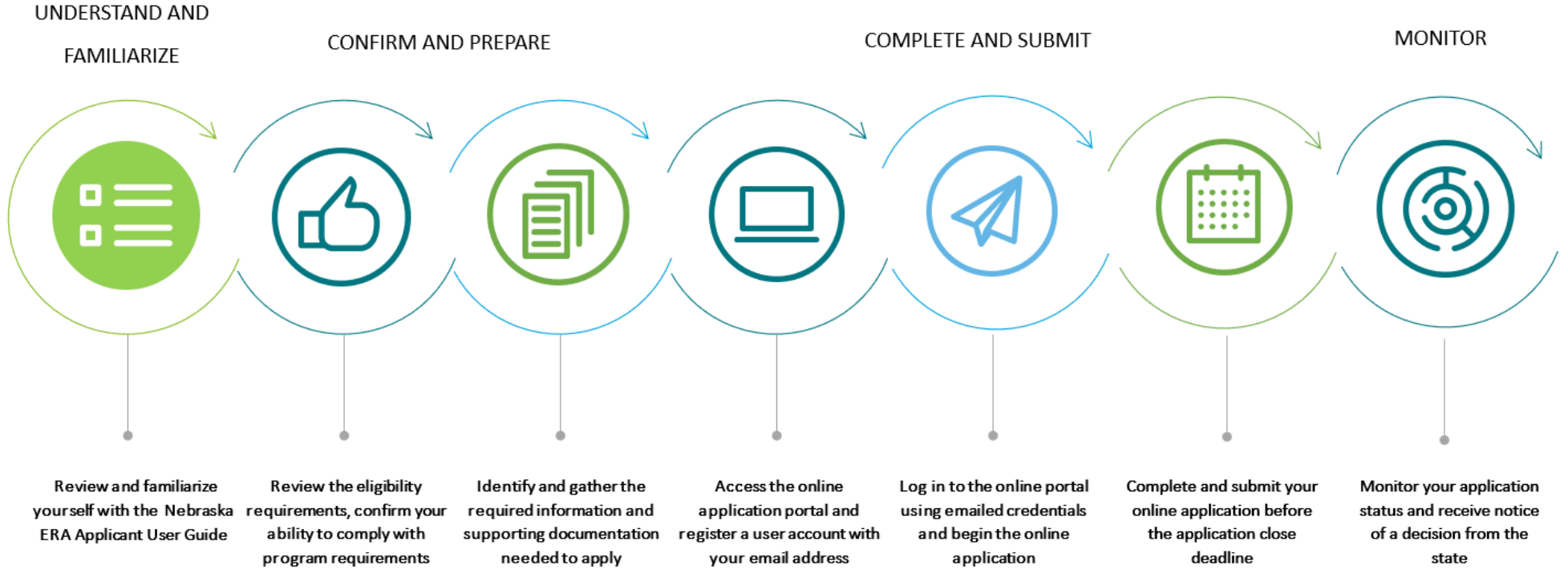


MAIN WEBSITE:
<https://coronavirus.nebraska.gov>

CONTACT CENTER: (833) 500-8810



TECHNICAL ASSISTANCE

NEED HELP? Access the Contact Center at (833) 500-8810 between 8:00 AM and 5:00 PM CST Monday through Friday

If the application is not approved, there will be an opportunity to appeal online

CONSIDERATIONS FOR YOUR ONLINE APPLICATION EXPERIENCE



INTERNET CONNECTIVITY

Please ensure that you have a **stable internet connection** that will allow you to complete the application with minimal interruptions. For an optimal browsing experience, we suggest that you use the latest public release of any one of the following web browsers:

- [Google Chrome](#)
- [Mozilla Firefox](#)
- [Microsoft Edge](#)
- [Apple Safari](#)

Internet Explorer is NOT supported

PLEASE NOTE: The online application portal supports the use of mobile and tablet-based browsers. We recommend that you have all required supporting documentation loaded on your mobile or tablet device before you begin your application.



DOCUMENT UPLOAD

As part of the application, you will be required to upload supporting documentation. **Please ensure that these documents are saved and uploaded in the PDF format.**



APPLICATION SIGNATURE

After completing the application, you will be asked to **read, acknowledge, and agree to compliance and release statements** related to acceptance and use of federal funds.



APPLICATION DOWLOAD

Upon completion of your online application, you will be provided with the option to **save your completed application to PDF.**



