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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.

SUPPORT PROFESSIONALS

Introduction

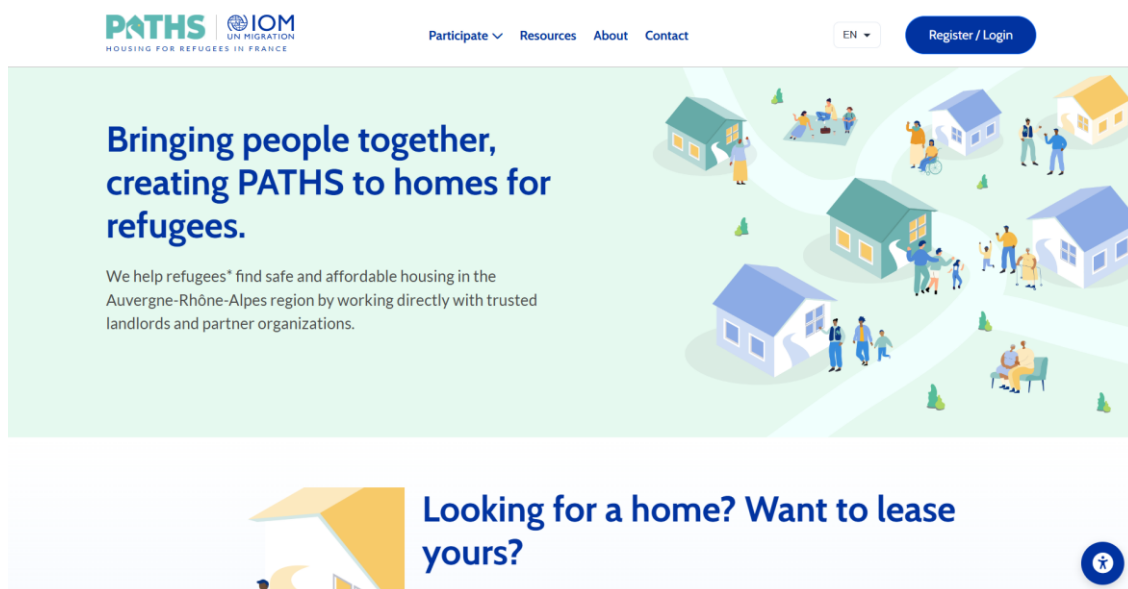
This user guide provides guidance for support professionals working with PATHS intermediary organizations who use the PATHS platform to assist beneficiaries in their search for housing. Support professionals are essential partners in beneficiaries' journey towards housing: they register their beneficiaries' profiles to give them access to the rental listings platform, hereby helping beneficiaries to become fully independent in their housing research on the platform. Features allow organization managers to register and manage their team of users, ensure continuity in monitoring beneficiaries in the event of leave or departure from staff members, and respond to the needs of less independent beneficiaries by directly supporting their applications. Through your involvement, you help ensure that connections are relevant, safe, and well supported.

This guide explains the features of your dashboard, your roles at different stages of the workflow, and how to effectively support your beneficiaries using the tool.

Navigate website

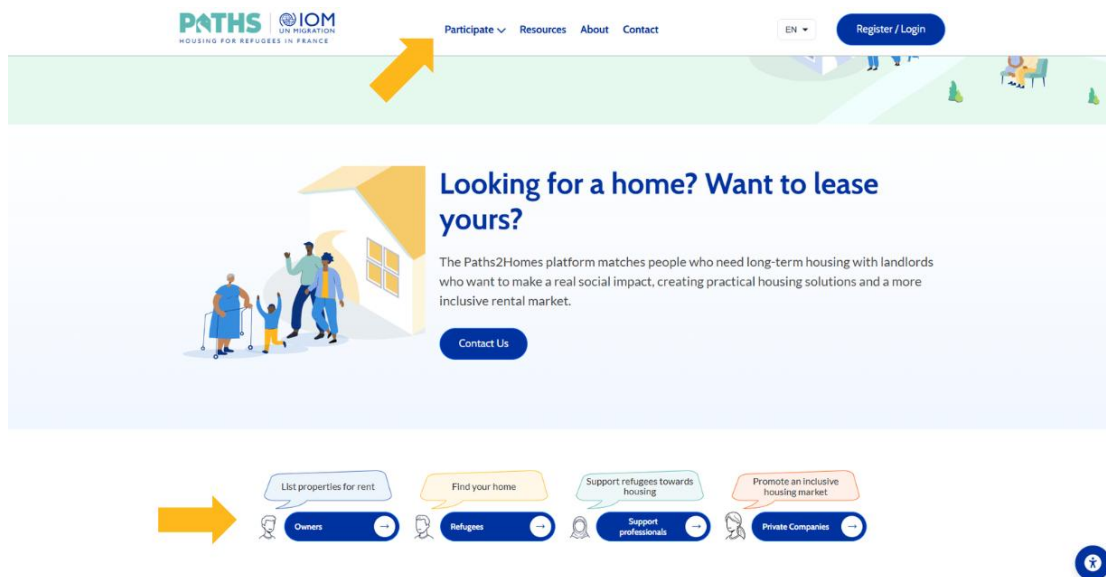
Step 1: Enter the following URL in browser's search bar:

<https://paths2homes.fr>



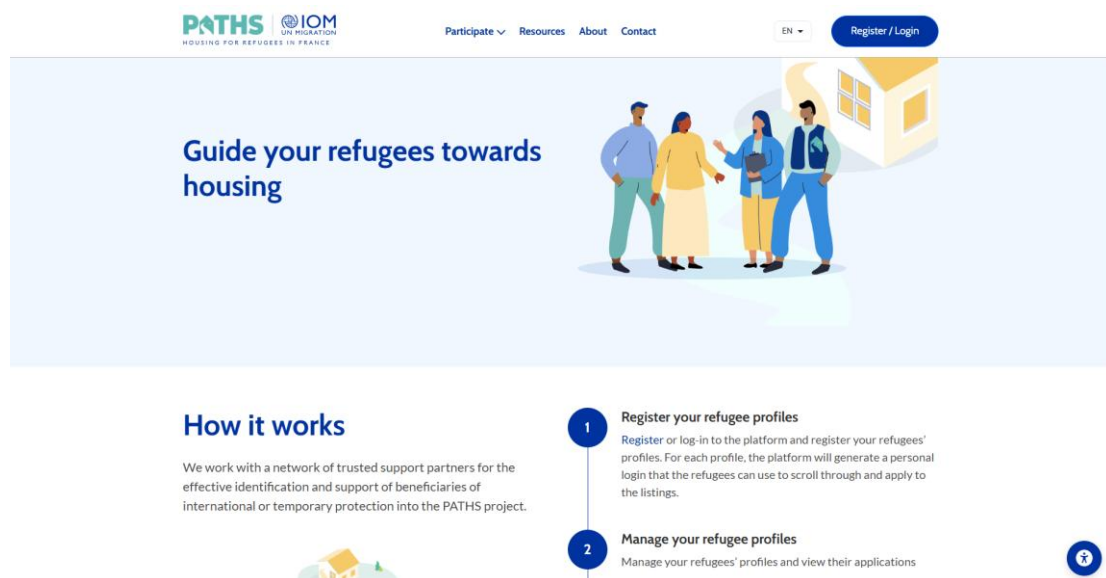
The **homepage** contains key information about the project and action buttons targeting each project stakeholder.

Step 2: Go to the support professionals' section



There are two options:

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



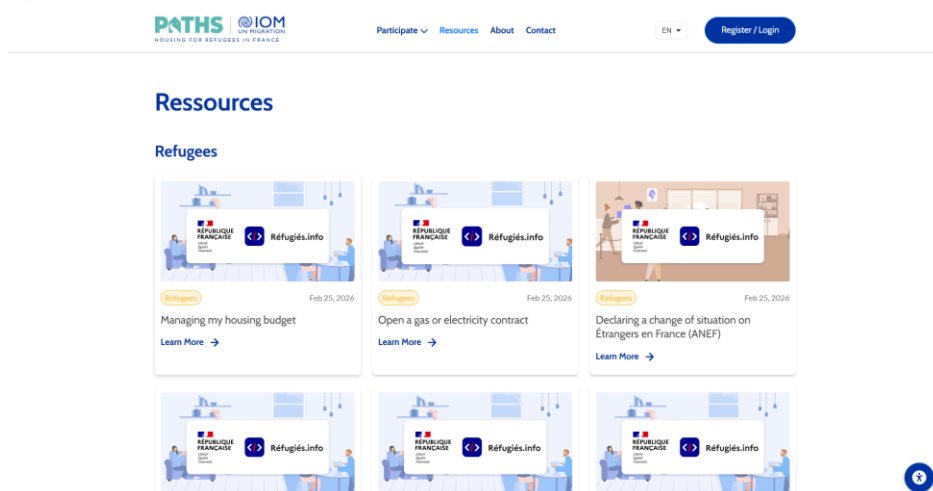
This takes you to a page with dedicated information:

- How it works (the different steps)
- Conditions of participation
- Project benefits

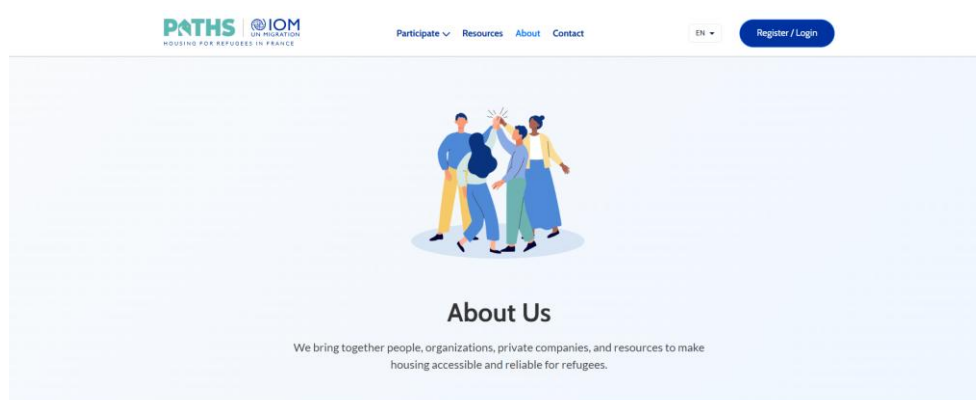
Step 3: Visit the different tabs

The **“Participate”** tab, just like the action buttons on the home page, leads to landing pages dedicated to the four project stakeholders: landlords (including real estate agencies), refugees, support professionals, and private companies.

