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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 Housing Provider Profile and Application, 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 Housing Provider 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.
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.
FIRST TIME LOGIN

Step 3: Complete registration by selecting the following:

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

![Login Screen](image-url)
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!
HOUSING PROVIDER PROFILE
If you are a housing provider who may need to complete this application for multiple properties and/or multiple renters, you can create a housing profile to help streamline certain areas of the application.

**Step 1:** From the main Application Page, **Under the I am a Housing Provider**, select **Create a Housing Provider Profile**.
Step 2: From the Housing Provider Profile creation page, under the My Properties section, select Add Property

*Confirm you are looking at the My Properties portion of the Housing Provider Profile Page

You have no saved Properties

Add Property

Step 2
**Step 3:** Enter details for the property you are a Housing Provider for.

a. Provide the **address** of the property.
b. Provide the **city** the property is in.
c. Provide the **state** the property is in (if not North Dakota, the property is ineligible).
d. Provide the **zip code** of the property.
e. Enter the property name (if applicable).

**Step 4:** Select ‘Yes’ or ‘No’ to answer the question, “As the housing provider, are you also the property owner?”

*Steps 3 & 4 will need to be completed for all properties that the Housing Provider is requesting assistance for.*
**HOUSING PROVIDER PROFILE**

Depending on the answer to Step 4, Housing Providers will follow two paths outlined as 4a and 4b below.

*Step 4a:* Upload a proof of ownership document. **Click submit.**

*Step 4b:* Select whether the property owner is an individual or a business (subsequent information to be entered is nearly identical regardless of the selection). Complete information about the property.

i. Enter individual name or company/business legal name

ii. Enter property owner phone number

iii. Enter property owner email

iv. Enter property owner address

v. Enter property owner city

vi. Enter property owner state

vii. Enter property owner zip code

viii. Click “Validate address”

ix. Click “Submit”

*Steps 3 & 4 will need to be completed for all properties that the Housing Provider needs to complete an application for.*
*Step 5:* Click “Add Company>Contact” under the “My Companies and Contacts” section of the Housing Provider Profile Page
HOUSING PROVIDER PROFILE

**Step 6**: Enter details for the property you are a Housing Provider for.

1. Provide the **Supplier ID**.
2. Provide the **Company ID**.

**Step 7**: Select 'Individual' or 'Company' to answer the question, “As a housing provider do you operate as an individual or company?”
Step 8: Select whether the property owner is an individual or a company (subsequent information to be entered is nearly identical regardless of the selection). Complete information about the property.
   i. Enter individual first name and last name or company legal name
   ii. Enter individual phone number or company phone number
   iii. Enter individual email address or company email address
   iv. Enter company contact first name and last name (for company)
   v. Enter company contact phone number (for company)
   vi. Enter individual SSN or TIN (for individual)

Step 8a*:
   i. Select Yes or No to answer the question, “Do you have a valid driver’s license?”
   ii. Enter driver license number and state or provide another form of ID.
   iii. Click Add Document to upload a copy of your identification.
   iv. Click Submit.

*Steps 8a is only required if Individual is selected on Step 8.
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:** From the main Application Page, **Under the I am a Housing Provider**, select Start a New Application.

**Step 2:** Confirm the prompt about regarding the State supplier note, click **I have a Supplier ID, Continue.**
HP APPLICATION: PRE-ELIGIBILITY

Step 1: Provide the physical address of the rental property/unit for which assistance is being requested. This will be used to match with your tenants.

a. Provide the **address** of the property  
b. Provide the **city** the property is in  
c. Provide the **state** the property is in (if not North Dakota, the property is ineligible)  
d. Provide the **zip code** of the property  
e. Click the “**Validate Address**” button

Step 2: Is your renter an immediate family member?

Step 3: What type of assistance are you seeking (Check all that apply)?

a. Past due rent.  
b. Current or future rent.

Step 4: Have you received an email confirmation from the Program that your renter submitted an application? Select “Yes” or “No.”

Step 5 (If applicable): Enter the 7-digit renter application number from the email notification.

i. This information is requested to expedite the application match with a renter application.
Step 6: Enter and validate Supplier and Company ID
   a. Enter your Supplier ID
   b. Company ID: Enter your Company ID
   c. Press Validate IDs

Step 7: If set up with a Housing Provider Profile, select the **Nickname** *(Location ID)* for the rental unit you are applying for.

Step 8: Complete Contact Information.
   a. Identify if Housing Provider operates as an **Individual** or **Company**. Fill out only the applicable fields listed below.
   b. Company Legal Name
   c. Company Phone
   d. Company Email
   e. First / Last name or Company Contact First/Last Name
   f. Phone number or Company Contact Phone
   g. Email address or Company Contact Email address
   h. SSN or TIN
   i. Driver's license number
   j. Driver's license state
   k. Alternate proof of identification
   l. Add Document to upload driver's license or alternate proof of identification
**HP APPLICATION: CONTACT INFORMATION**

**Step 9:** Identify if as the housing provider, are you also the property owner.

*Note: If No, you must complete the following section in order to ensure application is processed.*

a. Is the property owner an individual or business  
b. Provide Address and Press Validate Address  
c. Provide Phone Number and Email Address  
d. Press Add Document and upload proof of ownership

**Step 10:** Review completed **Contact Information** and Click **Next:** Rental Information.
HP APPLICATION: RENTAL INFORMATION

**Step 10:** Complete the following Renter information to identify the type of rental assistance required.

a. Does the renter in this rental unit receive rental assistance from a Federal, State, or Local program
b. Select the type of rental assistance the renter in this rental unit receives
c. Renter first name
d. Renter last name
e. Renter email address
f. Has an eviction notice been issued to the renter
g. If an eviction notice has been issued **Add Document**
h. Date original rental agreement was signed
i. Date current rental agreement was signed
j. Is the rental agreement month-to-month
k. What is the monthly rent amount per the current rental agreement: Input a numerical value
l. Date your current rental agreement end

**Step 11:** Attach a signed copy of the rental agreement(s) that covers all months you are seeking assistance.
HP APPLICATION: RENTAL INFORMATION

Step 12: If applicable, identify any utilities assistance required.

a. Select **Add Month** to enter a rental amount for each month assistance is required for.
b. Complete all fields in the **Edit Month** table to identify monthly rent amounts, associated late fees, and amount covered by the renter and/or a Federal, State, or Local program.
c. Select **Add Document** to upload proof of utilities included in the resident’s rent statement.
d. Press **Save** to return to the prior screen.

Step 13: Review Month table and repeat step 12 for as many months as required.

a. Edit or delete an entry by selecting the **pencil icon**.
b. Once all expenses have been entered, Click **Next: Payment Information** to move on to the next page.
Step 1: Review Statement and press “Next: Certification.”
HOUSING PROVIDER APPLICATION:
CERTIFICATION

Step 1: Review statements and click on each checkbox.

Step 2: Press “Electronically Sign” to sign.

Step 3: Review and complete for each section.

Step 4: When all section have been completed, press Submit.
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