

NORTH DAKOTA DEPARTMENT OF HUMAN SERVICES

*North Dakota Rent Help (NDRH)
Front End User Guide – Application for
Individuals Experiencing Homelessness*

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 Renter portal and Application for Individuals Experiencing Homelessness, 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 Renter and Housing 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 website interface. At the top left is the logo "NORTH Dakota Be Legendary." with the text "Need Help? Please call (701) 328-1907." below it. At the top right, it says "Welcome Guest | Login". A dark navigation bar contains the following links: "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 two input fields: "User name" and "Password". Below the "Password" field is a blue "Login" button and a blue link for "Forgot Password?". 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://help.ishere.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' page. 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 main content area contains four text input fields labeled 'First Name *', 'Last Name *', 'Email *', and 'Confirm Email *'. Below these fields is a checkbox labeled 'I agree to the State Privacy Policy *'. A blue 'Submit' button is located at the bottom left of the form area. Red boxes are drawn around the 'Submit' button and the 'I agree to the State Privacy Policy' checkbox to indicate the required actions.

- 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!

APPLICATION FOR INDIVIDUALS EXPERIENCING HOMELESSNESS

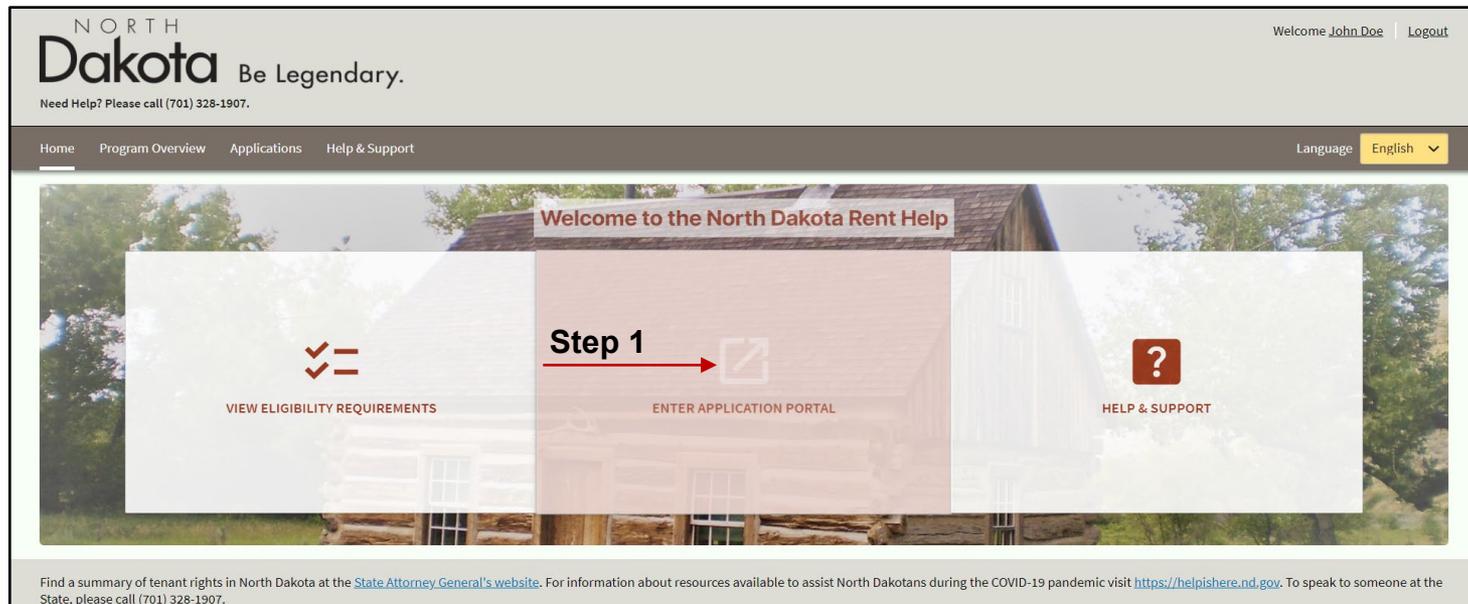
ENTER APPLICATION PORTAL

ND Rent Help Portal URL:

https://ndhousingstability.servicenowservices.com/nd_rent_help

Step 1: Enter the Application Portal

- a. After logging in, you will be redirected to the home page.
- b. Press **'Enter Application Portal'** or on **'Applications'** in the menu.



