

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)

Front End User Guide

June 20, 2022

TABLE OF CONTENTS

Topic	Page
<u>Front End User Guide Overview</u>	2
<u>First Time Login (Applicant)</u>	3
<u>Start a New HAF Application</u>	9
<u>Submit Home Repair Application</u>	46
<u>Update Documentation in Re-Review</u>	54
<u>Update Application to Submit Additional Mortgage or Homeowner Expenses</u>	57
<u>Payee Registration</u>	64
<u>ND HAF Support Information</u>	72

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, which can be utilized by Applicants, Contact Center Staff, and other stakeholders who require familiarity with the public facing aspect of the application portal.

Audience:

This User Guide is intended for any potential Homeowner Application end-users (e.g., Applicants, Contact Center staff, Case Management staff, etc.).

FIRST TIME LOGIN (APPLICANT)

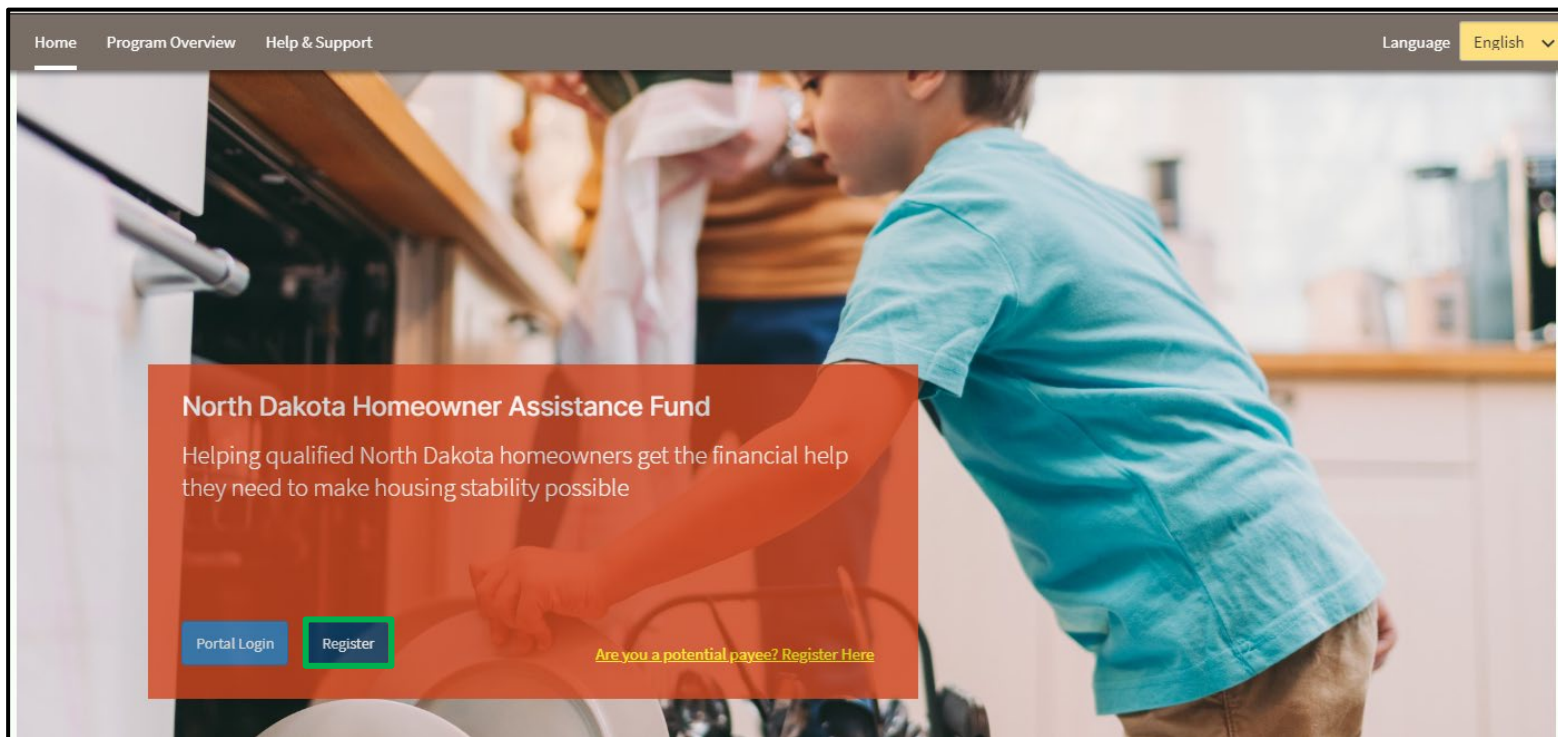
FIRST TIME LOGIN

ND HAF Portal URL:

https://ndhousingstability.servicenowservices.com/nd_homeowner_assistance_fund

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

Step 1a: Select **“Register”** to be directed to the Applicant Registration page.



FIRST TIME LOGIN

Step 1b: You will be redirected to the account registration page, where you will be required to enter the following information to register an account:

- Your **First Name**
- Your **Last Name**
- Your Email Address
- Confirm Email
- Click the **check box** next to agree to the State Privacy Policy
- Click **Submit**

Home Program Overview Help & Support Language English

Account Registration

First Name: *

Last Name: *

Email address: *

Confirm Email: *

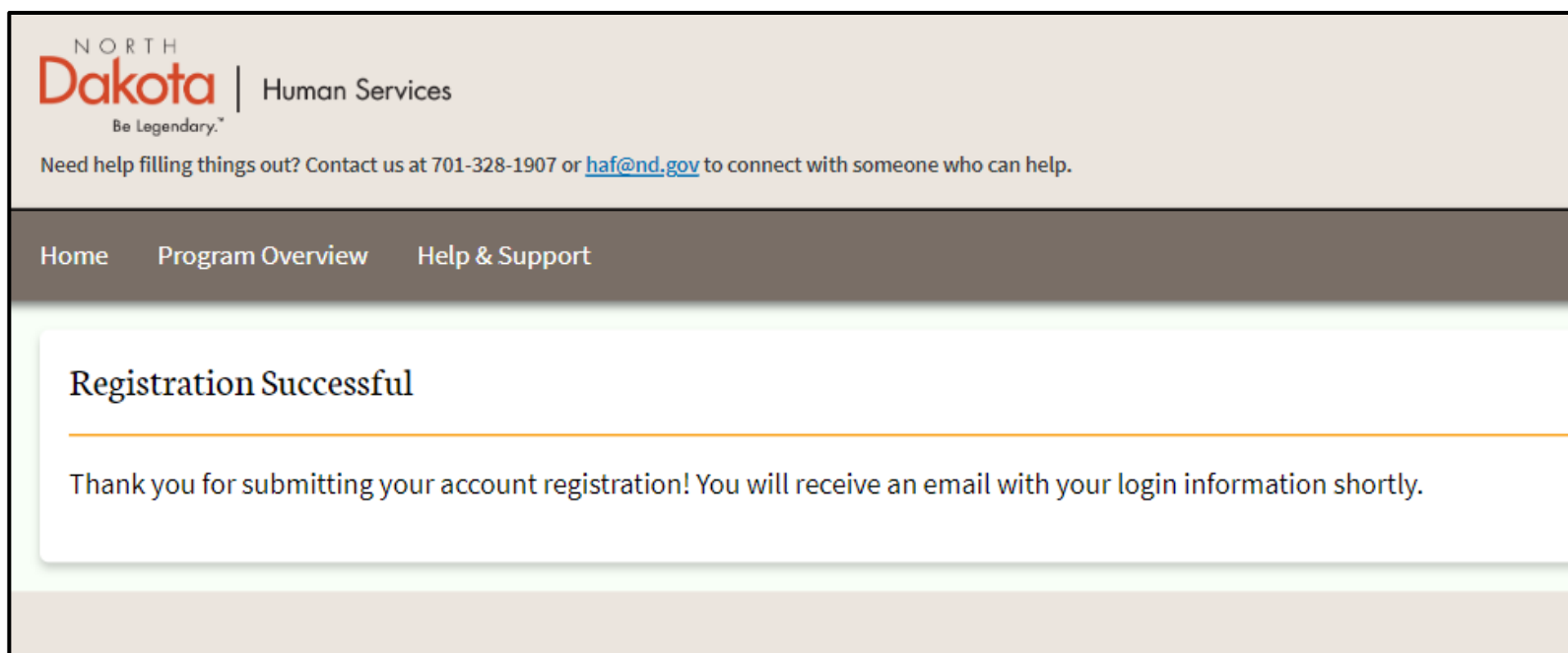
I agree to the State Privacy Policy *

Submit

FIRST TIME LOGIN

Step 2: After submitting account information, the following page opens.

You will also receive an email notification **Customer Registration Processed** with registration credentials and confirming that the registration was successful.



The screenshot displays the North Dakota Human Services portal. At the top left, the logo for North Dakota is shown with the tagline "Be Legendary.™" and the text "Human Services" to its right. Below the logo, a message reads: "Need help filling things out? Contact us at 701-328-1907 or haf@nd.gov to connect with someone who can help." A navigation bar below this contains the links "Home", "Program Overview", and "Help & Support". The main content area features a green-bordered box with the heading "Registration Successful" and a horizontal orange line. Below the line, the text states: "Thank you for submitting your account registration! You will receive an email with your login information shortly."

FIRST TIME LOGIN

Step 2a: Once credentials are received via the email notification, return to the home screen, and use credentials from the notification to log in.

Email notification will provide:

- **Link to the application portal website**
- **User ID**
- **Temporary password**

Enter your username and temporary password into the Log In form.

