



Arizona
Department
of Housing

AZ MHBD

Admin (Invite Only) – Portal User Guide



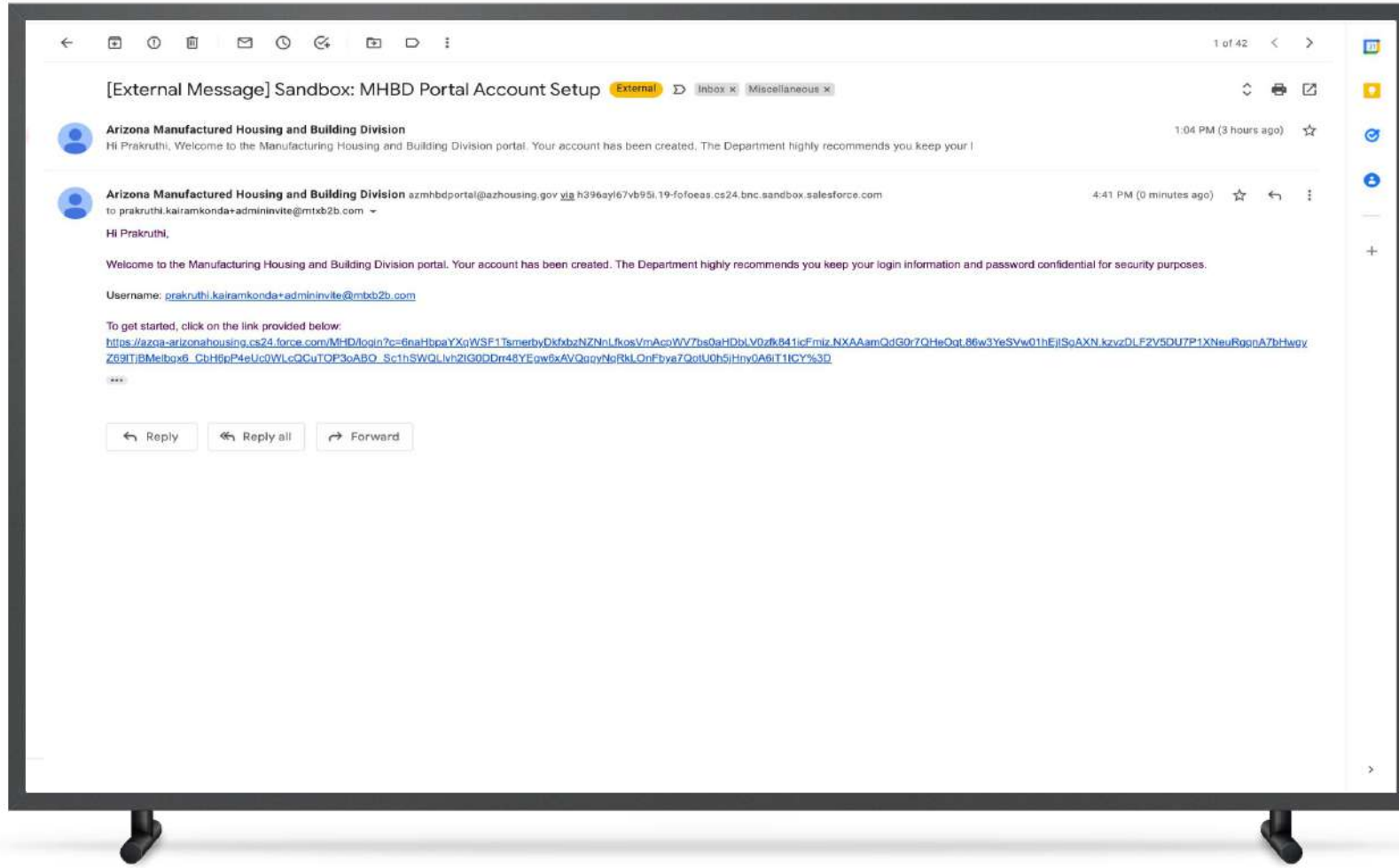
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- Submit Certificate Reports
- Certificate Lost or Damage
- **Complaints and Appeals**



Login

Invitation Link



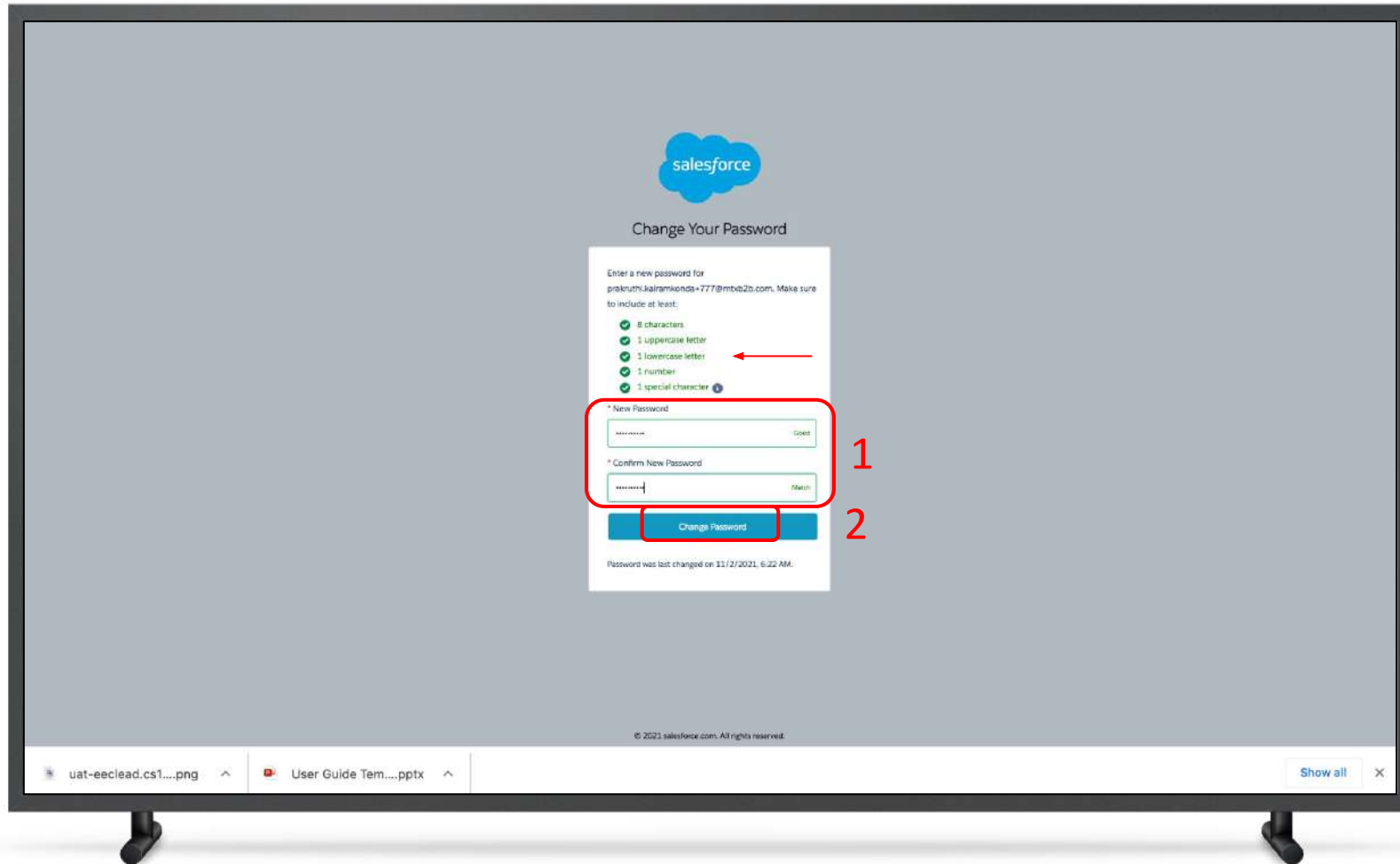
Instructions

When a MHBD Licensee sends an invite, you will receive an account set up email to your registered email address. Click on the link; you will be navigated to the Change Your Password page.

Key Points

Admins can't Register their account in the Portal.
Any MHBD Licensee can create an account for the Admin and invite them to the portal.

Password Reset



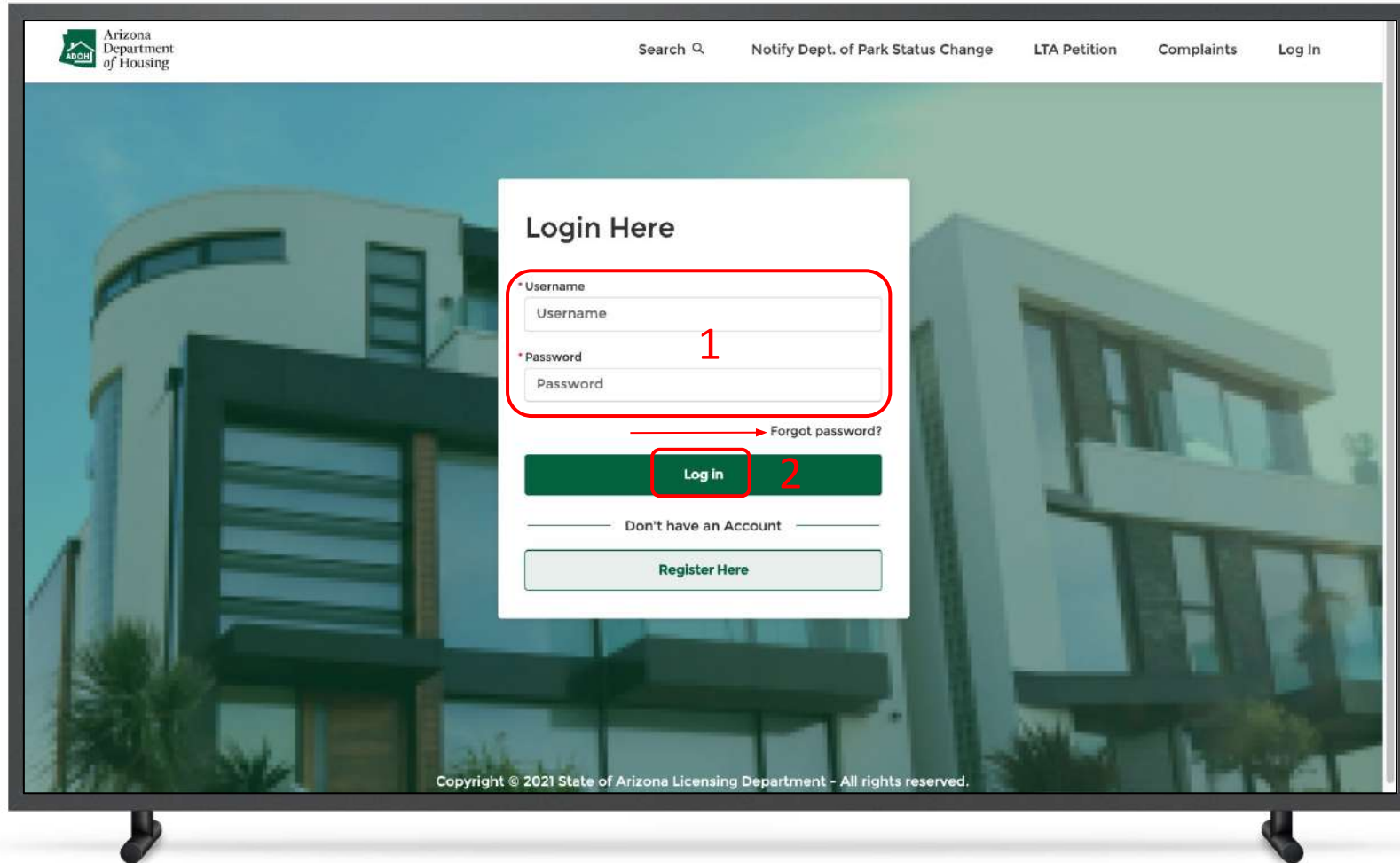
Instructions

1. Enter New Password and confirm
2. Click 'Change Password' button

Key Points

Make sure that the password meets the given criteria.

Login



Instructions

1. Return to the login page and enter Username and Password
2. Click 'Log in' button



Key Points

If you can't remember your password, click 'Forget password?'



Permit Application

Permits

Arizona Department of Housing

Search My Profile Logout

Dashboard

Permits

Inspections

Plan Review

Certificates and Labels

Complaints and Appeals

Purchase History

Acknowledgement

Toggle

Manage Permit Applications

1 Use the Quick links below to Apply for New Permits or Manage Existing Permits.

New Permit Application
Click on New Permit Application below to Apply. Complete the Application to the best of your ability for Approval.

New Permit Application 2

Withdraw Permit Application
Request to withdraw a submitted application that has not been approved.

Withdraw Permit Application

Request Administrative Changes
Request Admin Changes.

Request Admin Changes

All Permit(s)
View All Permit(s).

View All Permit(s)

All Permit Application(s)
View All Permit Application(s).