STARTING A NEW RENTER APPLICATION

Step 2: Start a New Application

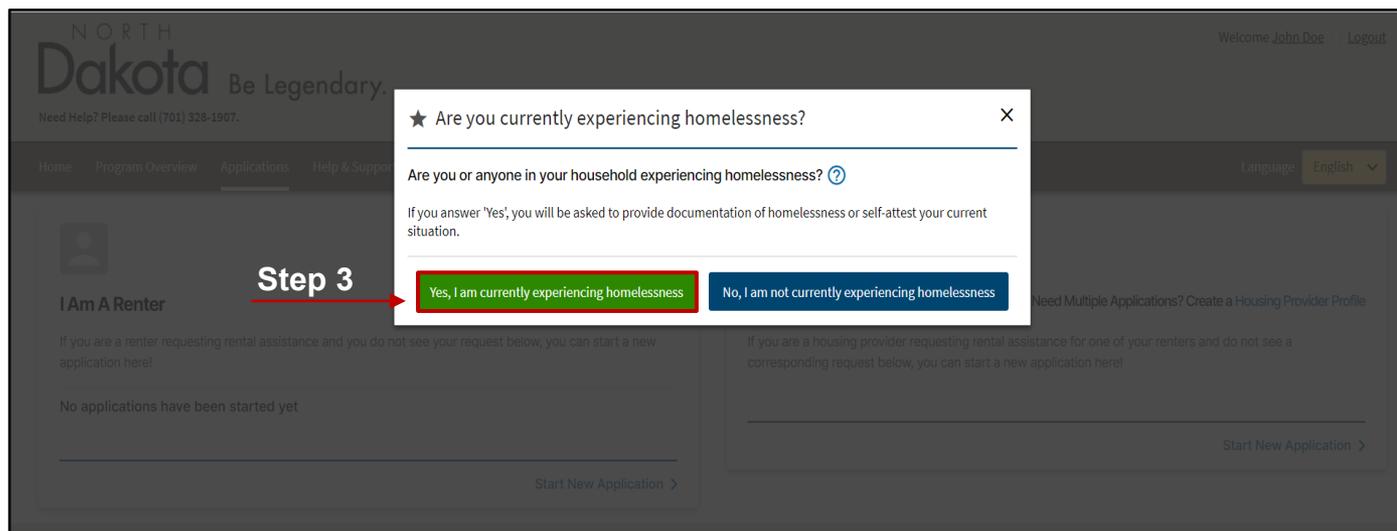
- On the application page, you will see two sections. On the left-hand side is the **I Am A Renter** section. As we are creating a new renter application, this is the section we will need.
- In the **I am a Renter** section, press **Start New Application**.

The screenshot shows the North Dakota Housing Assistance website interface. At the top left is the North Dakota logo with the tagline 'Be Legendary.' and a help number '(701) 328-1907'. The top right shows a user login 'Welcome John.Doe | Logout' and a language dropdown set to 'English'. A navigation bar contains 'Home', 'Program Overview', 'Applications', and 'Help & Support'. The main content area is split into two columns. The left column, titled 'I Am A Renter', contains a message: 'If you are a renter requesting rental assistance and you do not see your request below, you can start a new application here!' followed by 'No applications have been started yet'. A red box highlights the 'Start New Application >' button, with a red arrow and the text 'Step 2' pointing to it. The right column, titled 'I Am a Housing Provider', contains a message: '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!' and a 'Start New Application >' button. A footer note provides tenant rights information and a link to 'https://helpishere.nd.gov'. A small 'javascript:void(0)' tag is visible at the bottom left.

STARTING A NEW RENTER APPLICATION

Step 3: Answer prompt to determine you are currently experiencing homelessness.

- a. You will be prompted with the following question regarding homelessness.
- b. **Press Yes**, I am not currently experiencing homelessness.
 - i. A version of the application that considers the specific barriers an individual experiencing homelessness is available to better facilitate application completion. By selecting **Yes** the applicant will be routed to this application.



