



HOC HOUSING PATH CUSTOMER PORTAL

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Overview of Housing Path

Housing Path is a one-stop application website for all Housing Opportunities Commission (HOC) rental housing programs. Through a single application on HousingPath, a customer can register for the wait list for every rental program that HOC offers. The HousingPath system is fully-electronic, available online, and will stay open all year round. Applications to the wait list must be submitted through the HOCHousingPath.com website through any Internet connected computer, smart phone, or tablet device. If customers do not have access to a computer or the Internet, public computers are available at HOC office locations and at the Montgomery County Public Libraries.

Customers will need the following information when completing an application on the HOC Housing Path website:

- An email address;
- Household member information including: names of everyone who will be in the household, date of birth, and relationship to the head of household;
- Gross income of all household members;
- The source of income and frequency of all household members such as: wages, pension, social security benefits, TANF, child support, etc.;
- Current contact information including mailing address and phone number where a customer can receive mail, phone calls and text messages.

Release of Liability Form

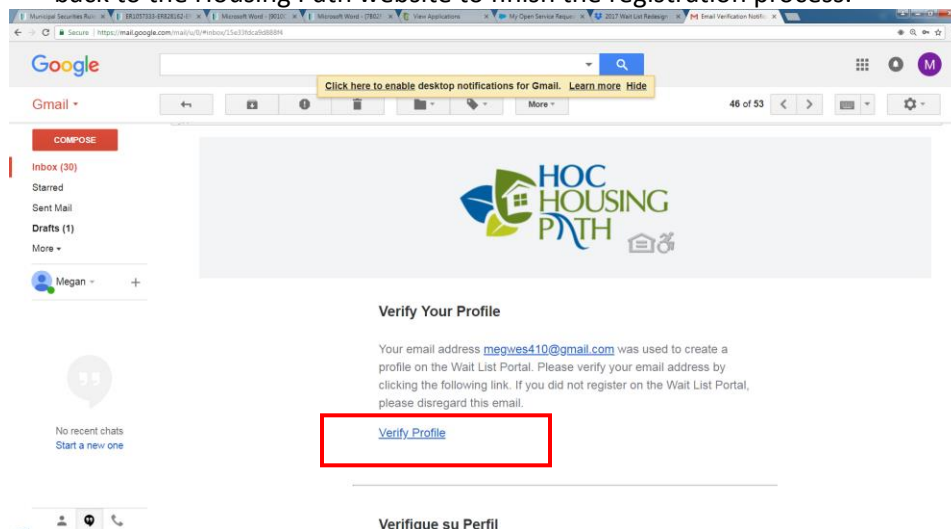
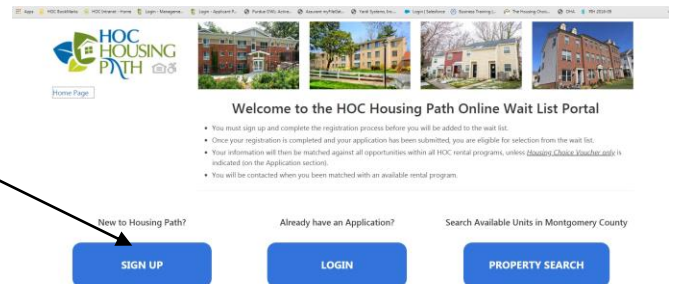
In the event that a customer requires assistance with creating, submitting, and/or renewing an application, HOC staff are available to support the customer's efforts. The customer can sign a release of liability form. The Release of Liability form releases HOC from any liability when providing physical assistance with completing the online application process on behalf of the customer. The Release of liability form is located in Salesforce as a Knowledgebase article titled "Release of Liability Form." Staff should follow all instructions on the Release of Liability form. After the customer has signed the form, HOC staff should upload the form to the customer's case in Salesforce

