



# Housing Help Hub (E2E) Application Portal Demo

## Guest LL Demo

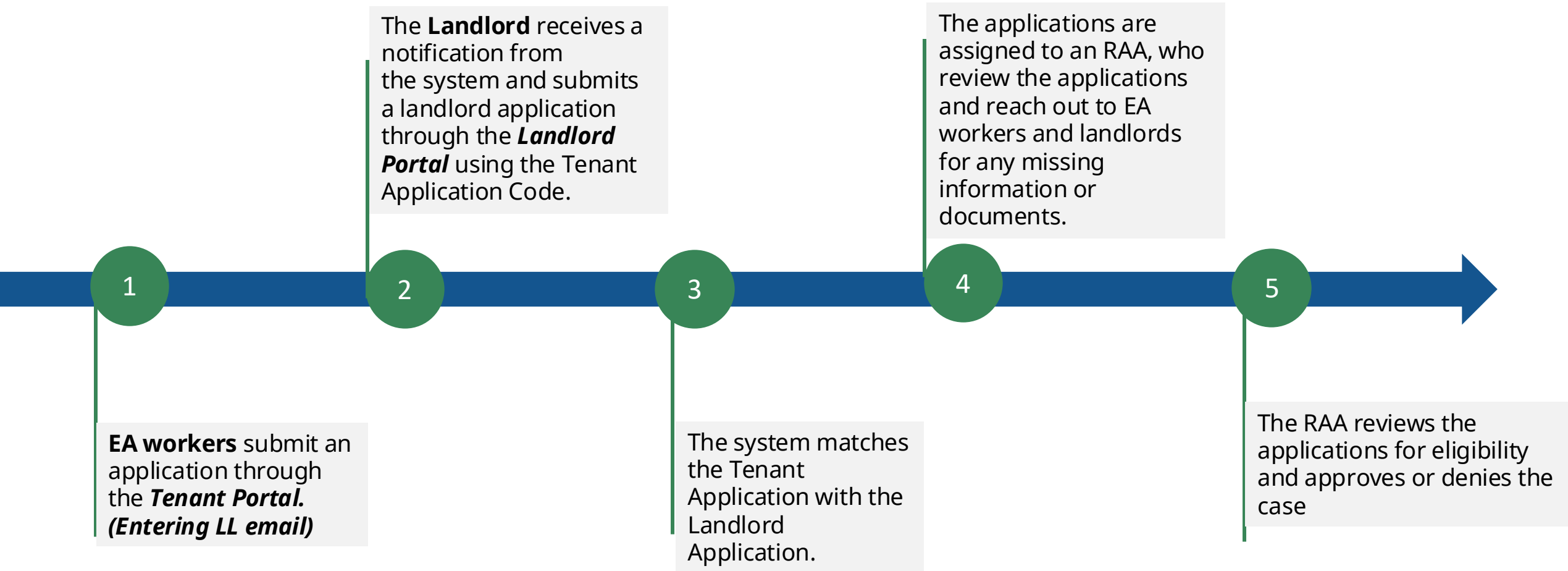
# How does it work?