The **“Resources”** tab contains documents, guides, and reports produced by IOM and its partners with the aim of facilitating access to housing for the beneficiaries of international protection and temporary protection. It is divided into four sections corresponding to the different project stakeholders.



The **“About”** tab presents IOM and the PATHS project, the team, the objectives, the activities, and an FAQ section with the most common questions.



PATHS Project

The **“Contact”** tab allows you to communicate with the PATHS team via a form to participate in the project or simply ask questions.



Contact Us

First Name* Last Name*

How did you hear about us?
- Select - ▾

Email*

Phone Number*

Your Message...

[Send Message](#)

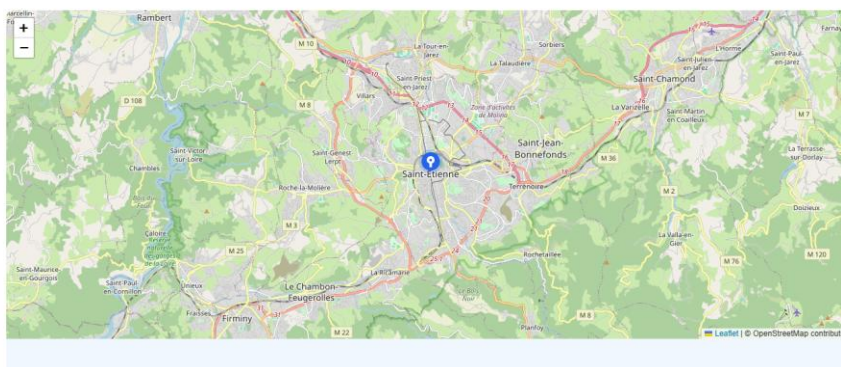


Step 4: Check the map of partner organizations.

In the **“Participate”** tab dedicated to refugees, check the map of the project's partner organizations supporting beneficiaries of international and temporary protection.

- Refugee
- Landlord
- Support professional
- Private companies

Our partner organizations



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

In the **“Contact”** tab, fill in the contact form to send a message to the IOM PATHS team to ask a question or express your interest in participating in the project



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au logement



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HOUSING FOR REFUGEES IN FRANCE

[Participate](#) [Resources](#) [About](#) [Contact](#)

[EN](#) [Register / Login](#)

Contact Us

First Name* Last Name*

How did you hear about us?

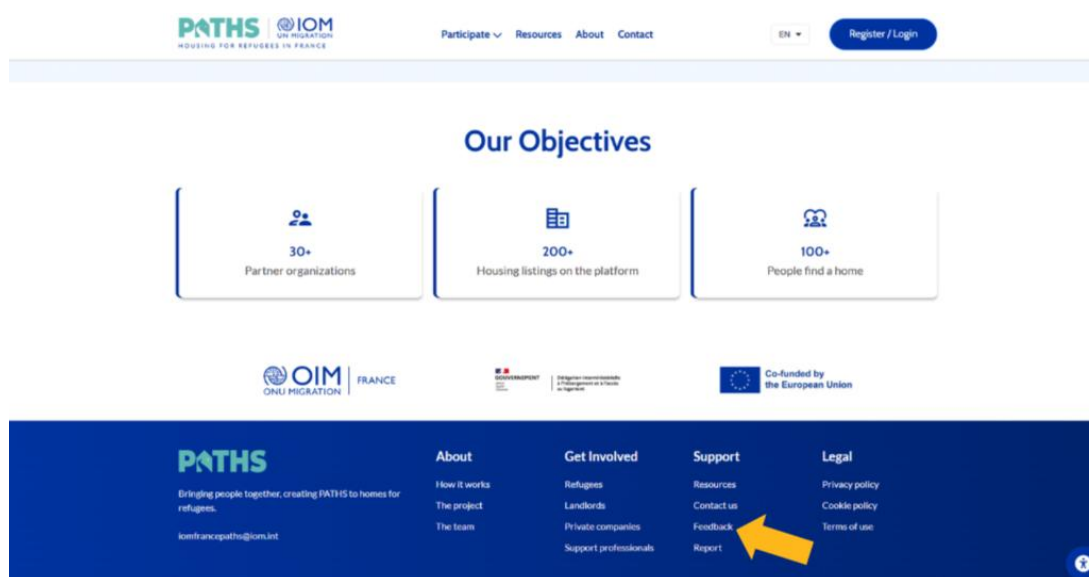
Email*

Phone Number*

Your Message...

[Send Message](#)

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



Our Objectives

- 30+ Partner organizations
- 200+ Housing listings on the platform
- 100+ People find a home

Footer:

- PATHS**
Bringing people together, creating PATHS to homes for refugees.
iomfrancepaths@iom.int
- About**
How it works
The project
The team
- Get Involved**
Refugees
Landlords
Private companies
Support professionals
- Support**
Resources
Contact us
Feedback (highlighted with a yellow arrow)
Report
- Legal**
Privacy policy
Cookie policy
Terms of use

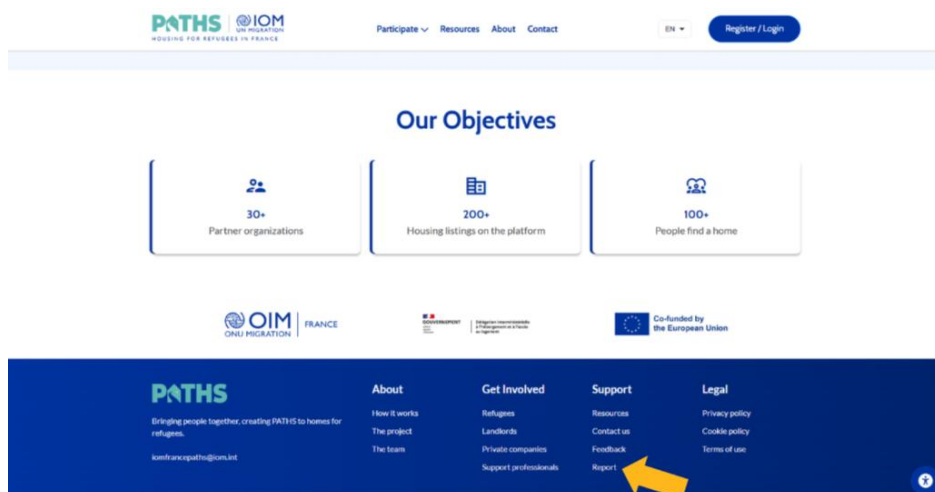
Available at the bottom of the page or via the **“Feedback”** button in the **“Contact”** tab, the feedback form allows you to share:

- A suggestion
- An opinion
- Feedback
- A difficulty observed in accessing housing

This feedback is used to evaluate the project.

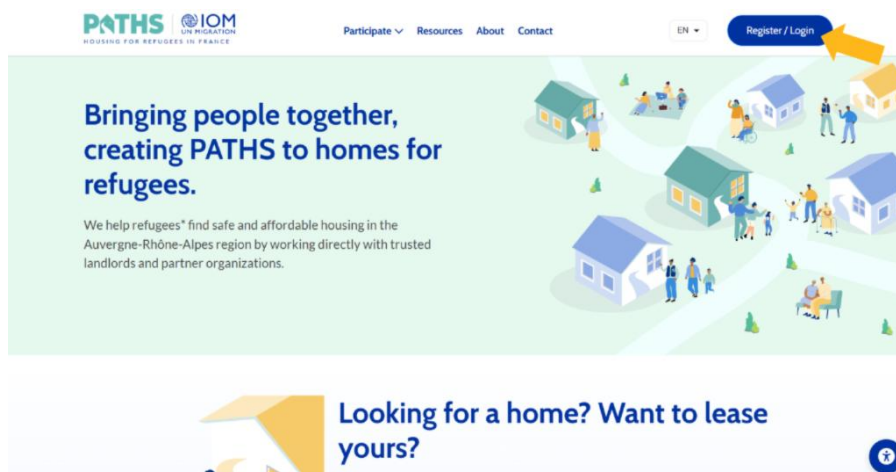
Step 7: If you have experienced misconduct on the part of the IOM or a partner, follow the procedure for reporting abuse

The IOM provides a system that allows any stakeholder in a project led by the organization to report misconduct committed by an employee of the organization or one of its partners.



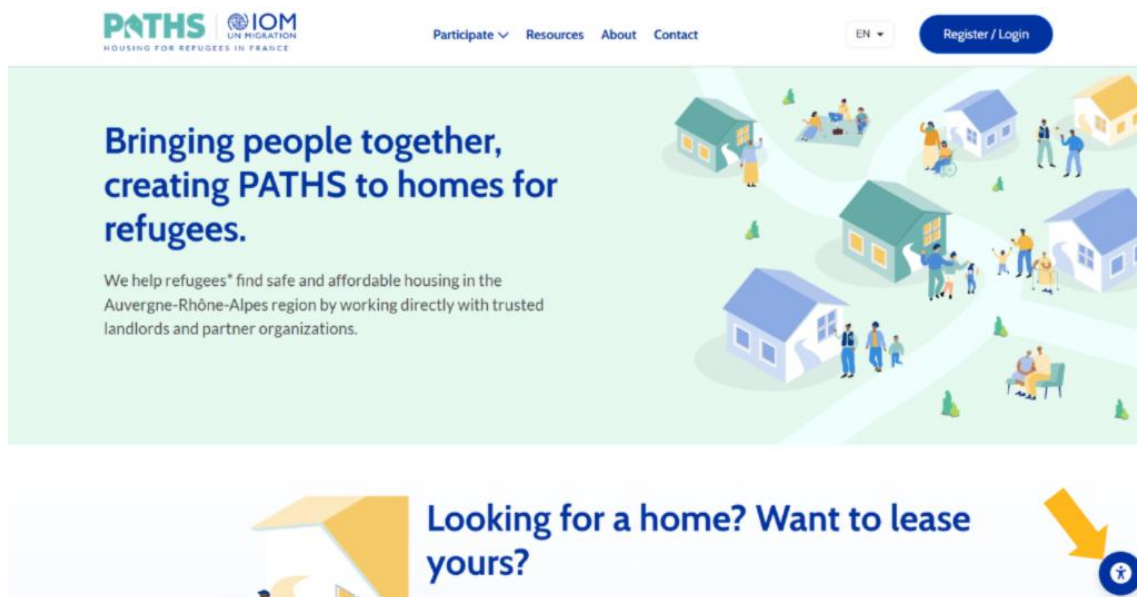
By clicking on **“Report”** in the footer or in the **“Contact”** tab, you are directed to an external page where I can fill out a form to report the abuse securely and confidentially.

