



New Mexico Housing Trust Fund Rental
Assistance

Login User Manual

November 2019

Table of Contents

List of Figures	2
A. Register a New User	3
B. Reset Password	5
C. Log in to the Online System	7

List of Figures

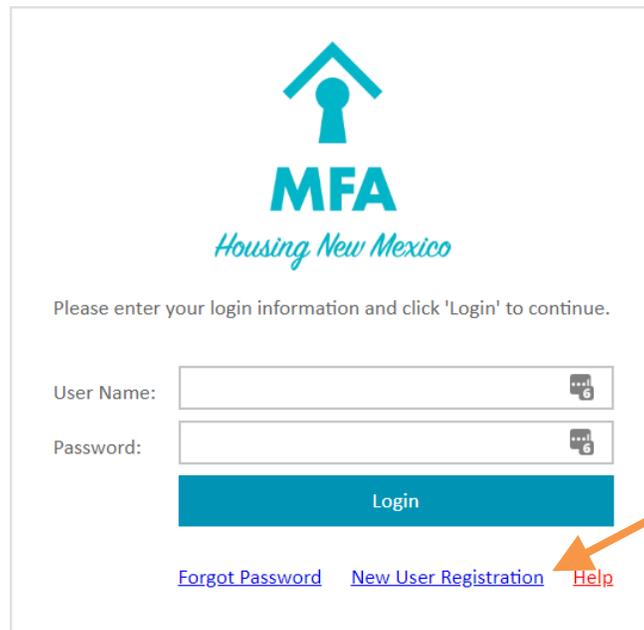
Figure B.1 – Welcome Screen	3
Figure B.2 – New User Registration Screen	4
Figure C.1 – Welcome Screen (Forgot Password)	5
Figure C.2 – Reset Password (Security Question)	5
Figure C.3 – Reset Password Window.....	6
Figure C.4 – Change Password Screen	6
Figure D.1 – Welcome Screen	7
Figure D.2 – Invalid user name and/or password	7

A. REGISTER A NEW USER

Each user of the system needs an individual account, which must be approved by MFA. If a staff person leaves, MFA must be notified immediately.

1. To register a new user, go to <https://mfa.internal.housingnm.org/NMHTFRA>. You will see the Welcome Screen:

New Mexico Housing Trust Fund Rental Assistance




MFA
Housing New Mexico

Please enter your login information and click 'Login' to continue.

User Name:

Password:

Login

[Forgot Password](#) [New User Registration](#) [Help](#)

Figure B.1 – Welcome Screen

2. Then click the link for “New User Registration”.
3. You will then see the New User Registration screen:

New User Registration

User Information

Please choose a login name with no spaces and Symbols (15 character max)

Login Name:*

First Name:* Last Name:*

Phone Number:* Email:*

Property:* [Click here to select properties](#)

Security

The password must be greater than 8 characters, and must contain at least one upper case letter, one number, and one special character

Password:* Confirm Password:*

Security Question:*

Answer:*

CAPTCHA: Type the code shown:

Please enter the CAPTCHA code

[Show another code](#)

[Back to login](#)

Figure B.2 – New User Registration Screen

4. Fill in all of the information requested; refer to the descriptions below.
 - a. Requested Login Name – This is the username you will use in every time you log in.
 - b. First Name, Last Name, Phone Number, Email
 - c. Service Provider – Choose your agency from the drop-down tab.
 - d. Property – Select the property(s) you will be requesting assistance and uploading documents for.
 - e. Password – This is the password you will use every time you log in. The password must be greater than 8 characters, and must contain at least one upper case letter, one number, and one special character.
 - f. Select Security Question – This question will be used to reset your password. Choose a question from the drop-down tab, making sure to select something you will remember. Please note that this information can be viewed by MFA.
 - g. Answer – This is the answer to the security question you have selected. You will need to remember this answer to reset your password. Please note that this information can be viewed by MFA.
 - h. CAPTCHA – This code is automatically generated to ensure that user accounts are not created by other computers. Please type in the letters/numbers exactly as they appear; it is case sensitive, so you will need to capitalize based on what is shown.
5. Once the information is completed, click the Submit button to request your user account.