How to Submit an Application

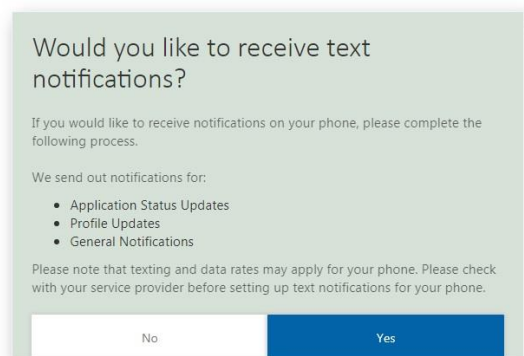
Registration

1. Go to: www.HOCHousingPath.com

- a. Compatible Browsers include Google Chrome 36 or higher, Internet Explorer 9 or higher, Mozilla Firefox 35 or higher, Safari 9 or higher, or the latest version of Microsoft Edge.
2. Click on the **"Sign Up"** button at the bottom of the page.
3. Create a new account
 - a. Customer must use a valid email address
 - b. Create a password that they can remember. Password should be the following:
 - i. 8 Characters Long
 - ii. One Uppercase Letter
 - iii. One Lowercase Letter
 - iv. One Number
 - c. Select three (3) security questions
4. Read our Privacy Policy and Terms and Conditions then check the box to accept the policies.
5. Click the **"Register Now"** button.
6. Customer will receive a **"Registration Successful"** message on the screen and is directed to verify their profile that clicking on the link that is found in their email inbox.
 - a. Customer will go to their email account and locate the "email verification notification" email from Housing Path.
 - b. Click on the link in the email that reads **"Verify Profile"**. The link redirects the customer back to the Housing Path website to finish the registration process.



7. Once the account is verified, a verified profile message will appear and customer can now use their verified credentials (username and password) to log into their account.
8. Return to the www.hochousingpath.com homepage and enter the verified email address (username) and password. Click **"Log-In"**.
9. The customer is greeted with a text notification box asking if they would like to receive text notifications



for status updates to their application. Customer can select “Yes” or “No.”

- a. If they select “No”, they will proceed to the next step.
- b. If they select “Yes”, they must enter their phone number at the next screen and are asked to enter the verification code.

Creating an Application Profile

1. As the head of household, the customer must first complete the personal information screen and press “Continue.” **Note: all fields marked with an asterisk (*) are required.**
 - The head of household’s information is entered in this section. The personal information section at this application populates into Member #1 of the household structure.
 - Customer must complete the following fields:
 - First & Last Name
 - Date of Birth
 - Address
 - City, State, & Zip Code
 - Social Security Number or Alien ID
 - Note: This field has two options: SSN or Alien ID.

- Home Phone Number
- After they have entered the above information, select “Continue” to move forward with the application process.

Personal Information

* are required fields.

FIRST NAME * MIDDLE INITIAL

LAST NAME * DATE OF BIRTH (MM-DD-YYYY) *

ENTER YOUR ADDRESS HERE AND THE ADDRESS FIELDS BELOW WILL AUTOMATICALLY FILL IN

Enter your address

ADDRESS * CITY *

STATE * ZIP CODE *

SOCIAL SECURITY NUMBER *

HOME PHONE NUMBER * CELL PHONE NUMBER

PREFERRED CONTACT METHOD PRIMARY LANGUAGE

Call English New

Continue

Log Out

Password Recovery Options

In the event that a customer cannot remember their password or no longer has access to the email address on file, they can reset their password and/or change their email address. The Housing Path Applicant Portal has been updated to offer customers additional options to reset their password or change the email address associated with their application.

- You may select from the following options:
 1. "I forgot my password";
 2. "I forgot my email"; or
 3. "I can't access my email"
- If you have forgotten your password, you have four (4) options from which to select:
 1. "Answer identity questions";
 2. "Answer security questions";
 3. "Send me an email";
 4. "Send me a text message (SMS)";
- If they do not have access to, or have forgotten the email address associated with their application, they can enter the following information to change their associated email:
 - First & Last Name;

- Date of Birth; and
- Last four digits of their Social Security Number or Alien ID.

Creating a wait list Application on Housing Path

The steps below will take a customer through the application process to be placed on the waiting list. **The * indicates that the information is required.** There will be **three areas** that they will fill out: **Demographic, Household and Alternative Contact information.** They will use the Continue button after completing each section to go to the next. They will also have an opportunity to choose which programs and properties that for which they'd like to be considered.

- ✔ WELCOME!
- DEMOGRAPHIC INFORMATION
- LOCATION PREFERENCES
- ALTERNATIVE CONTACT INFORMATION

Please note that the Ethnicity, Race and Gender (Demographic Information fields) will not affect their selection, it is used for statistical purposes.

1. To begin an application select **Submit an application to get on a wait list now.**

2. Once you select the language, you are directed to the applications page where you can create a new application. Select "Create New" to begin the application. At this step, you will select what programs or properties for which you are interested. To find out more about each program or property, place your mouse over the word and a description will display to the right of the mouse.