Step 8: Click on the register/log in button to access the rental listings portal



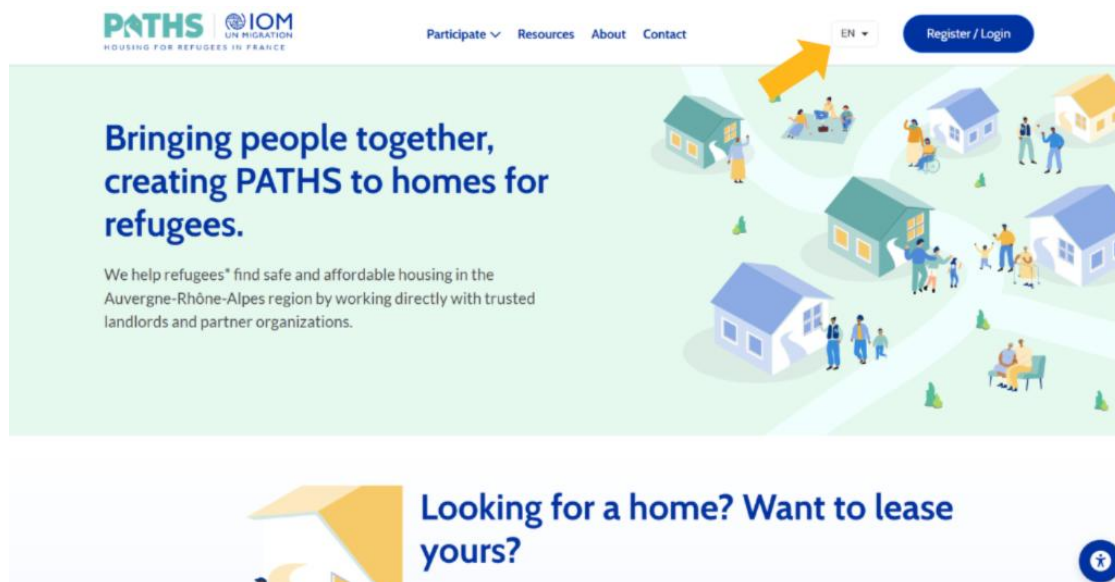
In the **“Participate”** tab or at the top right of the screen, the **“Register/Log in”** button allows you to access the housing listing platform by registering your organization or logging in if you are already registered.

Step 9: I change the accessibility options.



By clicking on the button at the bottom right of the screen, you can choose several accessibility options to make navigation easier.

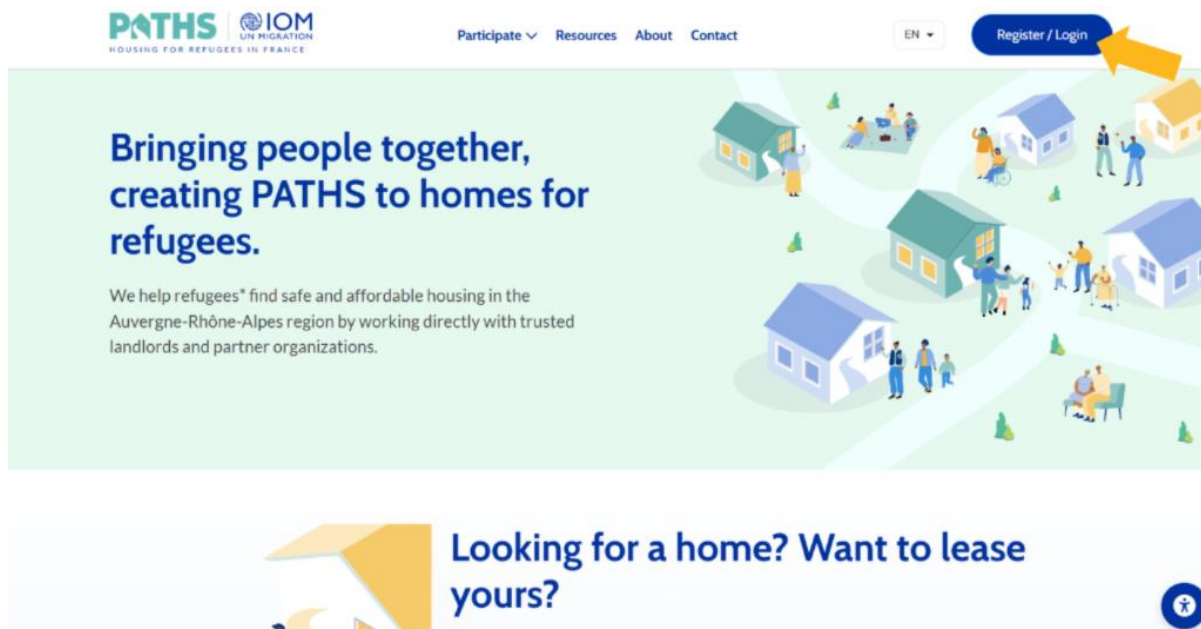
Step 10: change the display language of the site.



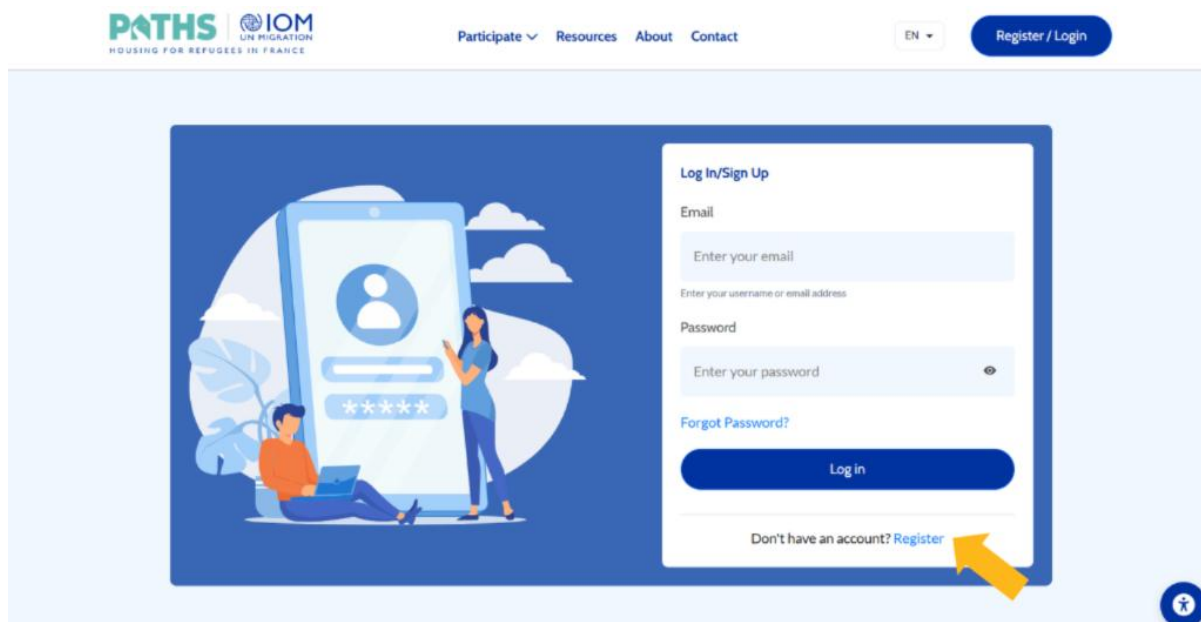
At the top of the screen, I can choose the display language. The French and English versions are fully verified. Other translations are generated automatically.

Create organization's account

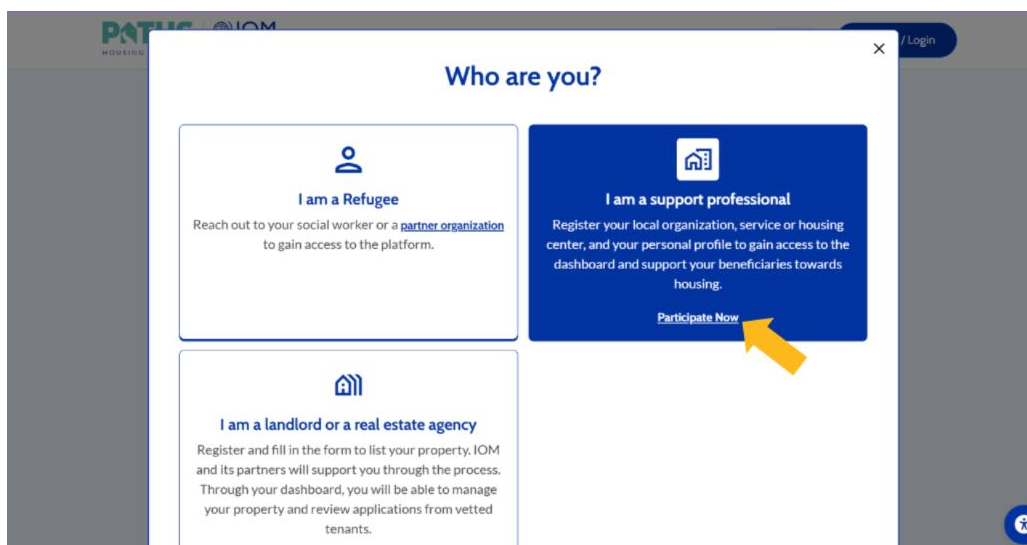
- 1- Click on the **“Register/Log in”** button.



