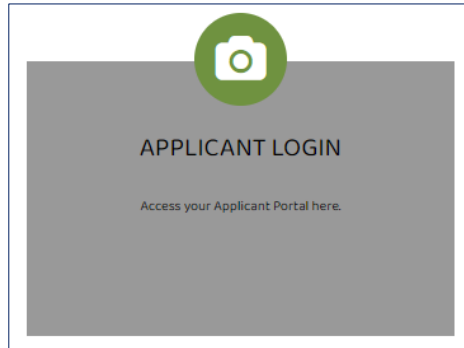


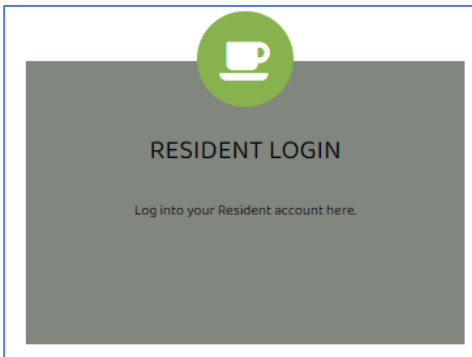
# MyOHAPortal Registration Instructions (Updated: December 2024)

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If you are registering to apply for an OHA waiting list **for the very first time**, use the **Applicant Login** at <https://myohaportal.oakha.org/>.

See the instructions that begin on Page 2.



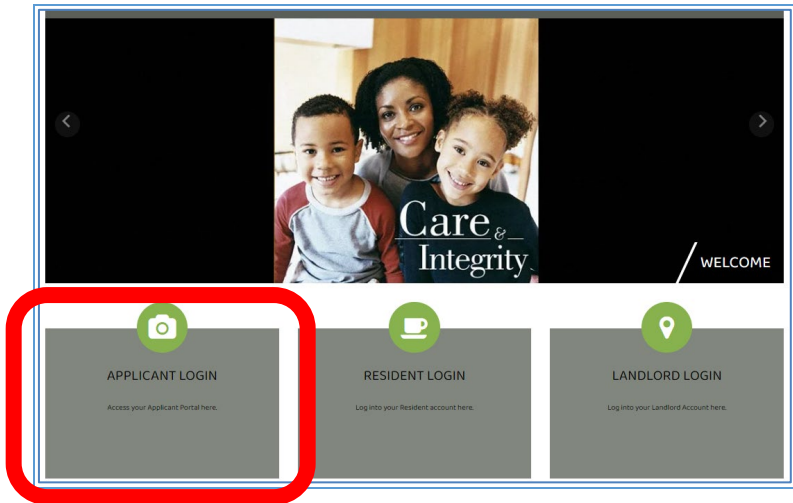
If you are registering to apply and you already have a client number because you:

- Previously applied for a waiting list, or
- Were previously a Participant or
- Were previously referred to OHA through a community partner.

Use the **Resident Login** at <https://myohaportal.oakha.org/>

See the instructions that begin on Page 7.

## First Time Applicants Begin here



1. To register for OHA's online portal, visit <http://myohaportal.oakha.org>
2. Click on the **APPLICANT LOGIN** box.

The screenshot shows the OHA online portal registration page. It features the Oakland Housing Authority logo and the text "APPLICANT PORTAL". Below this is a registration form with fields for "User Name" and "Password", a "Forgot password? Click here to register" link, and a "Login" button. A red arrow points to the "Click here to register" link.

3. Scroll down the page and click on the **"Click here to register"** link.

## Create an Account

I have a registration code

I do NOT have a registration code

4. On the next screen, select “I do NOT have a registration code”.

## Create an Account


\* Denotes a required field

### Personal Details

First Name\*

Last Name\*

SSN#\* (If you do not have a SSN, please enter 999-99-9999)



Confirm SSN#\*



Phone (Home)\*

5. To Create an Account, you need to give your Personal Details. Fill in the cells with the requested information.

When done, scroll down the page to continue.


