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 **IOM**
UN MIGRATION



PATHS

USER GUIDE

A step-by-step guideline to navigate
the French digital housing platform

www.PATHS2Homes.fr

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PATHS2HOMES.FR USER GUIDE

GENERAL INTRODUCTION

About the PATHS project

The PATHS (Providing Assistance for Transitioning Housing Solutions) project, funded by the European Union under the European Social Fund Plus (ESF+) and, implemented between November 2024 and October 2027, is led by IOM in partnership with Orbit Vzw and Dihal, and in coordination with Fedasil. PATHS is a piloting initiative which aims to prevent homelessness amongst beneficiaries of International Protection (hereafter BIP) and Temporary Protection (hereafter BTP) in Belgium, France and Greece. One of the project's key objectives is to establish housing matching platforms in Belgium and in France, as well as further developing the Heliospiti platform in Greece.

About Paths2homes.fr

The Paths2homes.fr platform is a digital tool designed to support refugees, landlords, intermediary organizations (IMOs), support professionals, and IOM staff in the process of accessing permanent housing for beneficiaries of international and temporary protection. In Belgium, France, and Greece, many beneficiaries encounter significant obstacles when transitioning from temporary reception facilities to the rental market, particularly on mainstream rental platforms where they often face barriers to accessing housing. At the same time, landlords and local organizations often lack the tools or contacts to offer housing to newcomers in a safe and efficient manner. The PATHS platform was created to fill this gap by providing a secure, transparent, and collaborative space where all stakeholders can participate in a structured process of matching housing with beneficiaries.

This user guide provides practical, step-by-step instructions for each type of platform user. Each section is tailored to the specific role of the user, whether you are a landlord or agency renting out a property, a refugee tenant looking for housing, an organization supporting beneficiaries, or an IOM staff member responsible for monitoring and validation processes.

The platform and this user guide were developed by Assist Asia and then adapted by IOM to ensure ease of use, data protection, accessibility, and alignment with the field actors' operational procedures. As a secure environment, the PATHS platform prioritizes the security and confidentiality of personal data while enabling effective collaboration. Only verified users can access sensitive information—and each step of the process, from property verification to file creation, application review, and match confirmation, is governed by clear protocols that ensure fairness and accountability.

By bringing together trusted partners, verified listings, and a structured matching mechanism, the PATHS platform aims to improve housing solutions for beneficiaries and streamline communication between all stakeholders. This guide has been designed to help you understand your role, make full use of the tools at your disposal, and contribute to a coordinated, supportive, and dignified housing journey for refugees transitioning to a stable and independent life.

If you need help at any stage, the platform's built-in support features and the IOM PATHS team are available to assist you. We thank you for your commitment and contribution to strengthening pathways to sustainable housing and integration.

This user guide (SOP: Standardized Operating Procedure) corresponds to Deliverable 2.2 of the Grant Agreement of the PATHS project.

REFUGEES

Introduction

This user guide provides guidance for refugee tenants using the PATHS platform to explore safe and sustainable housing opportunities in Auvergne-Rhône-Alpes. As a refugee user, you are registered and supported on the platform by your social worker, the volunteer who supports you, or a project partner organization to which you have been referred.

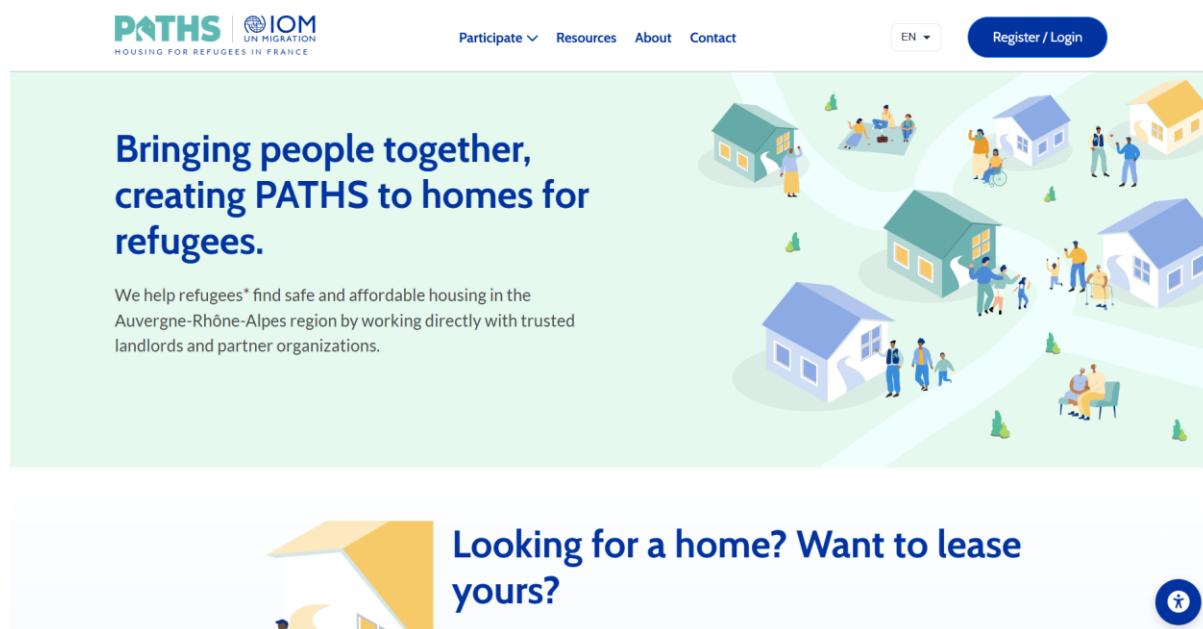
The platform has been designed to make the search for housing transparent, accessible, and supported, by presenting verified listings, sharing practical resources, and ensuring that each application is carefully reviewed.

This guide will help you understand how to access the rental listings portal, view your file, track your applications, and connect with landlords.

Navigate website

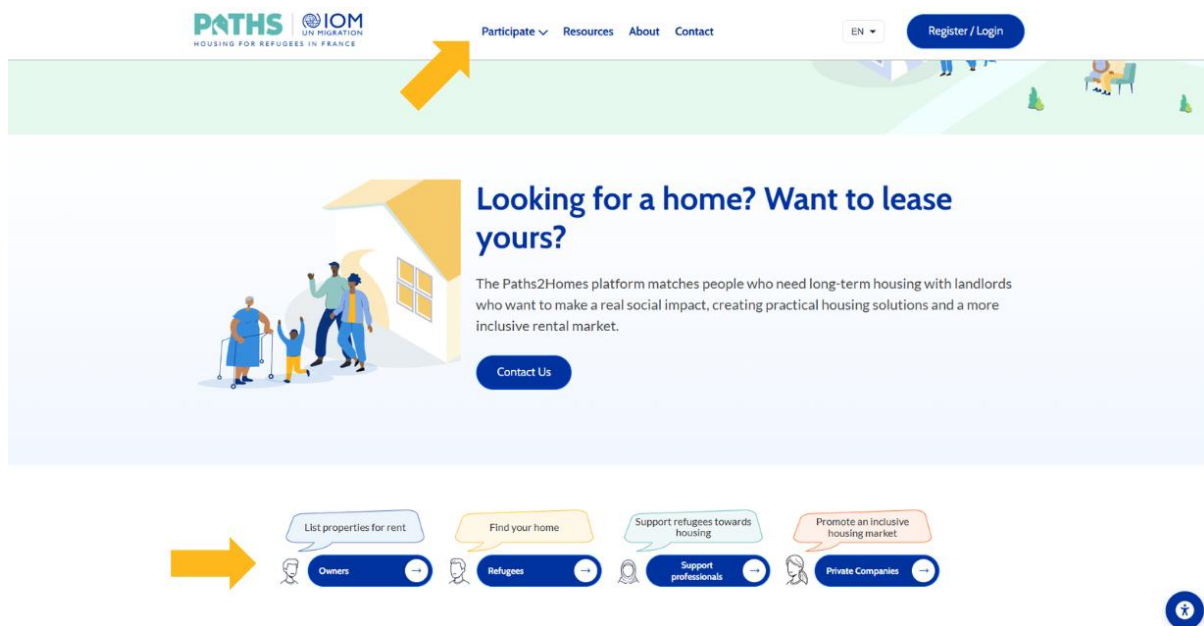
Step 1: Enter the following URL in browser's search bar:

<https://paths2homes.fr>



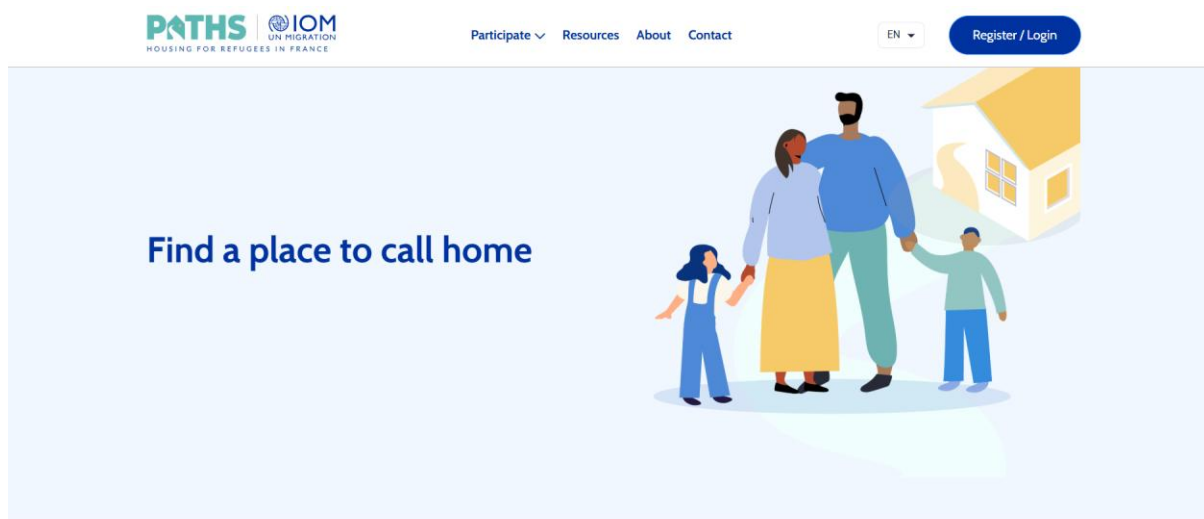
The home page contains key information about the project and action buttons targeting each project stakeholder.