## Massachusetts Emergency Housing Payment Assistance Portal



# How the Portals Work Together

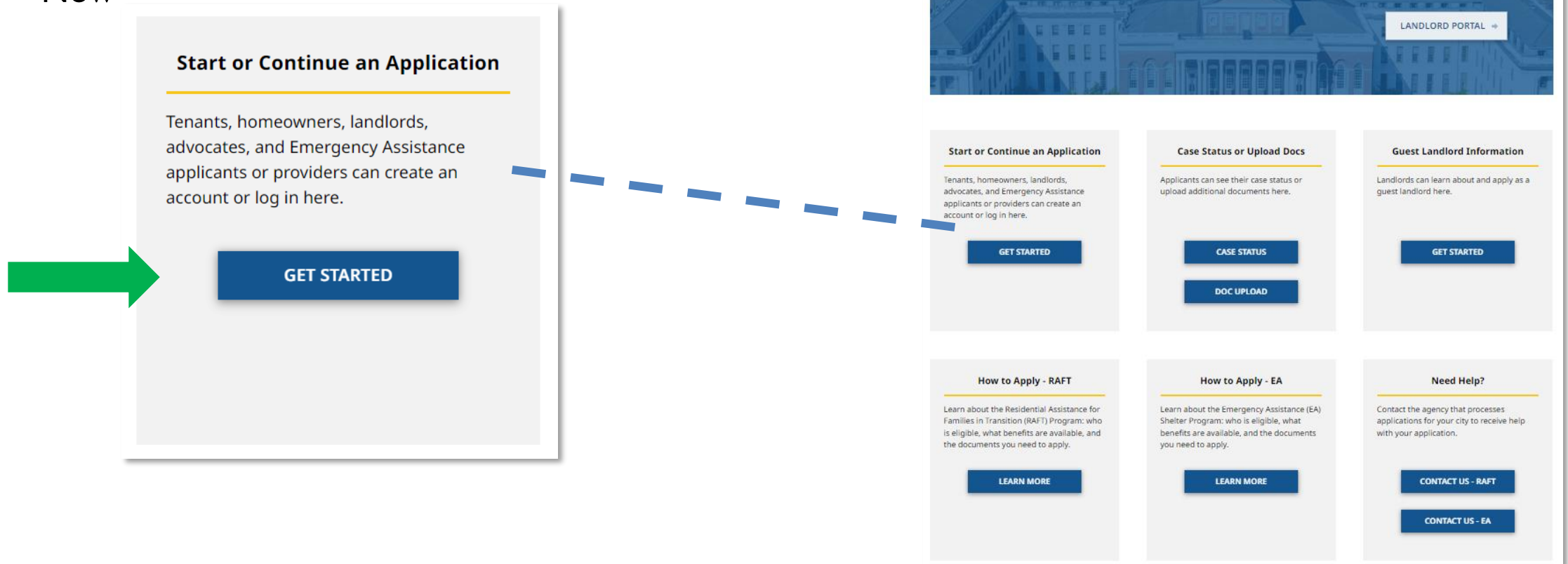




# Creating an Account and Submitting a HomeBASE Application

# Step 1: How to register and create an account as an EA worker

- Go to the website:  
[applyhousinghelp.mass.gov](https://applyhousinghelp.mass.gov)
- Select Get Started or Apply Now



The diagram illustrates the user flow for registering and creating an account as an EA worker. It starts with a green arrow pointing to a 'GET STARTED' button. This button leads to a 'Start or Continue an Application' page, which contains the text: 'Tenants, homeowners, landlords, advocates, and Emergency Assistance applicants or providers can create an account or log in here.' This page then leads to the 'Housing Help Hub' website interface, which is the official website of the Commonwealth of Massachusetts. The website features a navigation bar with 'HOME', 'PROGRAM OVERVIEW', and 'HELP & SUPPORT'. The main content area is titled 'Housing Help Hub' and 'Your Emergency Housing Portal for RAFT, EA Family Shelter, and HomeBASE'. It includes a 'Select Language' dropdown and a 'Powered by Google Translate' notice. The website has several buttons: 'CASE STATUS', 'UPLOAD DOCS', 'APPLY NOW', and 'LANDLORD PORTAL'. Below the main content area, there are six sections: 'Start or Continue an Application', 'Case Status or Upload Docs', 'Guest Landlord Information', 'How to Apply - RAFT', 'How to Apply - EA', and 'Need Help?'. Each section has a 'GET STARTED' or 'LEARN MORE' button.

**Start or Continue an Application**

Tenants, homeowners, landlords, advocates, and Emergency Assistance applicants or providers can create an account or log in here.

**GET STARTED**

**Housing Help Hub**  
Your Emergency Housing Portal for RAFT, EA Family Shelter, and HomeBASE

**Start or Continue an Application**  
Tenants, homeowners, landlords, advocates, and Emergency Assistance applicants or providers can create an account or log in here.  
**GET STARTED**

**Case Status or Upload Docs**  
Applicants can see their case status or upload additional documents here.  
**CASE STATUS**  
**DOC UPLOAD**

**Guest Landlord Information**  
Landlords can learn about and apply as a guest landlord here.  
**GET STARTED**

**How to Apply - RAFT**  
Learn about the Residential Assistance for Families in Transition (RAFT) Program: who is eligible, what benefits are available, and the documents you need to apply.  
**LEARN MORE**

**How to Apply - EA**  
Learn about the Emergency Assistance (EA) Shelter Program: who is eligible, what benefits are available, and the documents you need to apply.  
**LEARN MORE**


**Need Help?**  
Contact the agency that processes applications for your city to receive help with your application.  
**CONTACT US - RAFT**  
**CONTACT US - EA**

# Step 2: How to register and create an account as an EA worker



An official website of the Commonwealth of Massachusetts [Here's how you know](#)

Apply Housing Help MA




Welcome to the Massachusetts Housing Help Hub.