USER RESPONSIBILITY

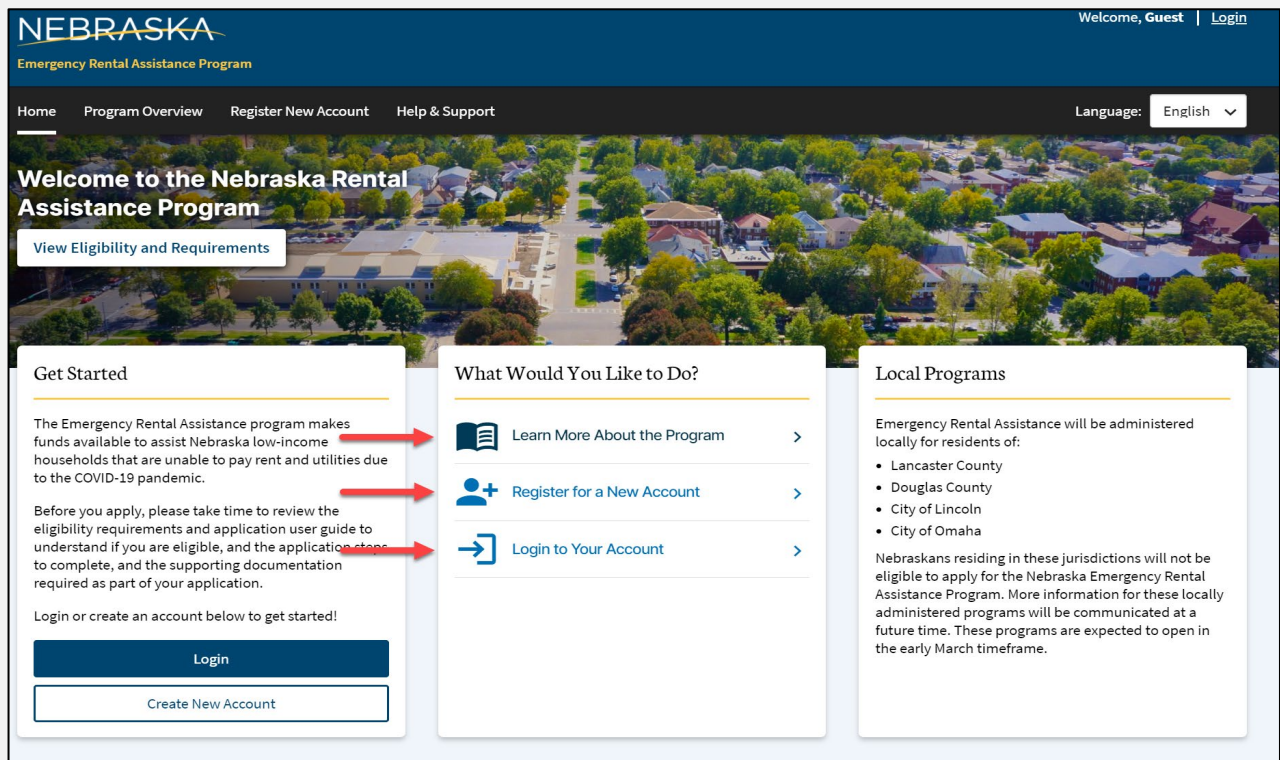
As with all official State of Nebraska forms and documents, **you are responsible for the completeness and accuracy of all information that you provide on the application portal.** The portal provides limited computation, validation or verification of the information you enter on the form, and **you are responsible for entering all required information. Failure to do so may result in your application being delayed or disapproved.**

This document provides an overview of the online application portal and the steps to be completed, as well as information and supporting documentation to be provided. Please review this user guide in its entirety before you begin your online application. You will want to confirm your program eligibility (see Section 1 Pre-Eligibility of the application) and prepare the required documentation before you begin the online application. Required Documentation for the application includes the following:

- ❑ Government Issued Photo Identification (e.g. Driver’s License, Passport, Military ID, U.S. Permanent Resident Card, etc.). If you are applying on behalf of an Owner/Landlord or a Property Management company, you, as the designated applicant, must provide a Government Issued Photo Identification.
- ❑ Signed copy of the lease or rental agreement(s) that covers all months you are seeking assistance.
- ❑ For past due rental claims, proof of payment delinquency, whether financial ledger, eviction notice or suit, or statement/letter of past-due rent.
- ❑ Rental Assistance documentation for tenant from a Federal or State program (if applicable)

HOME TAB

- ❑ Visiting the online portal will take you to the homepage. This is where you will be presented with an **overview** of the State of Nebraska Emergency Rental Assistance (ERA) Program, the option of registering a New Account, the Login Screen and access to other support and information regarding the program.



REGISTER NEW ACCOUNT (FIRST TIME LOGGING IN)

- Enter information about the preparer and provide an **email address to which a system-generated username and temporary password will be sent**

The screenshot shows the 'Account Registration' form on the NEBRASKA Emergency Rental Assistance Program website. The form includes the following fields: 'Preparer First Name' (First Name (Mandatory)), 'Preparer Last Name' (Last Name (Mandatory)), 'Preparer Email' (Username and temporary password will be sent to this address (Mandatory)), 'Confirm Preparer Email' (Must match email address above (Mandatory)), 'Preparer County', and 'Are you a designated third-party preparer? e.g., Family Member, Friend or Partner Organization'. There is a checkbox for 'I agree to the State of Nebraska Privacy Policy' and a 'Submit' button.

REGISTRATION EMAIL

- Check the preparer email address provided and access your **username and temporary password**

CHANGE PASSWORD

- Log into the online portal and click on the **login** link to change your password

The screenshot shows the top navigation bar of the NEBRASKA Emergency Rental Assistance Program website. The 'Login' link is highlighted with a red arrow pointing upwards.

