

North Dakota Housing Stabilization Program

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NORTH DAKOTA DEPARTMENT OF HEALTH & HUMAN SERVICES

ND Housing Stabilization Program

Housing Provider Front End User Guide

September 8, 2023

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HOUSING PROVIDER PROFILE

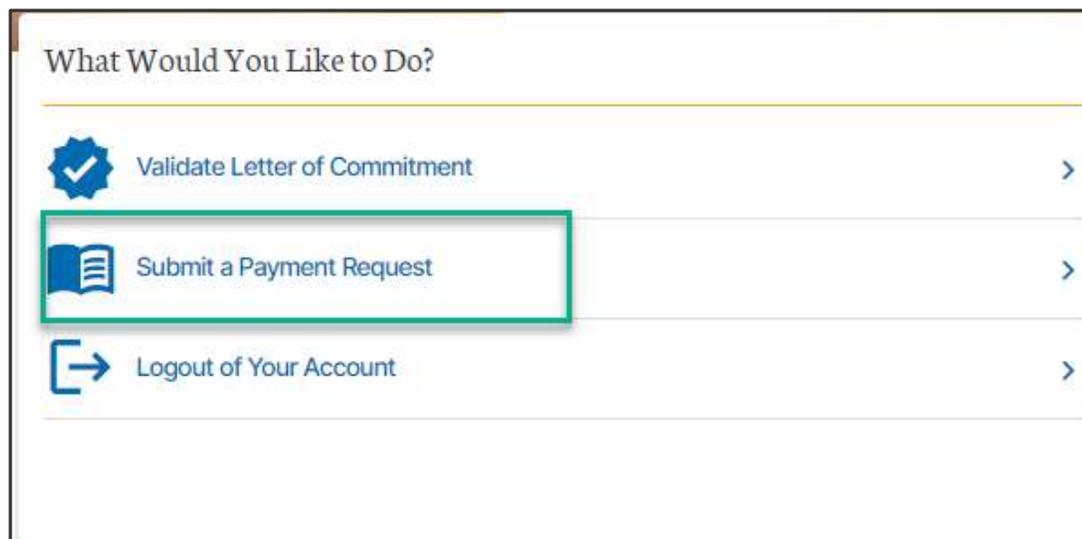
HOUSING PROVIDER PROFILE

Step 1: Enter the Application Portal

ND Housing Stabilization Program Portal URL:

https://ndhousingstability.servicenowservices.com/nd_housing_stability

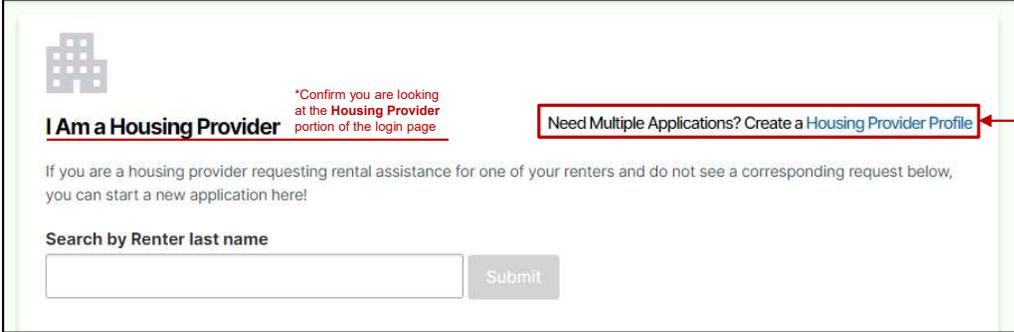
- After logging in, you will be redirected to the home page.
- Click the **Submit a Payment Request** button under the **What Would You Like to Do** section.



HOUSING PROVIDER PROFILE

If you are a housing provider who may need to complete this application for multiple properties and/or multiple renters, you can create a housing profile to help streamline certain areas of the application.

Step 1: From the main Application Page, **Next to the I am a Housing Provider**, select **Create a Housing Provider Profile** link.



