NORTH Dakota Be Legendary.™ | Human Services

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

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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

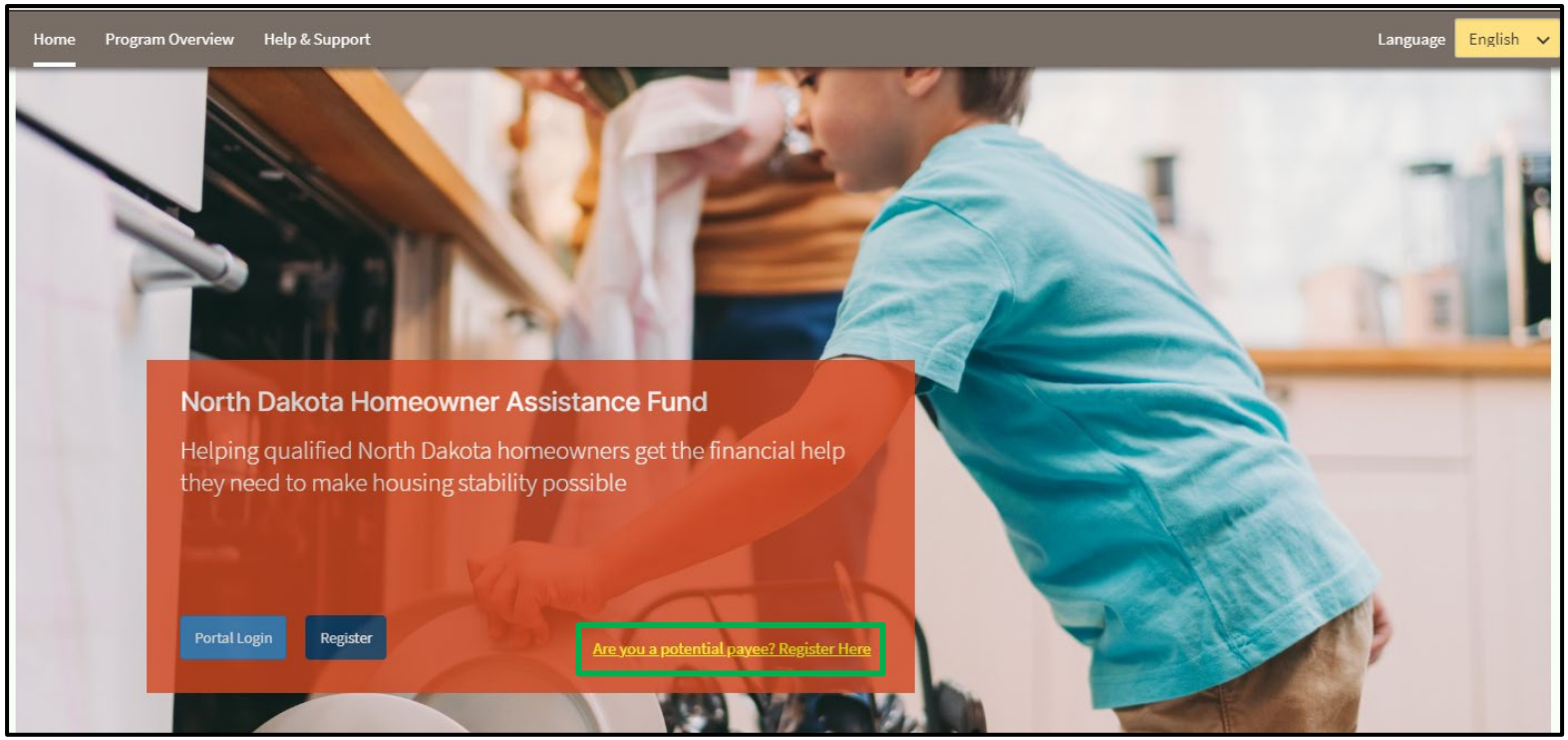
PAYEE REGISTRATION

Select the following URL in the web browser:

Home - Homeowner Assistance Fund (servicenowservices.com)

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.

