

AssistanceCheck®

HAPPY can help your agency better and more efficiently serve your applicants, tenants and owners through our AssistanceCheck online portal. This innovative service is completely integrated to Housing Pro and enables your clients to find answers, submit requests, update their information (with agency approval), and complete all of the recertification data entry online - on their own, at any time.



Demo Tenant
[My Account](#) | [Sign Out](#)
 Last Login 01/02/2014

HAPPY Development Agency



TENANT ASSISTANCE
 Choose from the options below

- [Add New Family Member](#)
- [Add New Income](#)
- [Agency Documents](#)
- [Annual Reexamination](#)
- [Contact Us](#)
- [Edit Contact Information](#)
- [Edit Family Member](#)
- [Edit Income](#)
- [Remove Family Member](#)
- [Remove Income](#)
- [Request an Appointment](#)
- [Request an Inspection](#)
- [Request to Move](#)
- [Reschedule an Inspection](#)
- [Search Rentals](#)
- [Send Document](#)

Demo Tenant
 123 Main St , Saratoga Springs, NY 12866
[View your full case file](#)

Reexam Information	
Your case file must be fully updated at least annually. Check the status of your Re-exam below:	
Appointment	N/A
Reexam Date	
Note	
Status	Not Ready

Inspections
View Scheduled Inspections and Results.
You have no Inspections to view

Requests		
Click the Request below and follow the instructions. < 1 / 15 >		
Request	Note	Status
Edit Family Member		Documentation Sent 8 months ago
Add New Family Member		Documentation Sent 9 months ago
Request an Appointment		Documentation Sent 8 months ago
Contact Us		Documentation Sent 9 months ago

Inbox
Click the documents sent to you and follow the instructions on the documents.
You have no unread Documents. Click here to view all Documents.
View All

Applicant Services

- View Application Status
- Edit Contact Info
- Print Documents
- Search Available Rentals
- Request Information

Tenant Services

- Complete Re-exam Forms
- Edit Contact Info
- Request Income Changes
- Request Household Changes
- View Inspections
- Submit Work Orders
- Print Documents

Owner Services

- View HAP Statements
- Edit Contact Info
- Print Documents
- Request Inspection Dates
- View Inspection Results
- List Rentals
- Request Information

Annual Reexamination

Once initiated by agency, tenant can begin completing the Tenant Information Form.

Review Data

Tenant can review each step of the re-exam process and make changes before submitting.

Pending Information

Easily view a tenant's updated information and compare to what exists in the case file.

The screenshot displays the AssistanceCheck web interface. On the left is a navigation menu with options like 'Add New Family Member', 'Add New Income', and 'Annual Reexamination'. The main area shows the 'Add New Asset' form with fields for 'Family Member', 'Source Name', 'Source Address', 'City', 'State', 'Zip Code', 'Asset Type', 'Cash Value', and 'Account Number'. Overlaid on this is a 'Step 1: Re-Exam Wizard - Household Comparison' dialog box. This wizard compares 'Pending Household Information' and 'Current Household Information' for three tenants: Joe, Mary, and Jillian. It also compares 'Pending Mailing Address' and 'Current Mailing Address', and 'Pending Phone and Email' and 'Current Phone and Email'. Each comparison row includes an 'Accept?' checkbox.

Re-Exam Wizard

Easily process re-exams in Housing Pro through a simple wizard.

Accept Button

Quickly accept changes to update a tenant's casefile.

Save Time, Save Money, Save Work

- Automate the re-exam process and other common actions online
- Cut appointment times in 1/2 by having forms completed online prior to arrival
- Easily process incoming requests directly in Housing Pro
- Improve documentation of tenants, applicant, and owner communications
- Better provide valuable policy and process information to your clients
- Save postage and caseworkers time through automated processes

Technical Information:

The AssistanceCheck system is entirely self-contained and requires no hardware or additional third-party software to be installed or maintained. The website is protected using industry-standard SSL (Secure Socket Layer) technology and is hosted on dedicated servers in a secure data center. Data transferred from HAPPY Software to the web is accomplished via SSH (Secure Shell), an industry-standard method for reliably transferring files between computers over Wide Area Networks (Outbound Port 22 needs to be open to allow this). All files to be transferred are first automatically compressed and encrypted with 256-bit encryption. Data presented on the Web is maintained in a secure, industry-standard SQL database. All sensitive data and Personally Identifiable Information (PII), including Social Security Numbers, is encrypted at the database field level with 256 bit encryption. The upload/download of information to/from HAPPY Software is completely automated. Requires Housing Pro 8.2.1 or greater to be run on FileMaker® Server 10 or greater.