



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

 Community Resources
By Government, For Government

Orange County Housing Authority
1501 E. St. Andrew Place • Santa Ana, CA 92705
(714) 480-2700 • California Relay Service (800) 735-2929
<http://www.ochousing.org>

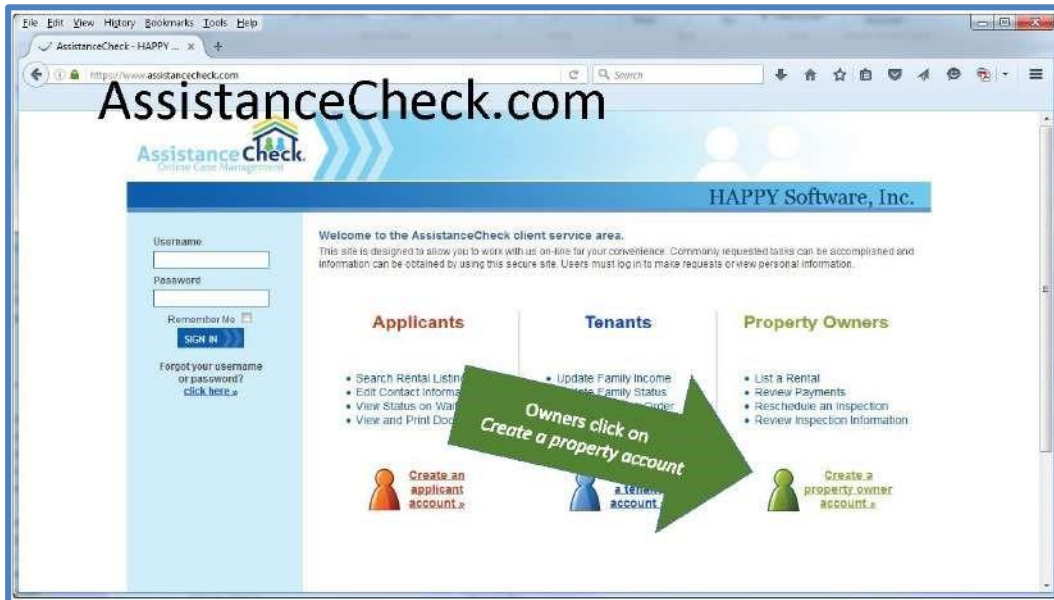
**A How-To Guide For Our
Property Owners And
Managers Using**  Assistance Check.
Online Case Management

These instructions will show you how to activate your account.

How To Activate Your Account

 Assistance Check.
Online Case Management

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



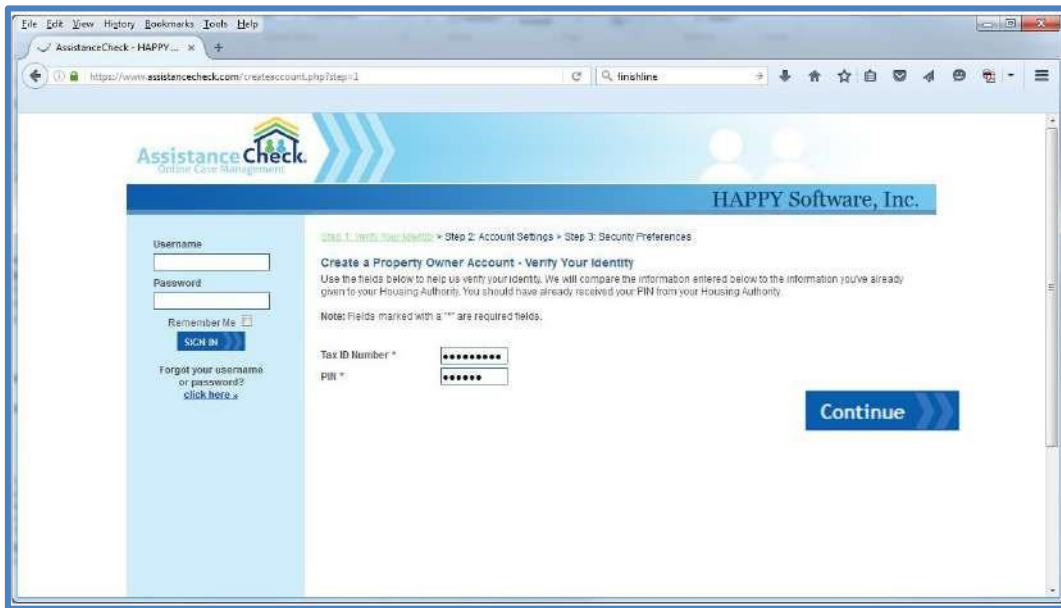
In order to create your AssistanceCheck account, you will need to provide the following information during the registration process.