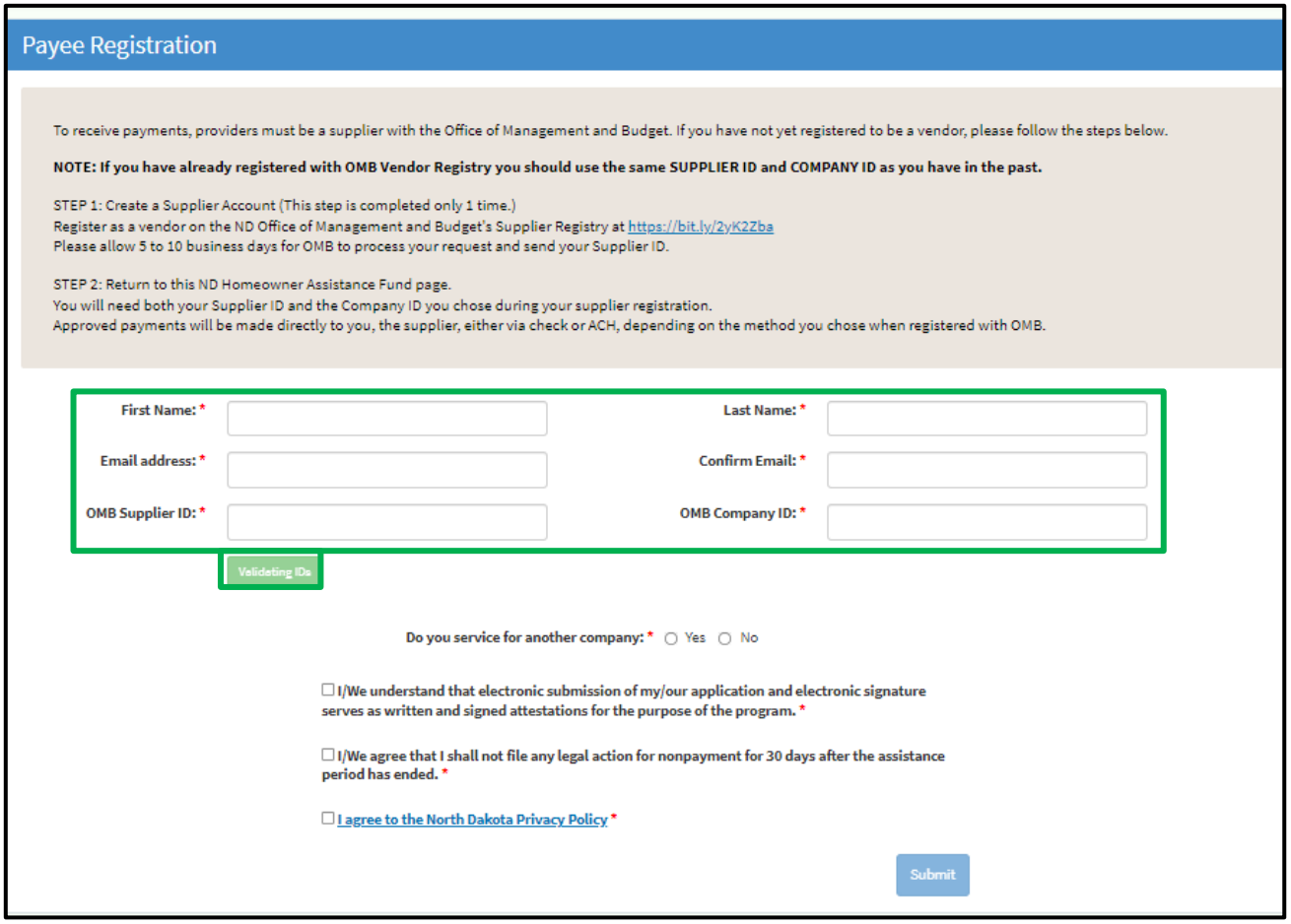


PAYEE REGISTRATION

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

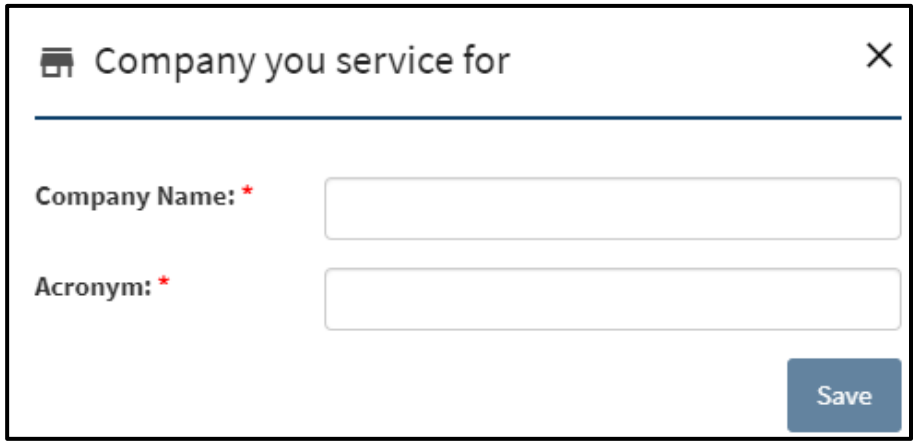
Step 3: Click on the **Validating IDs** to select the OMB Nickname associated with the Payee