**Login**

\* indicates required field

\* Username  
Username

\* Password  
Password

☐ I'm not a robot 

**LOG IN**

[Forgot your password?](#) [Register as new user](#)

- If you wish to register a new account, select **Register as new user**.
- Then select **I need to help someone else apply**

HOME PROGRAM OVERVIEW HELP & SUPPORT [Log in](#)

An official website of the Commonwealth of Massachusetts [Here's how you know](#)

## User Registration

Already registered? Click here to [login](#).

Please select the option that fits you the best:

I need to apply for help for me or my family. +

I need to help someone else apply. +

I own or manage property and need to apply for assistance for my renter. +

# Step 3: How to register and create an account as an EA worker



**User Registration**  
Already registered? Click here to login.

Please select the option that fits you the best:

I need to apply for help for me or my family.

I need to help someone else apply.

**RAFT**

I am assisting someone who needs help with payment.

You are a friend, or you work as an advocate, and are applying for payment assistance on behalf of someone's family.

**SELECT**

**RAFT**

I have landlord consent and need help with payment.

If you have consent from landlord(s) to establish their profile, Submit applications, Communicate and take action on applications on their behalf, please select this option.

**SELECT**

**HomeBASE**

I am a shelter provider helping with HomeBASE or Diversion.

You are an EA Family Shelter Provider or EA Diversion Provider.

**SELECT**

I own or manage property and need to apply for assistance for my renter.

- Select the HomeBASE option to register
- If you encounter an error registering with HomeBASE, select the RAFT option and email EOHLC to fix - [Nassima.Mouhoubi3@mass.gov](mailto:Nassima.Mouhoubi3@mass.gov)
- Do not submit any applications until EOHLC has confirmed

# Step 4: How to register and create an account as an EA worker



The “User Registration” page requires you to enter the following information to create your account:

- First Name
- Last Name
- Email
- Confirm Email
- Please provide your preferred language
- Please select the category that best describes your role
  - If you are a shelter worker, select **EA Shelter Provider/EA Diversion Worker**
- Please select the category that best describes your role
  - The question will only populate if you selected **EA Shelter Provider/EA Diversion Worker**
  - Select Submit once you have completed the “User Registration” page.



- Note that once the user has been designated on this account your name and/or email cannot be changed.
- Please ensure the email provided is one you always have access to. Any password resets will be sent to this email address.

HOME PROGRAM OVERVIEW HELP & SUPPORT Log in

An official website of the Commonwealth of Massachusetts [Here's how you know](#)

## User Registration

[If you are already registered, click here to login.](#)

The email address you provide will be your "Username" and should be used when you log into your account. Please keep your username and password information in a safe place where you can find it as you complete your application online.

\* First Name

\* Last Name

\* Email

\* Confirm Email

\* Preferred Language

\* Please select the category that best describes your role

☐ Tenant ☐ Tenant Advocate ☐ Landlord/Owner ☐ Property Manager

☒ EA Shelter Provider/EA Diversion Worker

\* Which organization do you work for?

There are over 50 organizations to choose from in the dropdown

☒ I'm not a robot reCAPTCHA Privacy Terms

**SUBMIT**

You must also check off the reCAPTCHA box before you can proceed.



# Starting an Application



Hello, **Test homebaseuat3**.

**Housing Help Hub**  
Your Emergency Housing Portal for  
RAFT, EA Family Shelter, and HomeBASE

**RAFT Application Actions**  
Tenants, Advocates, Community Benefit Organizations, and Emergency Providers can start, update, or track the status of an application here.

**HomeBASE Application Actions**  
Emergency Shelter Providers, helping families find a home, can start, update, or track the status of their application here.

**RAFT Application Actions:** START, RESUME, GET HELP

**HomeBASE Application Actions:** START, RESUME, GET HELP

- Click Start under the HomeBASE Application Actions

Your application has not yet been submitted. It is being saved so you may safely exit, then return to the application later to finish. It will not be processed until you finish the application and click submit.

**Steps**

- Living Situation
- Instructions
- Prescreening
- Confirm Address
- Applicant Details
- Additional Household Members
- Income
- Household Deduction
- Review
- Upload Documents
- Certification
- Confirmation

**Living Situation**

Please review and respond to this question carefully as you will not be able to edit your response after completing the prescreening page. After prescreening, if you find your living situation response is incorrect, you will need to withdraw the application and start over.

