

## North Dakota Homeowner Assistance Fund

Helping qualified North Dakota homeowners get the financial help they need to make housing stability possible

[Application Portal](#)

# NORTH DAKOTA DEPARTMENT OF HUMAN SERVICES

*ND Homeowner Assistance Fund (ND HAF)*

*Payee Registration - Front End User Guide*

July 28, 2022

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# FRONT END USER GUIDE OVERVIEW

## **Introduction:**

This User Guide will provide step-by-step instructions for navigating the North Dakota Homeowner Assistance Fund (NDHAF) application portal. The guide will provide instructions on the payee registration process and prerequisite registration steps.

## **Audience:**

This User Guide is intended for any potential Payee (e.g., Loan Servicer, utility provider, etc.,)

# PAYEE REGISTRATION PREREQUISITES

# PAYEE REGISTRATION PREREQUISITES

**Prerequisite:** Prior to registering as a payee within the HAF Registration Portal, one of the following must have occurred:

- The State's HAF Outreach team calls the Payee notifying them that a HAF application has been submitted by one of their customers **OR**
- The Payee receives an email notification from the HAF Application Portal informing them a HAF Application has been submitted by one of their customers

**AND**

- The Payee has North Dakota Supplier ID number. Payees can obtain this number by going to [this link](#) and requesting a supplier account.

