North Dakota | Human Services
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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 Account Creation - Front End User Guide

June 20, 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 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 already completed OMB Registration (OMB Registry Link) by following the steps below and has their OMB Supplier ID and Company ID *(Enter COVID-HAF as the Special Program Code)*:

STEP 1: Create a Vendor Account with OMB

- Register as a vendor on the ND Office of Management and Budget's Supplier Registry.
    - Be sure to enter "COVID-HAF" as the Special Program Code area.
- After you have received your Supplier ID (*SAVE this number*) you are ready to move to Step 2 and create a HAF account.

STEP 2: Create a payee account with ND HAF

Please register with the ND HAF program. This simple sign-up process will allow you to create an account with your OMB vendor number and some basic contact information for your company. You will also be asked to upload a signed copy of the state's Servicer Collaboration Agreement at that time.
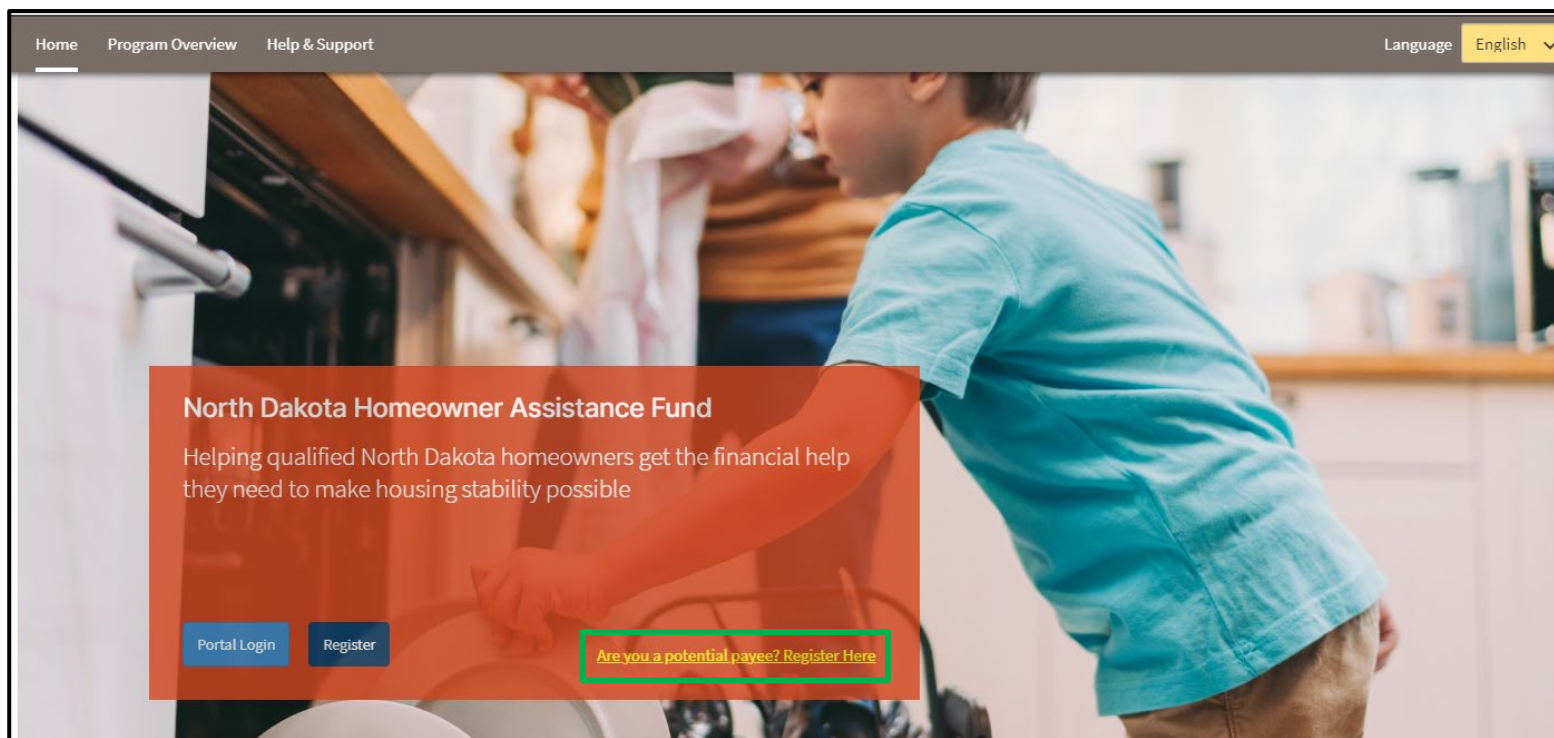
PAYEE ACCOUNT CREATION

PAYEE ACCOUNT CREATION

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.