- 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**.



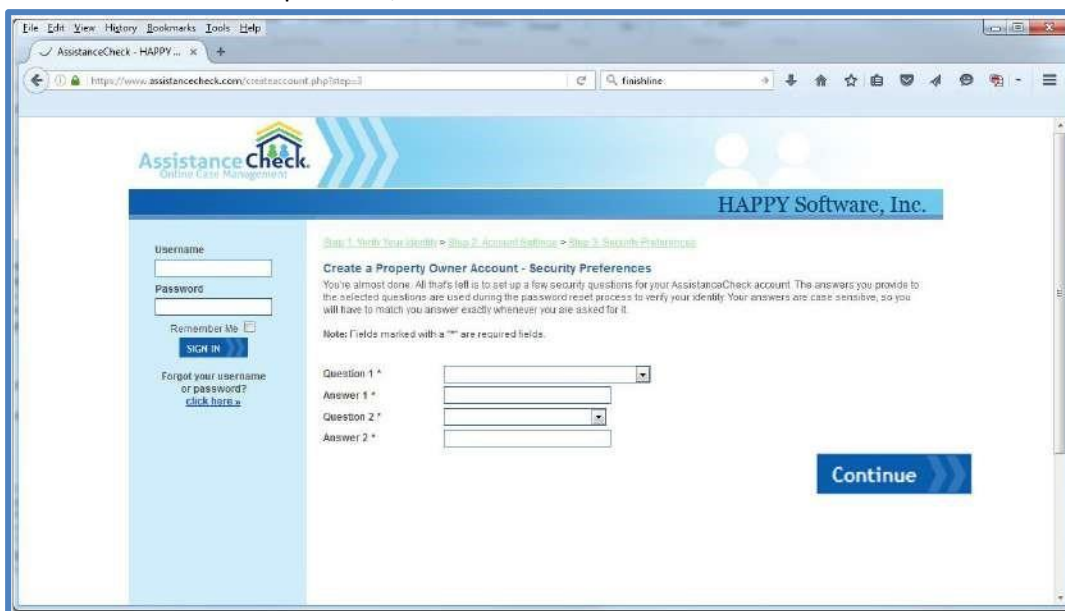
In Step 2, you will use the fields provided to select a **Username** for your AssistanceCheck account. Please make sure that you have access to the email address you provide because we will email you instructions on how to activate your user account before you are allowed to log in.

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.

