

NORTH DAKOTA DEPARTMENT OF HUMAN SERVICES

*North Dakota Rent Help (NDRH)
Front End User Guide – Housing
Provider Application*

October 11, 2021

*Intended for Internal Audience Only

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FRONT END USER GUIDE OVERVIEW

FRONT END USER GUIDE OVERVIEW

Introduction:

This User Guide will provide step-by-step instructions for navigating the Housing Provider Profile and Application, which could be utilized by Application Counselors, Contact Center Staff and other stakeholders who require familiarity with the public facing aspect of the application portals.

Audience:

This User Guide intended for any potential Housing Provider Application end-users (e.g., Applicants, Application Counselors, Contact Center staff, Housing Providers, etc.,).

ACCESSING THE PORTAL

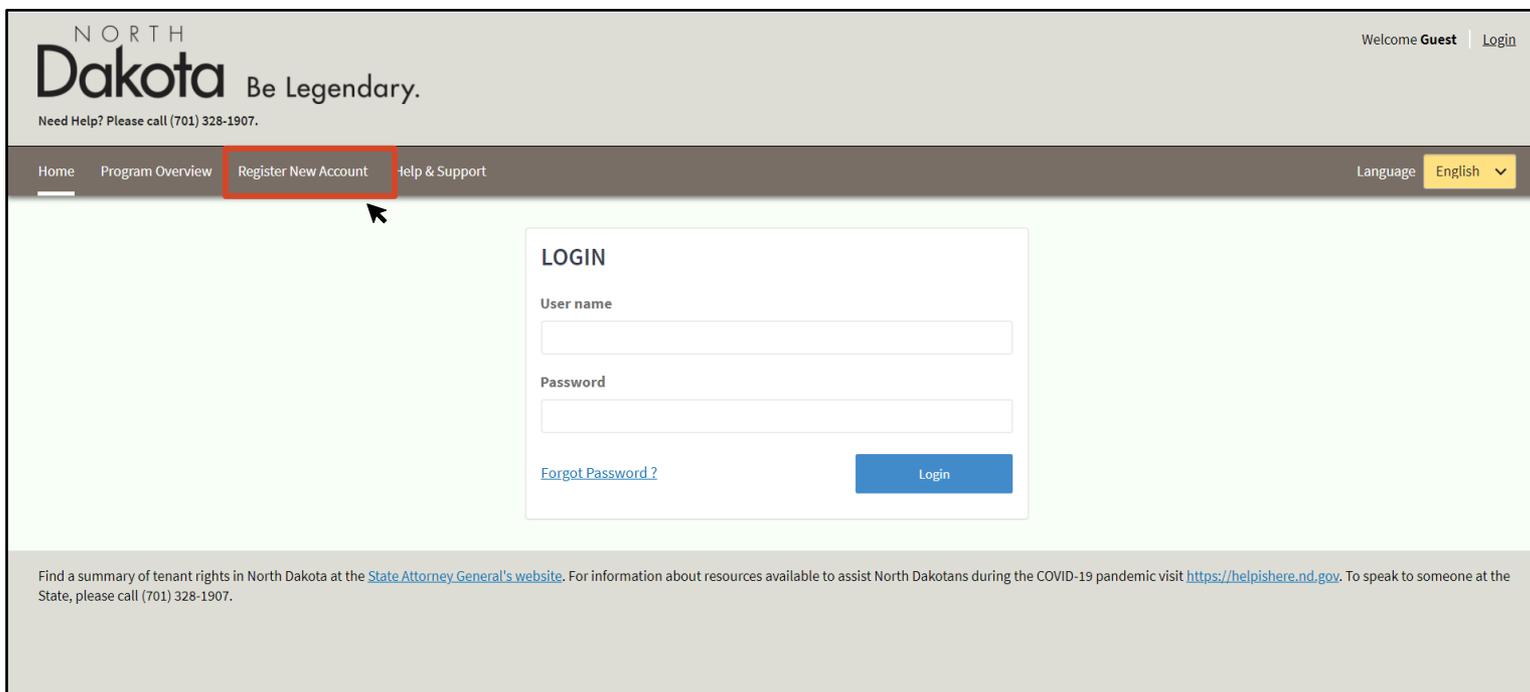
FIRST TIME LOGIN

ND Rent Help Portal URL:

https://ndhousingstability.servicenowservices.com/nd_rent_help

When accessing the website, you will be asked to login. As a first-time user, you will have to create a new account.