Click **Login**.

The screenshot shows a web form titled "LOG IN". It contains the following elements:

- A "User name" label above a text input field with a vertical cursor.
- A "Password" label above an empty text input field.
- A blue button labeled "Log in" at the bottom right.
- A blue link labeled "Forgot Password?" at the bottom left.

FIRST TIME LOGIN

Step 2b: 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**.

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!

START A NEW HAF APPLICATION

HAF APPLICATION OVERVIEW

The following are Pre-Eligibility requirements to apply for the ND HAF Program:

1. Be a full-time North Dakota resident and request assistance for only your primary residence.
2. At least one member has experienced a hardship related directly, or indirectly, to the COVID-19 pandemic such as qualifying for unemployment, increased expenses or reduced income since March 13, 2020.
3. Can report household income that is no more than 150% of the area median income (AMI).

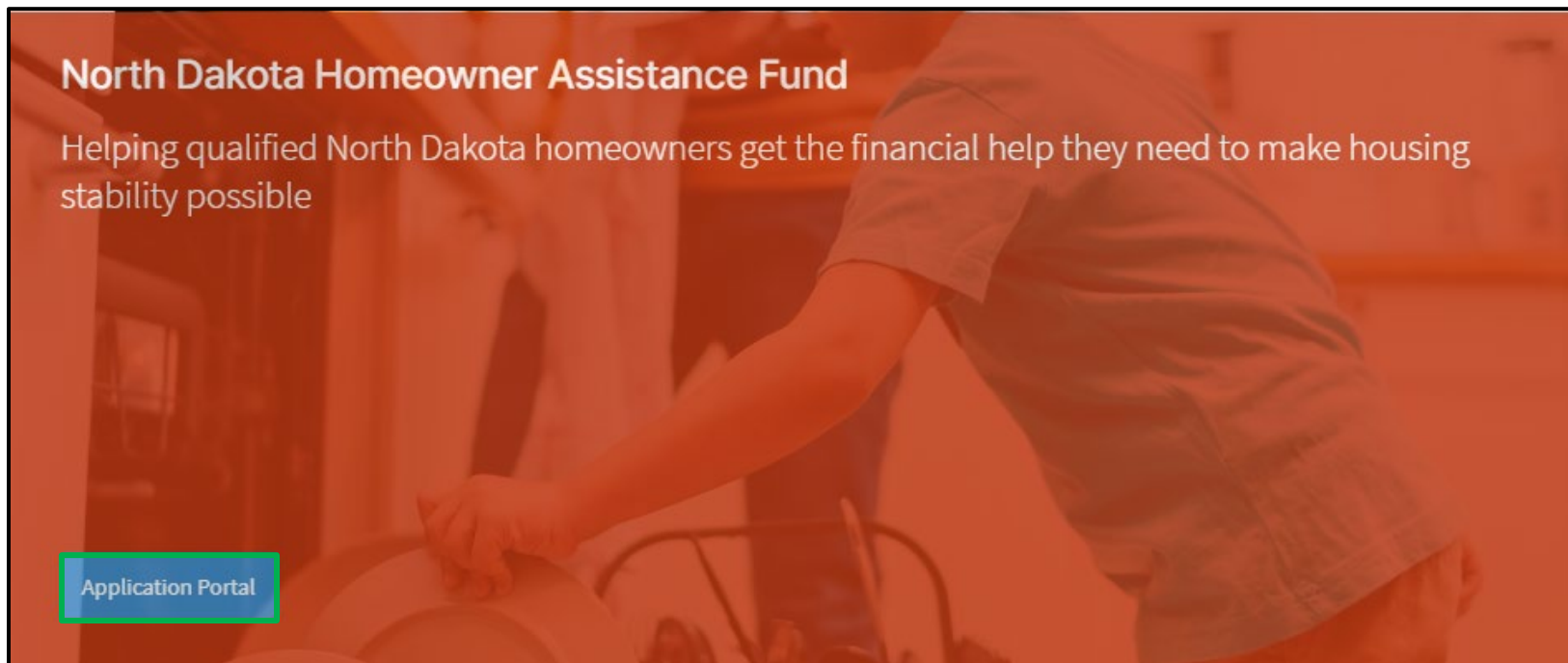
ENTER APPLICATION PORTAL

ND HAF Portal URL:

https://ndhousingstability.servicenowservices.com/nd_homeowner_assistance_fund

Step 1: Enter the Application Portal.

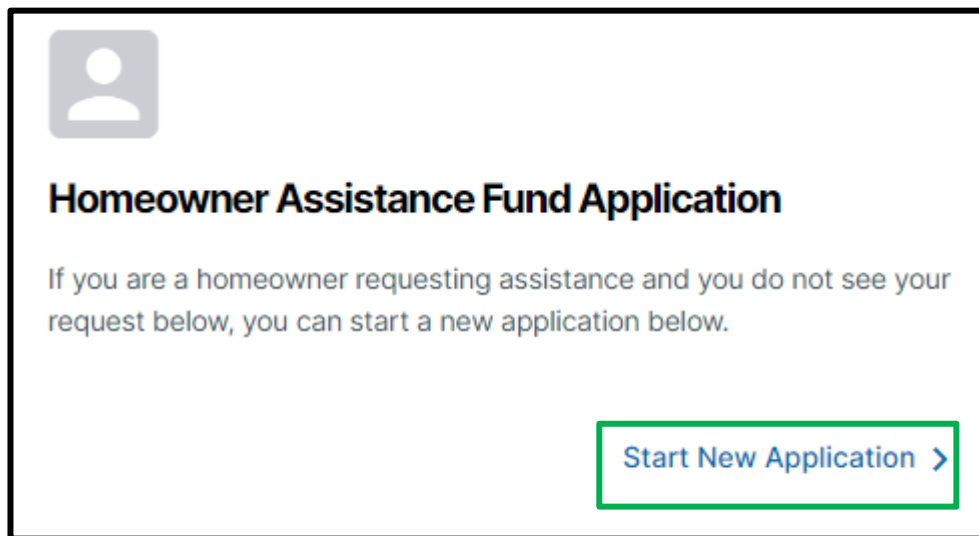
- After logging in, you will be redirected to the home page.
- Click '**Application Portal**'.



START A NEW APPLICATION

Step 2: Start a New Application

On the Homeowner Assistance Fund Application page, click **Start New Application**.



The screenshot shows a user interface for the Homeowner Assistance Fund Application. It features a grey profile icon placeholder in the top left. Below it, the title 'Homeowner Assistance Fund Application' is displayed in bold. A paragraph of text explains that if a homeowner is requesting assistance and does not see their request, they can start a new application. A blue button with the text 'Start New Application' and a right-pointing chevron is highlighted with a green border.

START A NEW APPLICATION

Step 2: Start a New Application

A window pops up with the **ND Homeowner Assistance Fund Document Checklist** listing required and recommended documents for application processing.

Optional: Click the **Print** button to print the document checklist.

Confirm you have the **‘Required’** forms of documentation readily available to facilitate application submission.

Click the **Continue to application** button to begin the application process.

ND Homeowner Assistance Fund Document Checklist
×

REQUIRED

- Copy of government issued photo ID
- Most recent copy of Mortgage Statement
- Most recent real estate tax statement or escrow account disclosure state showing taxes paid and/or taxes due
- 2021 Federal Income Tax Return
 - If you have not filed 2021 taxes, please provide Two (s) months most recent pay stubs for each adult
- If applicable, 2 months of most recent unearned income statements
 - Social Security or Retirement Benefits
 - Child Support
 - Spousal Support
 - Unemployment
 - Tribal Payments
 - Oil Royalties
- Three (3) months most recent utility bills (all utilities)

RECOMMENDED

- Proof of homeowners insurance and, if relevant, flood insurance

If you have any questions, please contact: 701-328-1907

Cancel
Print
Continue to application

COMPLETE PRE-ELIGIBILITY

Step 3: Provide the **physical address of the primary residency** for which assistance is being requested.

- Provide the **address** of the property.
- Provide the **city** the property is in.
- Provide the **zip code** of the property.
- Press **Validate Address**.

Pre-Eligibility

If for any reason you need to stop or log out, please scroll down and click on the Save Draft button at the bottom right of your screen, and all the information entered will be saved for the next time you log back into your application.

*Denotes required field

Provide the physical address of the property for which assistance is being requested.

Address line 1: *

Address line 2:

City: *

State: *

North Dakota

Zip code: *

Validate Address

Step 4: Review address information in **the Confirm Address pop-up** and select **Accept Formatted Address**.

NOTE: If the Address Validation is unsuccessful, select **“Retry”** to revise the address information and re-validate. If validation is still unsuccessful after another attempt, the user will be able to move forward with an unvalidated address.

NOTE: The **“County”** field will auto-fill based on the zip-code identified by the validated address. If the address is unable to be validated, a drop-down selection will generate for the user to manually select the county of residence.

Confirm Address

You Entered: 612 E Boulevard Ave
Bismarck, North Dakota 58505

US Postal Service Format: 612 E BOULEVARD AVE
BISMARCK, ND 58505

Accept Formatted Address

Confirm Address

You Entered: 1919 N Lynn
Fargo, North Dakota 58104

US Postal Service Format: Unfortunately, we got a little lost and could not find the address you entered.

Retry

COMPLETE PRE-ELIGIBILITY

Step 5: Complete Pre-Eligibility questions to help identify ability to meet Primary residency.

The following questions are asked to determine program eligibility.