LANGUAGE SELECTION

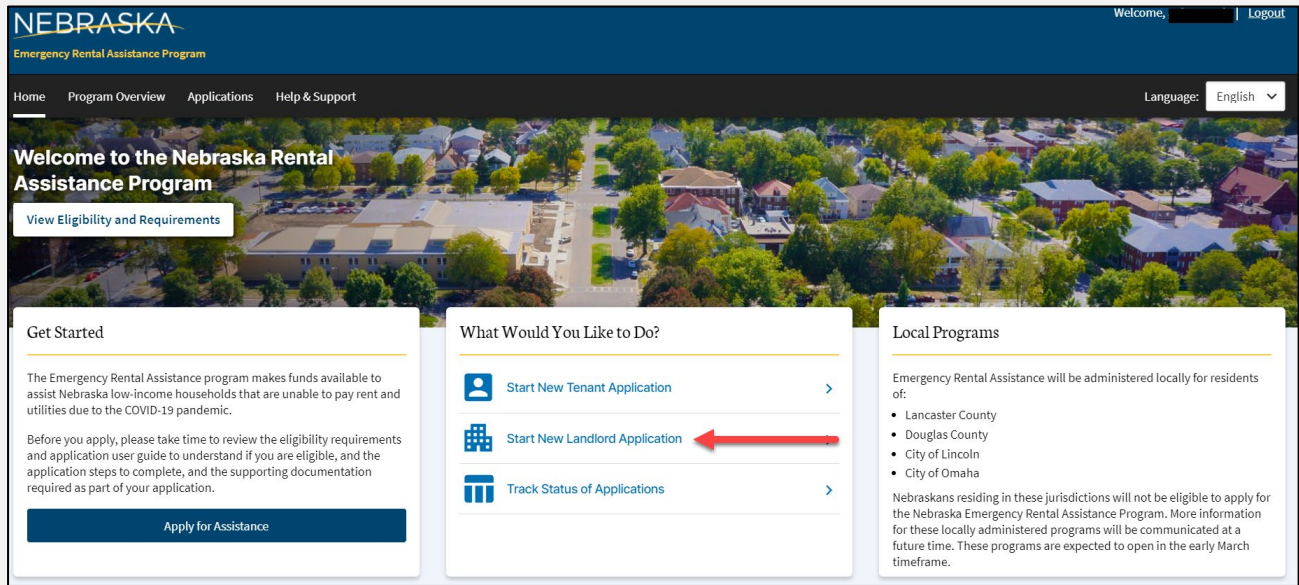
- Select your **language** option by changing the default option.

The screenshot shows the top navigation bar of the NEBRASKA Emergency Rental Assistance Program website. The 'Language' dropdown menu is highlighted with a red arrow pointing to the right.

Note: Application can be completed in English or Spanish

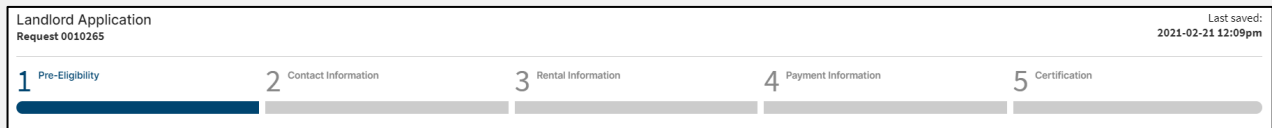
START NEW APPLICATION

- Begin a **new application** by clicking the **Start New Landlord Application** button

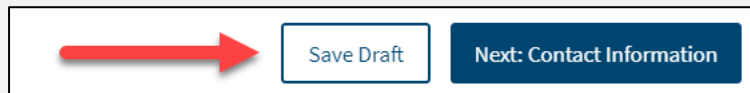


PORTAL FUNCTIONALITY

- On any page of the application, you will be able to monitor your progress both on the current page and throughout each phase of the application using the gateway icons at the top of the screen



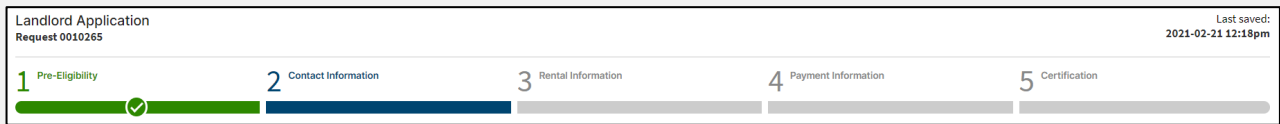
- A number of **validation rules** have been built into the application to let you know if data is missing, has been entered in an incorrect format, or your response indicates that your tenant is not eligible for the program
- Please note that **you are responsible for answering each question completely and accurately**
- Further, if you accurately answer a question and you are provided with an **eligibility error**, please **DO NOT change or override your response** to complete the application
- At any point in the application process, you can click on the **Save Draft** button at the bottom of the screen to save your work before exiting the application and returning at a later time to complete it



- After completing all the mandatory fields on each page, you can proceed to the next by clicking the **Next button**



- On each subsequent page, your progress will be updated, and previously completed pages will be highlighted with a **green check mark**



- **Mandatory fields** are indicated with a red asterisk (*)

As a landlord do you operate as an individual or company? * ?

Individual Company

- A **tool-tip function** is available on some questions by clicking on the blue question mark icon. Clicking this icon will either provide additional information about the field or display an illustrative sample of the document from which the information can be obtained.

As a landlord do you operate as an individual or company? * ?

Individual Company

- Click the Add Document button to upload any required supporting documentation

Please upload a copy of your identification: *

Add Document

- A successful upload will result in the file name displaying

Please upload a copy of your identification: *

Add Document

- [Sampe Documentation.pdf](#) x

- Be sure to **save your progress often** so that your online session is not timed out. Expired sessions will require that you re-enter your log-in credentials to continue with your application

- ❑ **Previously saved applications** (i.e., in draft form) can be retrieved by going to the **Applications** tab

- ❑ **Previously submitted applications** will be available in read-only mode and cannot be modified
- ❑ In-progress and submitted applications can be **printed** by clicking the **print icon**

PRE-ELIGIBILITY

The **Pre-Eligibility page** presents key questions that can help determine eligibility.