Step 1: In the menu, select **Register New Account**.



The screenshot displays the North Dakota Rent Help Portal website. At the top left, the logo reads "NORTH Dakota Be Legendary." with the contact information "Need Help? Please call (701) 328-1907." At the top right, it says "Welcome Guest | Login". A dark navigation bar contains the following menu items: "Home", "Program Overview", "Register New Account" (highlighted with a red box and a mouse cursor), and "Help & Support". On the right side of the navigation bar, there is a "Language" dropdown menu set to "English". The main content area features a "LOGIN" form with fields for "User name" and "Password", a "Forgot Password?" link, and a blue "Login" button. At the bottom of the page, there is a footer with text: "Find a summary of tenant rights in North Dakota at the [State Attorney General's website](#). For information about resources available to assist North Dakotans during the COVID-19 pandemic visit <https://helpishere.nd.gov>. To speak to someone at the State, please call (701) 328-1907."

FIRST TIME LOGIN

Step 2: You will be redirected to the account registration page, where you will be required to enter the following information in order to register an account.

- a. Provide your First name in **First Name**.
- b. Provide your Last name in **Last Name**.
- c. Provide email address in **Email**.
- d. Confirm email again in **Confirm Email**.
- e. Press **Submit**.

NORTH
Dakota Be Legendary.
Need Help? Please call (701) 328-1907.

Welcome **Guest** | [Login](#)

Home Program Overview Register New Account Help & Support Language English

Account Registration

→

[I agree to the State Privacy Policy *](#)

Submit

Find a summary of tenant rights in North Dakota at the [State Attorney General's website](#). For information about resources available to assist North Dakotans during the COVID-19 pandemic visit <https://helpishere.nd.gov>. To speak to someone at the State, please call (701) 328-1907.

FIRST TIME LOGIN

Step 3: Complete registration by selecting the following:

- a. Agree to the **State Privacy Policy**.
- b. Press **Submit**.

The screenshot shows the 'Account Registration' form. At the top, there is a navigation bar with links for 'Home', 'Program Overview', 'Register New Account', and 'Help & Support'. A language dropdown menu is set to 'English'. The form itself has a blue header with the text 'Account Registration'. Below this, there are four input fields: 'First Name *', 'Last Name *', 'Email *', and 'Confirm Email *'. At the bottom of the form, there is a checkbox labeled 'I agree to the State Privacy Policy *' and a blue 'Submit' button. Red boxes are drawn around the 'Submit' button and the checkbox to highlight them.

- c. Following submission, a **banner confirming account creation** will appear at the top of your screen.



FIRST TIME LOGIN

Step 4: You will be sent an email to the email address you provided with your login information. Once you receive this email, return to the home screen.

- a. Login using the **username** and **password** you received in the email.
- b. Press **Login**.

NORTH
Dakota Be Legendary.
Need Help? Please call (701) 328-1907.

Welcome **Guest** | [Login](#)

Home Program Overview Register New Account Help & Support Language English

LOGIN

User name
john.doe

Password

[Forgot Password?](#) [Login](#)

Find a summary of tenant rights in North Dakota at the [State Attorney General's website](#). For information about resources available to assist North Dakotans during the COVID-19 pandemic visit <https://helpishere.nd.gov>. To speak to someone at the State, please call (701) 328-1907.

FIRST TIME LOGIN

Step 5: Follow reset password instructions to complete first time login.

