



Housing Choice Voucher Program

Participant Portal

Frequently Asked Questions

CREATING AN ACCOUNT

Am I eligible to create a Participant Portal account?

Current Housing Choice Voucher (HCV) Program participants, including Project-Based Voucher (PBV), RAD2 and MOD Rehab participants, are eligible to create a Participant Portal account. Applicants on the waiting list and families who are no longer on the Program are not eligible.

Note: You can only create one portal account per voucher number.

How do I create a Participant Portal account?

Visit cha.participantportal.org and click on the red "Sign Up" button at the bottom left of the screen.

What information do I need to create a Participant Portal account?

To create an account, you need the full voucher number (including any letters such as n, p, t or z), the last 4 digits of the Head of Household's Social Security number and the Head of Household's full date of birth (month, day and year).

I entered my information, and I got an error message. What happened?

First, check to be sure you are using the correct information. Remember, you must use the Head of Household's information to create an account. Then be sure you are typing in the information without errors. Even an extra space can cause an error.

If you are still having trouble, contact the CHA Customer Call Center to confirm the account information on file.

Do I need an email address to create a Participant Portal account?

No, you do not need an email address to create an account. However, we recommend you add one! Without an email address, you will not be able to reset your password or conduct certain business on the Portal.

LOGGING IN TO YOUR ACCOUNT

I forgot my account password, how do I reset it?

If you have an email address on file with your Participant Portal account, you can reset your password yourself. Visit cha.participantportal.org and click the "Forgot Password" link on the log-in screen.

If you don't have an email address attached to your account, you must contact the CHA Customer Call Center to have the password reset.

I entered the wrong password too many times, and now I'm locked out of my account.

To have your account unlocked, you must contact the CHA Customer Call Center.



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REPORT CHANGES TO YOUR INCOME OR HOUSEHOLD

As of April 2022, CHA has fully transitioned Interim Re-Examination requests to RENTCafé, a new online account management tool.

To report a change to your account (i.e., submit an Interim Re-Examination request for a change in income, expenses or household composition), visit res-par.thecha.org, log in to RENTCafé, and click on the INTERIM REQUEST icon on the dashboard. You will be guided through a series of questions, and must upload supporting documents in order to submit your request.

Don't have a RENTCafé account yet? Contact the CHA Customer Call Center to receive your unique registration code.

MOVING

Can I request moving papers through the Portal?

Yes! To request moving papers, under the MOVES menu, click "Request a Move".

The page includes a link to learn more about the moving process and asks if you would like to move. Click the 'Click here' link to continue.

The next pages will ask questions to determine if you are eligible to move. If you are not eligible to move, and are seeking additional information, contact the CHA Customer Call Center.

If you are eligible to move, the last page will ask you to answer six (6) questions about your household and your lease. Complete all the questions and click 'Submit' to finalize your request.

Can I check the status of my move request on the Portal?

Not entirely. To check the status of your moving papers request, click on the CONTACT US menu. Under 'Reason for Inquiry', select 'What is the status of my move request'. A message box will appear where you can list your name, email and message to CHA. A HCV Program staff member will follow up with you.

Can I request to port out on the Portal?

Not entirely. You can start the process on the Portal by requesting to move. Once CHA approves your request to move, and is ready to issue moving papers, you can request to port out by contacting the CHA Customer Call Center or speaking to a Housing Specialist.

Can I check the status of my port out request on the Portal?

Not entirely. To check the status of your port out request, click on the CONTACT US menu. Under 'Reason for Inquiry', select 'What is the status of my portability request'. A message box will appear where you can list your name, email and message to CHA. A HCV Program staff member will follow up with you.



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Can I submit my completed Request for Tenancy Approval (RTA) packet on the Portal?

No, participants cannot submit RTA packets through the Portal. While participants can submit a RTA packet via email, the property owner often submits the RTA packet as the forms require the property owner's sensitive banking and tax information.

How can I check the status of my move?

A few days after the RTA packet has been submitted, you can check the status of your move in the Move Tracker. Under the MOVES menu, click "Move Tracker".

If your paperwork is being processed, a record will show up in the table. The record will list the progress of your move, as well as include details about that step.

To learn more about each step, click on the Move Tracker Bar, and an explanation window will appear.

If you have further questions about your move, contact the CHA Customer Call Center.

Where can I learn more about the moving process?

There are a few places you can learn more about the moving process.

Under the MOVES menu, click "Briefing Video" to watch an informational video.

Under the RESOURCES menu, click 'Guides and Newsletters'. On that page, look under the 'Pamphlets and Guides' column to download the Participant Guidebook and other moving resources.

APPOINTMENTS & INSPECTIONS

Where can I find my upcoming appointments?

If you have an appointment scheduled, it will appear on your home page when you first log in. You can also hover over the MY ACCOUNT menu and click 'View My Appointments'.

Can I schedule an appointment with a Housing Specialist on the Portal?

No, to request an appointment with CHA, visit thecha.org and click the "Schedule an Appointment" tile on the home page. This will launch Appointy, an appointment scheduling tool.

To request an appointment, select your servicing office (Central, South or West), then the reason for your appointment. Select a date and time that works for you, enter your information, and click the confirm button. CHA staff will review and confirm your appointment within a few days, so watch for a confirmation text or email!

Can I reschedule my appointment on the Portal?

Not entirely. To reschedule an appointment, click on the CONTACT US menu. Under 'Reason for Inquiry', select 'I need to reschedule my appointment'. A message box will appear where you can list your name, email and message to CHA. A HCV Program staff member will follow up with you.



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Can I request an inspection on the Portal?

Not entirely. To request an inspection, click on the CONTACT US menu. Under 'Reason for Inquiry', select 'Request an Inspection'. A message box will appear where you can list your name, email and message to CHA. A HCV Program staff member will follow up with you.

Where can I find the results of my inspection?

Inspection results are typically available the business day following the inspection. To view your inspection results, hover over the MY ACCOUNT menu, and click 'View My Inspection Results'.

CONTACT CHA

How can I contact a Housing Specialist?

To contact CHA, click on the CONTACT US menu. Under 'Reason for Inquiry', select the applicable reason or choose 'Other'. A message box will appear where you can list your name, email and message to CHA. A HCV Program staff member will follow up with you.