Step 2: Go to the refugees' section



There are two options:

- Click on the **“Participate”** tab at the top of the page, then select **“Refugees”** from the drop-down menu.
- Scroll down the home page and click on the **“Refugees”** button.



How it works

- 1 Reach out to your social worker and register
Reach out to your social worker to receive personal login. If you

This takes you to a page with dedicated information:

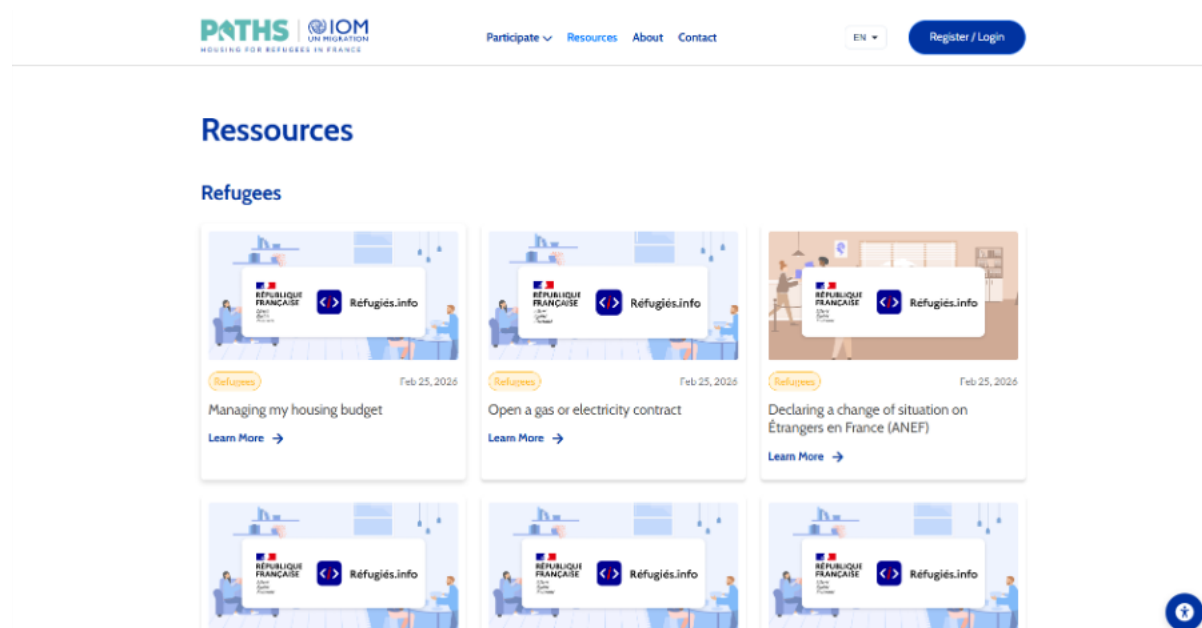
- How it works (the different steps)
- Partnership requirements
- Project benefits
- Map of partner organizations
- Resources for refugees

Step 3: Visit the different tabs

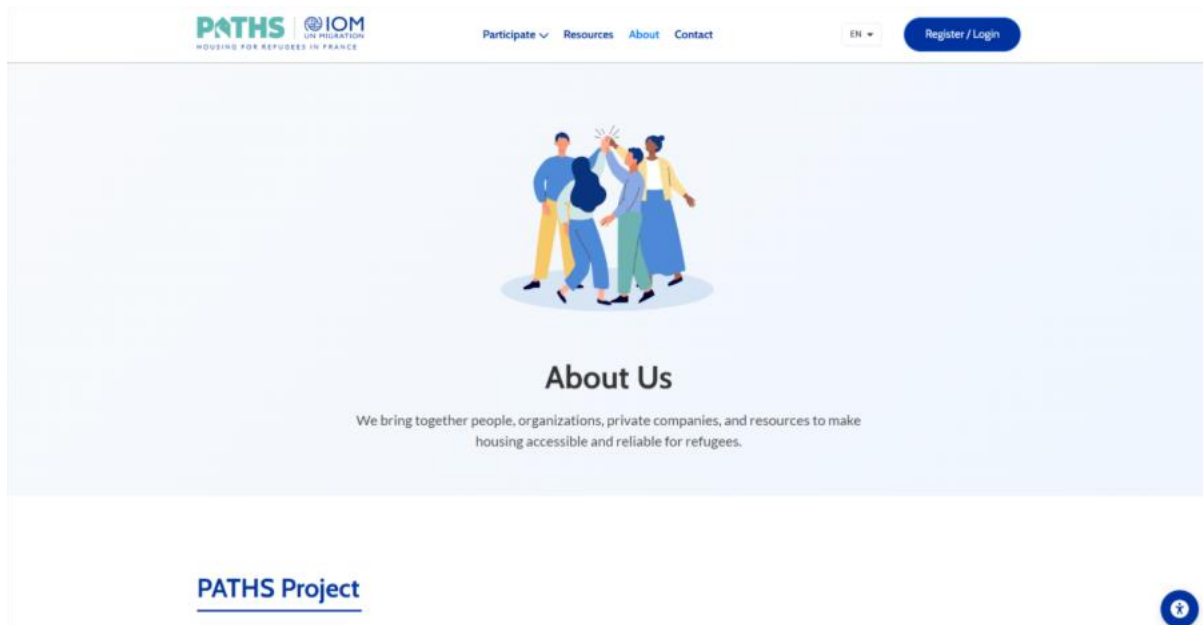
The **“Participate”** tab, like the buttons on the home page, provides access to pages for the four groups involved in the project:

- landlords,
- refugees,
- professionals who support refugees,
- private companies.

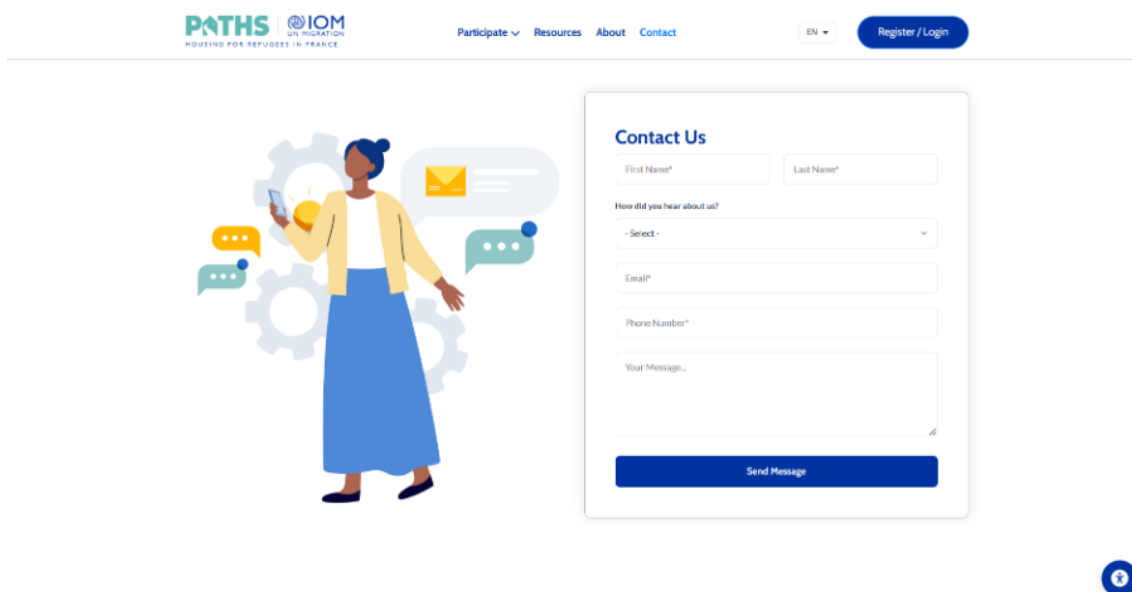
The **“Resources”** tab offers useful documents to help you in your search for housing: guides, reports, and information prepared by IOM and its partners.



The **“About”** tab presents IOM, the PATHS project, the team, the objectives, the activities, and a list of frequently asked questions (FAQ).