View All Permit Application(s)

Instructions

1. Click the **Permits tab** from the toggle menu bar
2. Click **New Permit Application**

Key Points

You can also perform the following actions from this page:

- Withdraw Permit Application
- Request Admin Changes
- All Permits
- All Permit Applications

Permit Application

Arizona Department of Housing

Search My Profile Logout

New Permit Application

Permit Type

Select Permit Type

- Manufactured Home Installation Permit
- Factory Built Building Installation Permit
- Special Use Installation Permit
- Rehabilitation Permit

Instructions

Select the **Permit Type** from the drop-down list .

Key Points

If you select **Manufactured Home Installation Permit** or **Factory Built Building Installation Permit** types, you need to provide Installation City/Town.

Permit Application

Arizona Department of Housing

Search My Profile Logout

New Permit Application

Permit Type
Manufactured Home Installation Permit

1 Installation City/Town
Agulla

Installation County
Maricopa County

2 Back Next

Instructions

1. Select the **Installation City/Town**
2. Click **Next**

Key Points

- The installation county will pre-populate based on the installation city or town selected
- If the installation county has an active Inspection Service Agreement with MHBD, you need to contact your local department for acquiring permits

Permit Application - Owner Information

The screenshot shows the 'Manufactured Home Installation Permit Application' page. On the left is a vertical navigation menu with seven steps: 1. Owner Information, 2. Installation Address, 3. Unit Information, 4. Scope of Work & Required Licenses, 5. Required Information, 6. Document Upload, and 7. Pay and Submit. The main content area is titled 'Owner Information' and includes a red asterisk indicating required fields. A dropdown menu for '*Type' is highlighted with a red box, showing two options: 'Individual' and 'Company'. The top right of the page has links for 'Search', 'My Profile', and 'Logout', and a 'Delete' button.

Instructions

Select the **Owner Type** from the drop-down list.

Key Points

The steps in the application differs based upon the **Permit Type** selected.

Permit Application - Owner Information

The screenshot shows the 'Manufactured Home Installation Permit Application' form on the ADOH website. The form is titled 'Owner Information' and includes a sidebar with a progress indicator showing seven steps: 1. Owner Information (current), 2. Installation Address, 3. Unit Information, 4. Scope of Work & Required Licenses, 5. Required Information, 6. Document Upload, and 7. Pay and Submit. The form fields are as follows:

- * Type**: A dropdown menu with 'Individual' selected.
- * First Name**: A text input field containing 'John'.
- Middle Name**: An empty text input field.
- * Last Name**: A text input field containing 'Test 1'.
- * Area Code/Phone Number**: An empty text input field.
- * Email Address**: An empty text input field.
- Mailing Address**: A section containing:
 - Search Address**: A text input field with a search icon.
 - * Street Address**: An empty text input field.
 - Suite/Apt Number**: An empty text input field.

Instructions

Populate all the required fields.

Key Points

- You can Save and Exit the application and restart the application later if needed
- All the fields with * are mandatory

Permit Application - Owner Information

Arizona Department of Housing

Search My Profile Logout

6 Document Upload

7 Pay and Submit

* Last Name

* Area Code/Phone Number

* Email Address

Mailing Address

Search Address

* Street Address

Suite/Apt Number

* City

* State/Province

* Zip/Postal Code

Back Next Save and Exit

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Instructions

After populating required fields, click **Next**.

Key Points

No key points.

Permit Application - Installation Address

The screenshot shows the 'Installation Address' step of a permit application. A sidebar on the left lists steps 1 through 7, with 'Installation Address' (step 2) highlighted. The main form area contains several input fields: 'Street Address' (with a red '1' next to it), 'State/Province' (set to 'Arizona'), 'City/Town' (set to 'Aguila'), 'Zip/Postal Code', 'County/Borough/Parish' (set to 'Maricopa County'), 'Space Number', and 'Is the property in a flood plain area?' (with a red '2' next to it). At the bottom right, there are three buttons: 'Back', 'Next' (circled in red), and 'Save and Exit'. A red box highlights the 'Street Address' and 'State/Province' fields.

Instructions

1. Populate the required information
2. Click **Next**

Key Points

No key points.

Permit Application - Unit Information

The screenshot shows the 'Unit Information' section of a permit application. On the left is a vertical navigation menu with steps 1 through 7. Step 3, 'Unit Information', is highlighted. The main content area is titled 'Unit Information' and includes a red asterisk indicating required fields. The first question is 'Mobile Home or Manufactured Home?' with a dropdown menu. The dropdown is open, showing 'Mobile Home' and 'Manufactured Home' as options. Below this are fields for 'Serial Number', 'Year of Manufacture', and 'Unit Size' (Width and Length in Feet). At the bottom are 'Back', 'Next', and 'Save and Exit' buttons.

Instructions

Select the **Type of Home** from the drop-down list.

Key Points

No key points.

Permit Application - Unit Information

The screenshot shows the 'Unit Information' section of a permit application. On the left, a navigation menu lists steps: 1. Owner Information, 2. Installation Address, 3. Unit Information (highlighted), 4. Scope of Work & Required Licenses, 5. Required Information, 6. Document Upload, and 7. Pay and Submit. The main form area is titled 'Unit Information' and includes a red asterisk note: '* means required fields'. The first question is 'Mobile Home or Manufactured Home?' with a dropdown menu set to 'Mobile Home', highlighted by a red box and the number '1'. Below it is a dropdown for '*Where is the home coming from?'. The second question is 'Address mobile home came from', highlighted by a red box and the number '2'. This section contains several input fields: 'Search Address' with a search icon, '* Street Address', 'Suite/Apt Number', '* City', '* State' (a dropdown menu), and '* Zip/Postal Code'.

Instructions

1. Enter where the home is coming from, if you have selected Mobile Home
2. Enter the **Address details**

Key Points

No key points.

Permit Application - Unit Information

Arizona Department of Housing

Search My Profile Logout

Suite/Apt Number

* City

* State

* Zip/Postal Code

* Is a Rehabilitation Permit required by your local jurisdiction above and beyond the requirements set forth by AZ DOH?

* Was this mobile home manufactured before June 15, 1976?

* Unit Manufacturer

* Serial Number ⓘ

* Year of Manufacture

Unit Size

* Unit Size (Width in Feet) X * Unit Size (Length in Feet)

Back Next Save and Exit

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Instructions

Click the **Next** button.

Key Points

No key points.

Permit Application - Scope of Work

Arizona Department of Housing

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Manufactured Home Installation Permit Application

Owner Information
Installation Address
Unit Information
4 Scope of Work & Required Licenses
5 Required Information
6 Document Upload
7 Pay and Submit

Scope of Work & Required Licenses

* means required fields

ADOH licensed Installer, Dealer:
ADOH licensed Installer/Dealer is required for each Installation Permit.
Search License by Number

1 Search License by Number

* License Company Name * License Classification
* License Number * Licensee Email Address

Check appropriate boxes below for work scopes to be completed by licensee/contractor. Provide company name, license number and classification of each entity performing work.

2

Site Prep / Excavation
 Pad construction and compaction
 Grading and drainage

Foundation System
 Footings
 Stem Wall
 Retaining wall
 Skirting (Part of Foundation)
 Piers and column supports

Instructions

1. Search for the license by the number and selecting the License Number, related details will auto-populate
2. Select the **Scope of work** from the list

Key Points

No key points.

Permit Application - Scope of Work

Arizona Department of Housing

Search My Profile Logout

Water supply connection and completion

Drain, Waste, Vent connection and completion

Sewer connection and completion

Gas

Section to section completion

Supply connection and completion

Electric

Section to section connections

Supply connection and completion

HVAC (Mechanical)

Section to section connections

Connection and completion of external components

Evaporative Cooler

Connection and completion of external components

Accessories

Skirting (Not part of Foundation)

Awning/Carport

Garage

Porch/deck

2

Add Licensee/Contractor

License Number	License Classification	Company Name	Action
No Licensee(s)/Contractor(s)			

Back Next Save and Exit

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Instructions

1. Connect the license or contractor to the selected Scope of Work
2. Click **Add Licensee/Contractor**, if they are not associated already

Key Points

No key points.

Permit Application - Scope of Work

Arizona Department of Housing

Search My Profile Logout

Drain, Waste, Vent connection and completion
Sewer connection and completion

Gas
Section to section completion
Supply connection and completion

Electric

Add Licensee/Contractor for Garage

ROC Search

Search License by Number

LA-43717

* License Number	* License Classification
LA-43717	Installer
* Company Name	* Email Address
Savvy Limited	saumya.singh+emiley@mtxb2b.com

Cancel **Add**

No Licensee(s)/Contractor(s)

Back Next Save and Exit

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Instructions

1. Search for the license by the number and select the License Number, other details will auto-populate
2. Click **Add**

Key Points

No key points.

Permit Application - Required Information

Arizona Department of Housing

Search My Profile Logout

Owner Information
Installation Address
Unit Information
Scope of Work & Required Licenses
5 Required Information
6 Document Upload
7 Pay and Submit

Required Information

* means required fields

1 Dealer Information
 No Dealer

2 * Is the property in a flood plain area?
No

3 Responsible Party Information

License Number
License Number License Classification
Email Address Name

Permit Purchaser's Information

* First Name: Veronica
* Last Name: Guerra - Homeowner
* Email Address: gmhs7@hotmail.com
* Phone Number

4
Back Next Save and Exit

Instructions

1. Check **No Dealer** if a dealer is not required, If required, fill in the Dealer Information field
2. Answer **Yes or No** to "Is the property in a flood plain area" question
3. Populate the **Responsible Party Information**
4. Click **Next**

Key Points

No key points.

Permit Application - Documents Upload

The screenshot displays the 'Document Upload' section of a permit application. On the left, a sidebar lists seven steps: Owner Information, Installation Address, Unit Information, Scope of Work & Required Licenses, Required Information, Document Upload (highlighted with a '6'), and Pay and Submit. The main content area is titled 'Document Upload' and includes a red asterisk note: '* means required fields'. Below this is a table with three columns: Document Name, Upload Action, and Uploaded Documents. The table lists three permit types: 'Planning and Zoning Permit', 'Flood Plain Permit (if applicable)', and 'Tax Clearance Permit (504 County Assessor's Permit) *'. Each permit type has an 'Upload Files' button. The 'Tax Clearance Permit' button is circled in red with a red '1' next to it. At the bottom of the table, there is a 'View Files' button for the 'Tax Clearance Permit' row, circled in red with a red '2' next to it. Below the table are three buttons: 'Back', 'Next' (circled in red), and 'Save and Exit'. The top right of the interface shows 'Search', 'My Profile', and 'Logout' links, and a 'Delete' button.

Document Name	Upload Action	Uploaded Documents
Planning and Zoning Permit	<input type="button" value="Upload Files"/>	
Flood Plain Permit (if applicable)	<input type="button" value="Upload Files"/>	
Tax Clearance Permit (504 County Assessor's Permit) *	<input type="button" value="Upload Files"/>	<input type="button" value="View Files"/>

Instructions

1. Click the **Upload Files button** and upload all the required information
2. Click **Next**

Key Points

Documents with * are mandatory.

Permit Application - Documents Upload

Arizona Department of Housing

Search My Profile Logout

Manufactured Home Installation Permit Application

Document Upload

* means required fields

Document Name	Upload Action	Uploaded Documents
TEST DOCS.png 214 KB	Upload Files	

1 of 1 file uploaded

1

Done

2

Next

Save and Exit

Instructions

1. Once the file is uploaded click **Done**
2. Click **Next**

Key Points

No key points.

Permit Application - Pay and Submit

Arizona Department of Housing

Search My Profile Logout

Manufactured Home Installation Permit Application

Owner Information
Installation Address
Unit Information
Scope of Work & Required Licenses
Required Information
Document Upload
Pay and Submit

Pay and Submit

Product Description	Quantity	Fee
Mobile/MFG Home	1	\$360.00

Total Fee: \$360.00

Click on Pay button below to make the payment.

Pay

Back Save and Exit

Instructions

1. The Total Fee will be displayed on the screen
2. Click the **Pay button** to be directed to the State of Arizona Checkout Utility page

Key Points

No key points.

Permits - Pay and Submit

The screenshot shows the 'CHECKOUT - PAYMENT INFORMATION' page. At the top, there is a blue header with the State of Arizona logo and the text 'State of Arizona Checkout Utility' and 'State of Arizona'. Below the header, the page is titled 'CHECKOUT - PAYMENT INFORMATION'. The form contains several fields: *First Name (Prakruthi), *Last Name (K), *Billing Address (XYZ), *City (NM), *State (AZ), *Zip (85018), *Email (prakruthiemail@gmail.com), and *Phone Number (999-999-9999). A red box labeled '1' highlights the 'Payment Information' section. A red box labeled '2' highlights the billing address fields. A red box labeled '3' highlights the payment method selection (Credit Card selected, Electronic Check unselected). A red box labeled '4' highlights the credit card details (Credit Card Number, Expiration Date, CVV/CSV). A red box labeled '5' highlights the 'Continue' button. Below the payment method selection, there is a warning message: 'Credit Cards issued by a foreign bank or entity are not an acceptable form of payment due to the system's inability to confirm security measures. As an alternative, please use a secured or prepaid Credit Card issued by a US entity or bank.' At the bottom left, there are 'Clear' and 'Cancel' buttons. At the bottom right, there is a 'Continue' button.

