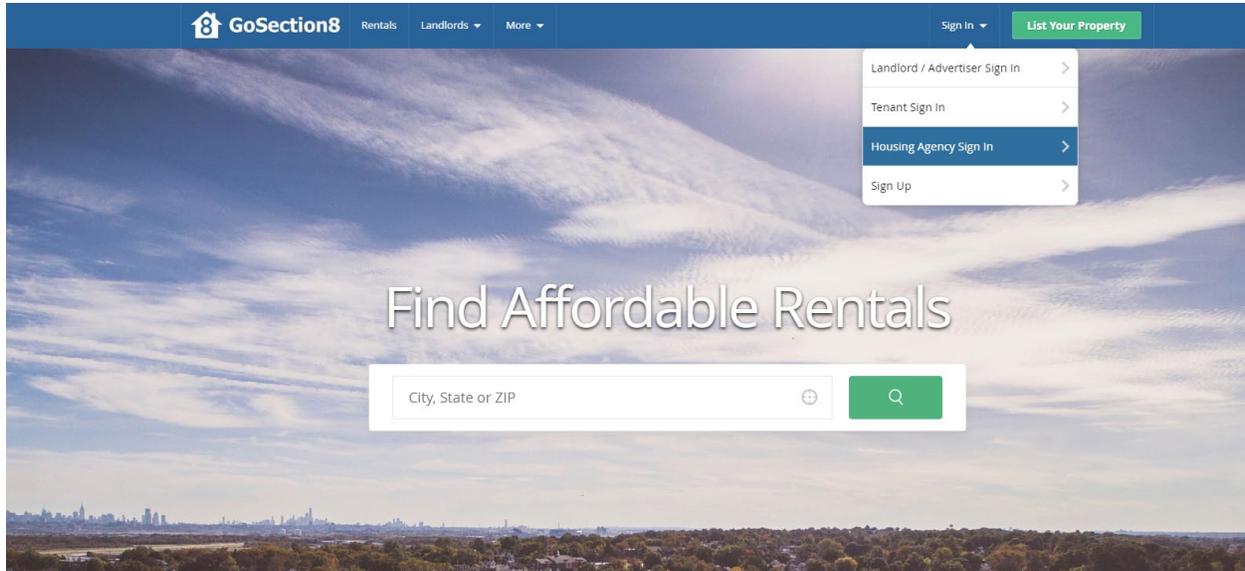


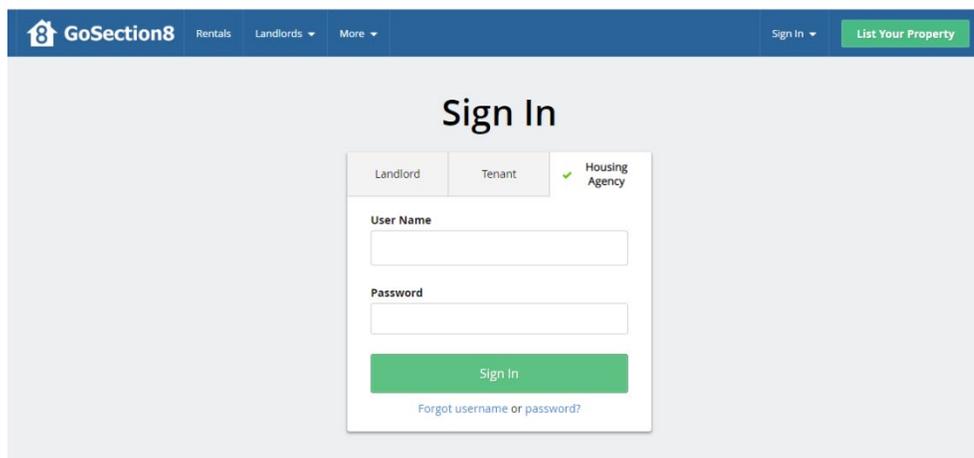
1. Accessing the Centralized Waiting List System

- 1) Go to the Massachusetts Section 8 Centralized Waiting list website at www.gosection8.com and click on the “Housing Agency Sign in” link under the Sign in drop down located in the top right of you screen.



