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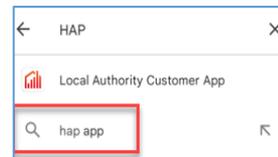
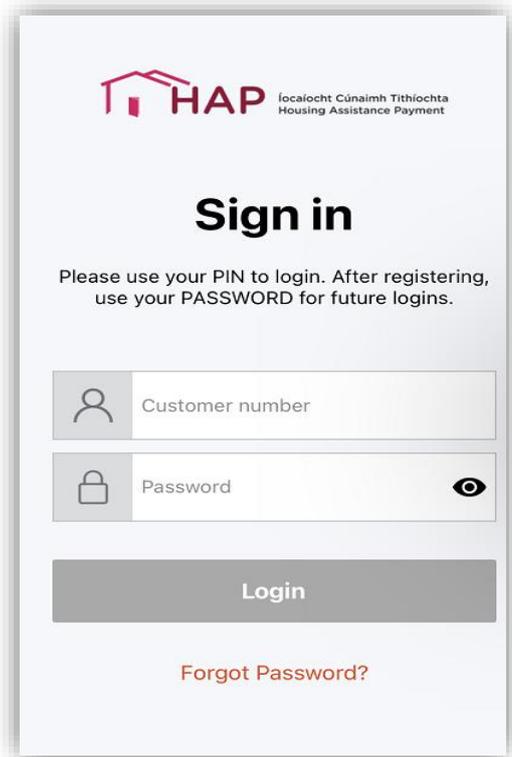3. When you select the app, tap **Install**, *this is a free app*

4. Select Open

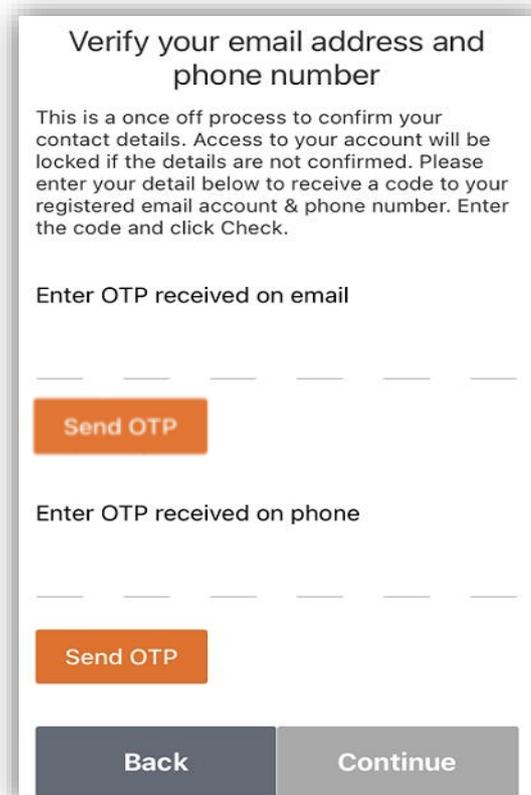The HAP app icon will now be on your phone, tap to open

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.)

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.

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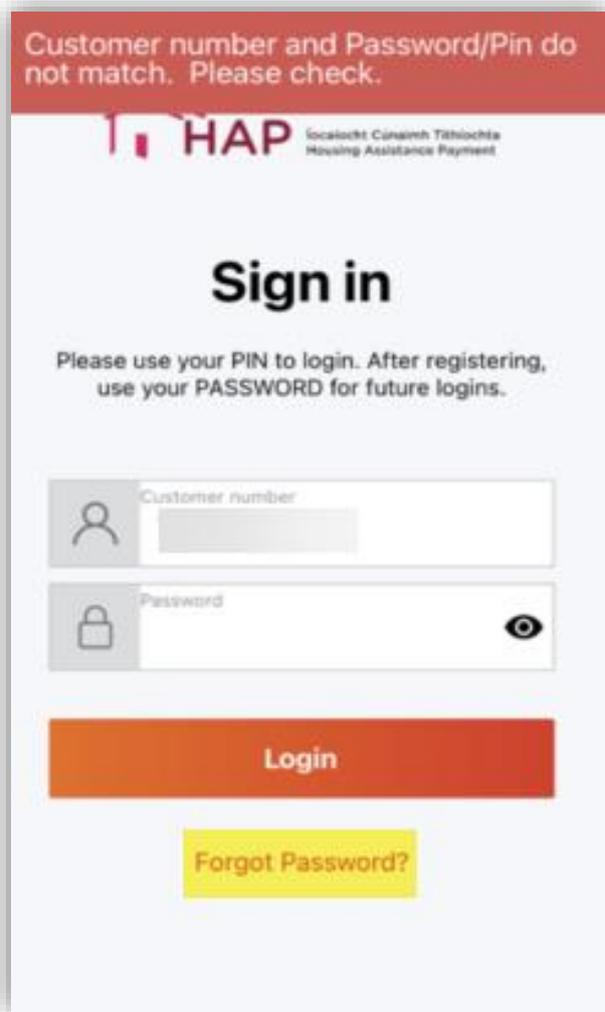

Once logged in you will now be able to manage your HAP account. You can:

- View your account balance
- generate and view, print and/or email a statement of your account
- Make a payment
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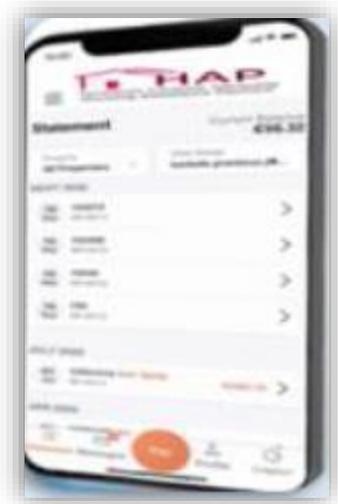
If you get the message *"Customer number and Password/Pin do not match"* (as per image) you may have entered your HAP ID/customer number or pin/password incorrectly, try again.

If that fails to work, once already registered, select the field "*Forgot Password?*" and enter in your HAP Customer ID – click on Submit
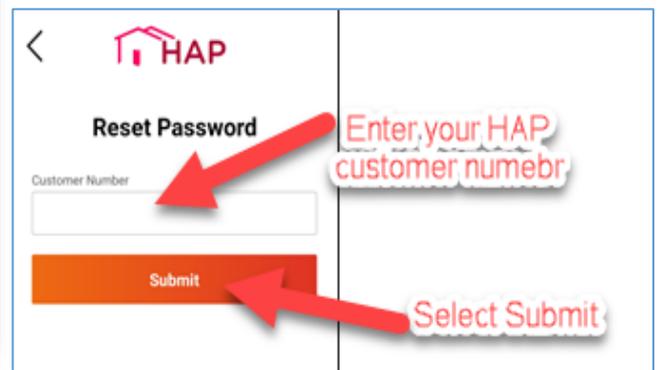
The HAP app will email a reset password email to your registered email address. Click on same and you will be asked to enter new password and confirm it.

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.