

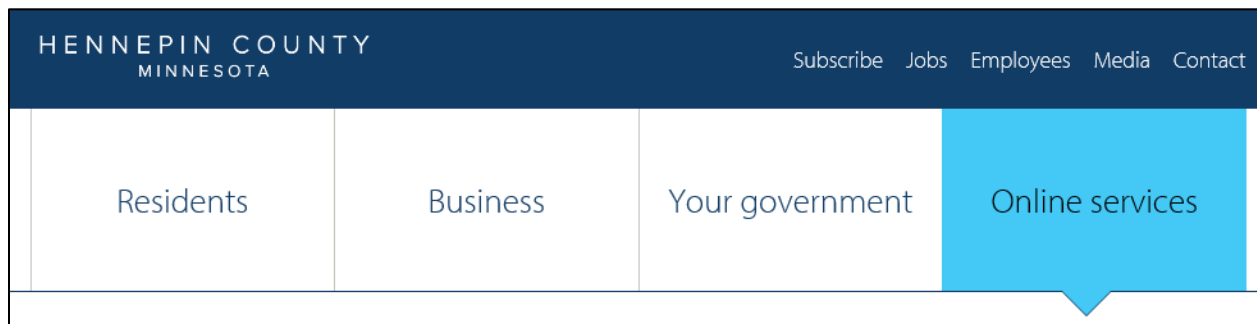
Hennepin Housing Key: Client Advocate Registration

Last update 8/17/2017

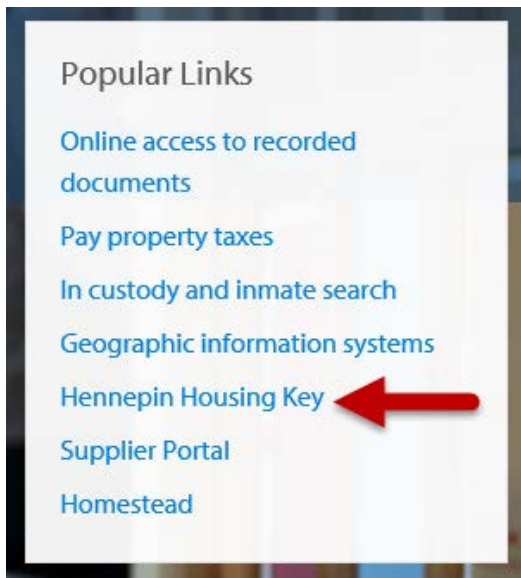
Hennepin Housing Key is an interactive, online system where you can find housing that comes with client-focused services. This search site provides accurate and up-to-date housing openings and new developments for clients with special housing needs who may be homeless or facing homelessness.

This guide provides instructions for housing client advocates to register for access to the housing inventory of Hennepin Housing Key.

Step 1. Go to www.hennepin.us. Click **Online services**.



Step 2. On the list of Popular Links, click **Hennepin Housing Key**.



Step 3. On the Hennepin Housing Key page, click **Create an account**.

The screenshot shows the top of the Hennepin Housing Key website. The main heading is "Hennepin Housing Key". Below it, a paragraph describes the service: "Hennepin Housing Key provides information about housing with services in Hennepin County. Providers enter and update information about their programs." To the right, under "Contact", the email is housingkey@hennepin.us, the phone is 612-543-2200, and hours are M-F, 7 a.m. to 5 p.m. Below this is a link "Access Hennepin Housing Key". A section titled "Expand all information" contains a blue button that says "Learn more and sign up". Below this is a "Sign up" section with the text "Create an account, then return to this page to access Hennepin Housing Key. [Create an account.](#)" A red arrow points to the "Create an account" link.

Step 4. Under Create an account, click **Register**.

The screenshot shows the "Create an account" section of the website. On the left, under "Log in to your account", there are input fields for "Email" (containing "someone@example.com") and "Password" (containing "password"). Below these is a "Sign in" button and a link for "Forgot password". On the right, under "Create an account", there is a blue "Register" button circled in red.

Step 5. On the User Agreement page, read the Access and Use Agreement, and select the **I agree** check box.

Click **Continue**.

The screenshot shows a registration flow with four steps: **User agreement**, **Account information**, **Security setup**, and **Registered**. The **User agreement** step is active. The main heading is **User agreement**. Below it is a scrollable box titled **Access and Use Agreement** containing the following text:

By clicking the "I Agree" button below, I acknowledge, understand and agree to the following with respect to my use of Hennepin County Online Services and the various applications, products and utilities available to me thereunder (may be referred to herein as "Hennepin County Online Services"). Hennepin County Online Services is an online service provided by Hennepin County; a political subdivision of the State of Minnesota (may be referred to herein as "Hennepin County"):

- 1) I will use Hennepin County Online Services only for purposes directly related to official business with Hennepin County or its departments, personnel, programs or other services offered thereby.
- 2) I am creating this account and accessing Hennepin County Online Services using only my own personal information and for my own exclusive use. I will not create an account or use Hennepin County Online Services on behalf of another person, even if I have that person's permission.
- 3) I am accessing Hennepin County Online Services at my own risk. Hennepin County Online Services encrypts data while in transit, however, Hennepin County is not responsible for the

Below the agreement text, it says: **By checking this box you agree to the user agreement**

I agree

Continue >

Step 6. On the Account Information page, enter your account information. In the **Email** field, enter an email address that is not shared among several people. After you submit the registration, a message is sent to this e-mail address. The e-mail address is also used to log in to Hennepin Housing Key.

