



# Louisiana Housing Corporation Online Application User Guide

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## Version Control

Version	Date	Author	Description
1	1/30/2015	LHC	Preliminary
2	2/20/2015	LHC	Added FAQ Section
2.1	2/25/2015	LHC	Added Profile Information Section
2.2	3/6/2015	LHC	Added Additional Screenshots
2.3	3/13/2015	LHC	Updated LHC I/T email address
2.4	4/10/2015	LHC	Added Print Section

# LHC Online Application User Guide

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# LHC Online Application User Guide

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## Contents

Section 1	Overview .....	1
Section 2	Terminology .....	2
2.1	System Concept.....	2
2.2	User Role .....	2
Section 3	Register .....	3
Section 4	System Navigation .....	5
4.1	Log In .....	5
4.2	Log Out .....	5
4.3	Change Your Password.....	5
4.4	Profile Information .....	6
4.5	Dashboard .....	7
4.6	How to Create a New Application .....	8
4.7	How to Proceed Forward and Backwards in the Application.....	9
4.8	How to Save the Application .....	9
4.9	How to Add or Delete Documents in the Application.....	10
4.10	How to Print the Application .....	11
4.11	Clock Timer .....	12
Section 5	Completing an Application.....	12
Section 6	Certify and Submit Application .....	14
Section 7	Notifications.....	15
Section 8	Frequently Asked Questions (FAQs) .....	18

# LHC Online Application User Guide

## Section 1 Overview

The Louisiana Housing Corporation (LHC) has developed an Online Application System (“System”) which shall be used by entities requesting funding for multi-family projects throughout the State of Louisiana, to apply for funds from the Corporation. The Online Application can be accessed from anywhere with an internet connection by browsing to LHC’s website, [www.LHC.la.gov](http://www.LHC.la.gov), or directly to the Online Application itself, <https://webapps18.lhc.la.gov>.

Any entity wishing to request multi-family funds through the Corporation must register within the System prior to creating and submitting an application. Only one user account per applicant shall be allowed (see Section 3). A user account may create and/or submit applications for multiple projects (properties); however, duplicate open applications<sup>1</sup> for the same property address AND funding source shall not be allowed. All required data and supporting documentation must be complete within the application, and the application must be submitted through the System by the applicable deadline to be considered for funding.

By submitting an application, applicants agree to conduct a transaction with the LHC by electronic means. In addition, applicants agree to permit the LHC to transfer the electronic application to any ancillary service providers, including but not limited to underwriters and market analyst employed in the Qualified Allocation Plan (QAP) process.

An overview of the Online Application process is illustrated in the following diagram:



At minimum, applicants are recommended to use the following web browsers to complete the Online Application:

Operating System Requirements by Web Browser	Windows Requirements	Mac Requirements	Linux Requirements
Internet Explorer 10	Windows 7 Windows Server 2008	Not supported	Not supported
Google Chrome	Windows 7 Windows 8 Windows XP Windows Vista	Mac OS X 10.6 or later	Ubuntu 12.04+ Debian 7+ OpenSuSE 12.2+ Fedora Linux 17

<sup>1</sup>“Open application” means any application that has been created and/or submitted, but has not reached a final disposition (Final Approval, Application Denied, Project Not Selected), or any application in the Challenge/Appeal stage. Multiple applications may be submitted for the same address as long as the funding source is not same.

# LHC Online Application User Guide

Operating System Requirements by Web Browser	Windows Requirements	Mac Requirements	Linux Requirements
Mozilla Firefox 34.0.5	Windows XP Windows Server 2003 Windows Vista Windows 7 Windows 8	Mac OS X 10.6 Mac OS X 10.7 Mac OS X 10.8 Mac OS X 10.9	GTK+2.18 or later GLib 2.22 or later Pango 1.14 or later X.Org 1.0 or later libstdc++4.3 or later
Safari 6.0	Not supported	Mac OS X 10.7.4 or later	Not supported
Opera 26	Windows XP or later	Mac OS X 10.7 or later	Ubuntu 14.04 or later

The Corporation recommends that applicants start early and save electronic application(s) intermittently to avoid the possibility of last minute network traffic failures and/or bottlenecks.

For technical questions regarding LHC's Online Application or for problems resetting your password, please contact LHC I/T at 225.763.8700 or [ljhtcwebinfo@lhc.la.gov](mailto:ljhtcwebinfo@lhc.la.gov). For questions regarding programmatic requirements, please contact the applicable program administrator as listed with LHC's website, [www.LHC.la.gov](http://www.LHC.la.gov).

## Section 2 Terminology

This section describes the System Concept and User Roles associated with the Online Application.

### 2.1 System Concept

The following are basic concepts and functions within the system:

1. **Application Input Stage** – The applicant must complete all required fields, provide required documentation, and submit the application before the application deadline.
  - a. **Application Not Submitted Stage** – The application deadline has passed and the application is not submitted; applies to competitive applications only.
  - b. **Application Submitted Stage** – Applications that have been submitted are assigned by LHC supervisors to the appropriate LHC staff. LHC supervisors also ensure that the Application Fee has been submitted.

