



Section 811
Login User Manual

June 2019

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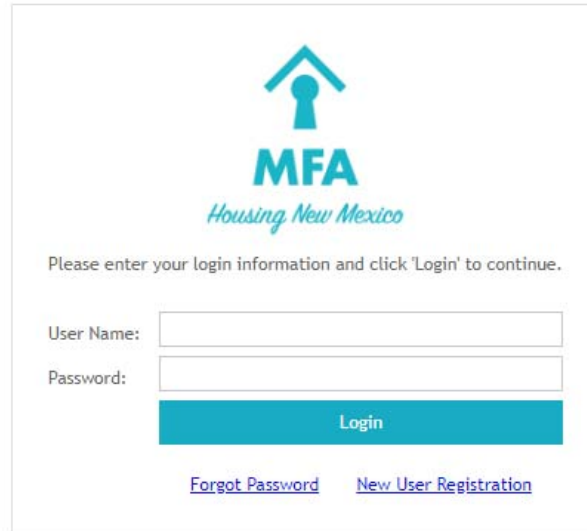
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A. LOGIN

Logging In

The login page has a field for your username and password. It also has links to create a new user or to recover your password if you may have forgotten it. If you do know your username and password, enter both and press login.

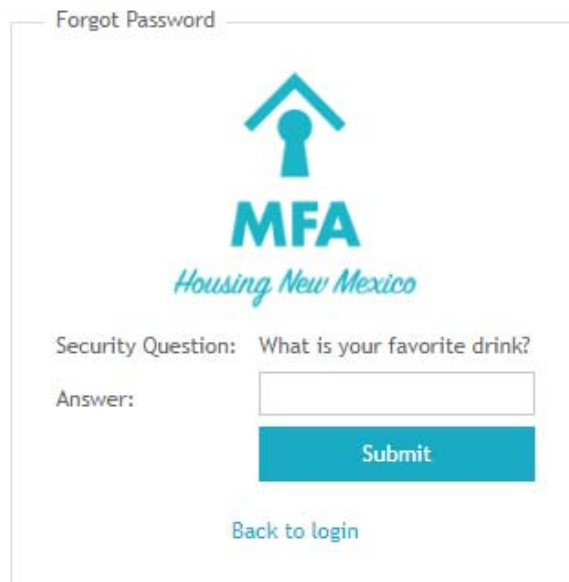


The screenshot shows the login page for MFA Housing New Mexico. At the top center is a logo consisting of a teal house icon with a keyhole, the letters 'MFA' in a bold teal font, and the text 'Housing New Mexico' in a teal script font below it. Below the logo, the text 'Please enter your login information and click 'Login' to continue.' is displayed. There are two input fields: 'User Name:' followed by a white text box, and 'Password:' followed by a white text box. Below these fields is a teal button with the word 'Login' in white. At the bottom of the page, there are two links: '[Forgot Password](#)' and '[New User Registration](#)'.

Figure A.1 – Login page

Forgot Password

If you have forgotten your password, you need to enter in your username and then click on the “Forgot Password” link. Then you will be taken to a screen that will present you with the security question that you chose when you first registered. Enter in the answer, also which you entered when you first registered and you will receive an email with a temporary password to access your account.



The screenshot shows the 'Forgot Password' page for MFA Housing New Mexico. At the top left, the text 'Forgot Password' is displayed. The logo from the login page is centered at the top. Below the logo, the text 'Security Question: What is your favorite drink?' is shown. Underneath, the label 'Answer:' is followed by a white text box. Below the text box is a teal button with the word 'Submit' in white. At the bottom of the page, there is a link: '[Back to login](#)'.

Figure A.2 – Forgot Password

New User Registration

To register a new user account all fields must be filled out.

The password must be greater than 8 characters, and must contain at least one upper case letter, one number, and one special character. Accepted special characters: ! @ # \$ % ^ & *. Example: Passw0rd!

Security Group:

- Section 811 – Read, write, update and submit waitlist to MFA
- Read Only – Read waitlist

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:*

Service Provider:*

Security Group:* Section 811 Read Only

Security

Password:*


Confirm Password:*

Security Question:*

Answer:*

CAPTCHA: Type the code shown:

Please enter the CAPTCHA code



[Back to login](#)

Figure A.3 – New user registration