The account and access levels are subject to confirmation by MFA. You will receive an email that your request has been submitted. It may take up to two business days to confirm your account. Once it has been confirmed, you will receive another email that your account has been approved.

B. RESET PASSWORD

1. If you have already seen a message that your account is locked out, you will need to call an MFA Program Specialist to unlock your account before you can reset your password.
2. To reset your password, go to <https://mfa.internal.housingnm.org/NMHTFRA>

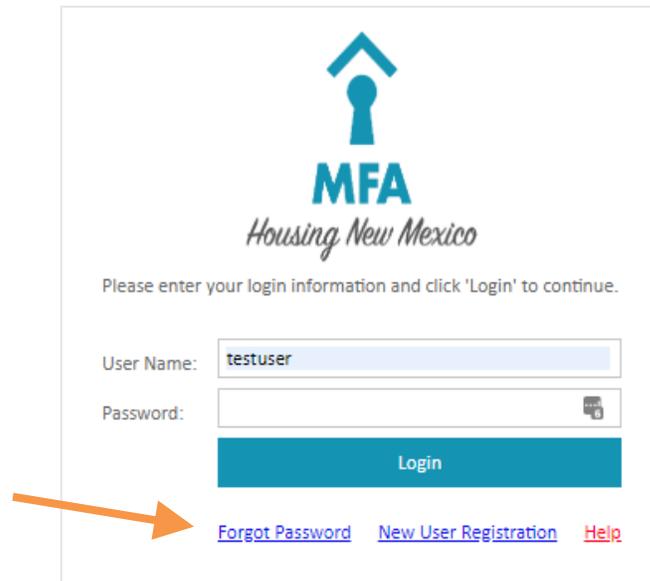


Figure C.1 – Welcome Screen (Forgot Password)

3. Type in your user name
4. Click “Forgot Password”. You will see the Reset Password Screen with your security question:

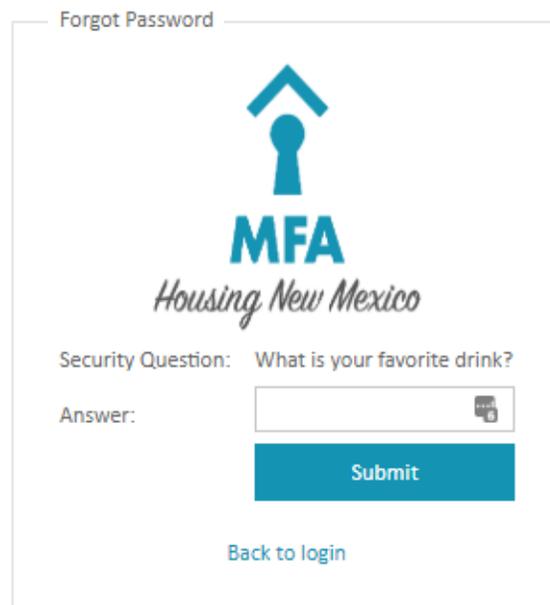


Figure C.2 – Reset Password (Security Question)

5. Enter the answer to your security question (the one you selected when you registered for the account), then click Submit

6. You will then see a window letting you know that a new password has been emailed to you:

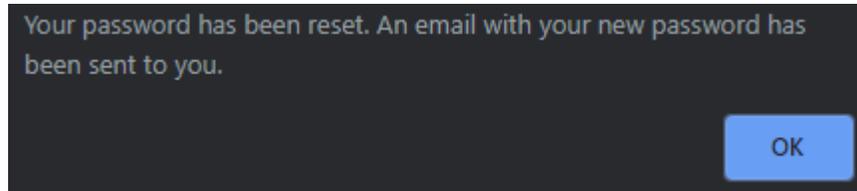


Figure C.3 – Reset Password Window

7. Check your email to find this new password; the email will be from DoNotReply@housingnm.org, and the password will be random letters and numbers
8. Write down or copy this new password and go to the Welcome Screen in your browser (<https://mfa.internal.housingnm.org/NMHTFRA>).
9. Enter your user name and the new password, then click login
10. You will then see the Change Password Screen:

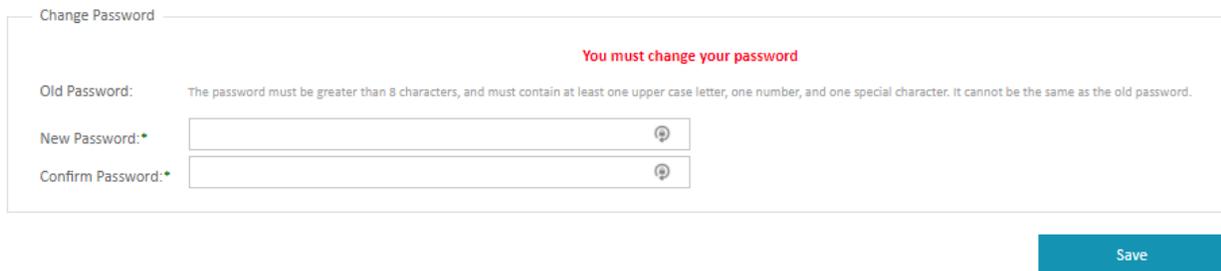
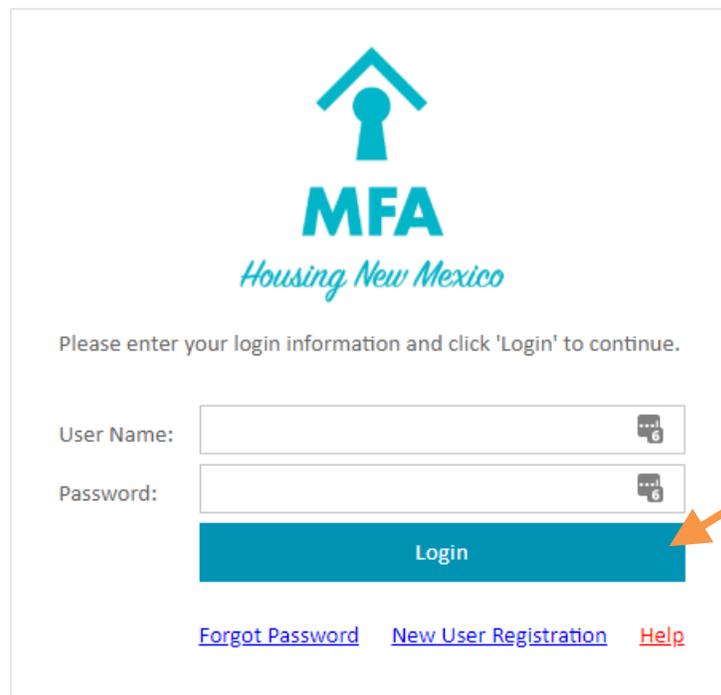
A web form titled "Change Password". At the top right, there is a red error message: "You must change your password". Below this, there are three input fields: "Old Password:" with a small text description below it: "The password must be greater than 8 characters, and must contain at least one upper case letter, one number, and one special character. It cannot be the same as the old password."; "New Password:*"; and "Confirm Password:*". Each input field has a small eye icon to its right. At the bottom right of the form, there is a blue "Save" button.

Figure C.4 – Change Password Screen

11. Choose a new password, following the guidelines, and enter it in New Password
12. Enter the new password again in Verify New Password and click Change. This is now your password for the system

C. LOG IN TO THE ONLINE SYSTEM

1. To log in to the system, go to <https://mfa.internal.housingnm.org/NMHTFRA>





MFA

Housing New Mexico

Please enter your login information and click 'Login' to continue.

User Name:

Password:

Login

[Forgot Password](#) [New User Registration](#) [Help](#)

Figure D.1 – Welcome Screen

2. Enter your user name and password and click Login. If you do not have a user name, please Register as a New User (see Section A, Register a New User).
3. If your user name and password are correct, you are now logged in. If your user name and/or password are not correct, you will see the following message at the bottom of the screen:

Invalid Username and/or password, please try again. Login attempt #2. Warning! You will be locked out after 3 invalid login attempts.

Figure D.2 – Invalid user name and/or password

This means that you will need to reset your password (Section C, next page). If you are locked out, you will need to call an MFA Program Specialist to unlock your account.