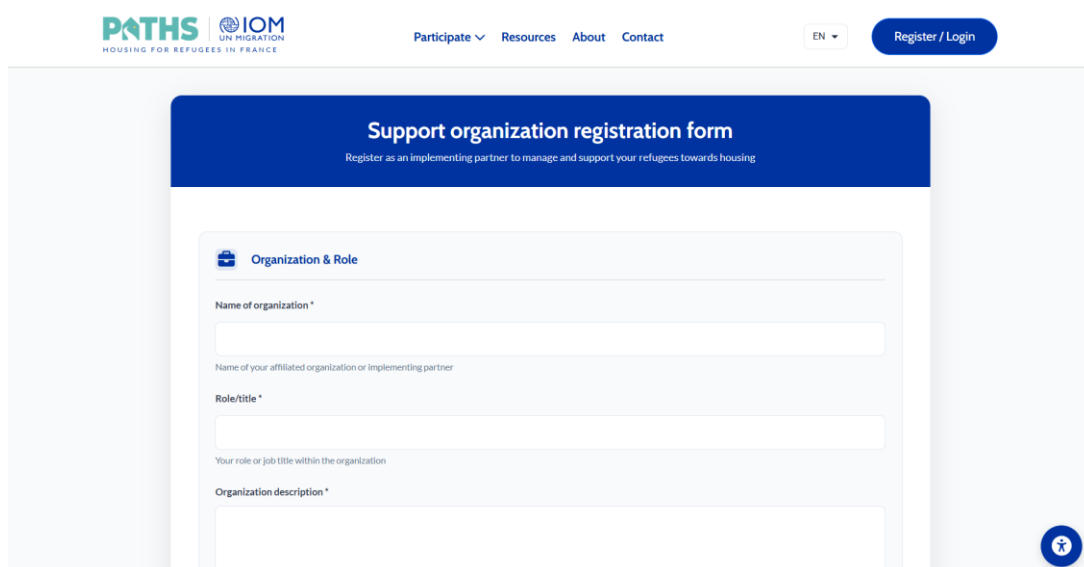
- 2- Click on **“Register”** at the bottom.



- 3- Click on **“Participate Now”** in the **“Support Professionals”** section.



4- Fill out the form to create my organization account.



⚠ For large organizations (AGIR, DNA, local authorities):

Enter the following as the organization name:

Organization name – Center/service name – City

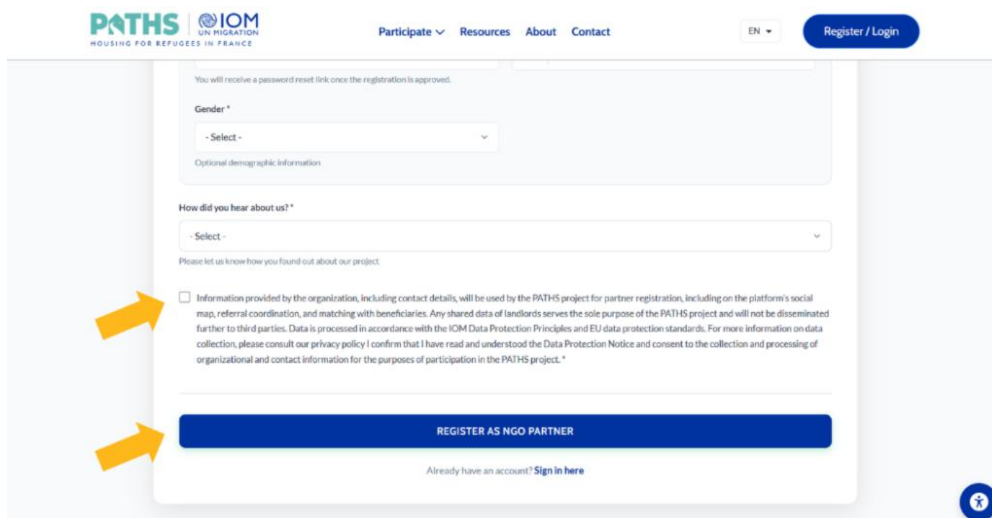
Ex : Forum Réfugiés - CPH – Vaux

For other organizations, enter the following as the organization name:

Organization name – City

(Specify the city if your organization has local branches in AURA region)

5- Check the box to accept the terms and conditions



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HOUSING FOR REFUGEES IN FRANCE

Participate Resources About Contact

EN Register / Login

You will receive a password reset link once the registration is approved.

Gender *

- Select -

Optional demographic information

How did you hear about us? *

- Select -

Please let us know how you found out about our project:

☐ Information provided by the organization, including contact details, will be used by the PATHS project for partner registration, including on the platform's social map, referral coordination, and matching with beneficiaries. Any shared data of landlords serves the sole purpose of the PATHS project and will not be disseminated further to third parties. Data is processed in accordance with the IOM Data Protection Principles and EU data protection standards. For more information on data collection, please consult our privacy policy. I confirm that I have read and understood the Data Protection Notice and consent to the collection and processing of organizational and contact information for the purposes of participation in the PATHS project.

REGISTER AS NGO PARTNER

Already have an account? [Sign in here](#)

6- Click on **“Register”**

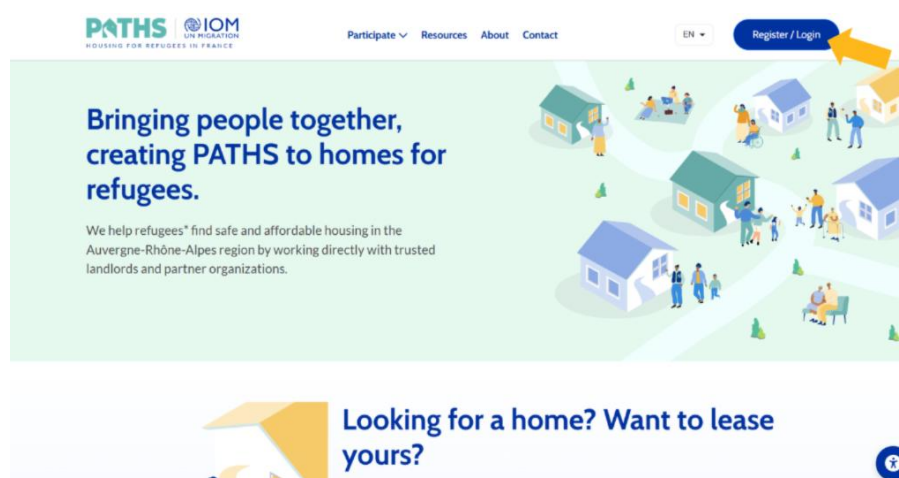
After registration :

- 7- You will receive an email indicating that your account is awaiting validation by IOM.
- 8- Once validated, you will receive a link to reset my password.
- 9- You can then log in.

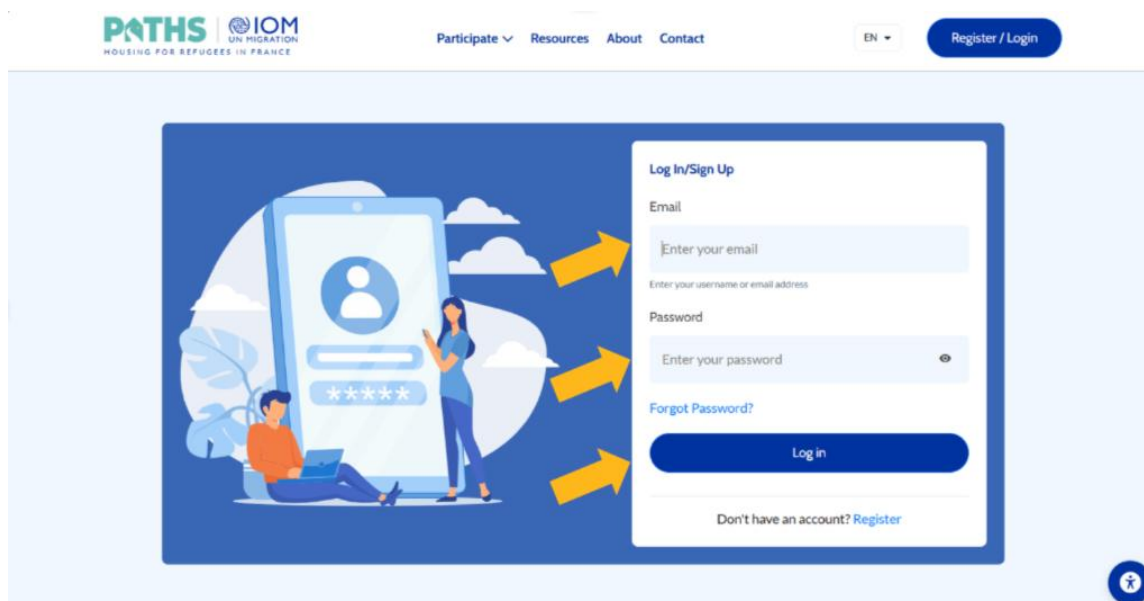
⚠ For the organizations that use the platform both to support beneficiaries and to publish housing listings, we recommend creating two different accounts: one “support professional” account for the service that supports beneficiaries and one “landlord” account (see landlord user guide) for the service that provides housing listings.

