Resetting Your Password on Assistance Connect

Step 1:

If you are having trouble remembering your password or if you have not logged into your account within a year you will need to reset your password.

Following are the steps you will need to follow in order to successfully reset your password.

(Please note your new password will need to be 12 characters including a capital letter, number and/or symbol. You will also most likely have to update your security questions).

Forgot Password

Username ▸ Delivery ▸ PIN ▸ Security Questions ▸ Set Password

Please enter your Username to start the process of resetting your password.

Username | Username

Back   Submit

Help Video ▶

Forgot Password

Username ▸ Delivery ▸ PIN ▸ Security Questions ▸ Set Password

Please enter your Username to start the process of resetting your password.

Username | KatMCT

Back   Submit

Help Video ▶

Forgot Password

Username ▸ Delivery ▸ PIN ▸ Security Questions ▸ Set Password

Please choose the method on how you want to receive your PIN.

E-mail me the PIN.

◉ dm****@*****.com

This will either reflect your current email address and/or phone number. You can select either one.

Cancel   Submit

Help Video ▶

mri Assistance Connect

Forgot Password

Username ▸ Delivery ▸ PIN ▸ Security Questions ▸ Set Password

If this Username exists, we have sent an e-mail/text containing a PIN. Please enter the 6 digit PIN below.

PIN [   ]

This PIN number will be sent to your email address from Assistance Connect. This only takes minutes.

Cancel   Submit

Help Video ▶

AC Assistance Connect <no-reply@assistancecheck.com>   ● Delilah M. Crowe
Assistance Connect Account Services - Reset Password

ℹ If there are problems with how this message is displayed, click here to view it in a web browser.

EXTERNAL EMAIL ALERT! Think Before You Click!

mri assistance connect

Your Assistance Connect PIN is 099062 this is NOT your password.

To continue resetting your password Click Here, if the link did not work please enter
https://www.assistancecheck.com/forgotpassword.php in your browser.

Thank you,
The Assistance Connect Administrator

Please do not reply to this message. We are not able to respond to messages sent to this address.

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mri Assistance Connect

Forgot Password

Username ▸ Delivery ▸ PIN ▸ Security Questions ▸ Set Password

If this Username exists, we have sent an e-mail/text containing a PIN. Please enter the 6 digit PIN below.

PIN [●●●●●●]
     099062

Cancel   Submit

Help Video ▶

mri Assistance Connect

Forgot Password

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To reset the Password to your account please answer the question below.

What was your childhood nickname?

[Answer] ←

Cancel   → Submit

Help Video ▶

FAQ | Terms of Use | Privacy Policy

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mri Assistance Connect

Forgot Password

Username ▸ Delivery ▸ PIN ▸ Security Questions ▸ Set Password

Password must contain at least **12** characters, **1** uppercase letter, **1** lowercase letter and **1** number.

Password   [Password]

Confirm Password   [••••••••••••]

Cancel   → Submit

Help Video ▶

FAQ | Terms of Use | Privacy Policy

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mri Assistance Connect

Forgot Password

Username ▸ Delivery ▸ PIN ▸ Security Questions ▸ Set Password

Your password has successfully been changed, you can now Sign In. ←

Help Video ▶

FAQ | Terms of Use | Privacy Policy

mri Assistance Connect

KatMCT

☐ Remember Me

SIGN IN

Forgot Username or Password?

Welcome to the Assistance Connect client service area.

This site is designed to allow you to work with us on-line for your convenience. Commonly requested tasks can be accomplished and information can be obtained by using this secure site. Users must sign in to make requests or view personal information.

👤 **Applicants**	👤 **Tenants**	👤 **Property Owners**
• Search Rental Listings	• Update Family Income	• List a Rental
• Edit Contact Information	• Update Family Status	• Review Payments
• View Status on Waiting List	• Request a Work Order	• Reschedule an Inspection
• View and Print Documents	• Search Rental Listings	• Review Inspection Information
Create Applicant Account	**Create Tenant Account**	**Create Owner Account**

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mri Assistance Connect   Home

Katie TestMCTesting   Sign Out

👤 Tenant Assistance

Inbox (12) (✏)

Annual Reexamination
Send Document
Edit Contact Information
Document Library

Add New Income
Edit Income
Remove Income

Add New Family Member
Edit Family Member
Remove Family Member

Review Inspections
Request an Inspection
Request an Appointment

Search Rentals

FAQ
Contact Us

Tarrant County Housing Assistance Office
2100 Circle Drive, Suite 200
Fort Worth, TX 76119

Tarrant County Housing Assistance Office Customer Service Area

View your full case file ❯

Reexam	**Start Reexam**

Your information must be updated to determine or maintain your eligibility.

