



TEXAS DEPARTMENT OF HOUSING AND COMMUNITY AFFAIRS

Section 811 PRA Standard Operating Procedure:

How to Access and Navigate the Serv-U Secure Server Portal

1. Go to <https://s811-files.tdhca.state.tx.us/>
2. Enter your Login ID and Password
 - a. If you do not have a Login ID:
 - i. send an e-mail to 811info@tdhca.texas.gov to request one
 - b. If this is your first time logging in:
 - i. Click "Recover Password"
 - ii. Enter your Login ID and click "OK"
 - iii. Check your e-mail for a temporary password and log in using the temporary password
 1. The site will then prompt you to enter in your own password which must meet the following requirements:
 - a. At least 15 characters
 - b. A mix of uppercase and lowercase letters
 - c. At least one number

A screenshot of a web browser dialog box titled "Password Expired - Change Password" with a close button (X) in the top right corner. The dialog contains three input fields: "Old Password:" with a red note "(from e-mail)", "New Password:" with a red note "(your own unique password)", and "Verify Password:". To the right of the "Old Password" field is an "OK" button, and to the right of the "New Password" field is a "Log out" button. The "Verify Password" field is empty.

3. Locating applications for people who have been referred
 - a. Open the "New Applications" folder
 - i. Locate the PDF file of the applicant which may be labeled as their name or initials
 1. Click the file name or the three dots on right and click the blue "Download" button

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4. Documents to upload:
 - a. Rejection/Denial Letters
 - i. If an applicant is denied due to criminal, credit, or rental history, a copy of the denial letter is required to be provided to TDHCA/The Section 811 Program Staff
 1. These can also be e-mailed to 811info@tdhca.texas.gov
 - b. Notices to Vacates, Notices of Non-Renewals for 811 tenants
 - c. Leases for 811 tenants



Rejections, NTVs, Lease Violations



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