Log in to the housing listing platform

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



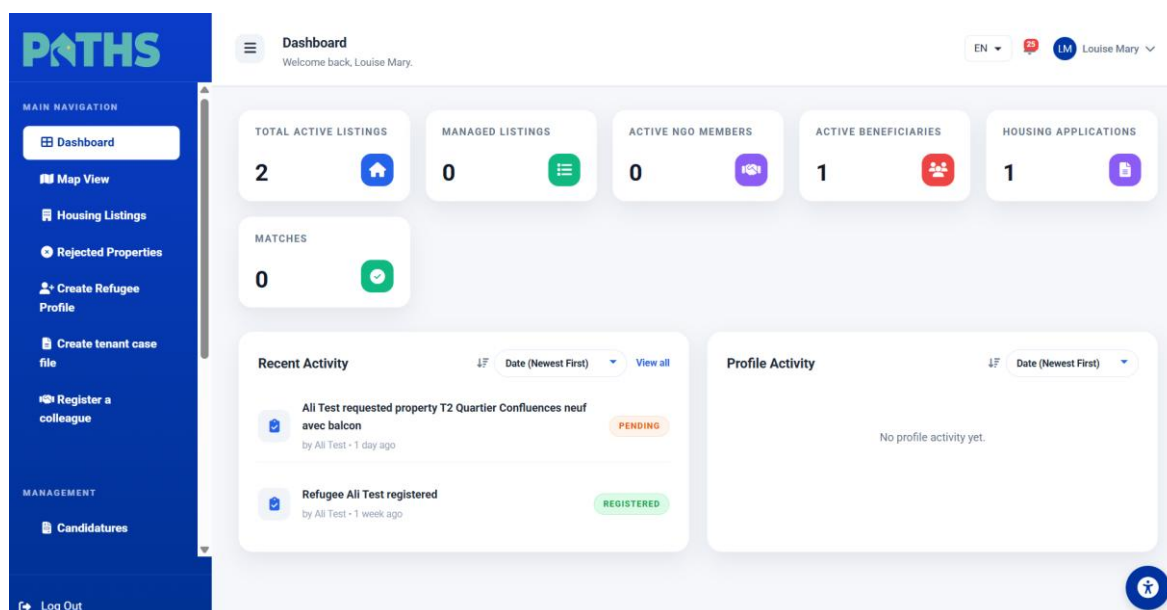
2- Enter your username and password and click on “**Log in**”.



⚠ If you have been registered on the portal by your department/center/service manager, use the link received by email to reset your password. If your organization is already registered but you don't have a username yet, contact your organization's focal point for the PATHS project so that they can register your account via their organization access on their dashboard (under “register a colleague”).

View dashboard (via login)

Once you log in, you will access your **dashboard**.

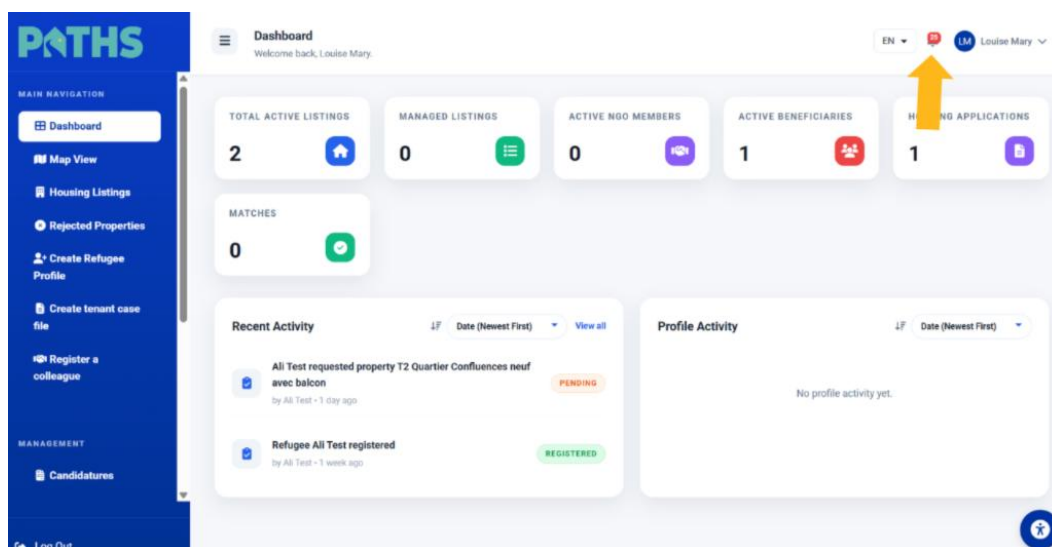


From this space, you can:

- View you beneficiaries' progress on the platform
- View their recent activities
- Track the status of their applications

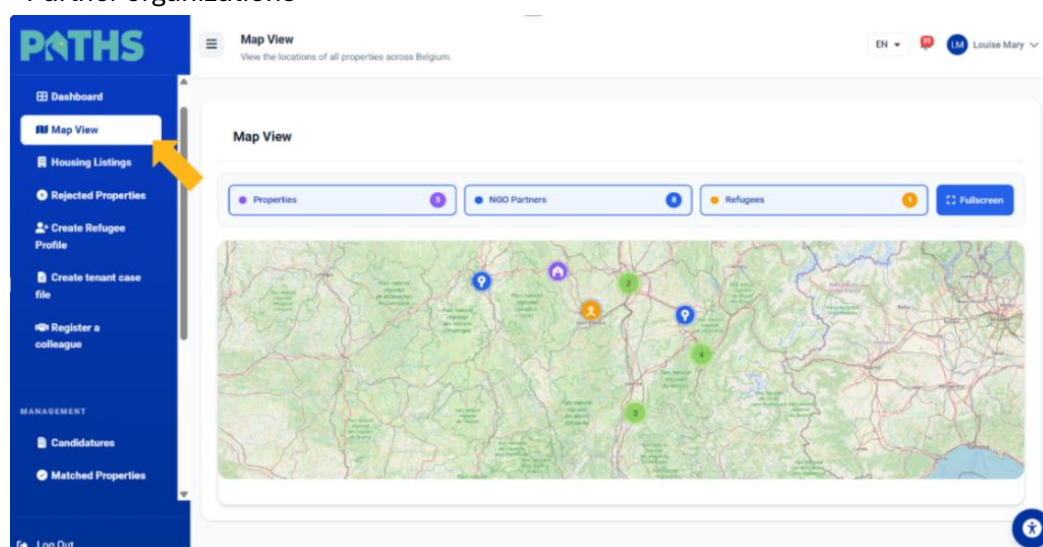
The **bell button** , located at the top right of the screen, allows you to access notifications concerning:

- Your organization
- Your beneficiaries



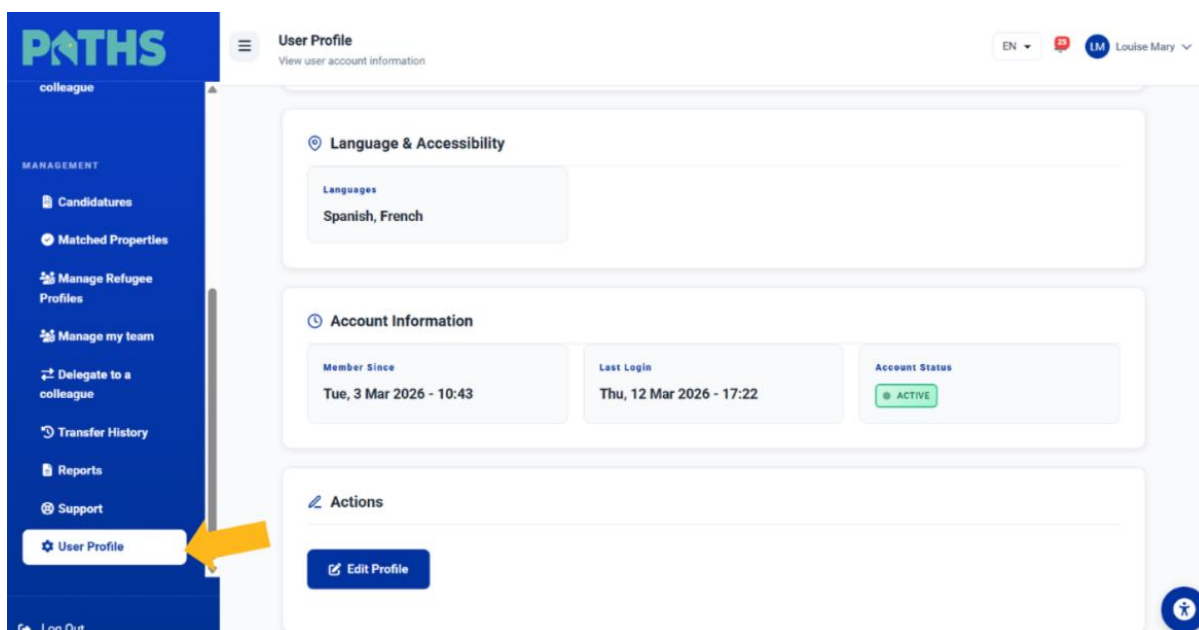
In the “**Map view**” section, I can locate the following on the map of the AURA region:

- Available housing listings
- Partner organizations



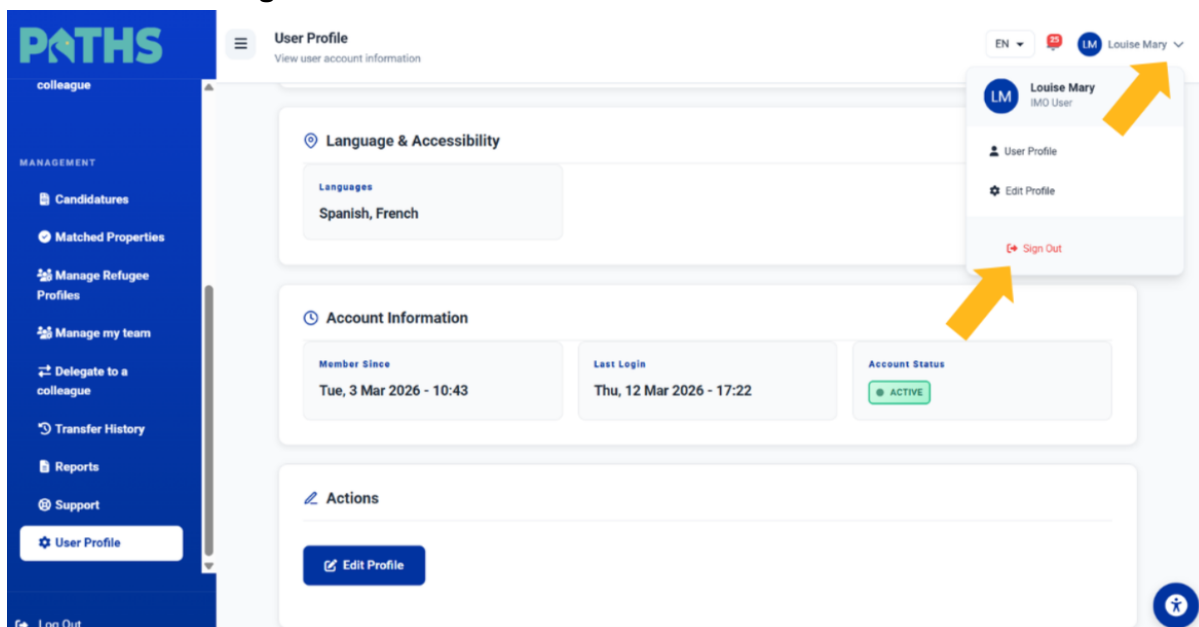
This feature provides a regional overview of the platform’s activity.

In the “**User Profile**”, view your personal information.

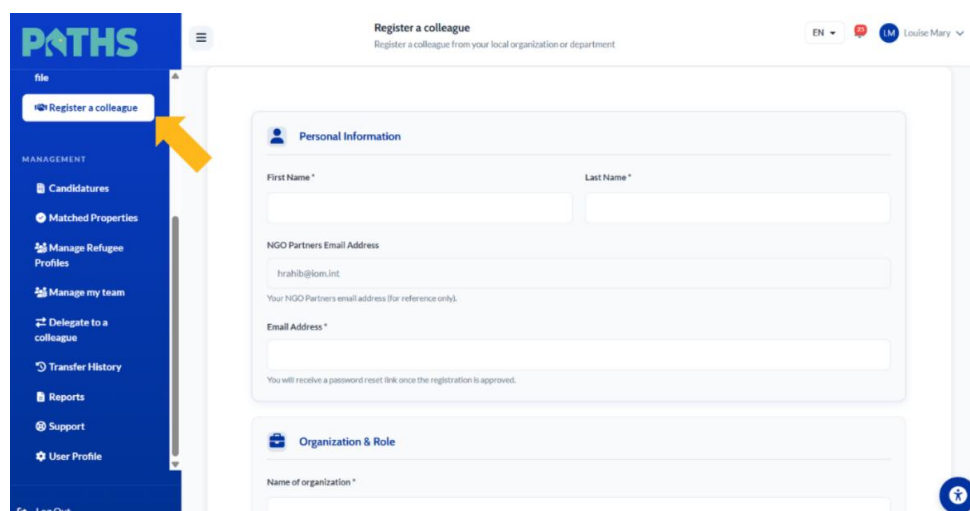


To sign out:

- 1- Click on the arrow to the right of your name at the top right of the screen
- 2- Click on “**Sign out**”



Register colleagues and manage team of users



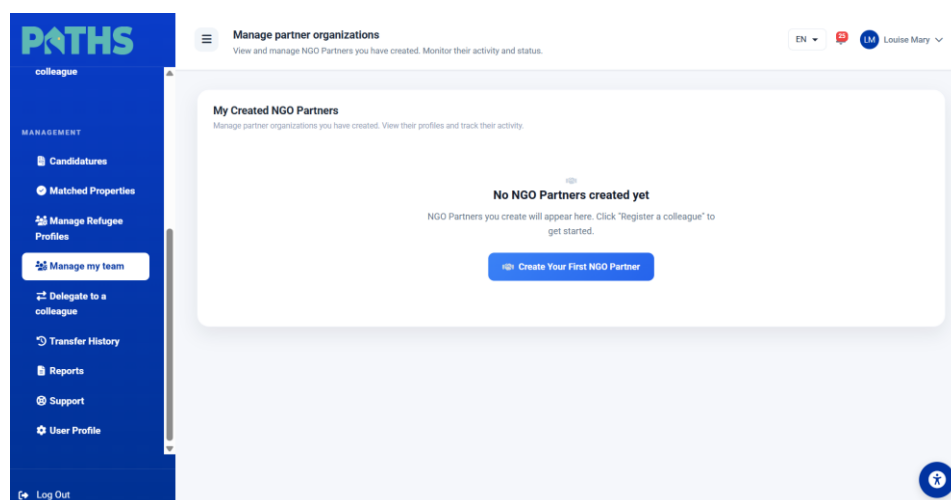
In the **“Register a colleague”** section:

- 1- Enter your colleague's personal information
- 2- Confirm the registration

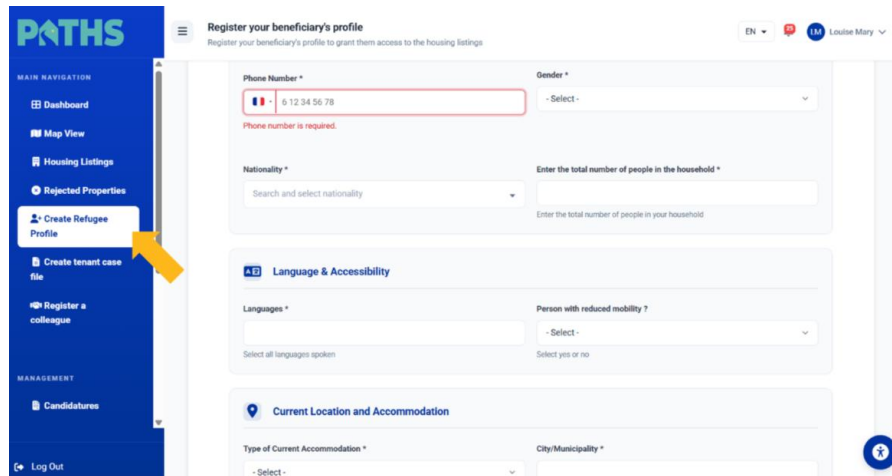
After confirmation by IOM:

- 3- Colleague receives an email
- 4- They reset their password
- 5- They access their own personal dashboard, linked to the organization

△ Currently, each head of organization/department can register up to two colleagues per organization/department. In the **“Manage my team”** section, view the complete list of users linked to your organization or department. This gives an overview of active users and the organization of the team.



Register a beneficiary profile



Register your beneficiary's profile
Register your beneficiary's profile to grant them access to the housing listings

Phone Number * Gender *

Nationality * Enter the total number of people in the household *

Language & Accessibility

Languages * Person with reduced mobility ?

Current Location and Accommodation

Type of Current Accommodation * City/Municipality *

In the **“Create refugee profile”** section, create a profile for a beneficiary you are supporting to give them access to the platform.

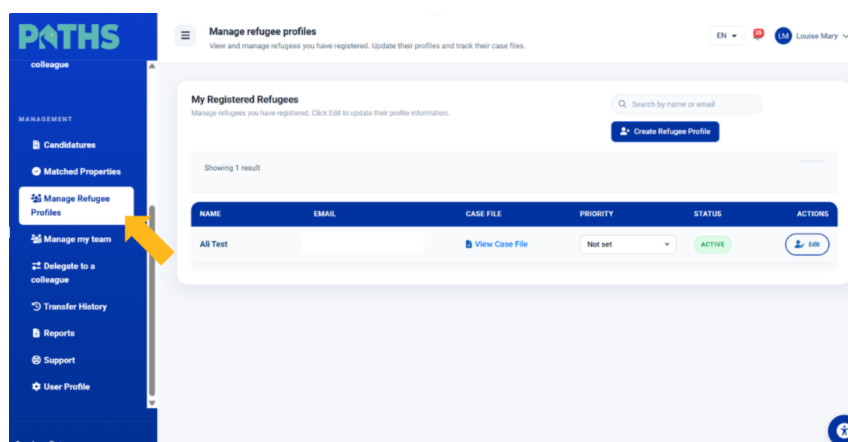
Fill in the form with beneficiary's personal details and click on **“Register refugee”**.

After validation by IOM:

- 1- The beneficiary receives an email.
- 2- They can reset their password.
- 3- They log in to their personal dashboard to view housing listings and apply independently

△ Each user of the organization can register up to 5 beneficiary profiles.

Manage beneficiary profiles



Manage refugee profiles
View and manage refugees you have registered. Update their profiles and track their case files.

My Registered Refugees
Manage refugees you have registered. Click Edit to update their profile information.

Showing 1 result

NAME	EMAIL	CASE FILE	PRIORITY	STATUS	ACTIONS
AB Test		View Case File	Not set	ACTIVE	Edit

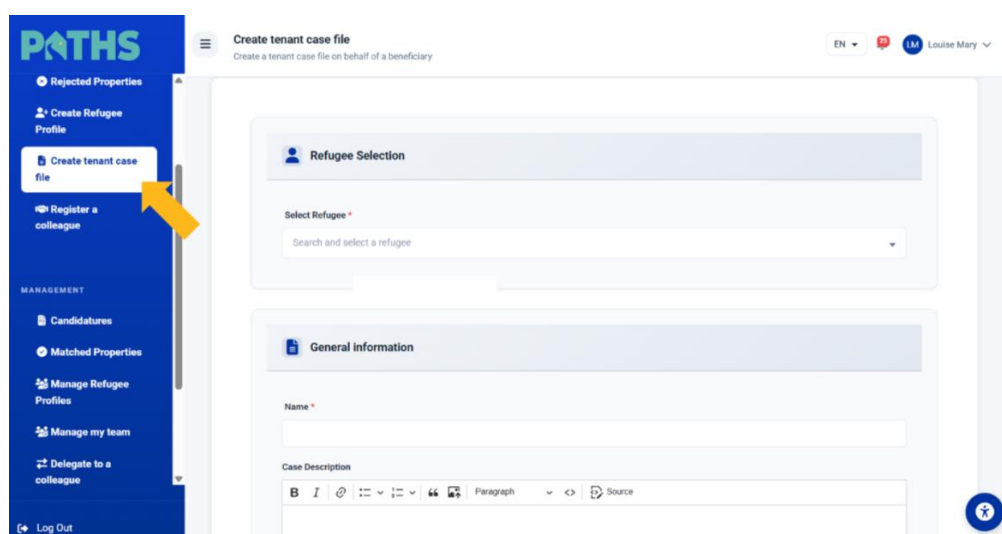
In the **“Manage refugee profiles”** section, find the complete list of your supported beneficiaries.