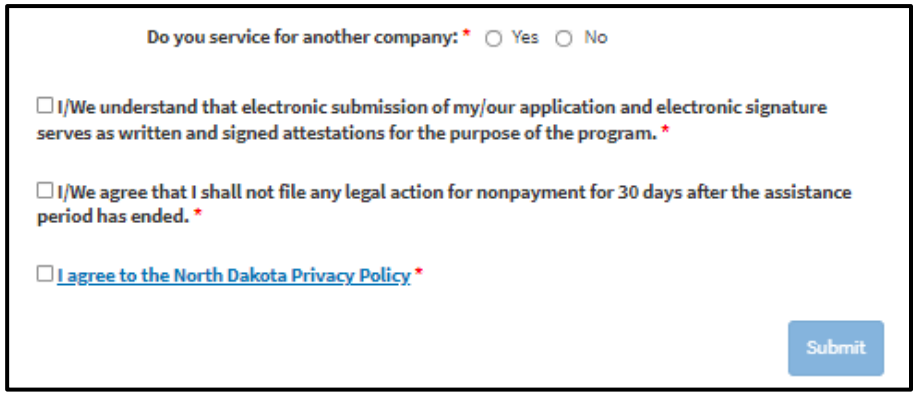
Step 4: Select **Yes** or **No** for the question**: Do you service for another company?**

- 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.





