



HAP App Guidelines “How To”

Please see below STEPS to download the Housing Assistance Payment (HAP) App or scan this QR Code:



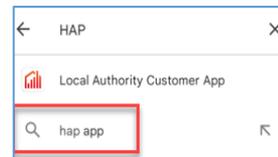
If you have any issues accessing the HAP App, please know that we will assist to resolve the issue.

You will need your **HAP ID/customer number** and your **HAP pin number**, if you need either of these please contact us by emailing hapcollections@limerick.ie or by ringing 061556600 (option 1)

If you have already been using the online web pay facility please use your logins as normal.

1. Open on your phone, use the **App Store**  / **Play Store** app .

2. In the search bar type in HAP App,



3. When you select the app, tap **Install**, *this is a free app*



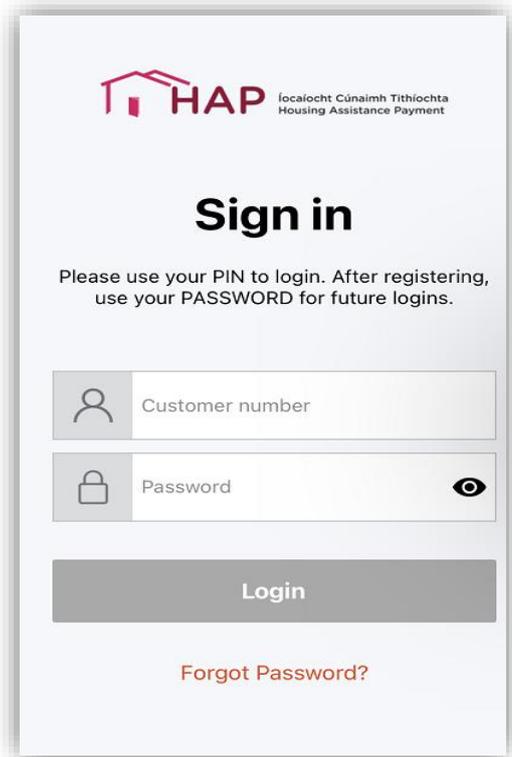
4. Select Open

The HAP app icon will now be on your phone, tap to open



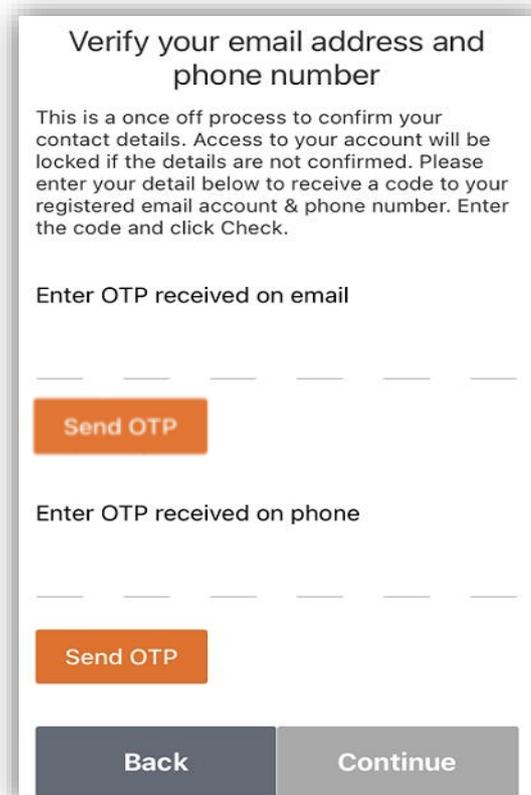
5. To sign-in you must enter your HAP ID/ customer number and pin number – these were provided to you when you signed up for HAP.

You will be prompted to create a new case sensitive password, this is personal to you (The HAP Shared Service Centre will not have access to this.)



The screenshot shows the HAP Sign in interface. At the top left is the HAP logo with the text 'HAP' and 'Ioslócht Cúnaimh Tithíochta Housing Assistance Payment' to its right. Below the logo is the heading 'Sign in'. Underneath is a sub-heading: 'Please use your PIN to login. After registering, use your PASSWORD for future logins.' There are two input fields: the first is labeled 'Customer number' with a person icon on the left; the second is labeled 'Password' with a lock icon on the left and an eye icon on the right. Below these fields is a grey 'Login' button. At the bottom center is a red link that says 'Forgot Password?'.

6. You will need to verify both your phone number and email address as part of the registration process. Select “Send OTP” (One Time Passcode) for both and you will receive code by email AND by text message to confirm your email address and mobile phone number.



The screenshot shows the 'Verify your email address and phone number' screen. The title is 'Verify your email address and phone number'. Below the title is a paragraph: 'This is a once off process to confirm your contact details. Access to your account will be locked if the details are not confirmed. Please enter your detail below to receive a code to your registered email account & phone number. Enter the code and click Check.' There are two sections for entering OTPs. The first section is labeled 'Enter OTP received on email' and has a dashed line for input, followed by an orange 'Send OTP' button. The second section is labeled 'Enter OTP received on phone' and also has a dashed line for input, followed by an orange 'Send OTP' button. At the bottom are two buttons: a dark grey 'Back' button and a light grey 'Continue' button.

