Frequently Asked Questions

“How do I locate the Housing Counseling Videos?”
- Log-in, then click on the tab “Multimedia” in the top menu. The videos will appear on the main “Multimedia” page.

“How can I find out when the next PHFA ___ Training is, and how can I sign up for it?”
- Log-in, then drag your mouse over the tab “Training” in the top menu. A new “Training” menu now appears underneath that tab with three choices, the third choice is “Training Links”. Click on that link, and then numerous links to trainings appear. Click on “Calendar and Registration for Housing Counselors”. From there click on “Housing Counselors – Training Calendar” to find available trainings, then click on “Training Registration for Housing Counselors” to register for said trainings.

“How often is the ‘Jobs for Counselors’ section updated?”
- It is updated as often as possible, which usually means twice-per-month. The updates for that section come as frequently as the jobs themselves open up, so keep checking that page as often as necessary.

“I’m ready to bill. How do I find my invoice?”
- Log-in, then drag your mouse over the tab “Training” in the top menu. A new “Training” menu now appears underneath that tab with three choices, the first choice is “Manuals”. Click on that link, and then click on “FMCI Training” for the FMCI invoice; click on “CHCI Training” to find the CHCI invoice.

“How do I run CHCI billing reports in HCO?”
- Log-in, then drag your mouse over the tab “Training” in the top menu. A new “Training” menu now appears underneath that tab with three choices, the first choice is “Manuals”. Click on that link, and then click on “HCO Training”. HCO Trainings 6 through 9 provide instruction on billing reports.