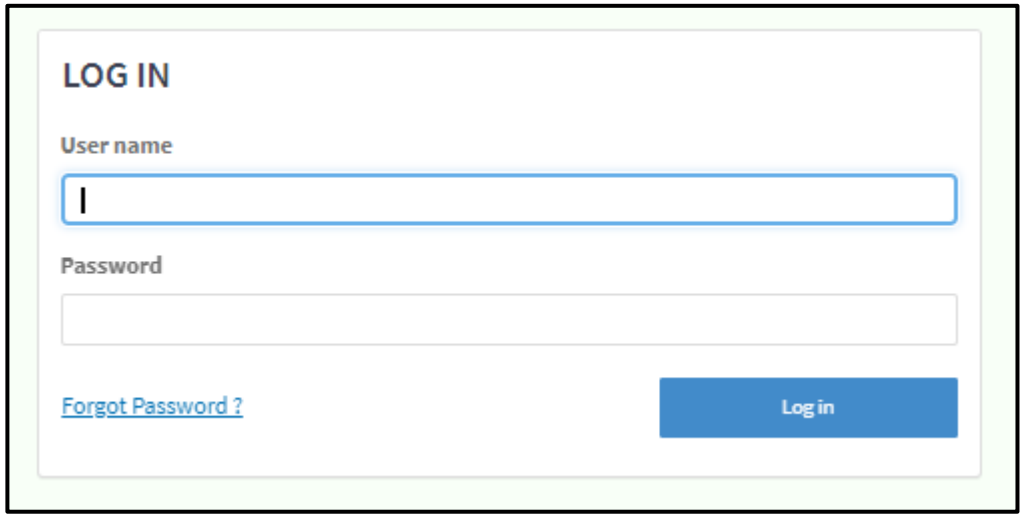
PAYEE FIRST TIME LOGIN

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**



PAYEE FIRST TIME LOGIN

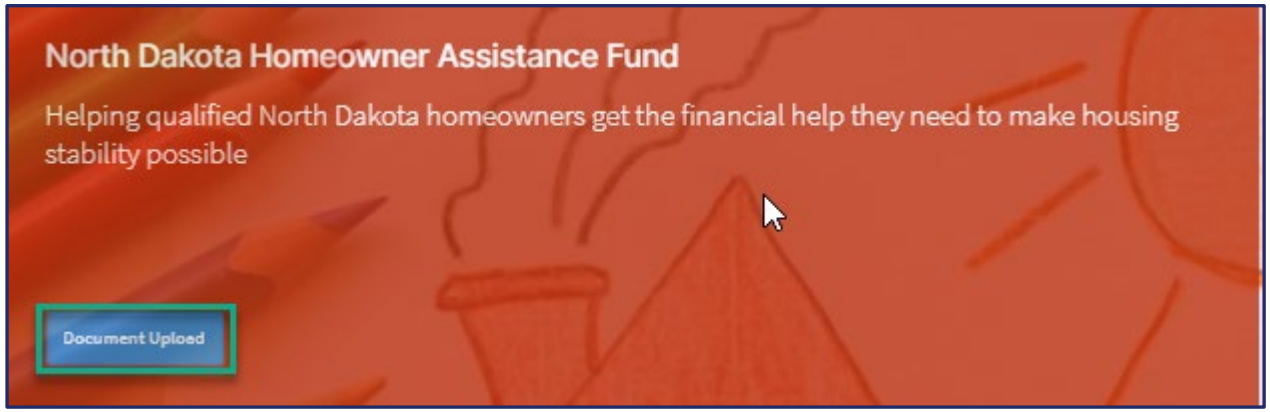
Step 8: Follow reset password instructions to complete first time login.

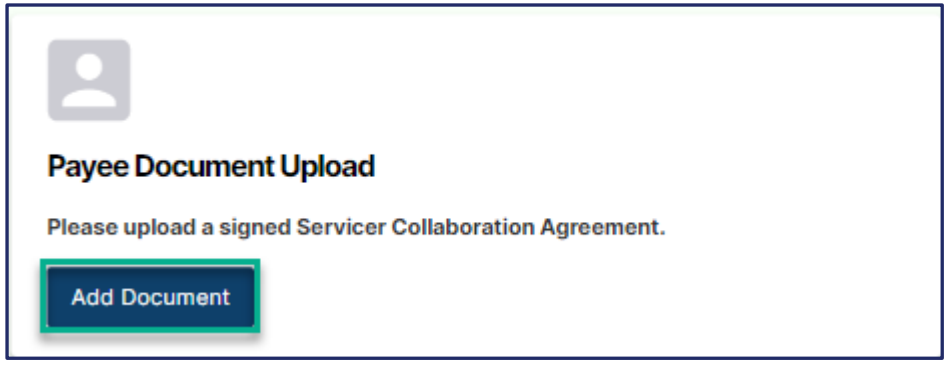
- Enter the password you were given in your email in **Current Password.**
- Enter a new password and confirm it in the **New Password** and **Confirm new Password** fields.
  - The password must be between 8 - 40 characters long and contain at least 1 digit(s), 1 uppercase letter(s), 1 lowercase letter(s)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

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**.

