

TENANTS

FREQUENTLY ASKED QUESTIONS

HAP Online FAQ

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- **HOW TO REGISTER AS A TENANT?**
 - Visit the HAP Online homepage (<https://hap.fingal.ie>) select Register Now.
 - Select the option “Tenant”
 - Type your Display name
 - Email address
 - Password
 - Mobile number. Make sure your mobile is turned on so you can receive the SMS text message with a verification code.
- **WHICH FILE FORMATS ARE ACCEPTED?**
 - You can upload your documents as PDF’s and / or image files. Please note all the information must be clearly legible.
- **IS THERE A FILE SIZE LIMIT?**
 - Yes, please keep in mind the size limit is 30Mb.
- **BROWSER RECOMMENDATION**
 - The Hap Online Portal is designed to work with most web browsers for PCs and Macs. We recommend the use of current versions of Chrome or Mozilla browsers in order to make sure our web pages display quickly, and that you have the latest security updates.
- **I NEED TO CORRECT AN INFORMATION BUT I SUBMITTED MY APPLICATION ALREADY.**
 - Please contact HAP@fingal.ie explaining your amendment and requesting that your submission is rejected so you can edit and submit it again.
- **I SUBMITTED MY APPLICATION, WHAT’S NEXT?**
 - After you submit your complete application, it will be examined by our team. Once it has been accepted, your Landlord will be invited to login and submit their part. After you Landlord submits all their details and supporting documents, our team will examine your application for validation. Our team will contact you during the processing stage.

- **I DO NOT HAVE A COMPUTER / CAN I STILL SUBMIT MY PHYSICAL APPLICATION?**
 - The HAP Portal is optimized for visualization in a wide range of devices, such as mobile phones, tablets, laptops... In order to speed up the HAP process and eliminate the need for paper forms, physical applications are being phased out over the next few weeks. Paper applications will not be accepted after the 22/10/2021.

- **I APPLIED FOR HAP RECENTLY BUT HAVE NOT HEARD ANYTHING BACK. DO I NEED TO APPLY AGAIN THROUGH THE HAP PORTAL?**
 - Online applications will only be necessary for new applicants. Those who have already applied need not apply again.