- **HOW TO REGISTER AS A TENANT?**
  - Visit the Hap Online homepage (https://hap.limerick.ie) , select to register as a new user
  - Select the option "Tenant"
  - Enter your name
  - Email address
  - Mobile phone number – ensure your mobile is turned on so you can receive the SMS text message with a verification code
  - Enter a password
  - Fill in the characters from the image and click on **Register**

- **WHICH FILE FORMATS ARE ACCEPTED?**
  - You can upload your documents as PDF's and/or image files. Please note all the required 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 Edge browsers in order to make sure our web pages display quickly, and that you have the latest security updates.

- **I NEED TO CORRECT INFORMATION BUT I SUBMITTED MY APPLICATION ALREADY?**
  - Please contact hap@limerick.ie explaining your amendment and requesting that your submission is rejected so you can edit and submit it again

- **I SUBMITTED MY APPLICATION, WHATS NEXT?**
  - After you submit your complete application, your Landlord will be invited to register and submit their part. After your Landlord submits all their details and supporting documents, your Local Authority HAP team will examine your application for validation. The team will contact you during the processing stage.

- **I DO NOT HAVE A COMPUTER/CAN I STILL SUBMIT A PHYSICAL APPLICATION?**
  - The HAP Portal is optimised for visualisation in a wide range of devices, such as mobile phone, tablet, laptop etc. This will speed up the HAP process and eliminate the need for paper forms. If you cannot complete the application online, please contact the HAP office in your Local Authority

- **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.