Print Friendly Page" link is visible in the top right corner. The form content includes: "Account Settings" with fields for Username and Email Address; and "Security Preferences" with fields for Question 1, Answer 1, Question 2, and Answer 2. A "Submit" button is located at the bottom right of the form area.

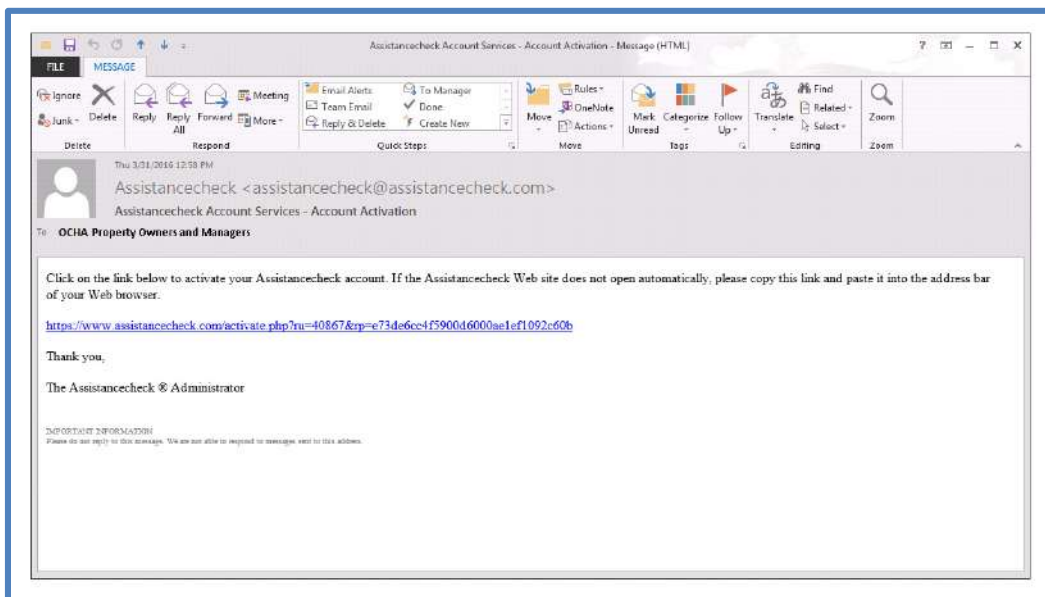
Congratulations, your account has been created. You may print this page for your records.

An account activation email has been sent to the email address provided in Step 2. Before you will be allowed to access AssistanceCheck, you must activate your account.

Once you are ready, click **Done**.



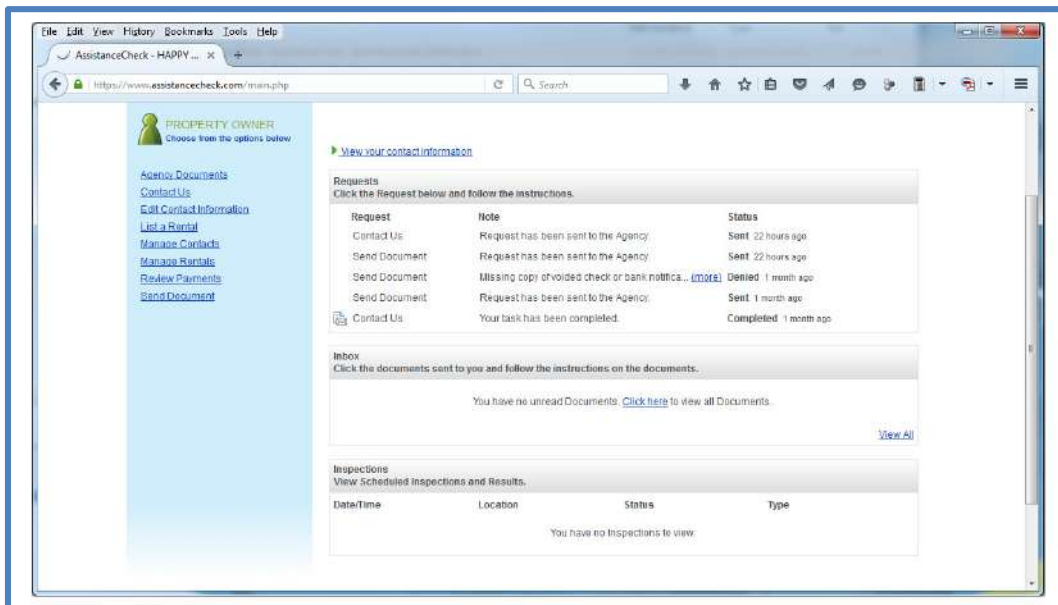
The email we sent has the subject: **AssistanceCheck Account Services – Account Activation** and was sent by [AssistanceCheck.com](mailto:assistancecheck@assistancecheck.com) ... open the email and click on the link provided to activate your account.