3. Select as many programs as you like. If you want to be on the wait list for all programs and properties, click **Select All** and Click "Continue."

4. Enter their demographic information by clicking on the drop down (note that the ethnicity, race and gender fields will not affect their selection and is used for statistical purposes) a

a. Number of members in the household

b. Family Structure including:

- Relationship between the other members and Head of Household
- Date of Birth
- Gender
- Income
- Income
- Frequency
- Sources of Income

Updating the household structure or changing the Head of Household Information

To change the household structure, a customer must follow the below steps:

- Update the profile section to the new head of household if necessary;
- In the family structure of the application section, add the new head of household and select "self" for relationship;
- Select "yes" for head of household under new addition;
- Select "no" under the person that was previously designated as the head of household;
- Make sure that all required fields are completed;
- Press Save;
- Refresh the screen;
- The household members' positions will switch and the new head of household is noted as Member #1;
- Decrease/Increase household size to desired number and continue updating the household structure.

The screenshot displays the 'Demographic Information' form. At the top, there are dropdown menus for 'ETHNICITY' (Decline), 'RACE' (African-American), and 'GENDER' (Female). Below this is a field for 'WHAT IS THE NUMBER OF MEMBERS IN THE HOUSEHOLD? (INCLUDING YOURSELF)' with the value '2'. The 'FAMILY STRUCTURE' section lists two members. Member #1 is Megan Westals, with a relationship of 'Self', date of birth '08-22-1989', and gender 'Female'. Her income is '0' and frequency is 'Annually'. Member #2 is a spouse, with a relationship of 'Spouse', date of birth field, and gender 'Female'. Her income is 'Select all that apply' and frequency is 'Annually'. At the bottom, there are toggle buttons for 'DO YOU LIVE, WORK, OR HAVE A NOTIFICATION OF WORK IN MONTGOMERY COUNTY, MARYLAND?' (Yes), 'IS THE HEAD OR CO-HEAD OF THE HOUSEHOLD ELDERLY (62-)?' (No), and 'HAVE YOU SERVED IN THE US MILITARY?' (No).

5. Click the buttons to toggle between the yes and no for the following questions:

- Do you live, work, or have a notification to work in Montgomery County, MD?
- Is the Head of Co-Head of Household elderly?
 - This question is automatically based on the birth dates entered in the profile or household structure of the application
- Have you served in the US military?
- Do you have a disability?
- Do you require any disability related accommodations in your housing?
- Are you or any member of your household homeless?
- Is any member of the household at risk of becoming homeless?
- What is your current housing situation?

- Has any member of the household been approved to receive supportive services under the medicare waiver program (money follows the person)?
- Does any member of the household currently live or are at risk of being placed in a nursing facility?
- Does any member of the household currently live or are at risk of being placed in a segregated housing setting or group home?
- Are you or any member of the household waiting to transition out of an institutional setting or other segregated housing?
- Do you have a rep-payee who handles your benefits and financial affairs?

6. Click "**Continue**".

7. Select the location preference(s) and desired bedroom size

- Location preferences are locations in which the customer would like to live. This is being used to target housing opportunities but does not qualify anyone from housing.
- Desired bedroom size is the size of the unit that they would like to occupy. Their voucher or unit size is based on the occupancy standards of the specific housing program for which they were selected.

8. Click "**Continue**"

9. A customer can also enter alternate contact information if they want to designate someone else to receive notifications on their behalf or select the disclaimer checkbox to bypass entering an alternate contact if they do not have one. Alternate contact receives every notification that the customer receives. They are notified when a customer makes an update to their application, when their application is selected, and when their application has expired. At this step, the customer is given the opportunity to save and complete their application later. If they would like to return to their application at a later time for completion, advise them to select "**Save and Complete Later.**"

Note: By selecting the disclaimer the customer accepts that if they choose not to provide an alternate contact and are selected for a housing program and do not respond, they are subject to removal from the wait list.

Apply for Housing!

In addition to contacting the main point of contact, please provide an alternate contact.

If the main point of contact is unreachable, we will attempt to contact the alternate.

- ✓ WELCOME!
- ✓ DEMOGRAPHIC INFORMATION
- ✓ LOCATION PREFERENCES
- ALTERNATE CONTACT INFORMATION

Step 4
Alternate Contact Information

* are required fields.