COMPLETE PRE-ELIGIBILITY

Step 4: Describe current living situation to prove or Self-Attest to homelessness. This is required to consider the applicant eligible due to housing instability criteria.

- a. Please describe current living situation.
- b. Can you provide information that shows documentation of current living situation/homelessness.
 - i. If Yes, then press **Add Document** and upload the appropriate document.
 - ii. If No, then provide more information in the text field and **Self-Attest** by clicking the checkbox.

1 2 3 4

Eligibility: On this page, we will gather information to better understand your current living situation and needs.

Please describe your current living situation. * ?

Can you provide information that shows documentation of your current living situation/homelessness? * ?

Yes No

Please upload supporting documentation of your current living situation.

Add Document

Can you provide information that shows documentation of your current living situation/homelessness? * ?

Yes No

Please describe the circumstance that is preventing you from providing proof of your current living situation *

I/we attest that one or more members of my/our household are currently experiencing homelessness and that the above description of my/our current living situation is accurate. *

COMPLETE PRE-ELIGIBILITY

Step 5: Complete all remaining Pre-Eligibility questions to help identify ability to meet Area Median Income (AMI), COVID Hardship, and Risk of Housing Instability criteria.

Step 5



The following questions are required by Treasury guideless to confirm the applicant meets the **<80% AMI Eligibility threshold**.

- a. How many family members (are included in the household/current living situation)?
- b. What was your total annual household income for 2020?
- c. What is your estimated annual household income for 2021?
- d. Please select the county where you currently reside?

Note: This is required to be able to calculate AMI, for individuals experiencing homelessness, they may Self-Attest to residing in a county.

- e. Household income meets AMI eligibility requirements:
 - i. This will auto populate based on the above responses.

How many family members (please include yourself)? *

-Select- ▾

What was your total annual household income for 2020? * ⓘ

0.00

What is your estimated annual household income for 2021? (Add your monthly income for the last two months and multiply by 6) *

0.00

Please select the county where you currently reside *

-Select- ▾

Household income meets AMI eligibility requirements:

N/A

COMPLETE PRE-ELIGIBILITY

Step 6



Step 6: The following questions are asked to establish the applicant meets **COVID-related hardship** eligibility criteria and determine application prioritization.

- a. Since March 13, 2020, have you or any member of your household qualified for or been approved for unemployment benefits?
- b. Have you or a household member not been employed for the last 90-day period or longer?
- c. Since March 13, 2020, have you or a household member experienced a COVID-related hardship? Please select all COVID-related hardships that apply.
 - i. If **“Other (please describe)”** is selected, a text box will be generated for the applicant to describe how COVID-19 has resulted in financial hardship.

Note: Applicants may select as many COVID-related hardships as are applicable. Selecting no COVID-related hardships will not disqualify the application based solely on this response.

Since March 13, 2020, have you or any member of your household qualified for or been approved for unemployment benefits? *

Yes No

Have you or a household member not been employed for the last 90-day period or longer? *

Yes No

Since March 13, 2020, have you or a household member experienced a COVID-related hardship? Please select all COVID-related hardships that apply.

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

Other (please describe)

Other (please describe)

Please describe in detail how COVID-19 has impacted you through qualification of unemployment benefits, reduction in income, significant costs incurred, and/or other financial hardship. *



COMPLETE PRE-ELIGIBILITY

- d. Are you using the assistance of a Housing Facilitator?
- e. Can you provide documentation to demonstrate a loss of income, significant cost, and/or other financial hardship?
- f. Press **“Add Document”** to upload documentation in the acceptable file formats: PDF, JPG, JPEG, GIF, PNG, TIF.

Note: If you select “Documentation unavailable”, you will be asked to describe the situation preventing you from providing documentation and attest to the accuracy of the statement.