### 2.2 User Role

System functionality is limited based on the role assigned to the user. The LHC Online Application supports the following user role:

1. **Taxpayer** – This role is assigned to the legal entity that will own and operate a project and that will be identified on Form 8609 as the taxpayer. This role is identified as an external user.

# LHC Online Application User Guide

## Taxpayer Responsibilities

- Register within the Online Application
- Complete data fields
- Attach support documentation
- Complete acknowledgements and certifications
- Submit Application
- If “Clarification Requested”, complete supplemental data entry and/or attach documentation

## Section 3 Register

Any entity wishing to request multi-family funds through the Corporation must register within the System prior to creating and submitting an application. **Only one user account per Taxpayer Name, Legal Structure, Type, and email shall be allowed.** If a consultant is developing applications for multiple entities, the consultant will need to create a separate, unique account for each entity.

### To register:

1. Browse to LHC Online Application <https://webapps18.lhc.la.gov>.
2. Click “Register”



## Welcome to the Louisiana Housing Corporation’s Online Application System!

This online application allows developers, municipalities, nonprofit groups and others who wish to help create single family and multi-family housing to apply for LHC programs. This online application is not for individuals applying for homeownership, rental or weatherization programs. Individuals who need assistance should call 225.763.8700. If you have questions about this application, please contact [lhct@lhc.la.gov](mailto:lhct@lhc.la.gov). For more information on the Corporation, visit its Website at [lhc.la.gov](http://lhc.la.gov)

### The Mission of the Louisiana Housing Corporation

The Mission of the Louisiana Housing Corporation is to ensure that every Louisiana resident is granted an opportunity to obtain safe, affordable, energy efficient housing. Each day this ongoing challenge is met by a dedicated staff of professionals who allocate federal and state funds to help low-to-moderate income citizens make their housing dreams a reality.



3. Enter Taxpayer Name
  - a. Listed as First Name/Last Name
  - b. **Entities/Organizations** are only required to complete the First Name field
4. Enter Taxpayer Address

# LHC Online Application User Guide

5. Enter Taxpayer City
6. Select Taxpayer State
7. Enter Taxpayer Zip Code
8. Select Legal Structure of Taxpayer
  - a. Corporation
  - b. General Partnership
  - c. Individual
  - d. Joint Venture
  - e. Limited Partnership
  - f. Local Government
  - g. Nonprofit Organization
  - h. \*Other
    - i. Other Description
9. Select the Taxpayer Type
  - a. Private For-Profit Organization
  - b. Not-for-Profit Organization
  - c. Not-for-Profit Organization/State-Certified CHDO
  - d. Public Housing Authority
  - e. Local Government
  - f. Native American Tribe
  - g. \*Other
    - i. Other Description

**\*Note:** If “Other” is selected, you must complete the “Other Description” field.

10. Enter Taxpayer Email Address

**Note:** All notifications will be sent to this email address. The same email address may not be used for more than one registration.

11. Click “Register”

The screenshot shows the 'Registration' page of the Louisiana Housing Corporation's online application system. At the top left is the LHC logo, and at the top right is a 'Login' link. The main heading is 'Registration' in green. Below it, a message reads: 'THANK YOU FOR YOUR INTEREST IN RECEIVING FUNDS THROUGH THE LHC. PLEASE REGISTER BELOW THAT YOU MAY COMPLETE AN APPLICATION.' The form contains several input fields: 'First Name \*', 'Last Name \*\*', 'Taxpayer Street Address', 'Taxpayer City', 'Taxpayer State' (a dropdown menu with a checkmark), 'Taxpayer Zip Code', 'Legal Structure of Taxpayer' (a dropdown menu with a checkmark), 'Type' (a dropdown menu with a checkmark), and 'E-Mail Address \*\*\*'. Below the form, there are three lines of small text: '\* ONLY ONE ACCOUNT MAY BE ESTABLISHED PER EACH TAXPAYER. FIELD MAY BE USED FOR INDIVIDUALS OR ENTITIES.', '\*\* FIELD IS NOT REQUIRED FOR ENTITIES', and '\*\*\* ALL NOTIFICATIONS WILL BE SENT TO THIS EMAIL ADDRESS.' A red rectangular box highlights the 'REGISTER' button. At the bottom of the form area, a note states: 'Upon clicking Register, you will receive an email with log-in information.'

Once registered, you will receive an email with a system-generated username and password. Upon initial login, you will be prompted to change your password.

## Section 4 System Navigation

The following sections provide set-by-step guidance for navigating through the Online Application after registering. Some functions may be performed throughout the Online Application.

