



**Multifamily
Customer Portal
Webinar**

April 11, 2017


1



Webinar Topics

- Introduction to the Portal
- How to set up User Accounts
- How to start an application for funding
- How to create a customized checklist
- How to manage your checklist
- How to submit your application
- Q&A


2



Process Improvements & the Portal

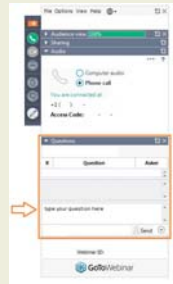
- Customer feedback to identify areas where we can improve
- Portal is biggest improvement so far
- This year no hardcopies required
- More opportunities for feedback post-application

3



Housekeeping

- For general 2017 RFP information, visit the Multifamily Common Application page at mnhousing.gov
- Portal resources will also be posted to the Common Application page.
- Questions? Use the GoTo Toolbar



4

How to set up User Accounts

- User accounts are being set up for developers, processing agents and sponsors
- Request form via the link found on the MN Housing website, Multifamily Common Application Page



5

How to set up User Accounts

- Email will be sent to users by April 17
- Email will include login link and user name
- Establish password to activate your account
- You will not be able to do anything besides set your password until the funding round opens April 17

6

User Permissions

- Approved staff can view **ALL** of their organization's projects
- Processing agents can **ONLY view projects that have been assigned** by the Project Sponsor or Developer organization
- Developers and project sponsors can see projects prepared by Processing agents on their behalf

7



Changing User Permissions

- For Questions about User accounts, and/or to change a user's permissions submit request to:
mhfa.app@state.mn.us

8



Portal Demonstration

See webinar recording
<https://youtu.be/oviid5Nnt28>

9



Final Instructions

- Send sponsor financials and qualification forms to Minnesota Housing via our Secure Upload tool
- Upload files as you go
- No hardcopy of application required. Mail fee remittance form with payment for the appraisal and application fees by June 1
- User manual & resources posted to Multifamily Common Application page
- For selected projects, additional Portal training in Fall 2017

10



Q & A

11



Technical Issues & Questions

- Contact mhfa.app@state.mn.us with all Portal-related questions

12