Are you using the assistance of a Housing Facilitator? *

Yes No

Can you provide documentation to demonstrate a loss of income, significant cost, and/or other financial hardship? *

Unemployment benefit statement ▼

Please upload documentation: *

Add Document

↑
Step 6
↓

In detail, please explain why you cannot provide documentation of loss of income, significant cost, and/or other financial hardship. *

I/we attest that the statement above is true. *

Please review and confirm the self-certification statement below:

I/we attest that one or more of my/our household members: qualified for State unemployment insurance (UI) benefits at any time after January 1, 2020, or experienced a reduction in household income, incurred significant costs, or experienced other financial hardship due, directly or indirectly due to the COVID-19 public health emergency. *



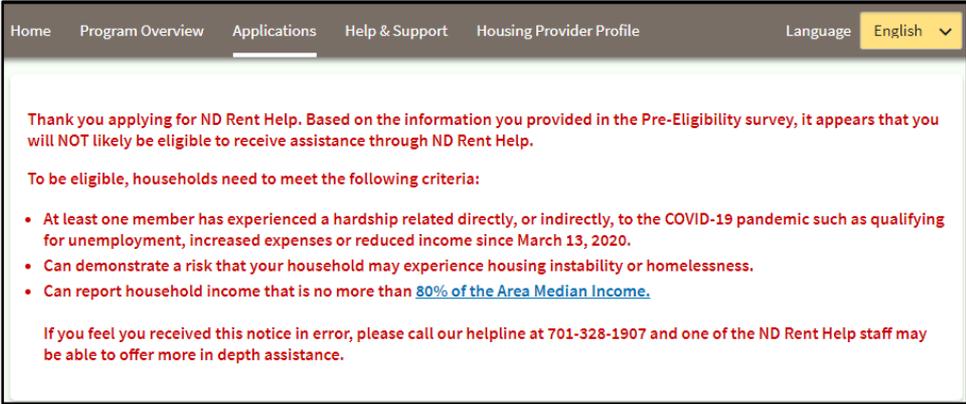
COMPLETE PRE-ELIGIBILITY

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

- a. If you wish to complete the remainder of the application later, **Press Save Draft.**
- b. If you wish to continue to complete the Applicant information portion of the application, **Press Next: Applicant Information.**



Upon pressing **Next: Applicant Information**, if you have been deemed eligible for ERAP assistance you will be directed to the next page. **If the applicant has been deemed ineligible**, you will receive an error **notification** alerting you that the information you provided disqualifies your for-program assistance.



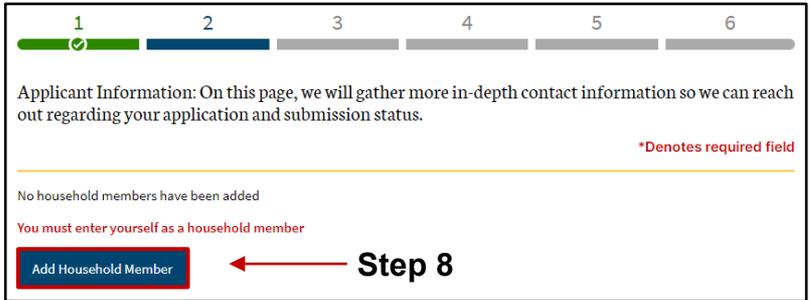


COMPLETE APPLICANT INFORMATION

Step 8: Identify household information for each Household Member identified on the Pre-Eligibility page.

a. Press Add Household Member to complete household member information for each individual living in your household.

- i. Is this the head of household First Name?
- ii. Middle Name
- iii. Last Name
- iv. Suffix
- v. Relationship
- vi. DOB
- vii. Age (Auto populated based on DOB)
- viii. Sex
- ix. Ethnicity
- x. Race (Multiple select if more than one apply)
- xi. Marital Status
- xii. Employment Status
- xiii. Current or most recent occupation
- xiv. 2020 total annual income for the household member only
- xv. Last month's income
- xvi. Prior month's income
- xvii. Social Security number (Optional)



Edit Household Member

Is this the head of household? *

Yes No

First Name *

Middle Name:

Last Name: *

Suffix

Relationship *

DOB *

Age: *

Sex *

Ethnicity: are you of Hispanic, Latino, or Spanish origin? *

Race (select one of more): *

Marital status: *

Employment Status: *

2020 total annual income for this household member only: *

Last month's income: *

Prior month's income: *

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

SSN:

Save

Household Member Table continued next page → Department of Human Services

COMPLETE APPLICANT INFORMATION

Householder Member Table (continued)

- xviii. Can you provide income documentation
 - i. **Add Document** or explain why you cannot provide income documentation and Self-Attest to accuracy.
- b. **Press Save** to add submit household member information. You will be redirected to the previous page.