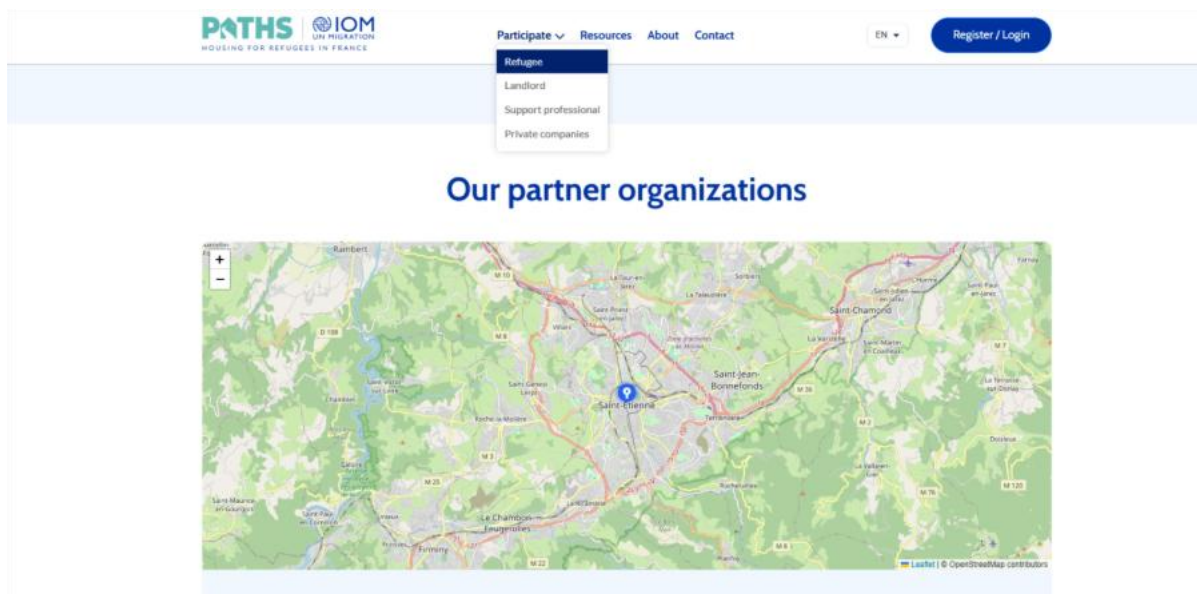


The “**Contact**” tab allows you to send a message to the PATHS team using a form, to participate in the project or ask a question.



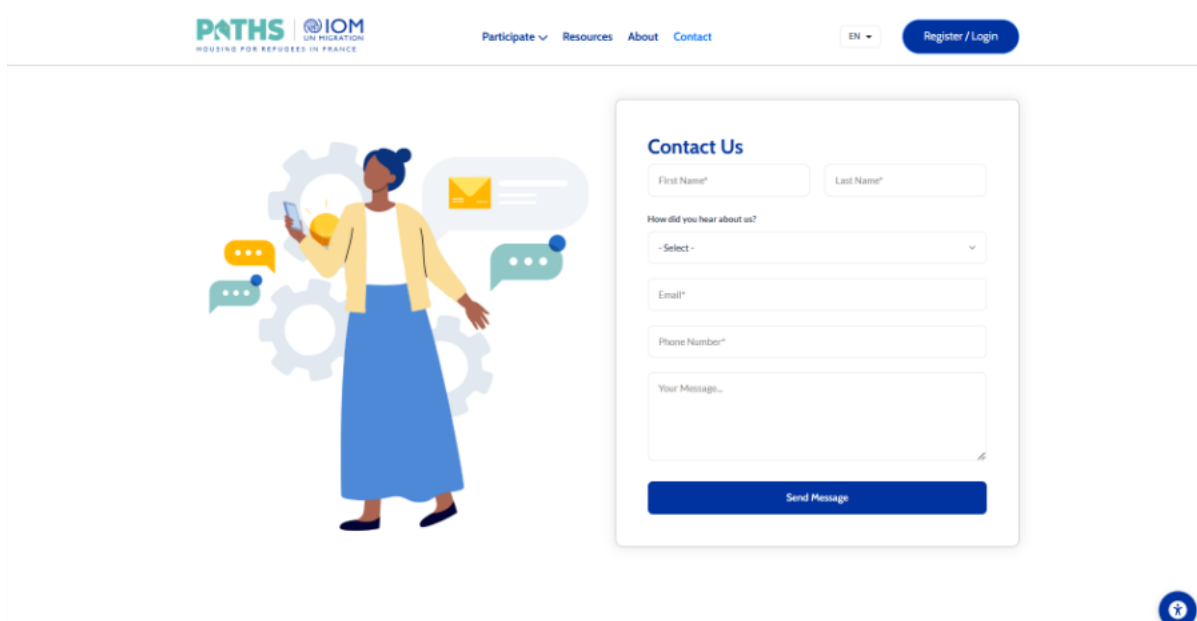
Step 4: Check the map of partner organizations

In the **“Participate”** tab dedicated to refugees, you can check the map of the project's partner organizations. To participate in the project, you must be supported by one of these organizations.

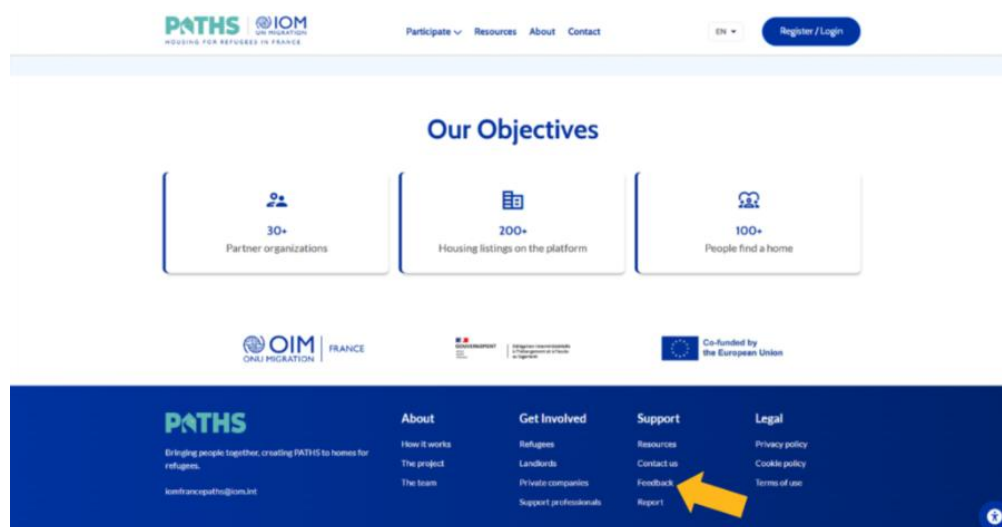


Step 5: To contact the PATHS team, fill out the contact form

In the **“Contact”** tab, the contact form allows you to send a message to the IOM PATHS team to ask a question or express your wish to participate in the project.

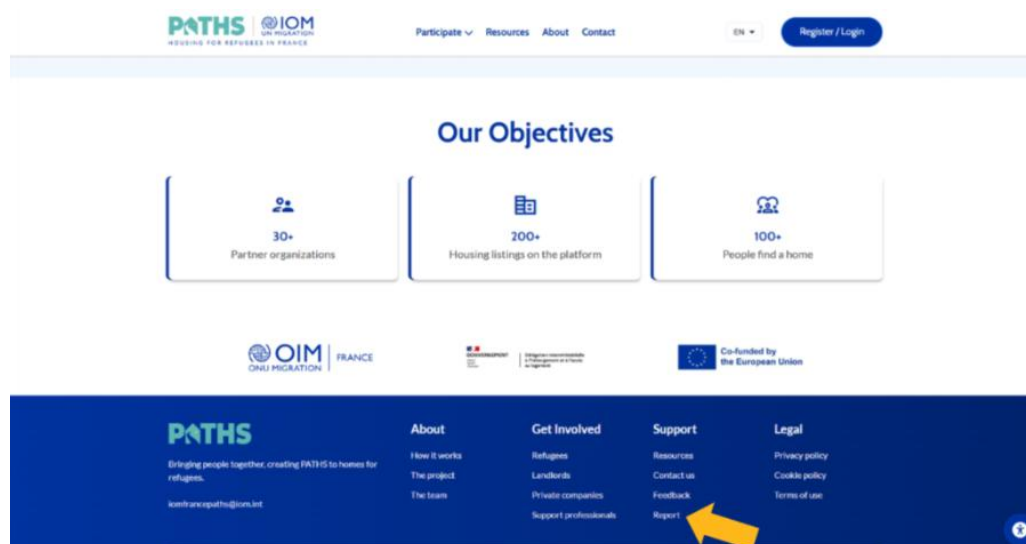


Step 6: To share your opinion on the project, fill out the feedback form



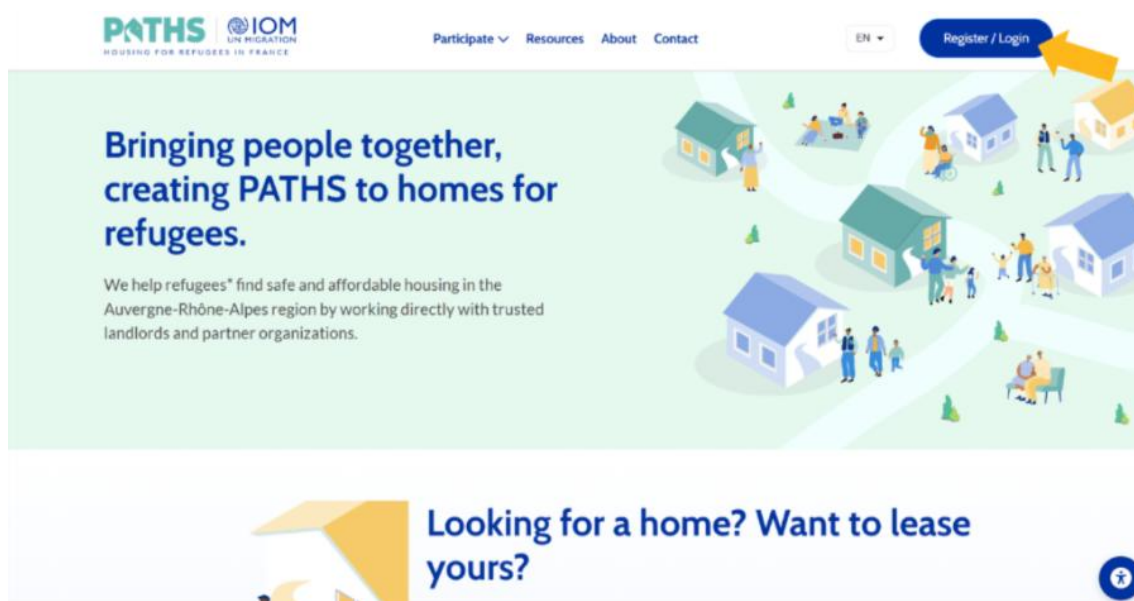
The feedback form can be found at the bottom of the page (in the **footer**). It allows you to share an opinion, idea, or suggestion about the project or the website. These messages are sent to the IOM PATHS team and help us improve the project and our work.

