Cambridge Housing Authority Applicant Portal
Frequently Asked Questions

1. **What is the Applicant Portal?**

   Cambridge Housing Authority has implemented the Applicant Portal as a secure, web-based tool for applicants to access, update, and view their waitlist information as supplied through a pre-application. The Applicant Portal is accessible at https://cha.applicants4housing.com.

2. **How do I create an account?**

   First select "Create an Account" from the Applicant Portal home page. Then create a User Name, Password, and complete the form (Password must contain a minimum of 8 characters). To finish, select "Create Account." Upon completion, a confirmation email will be sent to the email address you've provided.

3. **I received an error: "Your SSN, Date of Birth and Last Name combination does not exist, please notify your system administrator" What do I do?**

   After you have confirmed that the information you entered is correct and you are still receiving this error, please contact our office at 617-405-5532.

4. **How do I reset my password?**

   To reset your password, select the" Forgot Password" link on the Applicant Portal home page. Enter either your username or email address, encryption code, and then select "Send Password". A new password will be sent to the email address on file.

5. **How do I change my password?**

   Your password can be changed at any time. Log into your Applicant Portal account and select "Change Password" from the menu at the top of the screen. Enter your old password followed by your new password twice and click "Save". Your password reset will take effect immediately.

6. **I know my password but I cannot login, what do I do?**

   If you are having this issue, there is a good chance that you have been locked out of your account. The Applicant Portal will automatically lock the account after four failed log-in attempts. To unlock your account, please call our offices at 617-405-5532.

7. **How do I update my email address in the Applicant Portal?**

   You can change your email address at any time. Log into your Applicant Portal account and select "Change Email" from the menu at the top of the screen. Enter your new email address twice and click "Save". Your email address change will take effect immediately.

8. **How do I know what position I am on the waitlist?**

   After logging in to the Applicant Portal, select "My Waiting List" from the menu of the left. You will see information for each waitlist you are currently on and the position number by bedroom size for each.

9. **How do I know what preferences I have assigned to my application?**

After logging in to the Applicant Portal, select "My Waiting List" from the menu on the left. There is a small magnifying glass/icon to the left of each waitlist. Click on this image to see the preferences applied to each waitlist. If no preferences are applied, the screen will say "No records to display."

10. **How will I know when I am drawn from the waitlist?**

When your name has reached the top of one of our waitlists, you will receive a letter in the mail informing you of this event. It is critical that you keep your mailing address current. Correspondence that is returned to CHA marked as "unknown," "return to sender," "forwarding address unknown," or "no such address" will result in an applicant's removal from all CHA public housing, former public housing, and voucher waitlists. In cases where CHA has removed an applicant from the list for failure to respond, CHA will reopen the application if contacted within six months of the removal.

11. **How do I update or change my information?**

After logging in to the Applicant Portal, select "Create Request" from the menu on the left. Then select the type of request you would like to make from the drop down menu. The form will display on the screen. Complete the form and click save. Your request has been made. The following changes can be made in the Applicant Portal:
- Change mailing address
- Change phone number
- Remove from Waitlist

Please allow up to 24 hours for the system to reflect any changes that you make. For any other changes to your information, such as changing family member information or preferences, submit the Household Information Change Form available on the Applicant Portal (after logging in) by selecting "Forms" from the menu on the left.

12. **How do I add myself to additional waitlists?**

After submitting a pre-application online, if a waitlist is open, you may apply to additional waitlists by submitting a new pre-application online. Each pre-application you submit receives a new date and time of application for the additional lists you have chosen. Generally, the date and time of your previous pre-application for other waitlists will not change. Go to: www.cambridge-housing.org/waitlist to submit a new pre-application.

13. **How do I check the status of a request?**

After logging in to the Applicant Portal, select "View Requests" from the menu on the left.

14. **When I try to change my personal information, nothing happens.**

If you are having this issue, it is likely that your computer is blocking the pop-up window. To work around this, select "Create Request" from the menu on the left. Then select the type of request you would like to make from the drop down menu. The form will display on the screen. Complete the form and click save. Your request has been made.