Disclaimer: Please note that by checking this box, you are declining to provide an alternate contact information. Should your name be selected, and you do not respond to attempts made by HOC to contact you for renewal or selection, your application will expire or be archived and you will not be eligible for reinstatement.

FIRST NAME * MIDDLE INITIAL

LAST NAME *

ADDRESS * CITY *

STATE * ZIP CODE *

EMAIL ADDRESS * PHONE NUMBER *

WOULD YOU LIKE YOUR ALTERNATE CONTACT TO RECEIVE THE SAME NOTIFICATIONS YOU DO? * No

Go Back Save and Complete Later Complete Application

10. Click "**Continue**" to proceed to the review page before submission.

11. The customer is directed to a review page and asked if the information is correct. Press "**Yes**" if the information is correct. It will take the customer to a SECOND review page to confirm information is correct.

Review Your Application

Please take a moment to review over your application before submitting.

Profile Information	
FIRST NAME	Hassie
MIDDLE INITIAL	c
LAST NAME	McDermott
DATE OF BIRTH	07-27-1957
SOCIAL SECURITY NUMBER	442451290
ADDRESS	7801 Morissette Views
CITY	Port Adolfo
STATE	NJ
ZIP CODE	57396-8052
HOME PHONE NUMBER	5177695771
CELL PHONE NUMBER	1684388307
PREFERRED CONTACT METHOD	Email
PRIMARY LANGUAGE	French
EMAIL ADDRESS	mabel15@example.org
WOULD YOU LIKE TO RECEIVE TEXT NOTIFICATIONS?	Yes

Is this information correct?

Yes No

If the information is correct, press “Yes” again. The options at the bottom of the page will change to **“Submit Application”** and **“Cancel.”**

Demographic Information

ETHNICITY	Decline
RACE	Decline
GENDER	Decline
WHAT IS THE NUMBER OF MEMBERS IN THE HOUSEHOLD? (INCLUDING YOURSELF)	7
DO YOU LIVE, WORK, OR HAVE A NOTIFICATION OF WORK IN MONTGOMERY COUNTY, MARYLAND?	No
IS THE HEAD OR CO-HEAD OF THE HOUSEHOLD ELDERLY (62+)?	No
HAVE YOU SERVED IN THE US MILITARY?	No
DO YOU REQUIRE ANY DISABILITY-RELATED ACCOMMODATIONS IN YOUR HOUSING?	Yes
WHAT TYPE OF ACCOMMODATIONS?	Mobility accessible bathroom
ARE YOU HOMELESS?	No
WHAT IS YOUR CURRENT HOUSING SITUATION?	Yes
DO YOU HAVE A REP-PAYEE WHO HANDLES YOUR BENEFITS AND FINANCIAL AFFAIRS?	Yes
REP-PAYEE'S FIRST NAME	Ursula
REP-PAYEE'S LAST NAME	Christensen
REP-PAYEE'S EMAIL ADDRESS	lamar15@example.org
REP-PAYEE'S PHONE NUMBER	7279934941

Household Information

NUMBER OF BEDROOMS	7
LOCATION PREFERENCES	Clarksburg Kensington

Alternate Contact Information

DISCLAIMER: I Agree

Please note by agreeing to the above disclaimer select box, you are declining to provide an alternate contact information. Should your name be selected, and you do not respond to attempts made by HOC to contact you for renewal or selection, your application will expire or be archived and you will not be eligible for reinstatement.

Submit Application Cancel

Reviewing Your Home Screen

12. Once they click **“Submit Application”**, they will receive a message in Housing Path at the top of the page as well as an email confirming that their application was submitted successfully. The page will automatically redirect them back to the home screen. The home screen provides a summary in real time of the number of expired, active applications, or applications not yet submitted and the countdown clock for each renewal. The countdown clock will reflect that they have 365 days before their application’s next expiration date.

The screenshot displays the user's active applications and wait lists. At the top, a light blue banner states: "You have 4 active applications." Below this, the section "Your Active Applications" is divided into two categories: "Housing Program Wait lists (3)" and "General Wait lists (1)".