- Do you currently own and occupy this residence?
- What is the total number of household members that occupy this residence?
- Is this your primary residence?
- Select property type. Select from the following choices:
 - Owner-occupied single-family home (1 unit)
 - Owner-occupied with rental (2-4 units)
 - Condominium
 - Manufactured Home on rented land
 - Manufactured Home on owned land
 - Owner-occupied home with homebased business
 - Farm/Ranch
 - Other

Do you currently own and occupy this residence? *

Yes No

What is the total number of household members that occupy this residence? *

▼

Is this your primary residence? * [?](#)

Yes No

Select property type *

▼

COMPLETE PRE-ELIGIBILITY

Step 6: Complete Pre-Eligibility questions to help identify ability to meet Income (AMI).

The following question are asked to determine if your household meets the **<150% AMI Eligibility threshold:**

- What was your total annual household income for 2021?

What was your total annual household income for 2021? *

If no income enter 0.00

NOTE: In the income field, enter 0 if you do not have any source of income.

COMPLETE PRE-ELIGIBILITY

An applicant may be eligible for the HAF program if they receive other forms of government assistance.

The following questions are asked to identify if the applicant was eligible for any government programs listed as follows:

- TANF
- SNAP
- LHEAP
- SSI (not SSA retirement or disability income)
- WIC
- Head Start
- Child Care Assistance
- Medicaid

As of March 13, 2020, have you been eligible for any of the following programs:

- TANF
- SNAP
- LIHEAP
- SSI (not SSA retirement or disability income)
- WIC
- Head start
- Child Care Assistance
- Medicaid

I attest I have been eligible for one of the listed programs. *

Yes No

If you are eligible for one or mor of the programs, select **Yes** question **I attest I have been eligible for one of the listed programs.**

NOTE: If a user selects Yes, to the above question, they will be asked to provide documentation on the **Homeowner Information page.**

COMPLETE PRE-ELIGIBILITY

The following questions are asked to identify if the applicant meets **COVID-related hardship** eligibility criteria and determine application prioritization.

- Identify from the items below any COVID-related hardship(s) you or a household member have experienced since March 13, 2020.
- **Click the checkbox for all COVID-related hardships that apply.**
- In the text box, **Please describe how COVID-19 has impacted your household.**

Please describe in your own words how COVID-19 has impacted your household. *

Reduction in overall household income:

- Worked fewer hours and/or hours worked were less regular
- Laid-off/furloughed
- Employer closed temporarily
- Employer closed permanently
- Loss of contracts and/or other self-employment income

Significant costs or out-of-the-ordinary expenses:

- Costs related to child care or school disruptions
- Caregiving for other family members
- Medical expenses or costs related to overall health care
- Funeral expenses
- Housing costs

Other hardship:

- Extended time off to care for children/family member
- Extended time off due to personal health/COVID
- No financial hardship experienced
- Other (please describe)

COMPLETE PRE-ELIGIBILITY

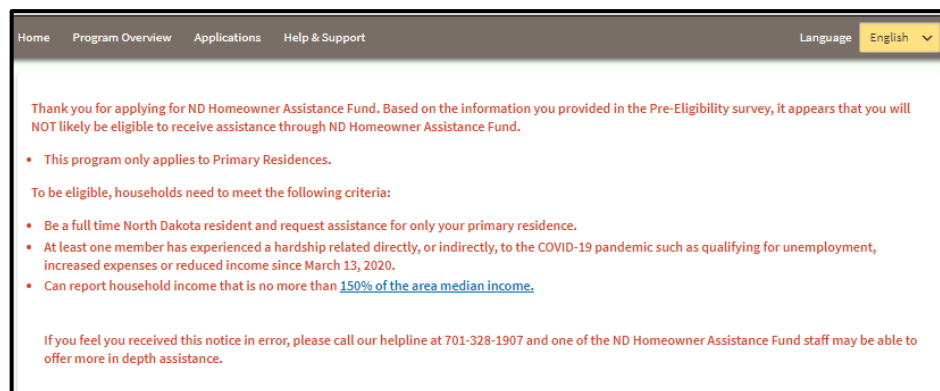
Step 7: Review completed Pre-Eligibility information and move on to Homeowner Information section of the application.

- If you wish to complete the remainder of the application later, click the **Save Draft** button.
- If you wish to continue to complete the Homeowner Information portion of the application, click the **Next: Homeowner Information** button.



Upon clicking **Next: Homeowner Information**, if you have been deemed eligible for program assistance, you will be directed to the next page.

If you have been deemed ineligible, an error notification will alert you to the reason you do not meet eligibility criteria (e.g., **This program only applies to Primary Residences** or **Must reside in North Dakota**).



COMPLETE HOMEOWNER INFORMATION

Step 8: On the Homeowner Application page, respond to the question **Do you consider yourself fluent in English?**

Click **Yes** if you are fluent in English.

If you need additional language support, click **No** the following question will populate:

- Click **Yes** to the question **Would it be helpful for you to have access to program information in a language other than English?**
- Enter Your preferred language in the text box that appears.

Homeowner Information

If for any reason you need to stop or log out, please scroll down and click on the Save Draft button at the bottom right of your screen, and all the information entered will be saved for the next time you log back into your application.

*Denotes required field

Do you consider yourself fluent in English? *

Yes No

Would it be helpful for you to have access to program information in a language other than English? *

Yes No

Please list your preferred language(s): *

COMPLETE HOMEOWNER INFORMATION

Click the **Add Household Member** button to complete household member information for each individual living in your household.

NOTE: The number of household members entered must match the number entered on the Pre-Eligibility page.

Household Member Information Required

- First Name
- Last Name
- What is the Relationship of this household member to the head of Household (drop-down selection)
 - **NOTE:** At least one household member must be identified as “**Self**” to submit the application.
- DOB (Calendar selection)
- Age will be calculated based on DOB entered

No household members have been added

One household member must be identified as 'Self'

Add Household Member

First Name: *

Middle Name:

Last Name: *

Suffix:

What is the relationship of this household member to the head of household? *

-Select- ▼

Date of Birth: *

Select Date

Household Member information continues on the next page.

COMPLETE HOMEOWNER INFORMATION

Household Member Information Required

- Sex
- Are you of Hispanic or Latino Origin? (Drop-down selection)
- Race (Drop-down selection)
 - If **Pacific Islander** or **Asian** is selected, complete the drop-down question **Please specify further your race.**
- Marital Status (Drop-down selection)
- Employment Status
 - **NOTE:** If Student/Unemployed or Disabled/Unemployed are selected, the question “Have you received income in the last 2 months?” will be triggered
 - If **Yes** is selected, user will be prompted with a drop-down to identify which assistance program provided income

The screenshot shows a web form with the following fields and options:

- Sex:** Radio buttons for Male, Female, and Prefer not to say.
- Are you of Hispanic or Latino origin? ***: A drop-down menu currently showing "-Select-".
- Race: ***: A drop-down menu currently showing "Asian".
- Please further specify your race: ***: A drop-down menu currently showing "Asian - Chinese".
- Marital Status: ***: A drop-down menu currently showing "Married".
- Employment Status: ***: A drop-down menu currently showing "Student/Unemployed".
- Have you received income in the last 2 months? ***: Radio buttons for Yes (selected) and No.
- Please select the type of income you received ***: A drop-down menu currently showing "-Select-". A mouse cursor is hovering over the menu, which is open to show the following options: "-Select-", "Unemployment", "Child Support", "Income from previous employment", and "Other".

At the bottom of the form, there is a note: "filed tax return (2020 or 2021) for this household member only. *

Household Member information continues on the next page.

COMPLETE HOMEOWNER INFORMATION

Household Member Information Required

- Current or most recent occupation
 - **NOTE:** If “Other” is selected, enter occupation details in the text box that populates
- 2020 or 2021 total annual income for the household member only
- Most recent month’s income
- Previous month’s income
- Social Security number (Optional)
- Add Document for Proof of Income

NOTE: In the income fields, enter 0 if you do not have any income.

Once all fields are completed, review information and click **Submit** to save the household member information.

What is your current or most recent occupation?

Food service - all other (ex. host, dishwasher) ▼

Please enter the annual gross income submitted on the most recently filed tax return (2020 or 2021) for this household member only. *

20000.00

Most Recent Month's Income *

1000.00

Previous Month's Income *

1000.00

Providing a Social Security Number is encouraged, as it will allow for faster verification of program eligibility and application processing.
SSN:

Please format as 9-digit number

Please provide income documentation (for example, copy of Form 1040 as filed with the IRS for the household for CY 2020 (first two pages only); 2020 W-2s, income statement or pay stubs from prior two months) for this household member? * ?



Add Document

Save

COMPLETE HOMEOWNER INFORMATION

Step 9: Review completed Household Member information in the Household member table.

- **To add another Household Member**, click the **Add Household Member** button
- Once household member information is completed, the **Total** amounts for **Income**, **Most Recent Month's Income**, and **Prior Month's Income** will be updated to reflect the total amounts across all household members.
- The number of household members identified as living in the housing unit must match what was submitted on the Pre-Eligibility page. **If an inconsistent number is entered, the you will be instructed to resolve the information.**
- To **edit the household member information**, click on the **pencil icon** to reopen the household member record. Within the record, you may delete the household member by clicking the **Delete** button on the bottom of the page.

Name	What is the relationship of this household member to the head of household?	Date of Birth:	Sex:	Income	Most Recent Month's Income	Prior month's income:	Edit
test test	Self	1997-06-04	Female	20,000.00	1,000.00	1,000.00	
test 2 test	Child	2019-06-12	Male	0.00	0.00	0.00	
Total				20,000.00	1,000.00	1,000.00	

You have claimed 1 household members , but have entered 2 above. Please Add/Remove household members. Or edit your response from [section 1.](#)

Add Household Member

COMPLETE HOMEOWNER INFORMATION

Step 10: Provide contact information for the primary applicant. This information is needed for NDHAF Case Reviewers to communicate regarding the application and for notifications to be enabled.