# PAYEE REGISTRATION

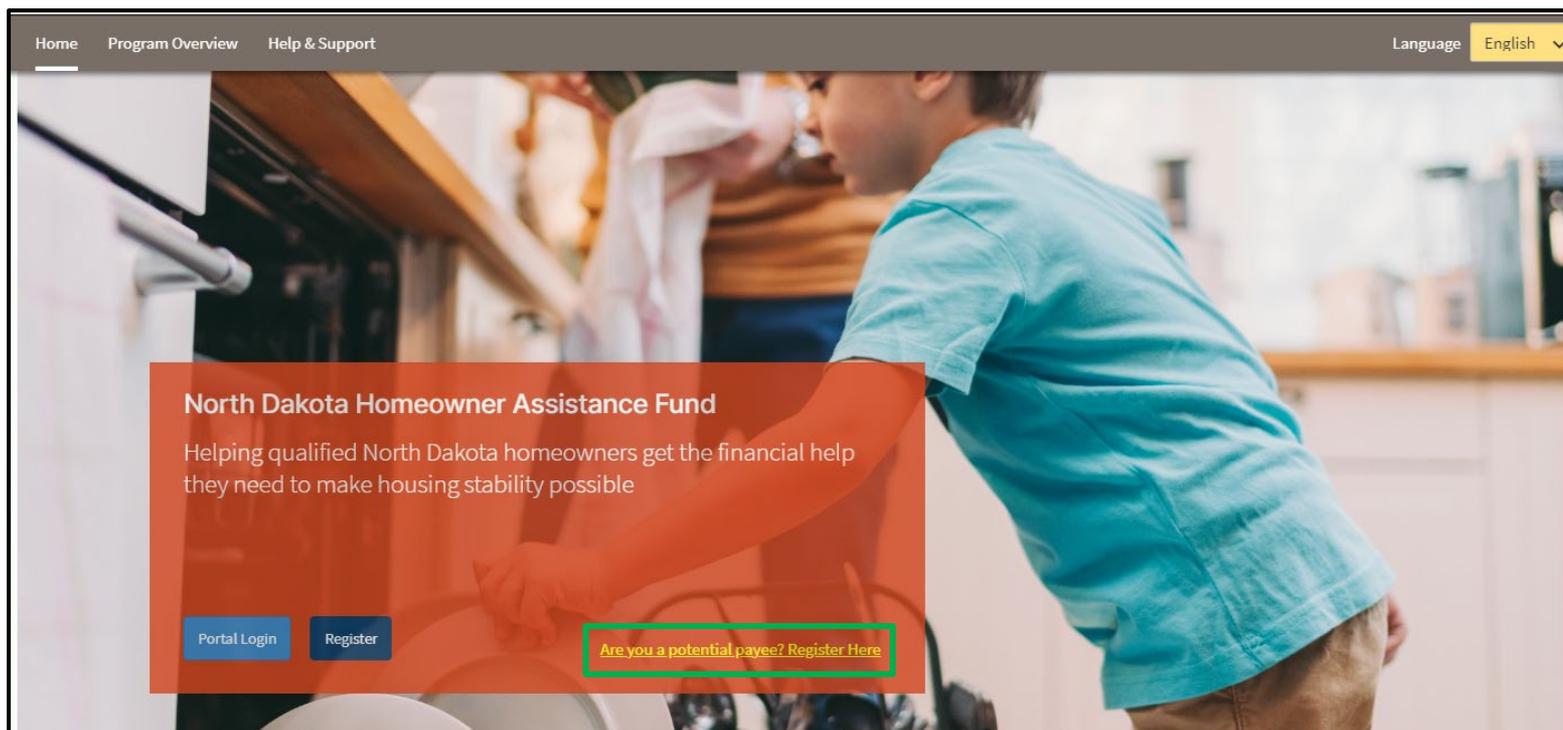
# PAYEE REGISTRATION

Select the following URL in the web browser:

[Home - Homeowner Assistance Fund \(servicenowservices.com\)](https://servicenowservices.com)

When accessing the website, register as a payee and create a new account.

**Step 1:** Select **Are you a potential payee?** [Register Here](#) to be directed to the Payee Registration page.



# PAYEE REGISTRATION

**Step 2:** Enter all mandatory fields to complete account registration:

- **First Name**
- **Last Name**
- **Email Address**
- **OMB Supplier ID**
- **OMB Company ID**

Once you have entered a Supplier and OMB Company ID, click **Validate IDs** to confirm information.

### Payee Registration

To receive payments, providers must be a supplier with the Office of Management and Budget. If you have not yet registered to be a vendor, please follow the steps below.

**NOTE: If you have already registered with OMB Vendor Registry you should use the same SUPPLIER ID and COMPANY ID as you have in the past.**

STEP 1: Create a Supplier Account (This step is completed only 1 time.)  
Register as a vendor on the ND Office of Management and Budget's Supplier Registry at <https://bit.ly/2yK2Zba>  
Please allow 5 to 10 business days for OMB to process your request and send your Supplier ID.

STEP 2: Return to this ND Homeowner Assistance Fund page.  
You will need both your Supplier ID and the Company ID you chose during your supplier registration.  
Approved payments will be made directly to you, the supplier, either via check or ACH, depending on the method you chose when registered with OMB.

First Name: *	<input type="text"/>	Last Name: *	<input type="text"/>
Email address: *	<input type="text"/>	Confirm Email: *	<input type="text"/>
OMB Supplier ID: *	<input type="text"/>	OMB Company ID: *	<input type="text"/>

Do you service for another company: \*  Yes  No

I/We understand that electronic submission of my/our application and electronic signature serves as written and signed attestations for the purpose of the program. \*

I/We agree that I shall not file any legal action for nonpayment for 30 days after the assistance period has ended. \*

I [agree to the North Dakota Privacy Policy](#) \*

# PAYEE REGISTRATION

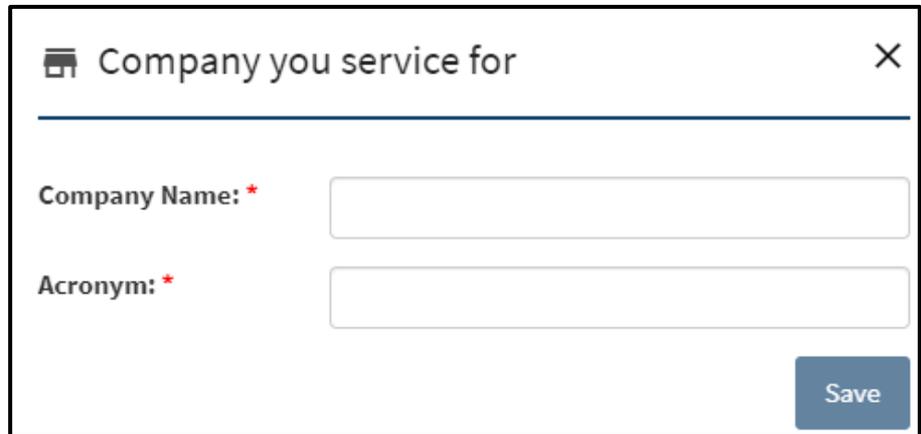
**Step 3:** Click on the **Validating IDs** to select the OMB Nickname associated with the Payee

