

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
Front End User Guide Overview	2
First Time Login (Applicant)	3

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)

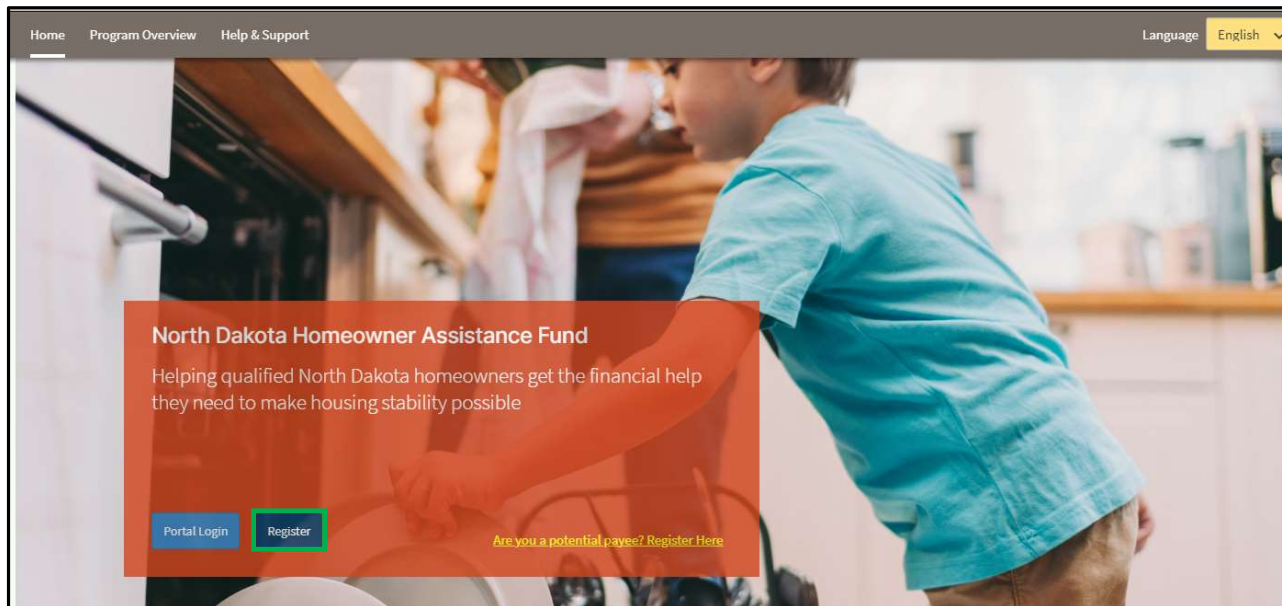
First time login

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: *

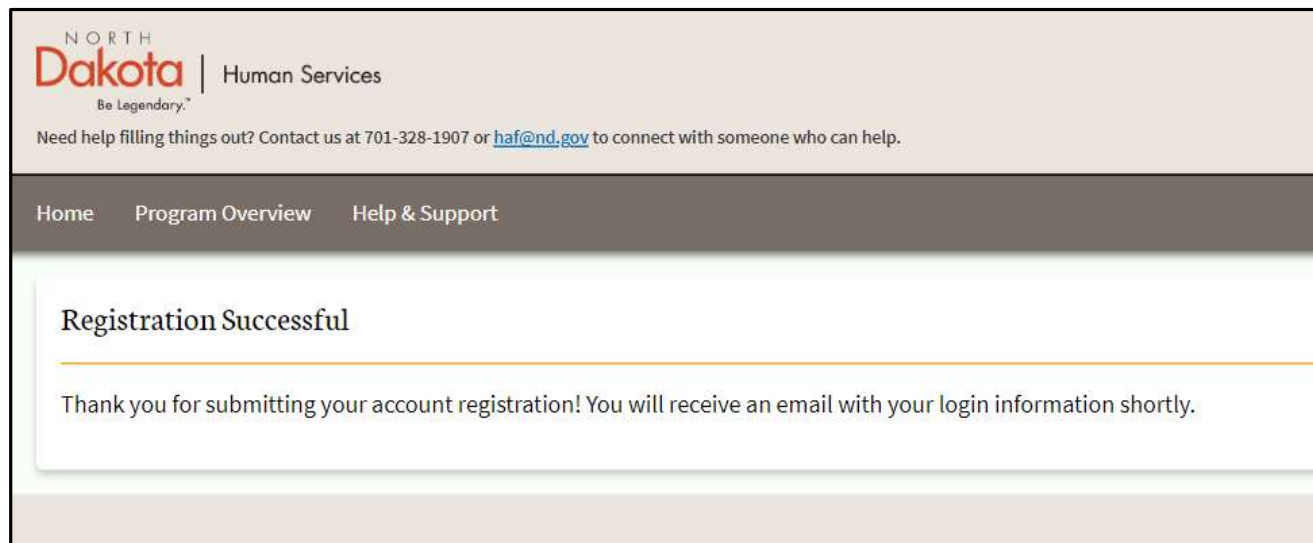
I agree to the State Privacy Policy *

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 shows a web page header for North Dakota Human Services. The header includes the logo "NORTH Dakota Be Legendary." and the text "Human Services". Below the header is a navigation menu with links for "Home", "Program Overview", and "Help & Support". The main content area features a "Registration Successful" message with a yellow underline, followed by the text: "Thank you for submitting your account registration! You will receive an email with your login information shortly."

