



Housing & Community Development Division · 200 Georgia Street · Vallejo · CA · 94590 · 707.648.4507

NOTICE TO ALL WAITLIST APPLICANTS

Effective April 1, 2017, the Vallejo Housing Authority (VHA) will no longer accept change of address requests for applicants in the office.

In order to submit a change of address, all applicants will need to sign up on **AssistanceCheck.com**, where the change of address may be completed and tracked.

You will need a Personal Identification Number (PIN), which you can request from the VHA staff. All other instructions for signing up for the AssistanceCheck.com account are attached to this notice.

If you have any questions, please ask the VHA staff.

AssistanceCheck Sign Up Process for Wait List Applicants

Step 1: Visit AssistanceCheck.com

The screenshot shows the AssistanceCheck.com homepage. The logo is in the top left, and 'HAPPY Software, Inc.' is in the top right. On the left is a sign-in form with fields for Username and Password, a 'Remember Me' checkbox, and a 'SIGN IN' button. Below the form is a link for 'Forgot your username or password? click here »'. The main content area is divided into three columns: Applicants, Tenants, and Property Owners. Each column lists services and has a 'Create an account' link with a corresponding icon. A yellow arrow points from a box labeled 'Select Create an applicant account' to the 'Create an applicant account' link.

AssistanceCheck
Online Case Management

HAPPY Software, Inc.

Username
[input field]

Password
[input field]

Remember Me

SIGN IN

Forgot your username or password?
[click here »](#)

Applicants

- Search Rental Listings
- Edit Contact Information
- View Status on Waiting List
- View and Print Documents

Tenants

- Update Family Income
- Update Family Status
- Request a Work Order
- Search Rental Listings

Property Owners

- List a Rental
- Review Payments
- Reschedule an Inspection
- Review Inspection Information

Create an applicant account »

Create a tenant account »

Create a property owner account »

Select Create an applicant account

Step 2:

The screenshot shows the 'Account Services - Create an Applicant Account' page. The logo is in the top left, and 'HAPPY Software, Inc.' is in the top right. On the left is a sign-in form with fields for Username and Password, a 'Remember Me' checkbox, and a 'SIGN IN' button. Below the form is a link for 'Forgot your username or password? click here »'. The main content area has a heading 'Account Services - Create an Applicant Account' and a paragraph explaining the registration process. Below the paragraph is a 'Begin' button. A yellow arrow points from a box labeled 'Select Begin' to the 'Begin' button.

AssistanceCheck
Online Case Management

HAPPY Software, Inc.

Username
[input field]

Password
[input field]

Remember Me

SIGN IN

Forgot your username or password?
[click here »](#)

Account Services - Create an Applicant Account

You have chosen to create your AssistanceCheck user account as an applicant for housing. You will need to provide the following during the registration process:

- Your Social Security Number. This information will only be used to verify your identity.
- Your Personal Identification Number (PIN) that was provided by your housing agency.

To create an account, click the *Begin* button and follow the on-screen instructions.

Begin

Select Begin

AssistanceCheck Sign Up Process for Wait List Applicants

Step 3:

The screenshot shows the 'Verify Your Identity' page. On the left is a login section with fields for Username and Password, a 'Remember Me' checkbox, a 'SIGN IN' button, and a link for 'Forgot your username or password?'. The main content area has a breadcrumb trail: 'Step 1: Verify Your Identity > Step 2: Account Settings > Step 3: Security Preferences'. Below this is the heading 'Create an Applicant Account - Verify Your Identity' and a paragraph: 'Use the fields below to help us verify your identity. We will compare the information entered below to the information you've already given to your Housing Authority. You should have already received your PIN from your Housing Authority.' A note states: 'Note: Fields marked with a "*" are required fields.' The form contains four fields: 'Last Name *', 'Date of Birth *' (with a calendar icon and '(mm/dd/yyyy)' format), 'Social Security # *', and 'PIN *'. A blue arrow points from a text box on the right to the Date of Birth field. A yellow arrow points from a text box below to the 'Continue' button. A text box below the PIN field has an arrow pointing to the PIN field.

Step A)
Enter your information into the boxes as indicated
*Please enter date in the format shown (mm/dd/yyyy), entering slash (/).

Step B) Enter pin generated from the Vallejo Housing Authority

Step C)
Select Continue

Step 4:

You will be prompted to create a user name and password. Once you have created your user name and password, you can sign in and access your account through the login process on the main page:

The screenshot shows the main page of AssistanceCheck. It features the same login section on the left. The main content area has a heading 'Welcome to the AssistanceCheck client service area.' followed by a paragraph: 'This site is designed to allow you to work with us on-line for your convenience. Commonly requested tasks can be accomplished and information can be obtained by using this secure site. Users must log in to make requests or view personal information.' Below this are three columns: 'Applicants', 'Tenants', and 'Property Owners', each with a list of tasks. At the bottom, there are three icons with links: 'Create an applicant account', 'Create a tenant account', and 'Create a property owner account'. A yellow callout box with an arrow points to the 'SIGN IN' button, containing the text 'Login to AssistanceCheck'.

Login to AssistanceCheck