- ❑ Enter the physical **address** (number, street, city, zip and state) of the rental unit for which assistance is requested
 - Once the address is entered click the “Validate Address” button and confirm the address by clicking the “Accept Formatted Address” button

Pre-Eligibility


Provide the rental unit's physical address for which assistance is requested: *

Address line 2:

City: *

State: *

Zip code: *

Validate Address 

County (will autopopulate upon address validation): *

- Emergency Rental Assistance will be administered locally for residents of:
 - Lancaster County
 - Douglas County
 - City of Lincoln
 - City of Omaha
 - Nebraskans residing in these jurisdictions will not be eligible to apply for the Nebraska Emergency Rental Assistance Program. More information for these locally administered programs will be communicated at a future time. These programs are expected to open in the early March timeframe.

- Indicate whether your tenant is an immediate family member by selecting either the “Yes” or “No” button. Examples of immediate family members include, but are not limited to, parents, children or siblings
 - Tenants and Landlords that are immediate family members are not eligible for this program

Is your tenant an immediate family member? *

Yes No

- Identify what type of assistance you are seeking by checking the box(es) that apply.

What type of assistance are you seeking (check all that apply)?

Past due rent


Current or future rent

- Indicate whether you are applying because of a request from your tenant by selecting either the “Yes” or “No” button
 - If “Yes”, enter the application request number provided by your tenant in the open field

Have you received an email confirmation from the Nebraska Emergency Rental Assistance Program that your tenant submitted an application? *

Yes No

Please enter the 7-digit number from the email notification. You may still proceed with the application without the 7-digit number, however it may cause delays in processing your application *



Based on responses to the questions, an applicant will be notified if they may be eligible to apply.


- Carefully **read and understand the eligibility requirements** as outlined in the Frequently Asked Questions to confirm that you are eligible for the program
- Answer each question honestly and do not override accurate responses in order to participate in this program** if you are otherwise ineligible
- Note that your responses to other questions within the application may lead to a determination of ineligibility

CONTACT INFORMATION

The Contact Information page captures basic information about you as the Landlord or Landlord representative

- Indicate whether the landlord on the lease document is a person or a company by selecting either the “Individual” or “Company” button

Contact Information

As a landlord do you operate as an individual or company? * 

Individual Company


- If “Individual”, enter your information as noted in the lease:
 - Name (first, middle, last)
 - Mailing address (number, street, city, zip and state)
 - Contact information (phone number and email address)
 - Social Security Number or Tax Identification Number
 - Indicate whether you have a valid driver's license by selecting either the “Yes” or “No” button.
 - If “Yes”, enter your driver’s license number, driver’s license state, and upload a copy of your driver’s license

Do you have a valid driver's license? *

Yes No


Driver's license number: *

Driver's license state: *

-Select-


Please upload a copy of your identification: *

Add Document



- If “No”, upload a copy of an alternative Government Issued Identification (e.g. Passport, Military ID, U.S. Permanent Resident Card, etc.)

Do you have a valid driver's license? *

Yes No

Do you have a valid State ID, US Passport, Military ID or Military Dependent ID? *

-Select- ▼

Please upload a copy of your identification: *

Add Document ←

- Indicate your business classification by selecting an option in the drop-down box

Business classification (select appropriate option for federal tax classification of the business or person applying for assistance): *

-Select- ▼

- If “Company”, enter the information as noted in the lease:

- Legal Name

As a landlord do you operate as an individual or company? * ?

Individual Company

Company legal name: * ?

- Indicate whether you have a valid driver's license by selecting either the “Yes” or “No” button.
 - If “Yes”, enter your driver’s license number, driver’s license state, and upload a copy of your driver’s license

Do you have a valid driver's license? *

Yes No

Driver's license number: *

Driver's license state: *

-Select- ▼

Please upload a copy of your identification: *

Add Document ←

- If “No”, upload a copy of an alternative Government Issued Identification (e.g. Passport, Military ID, U.S. Permanent Resident Card, etc.)

Do you have a valid driver's license? *

Yes No

Do you have a valid State ID, US Passport, Military ID or Military Dependent ID? *

-Select- ▼

Please upload a copy of your identification: *

Add Document ←

- Mailing address (number, street, city, state and zip code)
- Company phone number and email address
- Company Contact Information (first, middle and last name)
 - First, middle and last name
 - Date of Birth
 - Phone Number
 - Email Address
- Company Tax Identification Number
- Indicate your business classification by selecting an option in the drop-down box
- Company DUNS number (Data Universal Numbering System)

RENTAL INFORMATION

- Enter Property Name (if applicable)
- Indicate whether the tenant receives any rental assistance from a Federal or State program by selecting either the "Yes" or "No" button
 - If "Yes"
 - Select the name of the organization that pays the rental assistance from the drop-down box
 - Upload documentation of the rental assistance

Rental Information

Property name (if applicable):

Does the tenant in this rental unit receive rental assistance from a Federal or State program? *

Yes No

Name of organization that pays the rental assistance: *

-Select- ▼

Please upload documentation of rental assistance: *

Add Document ←

- Enter Tenant's name (first, middle and last) and email address

Tenant first name: *

Tenant middle name:

Tenant last name: *

Tenant email address: *

Re-enter Tenant email address: *

- Indicate whether an eviction notice has been issued to the tenant by selecting either the "Yes" or "No" button
 - If "Yes", attach the eviction notice or statement/letter of past-due rent

