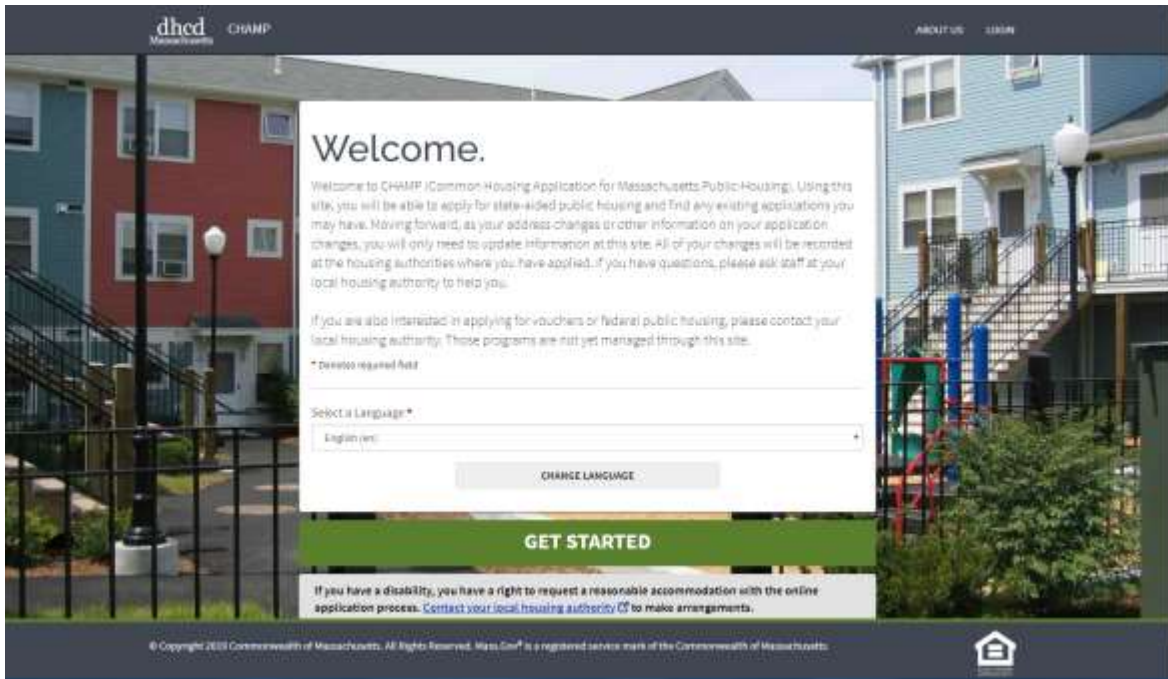


## Returning Applicants – How to Search for your Application and Create a CHAMP Account

For Applicants to state-aided public housing who have previously applied on paper at a Local Housing Authority but have never accessed their application online using CHAMP

