

Using AssistanceCheck.com Applicants

AssistanceCheck.com is the secure website that enables HARC applicants to check their position on the Waiting List and edit their contact information.

Create an account and get started

To set up an AssistanceCheck.com account, you will need the Last Name of the Applicant, Date of Birth, Social Security Number, and the Personal Identification Number (PIN) you received via mail from the Housing Authority of Racine County (HARC). **All of these fields pertain to the Head of Household on the application.**

Log in to AssistanceCheck.com and follow these instructions.

Step 1: Select Create an Applicant account and then Begin.

AssistanceCheck
Online Case Management

Housing Authority of Racine County

Welcome to the Housing Authority of Racine County client service area.
This site is designed to allow you to work with us on-line for your convenience. Complaint, 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.

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

Remember Me
SIGN IN

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

Create an applicant account »

Create a tenant account »

Create a PROPERTY OWNER ACCOUNT »

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

Step 2: Enter the following information:

- Last Name
- Date of Birth YYYY/MM/DD
- SSN (no dashes)
- PIN (provided by HARC via mail)

Note: All info is for the head of household on the original application.

The screenshot shows the 'AssistanceCheck' online case management interface for the Housing Authority of Racine County. The user is logged in as 'Sample S. Applicant' (My Account | Sign Out | Last Login: 02/17/2016). The navigation bar indicates the current step: 'Step 1: Verify Your Identity > Step 2: Account Settings > Step 3: Security Preferences'. The main heading is 'Create an Applicant Account - Verify Your Identity'. Below this, instructions state: '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 specifies: 'Note: Fields marked with a "*" are required fields.' The form contains the following fields: 'Last Name *' (text input), 'Date of Birth *' (calendar icon and text input with mask 'mm/dd/yyyy'), 'Social Security # *' (text input), and 'PIN *' (text input). On the left side, there is a login section with 'Username:' and 'Password:' fields, a 'Remember Me' checkbox, a 'SIGN IN' button, and a link for 'Forgot your username or password? click here >'. A 'Continue' button is located at the bottom right of the form area.

Step 3: Create a Username and Password as indicated on the screen.

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!