1.1 Login

- 1) You must have a valid **User Name** and **Password** to login. This login information is case sensitive. If you are having trouble logging in, make sure to check the Caps Lock key.
- 2) The **Waiting List Administrator** provided the **Admin User** at each housing authority with a unique User Name and Password for logging onto the system. It is recommended that all other staff persons are assigned a sub-user name and password by the **Admin User**.

The image shows the 'Sign In' page on the GoSection8 website. The header is dark blue with the GoSection8 logo and navigation links for Rentals, Landlords, and More. On the right, there is a 'Sign In' dropdown menu and a green 'List Your Property' button. The main content area is light gray and features a 'Sign In' form. The form has three tabs: Landlord, Tenant, and Housing Agency (selected with a green checkmark). Below the tabs are fields for 'User Name' and 'Password', a green 'Sign In' button, and a link for 'Forgot username or password?'.

1.2 Reset/Change Password

- 1) In the Login Screen click on the **forgot password** link then the following screen will appear:

Forgot Your Password?

Please enter your username and email address. We will email you instructions on how to reset your password.

Username: [Forgot Username?](#)

Email:

Submit

Still need help?
Call us toll free at 1-866-466-7328

[Return to login screen](#)

- 2) Enter your Username and email then click the **submit** button. You will receive an email with instructions on how to change your password.

1.3 Assigning Additional User Names and Passwords

- 1) To assign User Names and Passwords, click on **User Settings** at the top right of the screen under tools  icon.

Rent Reasonable Certifications

- 4,770 Certifications Total
- 4,505/ 122 Created in RWS / API
- 32 QC Certified (0.67 %)

Rent Comparables

- 871,768 Comparables Total
- 15 New in Last 12 Months
- 0 New in Last 6 Months

Available Unit Listings

- 7,132 Active Listings Total
- 0 Added in Last 30 Days
- 0 Removed in Last 30 Days

Savings Summary

- \$4,008,900 Savings Total
- \$0 Savings

of Comparables by Bedroom Size

6 Months

Average Rent by Bedroom

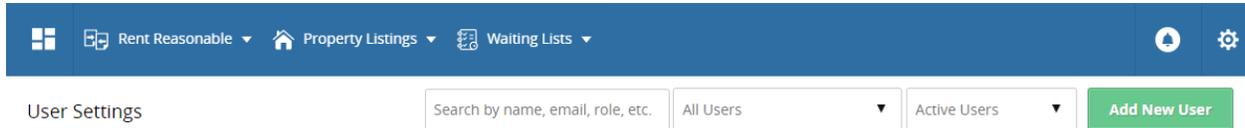
6 Months | Filter By County | Palm Beach

3k
2k
1k
0k

Efficiency | 1 Bedroom | 2 Bedrooms | 3 Bedrooms | 4 Bedrooms

■ HCV ■ Open Market ■ Payment Std

2) Click on **Add New User** in the top right corner.



3) Assign a unique username for every staff member. Assign an email address, set a password and enter the First and Last Name of the new User. Under the 'Waitlist' section, select which level access this user will have. See brief description of levels of access below:

Administrator: Can assign additional users, set waitlist settings, edit waitlist preferences, reinstate applications, change application dates.

Supervisor: Can select applicants off of the waitlist

~~Clerk:~~ (is being removed, same as Customer Service)