Instructions

1. You will be directed to the Payment Information page
2. Populate the **Payment Information**
3. Select the **Card Type** by checking the radio button
4. Provide the **Card Details**
5. Click **Continue**

Key Points

Credit cards issued by a foreign bank or entity are not accepted due to security measures. Use a secured or prepaid credit card issued by a US entity or bank.

Permits - Pay and Submit

State of Arizona Checkout Utility
State of Arizona

Order Review

Please review your order and ensure the information below is correct before proceeding.
If you agree with the information as displayed, please click the "Authorize" button to process the payment.

BILLING INFORMATION

Name:
Prakruthi K.

Address:
XYZ, NM, AZ, 85018

Phone:
999-999-9999

Email:
prakruthiemail@gmail.com

ACCOUNT INFORMATION

VISA
4*****2221

ORDER INFO

Order No	Product ID	Item Description	Amount	Quantity	Total Amount
1486789979	H0025	REHABILITATION PERMIT	\$306.00	1	\$306.00
Total					\$306.00

Instructions

Review the order details.

Key Points

No key points.

Permits - Pay and Submit

XYZ, NM, AZ, 85018

Phone:
999-999-9999

Email:
prakruthiemail@gmail.com

[Edit](#)

ACCOUNT INFORMATION

VISA
4*****2221

[Edit](#)

ORDER INFO

Order No	Product ID	Item Description	Amount	Quantity	Total Amount
1406789979	HDC06	REHABILITATION PERMIT	\$306.00	1	\$306.00
Total					\$306.00

Note:

I understand that the following amount will be billed to my credit card. My credit card statement will show the following merchant name(s) and amount(s) for this transaction.

Merchant	Amount
AZ Dept of Housing	\$306.00

The total amount to be billed to your credit card is **\$306.00**.

[Previous](#) [Cancel](#) [Authorize](#)

State of Arizona Checkout Utility
State of Arizona

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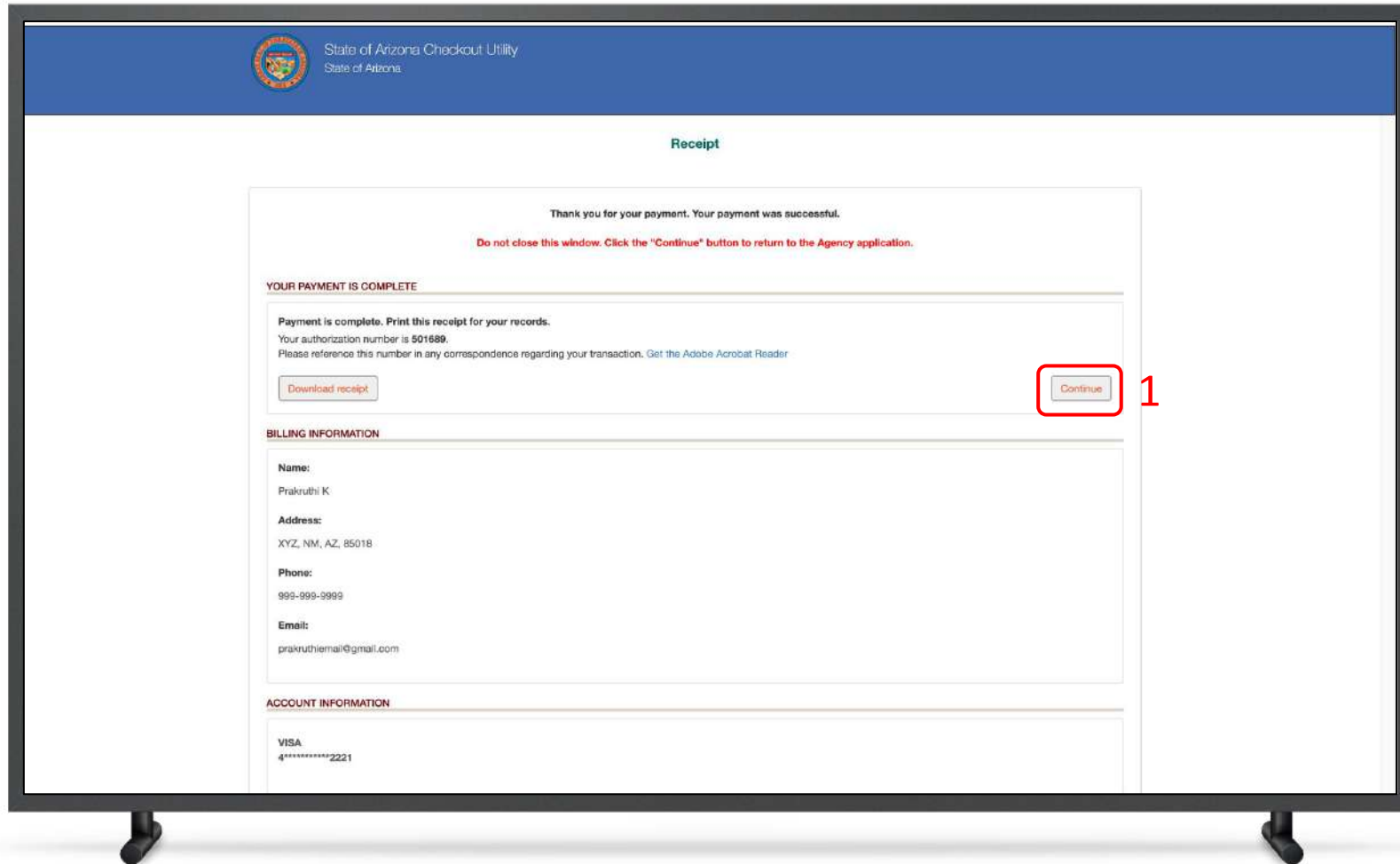
Instructions

Scroll down and click **Authorize**.

Key Points

No key points.

Permits - Pay and Submit



Instructions

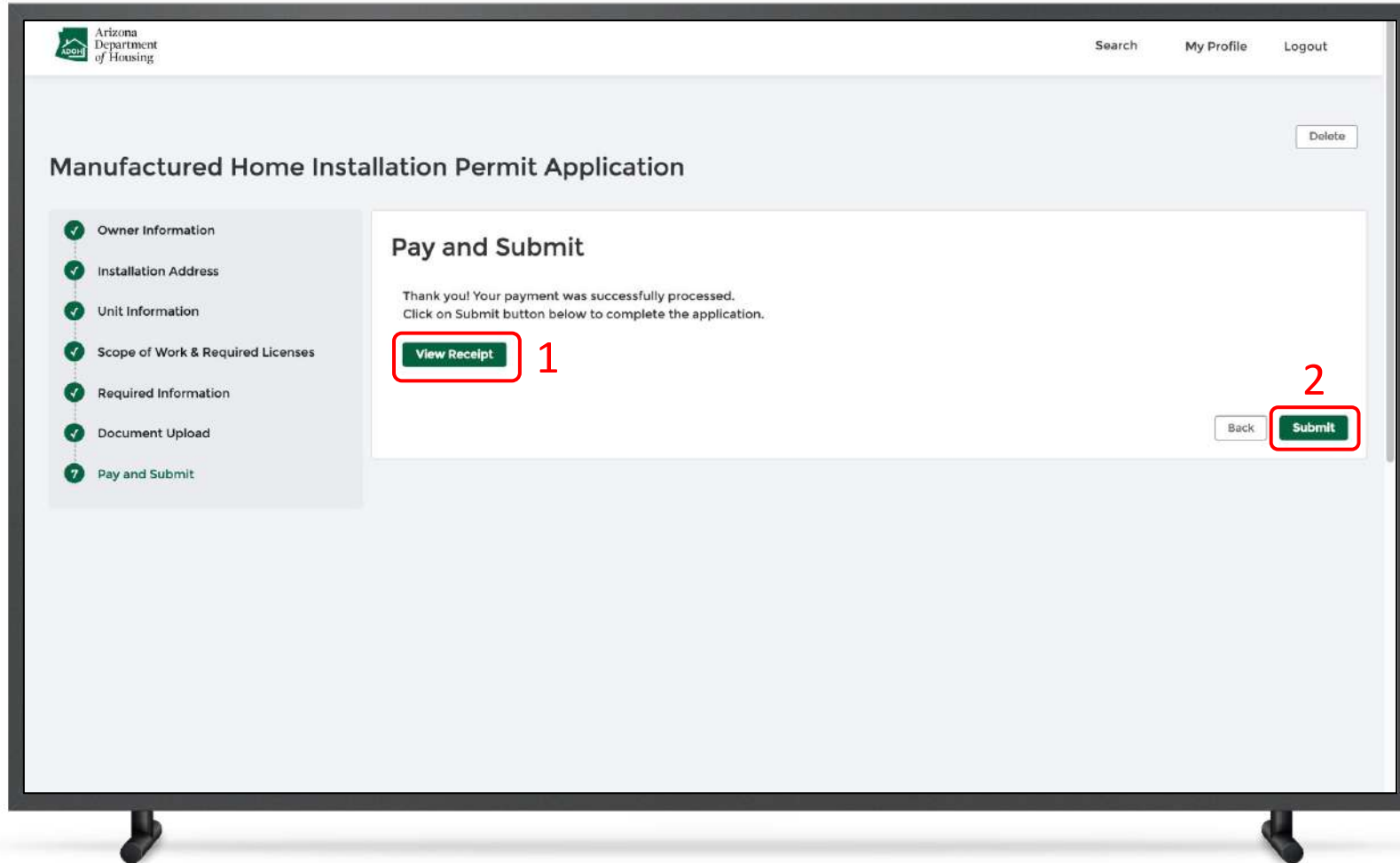
You will land on receipt page

1. Click **Continue**

Key Points

You can download the receipt by clicking the **Download Receipt button**.

Permit Application – Pay and Submit



Instructions

Once you click **Continue**, you will be redirected to the Application page

1. If you want to view the Receipt, click the **View Receipt button**
2. Click **Submit**

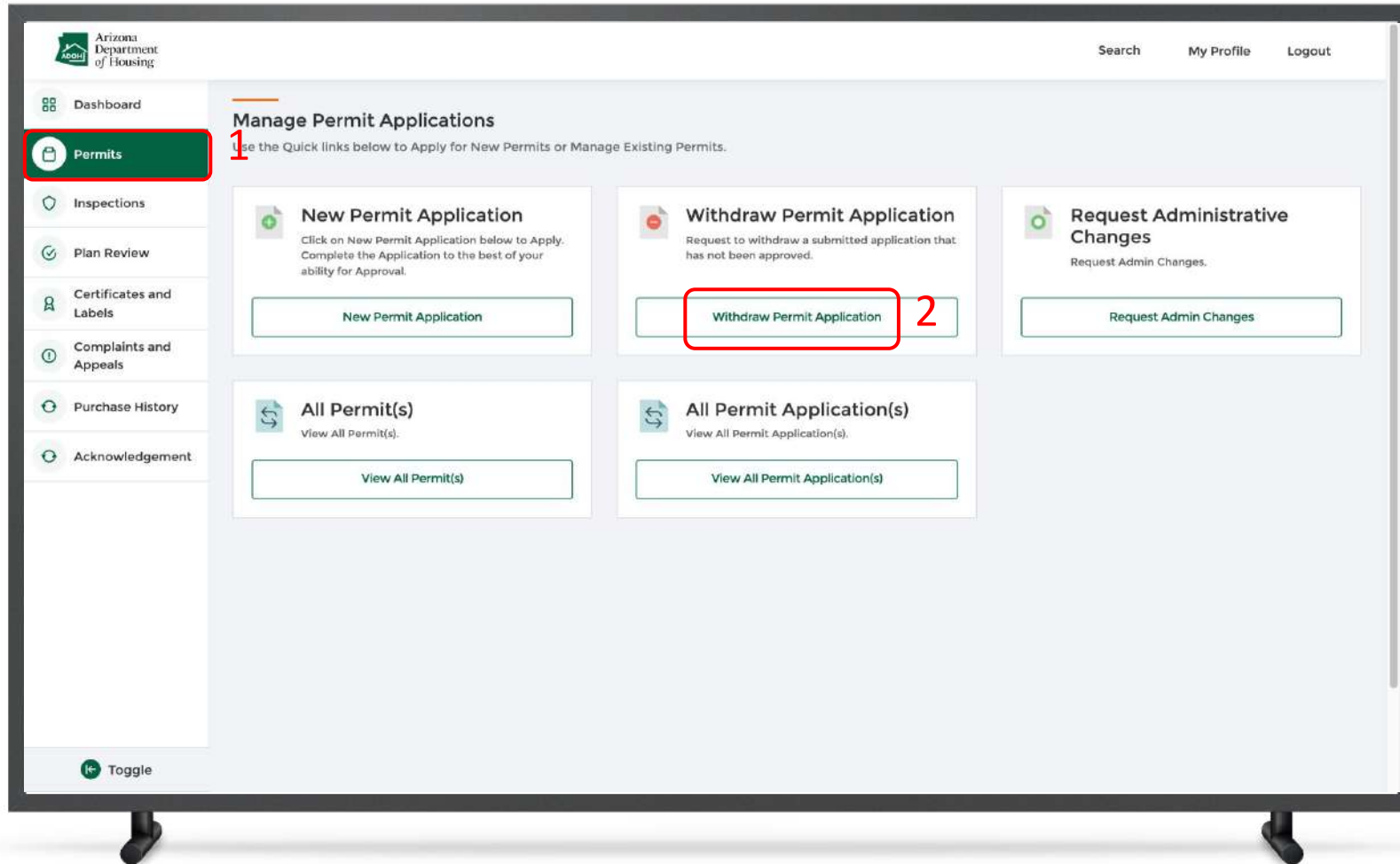
Key Points

No key points.