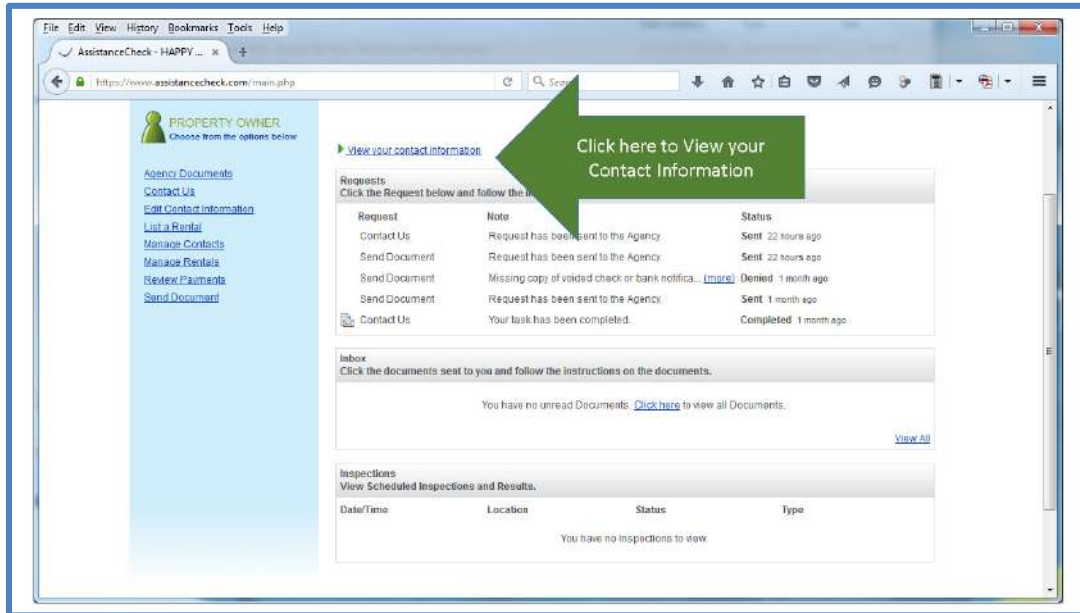
Once you click on the link in your email, you will be redirected to AssistanceCheck.com where you can now log-in to access your account.



