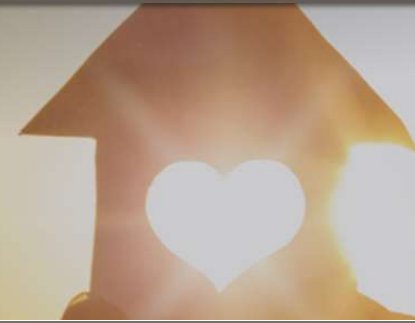


North Dakota Housing Stabilization Program

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NORTH DAKOTA DEPARTMENT OF HEALTH & HUMAN SERVICES

ND Housing Stabilization Program

Applicant Front End User Guide

September 8, 2023

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FRONT END USER GUIDE OVERVIEW

Introduction:

This User Guide will provide step-by-step instructions for navigating the ND Housing Stabilization Program portal, which can be utilized by Applicants, Housing Facilitators, 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 Housing Stability Application end-users (e.g., Applicants, Housing Facilitators, Contact Center staff, Housing Providers, etc.).

ACCESSING THE PORTAL

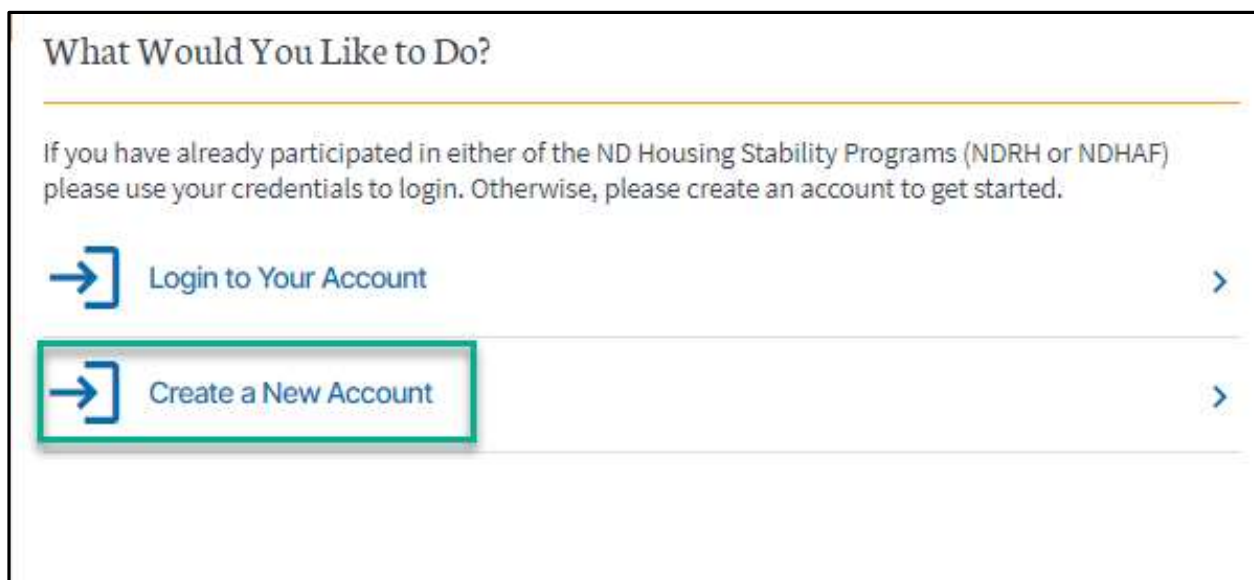
FIRST TIME LOGIN

ND Housing Stabilization Program Portal URL:

https://ndhousingstability.servicenowservices.com/nd_housing_stability

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 “What Would You Like to Do? section, select **Create a New Account**.



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 Address**.
- d. Confirm email again in **Confirm Email**.
- e. From the **Are you registering as:** drop-down menu, select **A household seeking housing assistance**

The screenshot displays the 'Account Registration' form on the North Dakota Health & Human Services portal. The form includes the following fields and options:

- First Name:** Text input field.
- Last Name:** Text input field.
- Email address:** Text input field.
- Confirm Email:** Text input field.
- Are you registering as:** A dropdown menu with the following options:
 - Select
 - A household seeking housing assistance
 - A Housing Provider
 - A Housing Facilitator or 3rd Party Case Manager
- Submit:** A button at the bottom left of the form.

FIRST TIME LOGIN

Step 3: Complete registration by selecting the following:

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

The screenshot shows a web form titled "Account Registration" with a blue header. The form includes the following fields: "First Name:" with a red asterisk and an empty text box; "Last Name:" with a red asterisk and an empty text box; "Email address:" with a red asterisk and an empty text box; "Confirm Email:" with a red asterisk and an empty text box; and "Are you registering as:" with a red asterisk and a dropdown menu currently showing "A household seeking housing assistance". Below the dropdown is a checkbox labeled "I agree to the State Privacy Policy" with a red asterisk. At the bottom left of the form is a "Submit" button. The top navigation bar contains "Overview" and "Help & Support".

- c. Following submission, you will be navigated to the **Registration Successful** page confirming **account creation**.

The screenshot shows a confirmation message on a page titled "Registration Successful". The message reads: "Thank you for submitting your account registration! You will receive an email with your login information shortly."

FIRST TIME LOGIN

Step 4a: 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. In the **What would You Like to do?** section, click the **Login to Your Account** button

What Would You Like to Do?

If you have already participated in either of the ND Housing Stability Programs (NDRH or NDHAF) please use your credentials to login. Otherwise, please create an account to get started.

- [→\] Login to Your Account >](#)
- [→\] Create a New Account >](#)

FIRST TIME LOGIN

Step 4b:

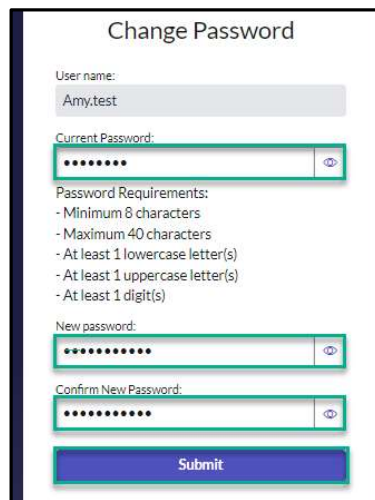
- a. Login using the **username** and **password** you received in the email.
- b. Press **Login**.

The image shows a login form titled "LOG IN". It contains two input fields: "User name" with the text "amy.test" and "Password" with masked characters "*****". Below the password field is a blue button labeled "Login", which is highlighted with a red border. To the left of the button is a blue link labeled "Forgot Password?".

FIRST TIME LOGIN

Step 5: 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).
- Press **submit**.



Change Password

User name:
Amy.test

Current Password:
••••••••

Password Requirements:
- Minimum 8 characters
- Maximum 40 characters
- At least 1 lowercase letter(s)
- At least 1 uppercase letter(s)
- At least 1 digit(s)

New password:
••••••••

Confirm New Password:
••••••••

Submit

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

ND HOUSING STABILITY SUPPORT INFORMATION

RESOURCES

ND Housing Stability Direct Support

For questions on system navigation or setting user preferences, contact the Supplier Registration Assistance Contact Center :

- *8:00am CT and 5:00 pm CT Monday through Friday at 701.328.1907*
- *Send an email to dhserb@nd.gov*