### 4.1 Log In

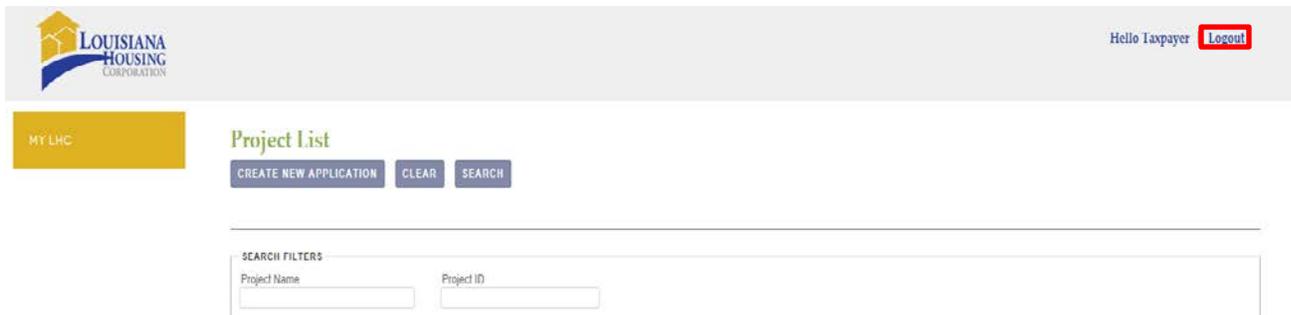
To access your account, browse to LHC Online Application <https://webapps18.lhc.la.gov>. Click “Sign In”, enter your username and password, and click “Log In”.



The system will prompt you to change your password the first time you log in.

### 4.2 Log Out

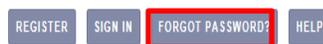
When you have finished working in the system, you should use the “Log Out” function located in top right corner of each screen to close out of the system. Using the “X” located in the top right corner of the browser window will close your browser window but will not log you out of the system. You should save any information entered prior to logging out.



### 4.3 Change Your Password

If you are logging in for the first time, you will be prompted to change your password. It is recommended that you immediately change your password to a private, personal password.

If you forget your password, browse to <https://webapps18.lhc.la.gov> and click “Forgot Password?”.



# LHC Online Application User Guide

Enter the email address associated with the account [the one used during registration] and click “Reset Password”. You will receive an email with a system-generated password.

## Password Reset Tool

ENTER THE EMAIL ADDRESS FOR YOUR ACCOUNT

RESET PASSWORD

## 4.4 Profile Information

Once you have signed into the application, your username will appear in the top right corner.

Hello Taxpayer | Logout

Upon clicking your username, you will be directed to the Profile Information screen. The Profile Information is auto-populated with the information entered during registration.

## My Account

SAVE

Before you continue, please ensure that all fields are complete and accurate. You may also use the Password fields to change your temporary password at this time.

Email Taxpayer@lhc.com	Taxpayer Street Address 100 Taxpayer Lane
First Name Taxpayer	Taxpayer City Baton Rouge
Last Name Taxpayer	Taxpayer State Louisiana
Password	Taxpayer Zip Code 70808
Confirm Password	Legal Structure of Taxpayer Corporation
	Type Other

The system will allow you to edit the profile information and change your password. Upon completing all changes select “Save” to store the new information. The system confirms the updates by providing a saved time.

MY LHC

My Account

SAVE

Record saved! (8:12 AM)

## 4.5 Dashboard

Every time that you log on following registration, you will be brought to your Dashboard. This Dashboard will show all applications created under the registered account along with other key information, such as the Project Name, Project ID, Funding Type, Stage, and the date the application was submitted.

Your Dashboard also contains a “Search Filters” section where you can search by Project Name and/or Project ID by entering the data in the appropriate field and clicking the “Search” button. To remove the data entered in the Project Name and/or Project ID field, click the “Clear” button.

Hello Taxpayer | Logout

### Project List

CREATE NEW APPLICATION

CLEAR

SEARCH

#### SEARCH FILTERS

Project Name

Project ID

Project Name	Project ID	Funding Type(s)	Stage	Submitted Date
<a href="#">Donaldsonville Village Apartments</a>	35	LIHTC - 4%	Application Input	
<a href="#">Pleasant Trinity Estates (CR)</a>	34	LIHTC - 4%	Preliminary Review	1/23/2015 11:56:18 AM
<a href="#">11/11 Test Application</a>	23	LIHTC - 4%	Preliminary Review	

The system will allow you to select and edit any applications within the “Application Input” or “Clarification Requested” stage from the display table. The system will also allow you to initiate re-processing by selecting any application in the “Re-processing” stage that has been approved for reprocessing by LHC.

You can return to your Dashboard at any time throughout the application process by clicking the “Louisiana Housing Corporation” icon or by clicking “My LHC” located in upper left of the your screen.



#### Property Information

PROPERTY NAME

PROPERTY STREET ADDRESS

## 4.6 How to Create a New Application

### Project List

**CREATE NEW APPLICATION**

CLEAR

SEARCH

#### SEARCH FILTERS

Project Name

Project ID

Project Name	Project ID	Funding Type(s)	Stage	Submitted Date
<a href="#">Donaldsonville Village Apartments</a>	35	LIHTC - 4%	Application Input	
<a href="#">Pleasant Trinity Estates (CR)</a>	34	LIHTC - 4%	Preliminary Review	1/23/2015 11:56:18 AM
<a href="#">11/11 Test Application</a>	23	LIHTC - 4%	Preliminary Review	

To start a new application, click “Create New Application” from your dashboard. You will be directed to a form to enter Property, Project, and Building Unit information.