### Account Information

Email Address\* (Your email address is your user name)

Confirm Email Address\*


Password\*

Confirm Password\*

I'm not a robot  reCAPTCHA  
Privacy - Terms

I have read and accept the [Terms and Conditions](#)

\*\* Data in these fields will be validated against information available with Oakland Housing Authority



6. Under Account Information, fill in the cells with the requested information.

Check the boxes:

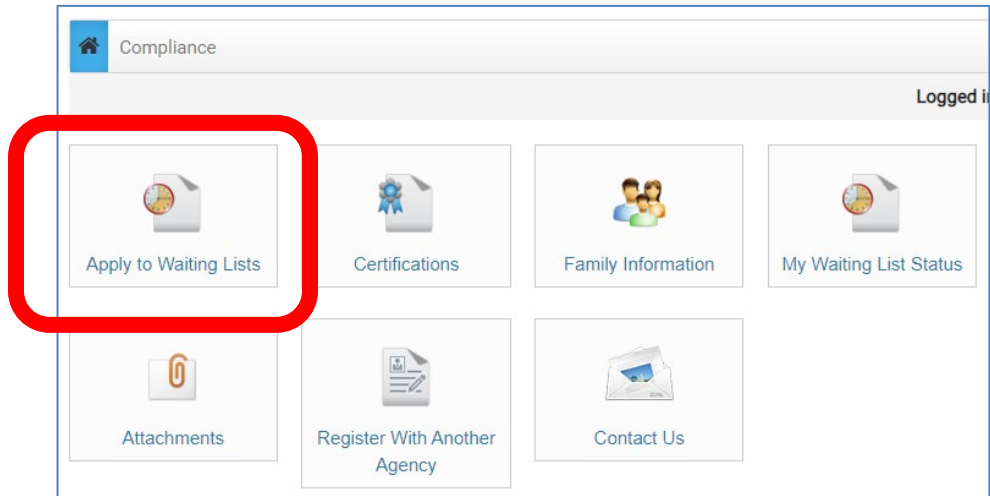
- I'm not a robot
- I have read and accept the Terms and Conditions

7. When done, select **Register**

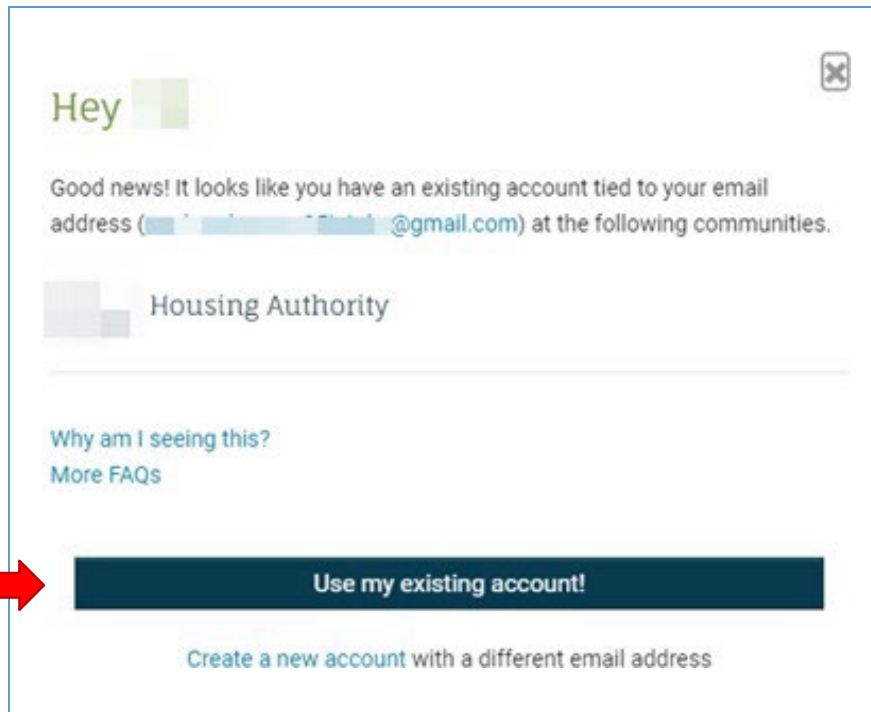
Make sure you keep your email and password information safe. You will need this information to log in again.

**You are now registered!**

You may apply for waiting lists when they are open. Please check the OHA website often for updates on the [Wait Lists](#) page.