Step 7: In the event of misconduct on the part of IOM or a project partner, follow the procedure for reporting abuse.



IOM has set up a system for reporting abuse committed by an employee of the organization. Anyone involved in an IOM project can make a report. By clicking on "Report" at the bottom of the page (in the footer), you will be redirected to an external page. On this page, you can fill out a form to report abuse securely.

Step 8: To log in to the housing listing portal, click on the register/login button

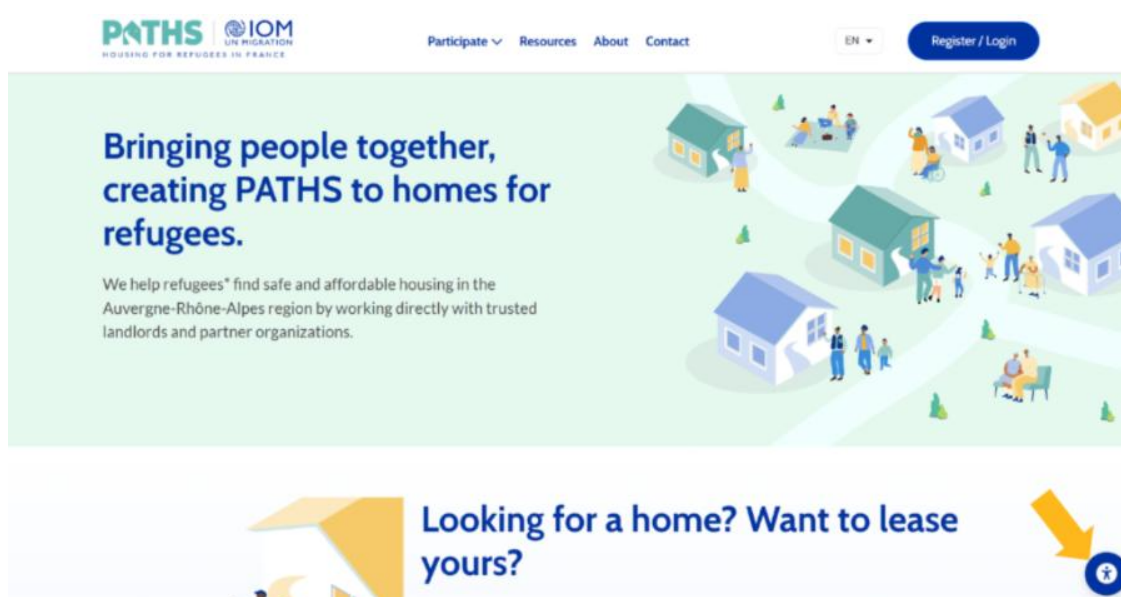


At the top right of the site, the **"Register/ Login"** allows you to access the housing listing platform.

⚠ As a refugee looking for housing, you must be registered by a partner organization of the project to obtain your login details. Reach out to your social worker or a volunteer who is supporting you for help. You cannot register directly on the site.

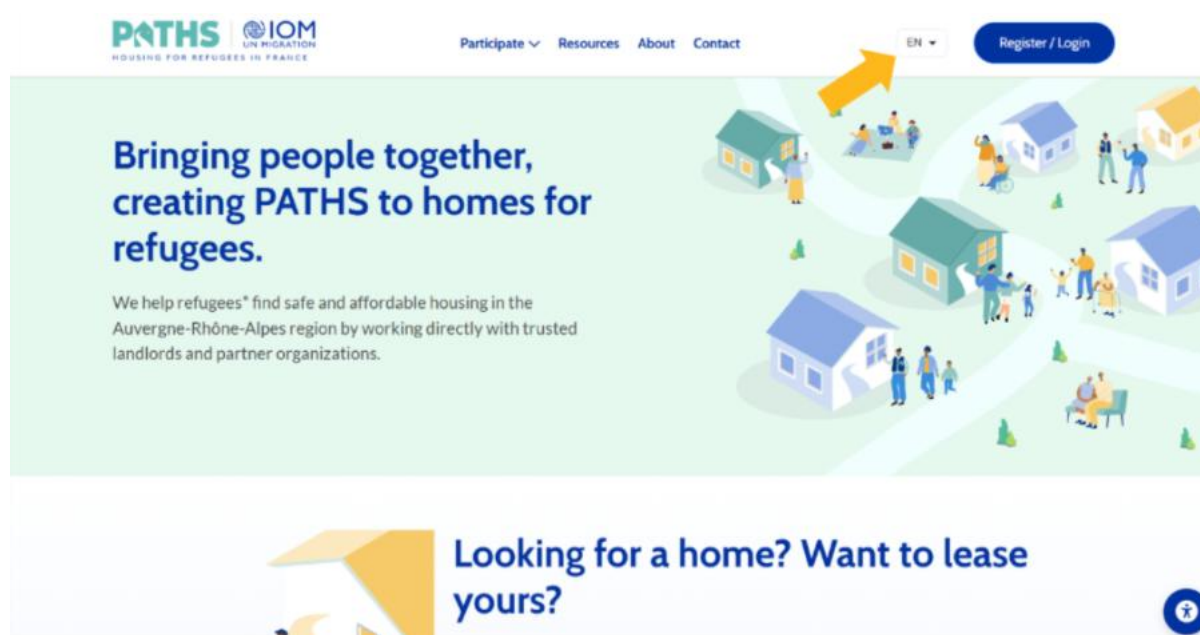
If you are not yet receiving support, contact one of the project's partner associations using the partner map (on the **"Participate"/"Refugees"** page).

Step 9: change the accessibility options



By clicking on the button at the bottom right of the screen, you can activate options to make it easier to navigate the site. These options will allow you to read and use the site more easily according to your needs.

Step 10: change the display language of the site



At the top of the site, choose the language to make navigation easier. The French and English versions are fully verified by the IOM. Other languages are translated automatically.

Get registered on the housing listing platform

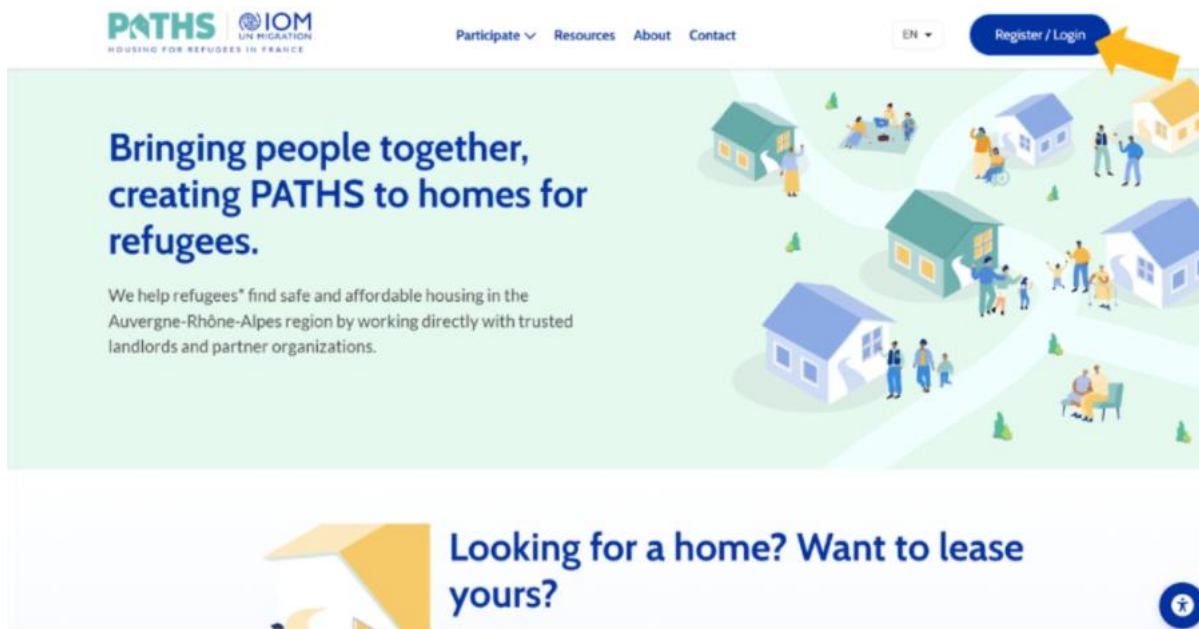
If your social worker or volunteer is part of a PATHS partner organization, they can register their organization/service/center by clicking on the “Register/Login” button on the website.