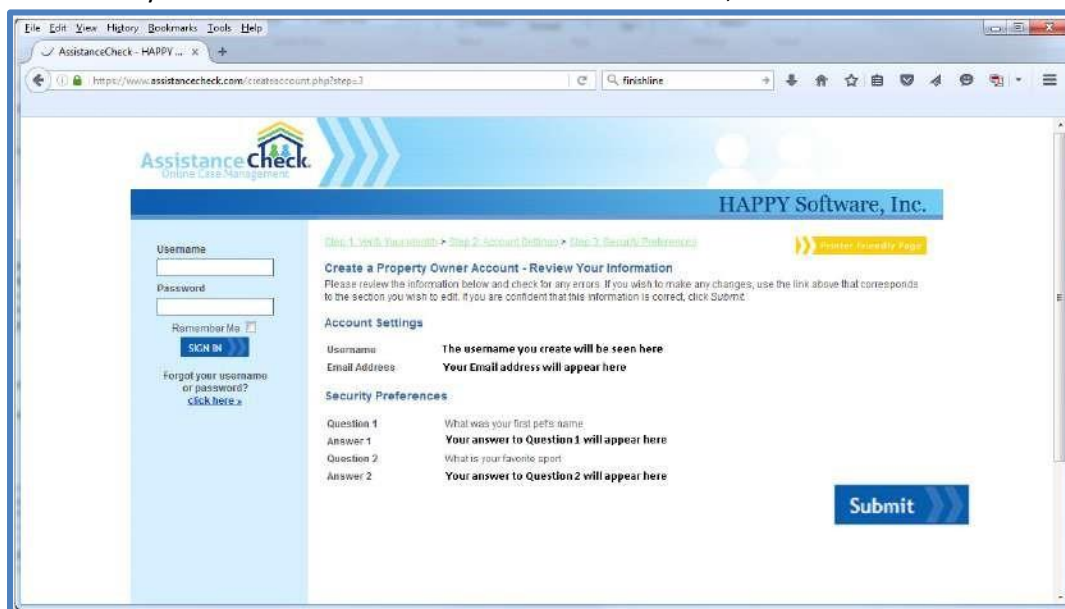


You are almost done; in Step 3, you need to answer two security questions for your AssistanceCheck account. The answers you provide to the selected questions are used during the password reset process to verify your identity. Your answers are case-sensitive ... meaning you have to match your answer exactly 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**.



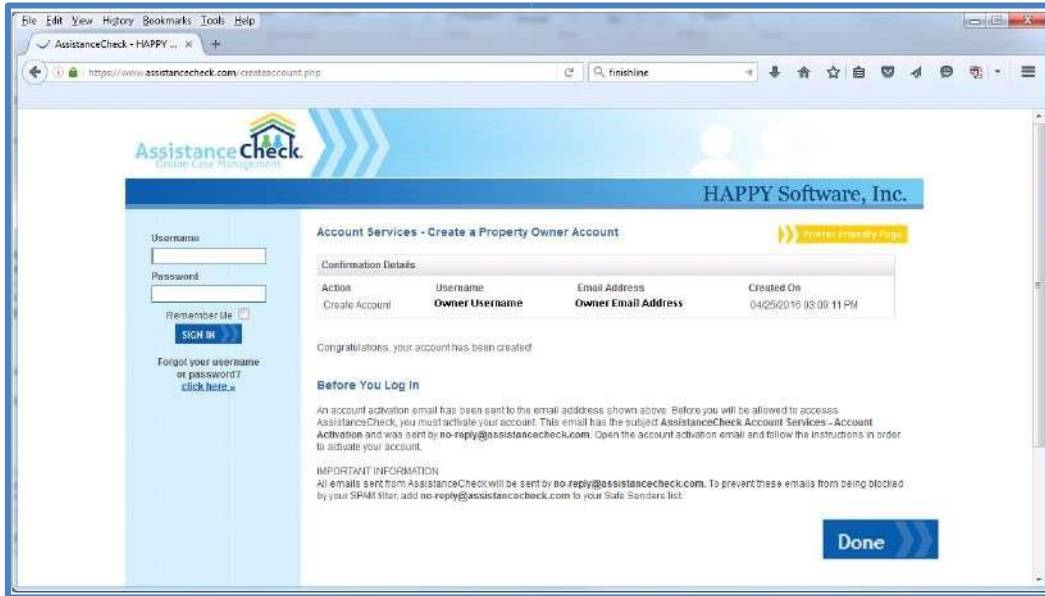
At this point in the process, we ask that you review all of your information and check for errors. If you wish to make any changes, use the links above that correspond to the section you wish to edit. You may print this page for your records. Once you are confident that this information is correct, click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