**Step 1: Go to <https://mass.gov/applyforpublichousing>**

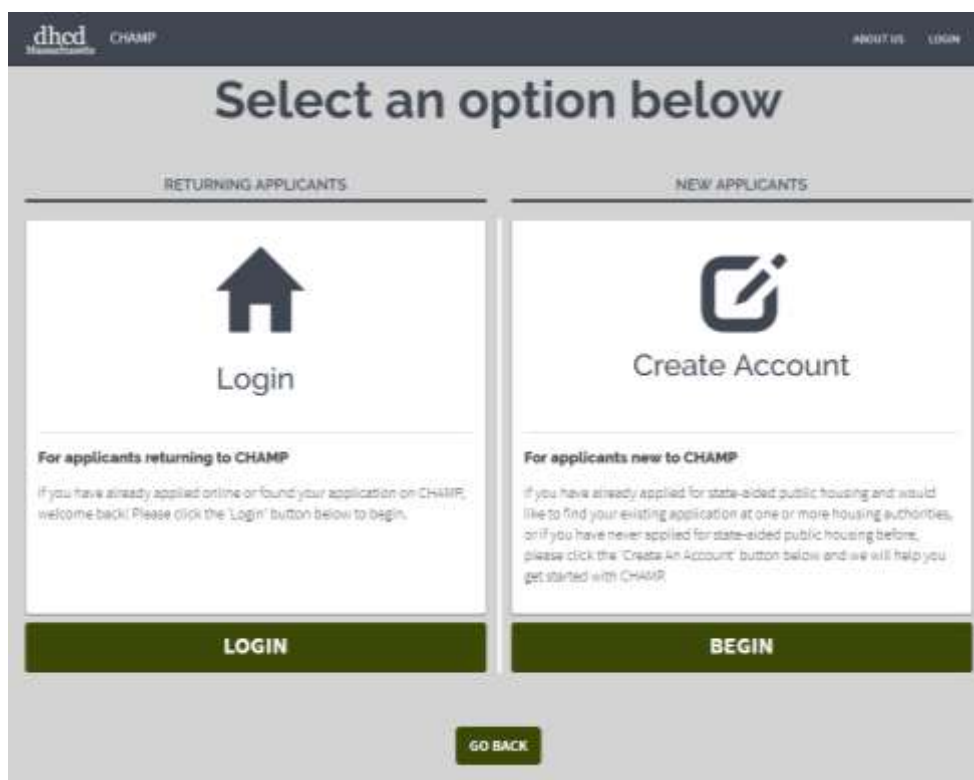
This is the CHAMP website where you can apply for state-aided public housing online



Select your preferred language – Currently the CHAMP application is available in English, Spanish, Chinese, Haitian Creole, Khmer, Portuguese, Russian, and Vietnamese.

Click “Get Started”

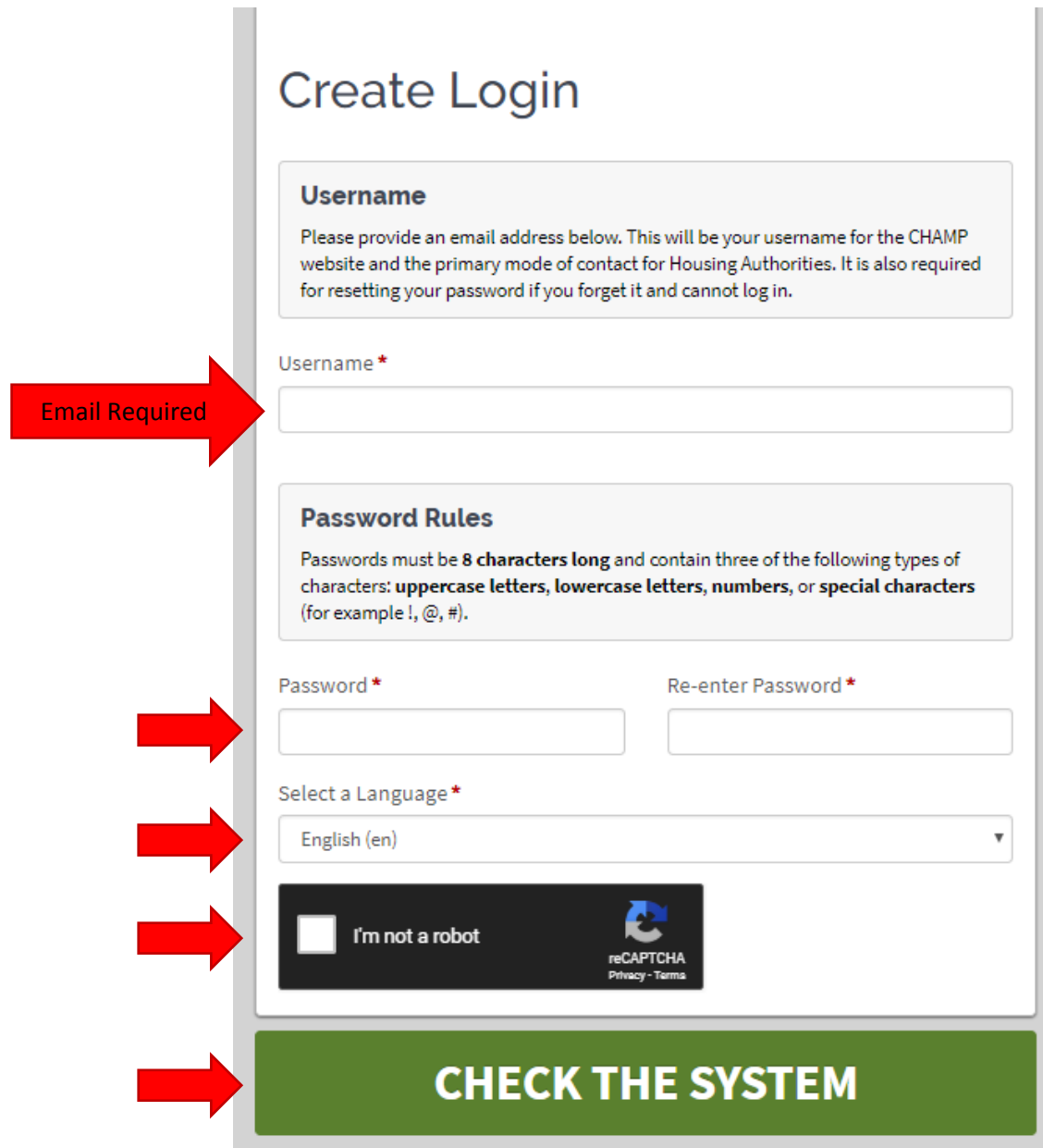
**Step 2: Click “Begin” on the right side of the page to create a new CHAMP account**





