

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)

*Payee Account Creation - Front End User
Guide*

June 20, 2022

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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. The guide will provide instructions on the payee registration process and prerequisite registration steps.

Audience:

This User Guide is intended for any potential Payee (e.g., Loan Servicer, utility provider, etc.,)

PAYEE PREREQUISITES

PAYEE PREREQUISITES

Prerequisite: Prior to registering as a payee within the HAF Registration Portal, one of the following must have occurred:

- The State’s HAF Outreach team calls the Payee notifying them that a HAF application has been submitted by one of their customers **OR**
 - The Payee receives an email notification from the HAF Application Portal informing them a HAF Application has been submitted by one of their customers
- AND**
- The Payee has already completed OMB Registration ([OMB Registry Link](#)) by following the steps below and has their OMB Supplier ID and Company ID (**Enter COVID-HAF as the Special Program Code**):

STEP 1: Create a Vendor Account with OMB

- [Register as a vendor](#) on the ND Office of Management and Budget’s Supplier Registry.
 - Be sure to **enter "COVID-HAF" as the Special Program Code** area.
- After you have received your Supplier ID (**SAVE this number**) you are ready to move to Step 2 and create a HAF account.

STEP 2: Create a payee account with ND HAF

Please register with the ND HAF program. This simple sign-up process will allow you to create an account with your OMB vendor number and some basic contact information for your company. You will also be asked to upload a signed copy of the state’s [Servicer Collaboration Agreement](#) at that time.