Permit Application - Withdraw

Permit Application - Withdraw



Instructions

1. Click on **Permits** from the toggle menu bar
2. Click **Withdraw Permit Application**

Key Points

The application can be withdrawn if it is in the submitted or under review status.

Permit Application - Withdraw

Arizona Department of Housing

Search Manage Users My Profile Logout

Withdraw Permit Application

Application can be filtered by number or type using the fields below.

Please note:
Manufactured Housing and Building Division
A withdrawal application may be requested before an application is approved. Please select the eligible application below.

Application Number: Application Type:

Application Number	Business Name	Application Type	Permit Type	Submitted Date	Action
AZ-0000267	Apex	Permit Application	Manufactured Home Installation Permit	2022-01-28	<input type="button" value="Withdraw Application"/>

Page 1 of 1

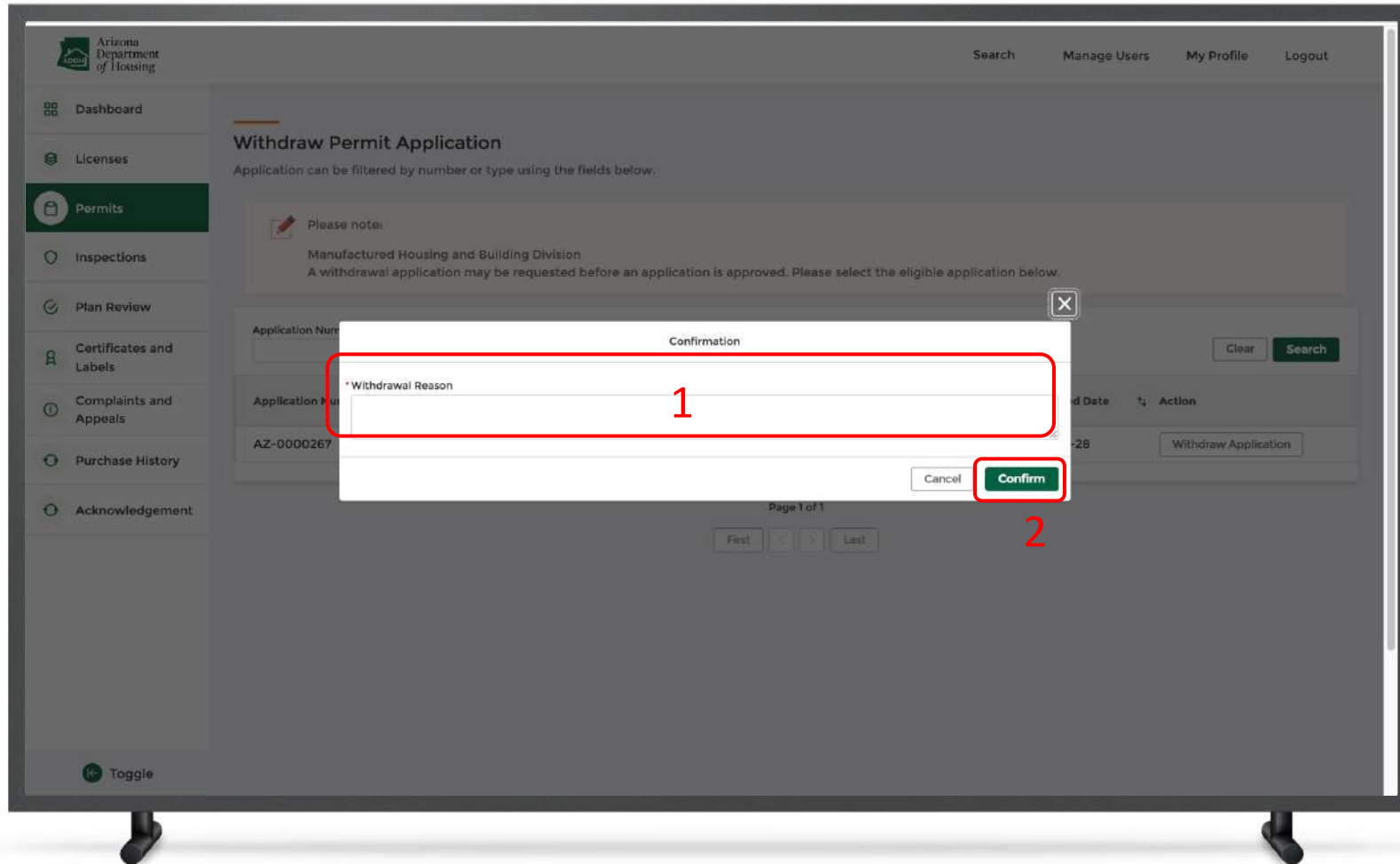
Instructions

Click **Withdraw Application** to open a pop-up window will appear on the screen.

Key Points

Once the Application is withdrawn, a refund will be initiated. Refund payment records will be created manually and the finance team will handle the refunds separately outside the MHBS application.

Permit Application - Withdraw



Instructions

1. Enter the **Withdrawal Reason**
2. Click on **Confirm** to withdraw the application and change the status to "Withdrawn"

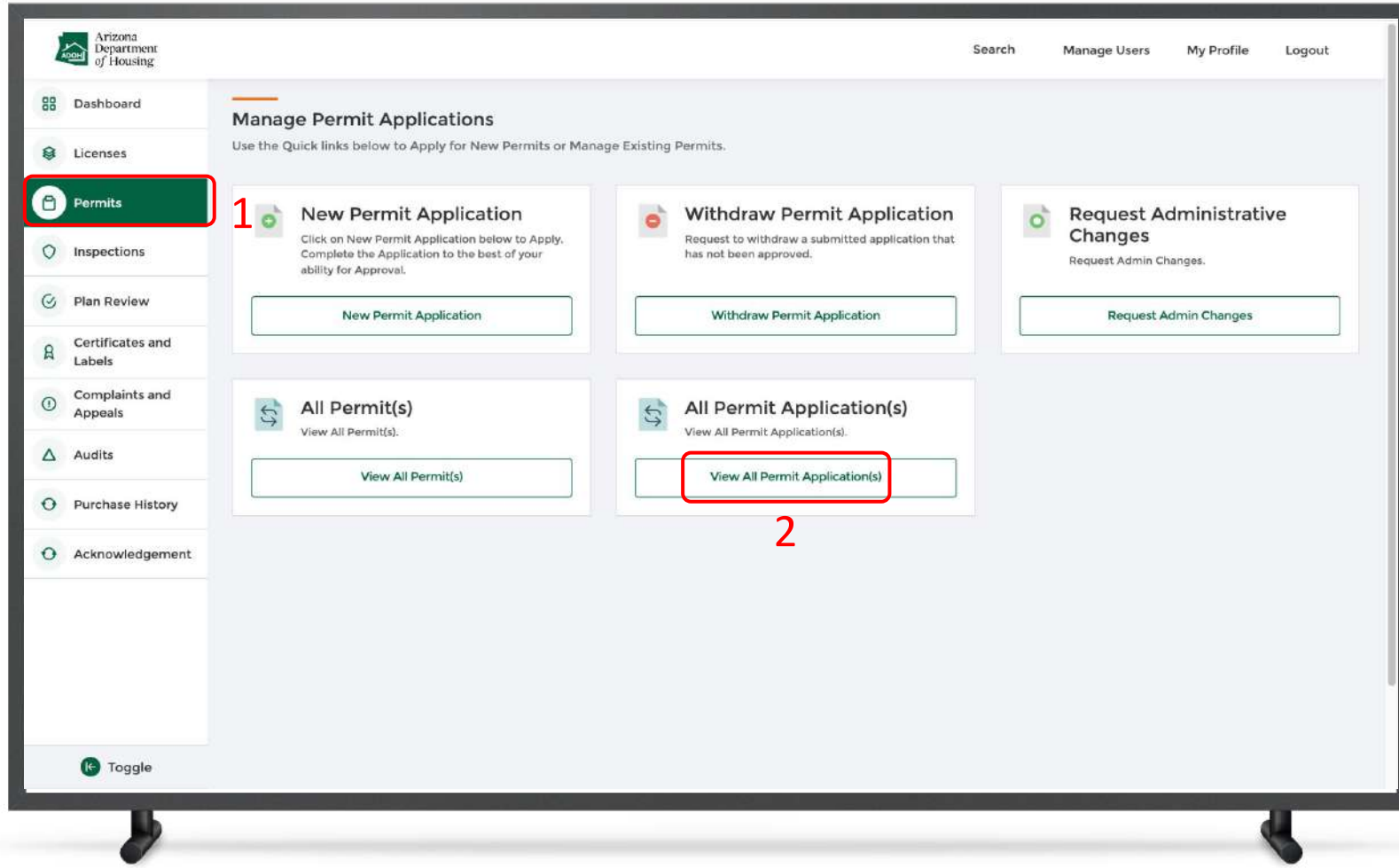
Key Points

Permit Admins will receive a message indicating this application was withdrawn.



[View All Permit Applications](#)

View All Permit Applications



Instructions

1. Click **Permits** from the toggle menu bar
2. Click **View All Permit Applications**

Key Points

No key points.

View All Permit Applications

Arizona Department of Housing

Search Manage Users My Profile Logout

Dashboard Licenses Permits Inspections Plan Review Certificates and Labels Complaints and Appeals Purchase History Acknowledgement

Permit Applications Select an Application Status

Application Number	Application Type	Permit Number	Permit Type	Application Status	Action
AZ-0000697	Permit Application		Factory Built Building Installation Permit	Unsubmitted	Resume Permit Application
AZ-0000282	Permit Application		Manufactured Home Installation Permit	Unsubmitted	Resume Permit Application
AZ-0000267	Permit Application		Manufactured Home Installation Permit	Withdrawn	View

Toggle

Instructions

You can view all the applications on this page regardless of their status

1. Click View to view the submitted application
2. Click Resume Permit Application to resume the application

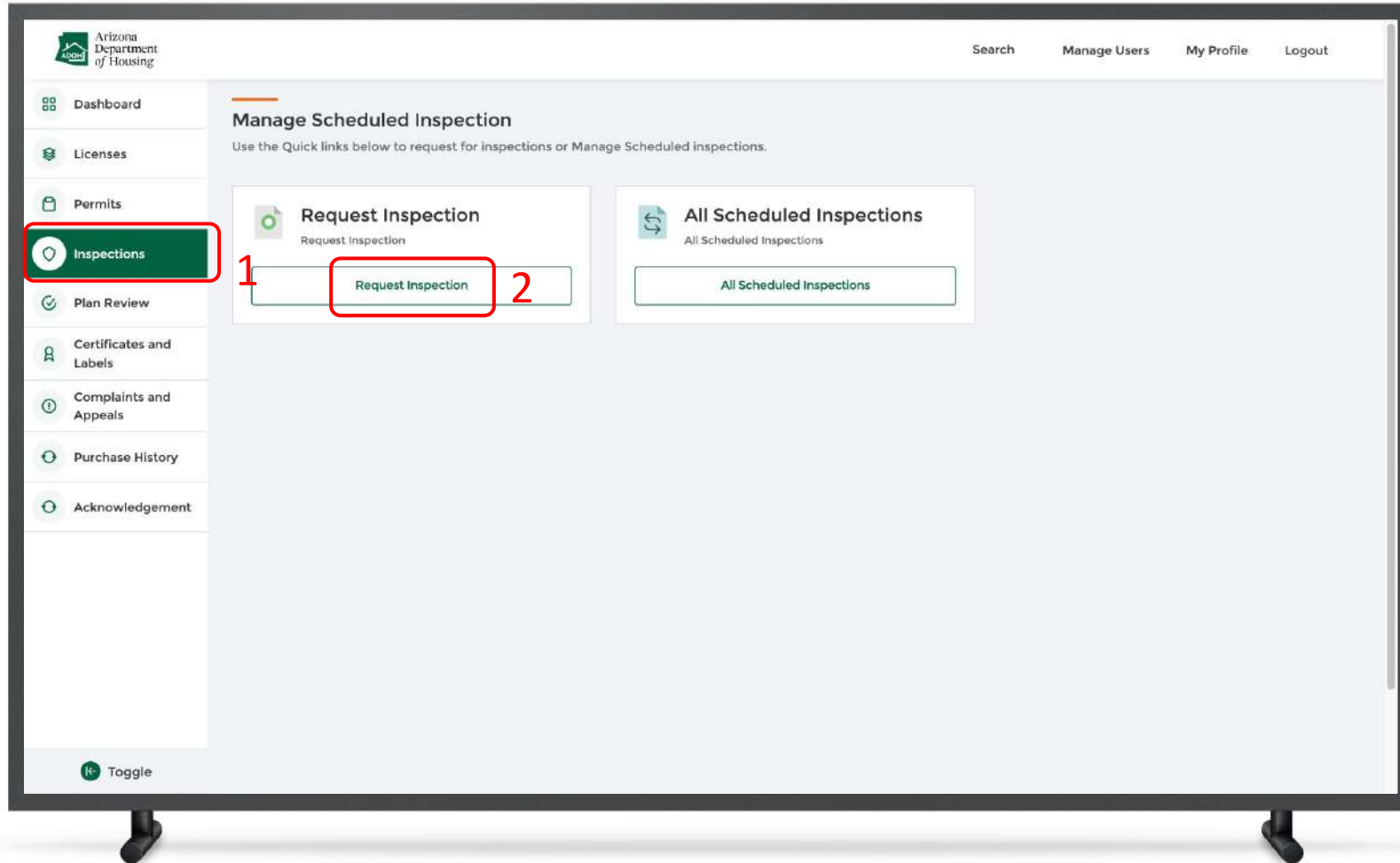
Key Points

No key points.



