# Application Workflow FAQ:

# Recommendations for HCV Waitlist Application

**1. Have you applied before?**

- **Returning Applicants with Previous Login:**
    - Request login credentials for the application completion.
    - Update contact information, household details, income, and preferences as prompted.
    - Tips for Success:
        - Select "Resident" preference if relevant to Deschutes, Crook, or Jefferson Counties.
        - Carefully review and select applicable preferences.
        - Ensure the 2024 HCV Waitlist box is checked before finalizing the application.
        - Monitor the applicant's email for official confirmation of application submission.
        - Securely document login/password details for future reference.
- **Returning Applicants with Forgotten Password:**
    - Attempt the Reset Password option. If unsuccessful, contact Housing Works at 541-923-1018 for assistance. Once reset, proceed with the application using the previously provided instructions.
- **Returning Applicants with Forgotten Login and Password:**
    - Contact Housing Works for login retrieval and password reset. Avoid creating a new account. Once resolved, proceed as guided for applicants with previous login details.

**2. Are you applying to the HCV Waitlist for the first time?**

- **Gathering Information for New Applications:**
    - Obtain a valid email or create an email account for the applicant.
    - Ensure authenticity of provided email addresses; avoid using fake or invalid ones.
- **Application Completion for New Applicants:**
    - Guide applicants through the application process, including household member details.
    - Special Considerations:
        - Use 999's only if the applicant genuinely lacks an SSN.
        - Thoroughly complete all sections of the online application.
        - Follow the same preference selection and confirmation process as outlined for returning applicants.
        - Safeguard login/password information securely.

**3. Community Partners' Suggestions:**

- **Advice and Tips from Community Partners:**
    - Utilize previous login information for the HCV lottery if applicable.
    - Resolve technical issues by contacting Housing Works promptly during the designated week.
    - Address password resets through available means; ensure access to the email used for the username.
    - Guidance for Lost Email or Username: Seek assistance from Housing Works or use three-way calls for efficient troubleshooting.
    - Emphasize noting down login details for future reference.
    - Confirm selection of "HCV 202X Waitlist" and "Resident" preferences during application.
    - Ensure receipt of application confirmation email; contact HW front desk if not received.
    - Consider creating a dedicated Gmail account for applicants without an email to facilitate the process.
    - Properly handle SSN entries and provide guidance for youth applicants.
    - Contact frontdesk@housing-works.org for quick queries.

**Important Notice:** Housing Works provides technical assistance during specified hours and locations. Applicants are encouraged not to wait until the last day of the waitlist week for support. Housing Works ensures fair and non-discriminatory practices. For further assistance, contact (541) 923-1018 or email frontdesk@housing-works.org.

This FAQ presents clear instructions and guidance for applicants considering the Housing Choice Voucher (HCV) Waitlist application process. It includes recommendations for returning applicants, new applicants, and helpful advice from community partners to ensure a smooth application experience.