Click **Continue**.

User agreement > **Account information** > Security setup > Registered

Account information

Enter your personal information by completing all required fields marked *

Email* Use this email to log in after you register. County government emails that cannot be used to register include hennepin.us and hclib.org. [Expand](#)

Re-enter email*

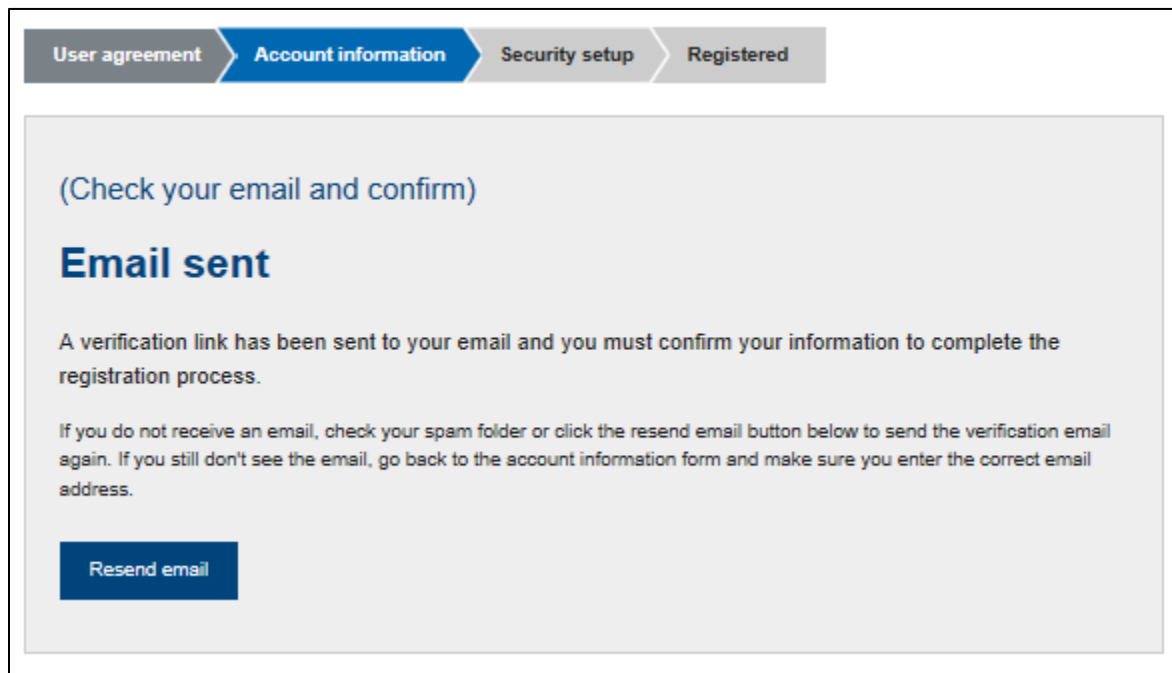
Your full name

Prefix	First name*	Middle name	Last name*	Suffix
Mr., Ms.	<input type="text"/>	<input type="text"/>	<input type="text"/>	Jr., Sr.