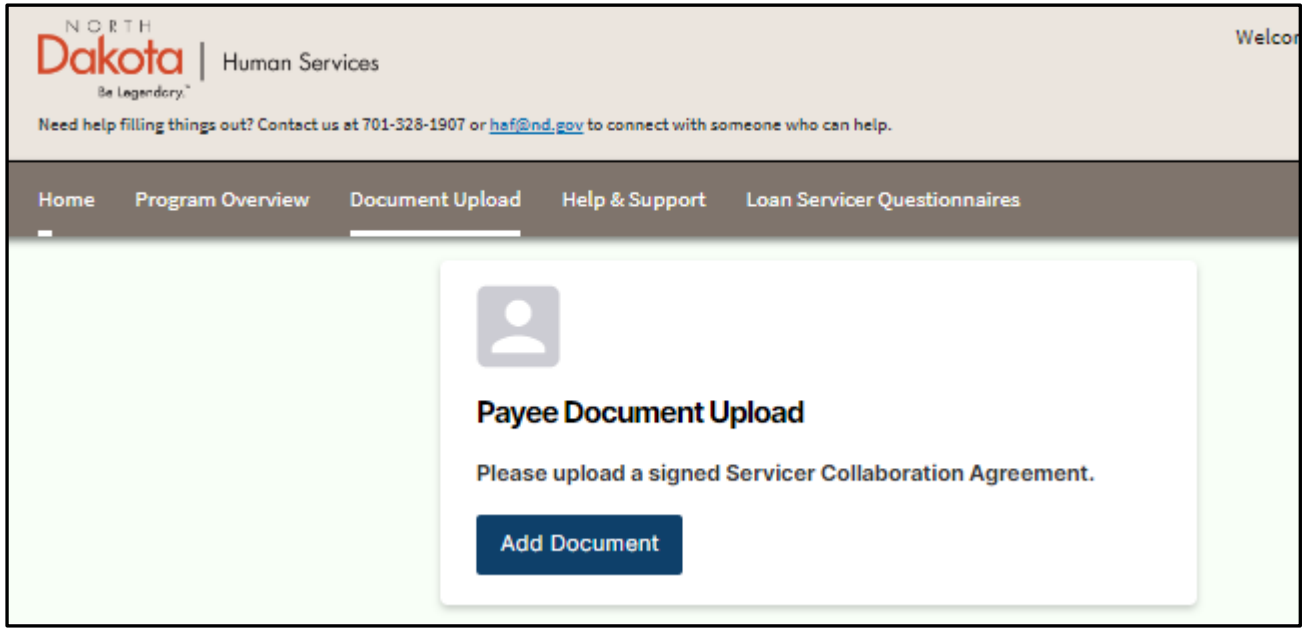




COLLABORATION AGREEMENT UPLOAD

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

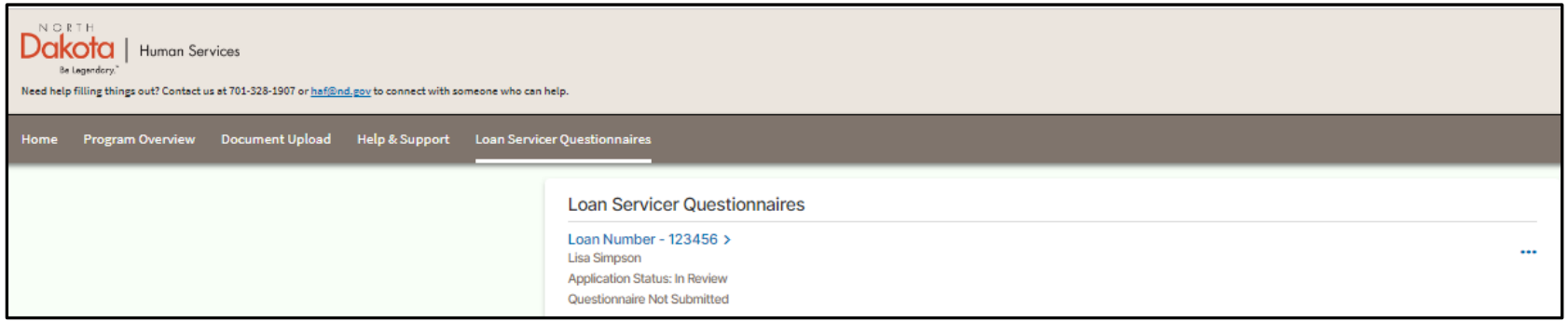
Prerequisite: If an applicant has applied for loan assistance and has indicated you as their loan servicer, the Loan Servicer Questionnaire will be made available for you to complete.

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

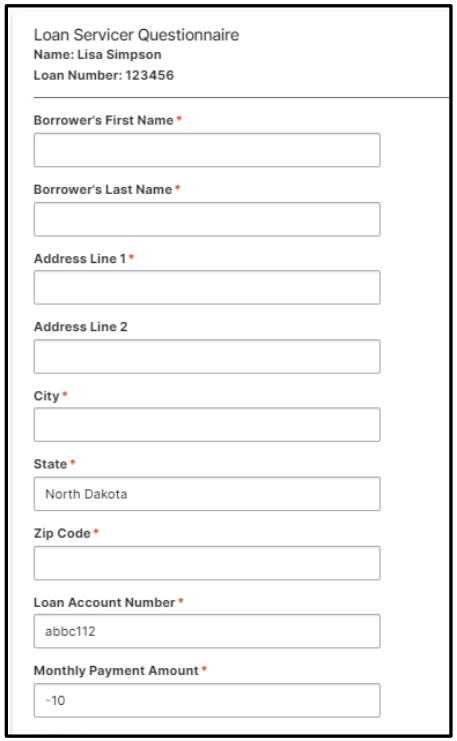
Select the ellipses to the right of the record you would like to open. Then **click Open.**