Request Inspections

Request Inspections



Instructions

1. Click the **Inspections** tab
2. Click **Request Inspection**

Key Points

Inspections are requested on permits.

Request Inspections

Arizona Department of Housing

Search Manage Users My Profile Logout

Request Inspection

*Inspection Type

Select Inspection Type

- In-Plant Inspection
- Installation Inspection

Instructions

Select the **Inspection Type**.

Key Points

If you select In-plant Inspection type, you need to select one of the following Inspection sub-type:

- IPIA
- FBB
- WUI

Request Inspections

The screenshot shows a web form titled "Request Inspection" from the Arizona Department of Housing. The form has three dropdown menus. The first dropdown, labeled "*Inspection Type", has "In-Plant Inspection" selected. The second dropdown, labeled "*Inspection Sub Type", has "FBB" selected. The third dropdown, labeled "*In-plant Inspection (IPIA/FBB)", has a list of options: "Select In Plant Inspection Type Value", "Ongoing Manufacturer Production Monitoring", "Manufacturer Certification", "Certification Update", and "Reconstruction". A red box labeled "1" highlights the second dropdown menu. A red box labeled "2" highlights the third dropdown menu and its list of options.

Instructions

1. Select the **Inspection Subtype**
2. Select **In-plant Inspection** from the drop-down

Key Points

If you select IPIA or FBB inspection subtypes, you need to select one of the following In plant Inspections:

- Ongoing Manufacturer Production Monitoring
- Manufacturer Certification
- Certification Update
- Reconstruction (only for FBB)

Request Inspections

Arizona Department of Housing

Search Manage Users My Profile Logout

Request Inspection

* Inspection Type
Installation Inspection

* Inspection Sub Type
Select Inspection Sub Type

- Manufactured/Mobile Home
- Factory Built Building
- Special Use
- Mobile Home Rehabilitation
- Factory Built Building Reconstruction

Instructions

No instructions.

Key Points

If you select Installation Inspection type, you need to select one of the following Inspection Sub-Types:

- Manufactured/Mobile Home
- Factory Built Building
- Special Use
- Mobile Home Rehabilitation
- Factory Built Building Reconstruction

Request Inspections

Arizona Department of Housing

Search Manage Users My Profile Logout

Request Inspection

* Inspection Type
Installation inspection

* Inspection Sub Type
Manufactured/Mobile Home

* Permit
22-0361

Back Next

Instructions

1. Select **Permit** from the search field
2. Click **Next**

Key Points

No key points.

Request Inspections - Scope of work

Arizona Department of Housing

Search Manage Users My Profile Logout

Request Installation Inspection

- 1 Inspection Scope of Work
- 2 Document Upload
- 3 Inspection Date/Time
- 4 Pay

Inspection Scope of Work

Check appropriate boxes below for work scopes to be inspected as part of the installation inspection request.

Site Prep / Excavation

Pad construction and compaction

Back Next Save and Exit

Instructions

1. Check the **scope of work(s) box** to be inspected as part of the installation inspection request
2. Click **Next**

Key Points

No key points.

Request Inspections - Document Upload

Arizona Department of Housing

Search Manage Users My Profile Logout

Request Installation Inspection

- 1 Inspection Scope of Work
- 2 Document Upload
- 3 Inspection Date/Time
- 4 Pay

Document Upload

DOCUMENT NAME	UPLOAD ACTION	UPLOADED DOCUMENTS
Pad construction and compaction *	1 <input type="button" value="Upload Files"/>	<input type="button" value="View Files"/> 2

3

Instructions

1. Click the **Upload Files** button and upload all the required documents
2. Click **View Files** to view the uploaded files
3. Click **Next** to proceed

Key Points

Fields with * are mandatory.

Request Inspections - Inspection Date/Time

Arizona Department of Housing


Search Manage Users My Profile Logout


Request Installation Inspection

- ✓ Inspection Scope of Work
- ✓ Document Upload
- 3 Inspection Date/Time
- 4 Pay

Inspection Date/Time

Note: The Inspection date may vary from the date requested. Actual date of inspection will be confirmed with the requester.

* Inspection Date 1 

* Inspection Time 2 

Back **Next** 3 Save and Exit

Instructions

1. Click the **Calendar icon** and select the **Inspection Date**
2. Click the **down arrow** and select the Inspection Time (You will find Morning and Afternoon options)
3. Click **Next**

Key Points

Inspections can only be scheduled on weekdays. Please select a date from Monday-Friday to continue the request for inspection.

Request Inspections - Pay

Arizona Department of Housing

Search Manage Users My Profile Logout

Request Installation Inspection

- ✓ Inspection Scope of Work
- ✓ Document Upload
- ✓ Inspection Date/Time
- 4 Pay

Pay

A payment is not required for this request. Please click on "Submit" button to submit the application.

Save and Exit Submit

Instructions

Click **Submit** as payment is not required for this request.

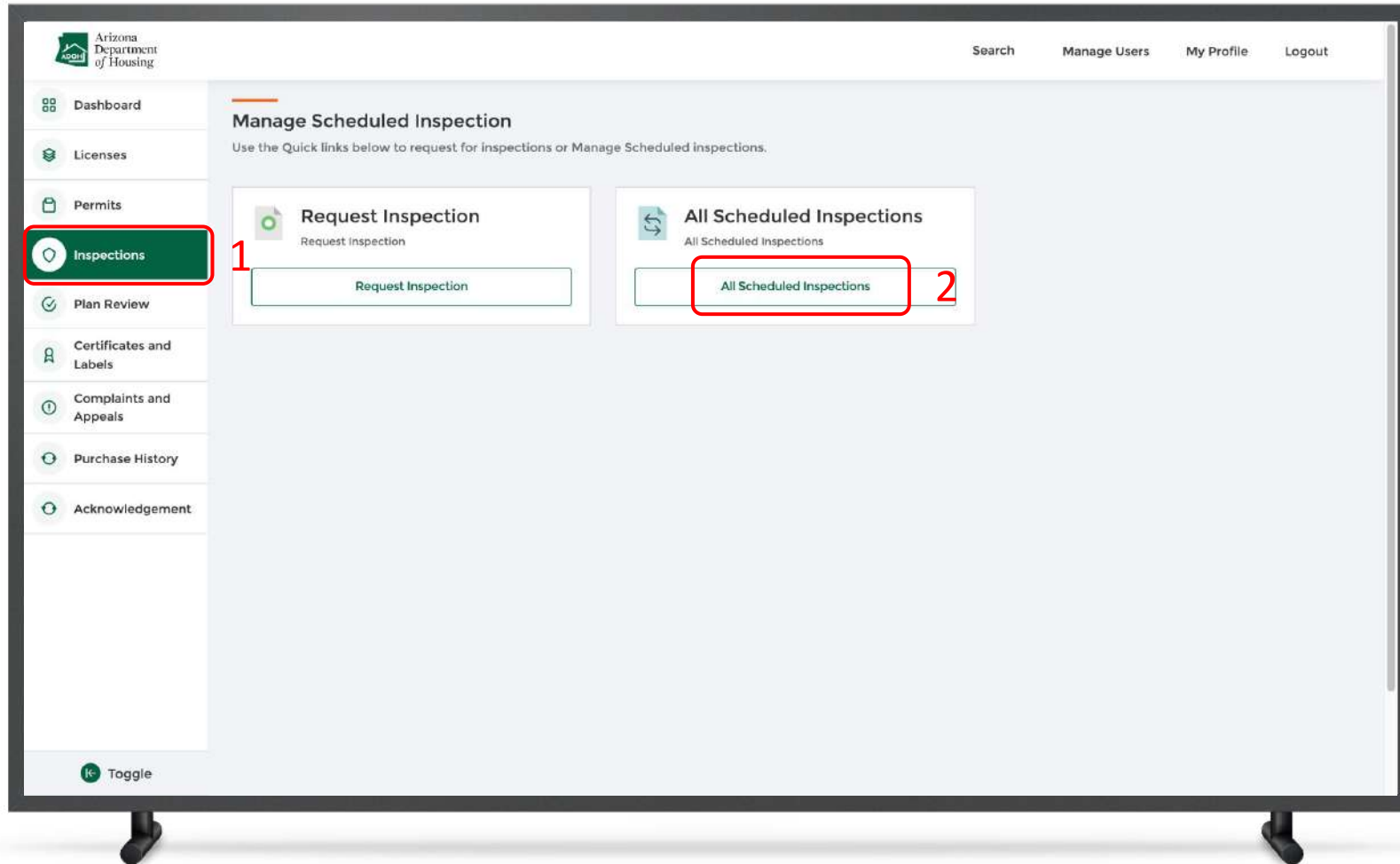
Key Points

No key points.



Scheduled Inspections

Scheduled Inspections



Instructions

1. Click the **Inspections** tab
2. Click **All Scheduled Inspections**

Key Points



Inspections are requested on permits.

Scheduled Inspections

Arizona Department of Housing

Search Manage Users My Profile Logout

All Inspections All

Inspection Number	Inspection	Inspection Sub Type	Status	Action	Details
00001809	Installation Inspection	Manufactured/Mobile Home	Unsubmitted	Edit	
00001808	Installation Inspection	Manufactured/Mobile Home	New	View Cancel	

Dashboard Licenses Permits Inspections Plan Review Certificates and Labels Complaints and Appeals Purchase History Acknowledgement

Toggle

Instructions

You will find all the scheduled inspections in this page

1. Click the **details icon** to view inspection details

Key Points

You can edit unsubmitted inspections.

Scheduled Inspections

The screenshot shows the ADOH web application interface. On the left is a navigation menu with items like Dashboard, Licenses, Permits, Inspections, Plan Review, Certificates and Labels, Complaints and Appeals, Purchase History, and Acknowledgement. The main content area displays a table of inspections. A pop-up window titled 'Inspection Details' is open, showing a table with columns for Inspection Number, Permit, Requested Date, Requested Time, Scheduled Date, and Scheduled Time. The first row of the pop-up table contains the data for inspection 00001808. A red box labeled '1' highlights the 'Close' button in the bottom right of the pop-up. Another red box labeled '2' highlights the 'Close' button in the bottom right of the main table.

Inspection Number	Inspection	Inspection Sub Type	Status	Action	Details
00001809	Installation Inspection	Manufactured/Mobile Home	Unsubmitted	Edit	
00001808	Installation Inspection	Manufactured/Mobile Home	New	View Cancel	

Inspection Number	Permit	Requested Date	Requested Time	Scheduled Date	Scheduled Time
00001808	22-1043	2/14/2022	Morning		

Instructions

1. You can find the Inspection Number, Permit number, Requested Date and Time on the Inspection Details pop-up
2. Click the **Close button** or **X** to close the pop-up

Key Points

No key points.



Cancel Inspections

Cancel Inspections

The screenshot shows the ADOH web application interface. On the left is a navigation menu with items: Dashboard, Licenses, Permits, Inspections, Plan Review, Certificates and Labels, Complaints and Appeals, Purchase History, and Acknowledgement. The main content area is titled 'All Inspections' and contains a table with the following data:

Inspection Number	Inspection	Inspection Sub Type	Status	Action	Details
00001809	Installation Inspection	Manufactured/Mobile Home	Unsubmitted	Edit	
00001808	Installation Inspection	Manufactured/Mobile Home	New	View Cancel	

The 'Cancel' button in the 'Action' column for the second row is highlighted with a red box. At the top right of the application, there are links for Search, Manage Users, My Profile, and Logout. A 'Toggle' button is visible at the bottom left of the main content area.