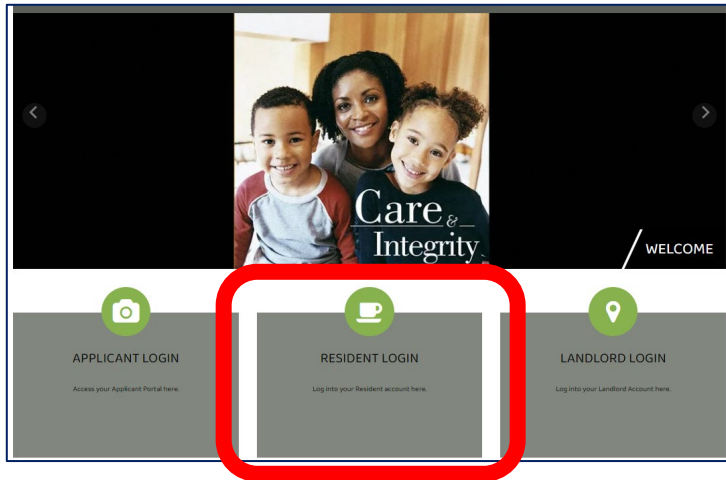
8. Once logged in to the Portal, select **Apply to Waiting Lists** and follow the instructions on each page to complete the pre-application.



If you see a window pop up window advising you have an existing account tied to your email address, select **Use My Existing Account!**

Enter the requested information and click Login.

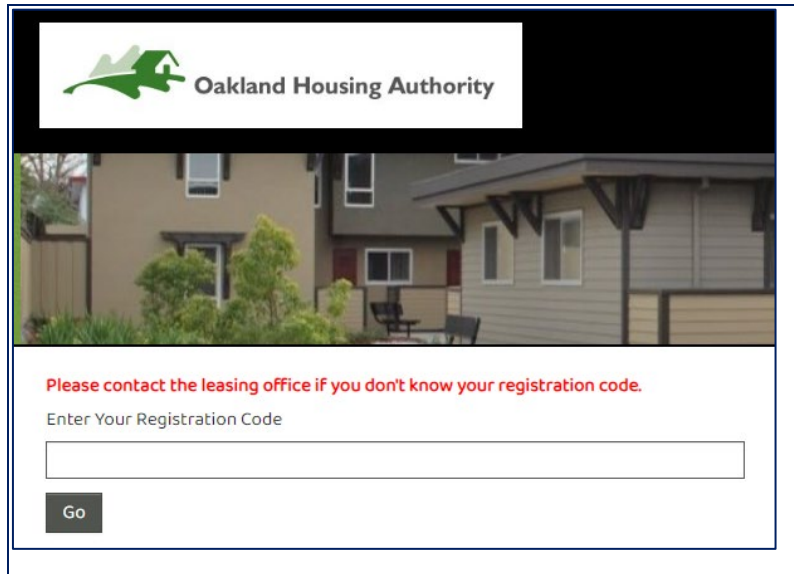
## If you already have a client number (t0xxxxxx), begin here





1. Click on the **Resident Login** box

The screenshot shows the registration page for the Resident Portal. The header includes the Oakland Housing Authority logo and the text 'RESIDENT PORTAL'. The main content area contains a welcome message, instructions for creating an account, and links to popular email providers (Gmail, Yahoo, Outlook). Below this is a registration form with fields for 'User Name' and 'Password', a 'Sign In' button, and a link to 'Forgot password? Click here to register.' A red arrow points to the 'Click here to register' link.

2. In order to access the Resident Portal, scroll down the page and **Click here to register**



 Oakland Housing Authority



Please contact the leasing office if you don't know your registration code.

Enter Your Registration Code

3. Enter your registration code, 6116-TT0 + your 6-digit client #. Enter the code including the dashes.
  - EXAMPLE: If your client number t0123456, your registration code is 6116-TT0123456.



## Personal Details

First Name\*

Last Name\*

SSN#\*\*

Phone (Home)\*


## Account Information

Email Address\* (Your email address is your user name)

Confirm Email Address\*

Password\*

Confirm Password\*

I'm not a robot  [Privacy](#) [Terms](#)