You can:

- View their information
- Update certain data if necessary
- Track their activity

This section gives you an overview of your portfolio of beneficiaries.

Creating a tenant file for a beneficiary



Once the profile has been created, the next step is to compile the tenant file.

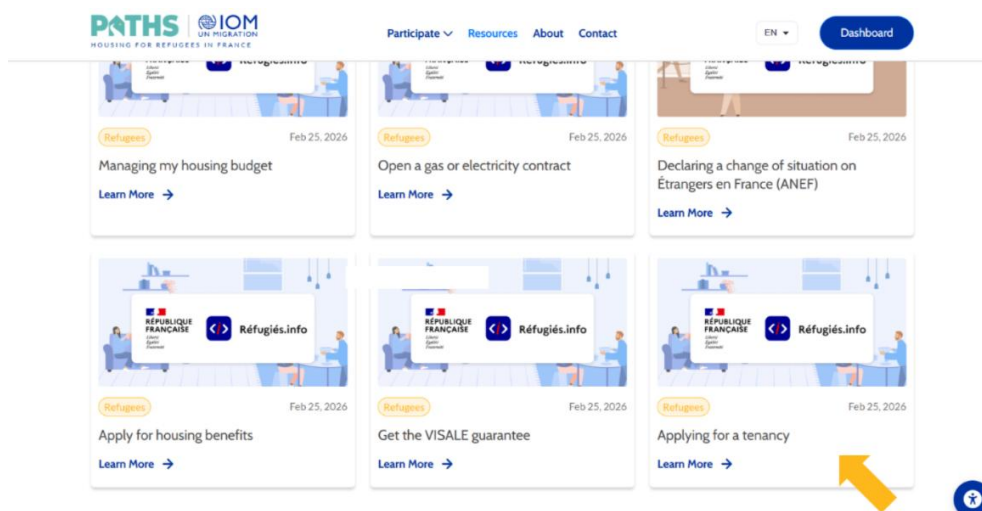
⚠ The platform is designed so that the beneficiary can complete this process independently from their personal account. However, if they encounter any difficulties, you can assist them via the “Compile a tenant file” section.

Step 1: Create the file on Dossier Facile

First, create your beneficiary's file on [Dossier Facile](#) to obtain:

- A complete file in which each supporting document has been authenticated by a Dossier Facile agent.
- A file available in PDF format that can be shared via a URL link, allowing the tenant to use it for applications on other platforms.
- An option for secure transfer of the tenant's personal documents, with watermarks.

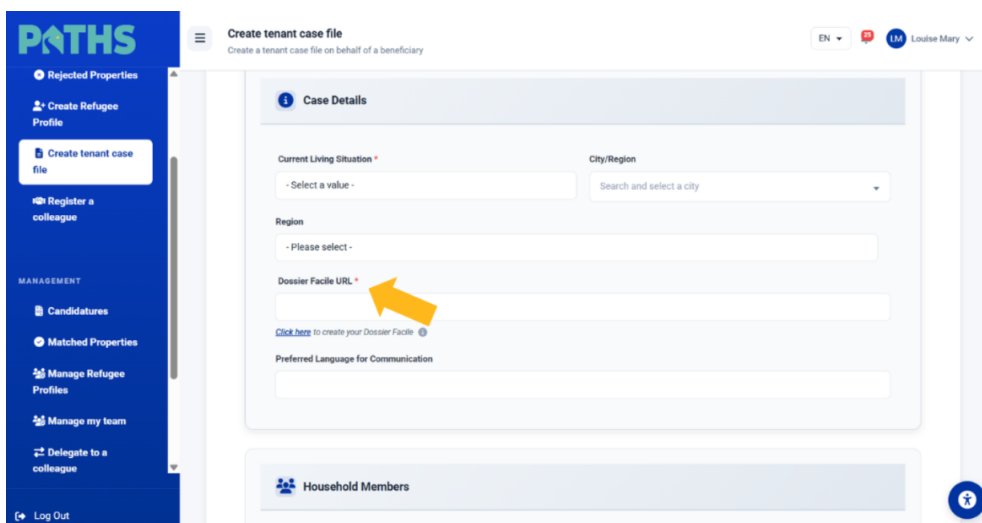
If you encounter any difficulty creating the tenant file on Dossier Facile, please inform the PATHS team using the support section. A multilingual fact sheet published by [Réfugiés.info](#) is available via the ‘Resources’ section to assist with this process.



Step 2: Enter the Dossier Facile file URL on the tenant file form

Once the file has been validated and authenticated via Dossier Facile:

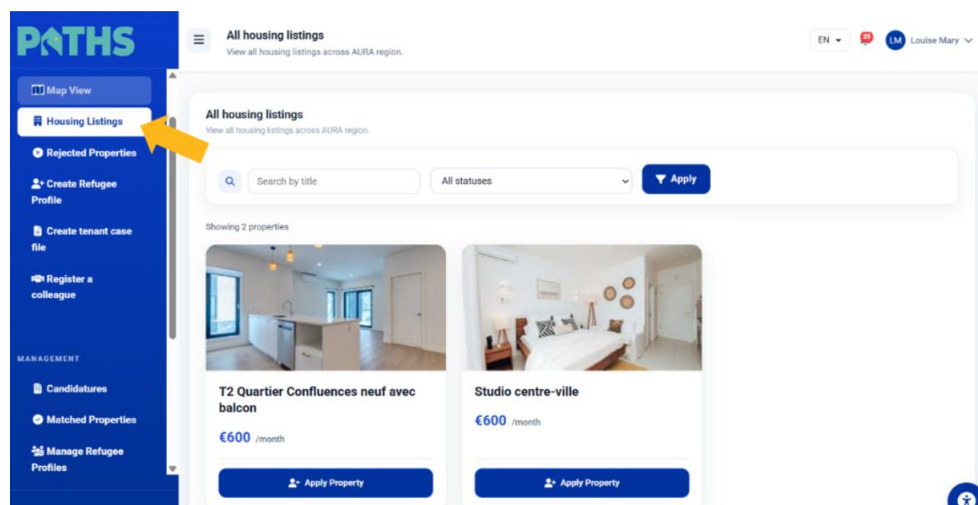
- 1- Add the file URL to the Paths2homes tenant file form in the “Create tenant file” section
- 2- Validate the registration



⚠ Once the file has been validated by IOM, it can no longer be modified directly.

For any modifications, use the “**Support**” section.

View available housing listings



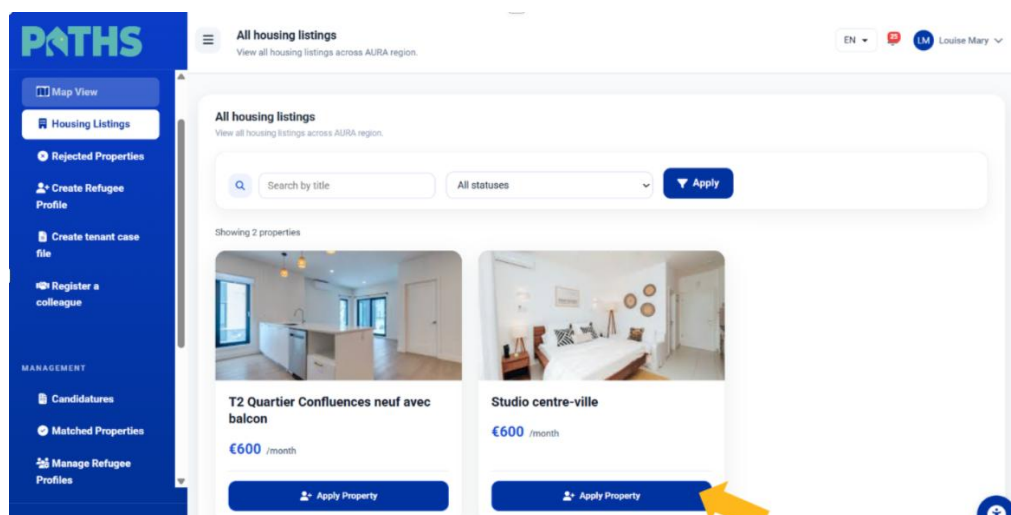
In the **“Housing Listings”** section, view all available housing in the AURA region.

All properties listed have been verified (physically or virtually) by IOM.