Housing Program Wait lists (3):

- Housing Choice Voucher Application:** Submitted on 09-05-19 03:47 PM, Updated on 09-05-19 03:47 PM. Expires in 350 days. Includes a "Submitted" button and an "I want to" button with a right arrow.
- Low Income Housing Tax Credit Application:** Submitted on 09-05-19 03:47 PM, Updated on 09-05-19 03:47 PM. Expires in 350 days. Includes a "Submitted" button and an "I want to" button with a right arrow.
- Workforce Housing Application:** Submitted on 09-05-19 03:47 PM, Updated on 09-05-19 03:47 PM. Expires in 350 days. Includes a "Submitted" button and an "I want to" button with a right arrow.

General Wait lists (1):

- General Application:** Submitted on 01-23-18 05:29 PM, Updated on 06-06-19 12:14 PM. Expires in 136 days. Includes a "Submitted" button and an "I want to" button with a right arrow.

Application Renewal

1. As a reminder, the customer is required to renew their application within 30 days of the anniversary date of the original application date. They can view their anniversary date by viewing the “Date Submitted” information displayed on the home screen. When they have entered their renewal period, they will receive email notifications at four (4) intervals: 30 day notice, 15 day notice, 5 day notice, and 1 day notice informing them that it is time to renew. Once in their renewal period, when they log in they will see the home screen that lists the applications that are expiring soon.

The screenshot shows a user dashboard with a navigation bar at the top containing 'Home', 'Profile', 'Applications', and 'Log Out'. The main content area displays a welcome message 'Welcome John' followed by two status boxes: a red one stating 'You have 1 applications that will expire soon.' and a blue one stating 'You have 1 active applications.' Below this is a section titled 'Your Active Applications' which contains a 'General Wait lists (1)' card. This card features a 'General Application' table with the following data:

Submitted	Submitted	
	10-19-18 11:30 AM	I want to
Expires in 30 days	Updated	
	10-19-18 11:30 AM	

- If they would like to remain on the wait list, they will go down to the application and click on the green button that reads “ I want to” and select “**Renew**” to update their application and submit for renewal.
- They are directed to the Review page to review the information on their profile.

The screenshot shows the 'Review Your Application' page. It includes a navigation bar with 'HOME', 'PROFILE', 'Application', and 'Log Out'. The main content area is titled 'Review Your Application' and contains a message: 'Please take a moment to review over your application before submitting.' Below this is a large green box containing profile information:

Profile Information	
FIRST NAME	Wilfrid
MIDDLE INITIAL	P
LAST NAME	Hirthe
DATE OF BIRTH	02-13-1926
SOCIAL SECURITY NUMBER	808660809
ADDRESS	112 Carter Forest Apt. 131
CITY	Port Granville
STATE	DE
ZIP CODE	96491-8172
HOME PHONE NUMBER	2331252958
CELL PHONE NUMBER	6253752650
PREFERRED CONTACT METHOD	Email
PRIMARY LANGUAGE	French
EMAIL ADDRESS	weimann.alverta@example.org
WOULD YOU LIKE TO RECEIVE TEXT NOTIFICATIONS?	Yes

At the bottom of the green box, there is a question: 'Is this information correct?' with two buttons: 'Yes' (blue) and 'No' (red).

- Press “**Yes**” if the information is correct.

- It will now take them to a **SECOND** review page to confirm information is correct. If the information is correct, press **“Yes”** again. The options at the bottom of the page will change to **“Renew Application”** and **“Cancel.”**

Review Your Application
Please take a moment to review over your application before submitting.

Demographic Information

ETHNICITY	Decline
RACE	African-American
GENDER	Decline
WHAT IS THE NUMBER OF MEMBERS IN THE HOUSEHOLD? (INCLUDING YOURSELF)	6
DO YOU LIVE, WORK, OR HAVE A NOTIFICATION OF WORK IN MONTGOMERY COUNTY, MARYLAND?	Yes
IS THE HEAD OR CO-HEAD OF THE HOUSEHOLD ELDERLY (62+)?	No
HAVE YOU SERVED IN THE US MILITARY?	Yes
DO YOU REQUIRE ANY DISABILITY-RELATED ACCOMMODATIONS IN YOUR HOUSING?	No
ARE YOU HOMELESS?	Yes
WHAT IS YOUR CURRENT HOUSING SITUATION?	Yes
DO YOU HAVE A REP-PAYEE WHO HANDLES YOUR BENEFITS AND FINANCIAL AFFAIRS?	Yes
REP-PAYEE'S FIRST NAME	Buck
REP-PAYEE'S LAST NAME	Leffer
REP-PAYEE'S EMAIL ADDRESS	foj24@example.net
REP-PAYEE'S PHONE NUMBER	2713763386

Household Information

NUMBER OF BEDROOMS: 10
LOCATION PREFERENCES: Clarksburg Sandy Spring Boyds Silver Spring Potomac Kensington Gaithersburg

Alternate Contact Information

DISCLAIMER: I Disagree
Please note by agreeing to the above disclaimer select box, you are declining to provide an alternate contact information. Should your name be selected, and you do not respond to attempts made by HOC to contact you for renewal or selection, your application will expire or be archived and you will not be eligible for reinstatement.