Has an eviction notice been issued to the tenant? *

Yes No

Please attach a copy of the eviction notice or statement/letter of past-due rent: *

[Add Document](#) ←

- Enter the following lease information and attach a signed copy of the lease or rental agreement(s) that covers all months you are seeking assistance
 - Date original lease agreement was signed
 - Date current lease agreement was signed
 - Date current lease ends, or date lease became month to month
 - Monthly rent amount per the current lease agreement

Date original lease agreement was signed: *

Date current lease agreement was signed: *

Date your current lease ends: *

What is the monthly rent amount per the current lease agreement? *

Please attach a signed copy of the lease or rental agreement(s) that covers all months you are seeking assistance: *

[Add Document](#) ←

- You will need to add each month for which you are seeking payment by clicking the “Add Month” Button and entering the following information:
 - Month and Year
 - Total monthly rent amount
 - Unpaid rent due
 - Indicate if this amount is past due
 - If “Yes”, enter any applicable late fees
 - Amount provided by another Federal, State, or Local program

Applicants are eligible for up to 12 months of past due rent (no earlier than April 1, 2020) and up to 3 months into the future from application submission date. If utilities are included in your monthly amount collected from tenant, then all amounts are considered as rent. If utilities are NOT included in amount collected from tenant, and the tenant pays utilities on their own, then only include rent in this section. Select “Add Month” below to enter the amount of assistance requested by month.

No months have been added



(NOTE: Assistance requested from this program will be automatically calculated from the provided information)

(NOTE: You will need to click the “Add Month” Button and enter the above information individually for each month of assistance)

LANDLORD PAYMENT INFORMATION

This program is designed to make payments directly to landlords and utility providers. Accordingly, please provide:

- Remittance address for Landlord (street or post office box, city, state, and zip code)
 - Once the address is entered click the “Validate Address” button and confirm the address by clicking the “Accept Formatted Address” button

Payment Information

Is your remittance address the same as your mailing address? * ⓘ

Yes No

Remittance address for landlord: * ⓘ

Address line 2:

City: *

State: *

-Select- ▼

Zip code: *

←

CERTIFICATION


- You must indicate that you have agreed to, read, and understand these acknowledgements, conditions and authorizations
 - ACKNOWLEDGEMENT AND CERTIFICATION
 - I/We certify that all information given to the Emergency Rental Assistance Program is accurate and complete to the best of my/our knowledge and belief.
 - I/We understand that false statements I/we give to the Emergency Rental Assistance Program may be punishable under Federal, State or Local Law.

- I/We also understand that false statements or information will be grounds for denial of our application, termination of rental or utility assistance and/or debarment from participating in other current or future assistance programs.
- I/We understand that this is an application for assistance and signing this application does not bind the Emergency Rental Assistance Program to offer rental or utility assistance nor does it bind me/us to accept any assistance offered.
- I/We have no objection to inquiries for the purpose of verifying the facts herein stated.
- I/We have received, read and understand the Emergency Rental Assistance Program eligibility and compliance requirements

Certification

ACKNOWLEDGEMENT AND CERTIFICATION

- I/We certify that all information given to the Emergency Rental Assistance Program is accurate and complete to the best of my/our knowledge and belief.
- I/We understand that false statements I/we give to the Emergency Rental Assistance Program may be punishable under Federal, State or Local Law.
- I/We also understand that false statements or information will be grounds for denial of our application, termination of rental or utility assistance and/or debarment from participating in other current or future assistance programs.
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- I/We have no objection to inquiries for the purpose of verifying the facts herein stated.
- I/We have received, read and understand the Emergency Rental Assistance Program eligibility and compliance requirements

I have read and understand the acknowledgements above * 

○ **AUTHORIZATION TO RELEASE INFORMATION**


- Your signature on this form and the signature of each member of your household who is 18 years of age or older authorizes the Emergency Rental Assistance Program to use this authorization and the information obtained with it, to administer and enforce rules and policies.
- Any individual or organization, including any governmental agency may be asked to release information. Information may be requested from but is not limited to: courts, law enforcement agencies, landlords, past and present employers, Social Service Agencies, utility companies, and unemployment benefits.
- By signing this form, I authorize the above persons, firms or corporations to make available any documents or record to the Emergency Rental Assistance Program for inspection and copying.

I hereby certify that I authorize the Emergency Rental Assistance Program to publish information regarding me/my household (not including personally identifiable information) or my organization (i.e., for landlords) and any awards which I may receive on a searchable public website as part of its public transparency and accountability efforts.

AUTHORIZATION TO RELEASE INFORMATION

- Your signature on this form and the signature of each member of your household who is 18 years of age or older authorizes the Emergency Rental Assistance Program to use this authorization and the information obtained with it, to administer and enforce rules and policies.
- Any individual or organization, including any governmental agency may be asked to release information. Information may be requested from but is not limited to: courts, law enforcement agencies, landlords, past and present employers, Social Service Agencies, utility companies, and unemployment benefits.
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I hereby certify that I authorize the Emergency Rental Assistance Program to publish information regarding me/my household (not including personally identifiable information) or my organization (i.e., for landlords) and any awards which I may receive on a searchable public website as part of its public transparency and accountability efforts.