- 1- Your social worker registers or logs in to the website to access their dashboard.
- 2- Your social worker registers your profile in the “Register a refugee profile” section.
- 3- The PATHS team approves your registration.
- 4- You receive an email with a link to create your password.
- 5- You click on the link to create your password.
- 6- You log in to the website to view rental listings.

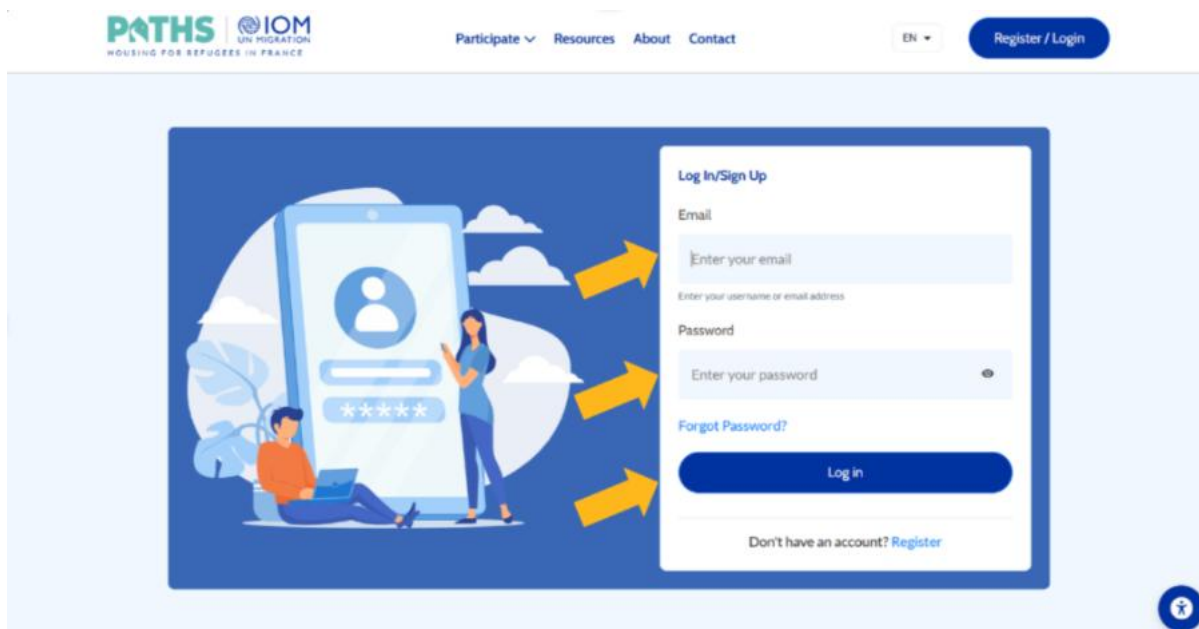
The social worker who registered you can see your applications for housing on the website. They can also help you create your tenant file on the website, if necessary.

Log in

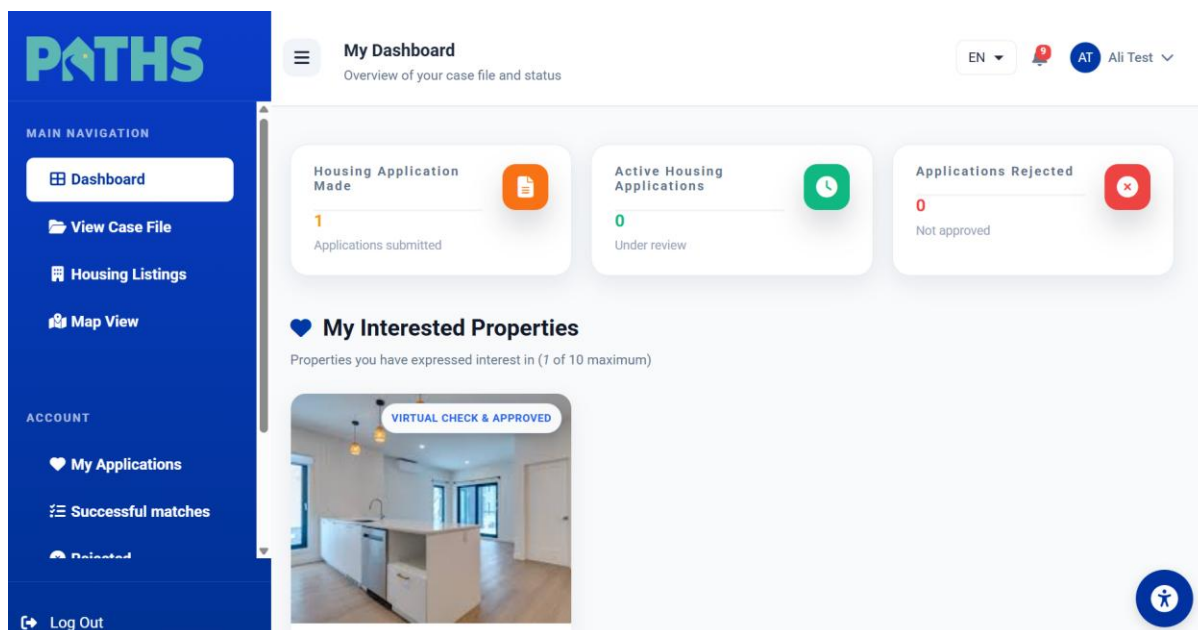
- 1- Click on the **“Register/Log in”** button.



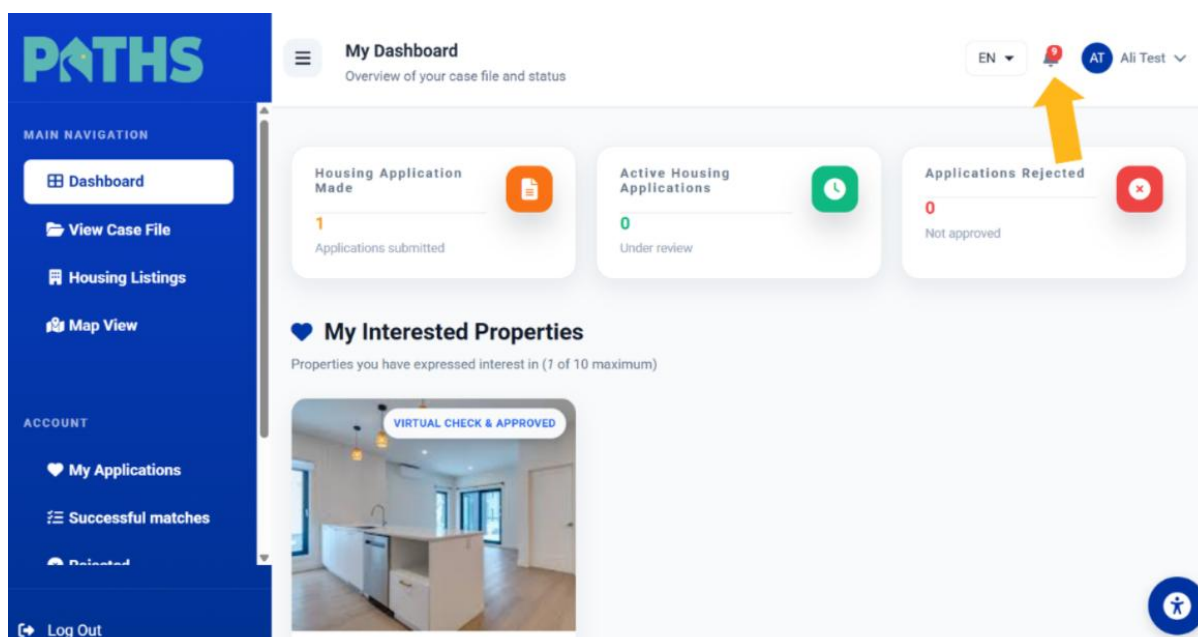
- 2- Enter username and password and click on **“Log in.”**



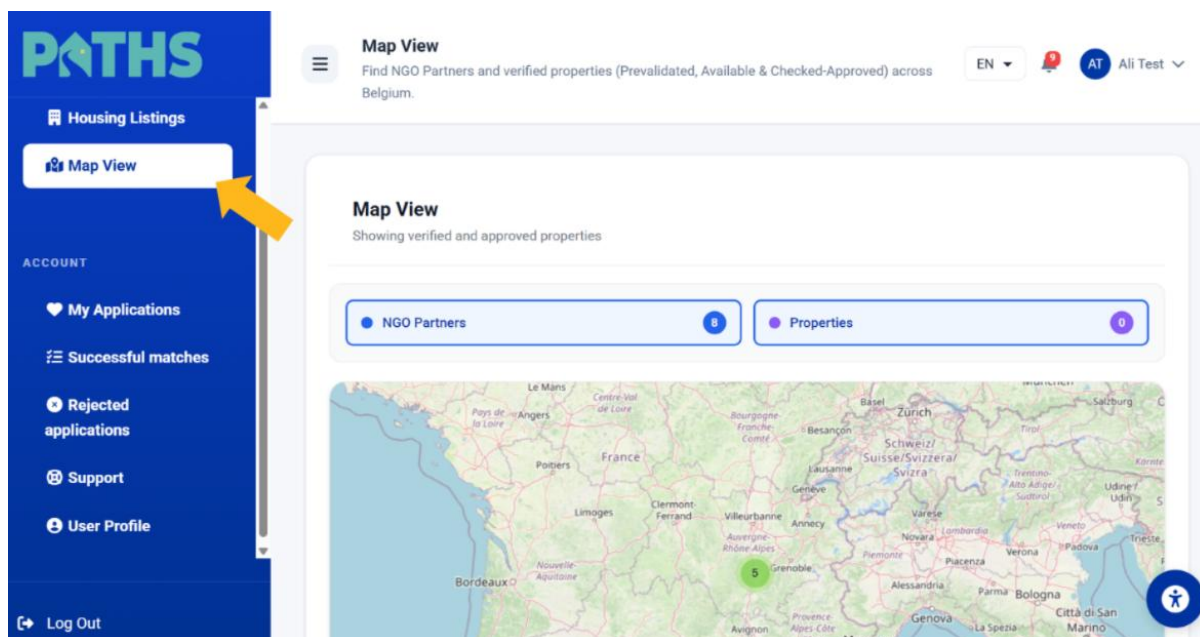
You now have access to your dashboard. Here you will find information about your applications.



