



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. Uploading files for a monitoring review or cures to findings:
 - a. Locate the property under review and double-click their folder. You should see a file labeled
 - i. [CMTS#]_Property Name_[YYYY] or
 - ii. [CMTS#]_Property Name_[Rent or Monitoring] Review_[FYXX]
 - b. Click the "Upload" button to submit documents under the respective folder

A blue icon of an upward-pointing arrow inside a square, followed by the word "Upload" in blue text.