

**Housing Authority of the City of Fort Lauderdale**  
**500 West Sunrise Blvd.**  
**Fort Lauderdale, Florida 33311**  
**Tel: 954-556-4100 – Fax: 954-556-4104**

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**FREQUENTLY ASKED QUESTIONS**

**Q. 1: Will I still get printed direct-deposit statements in the mail?**

**A.: No. As of January 1, 2013, we will no longer print or mail statements.** You will receive printed statements in the mail ONLY through December 31, 2012. After that, you will have access to your statements ONLY by logging into our Web site. It is very important that you register and become comfortable using our Web site **before December 31, 2012.**

**Q. 2: Is my information secure on the Web site?**

**A.:** Yes. Your one-time registration key is confidential and is generated randomly. You set your own user name and password, which are then required for access to the site. Your password is encrypted, so that no one has access to it. Our password-reset procedure (discussed below) ensures that you never need to tell your password to anyone. Finally, our Web site uses Secure Socket Layer (SSL) encryption technology. This means that all of your information is encrypted as it passes to you across the Internet-so that no one else can possibly access it.

**Q. 3: I manage multiple properties, so I currently get multiple statements each month. How do I access my information?**

**A.:** The way you will access your information is based on the bank accounts that receive the direct deposits for your properties. Properties that receive deposits into the same bank account are grouped together under the same login.

If the HAP payments for all of your properties are deposited into one bank account, you will receive only one registration key, and you will create only one user name and password. When you log in, you will see all of your properties listed, and you will be able to view or print the statement for any property.

If the HAP payments for your properties are deposited into more than one bank account, you will receive a different registration key for each bank account. So for example, if you receive deposits into three different bank accounts, you will have three different registration keys, and you will create three different sets of user names and passwords\*. Each different user name and password will give you access to all the properties connected to one particular bank account.

**Please note:** If you register multiple registration keys, you must have a different e-mail address for each different registration.

\* If you receive more than one registration key from us, you have the option of combining your properties under one user name and password. If you want to do this, please call the housing authority during normal business hours at 954-556-4100 extension 1103.

**Q. 4: What if I forget my user name or password?**

**A.:** If you forget your user name or your password, go to the Login Help page of the Web site.

You will enter your e-mail address, and you must then verify your identity by correctly answering your secret question, which you set up during registration. Our system will then automatically e-mail you your user name (which will not change) and a new, temporary password that is generated randomly by our system.

You will then return to our Web site and log in with your user name and temporary password. You will be prompted immediately to set a new permanent password of your own.

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**Q. 5: Why do I need an e-mail address?**

**A.:** You must have an e-mail address in order to register. This is so that, if you forget your user name or password, we can reset your password and e-mail your login information to you.

**Q. 6: How do I get an e-mail address if I don't have one already?**

**A.:** You can get an e-mail account-*for free*-from any number of providers, such as Gmail from Google (mail.google.com) or Yahoo! mail (mail.yahoo.com). It takes only a few minutes to sign up, and you can access your e-mail account from any computer that has an Internet connection.

If you would like more specific information about setting up an e-mail account, please visit this Web page provided by our software developer, Tenmast Software: [www.tenmast.com/email](http://www.tenmast.com/email)

**Q. 7: Why is there a "secret question"?**

**A.:** The confidentiality of your financial information is very important to us, so we include a secret question and answer as part of our password-reset procedure. This provides an added level of security by requiring you to verify your identity with a question only you can answer.

**Q. 8: What if I reset my password, but I still cannot log in?**

**A.:** Our password-reset procedure is designed to be as simple and automated as possible, to help ensure you can get immediate access to your information whenever you want it. If you use this procedure, but you still cannot log into our site, please call the housing authority during normal business hours at 954-556-4100 extension 1103.

**Q. 9: Is there an alternate way for me to get my statements?**

**A.: No. As of January 1, 2013, we will no longer print or mail statements. As of that date, you will have access to your statements ONLY by logging into our Web site.**