

# NYS Emergency Rental Assistance Program

## June 2, 2021 Current Application Instructions

Currently, the functionality to continue a saved application that was started on 6/1/21 is not available for tenants, landlords, owners or call center agents (whether the applicant is signed in or not).

### **For applicants who have not started an application**

Tenants have 2 ways to submit an application.

- 1) register by clicking the “Sign Up” button at the top of the homepage or the “Register Now!” button under the Quick Links section.
- 2) submit an application without registering by clicking “Apply Here Now!” under the Quick Links section on the homepage.

1. **Important:** Temporarily, a tenant who creates an application by clicking the “Apply Here Now” button without registering **will be required to complete the application without pausing and restarting**. Currently, tenants who are unable to complete the application and navigate away from their application will not be able to return to their application. It is recommended that the tenant register to submit an application.
2. Tenants can also register by clicking the “Sign Up” or “Register Now!” button, then submit an application by clicking on the “Apply Here Now” button after registering and Instructions signing in. The ability to continue a started application within an account will be available shortly. When this functionality is resumed, by registering, applicants may navigate away from their application/account, then log in and resume their application.

**Individuals helping tenants should not register an account for themselves, but can help a tenant register an account.**

## For Applicants looking to resume their application started on June 1, 2021

We are creating additional enhancements for your application, and a case specialist will contact you as soon as you are able to continue updating your application. You will not lose your place in line for receiving ERAP benefits.

If these applicants call the ERAP helpline, they have a ticket created for the housing case specialist to reach the applicant.