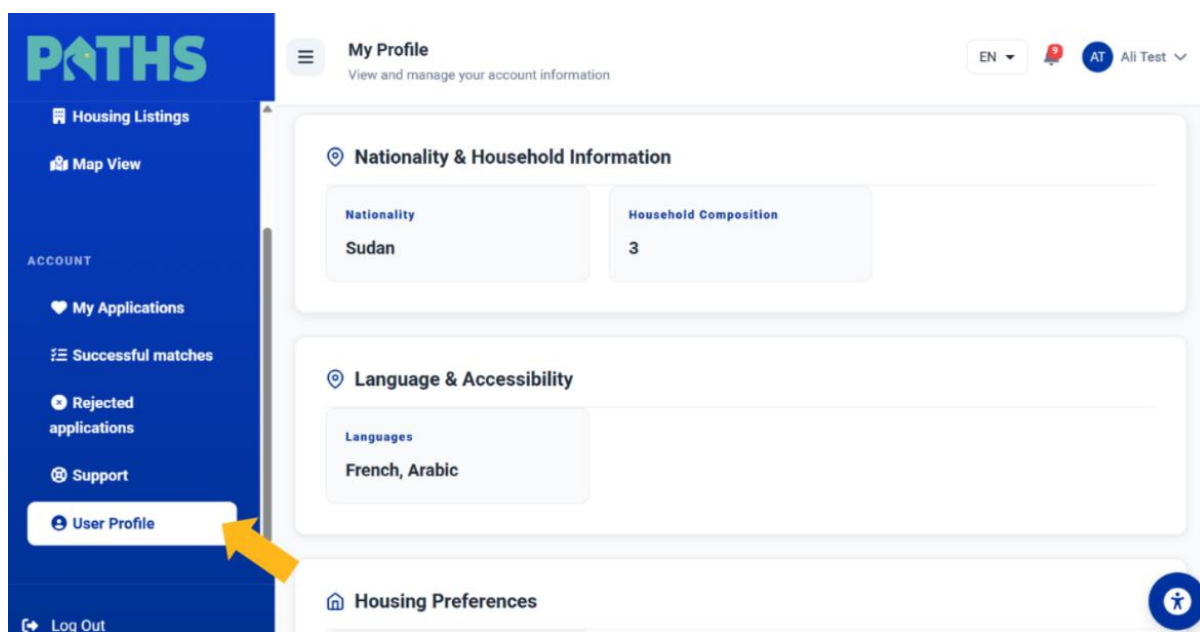
The **bell button**  at the top right of the screen allows you to view notifications received about your file and your applications.



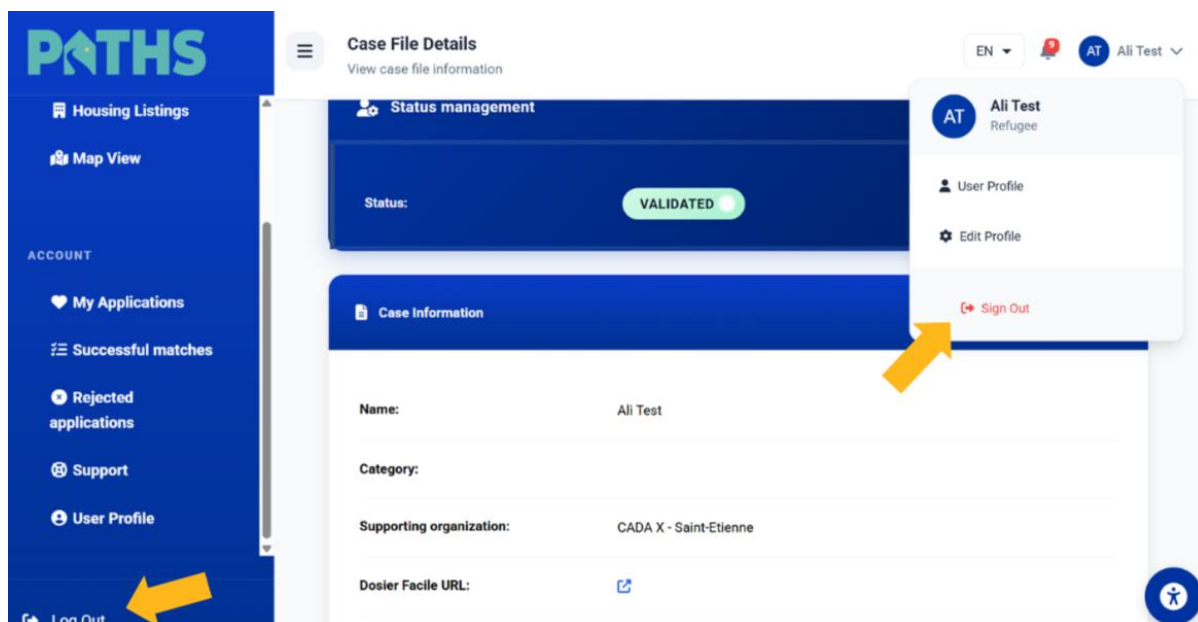
The **“Map view”** section allows you to locate housing available for rent and all PATHS partners on the map of the AURA region.



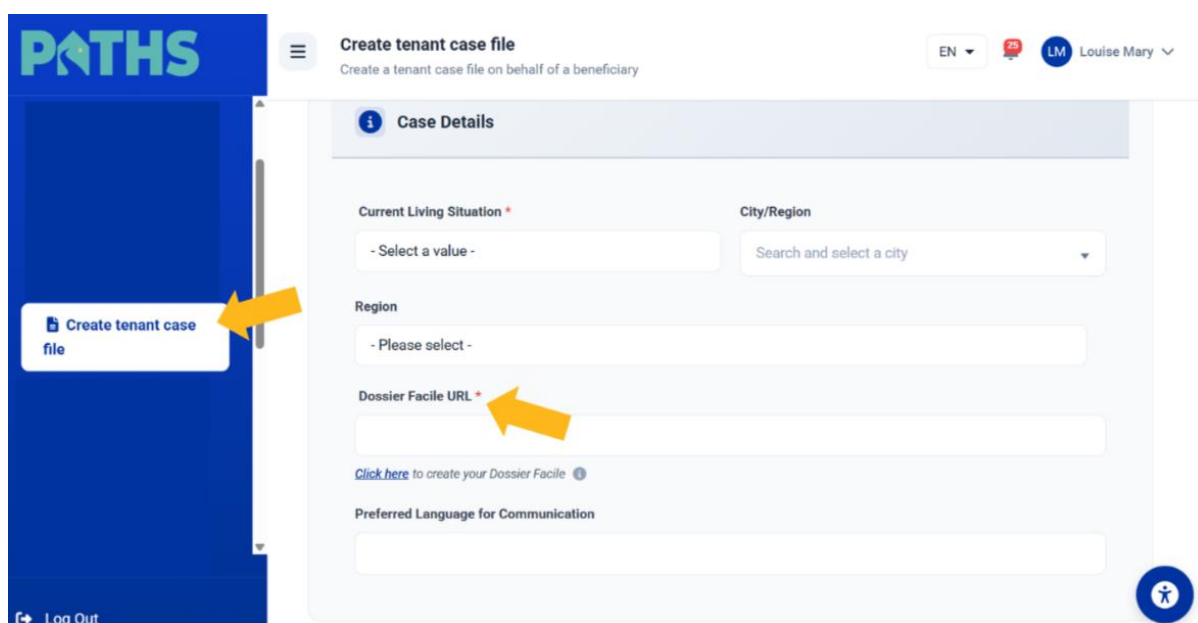
The “**User profile**” section in the menu on the left of the screen allows you to view your personal information.



To sign out, click on the arrow next to my name at the top right of the screen and then on “**sign out.**”



Complete tenant file



In the **“Create tenant file”** section, fill out your file to be able to apply for available housings.

In the form, you will need to add the link to your [Dossier Facile](#) file.

[Dossier Facile](#) is a public online service. It allows you to create a rental file with your documents (residence permit, pay slips, tax notices, etc.).