 **I Am a Housing Provider** *Confirm you are looking at the **Housing Provider** portion of the login page

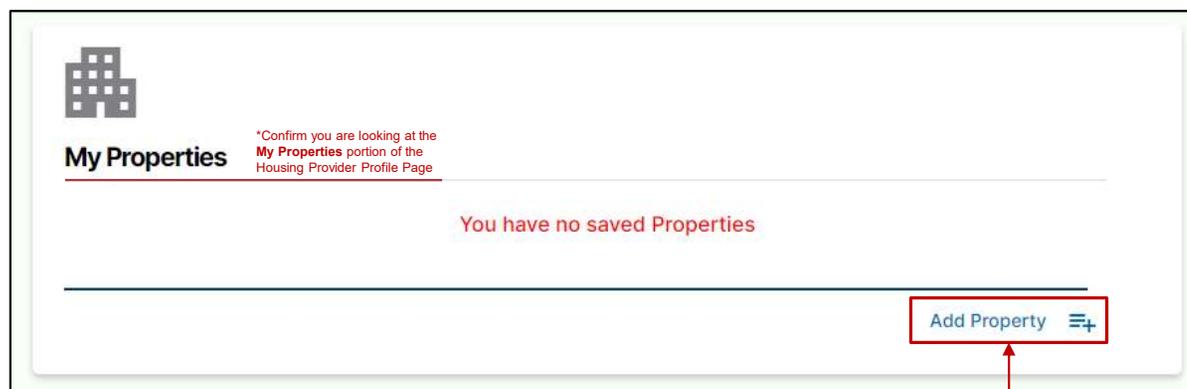
[Need Multiple Applications? Create a Housing Provider Profile](#) ← **Step 1**

If you are a housing provider requesting rental assistance for one of your renters and do not see a corresponding request below, you can start a new application here!

Search by Renter last name

HOUSING PROVIDER PROFILE

Step 2: From the Housing Provider Profile creation page, **under the My Properties section, select Add Property**



Step 2

HOUSING PROVIDER PROFILE

***Step 3:** Enter details for the property you are a Housing Provider for.

- a. Provide the **address** of the property.
- b. Provide the **city** the property is in.
- c. Provide the **state** the property is in (if not North Dakota, the property is ineligible).
- d. Provide the **zip code** of the property.
- e. Enter the property name (if applicable).

***Step 4:** Select 'Yes' or 'No' to answer the question, "As the housing provider, are you also the property owner?"

The screenshot shows a web form titled "My Properties" with a grid icon in the top left. Below the title, it says "You have no saved Properties". The form contains several input fields: "Address line 1*" (with a subtext "Address line 1 (No apartment, suite, or unit numbers)"), "City*", "State*" (a dropdown menu currently showing "North Dakota"), "Zip code*", and "Property name (if applicable)". Below these fields is a question: "As the housing provider, are you also the property owner?*" with radio buttons for "Yes" and "No". At the bottom are "Submit" and "Cancel Request" buttons. A red box highlights the address, city, state, and zip code fields, with a red arrow labeled "Step 3" pointing to it. Another red arrow labeled "Step 4" points to the "As the housing provider, are you also the property owner?*" question.

**Steps 3 & 4 will need to be completed for all properties that the Housing Provider is requesting assistance for.*

HOUSING PROVIDER PROFILE

Depending on the answer to Step 4, Housing Providers will follow two paths outlined as 4a and 4b below.

***Step 4a:** Upload a **proof of ownership** document. **Click submit.**

***Step 4b:** Select whether the property owner is an individual or a business (subsequent information to be entered is nearly identical regardless of the selection). Complete information about the property.

- i. Enter individual name or company/business legal name
- ii. Enter phone number
- iii. Enter email
- iv. Enter address
- v. Enter city
- vi. Enter state
- vii. Enter zip code
- viii. Click “Validate address”
- ix. Click “Submit”

**Steps 3 & 4 will need to be completed for all properties that the Housing Provider needs to complete an application for.*

Step 4a

As the housing provider, are you also the property owner? *

Yes No

Please upload proof of ownership of the property (for example, mortgage statement) *

