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Massachusetts Emergency Housing Payment Assistance Portal Guide

How To Use the Portal for Emergency Housing
Assistance





About The Emergency Housing Payment Assistance Portal

The Emergency Housing Payment Assistance Portal is the central online location where Massachusetts residents (landlords, tenants, homeowners, and advocates) can access information regarding their application for rental or mortgage assistance benefits. Applicants can upload additional documentation or retrieve RAA contact information if they need to contact regarding a question.

About This Guide

This document walks through navigating the Emergency Housing Payment Assistance Portal which can be used to upload additional documents after application submission. Follow this guide for instructions and best practices for navigating the portal.

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Getting Help

Accessibility

The application is web and mobile friendly. If you do not have access to a computer or internet, you can use a computer at your local library. Your local libraries can be found [here](#).

The application is available in multiple languages. Language assistance is also available for those who may need it.

If you need additional language assistance or help completing an application or a paper application, [contact your local RAA](#) for **free assistance**.



NOTE: After you submit the application, you will receive a unique Application ID which is important to remember.

Legal Help

Through the [COVID Eviction Legal Help Project \(CELHP\)](#) applicants can get referrals, legal information, and legal representation for COVID-related evictions statewide in Housing Court.

Mediation

Massachusetts [Community Mediation Centers](#) offer **free** mediation services to help landlords and tenants work through problems.

Mediation is a confidential process where a trained, neutral third party (the mediator) helps people talk through issues, understand what is important to each other, and find solutions that work for everyone.

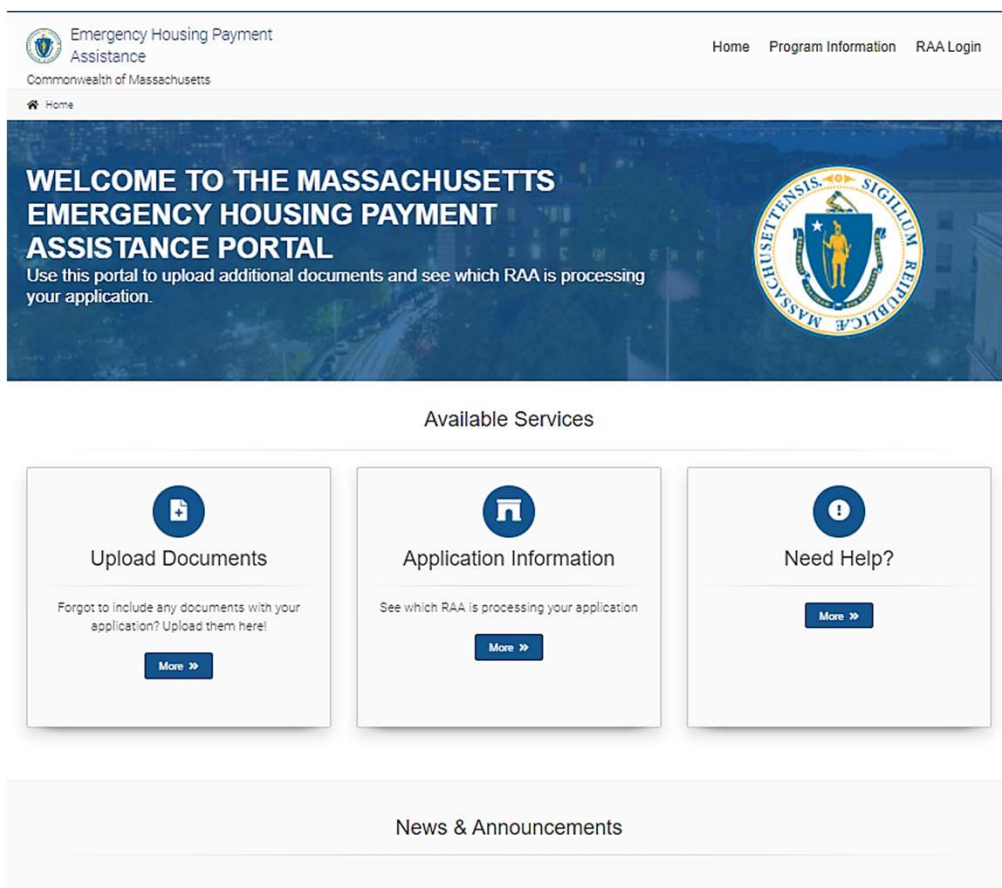
As of July 2021, 80% of COVID-19 housing cases mediated by the Community Mediation Centers have resulted in the landlord and tenant reaching a full agreement.

Central App Portal



Central App Portal

Applicants will have access to a [central portal](#). Applicants will be able to upload additional documentation using this portal as well as identify which RAA is processing their application and ask for assistance.