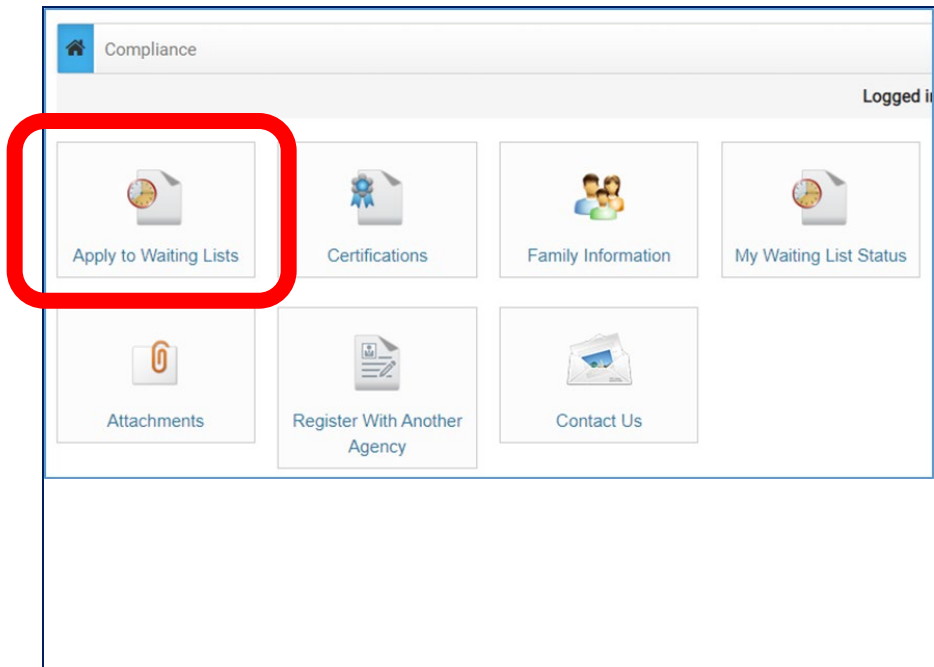
I have read and accept the [Terms and Conditions](#)

\*\* Data in these fields will be validated against information available with Oakland Housing Authority

**Register**

4. Fill in your Personal Details and Account Information. Be sure to click the “I’m not a robot” & the “I have read and accept the Terms and Conditions” boxes.
5. When done, click the **Register** button.

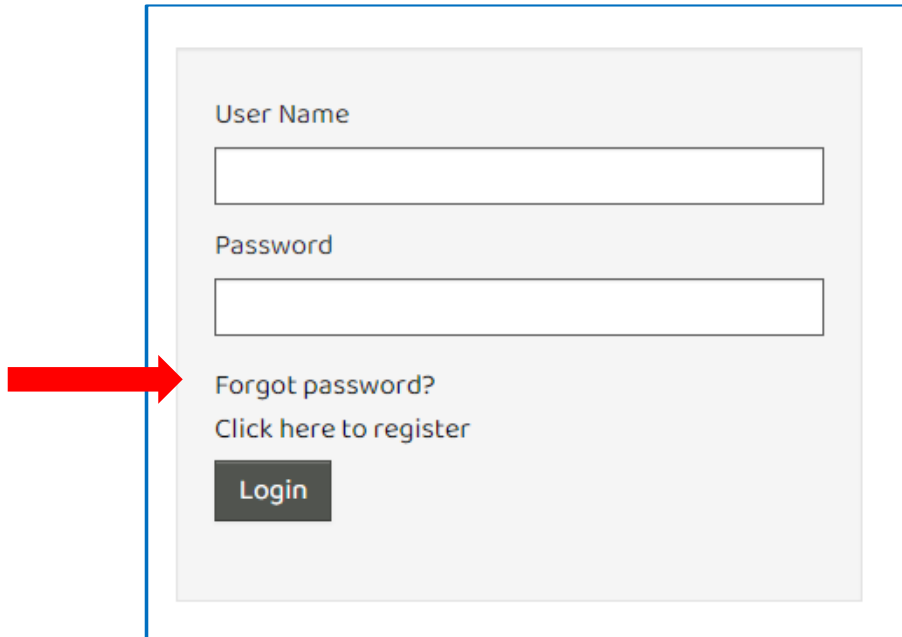
Make sure to keep your email and password information safe. This is how you will log in to the Resident Portal.



6. Once logged in to the Portal, select **Apply to Waiting Lists** and follow the instructions on each page to complete the pre-application.

## Forgot Your Password?

If you don't remember your password, click the "Forgot Password?" link. You will receive an email in the account listed.



The image shows a login form with the following elements:

- User Name
- Input field for User Name
- Password
- Input field for Password
- Forgot password?
- Click here to register
- Login button

A red arrow points to the "Forgot password?" link.

## Account Reset?

If you no longer have access to the email account that is registered in the portal, send an email to [cfarr@oakha.org](mailto:cfarr@oakha.org) and [jruan@oakha.org](mailto:jruan@oakha.org)  
Include:

- Your full name
- Your old email address you no longer have access to
- Your new email address
- The last four digits of your social security number.
- Your contact telephone number

Or call OHA Customer Service at 510-587-2100.