Resetting Your Password on Assistance Connect

Step 1:

If you are having trouble remembering your password or if you have not logged into your account within a year you will need to reset your password.

Following are the steps you will need to follow in order to successfully reset your password.

(Please note your new password will need to be 12 characters including a capital letter, number and/or symbol. You will also most likely have to update your security questions).

| A https://www.assistancecheck.com/ | | | | → A C Search |
|--|--|--|---|-----------------------------|
| Tarrant County - Home ✓ Assistance Connect - HAPPY S <u>File Edit View Favorites Tools H</u> elp | ✓ Assistance Connect - HAPP × [* | | | |
| | M Assistance Connect | | | |
| | KatMCT KatMCT Remember Me SIGN IN Forgot Username or Password2 | Welcome to the Assistance Con This ties is designed to allow you to work with the information can be obtained by using this secur- Control Search Rental Listings Cearch Rental Listings Control Control Control Weiw Status on Waiting List View and Print Documents Create Applicant Account | is on-line for your convenience. Commonly r | |
| M Assistance Connect | | | | |
| | | | | |
| Remember your login? <u>Sign In</u> | Account Services Welcome to the Assistance Conne | ct account services area. Select the c | ption below that best describes | the problem you are having. |

Forgot my Username - We will send an email containing your Username to the Email Address provided when you created your account.

Forgot my Password - We will send an email containing a link to help you reset your Password to the Email Address provided when you created your account.

Did Not Receive Activation Email - We will resend an email containing a link to activate your account to the Email Address provided when you created your account.

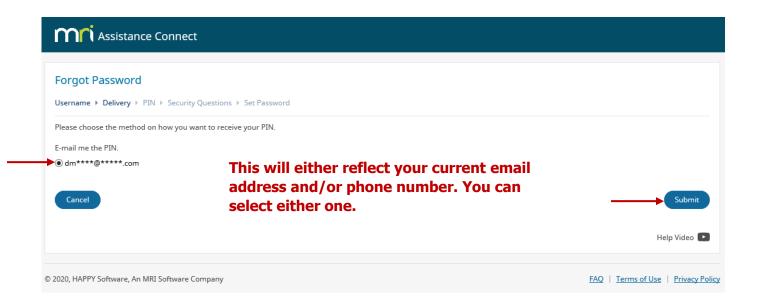
My Email Address Could Be Incorrect - If you haven't gotten any emails from us and you want to specify a different email address for your account. You will need to verify your identity again, which includes entering the Personal Identification Number (PIN) already sent to you by your Organization.

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| M Assistance Connect | |
|---|------------------------------------|
| Forgot Password Username > Delivery > PIN > Security Questions > Set Password Please enter your Username to start the process of resetting your password. Username Username | |
| Back | Submit |
| | Help Video 🗈 |
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| Assistance Connect | |
|---|-------------------------------------|
| Forgot Password Username > Delivery > PIN > Security Questions > Set Password | |
| Please enter your Username to start the process of resetting your password. Username KatMCT | |
| Back | Help Video |
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| Mn Assistance Connect | |
|---|-------------------------------------|
| Forgot Password Username Polivery PIN Security Questions Set Password | |
| If this Username exists, we have sent an e-mail/text containing a PIN. Please enter the 6 digit PIN below. | |
| Cancel This PIN number will be sent to your email address from Assistance Connect. This only takes minutes. | Submit Help Video 🂽 |
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| AC Assistance Connect <no-reply@assistancecheck.com> Assistance Connect Account Services - Reset Password If there are problems with how this message is displayed, click here to view it in a web browser.</no-reply@assistancecheck.com> | |
| EXTERNAL EMAIL ALERT! Think Before You Click! | |
| assistance connect | |
| Your Assistance Connect PIN is 099062 this is NOT your password. To continue resetting your password <u>Click Here</u> , if the link did not work please enter https://www.assistancecheck.com/forgotpassword.php in your browser. | |
| Thank you, The Assistance Connect Administrator | |
| Please do not reply to this message. We are not able to respond to messages sent to this address. | |
| | |
| Forgot Password Username > Delivery > PIN > Security Questions > Set Password | |
| If this Username exists, we have sent an e-mail/text containing a PIN. Please enter the 6 digit PIN below. | |
| PIN 099062 | |
| Cancel | Submit |
| | Help Video 🕨 |
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Mi Assistance Connect