I have read and understand the authorizations above * 

○ **PAYMENT ACCEPTANCE AND ACKNOWLEDGEMENTS FOR LANDLORD**

- I/We understand that the Tenant must be still living in the rental property for which assistance is requested.
- I/We, as applicant, agree to accept the amount paid under the Emergency Rental Assistance program, as payment in full, for all past due rent, including any and all late fees or interest. Landlord agrees to dismiss, with prejudice, any eviction lawsuit filed.

- If I/We as Landlord has issued a 7-day notice to Tenant, Landlord agrees not to enforce, and to withdraw, the 7-day notice until such time as Tenant's eligibility for this program has been determined. If Tenant is not eligible for assistance, Landlord will need to issue an additional notice to proceed with any eviction.
- I/We as Landlord agree that, if being paid for future rent, Landlord will allow Tenant to remain in the Property for the duration of time rent is pre-paid.

PAYMENT ACCEPTANCE AND ACKNOWLEDGEMENTS FOR LANDLORD

I/We understand that the Tenant must be still living in the rental property for which assistance is requested. *

I/We, as applicant, agree to accept the amount paid under the Emergency Rental Assistance program, as payment in full, for all past due rent, including any and all late fees or interest. Landlord agrees to dismiss, with prejudice, any eviction lawsuit filed. *

If I/We as Landlord has issued a 7-day notice to Tenant, Landlord agrees not to enforce, and to withdraw, the 7-day notice until such time as Tenant's eligibility for this program has been determined. If Tenant is not eligible for assistance, Landlord will need to issue an additional notice to proceed with any eviction. *

I/We as Landlord agree that, if being paid for future rent, Landlord will allow Tenant to remain in the Property for the duration of time rent is pre-paid. *

- Electronically sign the application by clicking the “Electronically Sign” Button



- FAIR CREDIT REPORTING ACT AUTHORIZATION

- You understand that by clicking on the I AGREE button immediately following this notice, you are providing ‘written instructions’ to State of Nebraska (“the State”) under the Fair Credit Reporting Act authorizing the State to obtain information from your personal credit profile or other information from Experian. You authorize the State to obtain such information solely to confirm your identity to avoid fraudulent transactions in your name for the State of Nebraska Emergency Rental Assistance Program.

FAIR CREDIT REPORTING ACT AUTHORIZATION

You understand that by clicking on the I AGREE button immediately following this notice, you are providing ‘written instructions’ to State of Nebraska (“the State”) under the Fair Credit Reporting Act authorizing the State to obtain information from your personal credit profile or other information from Experian. You authorize the State to obtain such information solely to confirm your identity to avoid fraudulent transactions in your name for the State of Nebraska Emergency Rental Assistance Program.

- Submit Application by clicking the “Submit” button



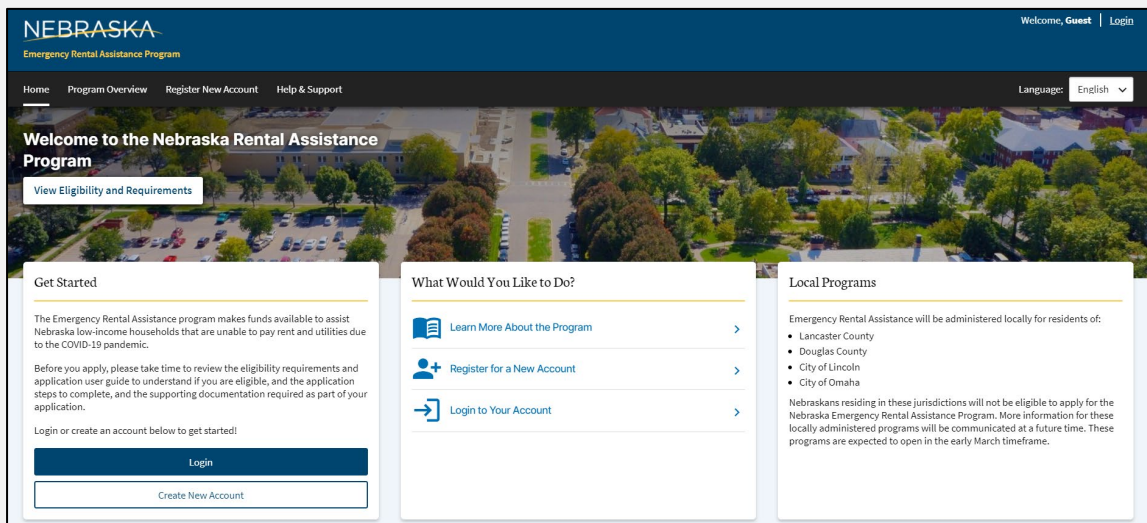
- You will receive the below message upon submission

✔ Thank you for your submission! You will receive an email confirmation for your records, but you may also [print your request](#). You may track the status of your request on the [Applications](#) page.

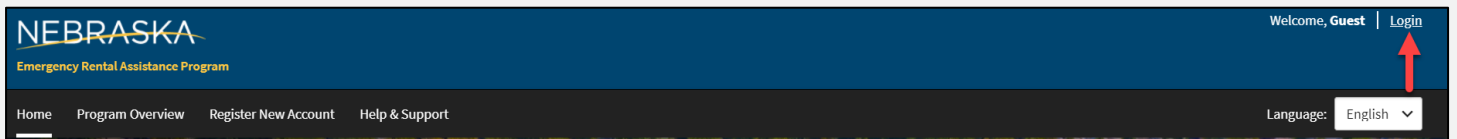
This section of the user guide outlines the steps to be completed to appeal an application disapproval decision. Please review this appeals process in its entirety before you begin the appeals process. The reason(s) for the disapproval of an application will be provided in an email sent to the email address provided in the application. Please carefully read the email to understand the correction(s) and/or missing documentation required.