- a. Enter the password you were given in your email in **Current Password**.
- b. Enter a new password and confirm it in the **New Password** and **Confirm new Password** fields.
- c. 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).
- d. Press **submit**.

System administrator requires you to change your password

Change Password

User name:
John.Doe

Current Password:

New password:

Confirm New Password:

Submit

You have now successfully created a new account and are ready to begin the next step!

HOUSING PROVIDER PROFILE

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, **Under the I am a Housing Provider**, select **Create a Housing Provider Profile**.

The screenshot shows the 'I Am a Housing Provider' section of a web application. At the top left is a building icon. Below it, the text 'I Am a Housing Provider' is underlined. To the right of this text is a note: '*Confirm you are looking at the Housing Provider portion of the login page'. Further right, a link 'Need Multiple Applications? Create a Housing Provider Profile' is highlighted with a red rectangular box. A red arrow points from the text 'Step 1' to this link. Below the link, there is a paragraph: '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!'. Underneath is a search form with the label 'Search by Renter last name', an input field, and a 'Submit' button. Below the search form is a list item for 'Request 0011766 >' with details: 'sherman north dakota', '1320 N 4TH ST', 'April 2020 - April 2020', and 'Draft ?'. At the bottom right of the page is a link 'Start New Application >'.

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.

- Provide the **address** of the property.
- Provide the **city** the property is in.
- Provide the **state** the property is in (if not North Dakota, the property is ineligible).
- Provide the **zip code** of the property.
- 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. Below the title, it says "You have no saved Properties". The form contains several input fields: "Address line 1*" (with a placeholder "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 radio button 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 property owner phone number
- iii. Enter property owner email
- iv. Enter property owner address
- v. Enter property owner city
- vi. Enter property owner state
- vii. Enter property owner 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

Is the property owner an individual or business? *

Individual Business

Name *

Property Owner phone number: *

Property Owner email: *

Property Owner Address: *

Address line 2:

City *

State: *

-Select-

Zip code: *

Is the property owner an individual or business? *

Individual Business

Company legal name: *

Property Owner phone number: *

Property Owner email: *

Property Owner Address: *

Address line 2:

City *

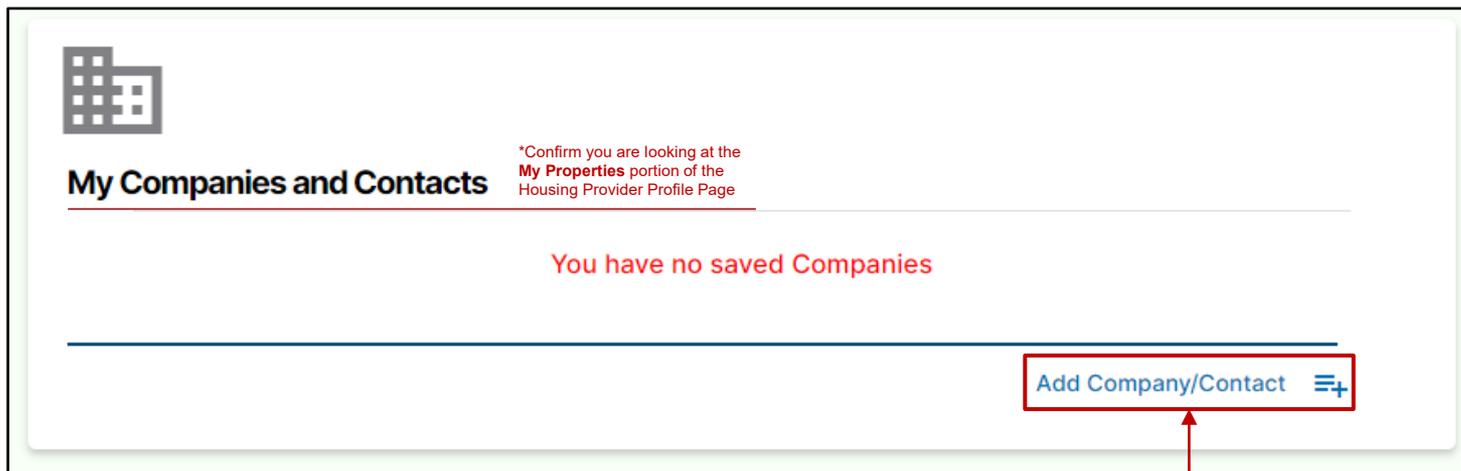
State: *

-Select-

Zip code: *

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?”