### New Application

**BEGIN A NEW APPLICATION**

#### Property Information

Property Name

Property Street Address

Property City

Property State

Property Zip Code

Property Parish

#### Project Information

Type of Activity/Housing Type

- New Construction/ Multi Family  
  New Construction / Scattered Site  
  Rehabilitation/ Multi Family  
  Rehabilitation/ Scattered Site  
 Historic Rehabilitation/ Multi Family  
  Historic Rehabilitation/ Scattered Site  
  Rehabilitation & Acquisition/ Multi Family  
  Rehabilitation & Acquisition/ Scattered Site

Funding Type Requested

- LIHTC - 4%  
  LIHTC - 9%  
  TCAP

Application Prepared By (Name)

Application Prepared By (Phone Number)

#### Building Unit Information

Note: Unit Targeting will be completed within the Building-Unit Mix Section of the application.

Number of Residential Buildings

Number of Non-Residential Buildings (Commercial, Community Facility or Community Services Facility, or Other Accessory Buildings)

Upon completing the required fields and uploading any required attachments, click “Begin a New Application” to create the application. The system will alert the user if any information or required uploads are missing if the acknowledgement box is checked. The system will also provide an alert if an active application already exists for the property address and funding type. If an active application exists, you will need to access that application from your dashboard.

# LHC Online Application User Guide

Upon successfully beginning a new application, the system will generate a unique project ID and direct you to the Primary Input section. Additional sections and subsections will be available for completion. Any fields not associated with the Funding Type selected will be shaded in gray and non-editable.

## 4.7 How to Proceed Forward and Backwards in the Application

The first screen viewable by you upon selecting an application from your Dashboard or upon clicking “Create New Application” from the Dashboard is the initial application entry screen. Clicking “Continue” [or “Begin Application” upon initial application creation] from this screen takes you to the Primary Input section. Each section thereafter displays “Forward” and “Backwards” buttons. To navigate forward to the next section/subsection, click “Forward”; to navigate to the previous section/subsection, click “Backwards”. These options also appear at the top and bottom of each section/subsection.

Taxpayer Information / Ownership Information

Record saved! (1:04 PM)

SAVE AND CLOSE

SAVE

BACKWARDS

FORWARD

**Note:** It’s not possible to navigate back to the initial application entry screen. You must first return to the dashboard and then reselect the application.

## 4.8 How to Save the Application

Application data are saved whenever a user moves forward or backwards through the application. Each screen within the application also includes “Save” and “Save and Close” buttons. By clicking the “Save” button during data entry, all data and attachments will be saved and the user will remain in the current section. Clicking “Save and Close” will save all data and attachments and return you to your Dashboard. The system also performs periodic auto-saves. The system records each time the application is saved.

**Note:** Some fields contain a “Calculate” button. Select this button to recalculate fields each time that new data is entered. The fields are also recalculated when the application is saved or you move forward or backwards in the application. If the acknowledgement box is already checked, it may be necessary to uncheck the box, recalculate or save to see the changes.

The screenshot displays the Louisiana Housing Corporation application interface. On the left is a vertical navigation menu with sections: PRIMARY INPUT, FUNDING REQUEST, TAXPAYER INFORMATION / OWNERSHIP INFORMATION, PROJECT INFORMATION, PROJECT BREAKDOWN, RESIDENTIAL UNIT MIX, BUILDING UNIT MIX, TARGET POPULATION, PROPERTY APPRAISAL, OTHER INFORMATION, CONTACT INFORMATION, PROPERTY INFORMATION, FEATURES & AMENITIES, RENTAL INCOME, SYNDICATOR INFORMATION, SOURCES & USES, LOAN INFORMATION, and BASIS CALCULATION. The 'TAXPAYER INFORMATION / OWNERSHIP INFORMATION' section is currently active. The main content area shows the 'Project Information' section with a 'Record saved! (9:30 AM)' notification. Below the notification are four buttons: 'SAVE AND CLOSE', 'SAVE', 'BACKWARDS', and 'FORWARD', with the 'BACKWARDS' and 'FORWARD' buttons highlighted in red. The form fields include: Taxpayer Name (Taxpayer, Taxpayer), Project Stage (Application Input), Project Name (Donaldsonville Village Apartments), Countdown To Deadline (25 Days 14 Hours 29 Minutes 17 Seconds), Funding Request Type (LHFC - 4%), Property Name (Donaldsonville Village Apartments), Property Street Address (1000 Callina Street), Property City (Deville), Property State (LA), Property Zip Code (70345), Property Parish (Ascension), Census Tract 1 (22-005-030101), Project Congressional District 1 (6), and Census Tract 2 (22-005-030102).

