

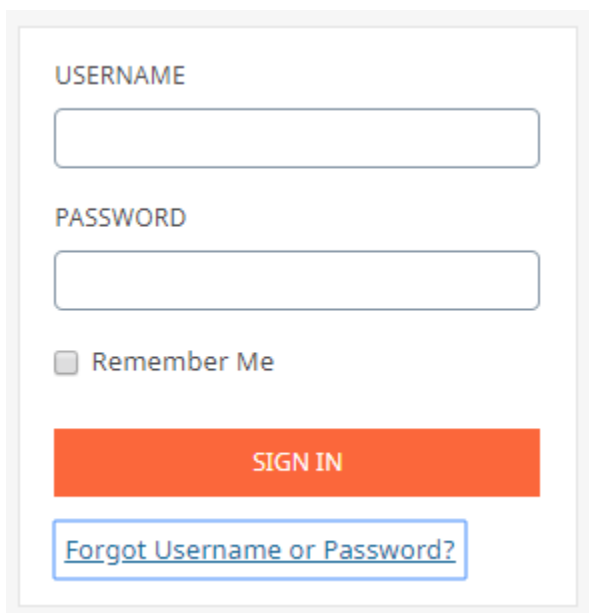
## Frequently Asked Questions

1. Where do I get my PIN number to create an Assistance Connect account?

*A PIN number is a secure, six (6) digit code that will be provided to you by the housing authority via phone or mail. If you did not receive one, please contact the housing authority during normal business hours at 651-292-6034 or [anna.decrans@stpha.org](mailto:anna.decrans@stpha.org).*

2. I do not have my username and/or password. How can I sign into Assistance Connect?

*Assistance Connect has a "Forgot your username or password?" feature that provides four self-service options for retrieving your account information. Select the option that best describes your issue, enter the requested information and you will receive an email with your account information or further instructions.*



The image shows a login form with the following elements:

- A label "USERNAME" above a text input field.
- A label "PASSWORD" above a text input field.
- A checkbox labeled "Remember Me".
- An orange button labeled "SIGN IN".
- A blue-bordered button labeled "Forgot Username or Password?".

3. My password has expired. Why?

*As a security measure, your password will periodically expire, and you will need to create a new password. Upon login to your account, you will receive a message that your password has expired and that an email will be sent to the address on file with a link to establish a new password. Your new password must have at least eight characters and include at least one uppercase, one lowercase and one numerical value.*

4. I clicked the "Forgot my Username" / "Forgot my Password" link and did not receive an email with the information. What should I do?

*Check your spam/junk folder to make sure the message didn't get caught in your spam filter. If you did not receive the email, try clicking the link one more time. If you still do not receive the email, please contact the housing authority during normal business hours at 651-292-6034 or [anna.decrans@stpha.org](mailto:anna.decrans@stpha.org) to verify your account status and possibly reset your information.*

## Account Services

Welcome to the AssistanceCheck account services area. Select the option 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 Housing Authority.

5. I no longer have access to the email address that I used to set up my Assistance Connect account and cannot login. Can I change my email address?

*If you have the PIN number you used when initially creating your account, you can use the "My Email Address Could Be Incorrect" link on the [Forgot your username or password](#), [Account Services](#) page to recover and update your account information. If you do not know your PIN, please contact the housing authority during normal business hours at 651-292-6034 or [anna.decrans@stpha.org](mailto:anna.decrans@stpha.org).*

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6. I received an email to reset my account information, but do not know the answers to my security questions. What should I do?

*Please contact the housing authority during normal business hours at 651-292-6034 or [anna.decrans@stpha.org](mailto:anna.decrans@stpha.org) to update the security questions associated with your account.*

7. How long will the “expired password” and “forgot password” email links be valid?

*The email links will be available for twelve (12) hours.*

8. I created an account, but when I sign in, I see a message to activate my account. Why?

*To complete the account creation process, you need to click on the link in the account activation email sent to the email address you used when creating the account. When you sign in, a page will display with instructions to complete the activation process. You have the option to resend the activation email or update your email address and resend the email to the new address.*