

# “Save My Spot” Waitlist Update FAQ

The CDA is currently working to ensure that our waitlists for the Housing Choice Voucher (Section 8) and CDA housing programs are up to date. You should have received an email to the address on your account to complete the process.

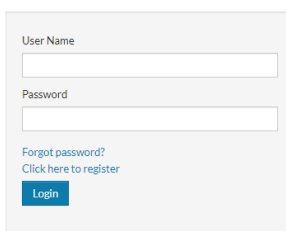
Below are some common questions and answers about this process, and how to troubleshoot any issues that arise:

## 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 waitlists.

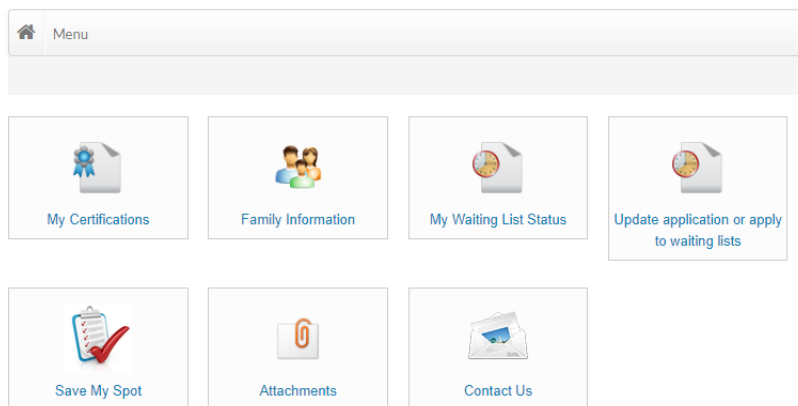
## How do I “save my spot”?

Follow the email as directed, or go to [www.myhousing.dakotacda.org](http://www.myhousing.dakotacda.org). Click “Applicant Login” in the upper right corner of the page.



User Name  
Password  
Forgot password?  
Click here to register  
Login

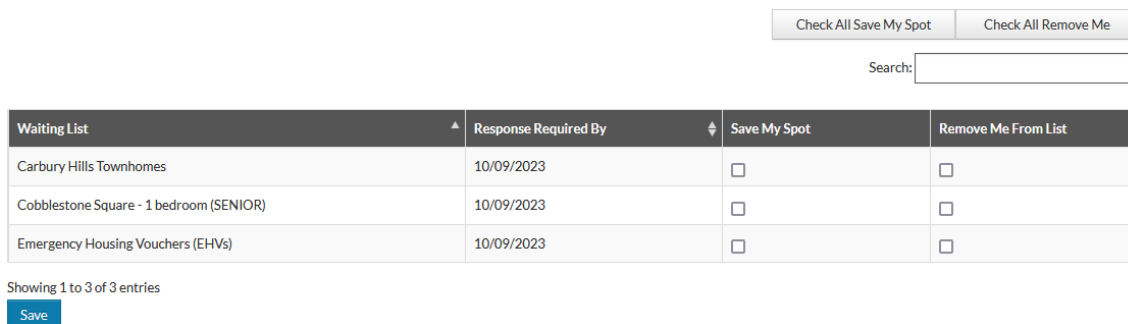
Log in using your user name (email address) and password. Once logged in, you should see a screen with several options.



Menu

- My Certifications
- Family Information
- My Waiting List Status
- Update application or apply to waiting lists
- Save My Spot
- Attachments
- Contact Us

Click the “Save My Spot” box. Then you will see a page that will display the waiting lists you are on:



Check All Save My Spot    Check All Remove Me

Search:

Waiting List	Response Required By	Save My Spot	Remove Me From List
Carbury Hills Townhomes	10/09/2023	<input type="checkbox"/>	<input type="checkbox"/>
Cobblestone Square - 1 bedroom (SENIOR)	10/09/2023	<input type="checkbox"/>	<input type="checkbox"/>
Emergency Housing Vouchers (EHVs)	10/09/2023	<input type="checkbox"/>	<input type="checkbox"/>

Showing 1 to 3 of 3 entries

Save

If you wish to remain on the lists, check the boxes 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.**

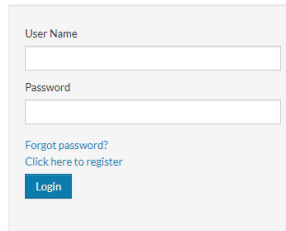
If you do not see the “Save My Spot” button, the action has already been taken and you are on the waitlist(s). You *should also* receive a confirmation email and *should not* receive additional reminders to take action. If you do receive a reminder, log in and try again.

**I can’t log in.**

Your user name will likely 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](http://www.myhousing.dakotacda.org), click the link below the password box that says “Forgot password?”

A screenshot of a login form. It has two input fields: "User Name" and "Password". Below the password field, there is a blue link that says "Forgot password?". Below that is another blue link that says "Click here to register". At the bottom of the form is a blue button with the word "Login" in white text.

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](mailto: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 calls and emails we’re receiving, but we *will* respond to you.

Because we receive a large volume of emails during this time, please do not email asking for confirmation of completion. (See question/answer below.)

**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 your selected waitlists, subsequent reminder emails will be sent within 10 days. If you do not receive those reminders, the process is complete.

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

No, 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 can log in to your 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.

### **I didn't respond. What happens now?**

You will be removed from the list. You have 30 days from the date of removal to appeal. After that, you will need to re-apply for the list(s).

### **Why was I removed from the list?**

If you did not respond to the initial request, or appeal within the 30 day timeframe, you were removed from the list. You will need to reapply for the waiting list.

We encourage you to log in to your account and check your waiting list status after the 16<sup>th</sup> of the month. If you *were* removed, please email [applications@dakotacda.org](mailto:applications@dakotacda.org) to remain on your selected waiting list(s).

### **I didn't get email notifications.**

All messages are sent to the email address that is on your account. You will want to check your email regularly for communications from the CDA, and should also check your 'junk' or 'spam' folders.

The email will come from [cdr@yardi.com](mailto:cdr@yardi.com).

### **Will I need to do this again?**

Yes, every six months:

- June 1-15, annually
- December 1-15, annually

We do this to ensure current information for applicants. It is very important that you keep your account information up-to-date, and continue to check your email and respond to requests timely. The CDA will also contact you via email when you are *selected* from a waiting list(s).