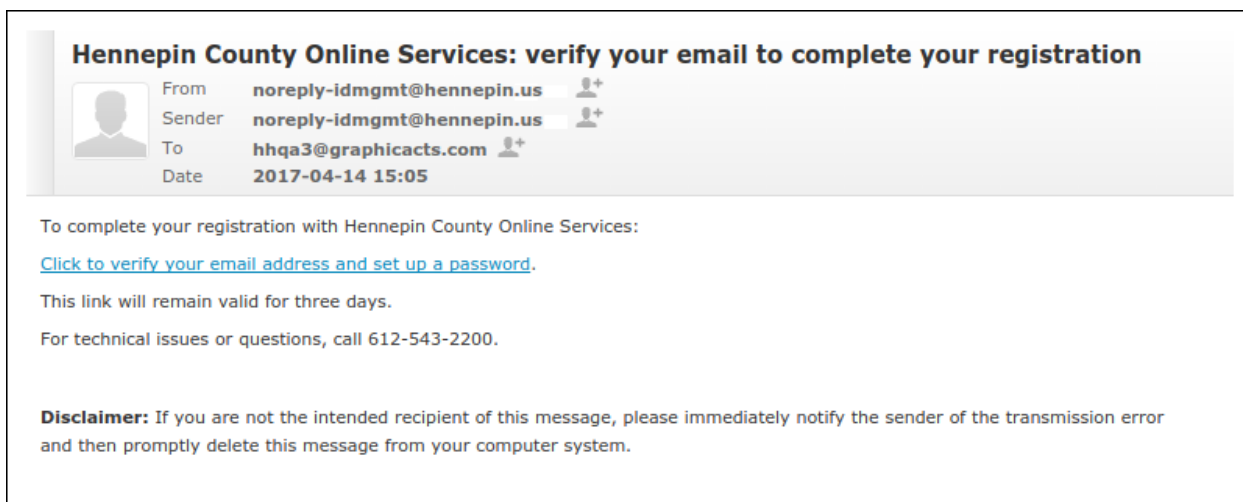
Phone number **Phone type**

[Previous](#) **Continue** >

Step 7. Check your email inbox for a message from noreply-idmgt@hennepin.us, saying that your registration is almost complete. If you don't find the message, click **Resend email** to send it again.



Step 8. In the email, click the link to verify your email address. If the Security Setup page does not appear, copy the link address from the email, and paste it in the address box of the same browser that you used to enter the account information. For example, if you entered the account information using Safari, copy and paste the address link into Safari.



Step 9. On the Security Setup page, note the password requirements, and create a password.

User agreement > Account information > **Security setup** > Registered

Email confirmed

Continue the registration process by completing the security setup.

Security setup

To complete your registration, create a password and create three security questions. Required fields are marked with an *

Password	Must be at least 8 characters and include 3 of the following: uppercase letter, lowercase letter, number, special character.
Create password*	
<input type="text"/>	
Re-enter password	
<input type="text"/>	

Step 10. Choose and answer three security questions.

Click **Continue**.

Security questions Choose three security questions you'll need to change your password in the future.

Question*

Select a security question ▼

Answer*

Question*

Select a security question ▼

Answer*

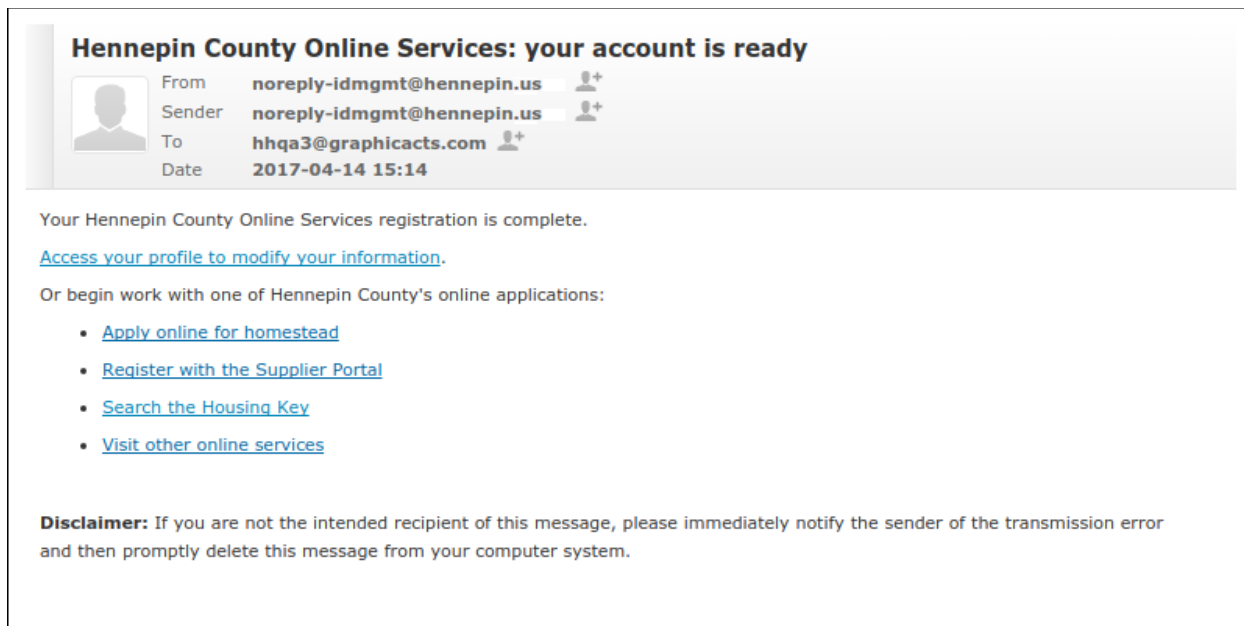
Question*

Select a security question ▼

Answer*

Continue >

Step 11. Check your email inbox for a message from noreply-idmgt@hennepin.us, saying that your registration is complete.



Step 12. On the Registered page, click **Log in**. Log in to Hennepin Housing Key with the email address and password that you entered during registration.