Upload Documents

Allows applicants and property owners to upload new or missing documentation necessary as part of the application and eligibility verification

Application Information

Allows applicants to see which agency is processing their application; Applicants will enter the Application ID and zip code to learn this information

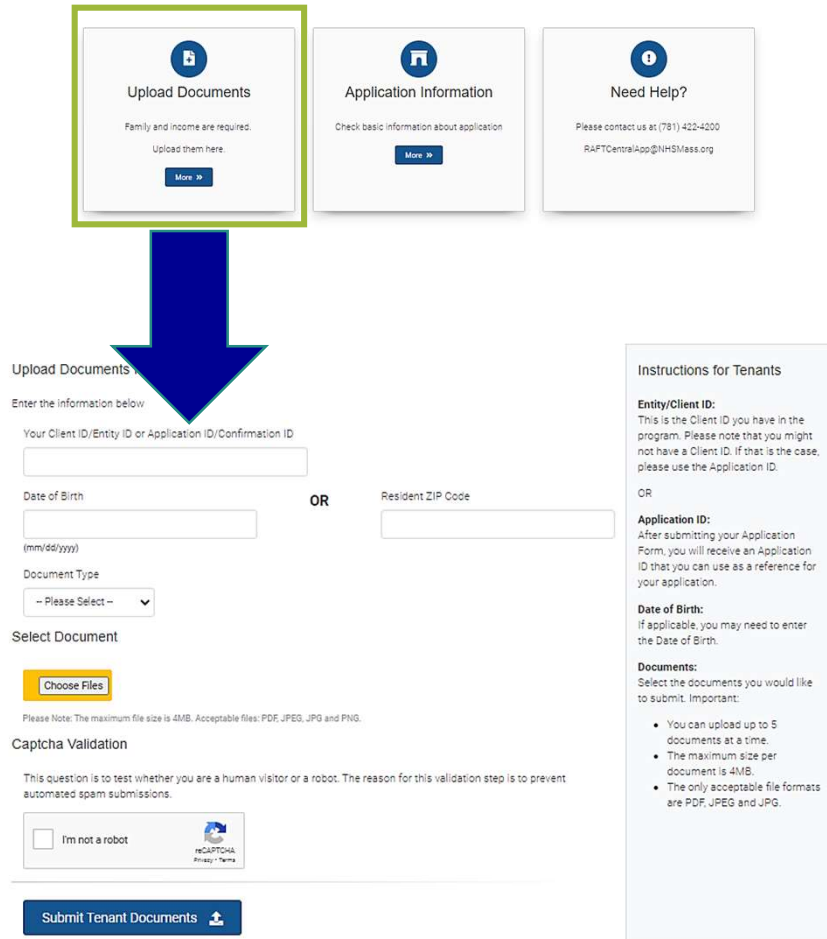
Need Help?

Applicants have access to the contact information to answer questions or receive assistance

Uploading Additional Documents

Applicants and Property Owners will use the portal to upload any additional documentation. The documentation can be a photo or PDF file.

 **Note: The Application ID is required to upload documents**

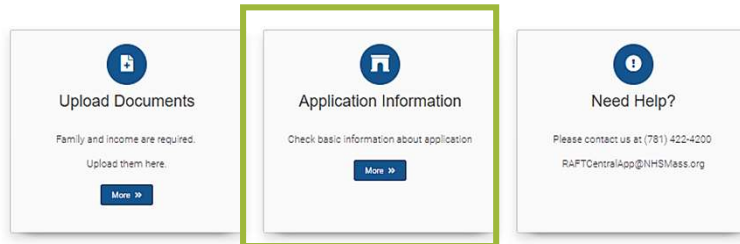


The screenshot shows three main navigation cards: 'Upload Documents', 'Application Information', and 'Need Help?'. The 'Upload Documents' card is highlighted with a green border and a blue arrow pointing down to a detailed form. The form includes fields for 'Your Client ID/Entity ID or Application ID/Confirmation ID', 'Date of Birth', and 'Resident ZIP Code'. It also features a 'Document Type' dropdown menu, a 'Choose Files' button, and a 'Submit Tenant Documents' button. A 'Captcha Validation' section is present, along with a 'Please Note' regarding file size and format. To the right, there is a sidebar titled 'Instructions for Tenants' with sections for 'Entity/Client ID', 'Application ID', 'Date of Birth', and 'Documents'.

1. **Enter the "Application ID" or "Application Number"**. After applying, applicants are emailed an Application Number (for example, ABC1234). The email will come from an address ending in @em.io, and may also come from RAA staff.
2. **Enter the applicant date of birth OR the five-digit zip code** where the resident lives. If the resident is moving, enter the new zip code.
3. **Select the document type** from the drop-down menu.
4. **Choose files to upload.**
 - If you are on your smart phone, you can tap "Choose Files", then take a picture of the document(s) to upload with your phone.
 - You can upload up to 5 documents at a time.
 - The maximum size per document is 4MB.
 - Files must be in PDF, JPEG, JPG, or PNG. Word documents, and other file types, cannot be used.
5. **Validate** you are not a Robot and click **Submit Tenant Documents**

Application Information

Applicants and Property Owners will use the “Application Information” tile to identify which RAA has their application. Applicants and Property owners will need to input their **Application ID** and **Zip Code**.



VALIDATE YOUR INFORMATION

To serve you better, please enter the information below to validate your record with us.