NORTH
Dakota | Human Services
Be Legendary.™

Need help filling things out? Contact us at 701-328-1907 or haf@nd.gov to connect with someone who can help.

Home Program Overview Help & Support

Registration Successful

Thank you for submitting your account registration! You will receive an email with your login information shortly.

First time login

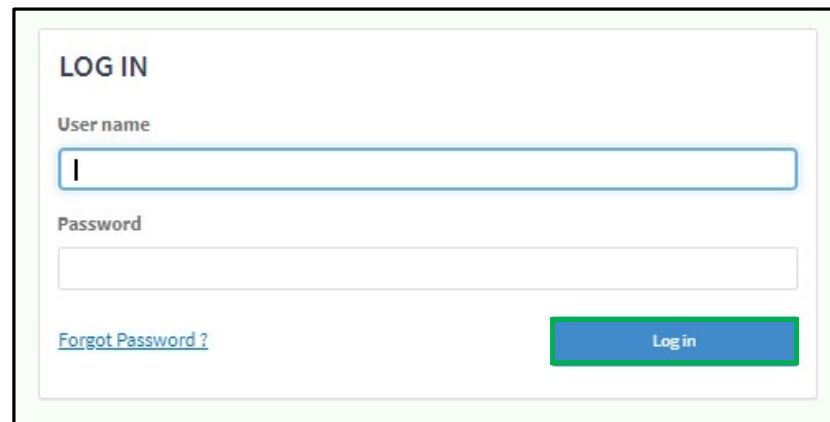
Step 2a: Once credentials are received via the email notification, return to the home screen, and use credentials from the notification to log in.

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**.



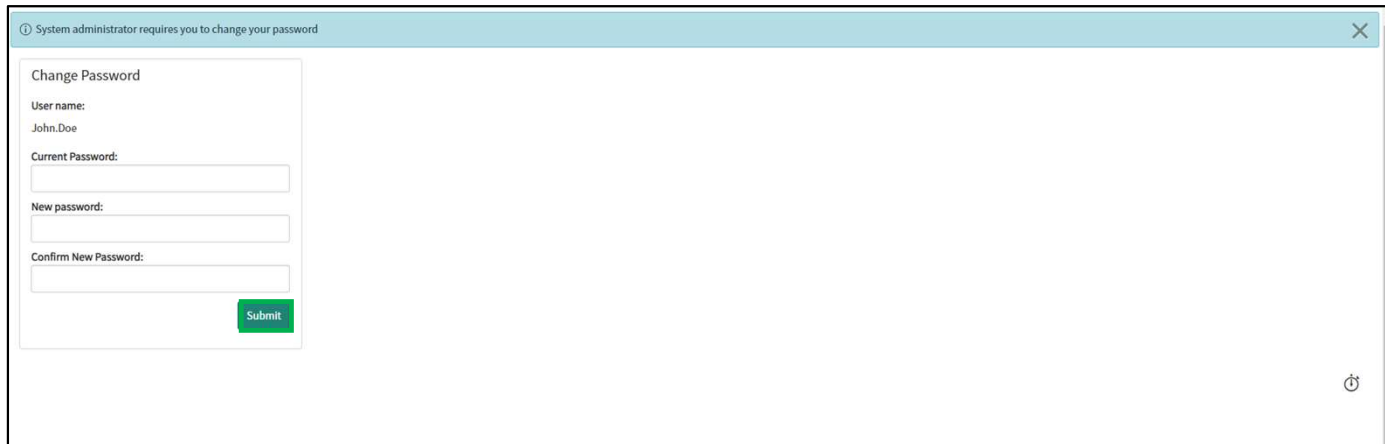
The image shows a 'LOG IN' form with the following elements:

- LOG IN** (Section Header)
- User name** (Label) with a text input field containing the character 'I'.
- Password** (Label) with an empty text input field.
- [Forgot Password?](#) (Link)
- Log in** (Button)

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**.



The screenshot shows a web browser window with a title bar that reads "System administrator requires you to change your password". The main content area contains a form titled "Change Password". The form has the following fields and elements:

- User name:** John.Doe
- Current Password:** An empty text input field.
- New password:** An empty text input field.
- Confirm New Password:** An empty text input field.
- Submit:** A green button with the text "Submit".

There is a small circular icon in the bottom right corner of the form area.

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

ND HAF SUPPORT INFORMATION

Resources

NWND Emergency Housing Stability

Applicant resources are available to you at [ND Help for Homeowners | Health and Human Services North Dakota](#)

Direct Support

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