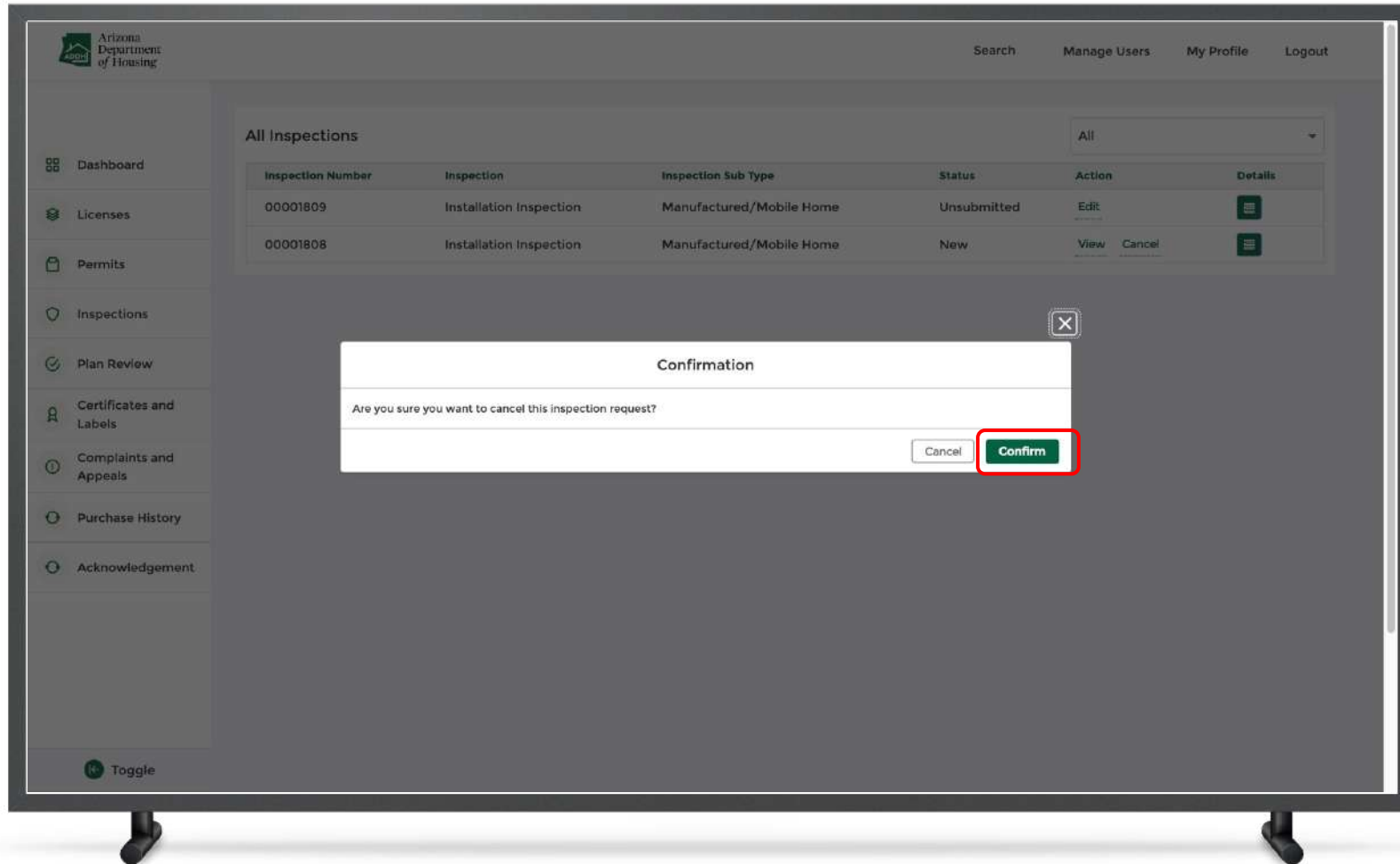
Instructions

Click the **Cancel button** to cancel the scheduled inspection.

Key Points

You can cancel the inspection request before the day of inspection until 5pm. After 5pm, the cancel button will be disabled.

Cancel Inspections



Instructions

A confirmation pop-up will appear on the screen to confirm the inspection cancellation.

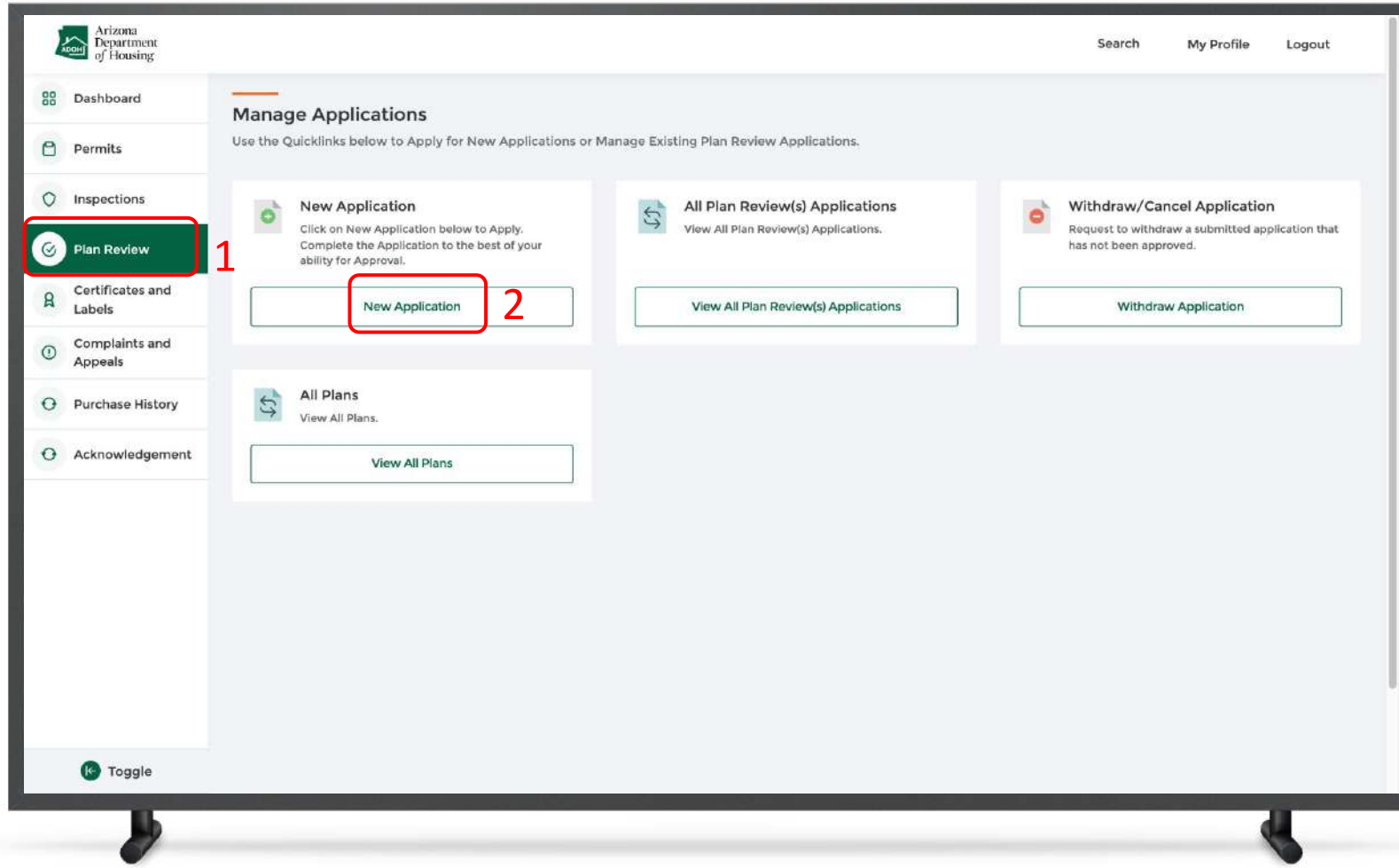
Key Points

No key points.



Plan Review Application

Plan Review Application



Instructions

1. Click **Plan Review** from the toggle menu bar
2. Click **New Application**

Key Points

No key points.

Plan Review Application

The screenshot shows a web application interface for the Arizona Department of Housing. At the top left is the ADOH logo and the text 'Arizona Department of Housing'. At the top right are navigation links: 'Search', 'Manage Users', 'My Profile', and 'Logout'. The main heading is 'New Plan Review Application'. Below this is a form with a 'License Type' dropdown menu. The dropdown is open, showing three options: 'Installer/Dealer' (selected and highlighted in green), 'Manufacturer', and 'Select Plan Option'. A red box highlights the dropdown menu. Below the dropdown are 'Back' and 'Next' buttons.

Instructions

Select the **License Type** from the drop-down list.

Key Points

No key points.

Plan Review Application

Arizona Department of Housing

Search Manage Users My Profile Logout

New Plan Review Application

* License Type
Installer/Dealer

* Applicant Type
Installer
✓ Installer
Dealer

Back Next

Instructions

Select the Application Type

Key Points

- If you select installer or contractor, you are required to select a **Plan Type** and select or enter the **license number**
- You only need to select a **Plan Type** if you select dealer

Plan Review Application

Arizona Department of Housing

Search Manage Users My Profile Logout

New Plan Review Application

* License Type
Installer/Dealer

* Applicant Type
Installer

* License Number

- LA-35543
- LA-64685
- LA-55301
- LA-64624
- LA-43717

Licensee Company Name

* Plan Type
Select Plan Option

Back Next

Instructions

Installer will have the ability to search for the license from the drop-down list.

Key Points

No key points.

Plan Review Application

Arizona Department of Housing

Search Manage Users My Profile Logout

New Plan Review Application

*License Type
Installer/Dealer

*Applicant Type
Dealer

*Plan Type
Select Plan Option

- Accessory Structure
- Flood Plain
- Installation of a Factory Built Building
- Supplemental Plan

Instructions

If the applicant type is **Dealer**, select the **Plan Type** from the drop-down list.



Key Points

- If you select **Accessory Structure**, you need to enter the Accessory Structure subtype
- If you select **Supplement Plan**, you need to enter plan approval number
- If you select **Flood Plain**, you will not see any nested fields

Plan Review Application

Arizona Department of Housing

Search Manage Users My Profile Logout

* License Type
Installer/Dealer

* Applicant Type
Installer

* License Number
LA-55543

Licensee Company Name
MTX IND

* Plan Type
Installation of a Factory Built Building

* Select Occupancy Type
Select Occupancy Type

IBC Coded Occupancy Types

IRC Coded Occupancy Types

* Square Footage

* Utilities
 Water
 Sewer
 Electric
 Gas

* Number of Modules

Back Next

Privacy Policy

Instructions

If you select the Plan Type as **Installation of a Factory Built Building**, you have to populate all the nested fields that appear.

Key Points

No key points.

Plan Review Application

Arizona Department of Housing

Search Manage Users My Profile Logout

New Plan Review Application

*License Type
Installer/Dealer

*Applicant Type
Dealer

*Plan Type
Installation of a Factory Built Building

*Select Occupancy Type
IBC Coded Occupancy Types

A-Assembly
 B-Business
 E-Educational
 F-Factory
 H-High hazard
 I-Institutional
 M-Mercantile
 R-Residential
 S-Storage
 U-Utility

*Building Size

*Square Footage

*Utilities
 Water
 Sewer
 Electric
 Gas

*Number of Modules

Instructions

If you select **IBC Coded Occupancy Type**, check all the applicable options.

Key Points

- There are two types of Occupancy Types:
 1. IBC Coded Occupancy Type
 2. IRC Coded Occupancy Type
- If you select **E- Educational**, you need to choose the educational type as private or public
- If you select **Others**, you need to the other IBC type

Plan Review Application

The screenshot shows the 'Plan Review Application' form from the Arizona Department of Housing. The form includes the following fields:

- License Type:** Installer/Dealer
- Applicant Type:** Installer
- License Number:** LA-35543
- Licensee Company Name:** MTX IND
- Plan Type:** Installation of a Factory Built Building
- Select Occupancy Type:** IRC Coded Occupancy Types
- Select IRC Type:** A dropdown menu with three options: Single-family dwelling (highlighted in green), Two family dwelling, and Townhouse. This dropdown is circled in red.
- Utilities:** Water, Sewer, Electric, Gas (all unchecked)
- Number of Modules:** (empty text field)

Navigation buttons 'Back' and 'Next' are located at the bottom right of the form.

Instructions

If you select **IRC Coded Occupancy Type**, you need to select the **IRC type** from the drop-down list

Key Points

No key points.

Plan Review Application

The screenshot shows the Plan Review Application form with the following fields and values:

- Applicant Type: Installer
- License Number: LA-35543
- Licensee Company Name: MTX IND
- Plan Type: Installation of a Factory Built Building
- Select Occupancy Type: IRC Coded Occupancy Types
- Select IRC Type: Single-family dwelling
- Building Size: 2
- Square Footage: 1234
- Utilities: Water, Sewer, Electric
- Number of Modules: 1
- Insignia/Certificate Number: 12345

Numbered callouts on the form:

- 1: Building Size
- 2: Utilities
- 3: Number of Modules
- 4: Insignia/Certificate Number
- 5: Next button

Instructions

1. Populate the **Building Size and Square Footage**
2. Check required **Utilities**
3. Enter the **Number of Modules**
4. Enter the **Insignia or Certificate Numbers**
5. Click **Next**

Key Points

The number of modules entered will determine the number of Insignia Number fields to be populated.