- Homeowner email address
- Re-enter Homeowner email address
- Homeowner phone number
- Re-enter Homeowner phone number
- Is this a cell phone number?

NOTE: If you selected **Yes** to is this a cell phone number, the following questions will be prompted:

- Would you like to receive updates to your application via text message?
- Select your carrier (Drop-down selection).

The screenshot shows a web form with the following fields and options:

- Homeowner email address ***: Input field containing "test@test.com" with a green checkmark.
- Re-enter Homeowner email address ***: Input field containing "test@test.com" with a green checkmark.
- Homeowner phone number ***: Input field containing "7013334444" with a green checkmark.
- Re-enter Homeowner phone number ***: Input field containing "7013334444" with a green checkmark.
- Is this a cell phone number? ***: Radio button options for "Yes" (selected) and "No".
- Would you like to receive updates to your application via text message? ***: Radio button options for "Yes" (selected) and "No".
- Select your carrier: ***: Drop-down menu showing "AT&T" with a downward arrow.

COMPLETE HOMEOWNER INFORMATION

Step 11: Complete mailing address information.

Select **Yes** or **No** to the question **Is your mailing address the same as your residence address?**

- If **No**, complete address information and select **Validate Address**
 - If the validation is unable to identify the address, click **Retry**.
 - If after a second attempt the address could not be confirmed, click **Use My Address** to continue with the application.

Is your mailing address the same as your residence address? *

Yes No

Mailing address line 1: *

10 Mail Street

Address line 2:

City: *

Fargo

State: *

North Dakota

Zip code: *

58102

Validate Address

Confirm Address

You Entered:
10 Mail Street
Fargo, North Dakota 58102

US Postal Service Format:
Unfortunately, we got a little lost and could not find the address you entered.

If you choose to continue without an address that was not validated by USPS, your application will be delayed so that your address can be reviewed.

Retry Use My Address

COMPLETE HOMEOWNER INFORMATION

Step 12: Complete the following questions to provide proof of identification.

Select **Yes** or **No** to the question **Do you have a valid (or expired eight years or less) photo driver's license or photo identification card issued by North Dakota or another State?**

- If **Yes**, click Add Document to upload proof of identification
- If **No**, use the drop-down to select the type of identification that can be provided.
 - Click **Add Document** to upload a copy of your selected identification

Do you have a valid (or expired eight years or less) photo driver's license or photo identification card issued by North Dakota or another State? *

Yes No

Please upload a copy of your photo identification *

Add Document

Do you have a valid (or expired eight years or less) photo driver's license or photo identification card issued by North Dakota or another State? *

Yes No

Please select a type of identification you can provide (may require additional validation procedures or potential delay) * ⓘ

-Select-
-Select-
International Passport or Passport Card
U.S. Permanent Resident Card
Alien Registration Receipt Card
U.S. Government and Military Dependent ID
University, College, or High School ID Card with photograph
Verifiable Employer-Issued ID Card with Photograph
Work Authorization

...n verified by other federal information in this application.
...in certain programs can SPEED UP
...the federal state level

COMPLETE HOMEOWNER INFORMATION

Step 13 (Prerequisite): If user answered **Yes** to the question **As of March 13, 2020, have you been eligible for any of the following programs?** on the **Pre-Eligibility** page, the following question will populate:

At any time since March 13, 2020, did you or a member of your household receive assistance from ANY of the following federal, state, or local government assistance programs?

Select the check box for any benefit program(s) a household member receives assistance from.

NOTE: If SSI, WIC, or Head Start programs are selected, click the **Add Document** button to upload documentation that provides proof of enrollment or assistance.

At any time since March 13, 2020, did you or a member of your household receive assistance from ANY of the following federal, state, or local government assistance programs? *

The following programs require documentation

- SSI (Not SSA retirement or disability income)
- WIC
- Head Start

Please upload documentation(s) of eligibility *

Add Document

The following programs do not require documentation

- Temporary Assistance for Needy Families (TANF)
- Child Care Assistance
- Supplemental Nutrition Assistance Program (SNAP)
- LIHEAP
- Medicaid

COMPLETE HOMEOWNER INFORMATION

Step 14: Answer the following question to determine accessibility needs **Do you have home accessibility needs that are currently unmet or are difficult to meet in your current home?**

Do you have home accessibility needs that are currently unmet or are difficult to meet in your current home? *

Yes No

[Back: Pre Eligibility](#) [Save Draft](#) [Next: Housing Expenses](#)

Step 15: Review completed Homeowner **Information** and move on to the **Housing Expenses Information page**.

- Once complete, click **Next: Housing Expenses** to move on to the next application page.
- Click **Save Draft** to save the application in its current state and complete later.
- Click **Back: Pre-Eligibility** to review or edit information completed on the prior page.

COMPLETE HOUSING EXPENSES

Step 16: Determine if Homeowner is seeking assistance for past due and future mortgage payments or other homeowner expenses. Applicants are permitted to seek both.

If seeking assistance with mortgage payments, answer the following question and submit the details regarding your loan

- **Do you have an open loan on your home?**
 - If **Yes**, detailed questions regarding loan assistance will populate in a loan information modal.

For guidance on completing loan information, go to [page 31](#).

Step 17: Provide homeowner expenses. These are expenses related to housing other than Mortgage Payments incurred directly or indirectly, due to the novel coronavirus disease (COVID-19).

- **Are you seeking assistance with one or more of these homeowner expenses?**
 - If **Yes**, the Add Homeowner Expenses button will populate. If **No**, the applicant will have the ability to go to the next page.

For guidance on completing home expense information, go to [page 36](#).

Do you have an open loan on your home? *

Yes No

Please click button to add loan. *

Add Loan

Are you seeking assistance with one or more of these homeowner expenses? *

Yes No

Add Homeowner Expense

COMPLETE LOAN INFORMATION

Step 18: Click the **Add Loan** button to open the form.

Select one of the following Loan Servicer options in response to

Who do you make your mortgage payments to? :

- North Dakota Housing Finance Agency
- Gate City Bank
- Other

If **North Dakota Housing Finance Agency** or **Gate City Bank** is selected, you will be asked to provide authorization for mortgage information to be shared with lenders.

Select the **Authorization** check box and enter the following information:

- Borrower's First Name
- Borrower's Last Name
- Last Four Digits of SSN
- Email Address
- Loan Account Number
- Monthly Payment Amount

Click **Add Document** to upload documentation for the loan.

Click **Validate Loan**.

Tell us about your loan

Who do you make your Mortgage Payments to? *

North Dakota Housing Finance Agency

I authorize the above persons, agencies, firms or corporations to make available any documents or record related to the program for inspection and copying.*

Borrower's First Name *

Borrower's Last Name *

Last four digits of SSN *

Email address * ?

Loan Account Number *

Monthly Payment Amount *

0.00

Please upload documentation for your loan *

Add Document

Validate Loan

COMPLETE LOAN INFORMATION

Step 19a: If **Other** was selected for **Who do you make your Mortgage Payments to?**

Complete the questions in the loan modal.

Enter the following information:

- Borrower's First Name
- Borrower's Last Name
- Last four digits of SSN
- Email address
- Loan Account Number
- Monthly Payment Amount
- Loan Escrowed
- Is there another borrower on the loan?
 - If yes, additional mandatory questions will populate to capture borrower information.

Tell us about your loan
×

Who do you make your Mortgage Payments to? *

Other
▼

Borrower's First Name *

Borrower's Last Name *

Last four digits of SSN *

Email address * ?

Loan Account Number *

Monthly Payment Amount *

0.00

Loan Escrowed *

-Select-
▼

Is there another borrower on the loan? *

Yes No

First Name: *

Last Name: *

Last four digits of SSN *

Email address * ?

Loan information continues on the next page.

COMPLETE LOAN INFORMATION

Step 19b: If **Other** was selected for **Who do you make your Mortgage Payments to?**

Complete the questions in the loan modal.

Enter the following information:

- Mortgage Position
 - Select from First, Second, or Other
- Loan Servicer Name
- Loan Servicer Address Line 1
- Loan Servicer Address Line 2
- Loan Servicer City
 - North Dakota will be selected as the default, but may be updated
- Loan Servicer State
- Loan Servicer Zip Code
- Loan Servicer Email
- Loan Servicer Phone Number
- Loan Origination Date
- Loan Original Principal Amount
- Loan Type
 - Select the appropriately loan type from the drop-down

Mortgage Position *

First

Loan Servicer Name *

Servicer

Loan Servicer Address Line 1 *

Test

Loan Servicer Address Line 2

Loan Servicer City *

Fargo

Loan Servicer State *

North Dakota

Loan Servicer Email *

testemail@account.com

Loan Servicer Phone Number *

222-222-222

Loan Origination Date

2021-06-09

Loan Original Principal Amount

5000.00

Loan Type * ?

-Select-

-Select-

FHA

HUD-184

VA

USDA

Private-Label Security

Reverse Mortgage

Portfolio Lending

Chattel Mortgage

Land Contract

Conventional

Other

Loan information continues on the next page.

COMPLETE LOAN INFORMATION

Step 19c: Complete the remaining mandatory questions on the loan modal.