| Forgot Password | |
|---|-------------------------------------|
| Username + Delivery + PIN + Security Questions + Set Password | |
| To reset the Password to your account please answer the question below. | |
| What was your childhood nickname? | |
| Answer | |
| Cancel | Submit |
| | Help Video 🕨 |
| | |
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| MN Assistance Connect | |
|---|-------------------------------------|
| Forgot Password Username + Delivery + PIN + Security Questions + Set Password | |
| Password must contain at least 12 characters, 1 uppercase letter, 1 lowercase letter and 1 number. Password Password Password | |
| Confirm Password | |
| Cancel | Submit |
| | Help Video 🗈 |
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| M Assistance Connect | |
|--|-------------------------------------|
| Forgot Password Username > Delivery > PIN > Security Questions > Set Password | |
| Your password has successfully been changed, you can now Sign In. | |
| | Help Video 🗈 |
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Mi Assistance Connect



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Welcome to the Assistance Connect client service area.

This site is designed to allow you to work with us on-line for your convenience. Commonly requested tasks can be accomplished and information can be obtained by using this secure site. Users must sign in to make requests or view personal information.

💄 Tenants Property Owners

Update Family Income
Update Family Status
Request a Work Order
Search Rental Listings

- List a Rental
 Review Payments
 Reschedule an Inspection
 Review Inspection Information

Create Owner Account

Create Tenant Account

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| nni Assistance Connect | Home | | Katie TestMCTe | sting Sign Out |
|---|---|--|--|-----------------------|
| Tenant Assistance | Tarrant Count | y Housing Assistance Office Cust | comer Service Area View yo | our full case file) |
| box (12) (🖋) | Reexam | Start Reexam | Inspections | View All |
| Annual Reexamination Send Document Edit Contact Information Document Library Add New Income | Your information i your eligibility. | must be updated to determine or maintain | View Scheduled Inspections and Results. | |
| | APPOINTMENT N/A | | You have no Inspections to view | |
| lew Income ncome ve Income | REEXAM DATE | 04/01/2018 Not Started | | |
| / Family Member ily Member | Requests | | | G 1/3 O |
| mily Member | Click the Request I | below and follow the instructions. | | |
| Dections Inspection | REQUEST | NOTE | STATUS | |
| Appointment | Add New Income | | Completed 2 years ago | |
| | Annual Reexamin Annual Reexamin | | Completed 3 years ago Completed 5 years ago | |
| | Edit Income | | Completed 5 years ago | |
| unty Housing Assistance | Add New Income | | Completed 5 years ago Completed 5 years ago | |
| e Drive. Suite 200 | Remove Income | <u>.</u> | Completed 5 years ago | |
| h, TX 76119 | Add New Family | Member | Completed 5 years ago | |
| | Request to Move | | Completed 5 years ago | \sim |

Applicants

Search Rental Listings
Edit Contact Information
View Status on Waiting List
View and Print Documents

Create Applicant Account

| Mi Assistance Connect Home | | | Katie TestMCT | esting Sign Out | |
|--|--|--------------------------------|--|----------------------|--|
| My Account Last Sign In 04/23/2020 Please choose a case file to access or add a case file: | | | | + Add Case File | |
| Organization Name | User Type 🛛 🗚 | Account Status | Notifications | | |
| Tarrant County Housing Katie TestMCTestin Assistance Office | | Pending | A Items need attention 5 Document(s) need to be signed 12 Unread Documents (Inbox) 22 Unread Request Status Messages 1 Open Annual Reexamination | View | Click on the |
| Account Properties | | Security Preferences | | | pencil and paper |
| USERNAME KatMCT STATUS Active EMAIL ADDRESS Add Mobile Number | | SECURITY QUESTIONS PASSWORD | Change Security Questions | | to change one or both email address and/or |
| Account Preferences Email Notifications | | | | | mobile number |
| Assistance Connect will send email notifications when th perform a certification. Since action is needed, opting ou Assistance Connect can also send email notifications for | ut of receiving these notifications is n | ot available. | | | |
| M Assistance Connect | Home | | | | Katie TestMCTesting Sign Out |
| Tenant Assistance | Edit Email Addre | 255 | | | |
| Inbox (12) (🌶) | Use the fields below to s authenticate your new e | | for this account. An email will be s | ent to your new emai | l address with instructions on how to |
| Annual Reexamination Send Document Edit Contact Information | Note: Fields marked wit | h a "*" are required fiel | ds. | | |
| Document Library | Nev | w Email * @ | tarrantcounty.com | | |
| Add New Income Edit Income | Confirm Nev | w Email * | tarrantcouunty.com | | - |
| Remove Income Add New Family Member | Current Pa | ssword * | ••••• | | the new password t created. |
| Edit Family Member Remove Family Member | | | | you jus | |
| Review Inspections | Cancel | | | | Save |