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PAYEE ACCOUNT CREATION

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 ACCOUNT CREATION

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

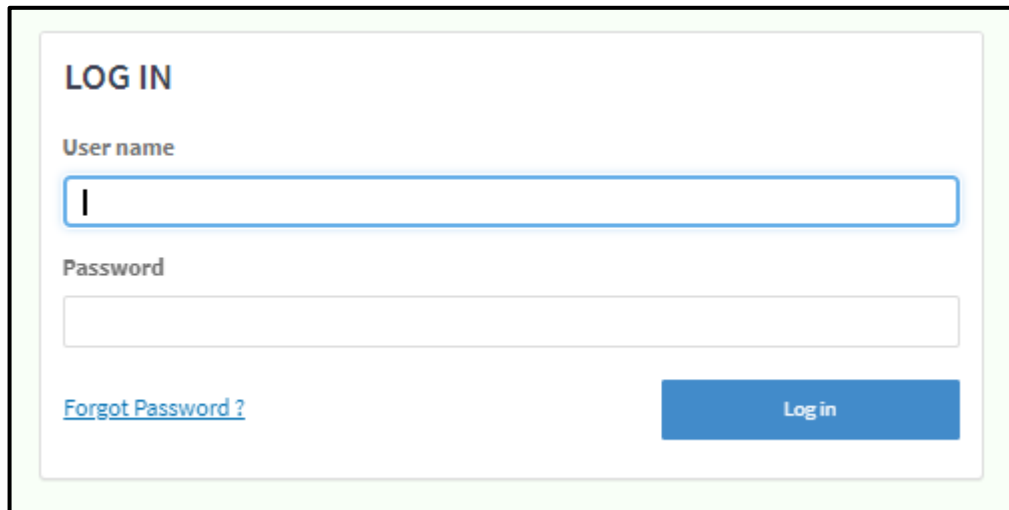**Step 6**: Click **Submit** to complete account creation.

PAYEE FIRST TIME LOGIN

Step 7: Loan servicers will now have to login and upload their Loan Servicer Collaboration Agreement.

Log in credentials will be issued via the email notification. Once received, navigate to the application portal, and use the 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.**

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COLLABORATION AGREEMENT UPLOAD

Step 9: 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 (found here** ND Homeowners-Assistance-Fund-Collab-Agreement.pdf.
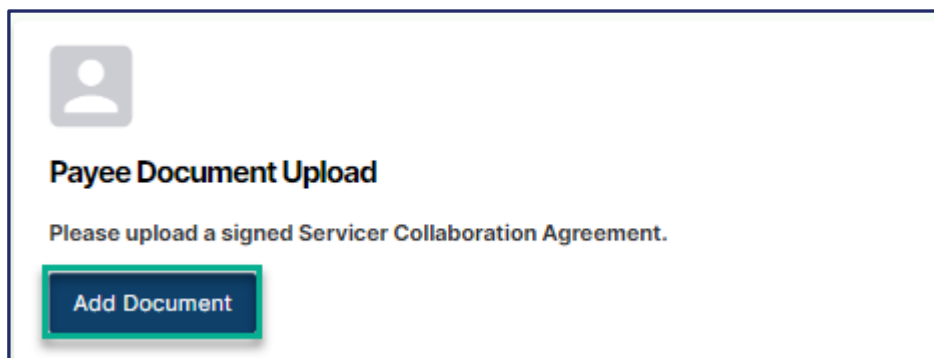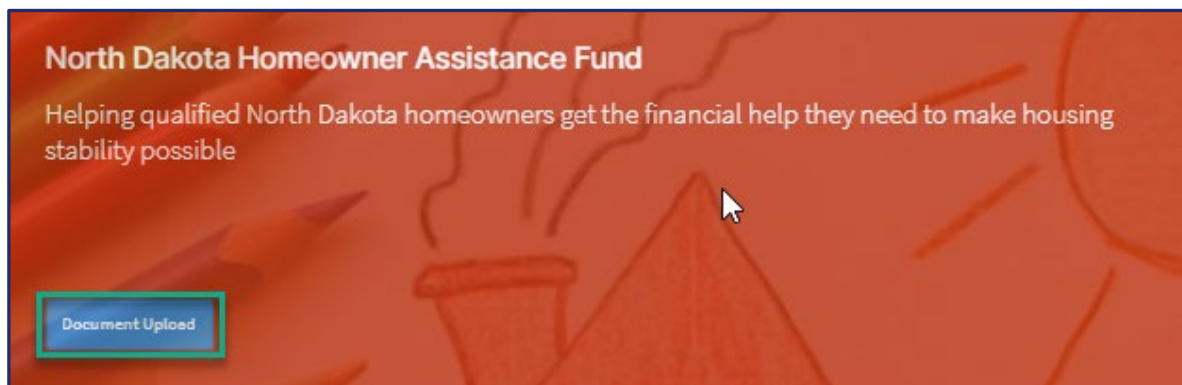
ND HAF SUPPORT INFORMATION

RESOURCES

NDHAF

Applicant and Servicer resources are available to you at <u>ND Help for Homeowners | Apply for Help</u>

Direct Support

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