

# USING ASSISTANCECHECK.COM TENANTS

AssistanceCheck.com is the secure website that enables HARC clients to contact HARC with updates, send inquiries, and search rental listings.

## Create an account and get started

To set up an AssistanceCheck.com account, you will use your Last Name, Date of Birth, Social Security Number, and the Personal Identification Number (PIN) you received from HARC. (All of these fields pertain to the Head of Household.) If you don't have your PIN, call 262-636-3405.

Log in to [AssistanceCheck.com](https://www.assistancecheck.com) and follow these instructions.

Step 1: Select Create a Tenant account and then Begin.

The screenshot shows the AssistanceCheck.com website interface. At the top left is the logo "AssistanceCheck Online Case Management". At the top right is "HAPPY Software, Inc.". On the left side, there is a login form with fields for "Username" and "Password", a "Remember Me" checkbox, and a "SIGN IN" button. Below the login form is a link: "Forgot your username or password? [click here >](#)".

The main content area is titled "Welcome to the AssistanceCheck client service area." and includes a brief description: "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 the welcome message are three columns of services:

- Applicants** (red text):
  - Search Rental Listings
  - Edit Contact Information
  - View Status on Waiting List
  - View and Print Documents
- Tenants** (blue text):
  - Update Family Income
  - Update Family Status
  - Request a Work Order
  - Search Rental Listings
- Property Owners** (green text):
  - List a Rental
  - Review Payments
  - Reschedule an Inspection
  - Review Inspection Information

At the bottom of each column is a "Create an account" link with a corresponding icon: an orange person icon for Applicants, a blue person icon for Tenants (circled in red), and a green person icon for Property Owners.

The footer contains contact information: "HAPPY Software, Inc. | 11 Federal Street | Saratoga Springs, NY 12866 | (518) 584-4668 | [info@happysoftware.com](mailto:info@happysoftware.com)".

### Account Services - Create a Tenant Account

You have chosen to create your AssistanceCheck user account as a tenant. 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.



Step 2: Enter the following information:

Last Name  
Date of Birth (mm/dd/yyyy)  
SSN (no dashes)  
PIN (provided by HARC)

The screenshot shows the 'AssistanceCheck Online Case Management' interface. At the top right, it says 'HAPPY Software, Inc.'. The main content area is titled 'Step 1: Verify Your Identity' and includes a 'SIGN IN' button and a 'Forgot your username or password? click here' link. The 'Create a Tenant Account - Verify Your Identity' section contains a 'Note' and four required input fields: Last Name, Date of Birth (with a calendar icon and '(mm/dd/yyyy)' format), Social Security #, and PIN. A 'Continue' button is located at the bottom right of the form area. The footer contains contact information for HAPPY Software, Inc. in Saratoga Springs, NY, including a phone number and email address.

**Step 3: Create a Username and Password as indicated, and provide email address.**

Your Username must contain at least 3 characters and may not contain spaces or symbols other than hyphen (-) and underscore (\_). Your Password must contain at least 5 characters. Provide your Email Address and confirm. We will email instructions on how to activate your user account before you are allowed to log in.

**Step 4: Answer security questions – in case we ever need to reset your account.**

**Step 5: Review your information.**

**Step 6: Check your email for a link from AssistanceCheck to complete the process. Once you click on that, you are finished!**