

## General ARRO Overview

### Step 1 – Obtain User ID and Password

To request a User ID and Password → email [PSU@nyshcr.org](mailto:PSU@nyshcr.org)

Include your full name, company name (if applicable), mailing address, and telephone number.

If you received a letter from DHCR with a PIN number or you are a previous PCReg User go to **New User Login** on the ARRO webpage <http://www.nyshcr.org/Apps/RentReg/> and follow the instructions provided.

### STEP 2 – ARRO Webpage (Must Have User ID/Password)

The screenshot shows the top navigation bar with links: About Us, Forms & Applications, Funding, Programs, Publications, and Rent Stabilization/Control. Below the navigation is a breadcrumb trail: Home Page > Forms & Applications. The main heading is "Annual Rent Registration Online (ARRO)". A central box contains the text "Users That Have a User ID and Password:" followed by a link "Login to Annual Rent Registration Online (ARRO)". A red callout bubble points to this link with the text "Use this link to login to the system". To the right is a blue button labeled "Read Me General ARRO Overview". Below the link, a red note states: "Passwords not used within the past 90 days have expired and will need to be reset."

### STEP 3 – Log On

The screenshot shows the "NYS HCR Single Signon" login page. At the top, a blue information box contains a "Please Note" and an "Attention" message. Below this is the "Log On" section with input fields for "User ID:" and "Password:", a "Change password after login" checkbox, and "Login" and "Cancel" buttons. Three red callout bubbles provide instructions: 1) A bubble at the top says "Make sure to read the blue information boxes which hold important information for the page". 2) A bubble on the left says "Enter your User ID and Password" and "Click Login". 3) A bubble at the bottom left says "Forgot Your User ID? Select the link Go to Step 4". 4) A bubble at the bottom right says "Forgot Your Password? Select the link Go to Step 4".

## Step 4 - FORGOT YOUR USER ID?

The screenshot shows a web browser window with the title 'NYS DHCR Single Signon' and a 'Home' button. The main content area is titled 'Forgot User ID'. It contains a form with the following fields: 'First Name:', 'Last Name:', 'Business Name:', and 'Email Address:'. There are 'Submit' and 'Cancel' buttons at the bottom of the form. A red callout box on the left says 'Enter **Individual** First and Last Name'. Another red callout box on the left says 'Enter **Email Address** used to access the online system' and 'Click **Submit**'. A red callout box on the right says 'Do **NOT** enter a Business name'. A red callout box at the bottom says 'Your User ID will be emailed to you'.

## Step 4 - FORGOT YOUR PASSWORD?

The screenshot shows the 'NYS HCR Single Signon' website. The page title is 'Forgot your password?'. The form is titled 'Enter your User ID and email address'. It contains two input fields: 'User ID:' and 'Email Address:'. There are 'Submit' and 'Cancel' buttons at the bottom of the form. A red callout box on the right says 'Enter your **User ID** and your **Email Address**' and 'Click **Submit**'. A red callout box at the bottom says 'An email will be sent to you with instructions to Reset Password'.

**If you do not receive your User ID or Reset Password within 1 hour check your spam/junk email and allow messages from nyshcr.org**

## Step 4 - Reset Password email

**Thank you for contacting NYS Homes & Community Renewal.**

You have indicated that you have forgotten your NYS Homes & Community Renewal password. To securely reset your password and sign into your account, click the link below and follow the instructions.

[Reset Password](#) **Select Reset Password**

For security reasons, this link is only valid for a limited time. If clicking the link does not work, copy and paste this link directly into a web browser.

<https://test1.dhcr.state.ny.us/SingleSignon/Account/ResetPassword/BdmpNd3JkcOF5zPI-dzGivfwvFLOhJMUNqHBM3wGw7q1/>

If you did not request a new password, for security reasons you may want to change your password as soon as possible.

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Please do not reply to this message. This email address is not monitored so we are unable to respond to any messages sent to this address.

## Reset Password – Set Personal Password

**NYS HCR Single Signon**  
New York State Homes and Community Renewal

Home Page › Forms & Applications › Log On › Reset Password

**Reset Password**

Set Personal Password

New Password:  \* ?