You can then easily share your file with landlords or agencies via a link or PDF. When you create your account and upload your documents on Dossier Facile, an agent verifies our documents within 24 hours. This confirms that they are valid and can be shared securely with the landlords



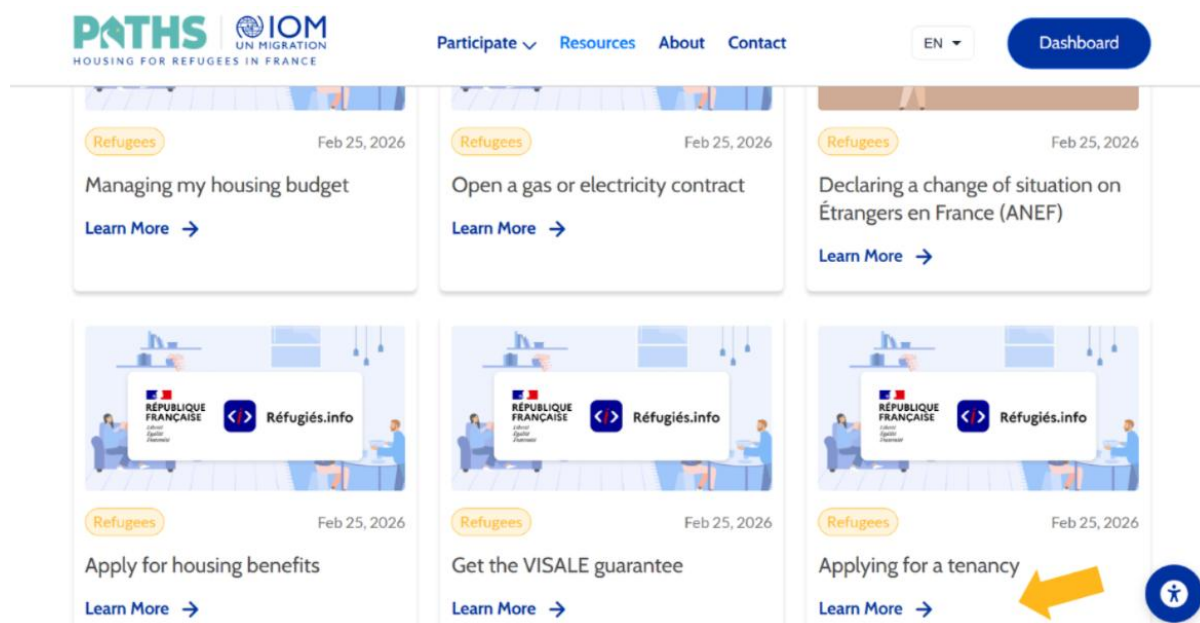
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au logement

If you need help using Dossier Facile, read the Réfugiés.info guide:

[Creating a rental file – Réfugiés.info](#) (available in several languages)



Once your Dossier Facile file has been created and authenticated:

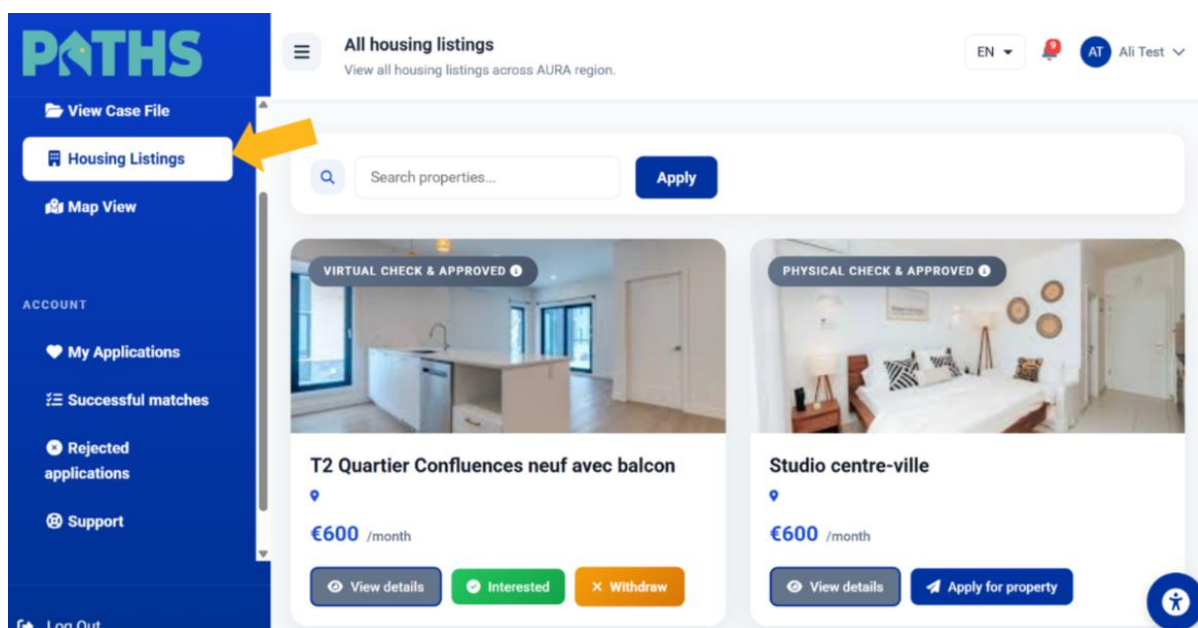
- 1- Copy the link to my Dossier Facile.
- 2- Return to your paths2homes.fr dashboard, in the **“create tenant file”** section
- 3- Paste this link into the “Dossier Facile link” box.
- 4- Complete the rest of the form.
- 5- Save your file.

If you encounter any difficulty creating the tenant file on Dossier Facile, please inform the PATHS team using the support section.

⚠ Once validated by the PATHS team, I will no longer be able to modify your file directly.

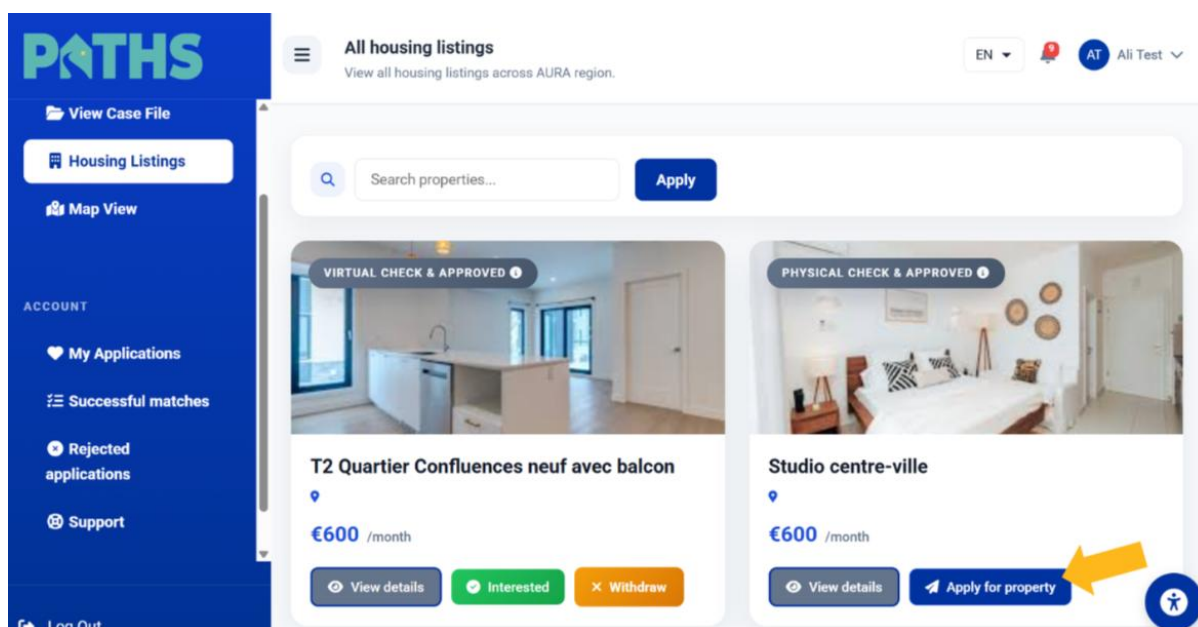
If you need to update your file, go to the **“Support”** section.

View housing listings



The “**Housing Listings**” section allows you to view all the property listings published on the site by owners and real estate agencies. Click on each listing to view the details.

Apply for housing



In the “**Housing Listings**” section, apply for properties that you wish to visit and eventually rent.

- 1- Choose a listing
- 2- Carefully read the information (size of the property, number of rooms, rent amount, etc.).
- 3- Click on “**Apply for property**”

When you click on **“Apply for property”** your tenant file is automatically sent to the PATHS team.

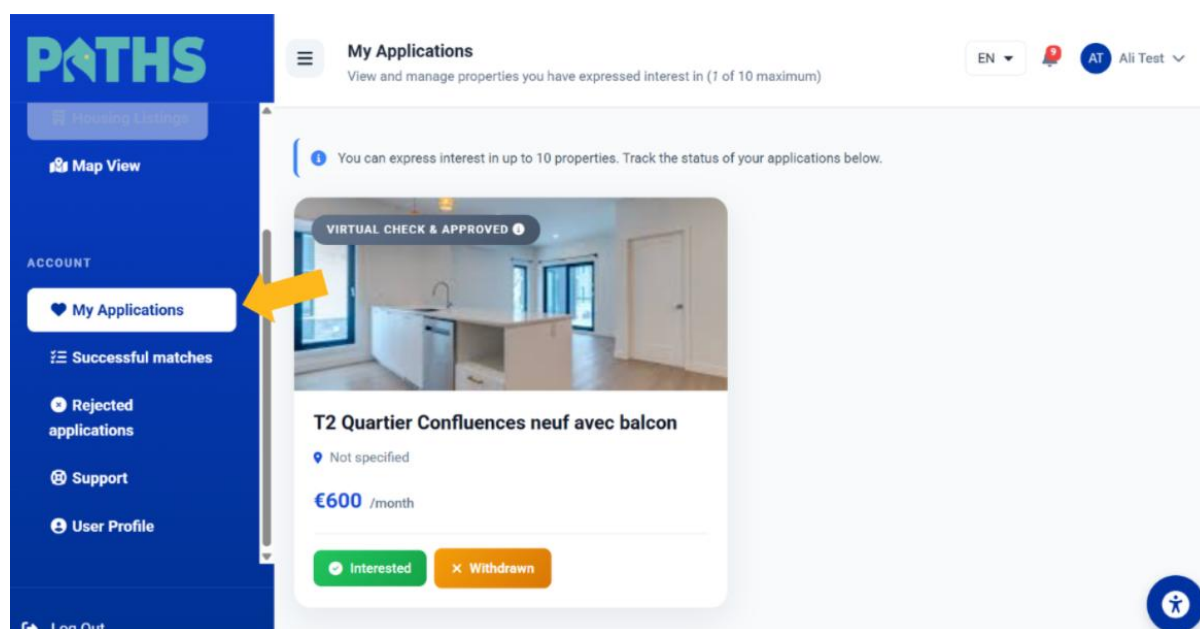
⚠ You can apply for a maximum of 10 properties on the site.