Application ID

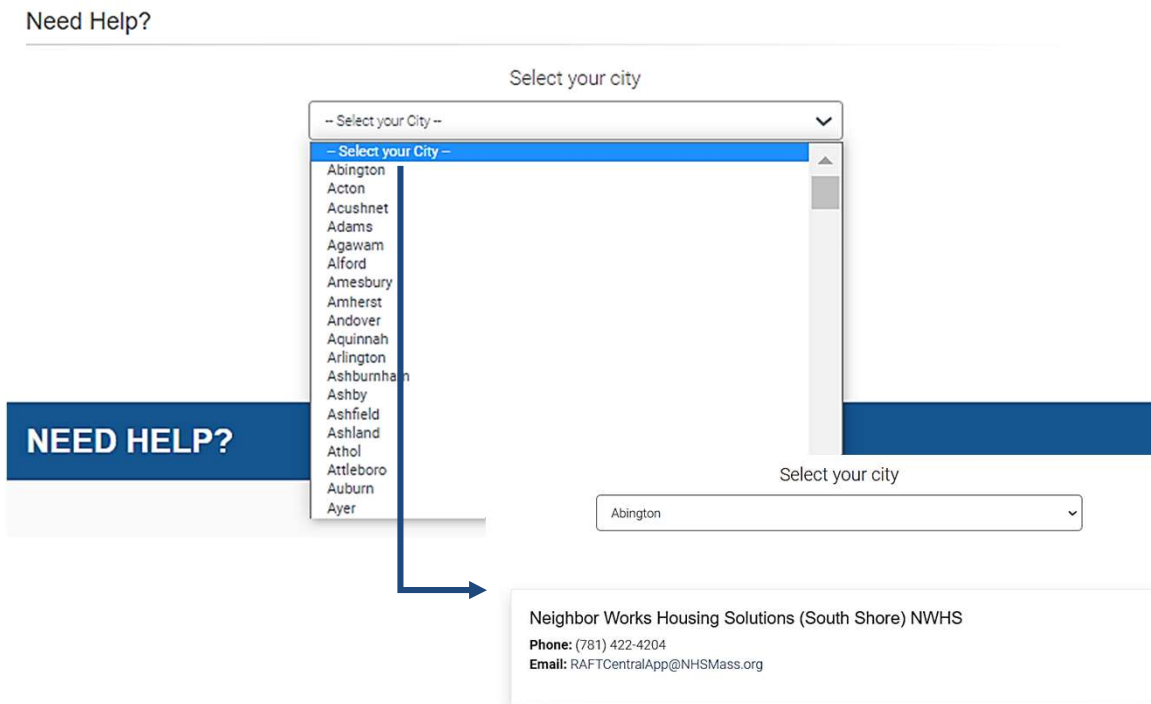
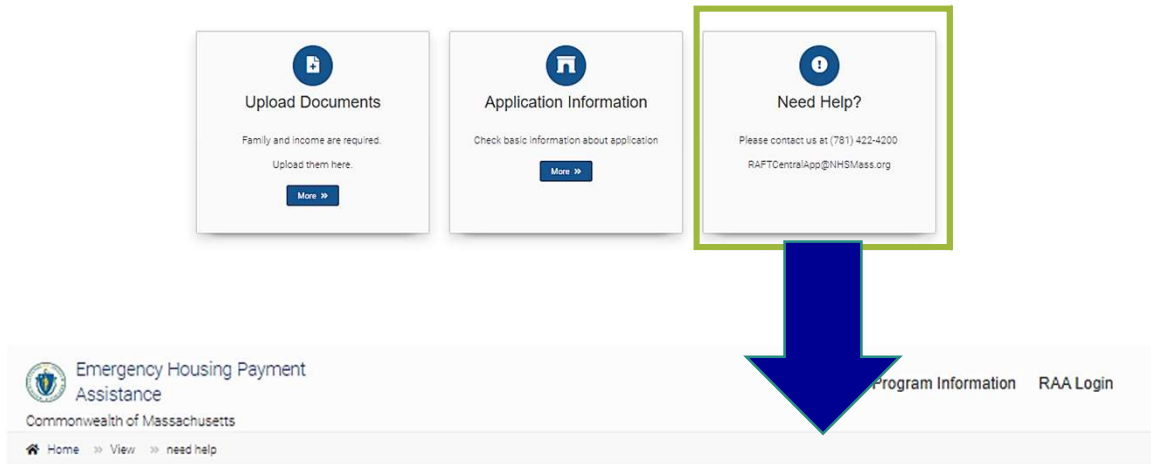
Zip Code

[Validate](#) ✓

1. **Enter the "Application ID" or "Application Number"**. After submitting your application, you were emailed an Application Number (for example, ABC1234). The email came from an address ending in @em.io, and may have also come from RAA staff.
2. **Enter the five-digit zip code** where the resident lives. If the resident is moving, enter the new zip code.
3. **Click Validate** to access the information of the RAA processing the application.

Need Help

Applicants and Property Owners can use the “Need Help?” tile to contact a local agency (RAA) for help.



1. Select the dropdown arrow and scroll to find the city you live in.
2. The RAA information will appear once you select it.
3. The email of the RAA can be selected to send a message to ask a question.
Ex. The applicant can reach out to ask for case status or assistance with the process