Enter the following information:

- Next payment due date
- Active bankruptcy?
- Is this loan past due?
 - If **Yes**, select the most applicable date range from the drop-down that populates for **How many days past due?**
- Is this loan in default?
 - If **Yes**, complete the following questions:
 - When was the date of your last on-time payment?
 - Total amount past due less any fees
 - Loan late fees (if applicable)
 - If not applicable, enter **0** in the field
 - Have you received a foreclosure notices?
 - If **Yes**, select the **Scheduled foreclosure date**
 - Has a sheriff's sale date been scheduled?
 - If **Yes**, select the **Scheduled sale date**

Next payment due date *

2022-06-30

Active bankruptcy? *

Yes No

Is this loan past due? *

Yes No

How many days past due? *

-Select-

1 - 30 days

31 - 60 days

61 - 90 days

91 - 120 days

121 - 180 days

181+ days

Is this loan in default? *

Yes No

When was the date of your last on-time payment?

Select Date

Total amount past due less any fees *

0.00

Loan late fees (if applicable): *

Enter 0 if no late fees

Have you received a foreclosure notice? *

Yes No

Has a sheriff's sale date been scheduled?

Yes No

Loan information continues on the next page.

COMPLETE LOAN INFORMATION

Step 19d: Complete the remaining mandatory questions on the loan modal.

Enter the following information:

- Have you been offered a loan modification or workout options from your loan servicer within the past 12 months?
 - If **Yes**, select the type of loan modification or workout options (Covid Forbearance, Forbearance, FHA Partial Deferred, Loan Modification)
 - Enter balance amount
- **Add Document** to upload documentation for the loan
- **Click Save**

NOTE: A user can add multiple loans by clicking the Add Loan button after saving the initial loan.

The image displays two screenshots of a web form for loan modification. The top screenshot shows a dropdown menu titled "Please select the type of loan modification or workout offered *". The selected option is "Covid 19 Forbearance". The dropdown menu is open, showing a list of options: "-Select-", "Covid 19 Forbearance", "Forbearance", "FHA Partial Deferred", and "Loan Modification". The bottom screenshot shows the same dropdown menu, a text input field titled "Please enter your deferred balance amount *" with the value "100.00" entered, an "Add Document" button, and a "Save" button.

COMPLETE HOUSING EXPENSES

Step 20: On the Housing Expenses page, add other homeowner expenses.

Select **Yes** to **Are you seeking assistance with one of more of these homeowner expenses** to confirm the **Add Homeowner Expense** button populates.

Are you seeking assistance with one or more of these homeowner expenses?*

Yes No

Add Homeowner Expense

- In Homeowner Expense modal that pops up, select an Expense Type from the drop-down.
 - Property Tax (Not in mortgage payment)
 - Condo Fee and Homeowners Association Fee
 - Attorney Fee
 - Lien
 - Special Assessment
 - Utility

NOTE: The type of expense selected will populate applicable Homeowner Expense form questions.

Add Homeowner Expense

Expense Type*

-Select-

- Select-
- Property Tax (Not in mortgage payment)
- Condo Fee and Homeowners Association Fee
- Homeowner's Insurance and Flood Insurance
- Attorney Fee
- Lien
- Special Assessment
- Utility

COMPLETE HOUSING EXPENSES

Step 21: Enter all mandatory fields related to the expense.

- If Expense Type is Utility, select the Utility Type
- Payee Name
- Payee Address
- Payee City
- Payee State
- Payee Zip Code
- Payee Email
- Payee Phone
- Amount Requested
- If an expense is past due, select the check box next to **Is Past Due**
 - **If a Utility is past due**, indicate if a disconnection notice has been received and a disconnection date if applicable
- Add Bill or Invoice

Click **Save** to close the form and save the expense information.


COMPLETE HOUSING EXPENSES

Step 22: Review Housing Expense Information and Submit.

Click **Add Homeowner Expense** to add additional expenses as needed.

Click the **pencil icon** to edit any existing home expense information.

Review the Loan Expense and Housing Expense tables to confirm all information is completed and accurate.

Name	Amount requested	Expense Type	Expense Subtype	Edit
test	100.00	Utility	Heating oil	

Add Homeowner Expense

Back: Homeowner Information **Save Draft** **Next: Home Repair**

- Click **Next: Home Repair** to move on to the next page of the application.
- Click **Save Draft** to save the application in its current state and complete later.
- Click **Back: Homeowner Information** to review or edit information completed on the prior page.

COMPLETE HOME REPAIR

Step 23: On the Home Repair page, identify any Home Repair Assistance that is needed for your residence to be considered insurable.

If you select **Yes** to **Do you have any required home repairs for your residence to be considered insurable?** complete the below question.

Select the checkbox(es) to indicate any repairs needed to be considered insurable.

- Roofing
- Soffit/fascia/gutters
- Drainage and runoff management
- Electrical and plumbing systems
- Foundations

Do you have any required home repairs for your residence to be considered insurable? *

Yes
 No

Which of the following repairs do you need for your home? *

Roofing
 Soffit/fascia/gutters
 Drainage and runoff management
 Electrical and plumbing systems
 Foundations

COMPLETE HOME REPAIR

Step 24: On the Home Repair page, identify any Home Repair Assistance that is needed for your residence to meet your physical needs.

If you select **No** to **Does your home in its current state meet your physical needs?** use the drop-down selection to select the home repairs needed.

- Installation of non-portable ramp(s) or lift(s)
- Widening of doorways/hallways
- Modification of bathroom facilities
- Modification of kitchen facilities
- Installation of specialized electric and plumbing systems to accommodate medical equipment and supplies
- Turnaround space adaptations
- Specialized accessibility/safety adaptations
- Other

Does your home in its current state meet your physical needs? *

Yes No

Describe the modifications you need *

-Select- ▼

-Select-

- Installation of non-portable ramp(s) or lift(s)
- Widening of doorways/hallways
- Modification of bathroom facilities
- Modification of kitchen facilities
- Installation of specialized electric and plumbing systems to accommodate medical equipment and supplies
- Turnaround space adaptations
- Specialized accessibility/safety adaptations
- Other

COMPLETE HOME REPAIR

Step 25: Review the Home Repair section to finalize the Home Repair application. Once selections are complete, select Next to go to the Certification page.

Describe the modifications you need *

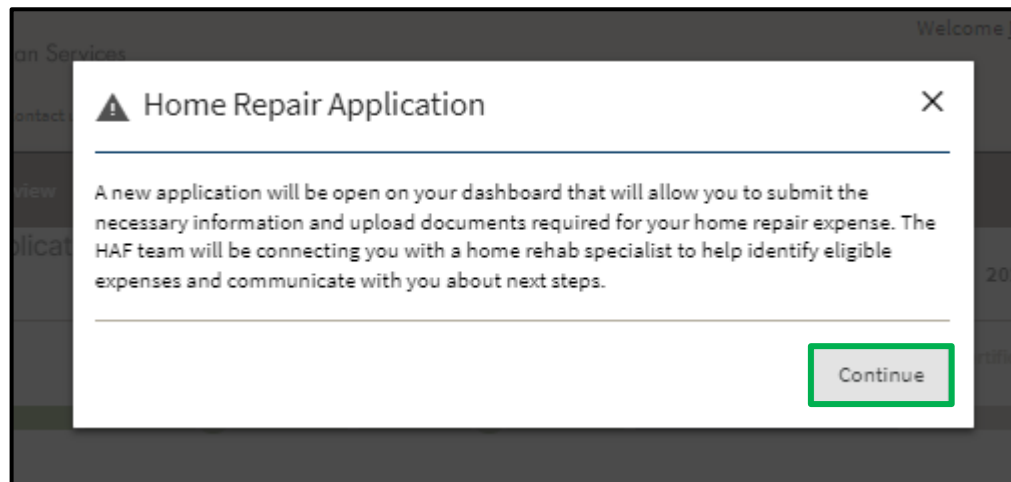
Installation of specialized electric and plumbing systems: ▾

Back: Housing Expenses
Save Draft
Next: Certification

- Click **Next: Certification** to move on to the next page of the application.
- Click **Save Draft** to save the application in its current state and complete later.
- Click **Back: Housing Expenses** to review or edit information completed on the prior page.

COMPLETE HOME REPAIR

Step 26: After clicking **Next: Certification**, if applicant responses meet eligibility requirements for Home Repair assistance, a pop-up message will appear.



Click **Continue** to move on to the Certification Page and complete the application.

NOTE: After the HAF application is submitted, a Home Repair application will be created and available to complete on the Application Portal page.

See [**Submit Home Repair Application for more instructions.**](#)

COMPLETE CERTIFICATION

Step 27: Applicant must certify and validate responses with an electronic signature prior to application submission.

Select **all check boxes** in the Certification, Acknowledgements, and Authorization to Release Information sections of the Certification page.

Click the **Electronic Signature buttons** in each section.

Certification

If for any reason you need to stop or log out, please scroll down and click on the Save Draft button at the bottom right of your screen, and all the information entered will be saved for the next time you log back into your application.

*Denotes required field

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 one or more of my/our household members: any time after March 13, 2020, experienced a reduction in household income, incurred significant costs, or experienced other financial hardship due, directly or indirectly, to the COVID-19 public health emergency. *
- I/We attest that I have a mortgage agreement and mortgage obligation for the property over the monthly period(s) for which assistance is sought under this application. *
- I/We attest that this is our primary residence and we reside at this property for over 6 months. *
- I/We attest that my/our household has not received, is not currently receiving and does not anticipate receiving assistance from another source of public or private subsidy or assistance that covers the same costs of mortgage or utility obligation submitted under the program. *
- I/We attest that the total amount of monthly income of all adult household members submitted in this application for the program is complete and accurate. *

Electronically Sign

COMPLETE CERTIFICATION

Step 28: Review the Certifications page and click **Submit** to submit the HAF application.