Confirm Password:  \*

**New Password:**  
Create a Password  
(see Create Password below)

**Confirm Password:**  
Re-enter the New Password

Click **Submit**

Use of this system for purposes other than those authorized by the New York State Division of Housing and Community Renewal (DHCR) is prohibited. System usage may be monitored and/or audited.  
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**NYS HCR Single Signon**  
New York State Homes and Community Renewal

Home Page › Forms & Applications › Log On › Reset Password

**Password Changed**

Your password has been reset -- please try logging in again. If your problem persists, please email [webmaster@nyshcr.org](mailto:webmaster@nyshcr.org).

**Password Changed**  
Select link "logging in" and return to **Step 3- Log On** above

## FIRST TIME USERS OR PASSWORD HAS EXPIRED

**NYS HCR Single Signon**  
New York State Homes and Community Renewal

Home Page > Forms & Applications > Log On > Change Password

Your password has expired. Please change it now.

### Change Password

Set Personal Password

User ID: ssmall1

Current Password:

New Password:

Confirm Password:

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**Current Password:**  
Enter the password you entered on the previous screen

**New Password:**  
Create a Password  
(see Create Password below)

**Confirm Password:**  
Re-enter the New Password  
Click **Submit**

### Create Password

Your password must:

- Be between eight and thirty-two characters in length
- Contain at least one number
- Contain at least one upper case character
- Contain at least one lower case character
- Not match a previously used password
- Not match your User ID
- Be changed every 90 days

## STEP 5 – Welcome Page

You have successfully logged into ARRO.

To familiarize yourself with the system, review the blue information box containing links to valuable information such as General System Information, Frequently Asked Questions, and Application Instructions.

The screenshot shows the 'Annual Rent Registration' welcome page for the New York State Division of Housing and Community Renewal. The page includes a navigation menu with 'Forms & Reports', 'Administration', 'Help', and 'Application Instructions'. A blue information box at the top left contains a welcome message and links to 'General System Information', 'Frequently Asked Questions (FAQs)', and 'Application Instructions'. A search form for provider codes is located in the center, and a 'Building List' section is at the bottom. A 'No alerts' notification is visible in the top right. Red callout boxes highlight these elements: 'View General System Information' points to the top navigation; 'Watch for Alerts directly from PSU' points to the alerts box; 'View the FAQs for answers to many of your questions' points to the FAQ link; 'Read the Application Instructions for details on how to register your building and apartments' points to the application instructions link; and 'Hover over blue question marks to display further information related to the box' points to a question mark icon in the registration number field.

**Annual Rent Registration**  
New York State Division of Housing and Community Renewal

EXIT | Building List

Forms & Reports | Administration | Help | Application Instructions

**Welcome to Annual Rent Registration**  
Before attempting to use this system it is important that you read the **General System Information**, **Frequently Asked Questions (FAQs)**, **Application Instructions** and **Help** for each page. If you encounter a problem or have questions not addressed in the above documents, send an email to [PSU@nyshcr.org](mailto:PSU@nyshcr.org) or call (518) 486-3366.

**Alerts**  
No alerts

Provider Code Search:  
Provider Code:  
Organization Name:  
Contact Name:  
Address:  
Phone:  
Email:

**Building List**

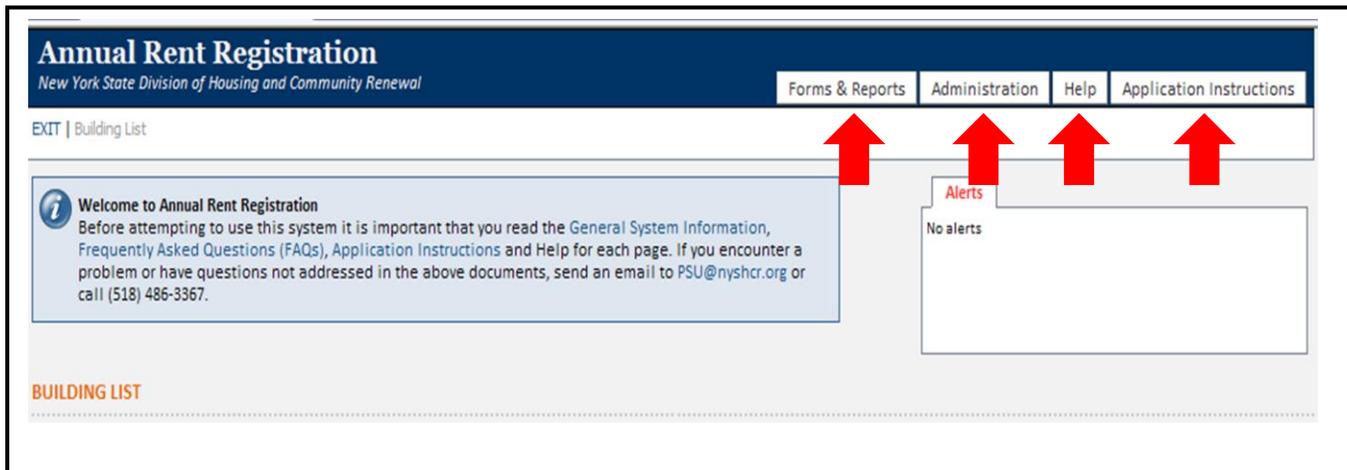
Registration Year: - Select Year  
Building Registration Number: [Select] [Cancel]