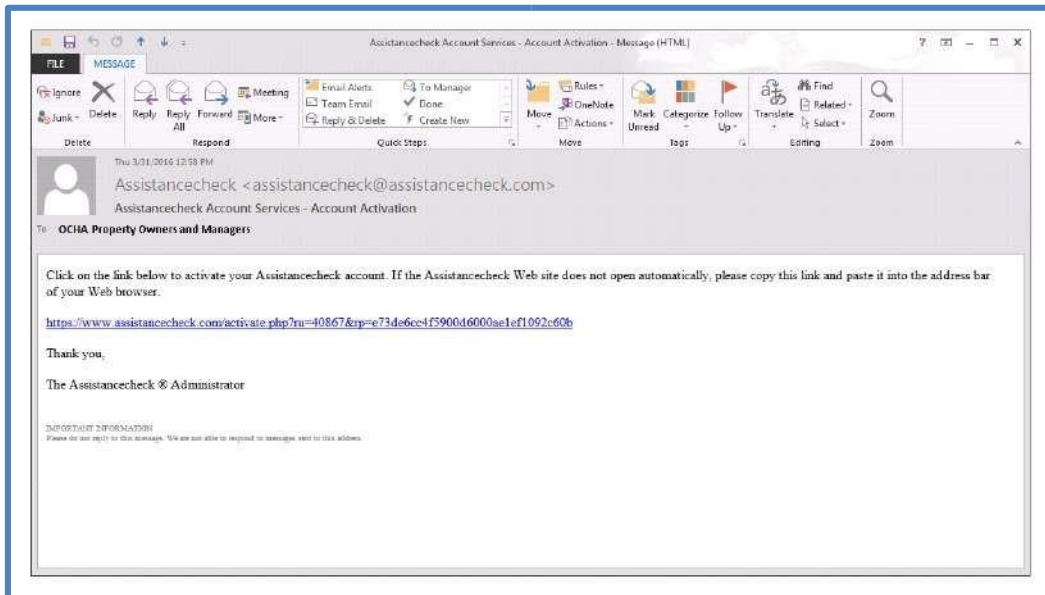
Congratulations, your account has been created. You may print this page for your records.

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**.



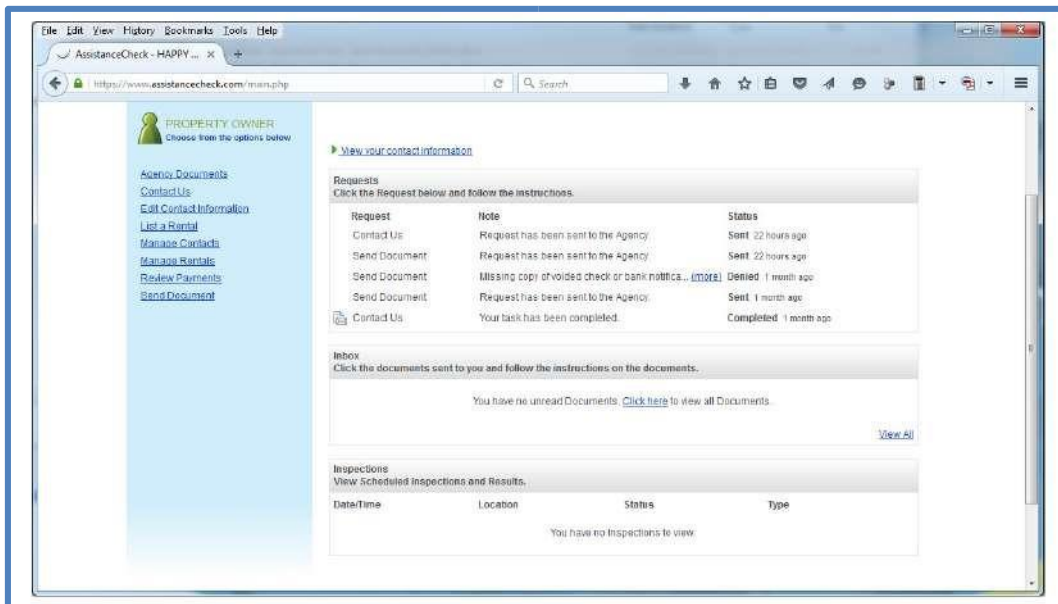
The email we sent has the subject: **AssistanceCheck Account Services – Account Activation** and was sent by AssistanceCheck.com ... open the email and click on the link provided to activate your account.



