



How to upload documents using Assistance Check

1. Using your cell phone, take a picture of the document you wish to submit to the Housing Authority
2. Login to your Assistance Check account @ www.assistancecheck.com
3. Once logged in, on the left hand side, click **Send Document**

mri Assistance Connect Home [Redacted] Sign Out

Tenant Assistance

- View My Case Files
- Inbox
- Annual Reexamination
- Send Document** ←
- Edit Contact Information
- Document Library
- Add New Income
- Edit Income
- Remove Income
- Add New Family Member
- Edit Family Member
- Remove Family Member
- Review Inspections
- Request an Inspection
- Reschedule an Inspection
- Request to Move
- Request an Appointment
- Search Rentals
- FAQ
- Contact Us

Community Development Authority of the City of West Allis Customer Service Area View your full case file >

Reexam

Your information must be updated to determine or maintain your eligibility.

APPOINTMENT	N/A
REEXAM DATE	07/01/2020
STATUS	Completed

Inspections

[View All](#)

View Scheduled Inspections and Results.

LOCATION	[Redacted]
DATE/TIME	[Redacted]
TYPE	Annual
STATUS	Ready For Inspection

Requests

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Click the Request below and follow the instructions.

REQUEST	NOTE	STATUS
[Redacted]		

[Help Video](#)



4. Click **Begin**

The screenshot shows the MRI Assistance Connect interface. At the top, there is a dark blue header with the MRI logo, the text 'Assistance Connect', a 'Home' link, a black profile picture placeholder, and a 'Sign Out' link. On the left side, there is a 'Tenant Assistance' menu with various options like 'View My Case Files', 'Inbox', 'Annual Reexamination', 'Send Document', 'Edit Contact Information', 'Document Library', 'Add New Income', 'Edit Income', 'Remove Income', 'Add New Family Member', 'Edit Family Member', 'Remove Family Member', 'Review Inspections', 'Request an Inspection', 'Reschedule an Inspection', 'Request to Move', 'Request an Appointment', 'Search Rentals', 'FAQ', and 'Contact Us'. Below the menu is the 'Community Development Authority of the City of West Allis' address: 7525 W. Greenfield Ave., West Allis, WI 53214. The main content area is titled 'Send Document' and contains the text: 'Use this service to send electronic documents. You may send up to fifteen documents at once, associated with a single Reason for Sending and Associated Request.' At the bottom right of this section is a blue 'Begin' button and a 'Help Video' link with a play icon. A red arrow originates from the '4. Click **Begin**' instruction and points directly to the 'Begin' button. The footer contains the copyright notice '© 2020, HAPPY Software, An MRI Software Company' and links for 'FAQ', 'Terms of Use', and 'Privacy Policy'.



5. You will now need to enter:
 - a) **Reason for Sending:**
 - Example: Reexamination, Adjustment, Mutual Lease Termination, ext.
 - b) **Document Name**
 - c) **Click Choose File**
 - This is where you will select the document you wish to send
 - d) **Click Continue**

The screenshot shows the 'Send Document' page in the MRI Assistance Connect system. The page has a dark blue header with the MRI logo and 'Assistance Connect' text, a 'Home' link, and a 'Sign Out' button. A left sidebar contains a 'Tenant Assistance' section with various links like 'View My Case Files', 'Inbox', 'Annual Reexamination', 'Send Document', 'Edit Contact Information', 'Document Library', 'Add New Income', 'Edit Income', 'Remove Income', 'Add New Family Member', 'Edit Family Member', 'Remove Family Member', 'Review Inspections', 'Request an Inspection', 'Reschedule an Inspection', 'Request to Move', 'Request an Appointment', 'Search Rentals', 'FAQ', and 'Contact Us'. Below this is the 'Community Development Authority of the City of West Allis' contact information. The main content area is titled 'Step 1: Send Document' and 'Send Document'. It contains instructions: 'Enter a brief Reason for Sending and, if you are sending the documents for a specific Request you have already submitted, then please select the Associated Request from the drop-down menu. Once you have completed those fields, attach up to fifteen documents by first entering a name or description of the document in the Document Name field and then choosing Browse to select the document on your computer or mobile device to send.' It also states: 'Once you have attached all the documents you wish to send, click Continue perform a final review, and send the documents. Documents must be under 5MB in size. File types allowed: \'.tiff', \'.tif', \'.jpg', \'.jpeg', \'.gif', \'.png', \'.pdf'. Maximum of 15 documents uploaded.' There are four annotated fields: 'a.' points to the 'Reason For Sending*' text input field; 'b.' points to the 'Document Name' text input field; 'c.' points to the 'Choose File' button next to the 'File*' label; and 'd.' points to the 'Continue' button at the bottom right. A 'Documents Selected' section shows 'No files uploaded'. A note at the bottom states: 'Note: Fields marked with a "*" are required fields.'



6. Click **Submit**

The screenshot shows the 'Send Document Review' page in the MRI Assistance Connect system. The page header includes the 'mri Assistance Connect' logo, a 'Home' link, a user profile icon, and a 'Sign Out' button. The left sidebar contains a 'Tenant Assistance' menu with various options like 'View My Case Files', 'Inbox', 'Annual Reexamination', 'Send Document', 'Edit Contact Information', 'Document Library', 'Add New Income', 'Edit Income', 'Remove Income', 'Add New Family Member', 'Edit Family Member', 'Remove Family Member', 'Review Inspections', 'Request an Inspection', 'Reschedule an Inspection', 'Request to Move', 'Request an Appointment', 'Search Rentals', 'FAQ', and 'Contact Us'. The main content area is titled 'Send Document Review' and includes a 'Printer Friendly Page' button. Below the title, there is a confirmation message: 'Confirm the document(s) shown below are correct, and click the *Submit* button to send the document(s)'. The document details are: Reason: Adjustment Testing, Associated Request: 249401. A table titled 'Documents Selected' shows one document: 'Paystub' with a note 'Preview is not available for PDF files.'. A blue 'Submit' button is located at the bottom right of the document list area. A red arrow points from the '6. Click Submit' instruction to this button. The footer contains copyright information: '© 2020, HAPPY Software, An MRI Software Company' and links for 'FAQ', 'Terms of Use', and 'Privacy Policy'.

7. Your document was successfully sent to your Case Worker