## 4.9 How to Add or Delete Documents in the Application

Supporting documents are required to be uploaded to the system and attached to specific screens throughout the application. The maximum file size per attachment cannot exceed 10 megabytes. The system will identify required attachments based on field entry. The system will allow attachments to be added or deleted at any time during the “Application Input”, “Clarification Requested”, or “Re-Processing” stages. Attachments can also be added or deleted from the Attachments section, which lists all required and uploaded attachments.

### To Add an Attachment:

1. Click “+” upload a new document.

#### Attachments

Capital Needs Assessment



Preliminary Construction Drawings



2. The “Upload a new file” dialog box will open.



3. Click the “Browse” button to browse and select the document you wish to attach.
4. Once you have selected the document you wish to attach, click “Upload”.
5. The system uploads and names the document.

#### Attachments

IRS 501 (c)(3) or 501(c)(4)  
Determination Letter



DELETE

[022715Prop\\_IRS501c3or501c4DeterminationLetter](#)

Articles and Bylaws of non-profit



DELETE

[022715Prop\\_ArticlesandBylawsofnonprofit](#)

CHDO Approval Letter from  
participating jurisdiction



DELETE

[022715Prop\\_CHDOApprovalLetterfromparticipatingjurisdiction](#)

Development Services Agreement



DELETE

[022715Prop\\_DevelopmentServicesAgreement](#)

### To Delete an Attachment:

1. Click “DELETE” next to the attachment name.

**Note:** The system also provides options for uploading additional/miscellaneous supporting documents in the Attachments section. Multiple attachments can be combined to create one document as long as the size does not exceed 10MB. The document should be named to identify the content.

# LHC Online Application User Guide

## 4.10 How to Print the Application

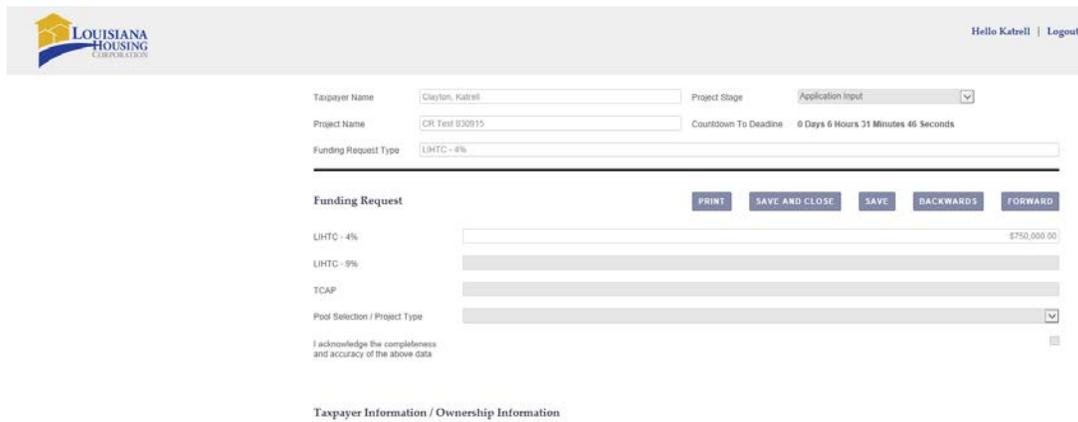
A “Print” button is displayed at the top of each screen in the application. You can select the “Print” button on any screen and the application will prepare to print.

**Note:** The entire application will print, regardless of the section you are in when you select “Print”.

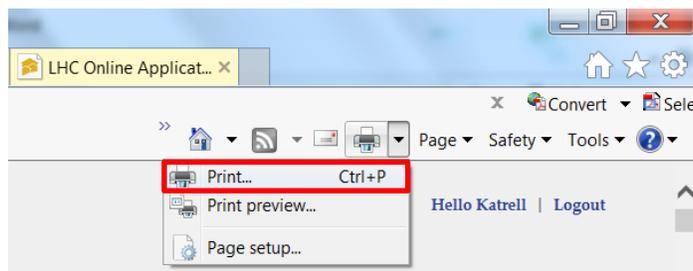
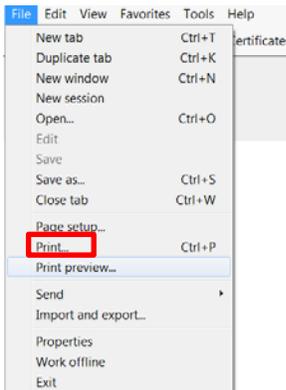


Once you have selected the “Print” button the application will prepare to print the application in its entirety.

**Note:** that the section headers do not appear on the left side of the screen.



To print the application select “Print” from your Web Browser Menu bar or the Command bar.



Once the application has printed select the “Louisiana Housing Corporation” icon or the “Save and Close” button to return to your Dashboard. Note that if you select the “Forward” or “Backwards” an error message will appear.

**Note:** Any modifications made to the application in the print screen view will not be saved, you must return to the Dashboard and select the application from your Dashboard to edit the application.

