

HCV Waitlist Cleanup FAQ

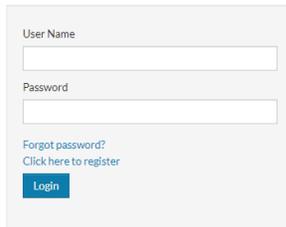
The CDA is currently working to ensure that our waitlist for the Housing Choice Voucher (Section 8) program is up to date. You may have received an email to the address you applied with to assist us in this process. Below are some common questions and answers about this process, and how to troubleshoot any issues that arise:

What do I need to do with the email I receive?

Read the email carefully. Respond to the email's requested action by following the link to "save your spot" on the waitlist.

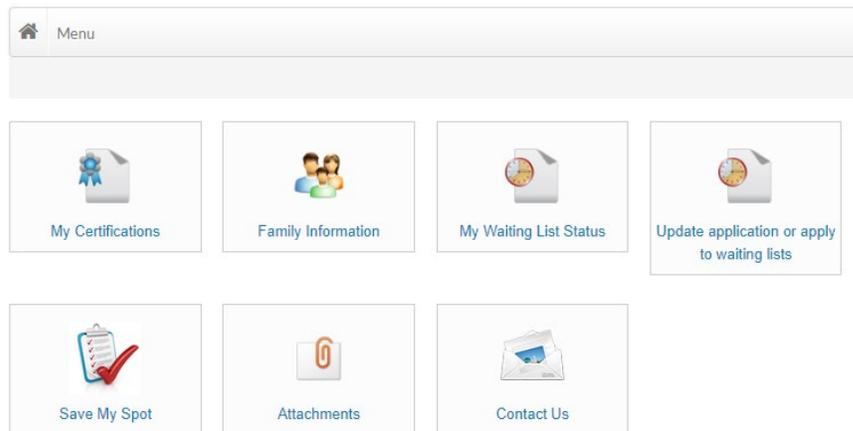
How do I "save my spot"?

Follow the email as directed, or go to www.myhousing.dakotacda.org. Click "Applicant Login" in the upper right corner of the page. You will see a log-in section that looks like this:



User Name
[input field]
Password
[input field]
Forgot password?
Click here to register
Login

Log in using your user name (email address) and password that were used to submit your application. You should see a screen that looks like the image below:



Click the box that says "Save My Spot". You will see another page that will have something that looks like this:

Waiting List	Response Required By	Save My Spot	Remove Me From List
Housing Choice Voucher (Section 8)	02/22/2021	<input type="checkbox"/>	<input type="checkbox"/>

Showing 1 to 1 of 1 entries

Save

If you wish to remain on the list, check the box under "Save My Spot"; then click the blue "Save" button. Once you have completed those steps, you will get a notice that says "we have received your response". You will also receive an email confirming this action.

I only have six of the seven buttons – “Save My Spot” isn’t one of them.

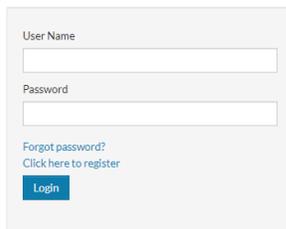
If you do not see the “Save My Spot” button, the action has (somehow) already been taken and you are on the waitlist. You *should* also receive a confirmation email and *should not* receive additional reminders within the time period to take action. If you do receive a reminder, log in and try again. If the option is still missing, contact applications@dakotacda.org.

I can’t log in.

Your user name will be the same email address you used to apply. Make sure that you’re entering your email address and password correctly. Passwords are case-sensitive.

I forgot my password.

When you are on the Applicant Login page of www.myhousing.dakotacda.org, click the link below the password box that says “Forgot password?” like the image below:

A screenshot of a login form. It has two input fields: 'User Name' and 'Password'. Below the 'Password' field, there is a link that says 'Forgot password?' and a smaller link below it that says 'Click here to register'. At the bottom of the form is a blue button labeled 'Login'.

You will be directed to a page to enter your username (email address); follow the steps to be sent an email to reset your password. Follow the links/steps in the email you receive to reset your password, and try logging in again.

The process to reset my password isn’t working.

If you find that you can not reset your password, or are having additional issues with logging in, send an email to applications@dakotacda.org. We will send you an email resetting your password. You will still need to log in and follow the “Save My Spot” steps.

I left messages/I sent an email. I’m not hearing anything back.

Please be patient; it may take us time to work through the volume of contacts we’re receiving, but we will respond to you.

I’m not tech-savvy; can CDA staff do it for me?

Unfortunately, the CDA cannot enter this information for you. You will still need to log in and follow the steps to stay on the list. It is important to be familiar with this process and ensure that you are able to log in to this account.

I don’t have internet.

Our office is open from 9 a.m. through 4 p.m. Monday through Friday; computers and staff are available to assist. Dakota County Libraries are also open and have internet access for you to complete this process.

What can I expect after following the steps?

If you have correctly completed this process, you will receive an email confirmation. After the initial email asking you to complete the process to “save your spot” on the waitlist, subsequent reminder emails will be sent within 10 days. If you do not receive those reminders, the process is complete.

I didn't respond. What happens now?

You will be removed from the list. You have 60 days from the date of removal to appeal. After that, you will need to re-apply for the list.

I was removed from the list!?

Yes. If you did not respond to the initial request, or appeal within the 60 day timeframe, you were removed from the list. You will need to reapply for the waiting list.

But I didn't get an email!?

All messages are sent to the email address that was used to create an account and apply for the waitlist. You will want to check your email regularly for communications from the CDA, and should also check your 'junk' or 'spam' folders.

Will I need to do this again?

Yes, every six months. We will be conducting this clean up of our waitlists to ensure current information for interested applicants. It is very important that you keep your account information current, and continue to check your email and respond to our requests timely.