The screenshot shows a web form titled "My Companies and Contacts". At the top, there is a grid icon and the text "My Companies and Contacts". Below this, a red message states "You have no saved Companies".

The main content area contains instructions: "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." It then lists "STEP 1: Create a Supplier Account" and "STEP 2: Return to your ND Rent Help application to complete".

Two red arrows point to specific parts of the form:

- Step 6** points to the "Supplier ID *" and "Company ID *" input fields, which are highlighted with a red box. Below these fields is a "Validate IDs" button.
- Step 7** points to the question "As a housing provider do you operate as an individual or company?*" and the radio button options for "Individual" and "Company", which are also highlighted with a red box. Below these options are "Submit" and "Cancel Request" buttons.

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 *

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 *

Step 8a

Do you have a valid driver's license? *

Yes No

Do you have a valid State ID, US Passport, or Military ID? *

Please upload a copy of your identification *

HOUSING PROVIDER APPLICATION

HOUSING PROVIDER APPLICATION

When accessing the website, you will be asked to login. As a first-time user, you will have to create a new account.

Step 1: From the main Application Page, **Under the I am a Housing Provider**, select Start a New Application

Step 2: Confirm the prompt about regarding the State supplier note, click **I have a Supplier ID, Continue.**

Step 1

Step 2

HP APPLICATION: PRE-ELIGIBILITY

Step 1: Provide the physical address of the rental property/unit for which assistance is being requested. This will be used to match with your tenants.

- 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. Click the **“Validate Address”** button

Step 2: Is your renter an immediate family member?

Step 3: What type of assistance are you seeking (Check all that apply)?

- a. Past due rent.
- b. Current or future rent.

Step 4: Have you received an email confirmation from the Program that your renter submitted an application? Select “Yes” or “No.”

Step 5 (If applicable): Enter the 7-digit renter application number from the email notification.

- i. This information is requested to expedite the application match with a renter application.

The screenshot shows a web form for the HP Application Pre-Eligibility process. Red arrows on the left point to specific sections of the form:

- Step 1:** Points to the address input fields, including "Provide the physical address of the rental property/unit for which assistance is being requested:", "Address line 2:", "City*", and "State:" (with "North Dakota" selected). It also points to the "Validate Address" button.
- Step 2:** Points to the question "Is your renter an immediate family member?" with radio buttons for "Yes" and "No".
- Step 3:** Points to the question "What type of assistance are you seeking (check all that apply)?" with checkboxes for "Past due rent" and "Current or future rent".
- Step 4:** Points to the question "Have you received an email confirmation from the Program that your renter submitted an application?" with radio buttons for "Yes" (selected) and "No".
- Step 5:** Points to the input field for "Please enter the 7-digit renter application number from the email notification. You may still proceed with the application without the 7-digit renter application number, however it may cause delays in processing your application".

HP APPLICATION: CONTACT INFORMATION

- Step 6:** Enter and validate Supplier and Company ID
- a. Enter your Supplier ID
 - b. Company ID: Enter your Company ID
 - c. Press Validate IDs

Step 6 →

Step 7: If set up with a Housing Provider Profile, select the **Nickname (Location ID)** for the rental unit you are applying for.