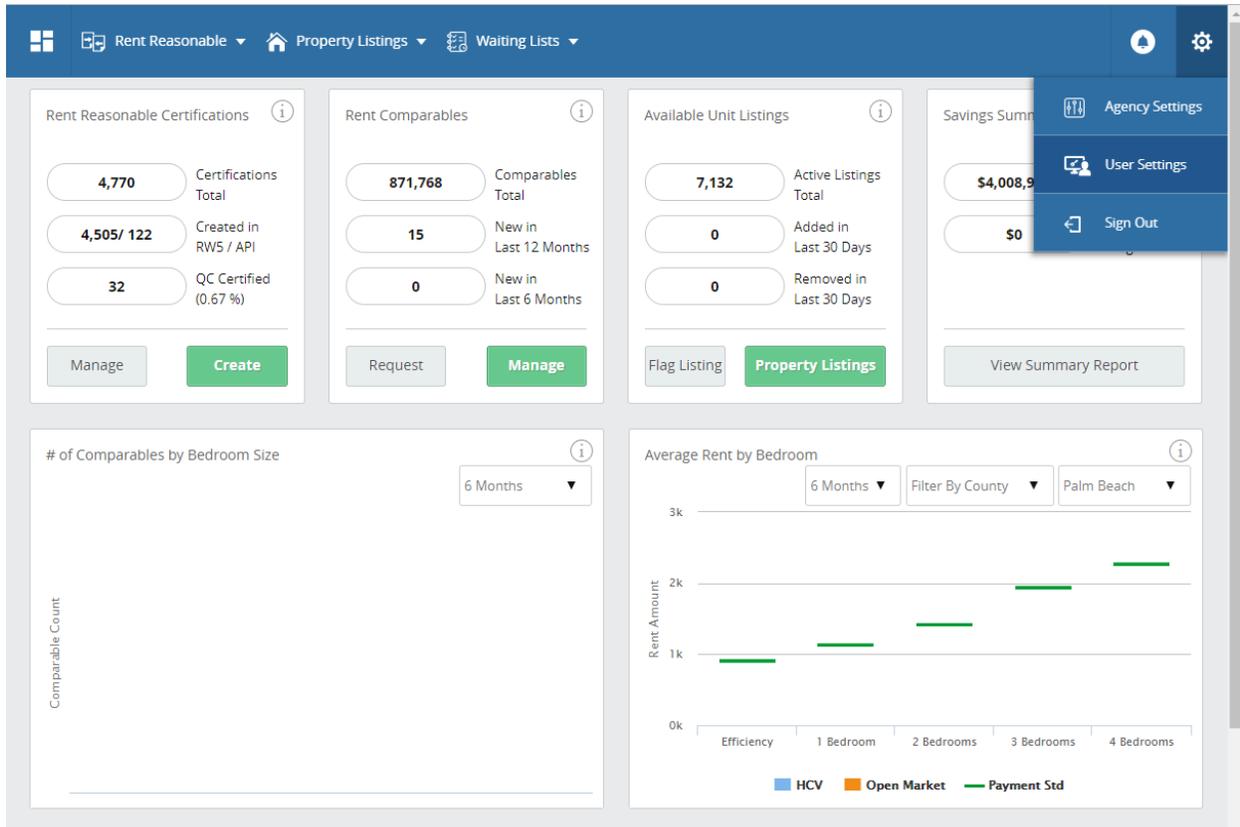
Customer Service: Can add applications and edit existing applications.

4) Once you complete each field, click on **Create User** and you will return to the **User Settings** page.

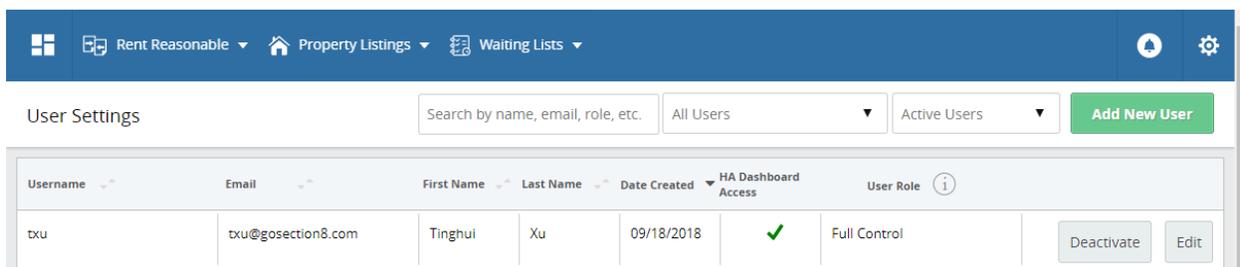
It is imperative that each LHA protect the integrity of its User Names and Passwords to prevent unauthorized access to the waiting list. If a user is no longer with your agency, you can go to this screen and deactivate their user name and password.