\* Is this application for RAFT or HomeBASE?

☐ RAFT

☒ HomeBASE

\* Select the statement that best describes your living situation

☐ Renter Staying: Renting your apartment/home, and looking for help to stay in the same place.

☒ Moving: I need to leave where I am currently staying (i.e., homeless, couch surfing, or living in unsafe conditions).

☐ Homeowner: Living in your home, and looking for help paying your mortgage to remain in your home or help with other housing costs.

**NEXT**

- The application begins with answering questions about the applicant's Living Situation.
- The first question: Is the application for RAFT or HomeBASE? - Click HomeBASE
- Click Next to go to the next section,

# Starting an Application



- Continue completing each section of the application:
  - Instructions
  - Prescreening: indicate if the Applicant is a Front Door Diversion, Shelter Exit, or DV/BSAS Referral
  - Confirm Address
  - Applicant Details
    - Name, social, DOB, sex, ethnicity, race
  - Add Household Members
    - Name, social, DOB, sex, ethnicity, race
  - Income
  - Household Deductions
  - Rent
  - Add Utility
  - Moving Additional Expenses
  - Rent Stipend
  - Upload Documents
  - Review Page
  - Certification
  - Confirmation

The “Upload Documents” page requires you to upload the following documents to the application:

- Lease
- Utility Bill
  - Only if you added utilities to the application

You will also be required to provide one of the following documents depending on the type of Applicant you are requesting assistance for:

- NFL-9 (Front Door)
- Shelter Letter (Back Door)
- DHCD Approval Letter (Side Door)

Stabilization Packet (if transferring to the RAA for stabilization)

# Starting an Application



- During the application process, you will submit contact information regarding the landlord or property manager of the unit the household will be moving into
- Once the tenant application is submitted, the landlord will receive an email to complete their portion of the application

▼ Landlord Information

Landlord Type \*

☐ Individual ☒ Company ☐ Property Management Company

Company Name \*

Landlord First Name \*

Landlord Last Name \*

Landlord Email \*

☐ I don't have an email for the landlord

Landlord Phone \*

Landlord Phone Type \*

☐ Home ☐ Mobile

☐ I don't have a phone number for the landlord

If you don't see your street address listed as a suggestion, you may select the pencil icon to manually populate the individual field below with your street address.

Landlord Address \*

Apt/Unit #

# Step 9: Starting an Application



The 'Review' page shows a progress bar at the top with 15 steps, where the 15th step is highlighted. Below the progress bar, the title 'Review' is centered. A paragraph of text instructs the user to review the information entered and click 'previous' if changes are needed. A list of 15 items is displayed on the left, each with a dropdown arrow. The items are: HomeBASE Type, Front Door Diversion, Tenant, Train Tenanthine, Phone, Phone Type, Email, Rental Property/Unit Address, Landlord, Household Members, Monthly Household Income, Annual Household Income, Monthly Deductions, Annual Deductions, Income And Deduction Summary, Total Rent Assistance Requested, Total Utility Assistance Requested, and Total Moving Expense Assistance Requested. A 'PREVIOUS' button is located at the bottom left.

- The “Review” page allows you to review your information for accuracy. If you need to correct something, select the **Previous** button to navigate to the page that is inaccurate. Additionally, you can select the incorrect page from the dots at the top.
- Select **Next** once you have finalized and verified the “Review” page.

The 'Certification' page shows a progress bar at the top with 15 steps, where the 15th step is highlighted. Below the progress bar, the title 'Certification' is centered. A list of four items is displayed on the left, each with a dropdown arrow: Application Certification and Contract (Tenant/Mover), Program Participant Obligations, Agreement by Participant, and Voluntary Authorization to Release Information. A large blue button labeled 'ELECTRONICALLY SIGN' is centered below the list. At the bottom, there are 'PREVIOUS' and 'NEXT' buttons.