Step 7 →

Step 8a →

- Step 8:** Complete Contact Information .
- a. Identify if Housing Provider operates as an **Individual** or **Company**. Fill out only the applicable fields listed below.
 - b. Company Legal Name
 - c. Company Phone
 - d. Company Email
 - e. First /Last name or Company Contact First/Last Name
 - f. Phone number or Company Contact Phone
 - g. Email address or Company Contact Email address
 - h. SSN or TIN
 - i. Driver's license number
 - j. Driver's license state
 - k. Alternate proof of identification
 - l. Add Document to upload driver's license or alternate proof of identification

Step 8 →

HP APPLICATION: CONTACT INFORMATION

Step 9: Identify if as the housing provider, are you also the property owner.

Note: If No, you must complete the following section in order to ensure application is processed.

- a. Is the property owner an individual or business
- b. Provide Address and Press Validate Address
- c. Provide Phone Number and Email Address
- d. Press Add Document and upload proof of ownership

Step 10: Review completed **Contact Information** and Click **Next: Rental Information**.

Step 9 →

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

Yes No

Is the property owner an individual or business? *

Individual Business

Property Owner Address: *

Address line 2:

City *

State: *

-Select- ▾

Zip code: *

Validate Address

Property Owner phone number: *

Re-enter Property Owner phone number: *

Property Owner email: *

Re-enter Property Owner email: *

Please upload proof of ownership of the property (for example, mortgage statement, pdf of property tax statement, and/or deed) *

Add Document

Back: Pre-Eligibility **Step 10** → Save Draft **Next: Rental Information**

HP APPLICATION: RENTAL INFORMATION

Step 10: Complete the following Renter information to identify the type of rental assistance required.

- Does the renter in this rental unit receive rental assistance from a Federal, State, or Local program
- Select the type of rental assistance the renter in this rental unit receives
- Renter first name
- Renter last name
- Renter email address
- Has an eviction notice been issued to the renter
- If an eviction notice has been issued **Add Document**
- Date original rental agreement was signed
- Date current rental agreement was signed
- Is the rental agreement month-to-month
- What is the monthly rent amount per the current rental agreement: Input a numerical value
- Date your current rental agreement end

Step 11: Attach a signed copy of the rental agreement(s) that covers all months you are seeking assistance.

Step 10 →

Does the renter in this rental unit receive rental assistance from a Federal, State, or Local program? *

Yes No

Please select the type of rental assistance the renter in this rental unit receives. *

-Select- ▼

Renter first name: *

Renter last name: *

Renter email address: * ?

Re-enter Renter email address: *

Renter phone number(Optional):

Has an eviction notice been issued to the renter? *

Yes No

Date original rental agreement was signed: *

Date current rental agreement was signed: *

Is the rental agreement month-to-month? *

Yes No

What is the monthly rent amount per the current rental agreement? *

Please attach a signed copy of the rental agreement(s) that covers all months you are seeking assistance: *

Add Document

Step 11 →



HP APPLICATION: RENTAL INFORMATION

Step 12: If applicable, identify any utilities assistance required.

- Select **Add Month** to enter a rental amount for each month assistance is required for.
- Complete all fields in the **Edit Month** table to identify monthly rent amounts, associated late fees, and amount covered by the renter and/or a Federal, State, or Local program.
- Select **Add Document** to upload proof of utilities included in the resident's rent statement.
- Press **Save** to return to the prior screen.

Step 13: Review Month table and repeat step 12 for as many months as required.

- Edit or delete and entry by selecting the **pencil icon**.
- Once all expenses have been entered, Click **Next: Payment Information** to move on to the next page.

Step 12a

If utilities are included in your monthly amount collected from renter, then all amounts are considered as rent. If utilities are NOT included in amount collected from renter, and the renter pays utilities on their own, then only include rent in this section. Select "Add Month" below to enter the amount of assistance requested by month.

No months have been added

Add Month

Step 12b

Edit Month

Please select the month and year for which you are seeking rental assistance:

-Select- -Select-

Total monthly rent amount: *

0.00

Amount provided by another Federal, State, or Local program:

0.00

Total renter portion of unpaid rent (not including late fees): *

0.00

Is this amount past due? *

Yes No

Assistance requested from this program: *

0.00

Please upload a copy of resident's rent statement or ledger.