The PATHS team checks your application and transfers your file to the owner or real estate agency managing the housing.

To cancel an application if you are no longer interested in the property, click on the orange **“Withdraw”** button.

⚠ This action is permanent

Manage applications



In the **“My applications”** section, track your applications for each housing.

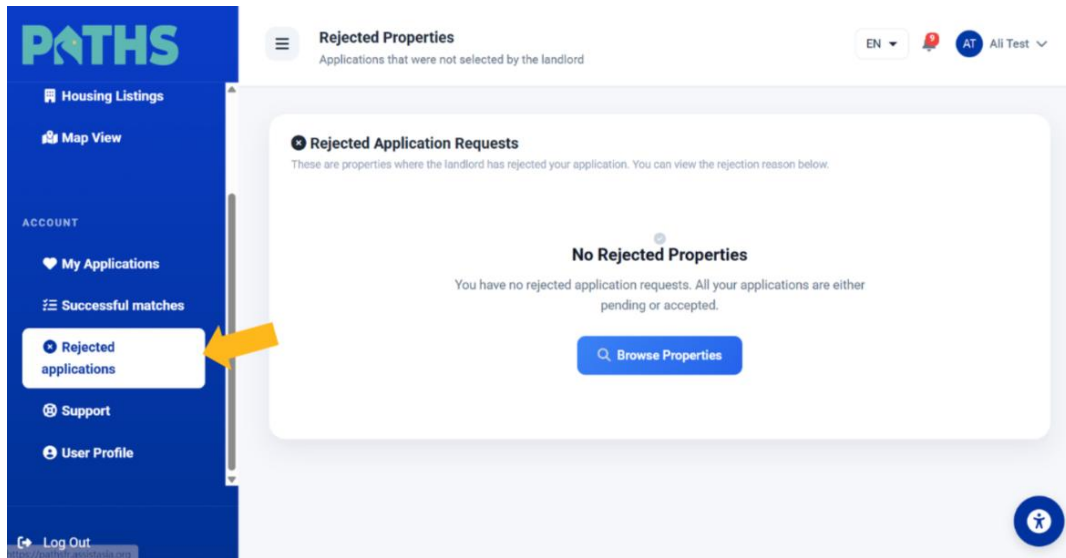
When the owner or agency receives your file, they may offer you a tour of the property.

You may be contacted by phone or email to set up an appointment.

For each property, owners and agencies receive several applications.

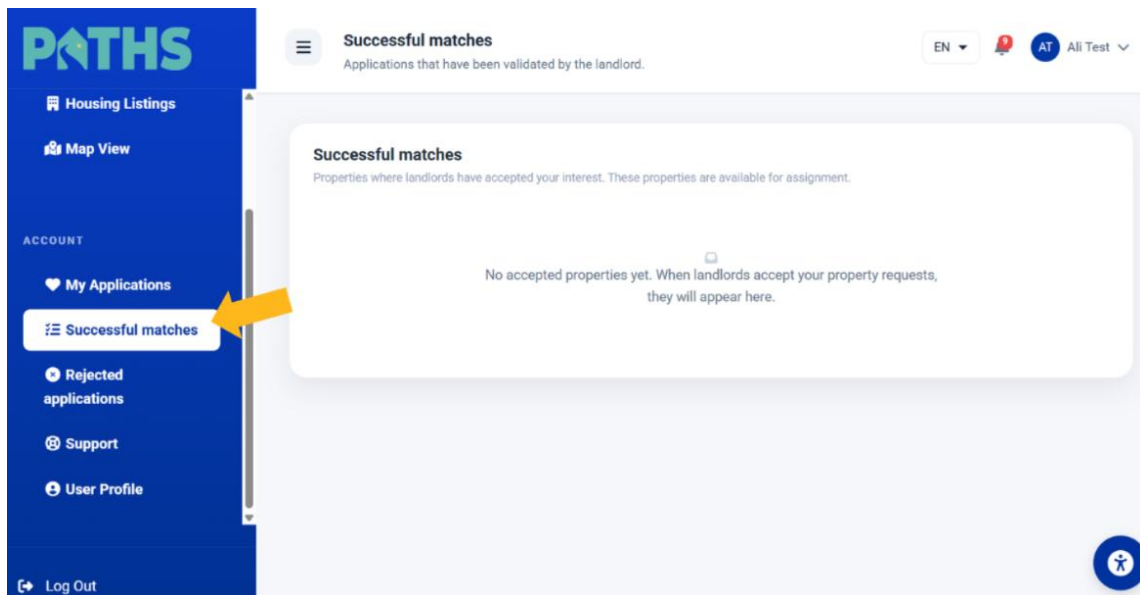
They review all the files and choose the person who best meets their criteria.

→ If your application is not accepted, you will receive a notification. You can see the applications that have not been accepted in the **“Rejected applications”** section.

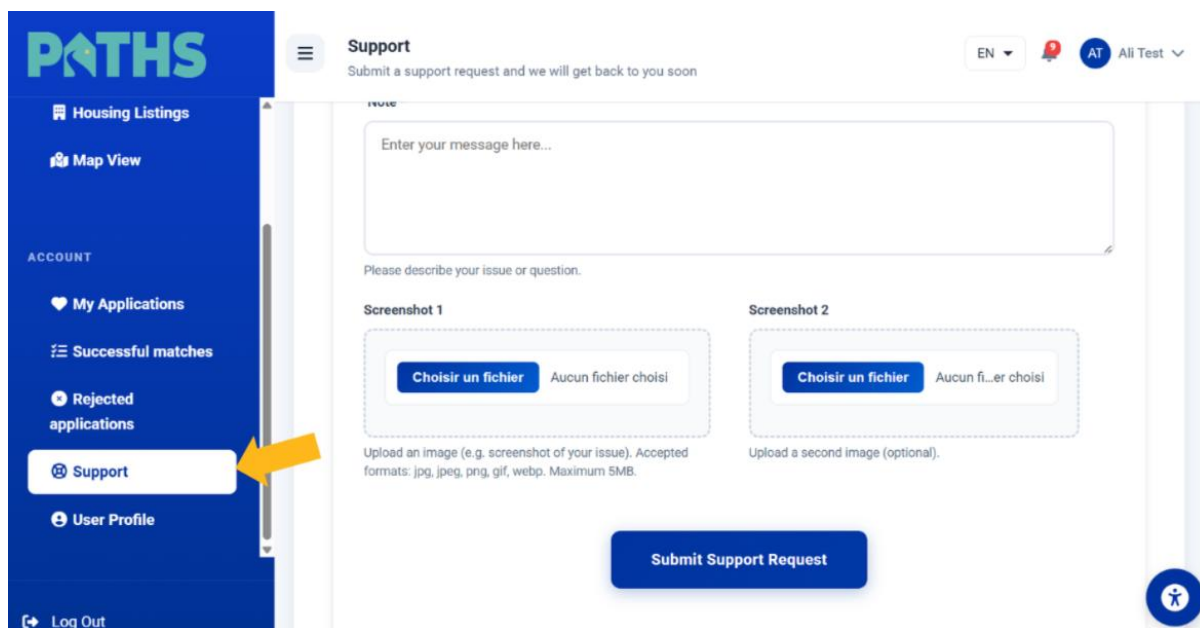


→ If you are selected by the landlord or the agency, they will contact you to sign the lease, and you will then receive a notification on the website and by email.

During or after the visit, you will talk directly with the landlord or the agency to tell them if you are still or no longer interested in the housing. If you are chosen for the property, the landlord or agency will contact you to sign the lease. You can view your applications that have been accepted by the agency or landlord in the **“Successful matches”** section.



Request support



PATHS

Support
Submit a support request and we will get back to you soon

EN AT Ali Test

Housing Listings
Map View

ACCOUNT

My Applications
Successful matches
Rejected applications
Support
User Profile
Log Out

Enter your message here...

Please describe your issue or question.

Screenshot 1
Choisir un fichier Aucun fichier choisi

Upload an image (e.g. screenshot of your issue). Accepted formats: jpg, jpeg, png, gif, webp. Maximum 5MB.

Screenshot 2
Choisir un fichier Aucun fichier choisi

Upload a second image (optional).

Submit Support Request

Use the **“Assistance”** tab if you need technical help.

Contact the PATHS team to submit your request:

- A technical question
- A question about your tenant file
- A question about an application
- Deactivation of your user account

The PATHS team will contact you.