
Emergency Rental Assistance Program

Technical Guidance

Overview

The purpose of this document is to provide technical guidance to Emergency Rental Assistance Program (ERAP) applicants. Please note that this is not meant to be a step-by-step guide, but rather a document to help guide applicants through potential questions during their application. For a step-by-step guide, there is a tutorial video on the emergency rental assistance webpage that provides this information (fwcares.org for Fort Wayne, [elkhartcounty.com/rental assistance](http://elkhartcounty.com/rental-assistance) for Elkhart County).

If you are still having issues after watching the tutorial video and reading this guide, you can call the helpline listed on the main emergency rental assistance webpage (317-552-1463 for Fort Wayne, 317-452-8363 for Elkhart County). While this may help troubleshoot some broader problems, representatives will not be able to provide detailed technical assistance over the phone. In the case that you are still having trouble after watching the tutorial video, reading this guide, and talking with a representative, it is best to then reach out to a community partner.

Elkhart County residents should call the customer service center to be referred to a community partner. The customer service representative will provide you with a referral number after having referred you to a community partner for additional assistance.

For Fort Wayne residents, you may reach out to either of the three community partners helping with this program. The contact information can be found here:

- Brightpoint at 1-800-589-3506
- Catholic Charities at 260-422-5625 ext. 247
- Lutheran Social Services at 260-426-3347

Troubleshooting Common Issues

Applying with a mobile device

While applicants may use their mobile device to apply for rental assistance, it is recommended that applicants use a desktop or laptop for optimal experience. If applicants don't own a laptop or desktop, there are a few options to consider. First, many neighbors, family members, or even landlords may be willing to provide access to a laptop or desktop for the purposes of filling out this application. If you are unable to locate family or friends with a desktop, **you may also visit your local library to use their desktops for free internet access**. There may be other available desktops such as contacting the community partners.

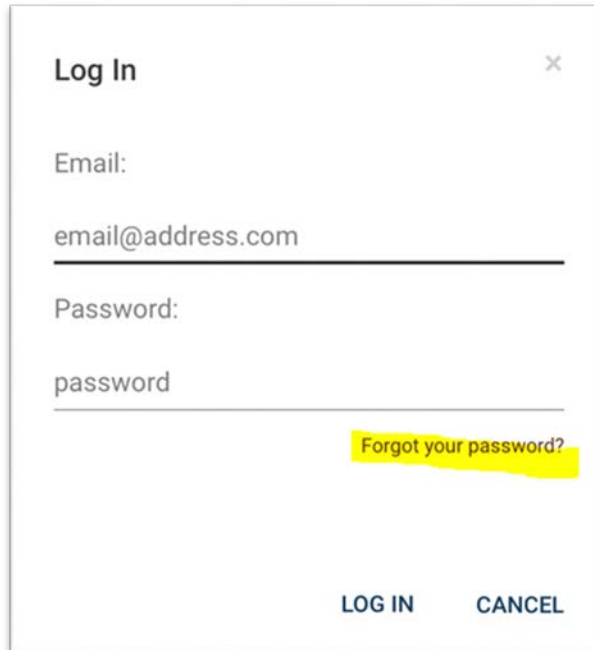
If you require the use of your phone or mobile device to apply to this program, there are a few things to keep in mind. First, **it is better to use a device with a bigger screen such as a tablet or larger phone. Additionally, it is easier to read the application if your phone is turned horizontally rather than vertically**. Many issues regarding application formatting will be solved with this simple change.

Internet browser compatibility

Some issues may be caused by a lack of internet browser compatibility. **A common troubleshooting option should be to try a different internet browser. Typically, applicants have the best luck with Google Chrome or Microsoft Edge**. Internet Explorer may not be as user friendly/compatible as other browsers. If you are an iPhone user and are having issues in Safari, you may try downloading Google Chrome to complete your application.