**Step 4:** Select **Yes** or **No** for the question: **Do you service for another company?**

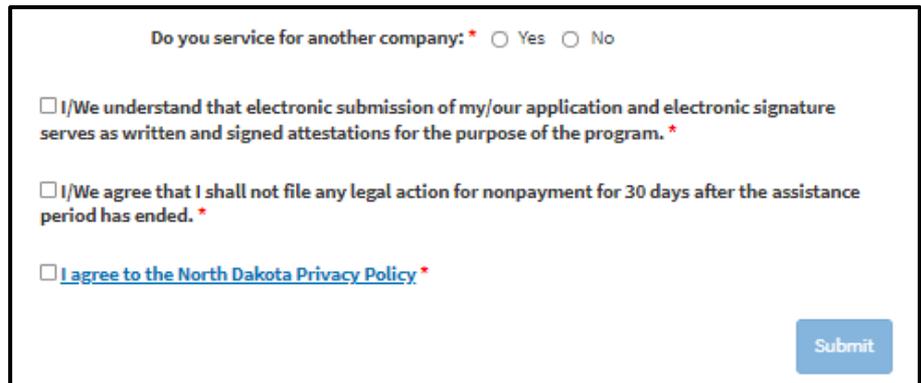
- If Yes, click the **Add Company** button to enter the **Company Name** and **Acronym**
- If No, continue to the attestation questions

**Step 5:** Select the attestation checkboxes

**Step 6:** Click **Submit** to complete registration.



A screenshot of a web form titled "Company you service for" with a close button (X) in the top right corner. The form contains two input fields: "Company Name: \*" and "Acronym: \*". A blue "Save" button is located in the bottom right corner of the form.



A screenshot of a web form containing attestation questions. At the top, it asks "Do you service for another company: \*" with radio button options for "Yes" and "No". Below this are three checkboxes, each followed by a statement and a red asterisk: "I/We understand that electronic submission of my/our application and electronic signature serves as written and signed attestations for the purpose of the program. \*", "I/We agree that I shall not file any legal action for nonpayment for 30 days after the assistance period has ended. \*", and "I agree to the North Dakota Privacy Policy \*". A blue "Submit" button is located in the bottom right corner.