LOUISIANA HOUSING CORPORATION

Hello Katrell | Logout

Taxpayer Name: Clayton, Katrell Project Stage: Application Input

Project Name: CR Test 031115 Countdown To Deadline: 0 Days 5 Hours 58 Minutes 52 Seconds

Funding Request Type: LIHTC - 4%

Funding Request: LIHTC - 4% \$150,000.00

PRINT SAVE AND CLOSE SAVE BACKWARDS FORWARD

## 4.11 Clock Timer

A clock timer is displayed at the top of each screen in the application, counting down to the application deadline. Applications not submitted by the end of the deadline date will move to the “Application Not Submitted” stage and become inaccessible. The Taxpayer will be notified that the application was not submitted prior to the deadline.

Taxpayer Name: Doe, John Project Stage: Application Input UPDATE STAGE

Project Name: New Property 2 Countdown To Deadline: 47 Days 11 Hours 38 Minutes 43 Seconds

Funding Request Type: LIHTC - 4%

## Section 5 Completing an Application

The application consists of multiple sections and subsections. Each section and subsection is located in the left sidebar of the application. To select a subsection, select the section and then click on the specific subsection in the dropdown list.

### Sections/Subsections:

1. Primary Input
  - a. Funding Request
  - b. Taxpayer / Information Ownership Information
  - c. Project Information
  - d. Project Breakdown
  - e. Residential Unit Mix
  - f. Building Unit Mix
  - g. Target Population
  - h. Property Appraisal
  - i. Other Information
2. Contact Information
  - a. Development Team
  - b. Jurisdiction Chief Executive Office Contact
3. Property Information
  - a. Property Demographics
  - b. Site Control Worksheet
  - c. Ownership History of Existing Buildings
4. Features & Amenities

- a. Unit Amenities
  - b. Property Amenities
  - c. Property Features
5. Rental Income
  - a. Rental Income
6. Syndicator Information
  - a. Syndicator Information
7. Sources & Uses
  - a. Sources of Funding
  - b. Funds Uses
8. Loan Information
  - a. First Mortgage
  - b. Second Mortgage
  - c. Other Funding Questions
  - d. Reserve 20 Year Schedules
9. Basis Calculation
  - a. Basis Calculation
  - b. Building Information
  - c. Calculation of Intermediary Cost
10. Project Schedule
  - a. Project Schedule
11. Proforma
  - a. Proforma Calculation
  - b. Proforma
12. Experience/Past Performance
  - a. Development Team Experience
  - b. Project Team Disqualification
  - c. Property Management Experience
  - d. Nonprofit Information<sup>1</sup>
  - e. CHDO Capacity and Experience
13. Feasibility/Viability
  - a. Underwriting
14. Selection Criteria
  - a. Selection Criteria
15. Attachments
  - a. Attachments
16. Identities of Interest/Certifications/Fees
  - a. Identities of Interest/Certifications/Fees
17. Submission
  - a. Submission

# LHC Online Application User Guide

A user may navigate and complete any of the application sections at any point. The system performs calculations, auto-populates certain fields, limits data input based on specific constraints and limitations, provides alerts if data entry does not meet eligibility thresholds, and requires waivers and/or specific attachments based on field entry or other system actions.

The system includes a checkbox within certain sections of the application for the Taxpayer to acknowledge the completeness and accuracy of data entry. This check box appears at the bottom of the section/subsection above any required attachments. All attachments must be uploaded and all acknowledgments must be checked before application submission.

**Note:** The system does not check for incomplete fields or missing attachments within each section unless the acknowledgement box is checked or the Submit Application button is selected. This allows users to freely navigate throughout the application without requiring them to fully complete one section before proceeding to the next.

<sup>1</sup>“Nonprofit Information” subsection is only applicable if the type of organization registered is a “Not-for-Profit Organization” and “Not-for-Profit/State-Certified CHDO”.

The screenshot displays a web application interface for submission. On the left, a vertical navigation bar has 'SUBMISSION' highlighted. The main content area shows a progress indicator with four steps, the second of which is active. Below this, there are two columns of options: 'Building Style' (with radio buttons) and 'Elevator' (with radio buttons). A red rectangular box highlights a checkbox with the text 'I acknowledge the completeness and accuracy of the above data'. Below this is an 'Attachments' section with two items: 'Local Jurisdiction Vacancy Letter' and 'Operating and Maintenance Plan Preliminary Construction Drawings', each with a plus icon. At the bottom right, there are four buttons: 'SAVE AND CLOSE', 'SAVE', 'BACKWARDS', and 'FORWARD'.

## Section 6 Certify and Submit Application

Upon completing the primary application areas, the Taxpayer should review and complete the following sections:

1. Attachments
2. Certifications/Identities of Interest
3. Submission

All users will be required to execute and upload a certification statement prior to submission.

The Attachment tab shows any attachments uploaded and any outstanding attachments. All required attachments must be uploaded prior to submission.

## LHC Online Application User Guide

To submit the application, select the Submission tab and click the “Submit Application” button. The system will provide an alert if any required fields, attachments, or acknowledgments are incomplete and will not allow submission until all required actions are taken. Once the application has been submitted, the stage will be updated to reflect the “Application Submitted” stage.