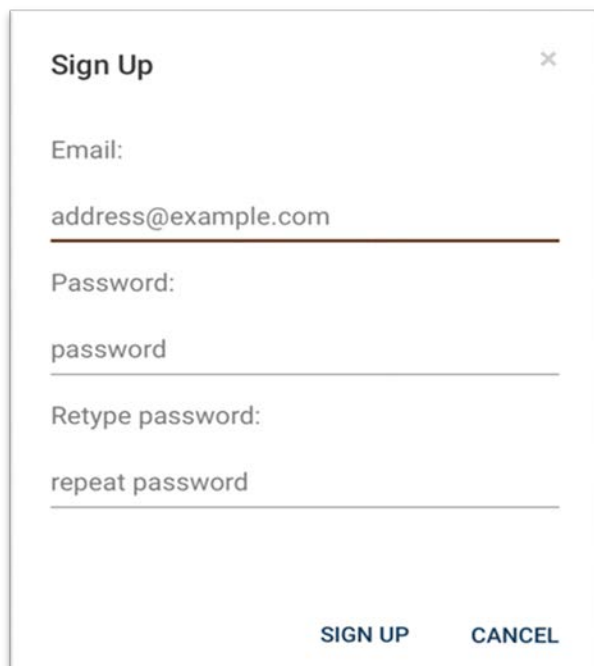
Password resets

If you have forgotten your password or did not setup your password upon creation of your profile, password resets are as simple as clicking “forgot password” in the login page.



The screenshot shows a 'Log In' modal window. It contains two input fields: 'Email:' with the placeholder 'email@address.com' and 'Password:' with the placeholder 'password'. A yellow highlight is placed over the text 'Forgot your password?' located below the password field. At the bottom of the modal, there are two buttons: 'LOG IN' and 'CANCEL'.

An email will be sent to the email associated with your account (also your login email). The email will provide you a link to reset your password. The link will take you to a page to set up a new password and confirm the new


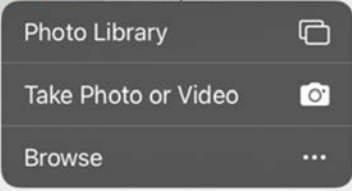


The screenshot shows a 'Sign Up' modal window. It contains three input fields: 'Email:' with the placeholder 'address@example.com', 'Password:' with the placeholder 'password', and 'Retype password:' with the placeholder 'repeat password'. At the bottom of the modal, there are two buttons: 'SIGN UP' and 'CANCEL'.




password a second time. After this, you should be able to login with your new password. **Be sure to reset your password within 10 minutes, otherwise your link will expire and you will have to complete this process again.**

Uploading/removing documents

It is important that you attach all necessary documents within the application itself. This can be as simple as taking a picture of a necessary document or attaching a PDF file.




Field Name	Field Description	Submission	Required?
#1 Applicant Proof of Identification	You MUST upload one of the below documents. The address MUST match the address on this application. a. Driver's license or other state-issued ID; or	 	Required

You can attach and remove documents as needed.

Field Name	Field Description	Submission	Required?
#1 Applicant Proof of Identification	You MUST upload one of the below documents. The address MUST match the address on this application. a. Driver's license or other state-issued ID; or b. US or foreign passport; or	  	Required

Field Name	Field Description	Submission	Required?
#1 Applicant Proof of Identification	You MUST upload one of the below documents. The address MUST match the address on this application. a. Driver's license or other state-issued ID; or b. US or foreign passport; or	E21A0C24-C3C4-4834-961B-907EF0EA4B38.png 	Required

If you run out of space to attach relevant documents, you can also scroll to the bottom of the application to attach additional documentation.

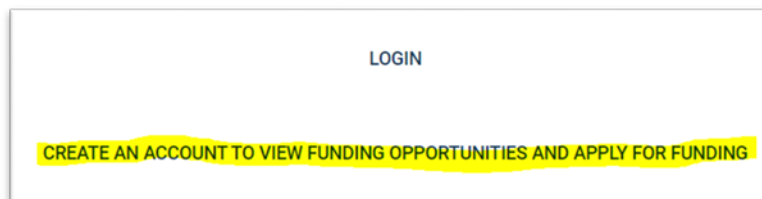
Additional documentation upload space.	If you have additional documentation, it can be uploaded here.	 UPLOAD	Optional
Additional documentation upload space	If you have additional documentation, it can be uploaded here.	 UPLOAD	Optional
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If your photos are not coming out clear, you can also download a photo to PDF converter application. There are multiple to choose from in the iPhone or Android application stores. A few examples may be “Scanner App”, “PDF Converter”, “PDF Photos” or others.

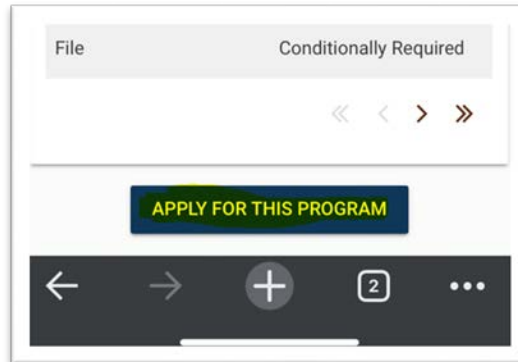
Application Guidance

Creating a new application

If you have not created an application, please watch the tutorial video to see step-by-step guidance regarding the creation and submission of an application. There are a few common issues, however, to provide guidance. First, when creating the application for the first time, do not click “Login” but rather “Create an account to view funding opportunities and apply for funding”. This will allow you to set up an email and password shown in the screen below.