Add Document

*The assistance requested from the Program shall not duplicate any other federal, state, or local assistance for the same costs or same periods

Save

Step 13

Month	Past Due	Unpaid Rent	Assistance From Other Federal/State Programs	Requested	Edit
February 2021	Yes	30.00	0.00	35.00	
Total		30.00	0.00	35.00	

Add Month

Back Contact Information Save Draft **Next: Payment Information**



HP APPLICATION: PAYMENT INFORMATION

Payment Information

*Denotes required field

i All payments will be made based on information provided to the OMB registry.

Back: Rental Information Save Draft **Next: Certification**

Step 1: Review Statement and press **“Next: Certification.”**



HOUSING PROVIDER APPLICATION: CERTIFICATION

Certification

*Denotes required field

Step 1: Review statements and click on each checkbox.

Step 2: Press “Electronically Sign” to sign.

Step 3: Review and complete for each section.

Step 4: When all section have been completed, press Submit.

Please read the following statements carefully and only attest to those statements that relate to you and your application:

- I/We attest that all information provided in this application is correct and complete to the best of my/our knowledge.*
- I/We attest that there is a current rental obligation for the rental unit and periods submitted in this application for the program.*
- I/We attest that I have a current rental obligation for the rental unit and over the monthly period(s) for which assistance is sought under this application.*

Signed By	Signed Date
<i>Map Test</i>	10/11/2021

ACKNOWLEDGEMENTS

- 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 declare under penalty of perjury that the foregoing is true and correct. I/we agree to provide, upon request, additional information or documentation upon request to the Program Administrator.
- I/We also understand that false statements or information will be grounds for denial of our application, termination of rental or utility assistance, recoupment of any funds disbursed and/or debarment from participating in other current or future assistance programs administered by DHS.
- I/We understand that this is an application for assistance and signing this application does not bind the program to offer rental or utility assistance nor does it bind me/us to accept any assistance offered.
- I/We agree that any funds issued to me/us under the program will be applied towards the retirement of any rental obligation from renter household referenced in this application.
- I/We have no objection to inquiries for the purpose of verifying the facts herein stated.
- I/We have received, read and understand the program eligibility requirements, program guidelines and compliance requirements.

I have read and understand the acknowledgements above *

Signed By	Signed Date
<i>Map Test</i>	10/11/2021

AUTHORIZATION TO RELEASE INFORMATION

- Your signature on this form authorizes the program to use this authorization and the information obtained with it, to administer the program and enforce rules and policies associated with the program.
- Any individual or organization, including any governmental agency may be asked to release information. Information may be requested from but is not limited to: courts, law enforcement agencies, and other reasonably deemed commercial, non-profit and governmental third parties.
- By signing this form, I authorize the above persons, agencies, firms or corporations to make available any documents or record related to the program for inspection and copying.
- I hereby authorize the program to publish information regarding me/my business or my organization and any awards which I may receive on a public website as part of its public transparency and accountability efforts.

I have read and understand the acknowledgements above *

Electronically Sign

PAYMENT ACCEPTANCE AND ACKNOWLEDGEMENTS FOR HOUSING PROVIDER

- I/We understand that the Renter must be still living in the rental property for which assistance is requested.*
- As an applicant and housing provider of the program, I agree to accept the amount paid under the program as payment in full for the monthly period(s) covered by the program, including late fees, interest, or other rental charges.*
- I agree not to pursue that portion of any pending non-payment eviction complaint for which the Program has made payment.*
- I agree that I shall not file an eviction action for nonpayment of rent for 60 days after the rental assistance period.*

Electronically Sign

NDRH SUPPORT INFORMATION

RESOURCES

ND Rent Help

- *The following applicant resources are available to you at <https://www.nd.gov/dhs/info/covid-19/rent-help.html>*

Direct Support

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