Project Name	Project ID	Funding Type(s)	Stage	Submitted Date
<a href="#">Property 0213</a>	65	LIHTC - 4% , LIHTC - 9% , TCAP	Application Input	
<a href="#">NEW PROPERTY 4A</a>	63	LIHTC - 4% , LIHTC - 9% , TCAP	Preliminary Review	2/11/2015 11:50:01 AM
<a href="#">NEW APPLICATION 4</a>	62	LIHTC - 4% , LIHTC - 9% , TCAP	Application Input	

### Section 7 Notifications

At various stages throughout the workflow process, users may receive automated notification via email regarding the status of any application created by them or assigned to them. All emails will be directed to the inbox of the email address provided at registration.

Ref	Message	Stage	Recipient
1	<p>You have successfully registered within LHC’s Online Application System. Your temporary password is _____. Please log in within __ days to activate your account and begin an application. We look forward to working alongside you to develop safe, affordable, energy efficient housing for Louisiana residents.</p> <p>If you have any questions, feel free to contact LHC at 225.763.8700 or <a href="mailto:lihtcwebinfo@lhc.la.gov">lihtcwebinfo@lhc.la.gov</a></p> <p>Please visit <a href="http://www.lhc.la.gov">www.lhc.la.gov</a> for up to date information regarding future funding opportunities.</p>	Registration	Taxpayer
2	<p>Dear [Taxpayer Name],</p> <p>This is to notify you that the application deadline for the [funding selection] has ended. Your application for [Project Name] was not submitted prior to the application deadline and will not be considered for funding at this time.</p> <p>If you have any questions, feel free to contact LHC at 225.763.8700 or <a href="mailto:lihtcwebinfo@lhc.la.gov">lihtcwebinfo@lhc.la.gov</a></p> <p>Please visit <a href="http://www.lhc.la.gov">www.lhc.la.gov</a> for up to date information regarding future funding opportunities. We look forward to working alongside you to develop safe, affordable, energy efficient housing for Louisiana residents.</p>	Application Not Submitted	Taxpayer
3	Dear [Taxpayer Name],	Application Submitted	Taxpayer

## LHC Online Application User Guide

Ref	Message	Stage	Recipient
	<p>This is to notify you that your [Funding Type Request] application for [Project Name] has been successfully submitted to LHC.</p> <p>You can log onto your account at <a href="https://webapps18.lhc.la.gov">https://webapps18.lhc.la.gov</a> to view the status of your application.</p> <p>Please visit <a href="http://www.lhc.la.gov">www.lhc.la.gov</a> for up to date information regarding future funding opportunities. We look forward to working alongside you to develop safe, affordable, energy efficient housing for Louisiana residents.</p>	<p>Clarification</p> <p>Received</p>	Taxpayer
4	<p>Dear [Taxpayer Name]</p> <p>Thank you for your interest in assisting LHC further its mission of providing safe, affordable, energy efficient housing for Louisiana residents. After a review of your application, it was determined that your project, [Project Name], did not meet the minimum requirements as listed below and was not selected for funding at this time.</p> <p>Appeals/ Challenge language.</p> <p>[Failed Item]</p> <p>[Failed Item]</p> <p>If you have any questions, feel free to contact LHC at 225.763.8700 or <a href="mailto:lihtcwebinfo@lhc.la.gov">lihtcwebinfo@lhc.la.gov</a></p> <p>Please visit <a href="http://www.lhc.la.gov">www.lhc.la.gov</a> for up to date information regarding future funding opportunities. We look forward to working alongside you to develop safe, affordable, energy efficient housing for Louisiana residents.</p>	Application Denied	Taxpayer
5	<p>Dear [Taxpayer Name],</p> <p>During the review of your [Funding Type Request] application for [Project Name], LHC requires clarification on the following sections:</p> <p>[Section Name]</p> <p>[Section Name]</p> <p>Please log onto your application at <a href="https://webapps18.lhc.la.gov">https://webapps18.lhc.la.gov</a> to access your application and provide these clarifications. In order to be considered for award, you must re-submit your application through the website by [date+ three days].</p> <p>If you have any questions, feel free to contact LHC at 225.763.8700 or <a href="mailto:lihtcwebinfo@lhc.la.gov">lihtcwebinfo@lhc.la.gov</a></p>	<p>Clarification</p> <p>Requested</p>	Taxpayer