AUTHORIZATION TO RELEASE INFORMATION

- Your signature on this form authorizes the program to use this authorization and the information obtained with it, to administer and enforce rules and policies, to determine eligibility for assistance, for coordination of services, and for purposes of research and evaluation.
- I hereby authorize utility companies to release my account number and account information. This includes arrearage information, historic and future utility usage, and billing data for the purpose of allowing the State and entities acting on behalf of the State to assess eligibility for assistance, for coordination of services, and for purposes of research and evaluation.
- Any individual or organization, including any governmental agency may be asked to release information to support determination of eligibility for assistance. Information may be requested from, but is not limited to, the following persons and/or entities: courts, law enforcement agencies, Loan Servicer, past and present employers, Social Service Agencies, utility companies, 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 household (not including personally identifiable information) and any awards which I may receive as part of its public transparency and accountability efforts. Information published may include but is not limited to the number of eligible households that receive funding, the type of assistance provided, acceptance rate of applicants, average funding provided per household, household income levels, and average number of monthly mortgage or utility payments that were covered by funding.

I have read and understand the acknowledgements above *

Signed By	Signed Date
<i>test test</i>	6/15/2022

Back: Home Repair

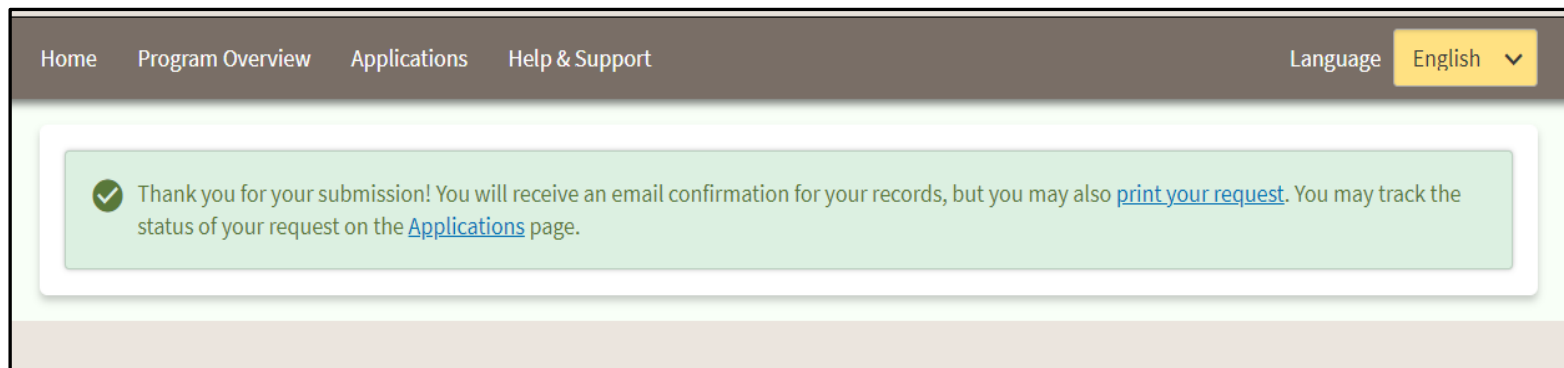
Save Draft

Submit

- Click **Submit** to submit the HAF application.
- Click **Save Draft** to save the application in its current state and complete later.
- Click **Back: Home Repair** to review or edit information completed on the prior page.

COMPLETE CERTIFICATION

Step 29: After application submission, a notification is provided to the user confirming receipt of the application.



Homeowner - Confirmation of Application Submission notification will be sent to the user confirming that an application has been submitted

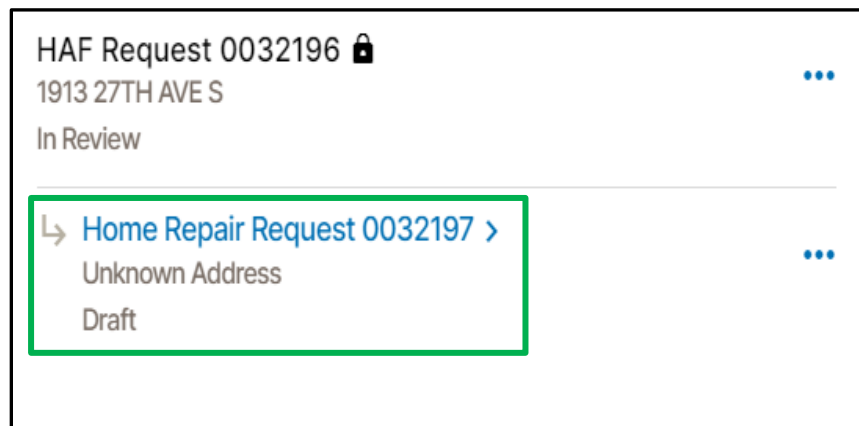
SUBMIT HOME REPAIR APPLICATION

COMPLETE HOME REPAIR

Step 1: After submission of a HAF application that indicated eligibility for Home Repair Assistance a **Homeowner Application Email – Update Application for Additional Home Repair Assistance** notification will be sent to the user confirming that a Home Repair application has been opened.

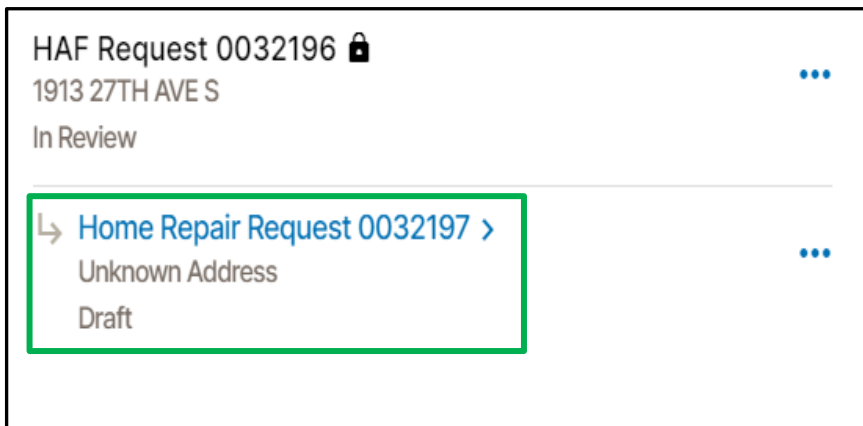
Access the Home Repair Application by clicking on the **Application Portal**.

On the Application page, an associated **Home Repair** application is automatically generated and accessible from the primary HAF Application.



COMPLETE HOME REPAIR

Step 2: Click the **Home Repair Request** link to open the Home Repair application.



COMPLETE HOME REPAIR

Step 3: Review the Home Repair Application page and add home repair expenses.

Click **Add HAFHR Assistance** to add home repair expense information.

Home Repair Application Last Saved:
2022-06-10 3:49pm

Request 0032385

1 Home Repair

Home Repair

If for any reason you need to stop or log out, please scroll down and click on the Save Draft button at the bottom right of your screen, and all the information entered will be saved for the next time you log back into your application.

*Denotes required field

No Repair Assistance Added*

[Add HAFHR Assistance](#)

I certify that I understand that NDHAF is providing home repair assistance to help improve my access to a stable housing situation and cannot guarantee the completeness of the project or the quality of the work that is completed on my behalf. I understand that I as homeowner am responsible for this project.*

[Electronically Sign](#)

[Save Draft](#) [Submit](#)

COMPLETE HOME REPAIR

Step 4: Complete the **Home Repair Expense** form to add a home repair expense.

- Select the **Repair Type** from the list of drop-down options.
- Complete the mandatory expense information:
 - Amount Requested
 - Payee Name
 - Payee Address
 - Payee City
 - Payee State
 - Payee Zip Code
 - Payee Email
 - Payee Phone

A screenshot of a web form's dropdown menu for 'Repair Type'. The menu is open, showing a list of options: '-Select-', 'Roofing', 'Soffit/Fascia/Gutters', 'Drainage', 'Runoff Management', 'Electrical', 'Plumbing System', 'Foundation', and 'Accessibility Modifications'. The 'Roofing' option is highlighted with a green border.

Click **Add Document** to upload proof of the home repair completed and amount of assistance requested.

Click **Save** to exit the form and save the expense information.

A screenshot of the 'Edit Expense' form. The form contains the following fields: 'Repair Type' (dropdown menu), 'Amount Requested' (text input with '0.00'), 'Payee Name' (text input), 'Payee Address Line 1' (text input), 'Payee Address Line 2' (text input), 'Payee City' (text input), 'Payee State' (dropdown menu with 'North Dakota'), 'Payee Zip Code' (text input), 'Payee Email' (text input), and 'Payee Phone' (text input). At the bottom, there is a note: 'Please upload documentation for the amount you are requesting assistance for: *' followed by two buttons: 'Add Document' and 'Save'.

COMPLETE HOME REPAIR

Step 5: Review the completed Home Repair Expense table.

Review the information populated in the Home Repair table.

- Click the **pencil icon** to edit an expense line.
 - You may delete the expense line by editing the existing expense and selecting the “**Delete**” at the bottom of the expense form.
- Click **Add HAFHR Assistance** to add another home repair expense.

Home Repair

If for any reason you need to stop or log out, please scroll down and click on the Save Draft button at the bottom right of your screen, and all the information entered will be saved for the next time you log back into your application.

