Current NYC Account Creation

Frequently Asked Questions (FAQ)

NYC Department of Social Services
Human Resources Administration
Department of Homeless Services

Current NYC Account Creation Frequently Asked Questions (FAQ)

Q: What happens if I try to create an account in Current NYC without receiving an invitation email?

A: If you try to create an account before receiving an invitation, your account will be locked, and you will need to reset your account after you receive the invitation. To resolve the error, click “Report Issue.”

Once you get an invitation to the portal, click “Report Issue” to reset your account.

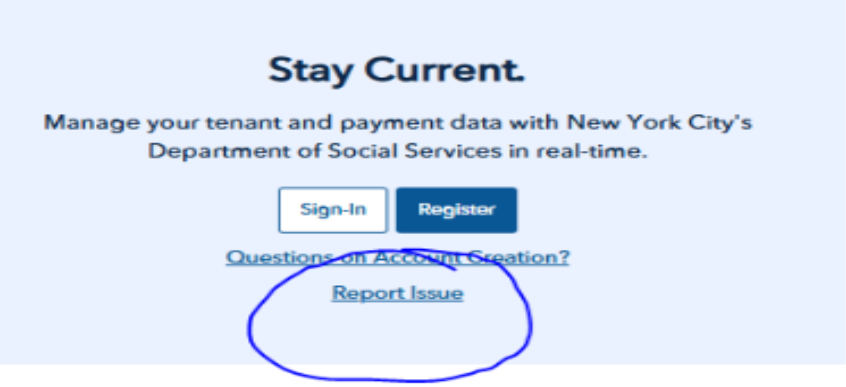
Q: What email address do I use to set up my Current account?

A: You must use the email address from which you received the invitation to set up your Current account. Please use an email address where you want to receive ongoing correspondence from HRA.

Q: What if the system says “Registration failed” when I enter my email address?

A: Make sure the email address you are entering as a Username is the same email address that was in the invitation email you received from Current NYC. Use the “Sign-In” button on the landing page to log in. Make sure the email address and/or phone number entered is not registered to an existing Current NYC account.

If the system says, “Registration Failed,” this indicates that the email and/or phone number combination has already been used to create, or attempt to create, a user account. To resolve the error, click “Report Issue.”



Please attach a screenshot of the error message and include your email and phone number. Someone from the Current team will get back to you.

Q: What phone number should I use to create my account?

A: Enter a mobile number connected to a device that can receive a **one-time passcode (OTP)** via **SMS text message or automated voice call**.

Virtual phone numbers, Voice over Internet Protocol (VoIP) services (e.g., Google Voice), and temporary or internet-based numbers may not support OTP delivery. Check with your service provider as standard SMS rates may apply. Using a device that is not supported could result in an OTP failure.

Q: What if I do not receive an authorization code?

A. If you do not receive an authorization code after one hour, click “Report Issue.”

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Q: What if I have multiple LLCs? Will I be able to register all my LLCs?

A: You can only register the LLC that you received an invitation for. To register additional LLCs, email roseservices@hra.nyc.gov after your original account is approved. If you are unsure which LLC you have been invited to register with, please email roseservices@hra.nyc.gov after your original account is approved.

Q: What if the system says my Tax ID/EIN/SSN "is not validated"?

A: Make sure the Tax Identification Number (TIN), such as the Employer Identification Number (EIN) or Social Security Number (SSN), is 9 digits and is entered as listed by the IRS. The TIN/EIN/SSN field must only include numbers. Do not enter hyphens. If you are still unable to get a validated TIN, click "Report Issue."

Q: What address should I use when entering the Legal Business Name and Street Address?

A: You must enter the legal business address located on the Incorporation documents. Do not enter the property address.

Q: Can I create multiple accounts with the same email address?

A: No. You cannot create multiple accounts with the same email address. One account can have several properties/LLCs once the account is approved.

Q: Once I create an account, will I have access to it right away?

A: No. All requests go through a review and approval process. Once a decision is made, you will receive an email notification.