Next, you will be asked to create a username and password so that you can access and update your CHAMP application in the future. When you first create an account **you will be required to use an email address as your username**, if you do not have an email address you can either create one online, or submit a paper CHAMP application. If you ever forget your password, the email you choose for a username will be used to recover your account.

Create a password using the rules shown below, select your preferred language, and click “I’m not a robot.” Complete the security check and click “CHECK THE SYSTEM.”



The image shows a 'Create Login' form with several fields and a security check. Red arrows point to the following elements:

- Email Required:** Points to the Username field, which is labeled 'Username \*' and has a red asterisk. The text above the field states: 'Please provide an email address below. This will be your username for the CHAMP website and the primary mode of contact for Housing Authorities. It is also required for resetting your password if you forget it and cannot log in.'
- Password \***: Points to the Password field.
- Re-enter Password \***: Points to the Re-enter Password field.
- Select a Language \***: Points to the language dropdown menu, which currently shows 'English (en)'.
- I'm not a robot**: Points to the reCAPTCHA checkbox.
- CHECK THE SYSTEM**: Points to the large green button at the bottom of the form.

The form includes a 'Password Rules' section stating: 'Passwords must be 8 characters long and contain three of the following types of characters: uppercase letters, lowercase letters, numbers, or special characters (for example !, @, #).'

At the bottom of the form is a reCAPTCHA logo with links for 'Privacy' and 'Terms'.

[Continued]

#### Step 4: Once you have clicked “CHECK THE SYSTEM” there are two potential outcomes

**Outcome 1:** You clicked the “CHECK THE SYSTEM” button and CHAMP could not find your application. If this happens, you can either try searching again with different information or contact a [Local Housing Authority](#) for assistance.



CHAMP

[HELP](#)

[ABOUT US](#)

[LOGIN](#)

## We can't find your application in our system

We can't seem to match your information with an existing application. If you have applied for housing in the past, it is important to find your application(s) because that affects your place on the waiting list. You will come to the top of the waiting list more quickly with an older application date. Please try again with the tips below:

- For the combination of Date of Birth and Social Security Number, please make sure that numbers have been entered correctly for the month, day, year and all digits of your Social Security Number;
- For the combination of Local Housing Authority (LHA) and Control Number, please
  - Make sure that the control number is typed accurately;
  - Make sure that you list an LHA where you have previously applied and that the application is still active (the LHA can tell you if your application is no longer active for some reason);
  - Be sure that the control number you enter is correct. If you have lost your control number, the LHA can look it up for you.
  - If you have applied to more than one LHA, each one will have given you a different control number. Make sure you're using the control number provided by the LHA that you listed. If you have applied to more than one LHA, try a different LHA and the control number that LHA gave you.
  - Try social security number instead.

