



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.