PAYEE ACCOUNT CREATION

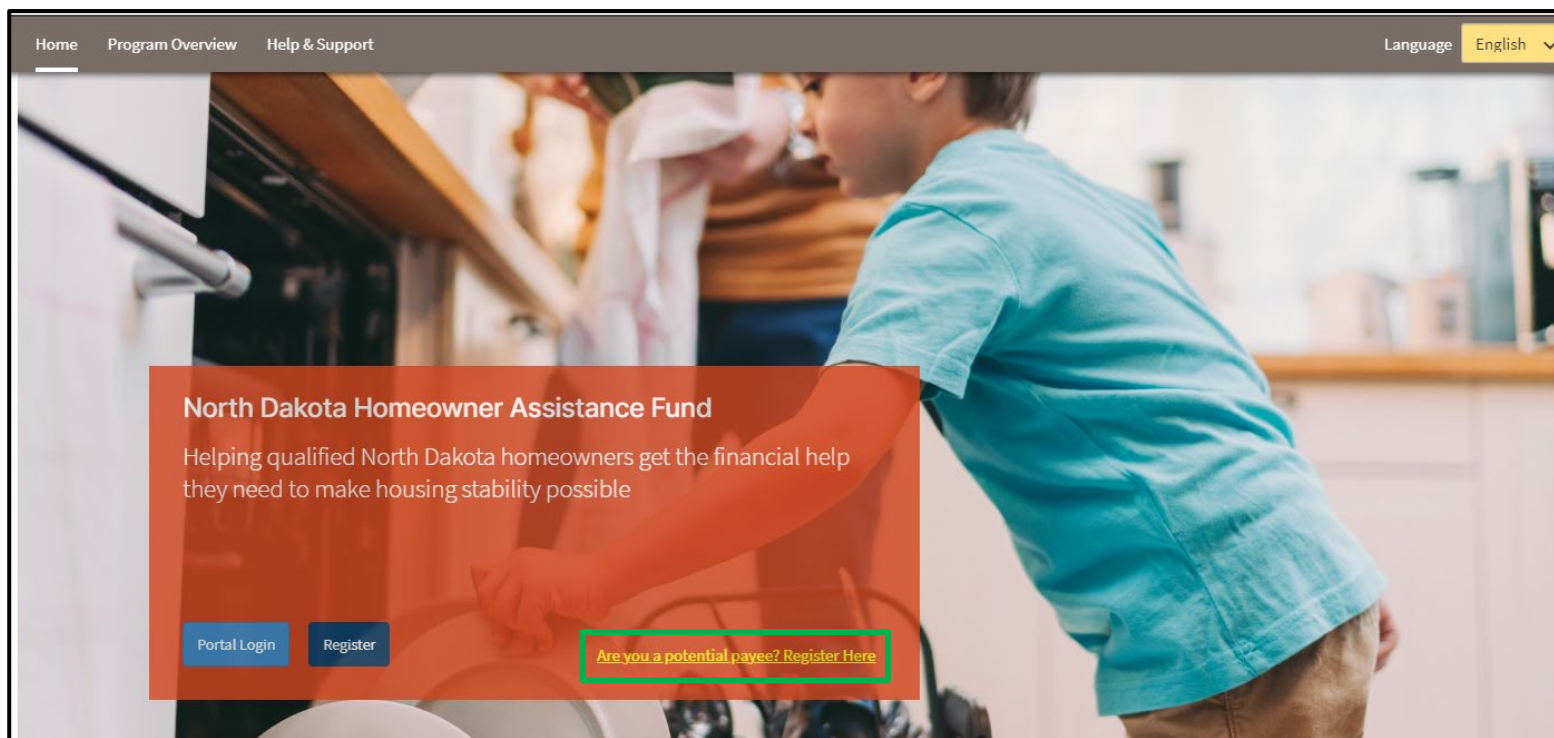
PAYEE ACCOUNT CREATION

Select the following URL in the web browser:

[Home - Homeowner Assistance Fund \(servicenowservices.com\)](https://servicenowservices.com)

When accessing the website, register as a payee and create a new account.

Step 1: Select **Are you a potential payee? Register Here** to be directed to the Payee Registration page.



PAYEE ACCOUNT CREATION

Step 2: Enter all mandatory fields to complete account registration:

- **First Name**
- **Last Name**
- **Email Address**
- **OMB Supplier ID**
- **OMB Company ID**

Once you have entered a Supplier and OMB Company ID, click **Validate IDs** to confirm information.

Payee Registration

To receive payments, providers must be a supplier with the Office of Management and Budget. If you have not yet registered to be a vendor, please follow the steps below.

NOTE: If you have already registered with OMB Vendor Registry you should use the same SUPPLIER ID and COMPANY ID as you have in the past.

STEP 1: Create a Supplier Account (This step is completed only 1 time.)
Register as a vendor on the ND Office of Management and Budget's Supplier Registry at <https://bit.ly/2yK2Zba>
Please allow 5 to 10 business days for OMB to process your request and send your Supplier ID.

STEP 2: Return to this ND Homeowner Assistance Fund page.
You will need both your Supplier ID and the Company ID you chose during your supplier registration.
Approved payments will be made directly to you, the supplier, either via check or ACH, depending on the method you chose when registered with OMB.

First Name: *	<input type="text"/>	Last Name: *	<input type="text"/>
Email address: *	<input type="text"/>	Confirm Email: *	<input type="text"/>
OMB Supplier ID: *	<input type="text"/>	OMB Company ID: *	<input type="text"/>

Do you service for another company: * Yes No

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 agree that I shall not file any legal action for nonpayment for 30 days after the assistance period has ended. *

I [agree to the North Dakota Privacy Policy](#) *

PAYEE ACCOUNT CREATION

Step 3: Click on the **Validating IDs** to select the OMB Nickname associated with the Payee

Step 4: Select **Yes** or **No** for the question: **Do you service for another company?**

- If Yes, click the **Add Company** button to enter the **Company Name** and **Acronym**
- If No, continue to the attestation questions

Step 5: Select the attestation checkboxes

Step 6: Click **Submit** to complete account creation.

Company you service for

Company Name: *

Acronym: *

Save

Do you service for another company: * Yes No

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 agree that I shall not file any legal action for nonpayment for 30 days after the assistance period has ended. *