You can:

- Browse listings
- Click on a listing to view details

Apply for a listing on behalf of a beneficiary



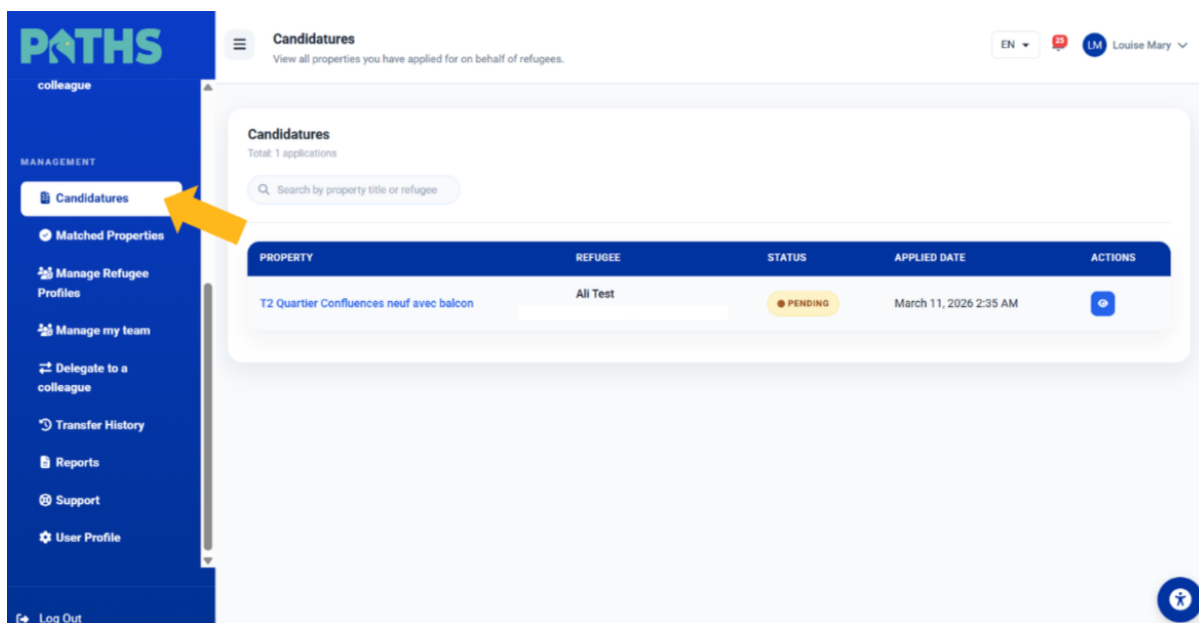
If a beneficiary is unable to apply on their own, you can submit the application from your account with their consent.

- 1- Select a listing
- 2- Click on **"Apply on behalf of a beneficiary "**
- 3- Select the relevant beneficiary

The application is then sent to IOM for verification.

⚠ *The platform aims to promote the autonomy of beneficiaries. Your role is to provide support, if necessary, particularly in cases of digital divide. Information sessions are organized to strengthen their autonomy on the platform.*

View beneficiaries' applications



The screenshot shows the PATHS application interface. On the left is a blue sidebar with the PATHS logo and a menu. The 'Candidatures' option is highlighted with a yellow arrow. The main content area is titled 'Candidatures' and shows 'Total: 1 applications'. Below this is a search bar and a table of applications. The table has five columns: PROPERTY, REFUGEE, STATUS, APPLIED DATE, and ACTIONS. One application is listed: 'T2 Quartier Confluences neuf avec balcon' for 'Ali Test', with a status of 'PENDING' and an applied date of 'March 11, 2026 2:35 AM'. There is a blue circular icon with a plus sign in the bottom right corner of the table area.

In the **"Applications"** section, you can track:

- 1- Your beneficiaries' active applications
- 2- Landlords' responses
- 3- The progress of applications

No specific action is required here, but this section allows you to tailor your support.

Delegate follow-up to a colleague

Delegate to a colleague
Delegate case data to a colleague.

EN LM Louise Mary

Delegate to a colleague
Transfer your beneficiaries' case files to a colleague to continue their support on the platform while on holiday or in case of permanent departure from your organization. [View History](#)

No Case Partners found. Please create Case Partners before attempting to transfer data.

Source User *
- Select Source User -
Select the user whose data will be transferred.

Target User
- Select Source User First -
Select the user who will receive the data.

Type of Transfer
Temporary (User on leave/vacation)
Select whether this is a permanent transfer or temporary transfer.

Expected Return Date
jj/mm/aaaa
When is the user expected to return? (Optional)

Select a Source User to see the data that will be transferred.

In case of leave or departure, transfer the follow-up of a beneficiary via the **“Delegate to a colleague”** section.

- 1- Select the source user (the one who was in charge of the follow-up)
- 2- Select the target user (the one who will take over the follow-up)
- 3- Choose the type of transfer: Temporary or Permanent

⚠ Even in the case of a temporary transfer, the return to the source referent must be done manually.

In **“Transfer History,”** view all transfers that have been made.

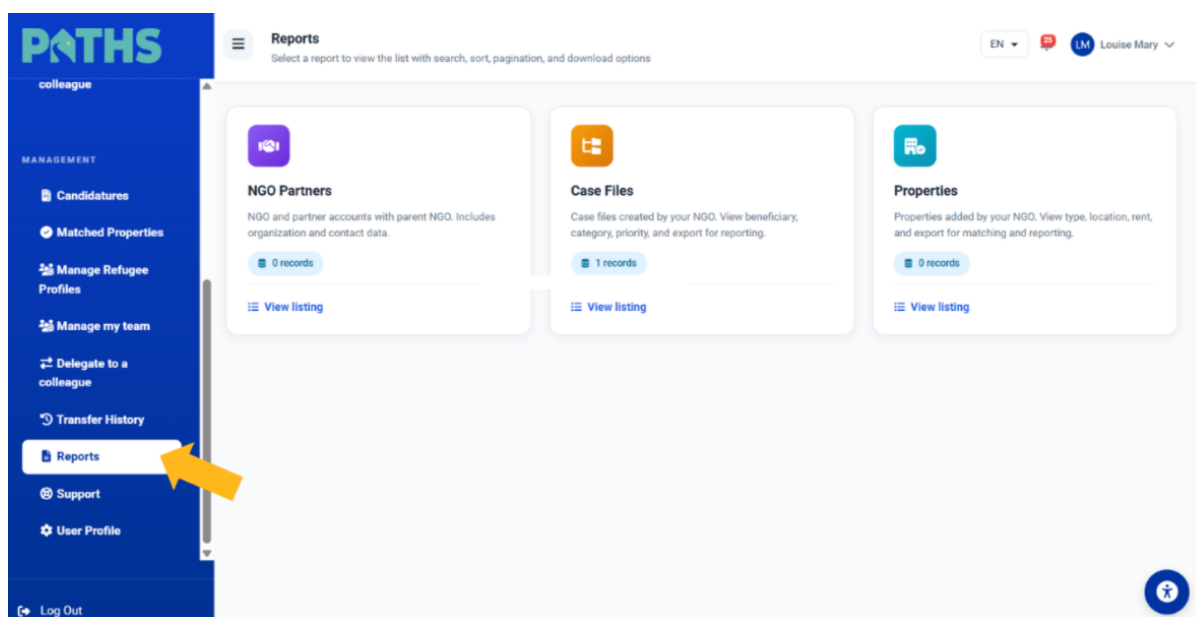
Case file transfer history
View history of all case file transfers, including permanent and temporary transfers.

EN LM Louise Mary

Transfer History
Complete history of case file transfers. [New Transfer](#)

No transfer history found.
[Create First Transfer](#)

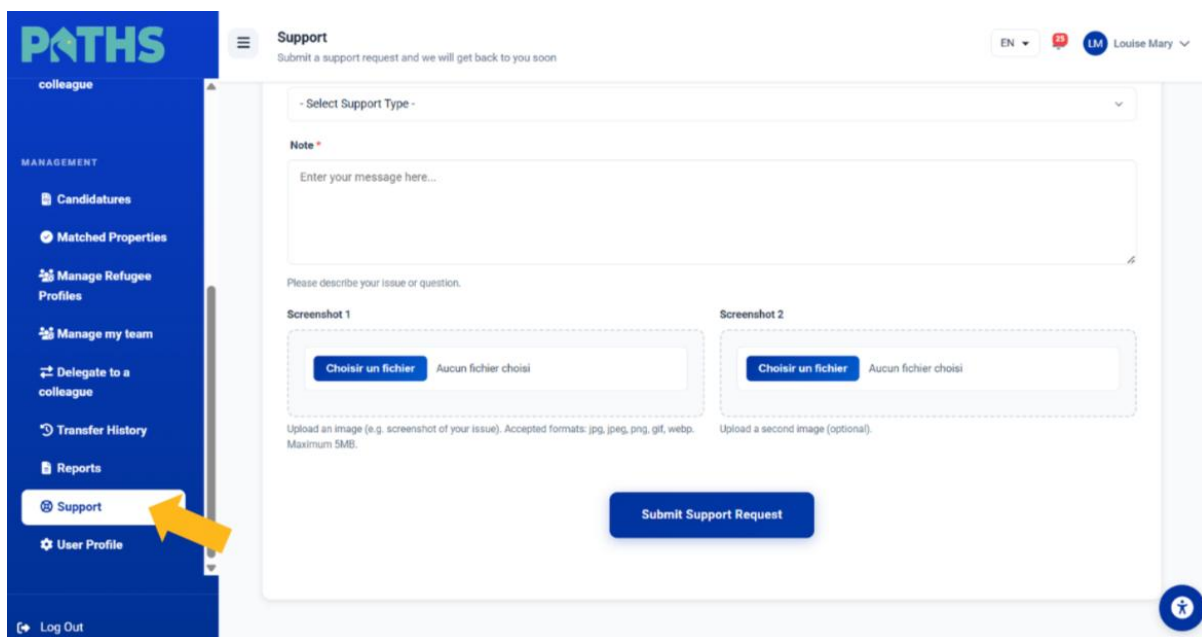
Access data



In the “**Reports**” section, you can:

- Extract statistics **about your organization’s activity**
- View indicators **about your beneficiaries’ access to housing**
- Analyze the progress of your beneficiaries **and the platform’s impact on your organization**

Request support



PATHS

colleague

MANAGEMENT

- Candidatures
- Matched Properties
- Manage Refugee Profiles
- Manage my team
- Delegate to a colleague
- Transfer History
- Reports
- Support**
- User Profile

Log Out

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

EN 23 LM Louise Mary

- Select Support Type -

Note *

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

If you encounter a technical problem or difficulty, use the “Support” tab.

You can request help with:

- A technical problem
- Your dashboard
- A beneficiary profile
- A housing listing
- An application
- Your user account

Describe your request in detail to facilitate processing by the PATHS team.