# Submitting an Application

A screenshot of a web application interface. At the top is a navigation bar with the following links: HOME, PROGRAM OVERVIEW, APPLY (which is underlined), HELP & SUPPORT, and LANGUAGE PREFERENCE. To the right of these links is a user profile icon. Below the navigation bar, a message states: "Your application has not yet been submitted. It is being saved so you may safely exit, then return to the application later to finish. It will not be processed until you finish the application and click submit." Below this message is a progress bar consisting of 15 circular icons. The first 14 icons contain a checkmark, and the 15th icon is empty. The word "Confirmation" is written above the 15th icon. In the center of the page, the word "Confirmation" is displayed in a large, bold font. Below this, a message reads: "Thank you for your submission. Your Housing Assistance Application # is 00003125." A yellow arrow points from the right towards the application number. Below this message, it says: "A Regional Administering Agency (RAA) will be in touch soon." and "We'll update you on your application status throughout the approval process using your preferred contact method." At the bottom right of the page is a blue button with the text "DONE".

- The “Confirmation” page confirms that the application has been submitted successfully.

# Case Statuses in the EA Provider Portal



Case Status	Description
Not Submitted	The application has not been completed and may be missing required documents. This application will not move forward until its completed. (will time out after 21 days)
Submitted	The application has been completed and is waiting for the Landlord or Tenant to complete their application. The 2 applications have not been matched. (will time out after 21 days)
Under Review	The applications have been matched and have been automatically and manually routed to the RAA who is reviewing the application.
Ready for Payment	The Reviewer has approved the award for payment.
Paid	Payment has been issued.
Closed	All payments have been issued

# Landlord Profile Setup



For language assistance, please contact your local R.A.T.

## Your Profile



Mike Landlordtwo



You may have one payee with multiple properties and multiple payment methods configured for use.



PAYEE



PROPERTIES



PAYMENT METHODS



## Application Actions



START



RESUME/TRACK STATUS



GET HELP

## Program Information

Learn about the Residential Assistance for Families in Transition (RAFT) program: who is eligible and what benefits are available.

LEARN MORE

First need to set up the Payee/property/Payment Method information

## Your Profile



Mike Landlordtwo



You may have one payee with multiple properties and multiple payment methods configured for use.



PAYEE



PROPERTIES



PAYMENT METHODS



## Application Actions



START



RESUME/TRACK STATUS



GET HELP

## Program Information

After three green check marks display, you are ready to start filling out applications.



- If a landlord is unable to register and complete an application, there is an option for the EA worker to complete on their behalf, through the guest LL option
- Highly encourage landlords to register. With registration (not available through guest LL) -
  - Only need to register and upload ownership/payee docs once
  - Will be able to track payments
  - Can change payment methods
  - Can save and resume applications

### Start or Continue an Application

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Tenants, homeowners, landlords, advocates, and Emergency Assistance providers can create an account or log in here.

GET STARTED

### Case Status or Doc Upload

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Applicants can see their case status or upload additional documents here.

CASE STATUS

DOC UPLOAD

### Guest Landlord Information

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Landlord can learn about and apply as a guest landlord here.

GET STARTED

## Applicant Type

Please select the category that best describes your role \*

- ☐ Landlord/Owner - If you are a property owner seeking assistance for a renter or mover for your property, please select this registration option.
- ☐ Property Manager - If you manage property for other property owners, please select this registration option.
- ☐ Landlord Advocate - If you have consent from landlord(s) to Submit applications, Communicate and take actions on applications on their behalf, please select this option.

PREVIOUS

NEXT

## Landlord Advocate Information

### ▼ Advocate Details

First Name \*

Middle Name

Last Name \*

Suffix

Advocate Organization \*

### ▼ Address Details

As you are typing your address, suggested matching addresses will appear for you to select. If you don't select one of the suggested addresses, you may keep the full address you have entered, but will also need to select the pencil icon and fill in the individual fields (Street Address, City, State, and Zip) with each part of your address.

Address \*



### ▼ Contact Details

Phone number \*

Re-enter Phone Number \*

# Payee/Owner Information

Do you operate as an Individual or Business ? \*

☒ Individual ☐ Business

▼ Individual Details

Please enter the First Name, Last Name, SSN or ITIN information that matches the payee's W9. Once entered and verified these fields will no longer be editable and will be used in applications.

First Name \*

Middle Name

Last Name \*

Suffix

Date of Birth \*

Please enter a valid date of birth.

SSN or ITIN \*

Re-Enter SSN or ITIN \*

▼ Address Details

As you are typing your address, suggested matching addresses will appear for you to select. If you don't select one of the suggested addresses, you may keep the full address you have entered, but will also need to select the pencil icon and fill in the individual fields (Street Address, City, State, and Zip) with each part of your address.