Step 8

Can you 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? * ?

Yes No

Add Document

Can you 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? * ?

Yes No

Please explain why you cannot provide income documentation: *

Please review and confirm the self-attestation statement below:

Due to the above reasons, I/we am/are unable to provide documentation of income. I/we attest that the information provided is accurate and complete to the best of my/our knowledge.*

Save



COMPLETE APPLICANT INFORMATION

Step 9: Review completed Household Member information in the Household member table. **As a verification measure, applicants will be required to repeat Step 1** until all household members identified as living in the housing unit in the **Pre-Eligibility page** are identified.

Note: If an inconsistent number of household members is identified by the Household Member table, an error message will appear instructing the applicant on how to resolve the inconsistent data.

Step 10: Identify any past due rent or utilities. These questions are asked to inform case reviewers of an assistance amounts required to be paid to former housing and utility providers.

- a. Do you owe any past due rent?
- b. How much is the past rent owed?
- c. Do you owe any past due utility?
- d. How much is the past due utility owed?

1 Pre-Eligibility 2 Applicant Information 3 Rental Assistance Information 4 Utilities 5 Payment Information 6 Certification

Applicant Information: On this page, we will gather more in-depth contact information so we can reach out regarding your application and submission status.

*Denotes required field

Name	Head of Household	Relationship	DOB	Sex	2020 Income	Last Mo. Income	Prior Mo. Income	Edit
Household Member Test	Yes	Self	1988-02-04	Male	50,000.00	4,000.00	3,500.00	
Total					50,000.00	4,000.00	3,500.00	

Number of household members does not match the number entered in section 1

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

[Add Household Member](#)

Do you owe any past due rent? *

Yes No

How much is the past rent owed? *

Do you owe any past due utility? *

Yes No

How much is the past due utility owed? *



COMPLETE APPLICANT INFORMATION

Step 11: Provide contact information for the primary applicant. Guidance is included to support applicants in getting paired with an Application Counselor.

- a. Applicant **email** address
- b. Re-enter Applicant **email** address
- c. Applicant **phone number**
- d. Re-enter Applicant **phone number**
- e. Is this a **cell phone** number?

Step 11
→

Note: If you selected “Yes” to is this a cell phone number, the following questions will be prompted:

- f. Would you like to receive updates to your application via text message?
- g. Select your carrier.

Note: The program is configured to send automated update notifications to your email address. Limited notifications may be sent to you via phone. To ensure that you receive any messages delivered at any time you are unable to pick up the phone, we encourage that you have a voicemail box configured to receive messages. Phone and data charges may apply. If carrier is unable to be identified, the applicant will not be able to receive text messages.

Please provide your contact information below. If you do not have an email address and/or phone number, enter the contact information for your Application Counselor below. If you do not have an Application Counselor, please call (701) 328-1907 to be paired with an Application Counselor who will assist with your submission. You may save your current application as a draft and continue filling out this information once paired with a counselor.

Applicant email address: *

Re-enter Applicant email address: *

Applicant phone number: *

Re-enter Applicant phone number: *

Is this a cell phone number? *

Yes No

*Note: The program is configured to send automated update notifications to your email address. Limited notifications may be sent to you via phone. To ensure that you receive any messages delivered at any time you are unable to pick up the phone, we encourage that you have a voicemail box configured to receive messages. Phone and data charges may apply.



COMPLETE APPLICANT INFORMATION

Step 12: Identify if applicant receives any assistance from the listed Federal assistance programs. This may be used to demonstrate an applicant as **“categorically eligible”** to receive program assistance.

- i. LIHEAP*
- ii. SSI*
- iii. WIC
- iv. Head Start*
- v. Child Care Assistance*
- vi. Medicaid*
- vii. Housing Choice Voucher*
- viii. HUD 202 Rental Subsidy*
- ix. HUD 811 Rental Subsidy*
- x. USDA Rural Development Rent Assistance*
- xi. SNAP
- xii. TANF
- xiii. Unemployment

Step 12 →

ND Rent Help can utilize income information that has already been verified by other federal programs to eliminate the need for you to provide detailed information in this application.

Please note that your confirmation of participation in any of the federal, state or local government assistance programs below does NOT negatively affect your eligibility for participation in the State program.