Plan Review Application

The screenshot shows the 'Plan Review Application' web form. At the top left is the Arizona Department of Housing logo. The top right has navigation links: Search, Manage Users, My Profile, and Logout. On the left side, there is a vertical progress indicator with four steps: 1. Identification and Address Information (highlighted), 2. Installation Site Address, 3. Document Upload, and 4. Pay and Submit. The main content area is titled 'Identification and Address Information' and contains the following sections:

- Applicant Information**
 - Search Contact: A search bar with a dropdown arrow. Below it, a note says: 'Please ensure to put in the complete name, year of birth and zip code for searching an approved contact from the system.'
 - Full Name: Text input field.
 - Date of Birth: Text input field with a calendar icon.
 - Zip Code: Text input field with a dropdown arrow.
 - Search Contact: A green button.
- Applicant Details**
 - * Applicant First Name: Text input field.
 - Applicant Middle Name: Text input field.
 - * Applicant Last Name: Text input field.
 - * Applicant Phone Number: Text input field.
 - * Applicant Email Address: Text input field.
- Mailing Address**
 - Search Address: Text input field with a search icon.
 - * Street Address: Text input field.
 - Suite/Apt Number: Text input field.

Instructions

Populate all the required fields and scroll down

Key Points

No key points.

Plan Review Application

Arizona Department of Housing

Search Manage Users My Profile Logout

Please fill in this field.

85018

Search Contact

*Applicant First Name: Prakruthi

Applicant Middle Name

*Applicant Last Name: K

*Applicant Phone Number: (099) 999-9988

*Applicant Email Address: prakruthiemail@gmail.com

Mailing Address

Search Address

*Street Address: XYZ

Suite/Apt Number

*City: NM

*State/Province

*Zip/Postal Code

*Country: United States

1 Contact Information

Same as Applicant

2 Next Save and Exit

Instructions

1. Check the box if the contact information is the **Same as Applicant**
2. Click **Next**

Key Points

No key points.

Plan Review Application

The screenshot shows the 'Installation Site Address' form within the 'Plan Review Application' process. The process steps are: 1. Identification and Address Information (checked), 2. Installation Site Address (active), 3. Document Upload, and 4. Pay and Submit. The form fields are: Search Address (empty), Street Address (XYZ), Suite/Apt Number (empty, highlighted with a red box), City (NM), State/Province (Arizona), and Zip/Postal Code (85018). Navigation buttons at the bottom are Back, Next, and Save and Exit.

Instructions

1. Provide an **Installation Site Address**
2. Click **Next**

Key Points

No key points.

Plan Review Application

Arizona Department of Housing

Search Manage Users My Profile Logout

Plan Review Application

- ✓ Identification and Address Information
- ✓ Installation Site Address
- 3 Document Upload
- 4 Pay and Submit

Document Upload

Document Name	Upload Action	Uploaded Documents
Planning and Zoning Documents *	<input type="button" value="Upload Files"/> 1	<input type="button" value="View Files"/>
Flood Plain - Provide a Site Plan	<input type="button" value="Upload Files"/>	
Flood Plain - Provide Copy Of Flood Plain Use Permit from your Local Jurisdiction	<input type="button" value="Upload Files"/>	
Plans and calculations *	<input type="button" value="Upload Files"/>	<input type="button" value="View Files"/>
Other documents	<input type="button" value="Upload Files"/>	

2

Instructions

1. Upload required documents by clicking the **Upload Files button**
2. Click Next

Key Points

Flood plan references would not be required if the unit installation is not in a flood prone area.

Plan Review Application

Arizona Department of Housing

Search Manage Users My Profile Logout

Plan Review Application

- ✓ Identification and Address Information
- ✓ Installation Site Address
- ✓ Document Upload
- 4 Pay and Submit

Pay and Submit

Product Description	Quantity	Fee
INCLUDES ONE HOUR OF PLAN REVIEW	1	\$175.00

Total Fee: \$175.00 1

Click on Pay button below to make the payment.

Pay 2

Back Save and Exit

Instructions

1. The Total Fee will be displayed on the screen
2. Click the **Pay button** to be directed to the State of Arizona Checkout Utility page

Key Points

No key points.

Plan Review Application

The screenshot shows the 'CHECKOUT - PAYMENT INFORMATION' page. At the top, there is a blue header with the State of Arizona logo and the text 'State of Arizona Checkout Utility' and 'State of Arizona'. Below the header, the page title 'Payment Information' is highlighted with a red box and the number '1'. The main form area is enclosed in a red box and contains the following fields:

- *First Name: Prakruthi
- *Last Name: K
- *Billing Address: XYZ
- *City: NM
- *State: AZ
- *Zip: 85018
- *Email: prakruthiemail@gmail.com
- *Phone Number: 999-999-9999

Below the form, there are two radio button options: 'Credit Card' (selected) and 'Electronic Check', with the number '3' next to them. Below these options, there are logos for American Express, Discover, Mastercard, and Visa. A warning message states: 'Credit Cards issued by a foreign bank or entity are not an acceptable form of payment due to the system's inability to confirm security measures. As an alternative, please use a secured or prepaid Credit Card issued by a US entity or bank.' Below this, the 'Credit Card Number' field contains '4159262222222221', the 'Expiration Date' is set to 'March 2024', and the 'CVV/CSV' field contains '655'. The number '4' is next to the card number field. At the bottom right, the 'Continue' button is highlighted with a red box and the number '5'. There are also 'Clear' and 'Cancel' buttons at the bottom left.

Instructions

1. You will be directed to Payment Information page
2. Populate the **Payment Information**
3. Select the **Card Type**
4. Provide the **Card Details**
5. Click **Continue**

Key Points

Credit card issued by a foreign bank or entity are not accepted due to security measures. Use a secured or prepaid credit card issued by a US entity or bank.

Plan Review Application

State of Arizona Checkout Utility
State of Arizona

Order Review

Please review your order and ensure the information below is correct before proceeding.
If you agree with the information as displayed, please click the "Authorize" button to process the payment.

BILLING INFORMATION

Name:
Prakruthi K.

Address:
XYZ, NM, AZ, 85018

Phone:
999-999-9999

Email:
prakruthiemail@gmail.com

ACCOUNT INFORMATION

VISA
4*****2221

ORDER INFO

Order No	Product ID	Item Description	Amount	Quantity	Total Amount
1486789979	H0025	REHABILITATION PERMIT	\$306.00	1	\$306.00
Total					\$306.00

Instructions

Review the order details.

Key Points

No key points.

Plan Review Application

XYZ, NM, AZ, 85018

Phone:
999-999-9999

Email:
prakruthiemail@gmail.com

[Edit](#)

ACCOUNT INFORMATION

VISA
4*****2221

[Edit](#)

ORDER INFO

Order No	Product ID	Item Description	Amount	Quantity	Total Amount
1406789979	HDC06	REHABILITATION PERMIT	\$306.00	1	\$306.00
Total					\$306.00

Note:

I understand that the following amount will be billed to my credit card. My credit card statement will show the following merchant name(s) and amount(s) for this transaction.

Merchant	Amount
AZ Dept of Housing	\$306.00

The total amount to be billed to your credit card is **\$306.00**.

[Previous](#) [Cancel](#) [Authorize](#)

State of Arizona Checkout Utility
State of Arizona

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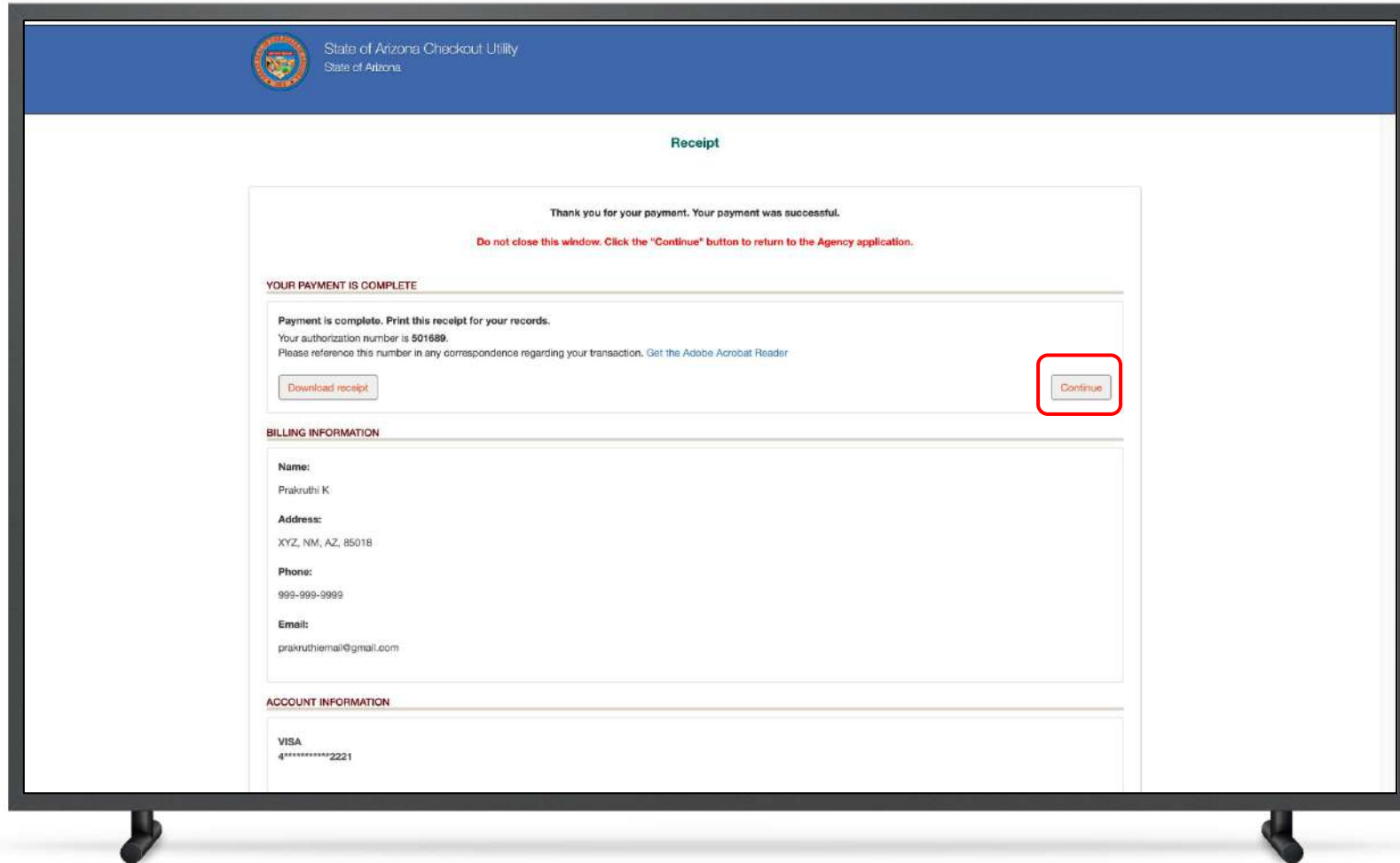
Instructions

Scroll down and click **Authorize**.

Key Points

No key points.