7. For security measures, you will then be asked to select your preferred method of MFA (Multi Factor Authentication):

We strongly recommend that you choose multi-factor authentication (MFA). This will improve the security of your account

MFA (Multi Factor Authentication) is implemented to make access to your account more secure.

Please select SMS OTP (One time password) or Email OTP. You will then receive a code to enter each time you access the HAP App in order to confirm your identity. If you do not wish to receive a code, select No MFA. This is not recommended.

You can change you selection at any time in your HAP App Profile.

SMS OTP

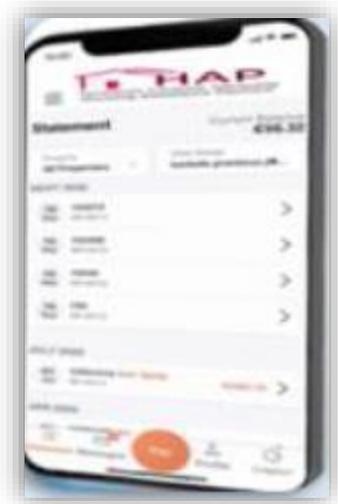
Email OTP

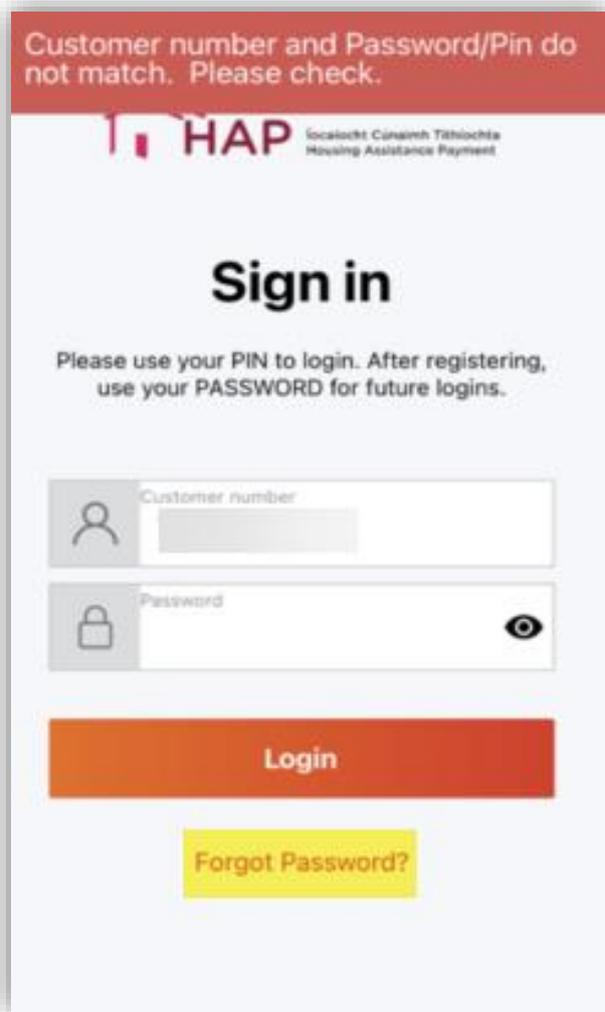
No MFA (Not Recommended)

Back **Save**

Once logged in you will now be able to manage your HAP account. You can:

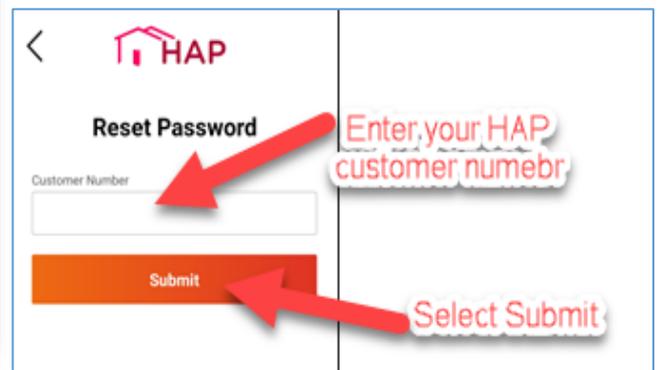
- View your account balance
- generate and view, print and/or email a statement of your account
- Make a payment





If you get the message “**Customer number and Password/Pin do not match**” (as per image) you may have entered your HAP ID/customer number or pin/password incorrectly, try again.

If that fails to work, once already registered, select the field “**Forgot Password?**” and enter in your HAP Customer ID – click on Submit



The HAP app will email a reset password email to your registered email address. Click on same and you will be asked to enter new password and confirm it.

HAP SHARED SERVICES CENTER **DO NOT** HAVE ACCESS TO YOUR PASSWORDS THEREFORE WE ARE UNABLE TO RESET – YOU WILL NEED TO RESET PASSWORDS ON YOUR OWN ACCOUNT USING THE APP

PLEASE NOTE: If you are new to the HAP Scheme, you will be able to access this App within 7 calendar days of your first week on the HAP Scheme.