Additionally, when you are first setting up your application, please note that there will be a preview of all application questions prior to your personal application. It is important to **scroll down to the very bottom of the page and click “Apply for this program”**.

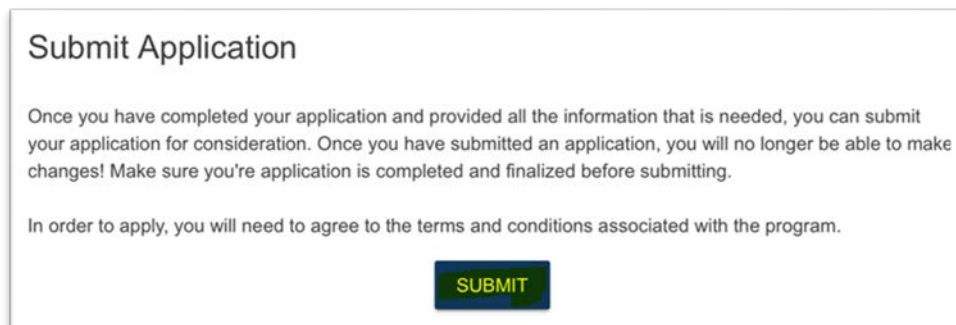


Completing an application

As you complete the application, please read each question carefully to ensure that your documentation is appropriate. This will ensure a much speedier review and approval of your application given you meet all eligibility requirements. Please see the “Uploading/removing documents” section for more details regarding any necessary documentation. Additionally, **it is important that you answer all questions labeled “required”**. This includes any **yes/no drop downs and free form questions**. Any questions that are “conditionally required” are dependent on previous answers.

Field Name	Field Description	Submission	Required?
#1 Applicant Proof of Identification	You MUST upload one of the below documents. The address MUST match the address on this application.	 UPLOAD	Required

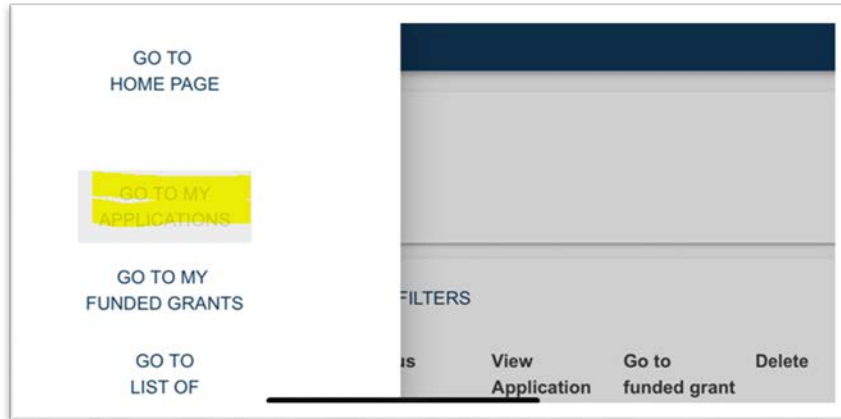
After completing all necessary portions of the application, you can press submit at the very bottom of the application.





Please note that you should not press submit if you do not have all required portions of your application completed. If you are waiting on any documentation from a landlord or employer, wait until you receive and attach that documentation prior to submitting. If you submit prior to having all necessary documentation, it will likely delay your application with an unnecessary round of review before it is returned to you to attach missing documentation.

Checking application status

After your application is submitted, you can check the status by clicking the three lines in the top left corner of the portal and clicking “Go to my applications”



If your status shows as “started”, it means that your application has not been submitted. You should return to your application and scroll to the bottom to click “submit” as described in the previous section.

Title	Program Name	Applying Entity	Status	View Application	Go to funded grant	Delete
[Redacted]	City of Ft Wayne Emergency Rental Assistance Program	[Redacted]	Started			

As your application is being reviewed, you will be receiving emails to the email address listed in the application with any updates or requests for additional documentation. Please **check your email periodically to ensure you are not missing any important information. Following the submission of your application, there are no further actions for you to complete if you have everything you need in your application. Please be patient as there are a large number of incoming applications.**