Step 4b

As a housing provider do you operate as an individual or company? *

Individual Company

First Name: *

Last Name: *

Phone Number: *

Email address: *

SSN or TIN: *

Do you have a valid driver's license? *

Yes No

Please upload a copy of your identification *

As a housing provider do you operate as an individual or company? *

Individual Company

Company legal name *

Company phone *

Company email *

Company contact first name *

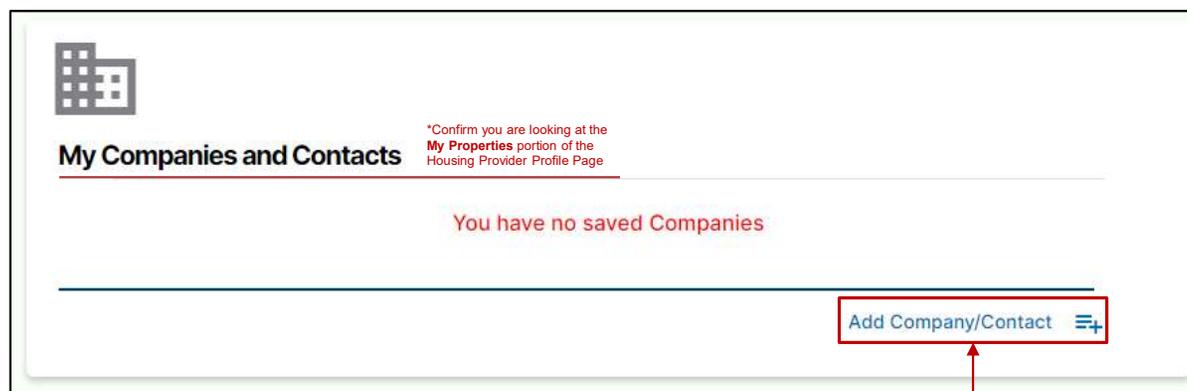
Company contact last name *

Company contact phone number *

Company contact email address *

HOUSING PROVIDER PROFILE

***Step 5:** Click “Add Company/Contact” under the “My Companies and Contacts” section of the Housing Provider Profile Page



Step 5

HOUSING PROVIDER PROFILE



Step 6 : Enter details for the property you are a Housing Provider for.

1. Provide the **Supplier ID**.
2. Provide the **Company ID**.

Step 7 : Select 'Individual' or 'Company' to answer the question, “As a housing provider do you operate as an individual or company?”

My Companies and Contacts

You have no saved Companies

To receive payments, all Housing Providers and Utility Service 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.

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/2yKZZba>
**Housing Providers: Be sure to enter "COVID-ERB" in the Special Program Code area of the registry form.
**Utility Service Providers: Be sure to enter "COVID-ERBU" in the Special Program Code area of the registry form.
Please allow 5 to 10 business days for OMB to process your request and send your Supplier ID.

STEP 2: Return to your ND Rent Help application to complete
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

Supplier ID *

Company ID *

Validate IDs

As a housing provider do you operate as an individual or company? *

Individual Company

Submit **Cancel Request**

HOUSING PROVIDER PROFILE

Step 8: Select whether the property owner is an individual or a company(subsequent information to be entered is nearly identical regardless of the selection). Complete information about the property.

- i. Enter individual first name and last name or company legal name
- ii. Enter individual phone number or company phone number
- iii. Enter individual email address or company email address
- iv. Enter company contact first name and last name (for company)
- v. Enter company contact phone number (for company)
- vi. Enter individual SSN or TIN (for individual)

Step 8a*:

- i. Select Yes or No to answer the question, “Do you have a valid driver’s license?”
- ii. Enter driver license number and state or provide another form of ID.
- iii. Click **Add Document** to upload a copy of your identification.
- iv. Click **Submit**.

**Steps 8a is only required if Individual is selected on Step 8.*

Step 8

As a housing provider do you operate as an individual or company? *

Individual Company

First Name *

Last Name *

Phone Number *

Email address *

SSN or TIN *

As a housing provider do you operate as an individual or company? *

Individual Company

Company legal name *

Company phone *

Company email *

Company contact first name *

Company contact last name *

Company contact phone number *

Company contact email address *

Submit Cancel Request

Step 8a

Do you have a valid driver's license? *

Yes No

Driver's license number: *

Driver's license state: *

Please upload a copy of your identification *

Add Document

Submit Cancel Request

ND HOUSING STABILITY SUPPORT INFORMATION

RESOURCES

ND Housing Stability Direct Support

For questions on system navigation or setting user preferences, contact the Supplier Registration Assistance Contact Center :

- *8:00am CT and 5:00 pm CT Monday through Friday at 701.328.1907*
- *Send an email to dhserb@nd.gov*