



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". The dialog box 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. Submitting New Applications:
 - a. Always upload new applications into the folder titled **!New Applications**
 - i. 811 Staff is notified when documents are uploaded and will periodically check this folder for processing
 - ii. DO NOT upload new applications into a folder with your name or another Referral Agent's name or you will risk the application being missed and entered in timely
4. Submitting Updates to Applications:
 - a. Updates such as income changes or added household members might require back-up documentation such as copies of paystubs or an amended page of the 811 application. If this applies, upload updated documents to the **!Application Updates** folder.
 - b. Updates such as new phone numbers, addresses, or e-mails can be submitted the same way or via e-mail to 811info@tdhca.texas.gov for faster processing.