FIRST NAME: Darin
MIDDLE INITIAL: h
LAST NAME: Smitham
ADDRESS: 1048 Corona Meadows Apt. 034
CITY: Arlington
STATE: AR
ZIP CODE: 16462
EMAIL ADDRESS: kate@romaguera@example.com
PHONE NUMBER: 5022630943
WOULD YOU LIKE YOUR ALTERNATE CONTACT TO RECEIVE THE SAME NOTIFICATIONS YOU DO?: No

[Renew Application](#) [Cancel](#)

- They will select **“Renew Application”** at the bottom of the page to renew.
- After they press **“Renew Application”** they are directed back to the HOME page.

Welcome John

You have 1 active applications.

Your Active Applications

General Wait lists (1)

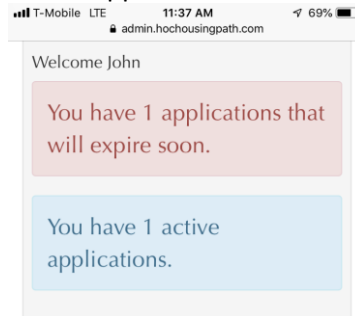
General Application

Submitted Submitted
09-18-20 11:33 AM I want to >

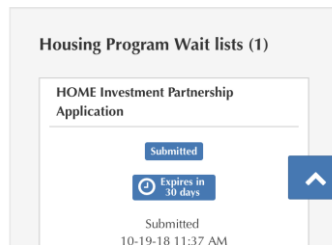
Expires in 265 days Updated
09-18-20 11:33 AM

Application Renewal on Mobile Devices

After logging in, they will go down to the application and click on the green button that reads “ I want to” and select click “Renew” to update their application and submit for renewal.



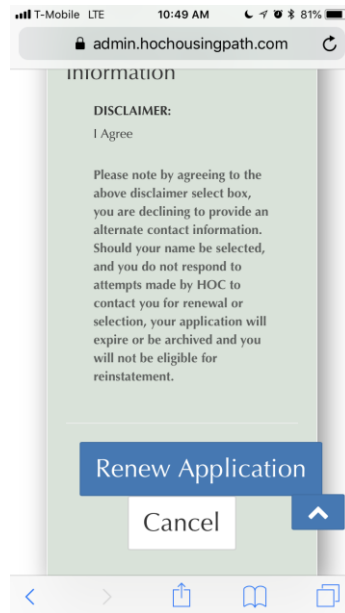
Your Active Applications



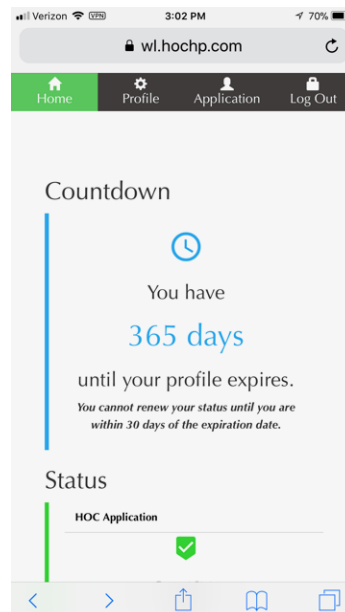
After clicking “**Renew!**”, they must confirm that the information is correct. Please advise the customer to press “yes” to confirm that the information is correct. They are directed to the SECOND review page. They will select “yes” to confirm that the information is correct.



The options at the bottom will change to **“Renew Application”** and **“Cancel”**. They will select **“Renew Application”** to renew.



After they press **“Renew Application,”** they are directed back to the HOME page:



COMPLIANCE OVERSIGHT

Revised: September 2019

The Compliance Department is responsible for Housing Path oversight. Please direct any questions regarding this user guide to the Compliance Oversight Manager.