*Denotes required field

Payee Name	Repair Type	Amount Requested	Edit
Roof Man	Roofing	500.00	
Total		500.00	

[Add HAFHR Assistance](#)

I certify that I understand that NDHAF is providing home repair assistance to help improve my access to a stable housing situation and cannot guarantee the completeness of the project or the quality of the work that is completed on my behalf. I understand that I as homeowner am responsible for this project. *

[Electronically Sign](#)

[Save Draft](#)
[Submit](#)

COMPLETE HOME REPAIR

Step 6: Complete certification and electronically sign the document.

Once all home repair expenses have been added,

- Click the **certification checkbox** to certify the information provided.
- Click **Electronically Sign** to add your signature and signed date.
- Click **Submit** to complete submission of the Home Repair Application.
- Click **Save Draft** to save home repair information and to complete the application later.

Home Repair

If for any reason you need to stop or log out, please scroll down and click on the Save Draft button at the bottom right of your screen, and all the information entered will be saved for the next time you log back into your application.

*Denotes required field

Payee Name	Repair Type	Amount Requested	Edit
Roof Man	Roofing	500.00	
Total		500.00	

[Add HAFHR Assistance](#)

I certify that I understand that NDHAF is providing home repair assistance to help improve my access to a stable housing situation and cannot guarantee the completeness of the project or the quality of the work that is completed on my behalf. I understand that I as homeowner am responsible for this project.*

Signed By <i>Meghan Peltier</i>	Signed Date 6/15/2022
------------------------------------	--------------------------

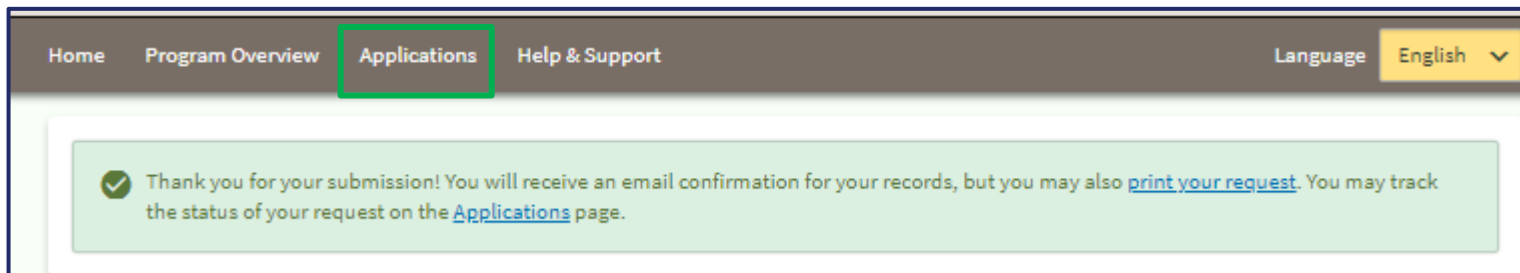
[Save Draft](#)
[Submit](#)

COMPLETE HOME REPAIR

Step 7: Application submission is now complete and in In-Review status.

The status of your application may be viewed by clicking on the **Applications tab** of the page's navigation bar.

The applicant will receive an email notification confirming the application submission.



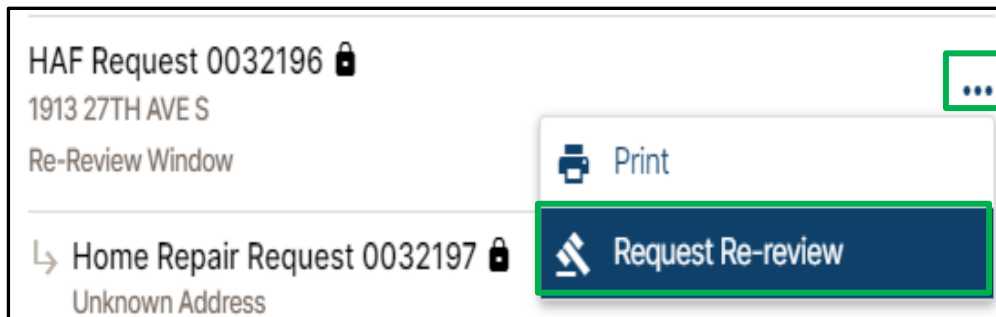
UPDATE DOCUMENTATION IN RE-REVIEW

UPDATE DOCUMENTATION IN RE-REVIEW

In the event you need to resubmit missing information or documentation to complete your application process, you will receive a **Homeowner Application Email - Re-Review Window** notification confirming that the application is in the “Re-Review” Status.

Step 1: Follow the instructions in the notification and navigate to the **Homeowner Assistance Fund Application** dashboard to access an application in Re-Review Status.

- Click on the ellipses (...) next to the HAF Request in the **Re-Review Window** status (or Home Repair Request if applicable).
- From the drop-down, select **Request Re-Review**.



UPDATE DOCUMENTATION IN RE-REVIEW

Step 2: Enter the reason for requesting a re-review and upload applicable documentation as directed by the Re-Review Notification (e.g., Missing utility expense documentation uploaded for submission).

Re-request Review
Request 0032196

Please enter justification for your re-review*

Please attach any documentation for your re-review:

Add Document

Please refer to the list of required documentation for acceptable documents you can provide: <https://www.nd.gov/dhs/info/covid-19/rent-help.html>

Cancel Submit

Click **Submit**.

Homeowner Email – Re-Review Submitted notification will be sent to the user confirming that an application has been submitted

UPDATE APPLICATION TO SUBMIT ADDITIONAL MORTGAGE OR HOMEOWNER EXPENSES

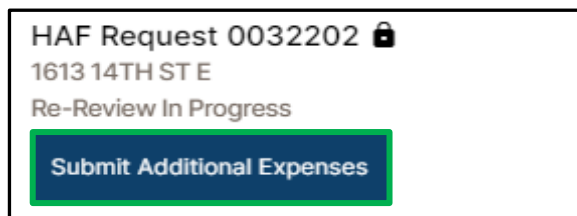
UPDATE APPLICATION FOR ADDITIONAL EXPENSES

Prerequisite: If applicable, during application review, a Case Reviewer will confirm via phone or email if the applicant would like to receive additional assistance for eligible expenses.

If the applicant accepts additional assistance, a **Homeowner Application Email - Re-Review Window** notification will be sent via email to confirm the application is ready to submit additional expenses.

Step 1: Navigate to the Homeowner Assistance Fund Application dashboard to access an application in Re-Review Status.

Click the “**Submit Additional Expenses**” button to complete application details for additional expenses.



UPDATE APPLICATION FOR ADDITIONAL EXPENSES

Step 2: The Housing Expenses section of the application is re-opened for the applicant to enter additional **loan** or **homeowner expenses**.

To add a Loan Expense,

- Select **Yes**, to **Do you have an open loan on your home?**
- Click **Add Loan** to enter loan expense.

To add a Homeowner Expense,

- Select **Yes**, to **Are you seeking assistance with one or more of these homeowner expenses?**
- Click **Add Homeowner Expense** to enter homeowner expense.

The screenshot displays the 'HAF Expense Application' interface for Request 0032304, last saved on 2022-06-15 at 11:38am. The 'Housing Expenses' section is highlighted with a blue bar and a '1' icon. Below the section title, there is a note: 'If for any reason you need to stop or log out, please scroll down and click on the Save Draft button at the bottom right of your screen, and all the information entered will be saved for the next time you log back into your application.' A red asterisk indicates that the following fields are required. The user is informed they may be eligible for either of two programs: the Housing Reinstatement Program (HRP) and the Housing Payment Assistance Program (HPAP). The HRP description states it covers delinquent payments, secondary liens, and mitigation options. The HPAP description states it covers future mortgage payments and utility expenses. The user is asked 'Do you have an open loan on your home?' with radio buttons for 'Yes' (selected) and 'No'. Below this is a green 'Add Loan' button. A second question asks 'Are you seeking assistance with one or more of these homeowner expenses?' with radio buttons for 'Yes' (selected) and 'No'. Below this is a green 'Add Homeowner Expense' button. A detailed list of eligible expenses is provided at the bottom of the form.

UPDATE APPLICATION FOR ADDITIONAL EXPENSES

Step 3: Complete the expense forms to save expense information.

See [pages 31-35](#) for detailed instructions on completing loan information.

See [pages 36-38](#) for details instructions on completing housing expense information.


UPDATE APPLICATION FOR ADDITIONAL EXPENSES

Step 3: Once expense information is entered, review the populated expense tables.

- Click the **Pencil Icon** to edit any of the existing expense information.
- Click **Add Loan** to add an additional loan expense.
- Click **Add Homeowner Expense** to add an additional homeowner expense.
- Click **Submit** to complete submission of the additional expense application
(Application will be closed and in Re-Review Status)

Do you have an open loan on your home?*

Yes No


Loan Servicer Name	Loan Account Number	Monthly Payment Amount	Mortgage Position	Edit
Gate City	104901	500.00	First	

Add Loan

Applicants are eligible for the following expenses related to housing other than Mortgage Payments and incurred due, directly or indirectly, to the novel coronavirus disease (COVID-19) outbreak. Accepted Expenses are as follows: Property taxes (Not included in mortgage payment) , Condo fees and Homeowners Association Fees, Homeowners Insurance and Flood Insurance, Attorney's Fees, Tax liens and other liens, Special Assessments, Delinquent junior liens, and Utilities (including water, wastewater/sewer, natural gas, heating oil, electricity, and garbage).

Are you seeking assistance with one or more of these homeowner expenses?*

Yes No

Name	Amount requested	Expense Type	Expense Subtype	Edit
Condo Owner	45.00	Condo Fee and Homeowners Association Fee	N/A	

Add Homeowner Expense

UPDATE APPLICATION WITH ADDITIONAL INFORMATION- HOME REPAIRS

Step 4: The applicant may also be eligible to receive additional Home Repair assistance.