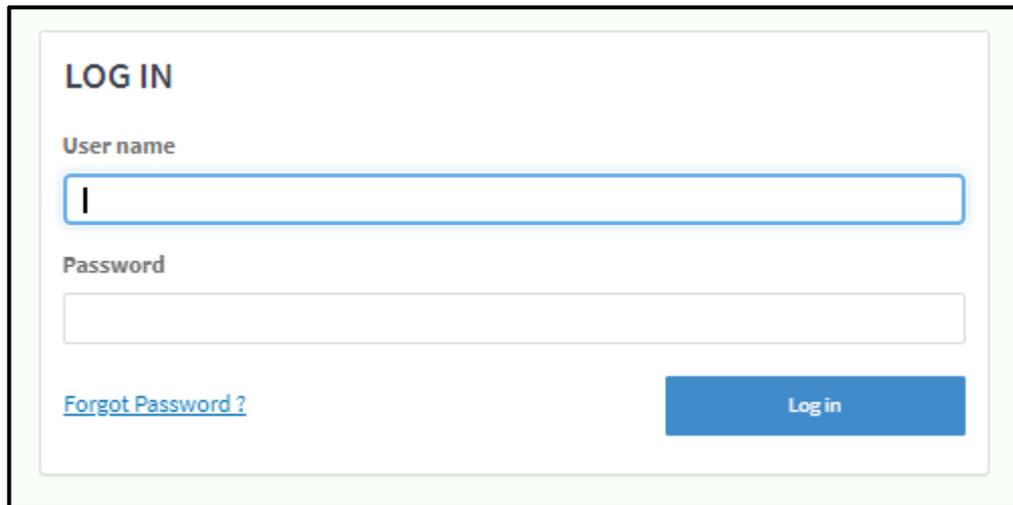
# PAYEE FIRST TIME LOGIN

**Step 7:** If the applicant is a Loan Servicer, they will now have to login and upload their Loan Servicer Collaboration Agreement.

Once credentials are received via the email notification, navigate to the application portal, and use credentials from the notification to log in.

Email notification will provide:

- **Link to the application portal website**
- **Username**
- **Temporary password**



The image shows a login form with the following elements:

- LOG IN** (Section Header)
- User name** (Label) above a text input field containing the letter 'I'.
- Password** (Label) above an empty text input field.
- [Forgot Password ?](#) (Link) located below the password field.
- Log in** (Button) located to the right of the password field.

# PAYEE FIRST TIME LOGIN

**Step 8:** Follow reset password instructions to complete first time login.

- Enter the password you were given in your email in **Current Password**.
- Enter a new password and confirm it in the **New Password** and **Confirm new Password** fields.
  - The password must be between 8 - 40 characters long and contain at least 1 digit(s), 1 uppercase letter(s), 1 lowercase letter(s) and 0 special character(s).
- Click **Submit**.

The screenshot shows a web browser window with a light blue header bar containing the text "System administrator requires you to change your password" and a close button (X). Below the header is a white form titled "Change Password". The form contains the following elements:

- User name:** A text input field containing "John.Doe".
- Current Password:** A text input field.
- New password:** A text input field.
- Confirm New Password:** A text input field.
- Submit:** A green button with white text.

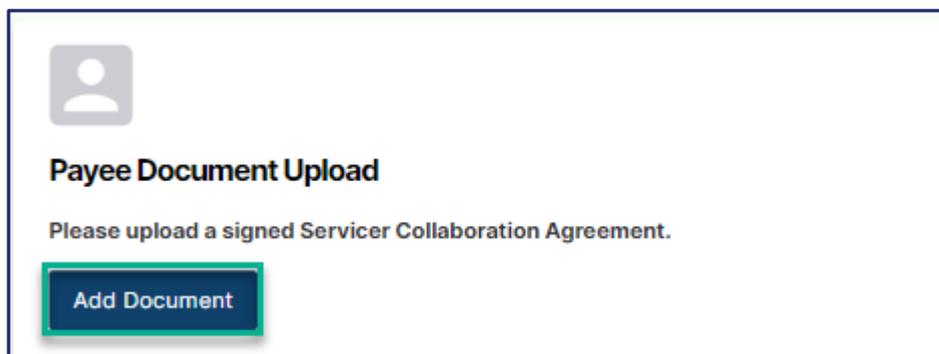
In the bottom right corner of the browser window, there is a refresh icon.

# COLLABORATION AGREEMENT UPLOAD

**Step 9a:** Enter the application portal to upload documentation.

From the application portal, you will be directed to the document upload page. Click **Document Upload**.