\* Indicates Required Entry

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## Functions

The available functions within ARRO are Forms & Reports, Administration, Help, and Application Instructions.



## Forms & Reports

Annual Rent Registration  
New York State Division of Housing and Community Renewal

Forms & Reports Administration Help Application Instructions

EXIT | Building List > Forms & Reports

**Forms**

- Annual Registration Summary Forms**  
Generate registration form for a selected building  
*Once you have submitted your building and apartments you can print the Summary and Apartment Forms*
- Annual Apartment Registration Forms**  
Generate registration form(s) for a selected apartment or for all apartments in a selected building
- Preview Registration Forms**  
Generate a preview of the Building and Apartment forms for a selected building  
*Preview Registration Forms is available at any time*

**Reports**

- Rent Roll**  
Generate a Rent Roll for a selected building and year  
*The Rent Roll Report and Registration Receipt will be available for printing upon successful processing by DHCR  
Processing may take up to one week*
- Registration Receipt**  
Generate a Registration Receipt for a selected building and year
- Apartment Registration Listing**  
Generate an Apartment Registration Listing for a selected building and year  
*Apartment Registration Listing is available at any time*

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# Administration



**Annual Rent Registration**  
New York State Division of Housing and Community Renewal

Forms & Reports Administration Help Application Instructions

EXIT | Building List > Administration

**ADMINISTRATION**

Administration Functions

Function	Description
<a href="#">Registration Data Upload</a>	Upload Registration Data.
<a href="#">Registration Data Upload Results</a>	Results of Uploading Registration Data.
<a href="#">User Maintenance</a>	Modify User Information.

Upload data from another source using **Registration Data Upload**

**Data Upload Instructions** are available on the ARRO webpage

Add and edit users within your own database

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Policy : Disclaimer : DHCR Home

## Help and Application Instructions

**Annual Rent Registration**  
New York State Division of Housing and Community Renewal

Forms & Reports Administration **Help** Application Instructions

EXIT | Building List

**Welcome to Annual Rent Registration**  
Before attempting to use this system it is important that you read the [General System Information](#), [Frequently Asked Questions \(FAQs\)](#), [Application Instructions](#) and [Help](#) for each page. If you encounter a problem or have questions not addressed in the above documents, send an email to [PSU@nyshcr.org](mailto:PSU@nyshcr.org) or call (518) 486-3367.

**Alerts**  
No alerts

**BUILDING LIST**

## Help

Select **HELP** on any screen for detailed information on what to enter and how to proceed (see sample below showing the available help on the Building List screen).

[Print](#) - [Close](#)

**Building List:**

Provider Information:

- This section displays the provider code, name, address and contact information associated with your registration provider code.

Registration Year:

- You are required to select a registration year from the list to continue. Select the year from the list that you want to register buildings for and then use the select button.
- The current year will only be included in the list if the current date is after April 1st of this year.

Building Registration Number:

- The Building Registration Number is a unique number assigned by the Division of Housing and Community Renewal. If you

## General Application Information – Table of Contents

[Print](#) - [Close](#)

### General Application Information:

- A. [General Instructions](#)
- B. [Change of Ownership/Managing Agent](#)
- C. [Annual Registration Summary](#)
- D. [How to register Vacant and Decontrolled Apartments](#)
- E. [Annual Apartment Registration](#)
- F. [How to Submit Completed Registrations to DHCR](#)
- G. [Printing the Tenant Copy of the Annual Apartment Registration](#)
- H. [Payment of Administrative Fees](#)
- I. [Penalties for Failure to Comply With Rent Registration Requirements](#)

Select any topic for detailed information  
and instructions