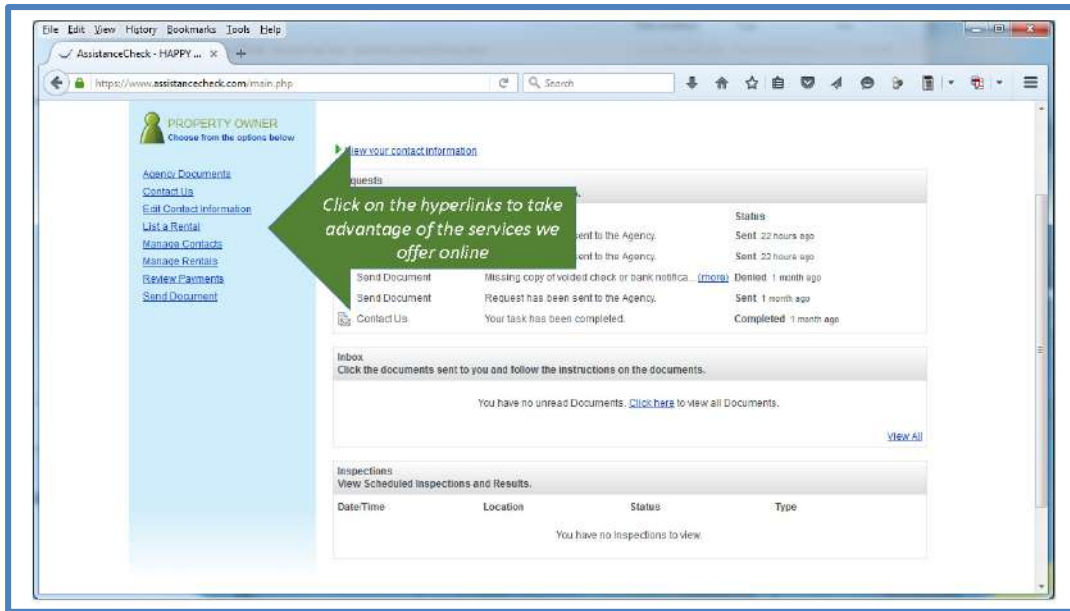
As you begin to use the site more and more, you will see a list of your **Requests**, an **Inbox** for direct correspondence with us, as well as your inspection information on your homepage.



If you would like to **view your contact information**, click here...



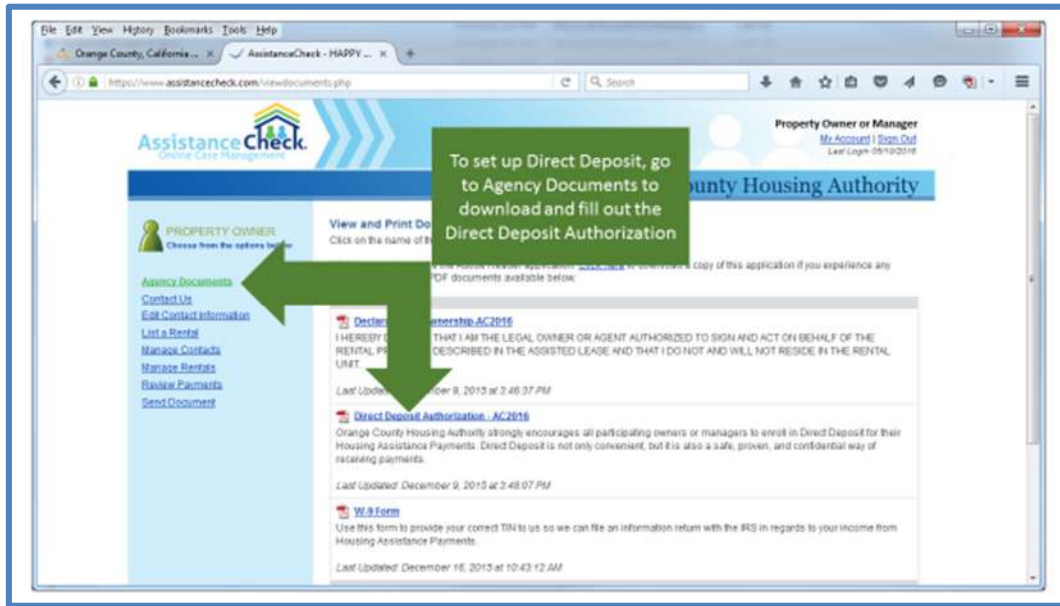
And to take advantage of the services we provide you can choose from any of the links here on the left side of your homepage.