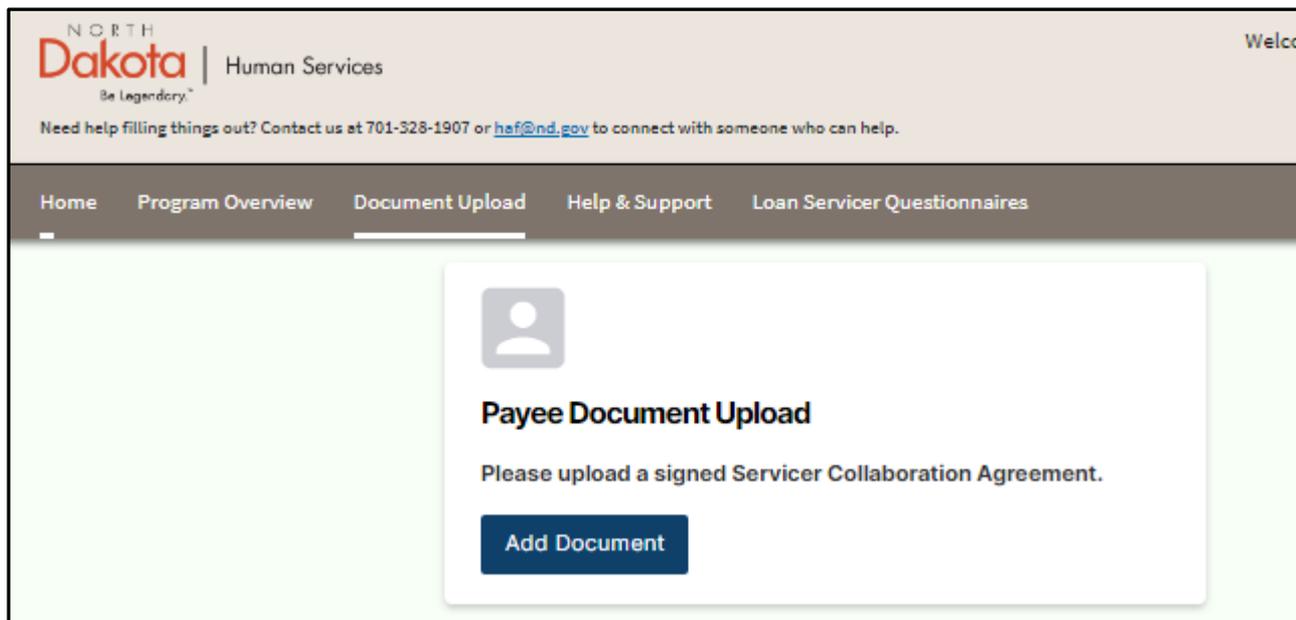
If you are a **Loan Servicer**, select **Add Document** to upload the **Servicer Collaboration Agreement**.



# COLLABORATION AGREEMENT UPLOAD

**Step 9b:** Alternatively, you may click on the **Document Upload** tab to access the **Payee Document Upload** page.

If you are a **Loan Servicer**, select **Add Document** to upload the **Servicer Collaboration Agreement**.



# LOAN SERVICER QUESTIONNAIRE

# LOAN SERVICER QUESTIONNAIRE PREREQUISITES

**Prerequisite:** If an applicant has applied for loan assistance and has indicated you as their loan servicer, the Loan Servicer Questionnaire will be made available for you to complete.

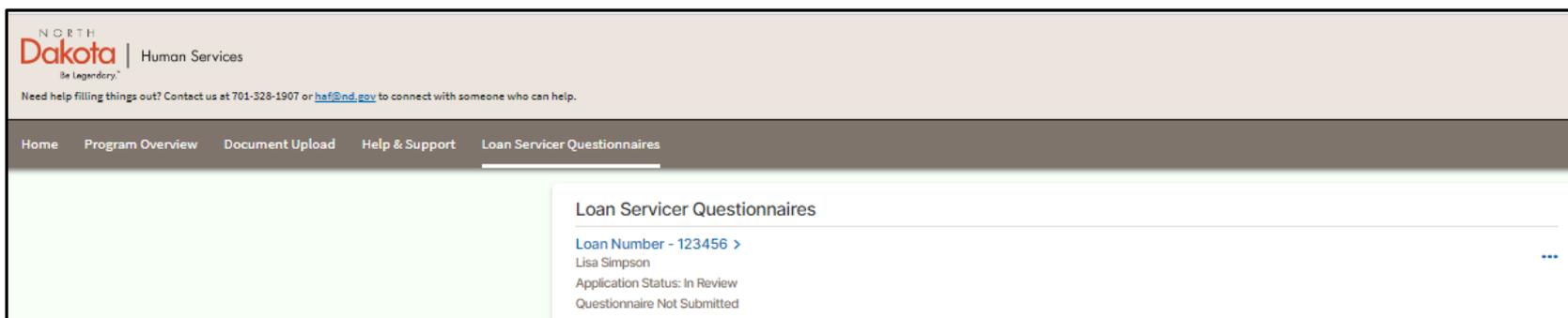
Note, the questionnaire will only be visible for completion when an applicant has an application in the **In Review** status.