HOME TAB

- Visiting the online portal will take you to the homepage where you will be presented with an **overview** of the State of Nebraska Emergency Rental Assistance (ERA) Program and you can login to your account.

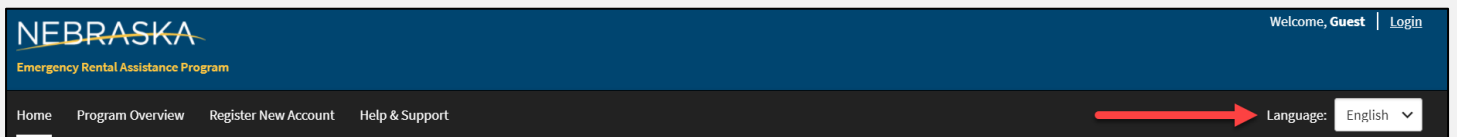


- Log into the online portal by selecting the **login** link.



LANGUAGE SELECTION

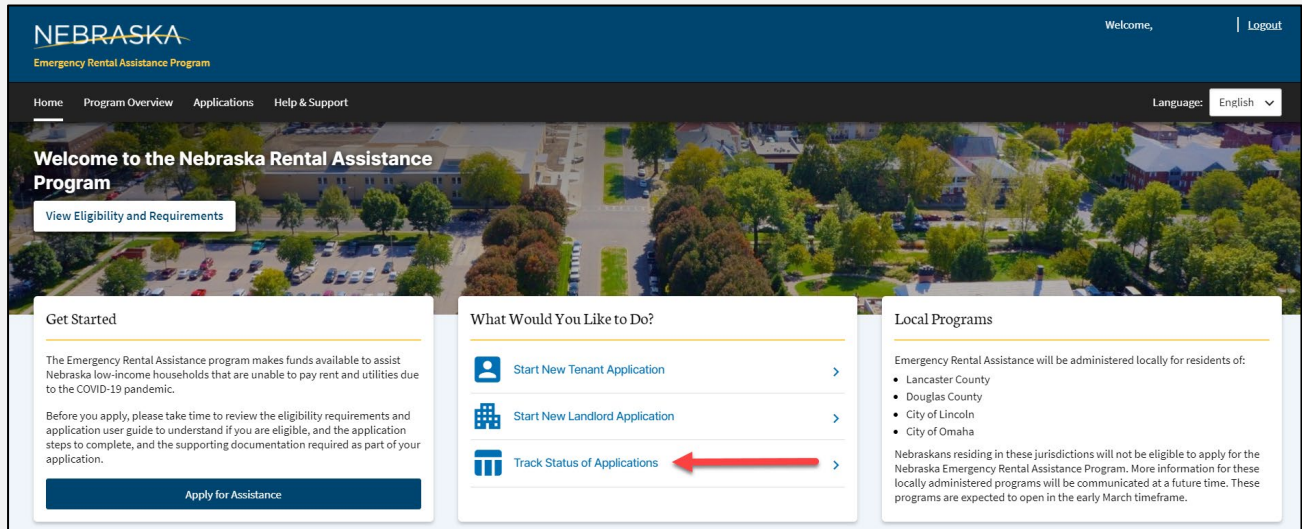
- Select your **language** option by changing the default option.



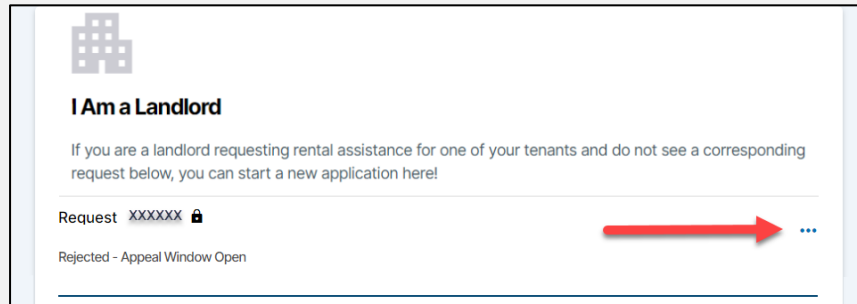
Note: Application can be completed in English or Spanish

INITIATE THE APPEAL PROCESS

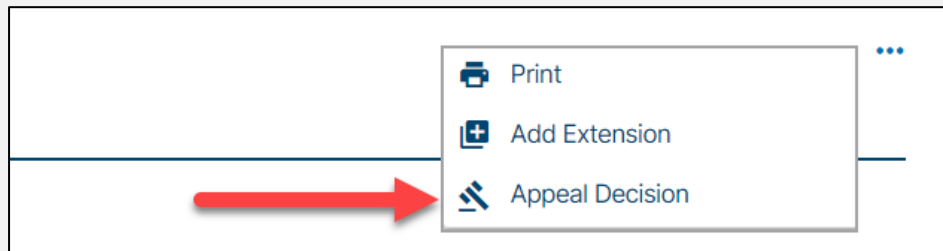
- Begin the **appeal process** by clicking the **Track Status of Applications** option