[I agree to the North Dakota Privacy Policy](#) *

Submit

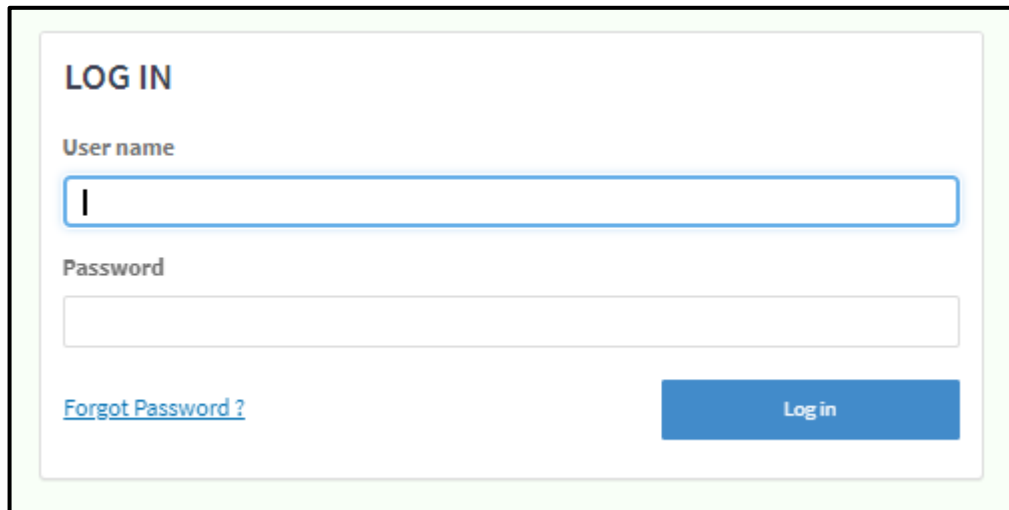
PAYEE FIRST TIME LOGIN

Step 7: Loan servicers will now have to login and upload their Loan Servicer Collaboration Agreement.

Log in credentials will be issued via the email notification. Once received, navigate to the application portal, and use the credentials from the notification to log in.

Email notification will provide:

- **Link to the application portal website**
- **Username**
- **Temporary password**



The image shows a login form with the following elements:

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

PAYEE FIRST TIME LOGIN

Step 8: 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**.

System administrator requires you to change your password

Change Password

User name:
John.Doe

Current Password:

New password:

Confirm New Password:

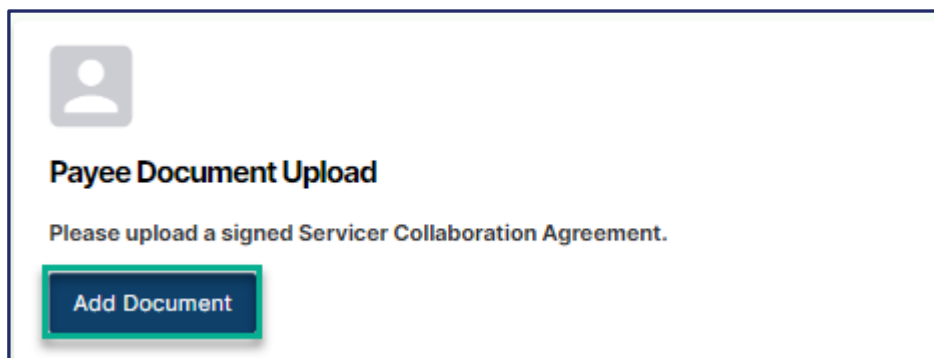
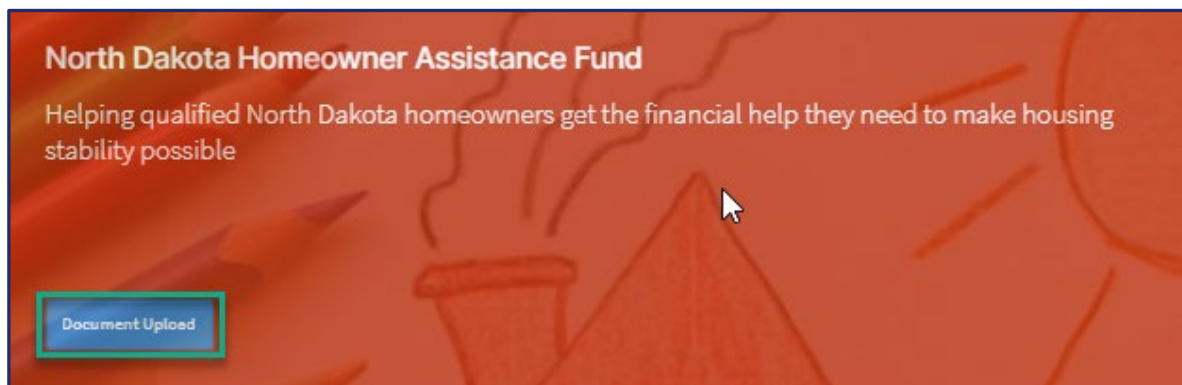
Submit

COLLABORATION AGREEMENT UPLOAD

Step 9: Enter the application portal to upload documentation.

From the application portal, you will be directed to the document upload page. Click **Document Upload**.

If you are a **Loan Servicer**, select **Add Document** to upload the **Servicer Collaboration Agreement (found here [ND Homeowners-Assistance-Fund-Collab-Agreement.pdf](#))**.



ND HAF SUPPORT INFORMATION

RESOURCES

NDHAF

Applicant and Servicer resources are available to you at [ND Help for Homeowners | Apply for Help](#)

Direct Support

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