You may review the status of the applicant's application from the **Loan Servicer Questionnaire tab**, underneath the Loan Number.



# LOAN SERVICER QUESTIONNAIRE

**Step 1:** Navigate to the **Loan Servicer Questionnaires** tab to review all questionnaires pending your response. You will be able to review the Loan number, applicant name, application review status, and questionnaire submission status from this dashboard.



**Step 2:** Open a questionnaire to complete.

Click on the **Loan Number**

or

**Select the ellipses** to the right of the record you would like to open. Then **click Open**.



# LOAN SERVICER QUESTIONNAIRE

**Step 3:** Complete the questionnaire.

The **Loan Servicer Questionnaire** will open. Complete the form to include responses for all mandatory fields (designated by an asterisk).

Note: The **Loan Account number** will auto-populate based on the loan information submitted by the applicant.

<p>Loan Servicer Questionnaire          Name: Lisa Simpson          Loan Number: 123456</p> <p><b>Borrower's First Name *</b></p> <input type="text"/>	<p><b>Origination Date *</b></p> <input type="text" value="Select Date"/>
<p><b>Borrower's Last Name *</b></p> <input type="text"/>	<p><b>Original Principal Amount *</b></p> <input type="text" value="-500000"/>
<p><b>Address Line 1 *</b></p> <input type="text"/>	<p><b>Loan Escrowed *</b></p> <input type="text" value="-Select-"/>
<p><b>Address Line 2</b></p> <input type="text"/>	<p><b>Next Payment Due *</b></p> <input type="text" value="Select Date"/>
<p><b>City *</b></p> <input type="text"/>	<p><b>Active Bankruptcy *</b></p> <input type="text" value="-Select-"/>
<p><b>State *</b></p> <input type="text" value="North Dakota"/>	<p><b>In Default *</b></p> <input type="text" value="Yes"/>
<p><b>Zip Code *</b></p> <input type="text"/>	<p><b>Loan is Past Due *</b></p> <input type="text" value="Yes"/>
<p><b>Loan Account Number *</b></p> <input type="text" value="abbc112"/>	<p><b>Days Past Due *</b></p> <input type="text" value="31 - 60 days"/>
<p><b>Monthly Payment Amount *</b></p> <input type="text" value="-10"/>	<p><b>Amount Past Due *</b></p> <input type="text" value="0"/>
	<p><b>Late Fees Past Due *</b></p> <input type="text" value="0"/>
	<p><b>Received a Foreclosure Notice *</b></p> <input type="text" value="-Select-"/>

# LOAN SERVICER QUESTIONNAIRE

## Step 4: Submit the questionnaire

Once complete, review the form for accuracy. To submit the questionnaire, click **Submit** at the bottom right of the form.

If more information is needed, or you would like to complete the form later, click **Save** and then **Exit** to return to the main **Loan Servicer Questionnaire dashboard**.

**End Date of COVID 19 FB \***

**Has there been a COVID-19 loan modification? \***

**Has there been a delinquency deferral? \***

**Has there been a standard loan modification? \***

**If applicable, please add any additional information you feel is important to proceed with the processing of this application.**

# ND HAF SUPPORT INFORMATION

# RESOURCES

## **Direct Support**

- *For questions on system navigation or setting user preferences, contact the*
  - *Call center at 701.328.1907 or haf@nd.gov*