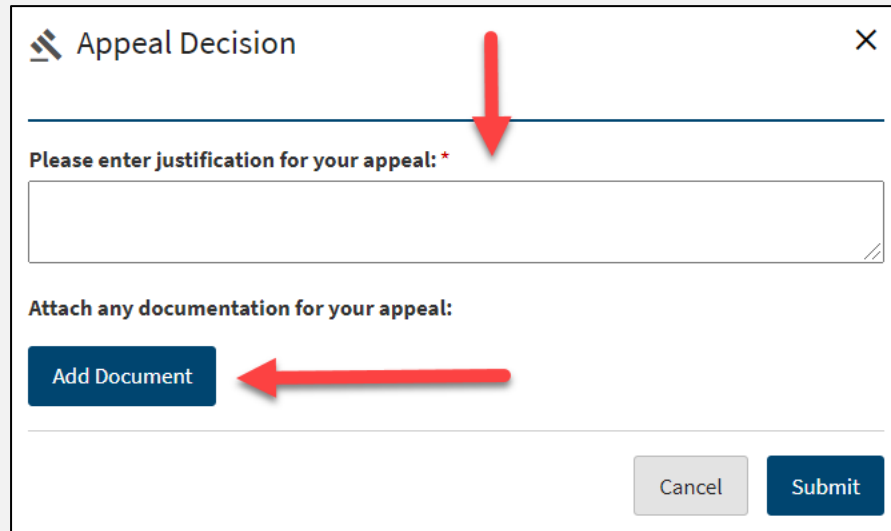
- Click the **ellipsis** to the right of your rejected application



- Select **Appeal Decision** from the dropdown options

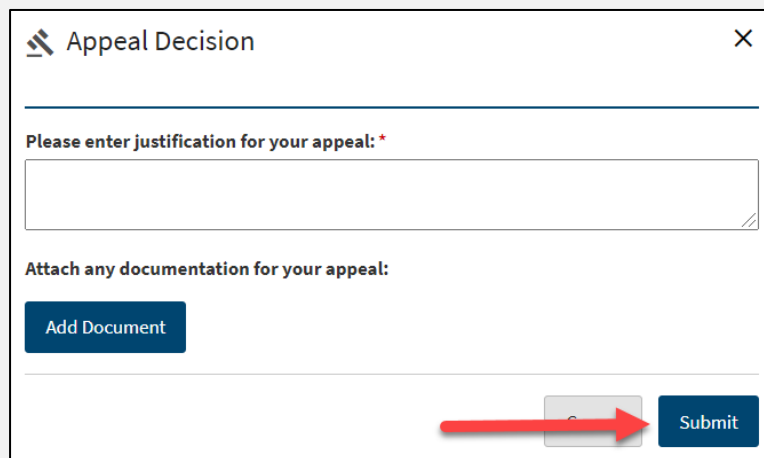


- In the popup window, type in the **justification** for your appeal in the text box and upload any required **documents** with the **Add Document** button



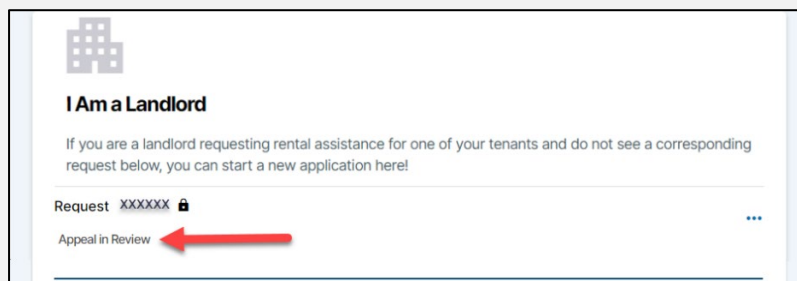
The screenshot shows a popup window titled "Appeal Decision" with a close button (X) in the top right corner. Below the title bar is a horizontal line. Underneath, there is a text input field with the label "Please enter justification for your appeal: *". Below the text field is a section titled "Attach any documentation for your appeal:" which contains a blue "Add Document" button. At the bottom right of the popup are two buttons: a grey "Cancel" button and a blue "Submit" button. A red arrow points down to the text input field, and another red arrow points left to the "Add Document" button.

- Submit the appeal by clicking the **Submit** button



This screenshot is identical to the previous one, showing the "Appeal Decision" popup window. In this version, a red arrow points right to the blue "Submit" button at the bottom right of the window.

- A successfully submitted appeal will be labeled as **Appeal in Review**:



The screenshot shows a user interface for a landlord. At the top left is a building icon. Below it is the heading "I Am a Landlord" and a sub-heading "If you are a landlord requesting rental assistance for one of your tenants and do not see a corresponding request below, you can start a new application here!". Below this is a list of requests. The first item is "Request XXXXXX" with a lock icon and a three-dot menu icon to its right. Below it is the status "Appeal in Review", which is highlighted with a red arrow pointing left.

APPENDIX

DOCUMENT / INFORMATION	ILLUSTRATIVE EXAMPLE
	<ul style="list-style-type: none"> <input type="checkbox"/> Government Issued Photo Identification (e.g. Driver's License, Passport, Military ID, U.S. Permanent Resident Card, etc.) <input type="checkbox"/> Signed copy of the lease or rental agreement(s) that covers all months you are seeking assistance <input type="checkbox"/> Relevant eviction notice or statement/letter of past-due rent (if applicable) <input type="checkbox"/> Rental Assistance documentation for tenant from a Federal or State program (if applicable)
<p>Driver's License and State Identification Card</p>	