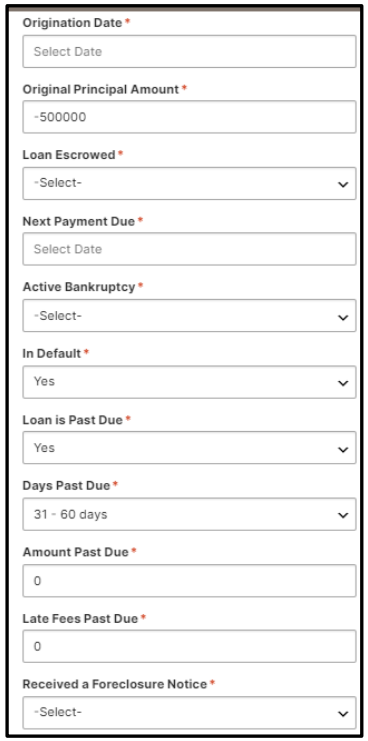
LOAN SERVICER QUESTIONNAIRE

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.



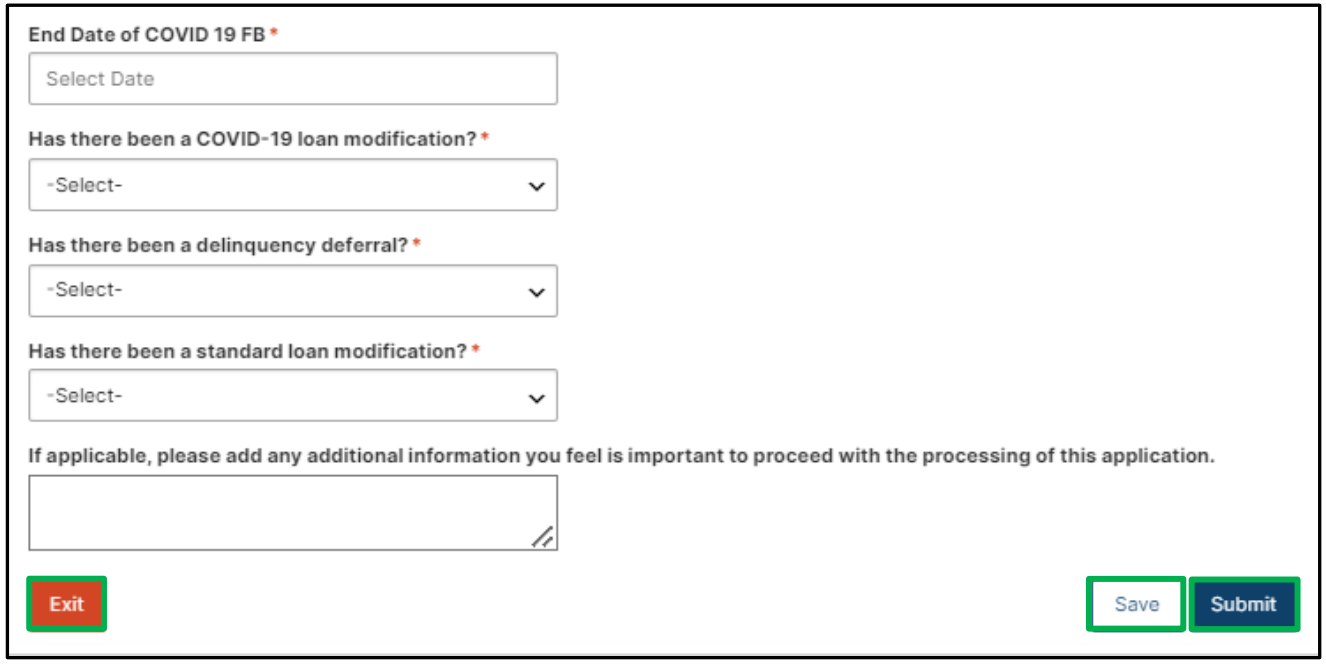


LOAN SERVICER QUESTIONNAIRE

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**.



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*