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Ref	Message	Stage	Recipient
6	<p>Dear [Taxpayer Name]</p> <p>Thank you for your interest in assisting LHC further its mission of providing safe, affordable, energy efficient housing for Louisiana residents. Your project, [Project Name], was not selected at this time.</p> <p>Appeals/ Challenge language.</p> <p>If you have any questions, feel free to contact LHC at 225.763.8700 or <a href="mailto:lihtcwebinfo@lhc.la.gov">lihtcwebinfo@lhc.la.gov</a></p> <p>Please visit <a href="http://www.lhc.la.gov">www.lhc.la.gov</a> for up to date information regarding future funding opportunities. We look forward to working alongside you to develop safe, affordable, energy efficient housing for Louisiana residents.</p>	Project Not Selected	Taxpayer
7	<p>Dear [Taxpayer Name],</p> <p>This is to notify you that your [Funding Type Request] application for [Project Name] has been preliminarily approved and will be presented to the Board of Directors for approval during the next Board of Directors meeting.</p> <p>The preliminary award(s) are as follows:</p> <p>[Funding Type] [Funding Amount]</p> <p>[Funding Type] [Funding Amount]</p> <p>Appeals/ Challenge language.</p> <p>An LHC staff member will be contacting you within three business days to finalize your award.</p> <p>If you have any questions, feel free to contact LHC at 225.763.8700 or <a href="mailto:lihtcwebinfo@lhc.la.gov">lihtcwebinfo@lhc.la.gov</a></p>	Preliminary Approval	Taxpayer
8	<p>Dear [Taxpayer Name],</p> <p>This is to notify you that your [Funding Type Request] application for [Project Name] has been approved by the Board of Directors and conditionally awarded the following:</p> <p>[Funding Type] [Funding Amount]</p> <p>[Funding Type] [Funding Amount]</p> <p>Appeals/ Challenge language.</p> <p>An LHC staff member will be contacting you within three business days to finalize your award.</p> <p>If you have any questions, feel free to contact LHC at 225.763.8700 or <a href="mailto:lihtcwebinfo@lhc.la.gov">lihtcwebinfo@lhc.la.gov</a></p>	Conditional Approval	Taxpayer

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Ref	Message	Stage	Recipient
9	<p>Dear [Taxpayer Name],</p> <p>This is to notify you that your [Funding Type Request] application for [Project Name] has been approved by the Board of Directors and awarded the following:</p> <p>[Funding Type] [Funding Amount]</p> <p>[Funding Type] [Funding Amount]</p> <p>Appeals/ Challenge language.</p> <p>An LHC staff member will be contacting you within three business days to initiate the award process.</p> <p>If you have any questions, feel free to contact LHC at 225.763.8700 or <a href="mailto:lihtcwebinfo@lhc.la.gov">lihtcwebinfo@lhc.la.gov</a></p>	Final Approval	Taxpayer
10	<p>Dear [Taxpayer Name]</p> <p>This is to notify you that your challenge/ appeal for your [Funding Type Request] application for [Project Name] has been received and is being processed by LHC.</p> <p>An LHC staff member will be contacting you if additional information is required to process your challenge/appeal.</p> <p>If you have any questions, feel free to contact LHC at 225.763.8700 or <a href="mailto:lihtcwebinfo@lhc.la.gov">lihtcwebinfo@lhc.la.gov</a></p>	Appeals	Taxpayer

## Section 8 Frequently Asked Questions (FAQs)

1. **Question:** It is possible to change the Taxpayer/Ownership information?
  - a. **Response:** Yes, the User Profile page allows users to change Taxpayer information. See *Section 4.4*.
2. **Question:** Does the application accept non-Louisiana cities?
  - a. **Response:** No, the dropdown selection within the application is limited to Louisiana cities. Only the Registration screen allows entry of cities outside of Louisiana.
3. **Question:** Is it possible to progress through the application without completing each page?
  - a. **Response:** Yes, it's possible to navigate through all application screens without completing each page as long as the Acknowledgement Statement box is not checked. See *Section 5*.
4. **Question:** Will the online application include Underwriting and Selection Criteria sections?
  - a. **Response:** Please see *Section 5* of the user guide for a complete list of sections and subsections included in the online application.

5. **Question:** Since the Registration screen asks for First Name and Last Name, how should a corporation name be entered?
  - a. **Response:** Registrants should enter the name of a corporation/entity in the First Name field and leave the Last Name field blank. *See Section 3.*
6. **Question:** Will the system provide a checklist for verifying attachments?
  - a. **Response:** An Attachments page is available that lists all required and uploaded attachments for each section of the application. Required attachments are also listed at the bottom of each application section/subsection. *See Section 4.9.*
7. **Question:** Is it possible to complete more than one registration using the same email address?
  - a. **Response:** No, the same email address may not be used for more than one registration. If a consultant is assisting more than one client, a separate email address is required for each client. It is possible, however, to create more than one application for each client. *See Section 3.*
8. **Question:** Is there a limit for entering longitude and latitude coordinates?
  - a. **Response:** Yes, the fields are limited to nine (9) digits, including special characters (ex. 30.458283).
9. **Question:** Where do we upload the attachments that are required for each section of the application?
  - a. **Response:** A list of required attachments is included within each section/subsection of the application. Some attachments are triggered based on completion of certain fields and other system actions. The system also includes options for uploading additional supplemental documentation on the Attachments page. *See Section 4.9.*
10. **Question:** How do you enter the scoring information?
  - a. **Response:** Scoring is determined based on application responses. Preliminary scoring is included in the Section Criteria section of the application. This section also includes a column for applicants to manually enter scores.