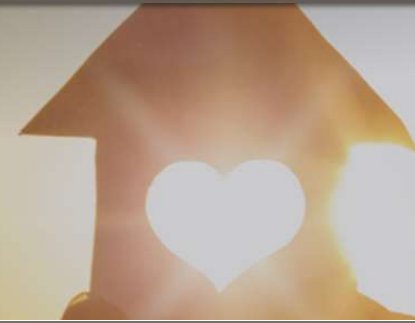**North Dakota Housing Stabilization Program**

View Required Documents

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.**

Department of Health & Human Services
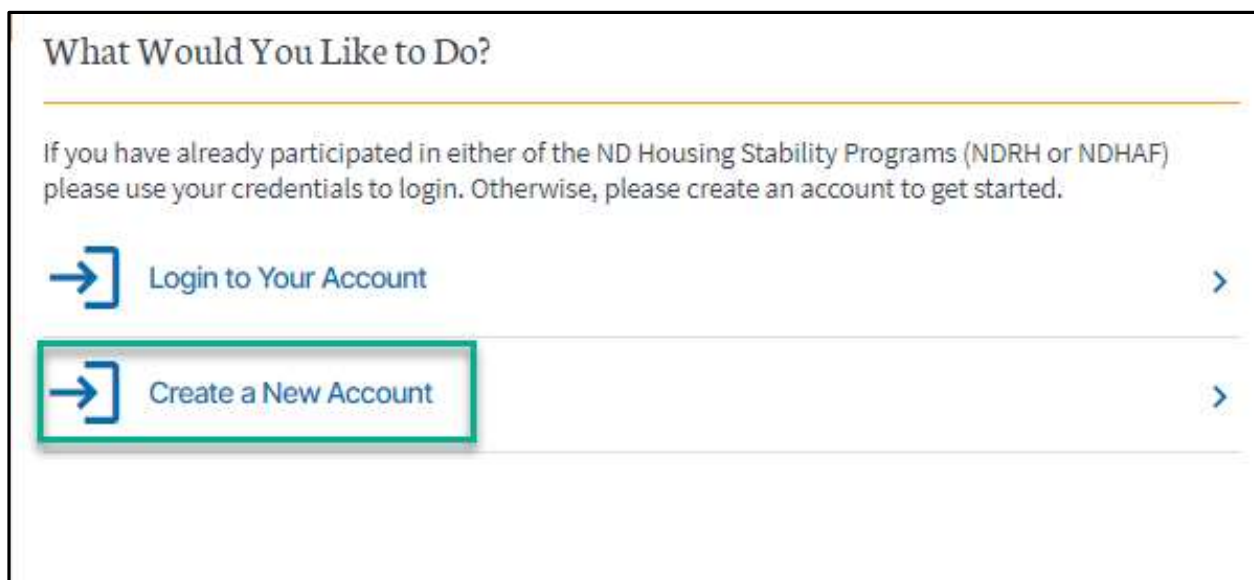
FIRST TIME LOGIN

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**

FIRST TIME LOGIN

Step 3: Complete registration by selecting the following:

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

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

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

FIRST TIME LOGIN
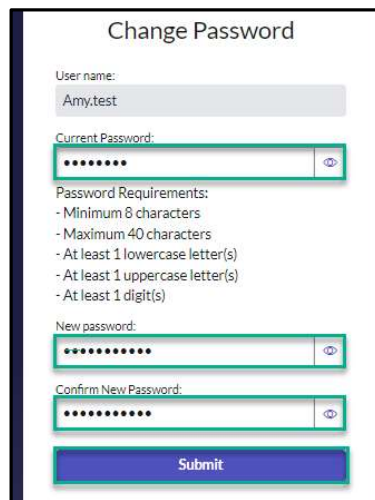
Step 4b:
a. Login using the **username** and **password** you received in the email.
b. Press **Login.**

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.**

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

Department of Health & Human Services

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*