1.4 Edit an Existing User

- 1) To edit User Names and Passwords, click on **User Settings** at the top right of the screen under tools  icon.



- 1) Click on the **Edit button** next to the user name you would like to edit.



User Settings

Search by name, email, role, etc. All Users Active Users Add New User

Username	Email	First Name	Last Name	Date Created	HA Dashboard Access	User Role	
txu	txu@gosection8.com	Tinghui	Xu	09/18/2018	✓	Full Control	Deactivate Edit

- 2) Change the details accordingly in the screen and press the **Update Settings** button.

<<Screen shot on next page>>

Edit User ✕

USER INFO

Username*

Email*

First Name*

Last Name*

HA Dashboard Access

ROLES*

Rent Reasonable ⓘ

Full Control Quality Control
 Advanced RR Certifier RR Certifier
 Front Desk / Clerk

Waitlist ⓘ

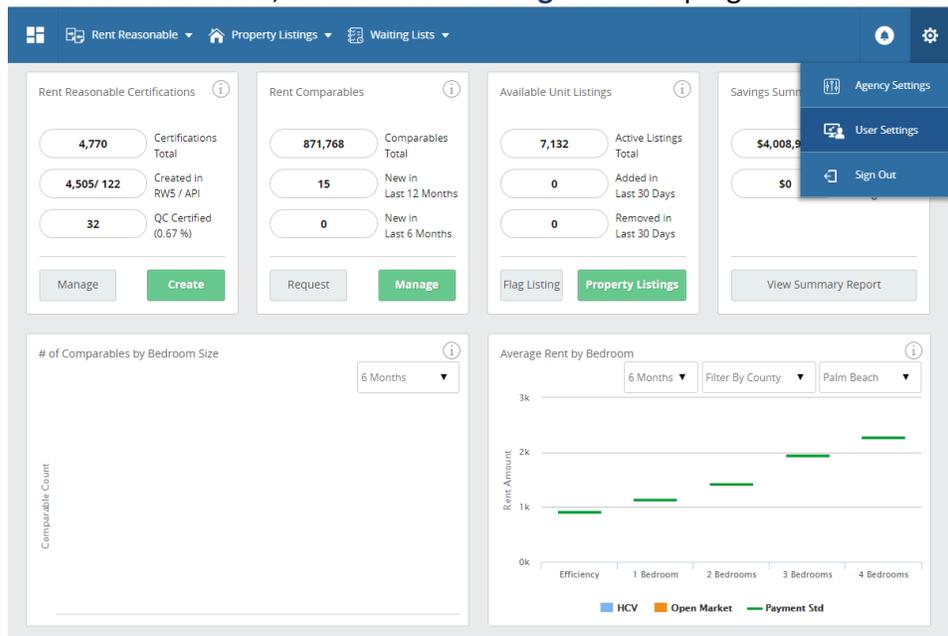
Administrator Supervisor
 Clerk Customer Service

[Change Password](#)

Update Settings

1.5 Deactivate an Existing User

- 1) To deactivate a User, click on **User Settings** at the top right of the screen under tools  icon.



The screenshot shows a dashboard with a top navigation bar. On the right side of the navigation bar, there is a gear icon (tools) and a dropdown menu. The dropdown menu is open, showing options: Agency Settings, User Settings (highlighted), and Sign Out. The main dashboard area contains several widgets: Rent Reasonable Certifications (4,770 total, 4,505/122 created in RWS/API, 32 QC Certified), Rent Comparables (871,768 total, 15 new in last 12 months, 0 new in last 6 months), Available Unit Listings (7,132 total, 0 added in last 30 days, 0 removed in last 30 days), Savings Summary (\$4,008,900 total, \$0 savings), and a chart for Average Rent by Bedroom (Efficiency, 1 Bedroom, 2 Bedrooms, 3 Bedrooms, 4 Bedrooms) comparing HCV, Open Market, and Payment Std.

- 2) Click on the on the **Deactivate** button next to the username.