

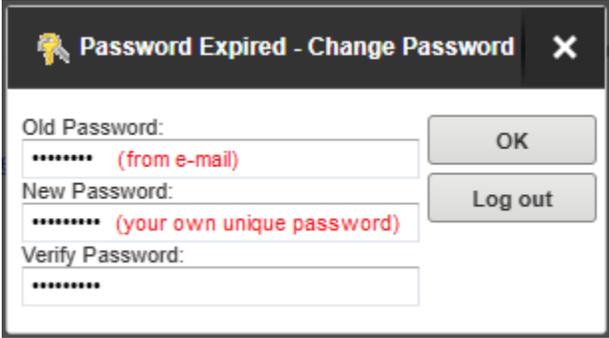


TEXAS DEPARTMENT OF HOUSING AND COMMUNITY AFFAIRS

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:

a. 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 "(from e-mail)" note, "New Password:" with a red "(your own unique password)" note, 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.

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 blue "Download" button 
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