Request an Inspection Request an Appointment

Search Rentals

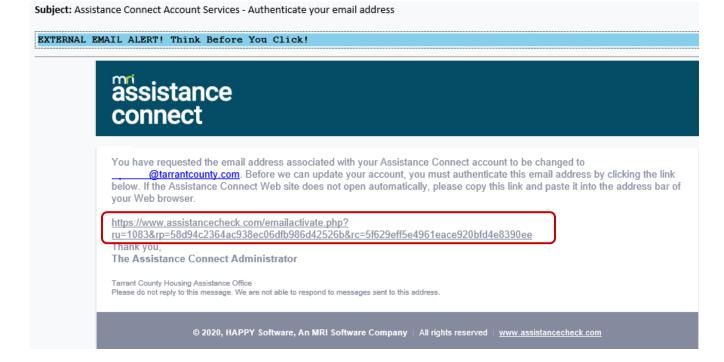
FAQ

Contact Us

Tarrant County Housing Assistance Office 2100 Circle Drive, Suite 200 Fort Worth, TX 76119

| My Account | Connect Home | | | | Katie Tes | stMCTesting | Sign Out | | Success An email has been sent to your new email address. | |
|---|--|--------------------------------------|------------|--|--|----------------|----------------------|---|---|--|
| Last Sign In 04/23/2020 Pending Update: Before Please choose a case file to Organization | re we can update your account, you access or add a case file: Name | need to authenticate yo User Type | | email address. Follow the instri count Status | uctions in the email sent to | tarrantcounty. | com. Id Case File | ļ | Once you have authenticated you new email address | |
| Tarrant County Housing Assistance Office | Katie Test/MCTesting | Tenant | Pe | nding Security Preferences | Items need attention Socument(s) need to be signed Unread Documents (Inbox) Z Unread Request Status Messag Open Annual Reexamination | | • View | | you can either click on Home to visit your Inbox, conduct other | |
| USERNAME STATUS @ EMAIL ADDRESS MOBILE NUMBER | KatMCT Active If dmcrowe@tarrantcounty.com I Add Mobile Number | 1 | | SECURITY QUESTIONS PASSWORD | Change Security Questions | | | | business or else you can Sign-Out! | |
| perform a certification. Sin | ce action is needed, opting out of re | ceiving these notificatio | ons is not | t available. | document, submit additional docume | | • | | | |

If you changed your email address you will receive a notice at the top that says "Pending Update: Before we can update your account, you need to **authenticate** your new email address." Go to your new email immediately and follow the instructions by clicking on the hyperlink which will authenticate your new email address. **You MUST authenticate your new email address in order to complete the process.**



Mri Assistance Connect Username Welcome to the Assistance Connect client service area. This site is designed to allow you to work with us on-line for your convenience. Commonly requested tasks can be accomplished Password and information can be obtained by using this secure site. Users must sign in to make requests or view personal information. 🗌 Remember Me Applicants 👗 Tenants Property Owners Update Family Income Update Family Status Request a Work Order Search Rental Listings List a Rental Edit Contact Information View Status on Waiting List Review Payments Reschedule an Inspection Forgot Username or Password? View and Print Documents Search Rental Listings Review Inspection Information Create Applicant Account Create Tenant Account Create Owner Account