If you have applied for housing in the past but can't access your application online, please call one of the housing authorities where you applied. Here is a list of [local housing authorities' phone numbers](#).

When you call your LHA, please keep in mind that your application may no longer be active; this can be for a number of reasons, including a failure to respond to a waiting list update. If you do not have an active application, you can fill out a new application online.

**TRY A DIFFERENT SEARCH**

Just because CHAMP cannot find you does not mean your previously submitted paper application is not in CHAMP. If you are certain you have applied for state-aided public housing before, please contact a [Local Housing Authority](#) and they will be able to assist you. Remember, it is always better to access your previously submitted application as it will have the timestamp from when you originally applied.

After you have read and understood the Fair Information and Practices Statement of Rights and Notice to Applicants check the box at the bottom of the page and click "I ACCEPT."

**I ACCEPT**

**Step 5: After you have reached the Applicant Homepage, follow these steps to update the information from your previous application:**

If your previously submitted application was incomplete, you will see an alert that says “Your application isn’t submitted yet!” You will not be on any housing authority waitlists until you have successfully completed your application including:

**“My Application Form” (Step 1)** – Including Head of Household Information, Housing Type, Current Housing Situation, Employment and Veteran Status, Accessibility, and Household Makeup.

**“Add Housing Selections” (Step 2)** – Apply to housing programs by making selections at specific housing authorities.

**“Review and Submit Your Application” (Step 3)** – Your application will not be added to a waitlist until you have filled in all the required (\*) fields, reviewed your application, and clicked “Submit.”

The CHAMP application has six sections where applicants need to provide information. Click on “WORK ON MY APPLICATION FORM” and follow the directions on each page.

Once you have completed the required fields in the first three sections, reviewed your application, and clicked “Submit” your application will be added to the waitlist(s) at each housing authority you have selected in Step 2, Housing Selections.


 CHAMP

[HOME](#) [SETTINGS](#) [HELP](#) [ABOUT US](#) [LOGOUT](#)

SIGNED IN AS: Example Applicant

## Home page of Example Applicant

Welcome to your Home screen! This page will serve as your guide through the application process. Going through the steps below will help you to submit information necessary to file an application for state-aided public housing in Massachusetts. If you have already submitted one or more paper applications, your applications should be in the system, but it's important to make sure all of your information is still up-to-date, including your housing selections. It is important to only apply to those housing authorities where you are willing to live.

 [PRINT YOUR PROFILE](#)

### Your application isn't submitted yet!

Please complete steps 1 through 3 below to submit your application.


A confirmation email has been sent to the following email address(es): example@example1.com

## STEP 1 My Application Form

Please complete your application form. After the application has been submitted, it can be updated at any time. Please be sure to make changes to your application if any of your information changes.

### Application Progress

- |                                |                     |
|--------------------------------|---------------------|
| 1. Contact Information         | 5. Accessibility    |
| 2. Housing type                | 6. Household Makeup |
| 3. Current Housing Situation   |                     |
| 4. Employment & Veteran Status |                     |

 [WORK ON MY APPLICATION FORM](#)

### Useful Information

**Tip:** After filling out your [Application](#) and making a [housing selection](#), you will be able to [Submit](#) your application.

**Tip:** Visit the [Department of Housing and Community Development website](#) for additional information.

**Tip:** Update your application information as it changes. Applicants who do not log on for 2 years will receive a letter requesting an update. Failure to respond result in you being taken off lists and needing to reapply.

This site is just for state-aided public housing. [Learn more about applying for vouchers and federal programs.](#)