The address entered must be recognized as a valid USPS mailing address.

The address entered must be recognized as a valid USPS mailing address.

Address \*

Unit/Apt Number

▼ Contact Details

Phone number

Re-enter Phone Number

Email

Re-enter Email

Either email or phone number must be entered

Preferred method of contact \*

Preferred language \*

☐ I confirm :

- That the landlord/property owner named above has given me permission to serve as their "landlord advocate" for their tenants' Emergency Housing Payment Assistance applications, including creating an account and profile on the landlord/property owner's behalf with their tax and banking information, and completing applications on their behalf for any tenants who may apply for this assistance.
- That the landlord/property owner understands that I will have access to update this profile on an ongoing basis.
- That I received all attachments that I am going to upload as part of this profile, or any applications associated with this profile, directly from the landlord/property owner or their agent, or from publicly available sources.
- That I will keep the landlord/property owner apprised of any status updates or payment outcomes related to any applications submitted in association with this profile.

PREVIOUS

VALIDATE YOUR INFORMATION

- The system is checking against GIACT records, if information does not match, you will be presented with the below error
- Use the 'update info and retry' button to navigate back and double check all information
- As long as you go back to double check, it will let you past this screen – RAA will do manual validation

## Validate your Information

**❗** *We were unable to verify your information. Please check the payee's Name, Tax Identification, and Address for accuracy and retry. For assistance please contact the appropriate Regional Administering Agency for the city/town of your rental properties.*

Lookup your [RAA here](#)

UPDATE INFO AND RETRYNEXT

## Property Details

### ▼ Property Information

As you are typing your address, suggested matching addresses will appear for you to select. If you don't select one of the suggested addresses, you may keep the full address you have entered, but will also need to select the pencil icon and fill in the individual fields (Street Address, City, State, and Zip) with each part of your address.

Property Address \*



Unit/Apt Number

PREVIOUS

CONFIRM ADDRESS

## Property Details

### ▼ Property Information

As you are typing your address, suggested matching addresses will appear for you to select. If you don't select one of the suggested addresses, you may keep the full address you have entered, but will also need to select the pencil icon and fill in the individual fields (Street Address, City, State, and Zip) with each part of your address.

Property Address \*



Unit/Apt Number

PREVIOUS

CONFIRM ADDRESS



- System will allow for Direct Deposit or Paper check

## Payment Information

### ✓ Payment Details

Preferred Method of Payment \*

Direct Deposit ▼

### ✓ Direct Deposit Details

Field "Name on the Account" contains the validated Payee/Owner name and is not editable.

Name on the Account

fakell lastnamerrrrr

Account Type \*



Account Number \*

Re-Enter Account Number \*

Routing Number \*

Re-Enter Routing Number \*

PREVIOUS

VALIDATE YOUR INFORMATION



- System will allow for Direct Deposit or Paper check

## Payment Information

### ✓ Payment Details

Preferred Method of Payment \*

Direct Deposit ▼

### ✓ Direct Deposit Details

Field "Name on the Account" contains the validated Payee/Owner name and is not editable.

Name on the Account

fakell lastnamerrrrr

Account Type \*

Account Number \*

Re-Enter Account Number \*

Routing Number \*

Re-Enter Routing Number \*

PREVIOUS

VALIDATE YOUR INFORMATION





## Tenant and Rent Details

- Put the Tenant Application Code in this screen to make sure the two applications connect and get to the RAA for processing

Tenant First Name \*

MI *i*

Tenant Last Name \*

Have you received an email confirmation from the MA RAFT/Homebase Program that your tenant submitted an application? \*

☒ Yes ☐ No

Tenant Application Code \* *i*

Do you or an immediate family member work for an organization that administers RAFT, ERAP, or HomeBASE? \*

☐ Yes ☐ No

### ▼ Rent Details

Rental Start Date \* *i*

Rental End Date *i*

Monthly Rent Amount \*

Is the tenant renting or moving into subsidized housing? \*

☐ Yes ☐ No

Is your tenant a new tenant who needs move in assistance or an existing tenant who needs assistance with overdue rent? \*

☐ New Tenant ☐ Existing Tenant

- Confirm that LL has given permission to fill in the application
- Electronically sign application
- Upload required documentation
  - Payee / Owner W9
  - Payee/Owner Proof of Identity
  - Property Details / proof of ownership
  - Verification of Housing



# Questions