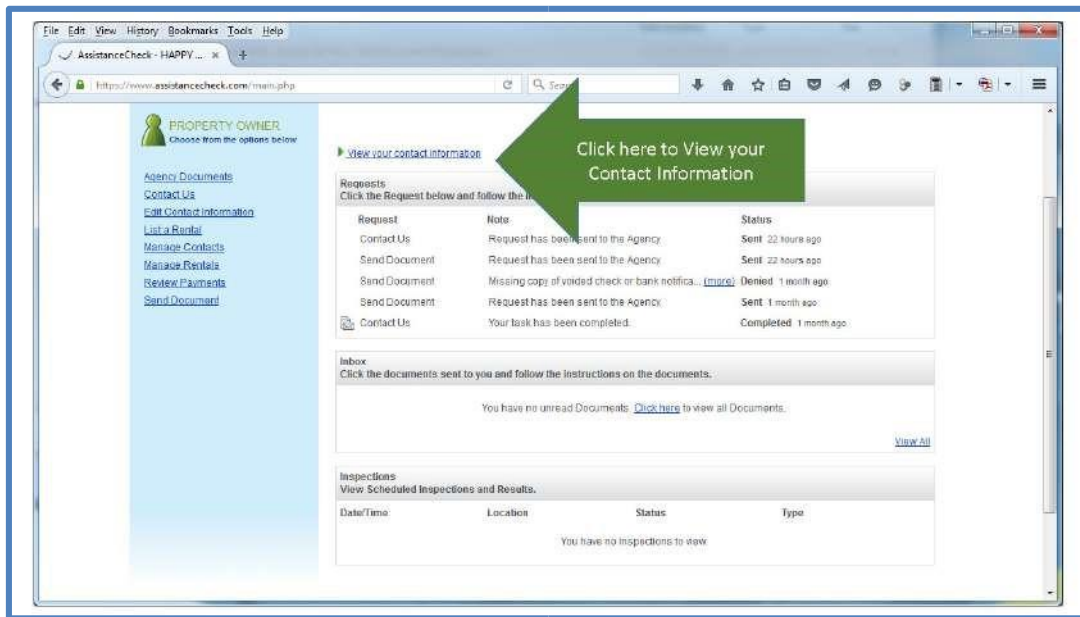
Once you click on the link in your email, you will be redirected to AssistanceCheck.com where you can now login to access your account.



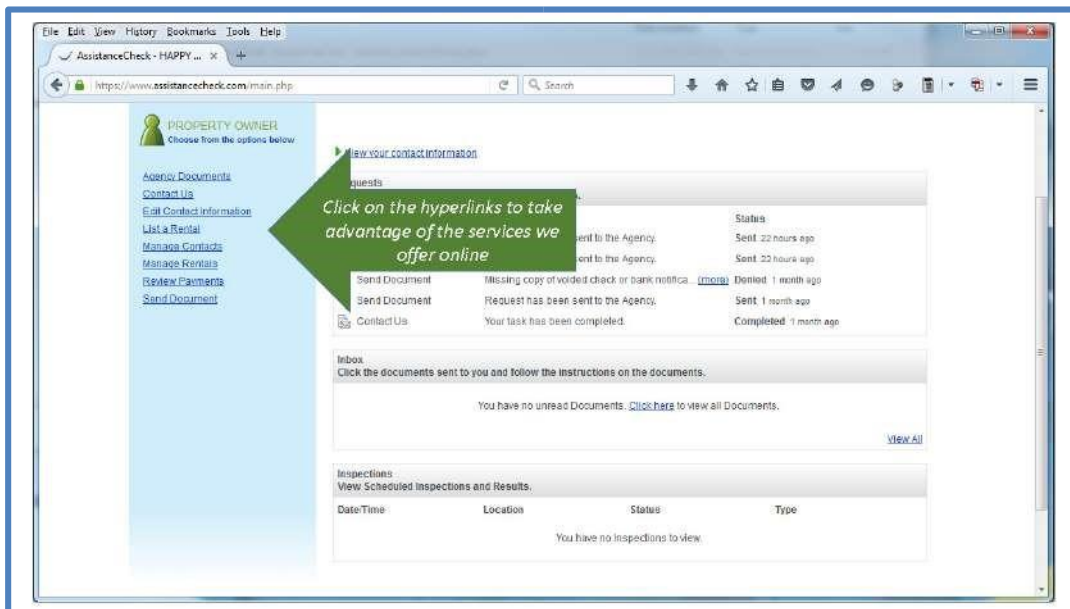
As you begin to use the site more and more, you will see a list of your **Requests**, an **Inbox** for direct correspondence with us, as well as your inspection information on your homepage.