APPOINTMENT	N/A
REEXAM DATE	04/01/2018
STATUS	Not Started

Inspections	**View All**

View Scheduled Inspections and Results.

You have no Inspections to view

Requests	❮ 1 / 3 ❯

Click the Request below and follow the instructions.

REQUEST	NOTE	STATUS	
Add New Income	Complete	**Completed** 2 years ago	✉
Annual Reexamination		**Completed** 3 years ago	✉
Annual Reexamination		**Completed** 5 years ago	✉
Edit Income		**Completed** 5 years ago	✉
Add New Income		**Completed** 5 years ago	✉
Add New Income		**Completed** 5 years ago	✉
Remove Income		**Completed** 5 years ago	✉
Add New Family Member		**Completed** 5 years ago	✉
Request to Move		**Completed** 5 years ago	✉

If you need to change your email address, click on your name to change email address and/or mobile phone number.

My Account
Last Sign In 04/23/2020

Please **choose a case file** to access or add a case file:

(+ Add Case File)

Organization	Name	User Type	Account Status	Notifications
Tarrant County Housing Assistance Office	Katie TestMCTesting	Tenant	Pending	⚠ **Items need attention** **5** Document(s) need to be signed **12** Unread Documents (Inbox) **22** Unread Request Status Messages **1** Open Annual Reexamination

(● View)

Account Properties

USERNAME	KatMCT
STATUS ⓘ	**Active**
EMAIL ADDRESS	✎ dmcrowe@tarrantcounty.com
MOBILE NUMBER	✎ Add Mobile Number

Security Preferences

SECURITY QUESTIONS	✎ Change Security Questions
PASSWORD	✎ Change Password

Account Preferences

Email Notifications

Assistance Connect will send email notifications when the Organization requests you to do something, such as view or sign a document, submit additional documentation for a request, or perform a certification. Since action is needed, opting out of receiving these notifications is not available.

Assistance Connect can also send email notifications for updates to your account information, such as service request activity. To receive email notifications for these items, please check

Click on the pencil and paper to change one or both email address and/or mobile number

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👤 Tenant Assistance

Inbox (12) (✎)

Annual Reexamination
Send Document
Edit Contact Information
Document Library

Add New Income
Edit Income
Remove Income

Add New Family Member
Edit Family Member
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Review Inspections
Request an Inspection
Request an Appointment

Search Rentals

FAQ
Contact Us

Tarrant County Housing Assistance Office
2100 Circle Drive, Suite 200
Fort Worth, TX 76119

Edit Email Address

Use the fields below to set a new email address for this account. An email will be sent to your new email address with instructions on how to authenticate your new email address.

Note: Fields marked with a "*" are required fields.

New Email *	@tarrantcounty.com
Confirm New Email *	@tarrantcouunty.com
Current Password *	••••••••••••••

This is the new password you just created.

(Cancel)   (Save)

If you changed your email address you will receive a notice at the top that says "Pending Update: Before we can update your account, you need to **authenticate** your new email address." Go to your new email immediately and follow the instructions by clicking on the hyperlink which will authenticate your new email address. **You MUST authenticate your new email address in order to complete the process.**

mri Assistance Connect

Username

Password

☐ Remember Me

SIGN IN

Forgot Username or Password?

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👤 Applicants

- Search Rental Listings
- Edit Contact Information
- View Status on Waiting List
- View and Print Documents

Create Applicant Account

👤 Tenants

- Update Family Income
- Update Family Status
- Request a Work Order
- Search Rental Listings

Create Tenant Account

👤 Property Owners

- List a Rental
- Review Payments
- Reschedule an Inspection
- Review Inspection Information

Create Owner Account