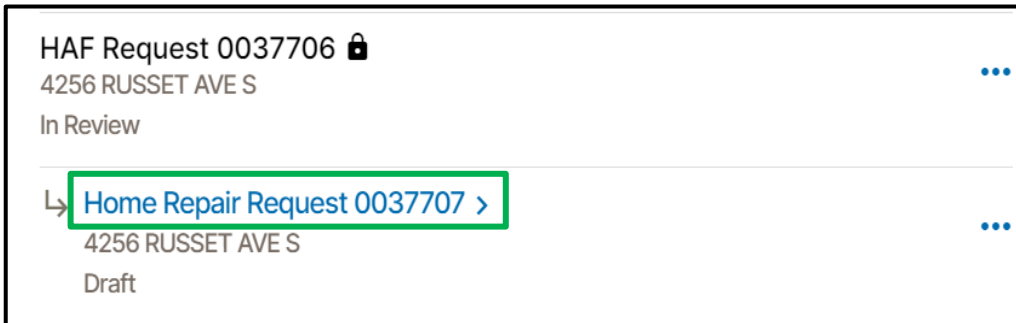
Prerequisite: During the application review process, a Case Reviewer confirms with the applicant via phone or email, if the applicant would like to receive additional assistance for a home repair related expense.

The applicant will receive a **Homeowner Application Email – Update Application for Additional Home Repair Assistance** notification confirming that a Home Repair application has been opened.

UPDATE APPLICATION WITH ADDITIONAL INFORMATION- HOME REPAIRS

Step 4: Navigate to the **Homeowner Assistance Fund Application** dashboard to access an application in Re-Review Status

- Click the **Home Repair Request** link to open the Home Repair application



Follow steps in the [Submit Home Repair Section \(pages 46-53\)](#) to complete the application.

PAYEE REGISTRATION

PAYEE REGISTRATION OVERVIEW

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 completed OMB Registration ([OMB Registry Link](#)) by following the steps below:

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.

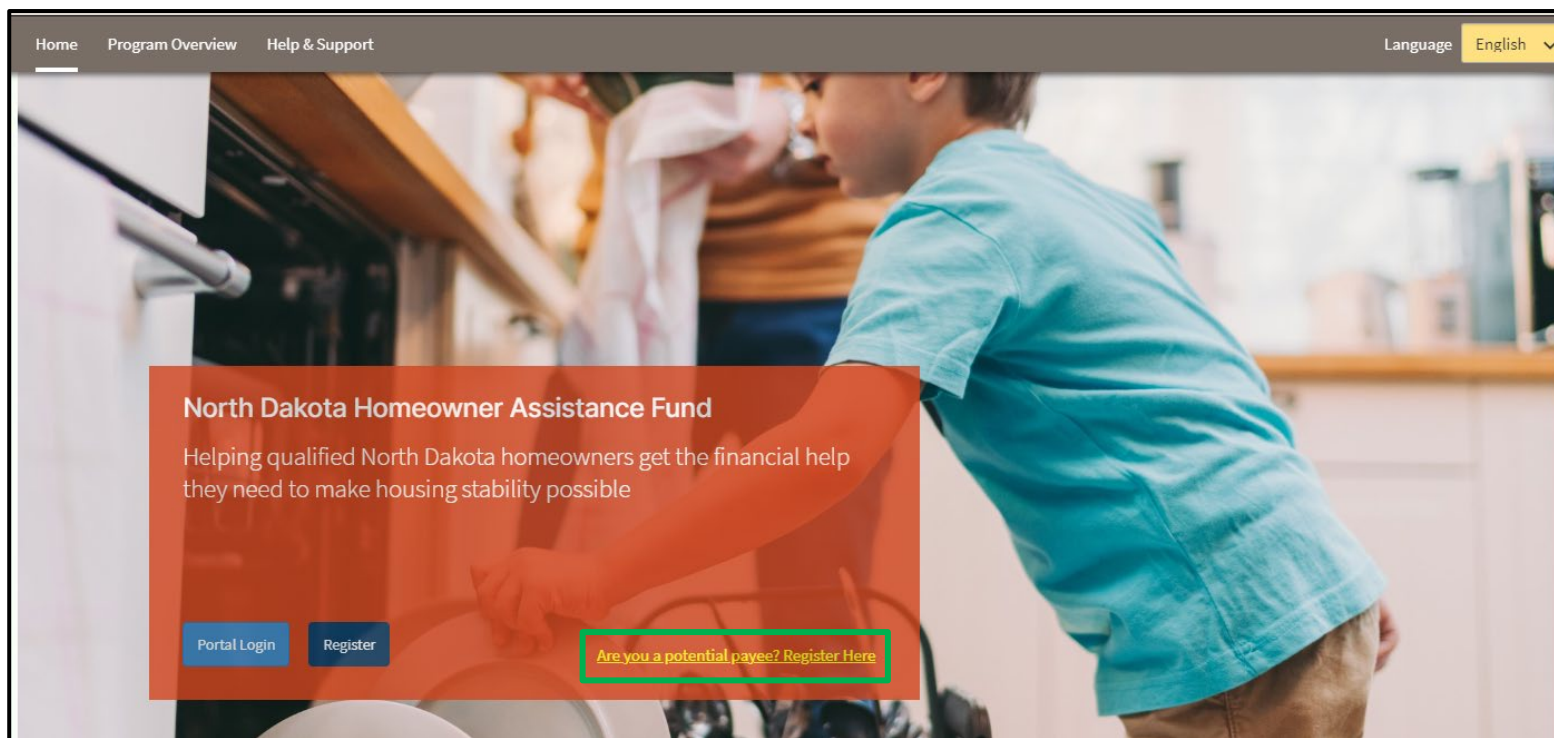
PAYEE REGISTRATION

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: *	Last Name: *
Email address: *	Confirm Email: *
OMB Supplier ID: *	OMB Company ID: *

Validating IDs

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](#) *

Submit

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.

 Company you service for
✕

Company Name: *

Acronym: *

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 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 screenshot of a web application login page. The page has a white background with a light green border. At the top left, the text "LOG IN" is displayed in a bold, dark font. Below this, there are two input fields. The first is labeled "User name" and contains a single vertical bar character "|". The second is labeled "Password" and is currently empty. To the left of the "Log in" button, there is a blue hyperlink that reads "Forgot Password?". The "Log in" button itself is a solid blue rectangle with the text "Log in" in white.

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**.

System administrator requires you to change your password

Change Password

User name:
John.Doe

Current Password:

New password:

Confirm New Password:

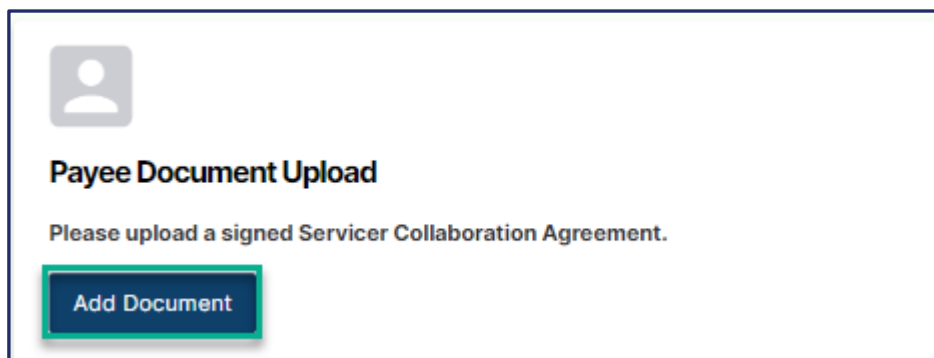
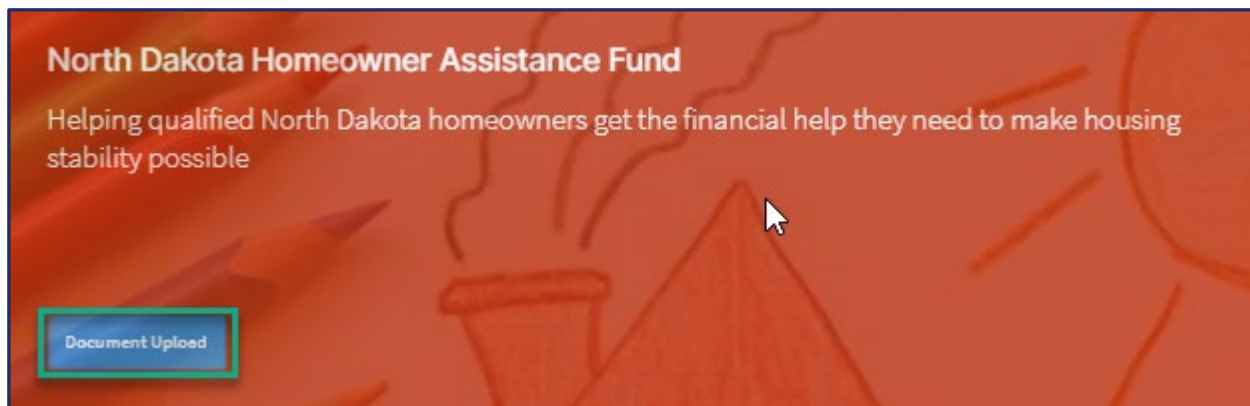
Submit

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**.



ND HAF SUPPORT INFORMATION

NWND Emergency Housing Stability

Applicant resources are available to you at [NWND Emergency Housing Stability | Apply for Help](#)

Direct Support

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