If you are not already using Direct Deposit please make that your first request on AssistanceCheck. The safety and timeliness of payments, along with reduced costs make it necessary for us to ask all owners to enroll in Direct Deposit for their HAP payments.

Once you have activated your account, log-in and go to Agency Documents.

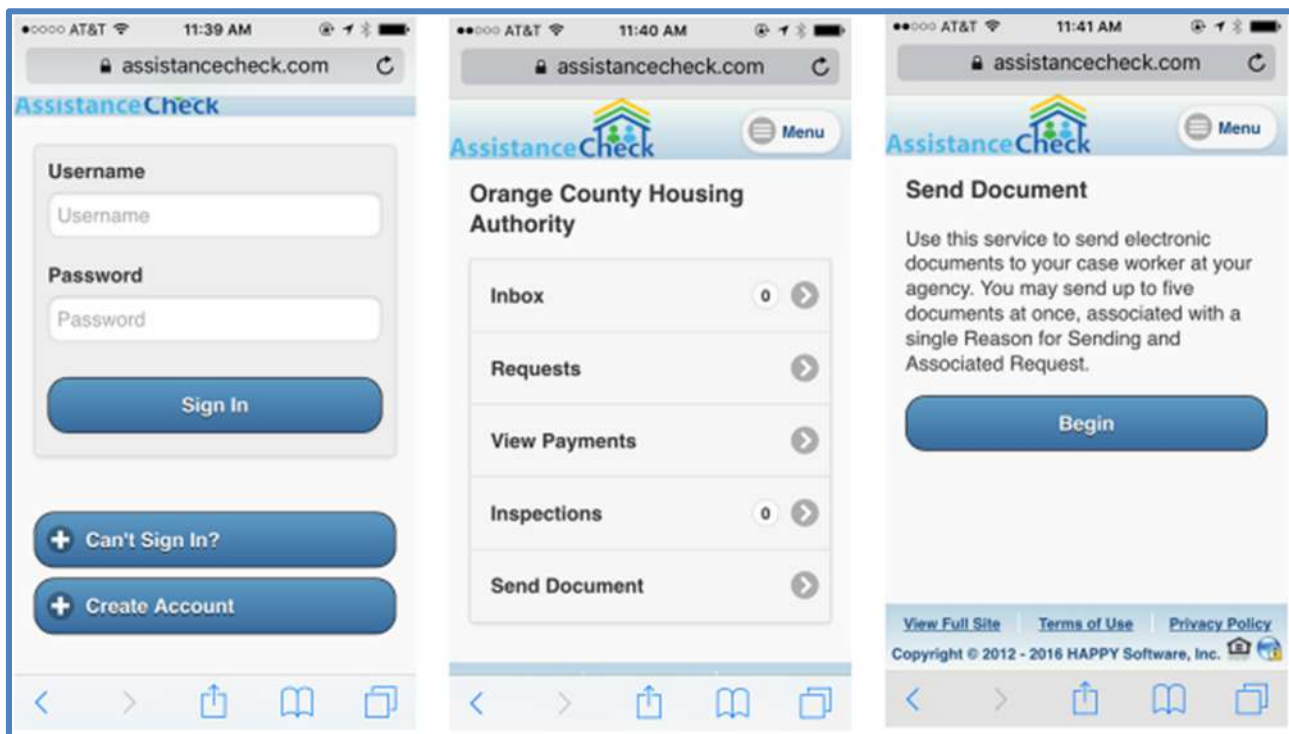
Download and fill out the **Direct Deposit Authorization**



And send it to us using the Send Document service on AssistanceCheck.



We also have good news for our **mobile users**, if you choose to access **AssistanceCheck.com** from a mobile device, such as a cellular phone, you will see a version of the system that has been modified for ease of use and viewing. This version contains all of the functionality of the full site ... and even allows you to send documents and images using the camera on the device, which works great if you do not have easy access to a scanner.



Thank you for using AssistanceCheck ... we are confident that this enhancement will help us serve you better. If you have any questions, please call our Owner Hotline at (714) 480-2866.