A recently completed income certification and participation in certain programs can SPEED UP your qualification and application for this program.

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

- LIHEAP
- SSI (not SSA retirement or disability income)
- WIC
- Head start
- Child Care Assistance
- Medicaid
- Housing Choice Voucher
- VASH housing voucher
- HUD 202 rental subsidy
- HUD 811 rental subsidy
- USDA Rural Development Rent Assistance
- Supplemental Nutrition Assistance Program (SNAP)
- Temporary Assistance for Needy Families (TANF)
- Unemployment

Can you provide documentation for your enrollment in any of the above assistance / benefits programs? *

Yes No

Please upload enrollment documentation. If enrolled in multiple benefits programs, please upload documentation for at least one program. *

[Add Document](#)

**Documentation is required to verify enrollment status in program*

- a. Can you provide documentation for your enrollment in any of the above assistance / benefits programs?
- b. If Yes, press **Add Document** to upload **at least one** form of documentation.
- c. If No, describe the circumstance preventing you from providing proof of enrollment and **Self-Attest** to the accuracy of the statement.

Can you provide documentation for your enrollment in any of the above assistance / benefits programs? *

Yes No

In detail, please explain why you cannot provide documentation of the benefit you are enrolled in. *

I/we attest that the statement above is true. *



COMPLETE APPLICANT INFORMATION

Step 13: Provide proof of identification.

- a. Do you have a valid photo driver's license?
 - i. If Yes, provide:
 - i. Driver's license number.
 - ii. Driver's license state.
- b. Do you have a valid State ID, US Passport of Military ID?
 - i. If No, select **None of the Above**.
 - ii. A listing of acceptable IDs will generate. Acceptable identification includes:
 - i. Certificate of Naturalization
 - ii. Certificate of Citizenship
 - iii. U.S. Permanent Resident Card (Green Card)
 - iv. Trusted Traveler IDs (including valid Global Entry, FAST, SENTRI, or NEXUS cards)
 - v. Student IDs
 - vi. Valid Foreign Passport
 - vii. Enhanced Tribal Card
 - viii. Native American Tribal Photo
- d. Select a form of ID able to be provided. If no ID is available, select **"No ID to Provide."**
- e. If applicable, press **"Add Document"** to upload documentation of your identification.

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

Yes No

Driver's license number: *

Driver's license state: *

-Select- ▼

Please upload a copy of your identification: *

Add Document



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

None of the Above ▼

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

Work Authorization ▼

Please upload a copy of your identification: *

Add Document



COMPLETE APPLICANT INFORMATION

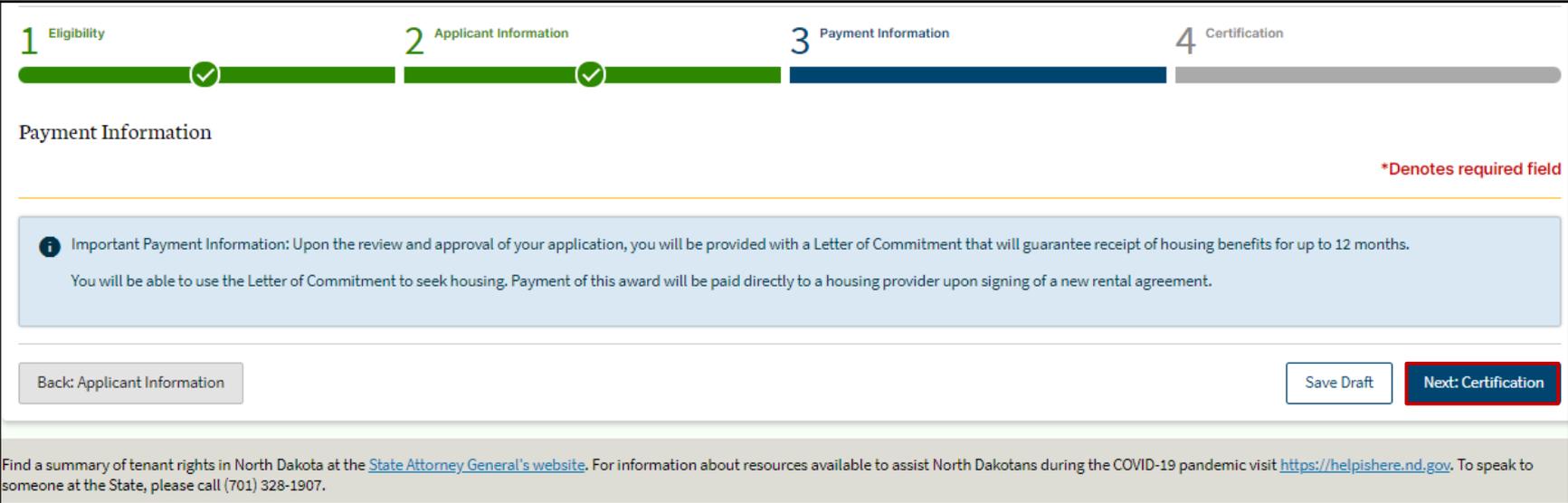
Step 14: Review completed **Applicant Information** and move on to the **Payment Information** page.