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.

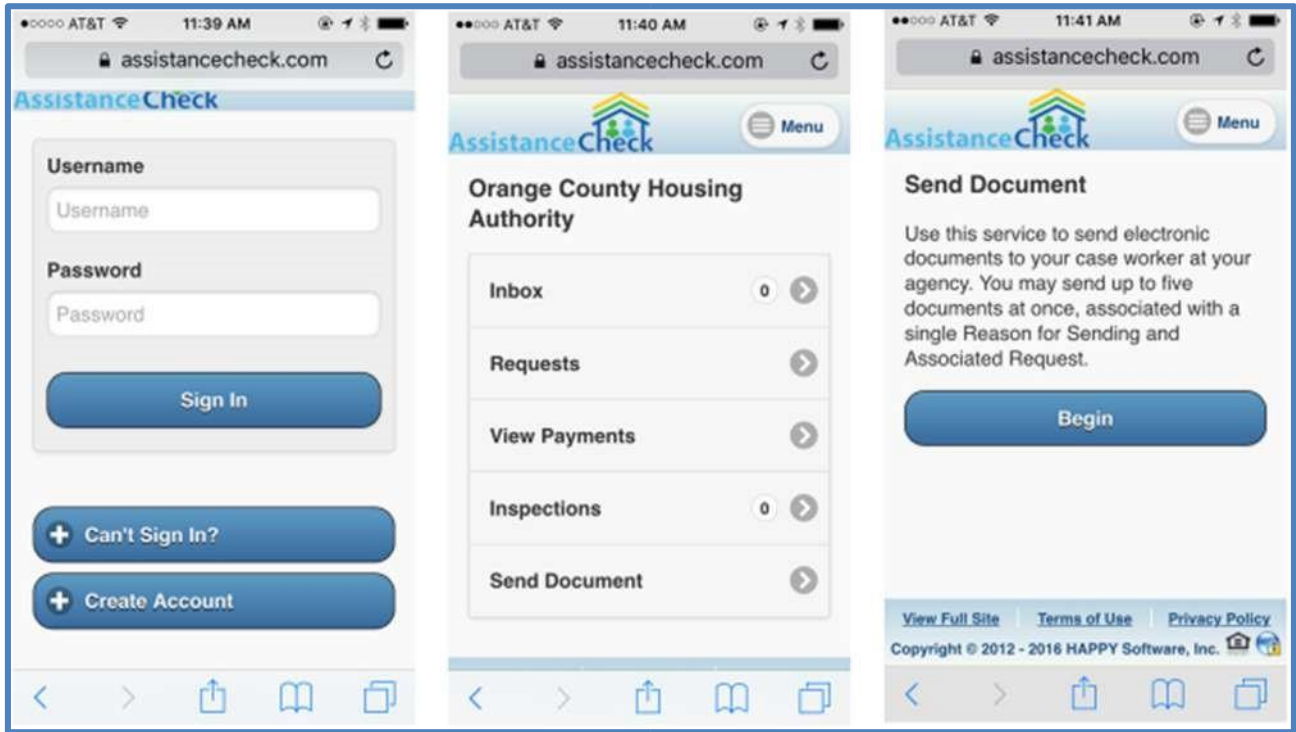
Download and fill out the **Direct Deposit Authorization**



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.

LINKS:

The Orange County Housing Authority Website:

- www.ochousing.org – Select the Landlord/owner tap at the top of the screen

How to Guide for Owners using AssistanceConnect (formally AssistanceCheck)

- www.ochousing.org/owner - Click onto **Owner Portal: Assistance Connect**