- a. If you wish to complete the remainder of the application later, press **Save Draft**.
- b. If you wish to continue to complete the rental information portion of the application, press **Next: Payment Information**.



COMPLETE PAYMENT INFORMATION

Step 15: Review the Payment Information statement and press **Next: Certification**



The screenshot shows a progress bar at the top with four steps: 1 Eligibility (green with checkmark), 2 Applicant Information (green with checkmark), 3 Payment Information (blue), and 4 Certification (grey). Below the progress bar, the title "Payment Information" is displayed. A red asterisk note states "*Denotes required field". A light blue information box contains the following text: "Important Payment Information: Upon the review and approval of your application, you will be provided with a Letter of Commitment that will guarantee receipt of housing benefits for up to 12 months. You will be able to use the Letter of Commitment to seek housing. Payment of this award will be paid directly to a housing provider upon signing of a new rental agreement." At the bottom, there are three buttons: "Back: Applicant Information" (grey), "Save Draft" (white with blue border), and "Next: Certification" (red with white text). A footer note provides links to tenant rights information and COVID-19 resources.

COMPLETE CERTIFICATION

Step 16: Review the Payment Information statement and press **Next: Certification**

- a. Read/Review and **check each statement.**
- b. Press **Electronically Sign.**

Step 17: Submit application.

- a. Prior to submitting application, you may review content of any previous page by selecting **Back: Payment Information.**
- b. Once ready, press **Submit** to complete application.

Certification *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. *

[Electronically Sign](#)

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 have read and understand the acknowledgements above *

[Electronically Sign](#)

AUTHORIZATION TO RELEASE INFORMATION

I have read and understand the acknowledgements above *

[Electronically Sign](#)

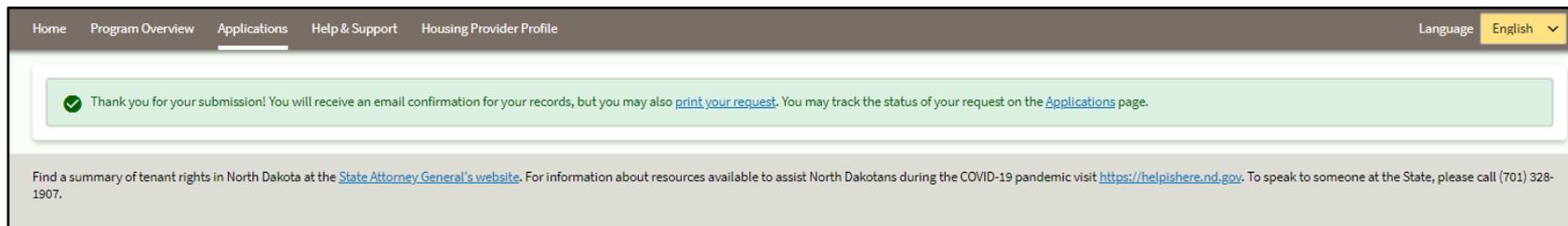
APPLICATION STATUS MONITORING

Following this submission, you can monitor the status of your application by logging back into State Program online portal and navigating to the Applications page.

[Back: Payment Information](#) [Save Draft](#) [Submit](#)

SUBMISSION VERIFICATION

Step 18: Review confirmation message that appears as a banner at the top of the screen.



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*