Plan Review Application



Instructions

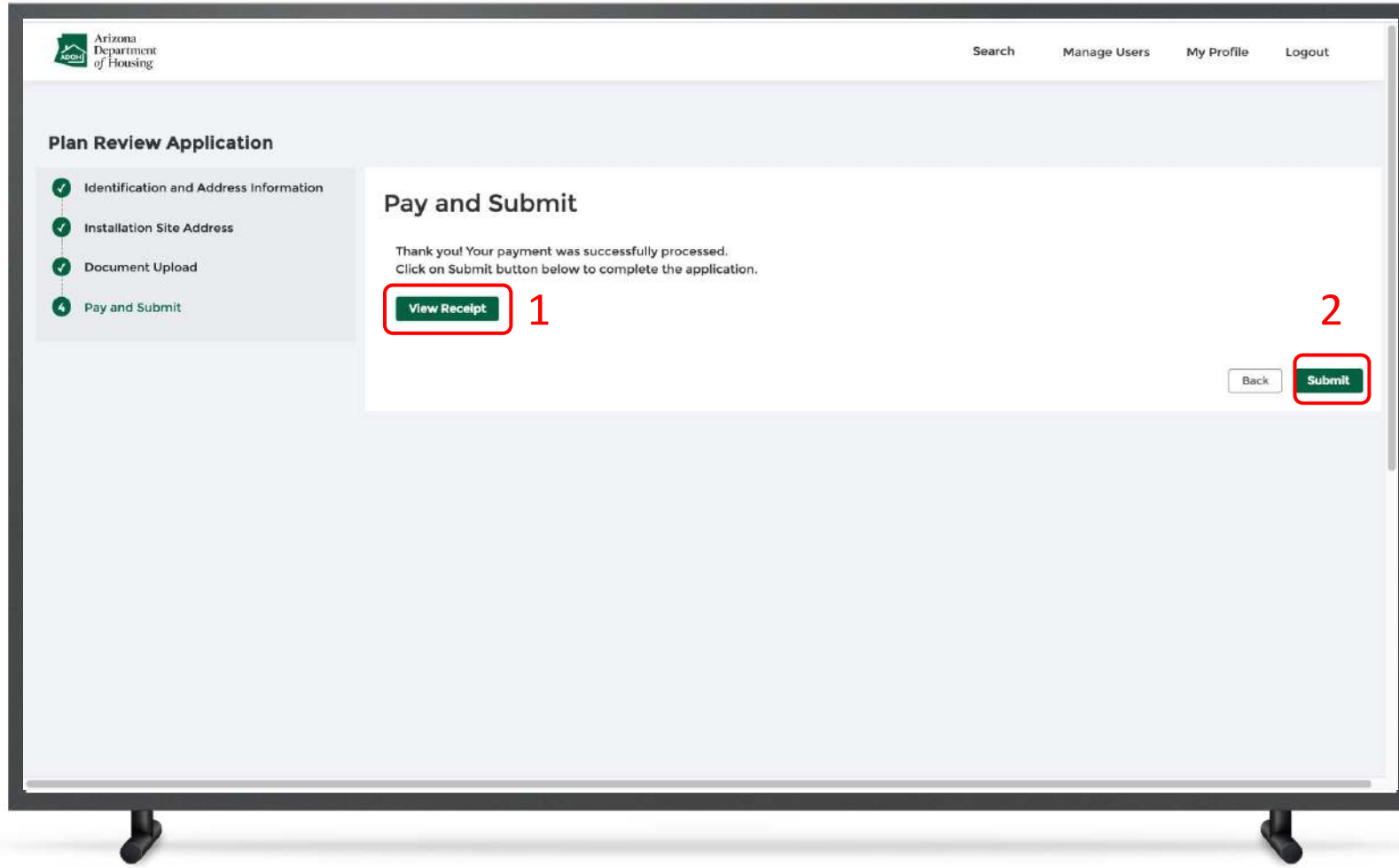
You will land on receipt page

1. Click **Continue**

Key Points

You can download the receipt by clicking the **Download Receipt button.**

Plan Review Application



Instructions

You will be redirected to Pay and Submit page

1. Click **View Receipt** to view the receipt
2. Click **Submit**

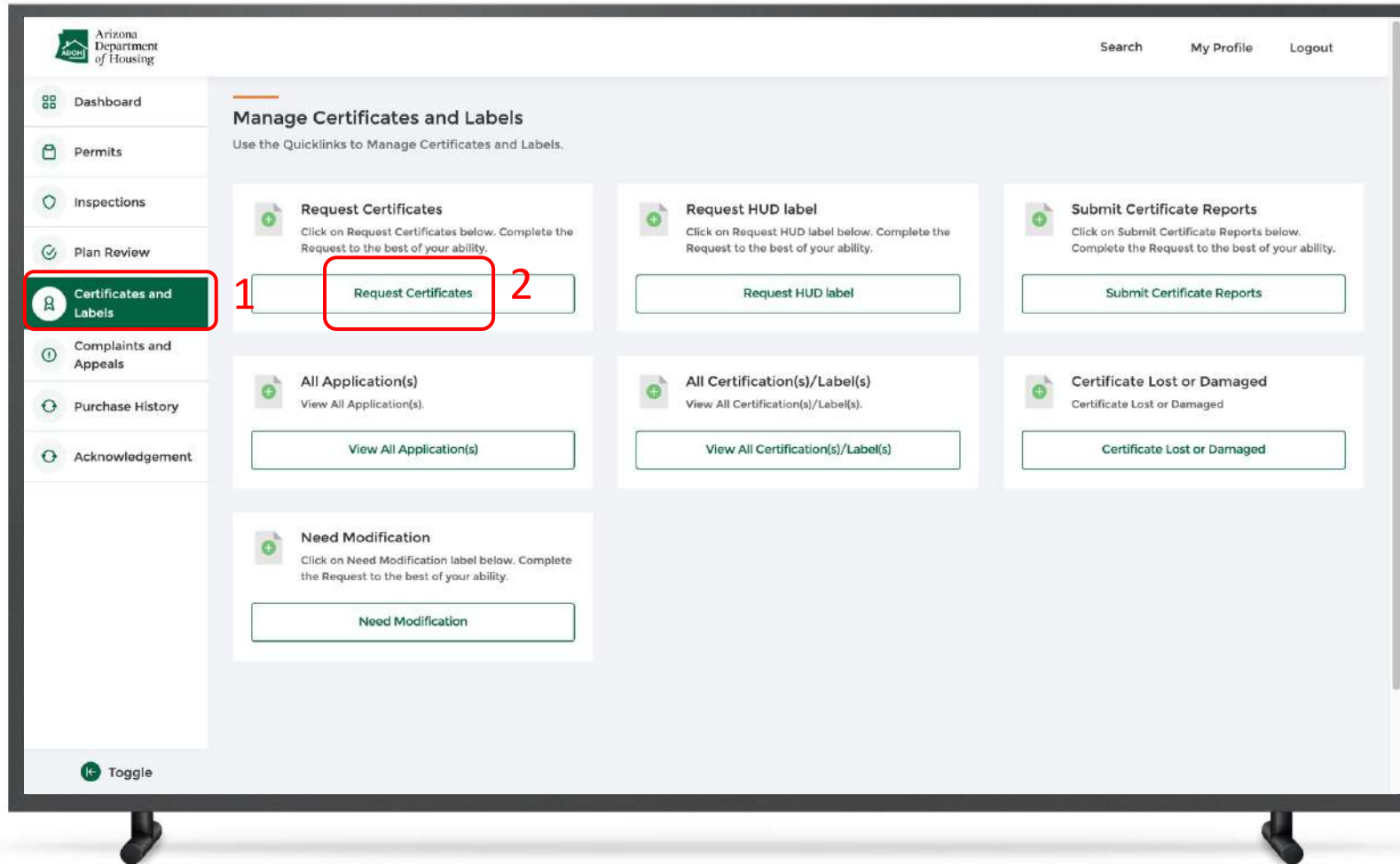
Key Points

No key points.



Certificates & Labels - Order Request

Certificate Order Request



Instructions

1. Click Certificates and Labels tab from the toggle menu bar
2. Click Request Certificates button

Key Points

No key points.

Certificate Order Request

The screenshot shows a web application interface for the Arizona Department of Housing (ADOH). The page title is "Certificate Order Request". At the top left is the ADOH logo. At the top right are navigation links: "Search", "Manage Users", "My Profile", and "Logout". The main content area contains a form with the following elements:

- A heading: "Please provide the license number in the field below"
- A note: "* means required fields"
- A label: "* License"
- A text input field containing "LA-64685", which is circled in red with the number "1" next to it.
- A "Back" button.
- A "Next" button, which is highlighted in green and circled in red with the number "2" next to it.

Instructions

1. Select License from the drop-down list
2. Click Next

Key Points

All the Licenses that are related to this particular account will be displayed in the drop-down list.

Certificate Order Request

The screenshot shows a web application interface for the Arizona Department of Housing. At the top left is the logo and name 'Arizona Department of Housing'. On the top right are navigation links: 'Search', 'Manage Users', 'My Profile', and 'Logout'. The main heading is 'Certificate Order Request'. On the left is a vertical sidebar with three steps: '1 Identification Information', '2 Order Information', and '3 Pay and Submit'. The main content area is titled 'Identification Information' and includes a red asterisk note: '* means required fields'. The form fields are as follows:

Field Label	Value
Company Name	Mhbdd
Business Address	
Street Address	Meadow Lane
Country	United States
State/Province	Alabama
County/Borough/Parish	Autauga County
Zip/Postal Code	67337
City	Coffeyville
Classification	I-10C
Qualifying Party	William Port Port

Instructions

Review all the pre-populated details.

Key Points

The details in this section are pre-populated, however, phone and email fields are editable.

Certificate Order Request

Arizona Department of Housing

Search Manage Users My Profile Logout

Street Address
Meadow Lane

Country
United States

State/Province
Alabama

County/Borough/Parish
Autauga County

Zip/Postal Code
67337

City
Coffeyville

Classification
I-10C

Qualifying Party
William Port Port

Phone

Email
david.marko@azhousing.gov

Mailing Preference

- Mail
- Pick up
- FedEx
- UPS

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Instructions

1. Edit Phone and/or Email fields, if required
2. Select **Mailing Preferences**
3. **Click Next**

Key Points

If you select **Pick up**, you do not need to add any details.

Certificate Order Request

The screenshot shows a web form for a Certificate Order Request. The form is titled "I-10C" and includes the following fields and sections:

- Qualifying Party: William Port Port
- Phone: (empty)
- Email: david.marko@azhousing.gov
- Mailing Preference: Mail
- 1** Add Mailing Address (highlighted with a red box)
- 2** Same as Business Address (highlighted with a red box)
- Search Address: (empty)
- * Street Address: (empty)
- Suite/Apt. Number: (empty)
- * City: (empty)
- * Zip/Postal Code: (empty)
- * Country: (empty)
- 3** Next (highlighted with a red box)
- Save and Exit

The form also includes a Privacy Policy link and a copyright notice for the Arizona Department of Housing.

Instructions

1. If you select **Mail** in the Mailing Preference field, you have to enter mailing details
2. Check the **Same as Mailing Address** box if the mailing address is same as the pre-populated mailing address
3. Click **Next**

Key Points

1. If you want the certificates to be mailed, you have to pick either **FedEx or UPS**
2. If you select Fedex or UPS, you need to provide **Fedex or UPS Account Number**

Certificate Order Request

Arizona Department of Housing

Search Manage Users My Profile Logout

Certificate Order Request

✓ Identification Information

2 Order Information

3 Pay and Submit

Order Information

* means required fields

* Certification Types

- Installation Certificate - Residential Use
- Installation Certificate - FBB Commercial Use

Back Next Save and Exit

Instructions

Select the **Certification Type**.

Key Points

Certification types available are based on the license selected at the time of creating the application.

Certificate Order Request

Arizona Department of Housing

Search Manage Users My Profile Logout

Certificate Order Request

✓ Identification Information

2 Order Information

3 Pay and Submit

Order Information

* means required fields

* Certification Types
Installation Certificate - Residential Use

* Quantity
2

Back Next Save and Exit

Instructions

1. Select the **Quantity**
2. Click **Next**

Key Points

No key points.

Certificate Order Request

Arizona Department of Housing

Search Manage Users My Profile Logout

Certificate Order Request

Identification Information
Order Information
3 Pay and Submit

Pay and Submit

* means required fields

Product Description	Quantity	Fee
CERTIFICATE - INSTALL	2	\$10.00

1 Total Fee: \$20.00

Click on Pay button below to make the payment.

2 Pay

Back Save and Exit Back To Home

Instructions

1. The Total Fee will be displayed on the screen
2. Click the **Pay button** to be directed to State of Arizona Checkout Utility page

Key Points

No key points.

Certificate Order Request

The screenshot shows the 'CHECKOUT - PAYMENT INFORMATION' form. A red box labeled '1' highlights the 'Payment Information' header. Another red box labeled '2' highlights the personal information fields: *First Name (Prakruthi), *Last Name (K), *Billing Address (XYZ), *City (NM), *State (AZ), *Zip (85018), *Email (prakruthiemail@gmail.com), and *Phone Number (999-999-9999). A third red box labeled '3' highlights the payment method selection, with 'Credit Card' selected. A fourth red box labeled '4' highlights the credit card details: *Credit Card Number (4159262222222221), *Expiration Date (March 2024), and *CVV/CSV (665). A fifth red box labeled '5' highlights the 'Continue' button at the bottom right. A disclaimer note is visible: 'Credit Cards issued by a foreign bank or entity are not an acceptable form of payment due to the system's inability to confirm security measures. As an alternative, please use a secured or prepaid Credit Card issued by a US entity or bank.'

Instructions

1. You will be directed to Payment Information page
2. Populate the **payment information**
3. Select the **Card Type**
4. Provide the **Card Details**
5. Click **Continue**

Key Points

Credit card issued by a foreign bank or entity are not accepted due to security measures. Use secured or prepaid credit cards issued by a U.S. entity or bank.

Certificate Order Request

State of Arizona Checkout Utility
State of Arizona

Order Review

Please review your order and ensure the information below is correct before proceeding.
If you agree with the information as displayed, please click the "Authorize" button to process the payment.

BILLING INFORMATION

Name:
Prakruthi K.

Address:
XYZ, NM, AZ, 85018

Phone:
999-999-9999

Email:
prakruthiemail@gmail.com

ACCOUNT INFORMATION

VISA
4*****2221

ORDER INFO

Order No	Product ID	Item Description	Amount	Quantity	Total Amount
1486789979	H0026	REHABILITATION PERMIT	\$306.00	1	\$306.00
Total					\$306.00

Instructions

Review the order details.

Key Points

No key points.

Certificate Order Request

XYZ, NM, AZ, 85018

Phone:
999-999-9999

Email:
prakruthiemail@gmail.com

[Edit](#)

ACCOUNT INFORMATION

VISA
4*****2221

[Edit](#)

ORDER INFO

Order No	Product ID	Item Description	Amount	Quantity	Total Amount
1406789979	HDC06	REHABILITATION PERMIT	\$306.00	1	\$306.00
Total					\$306.00

Note:

I understand that the following amount will be billed to my credit card. My credit card statement will show the following merchant name(s) and amount(s) for this transaction.

Merchant	Amount
AZ Dept of Housing	\$306.00

The total amount to be billed to your credit card is **\$306.00**.

[Previous](#) [Cancel](#) [Authorize](#)

State of Arizona Checkout Utility
State of Arizona

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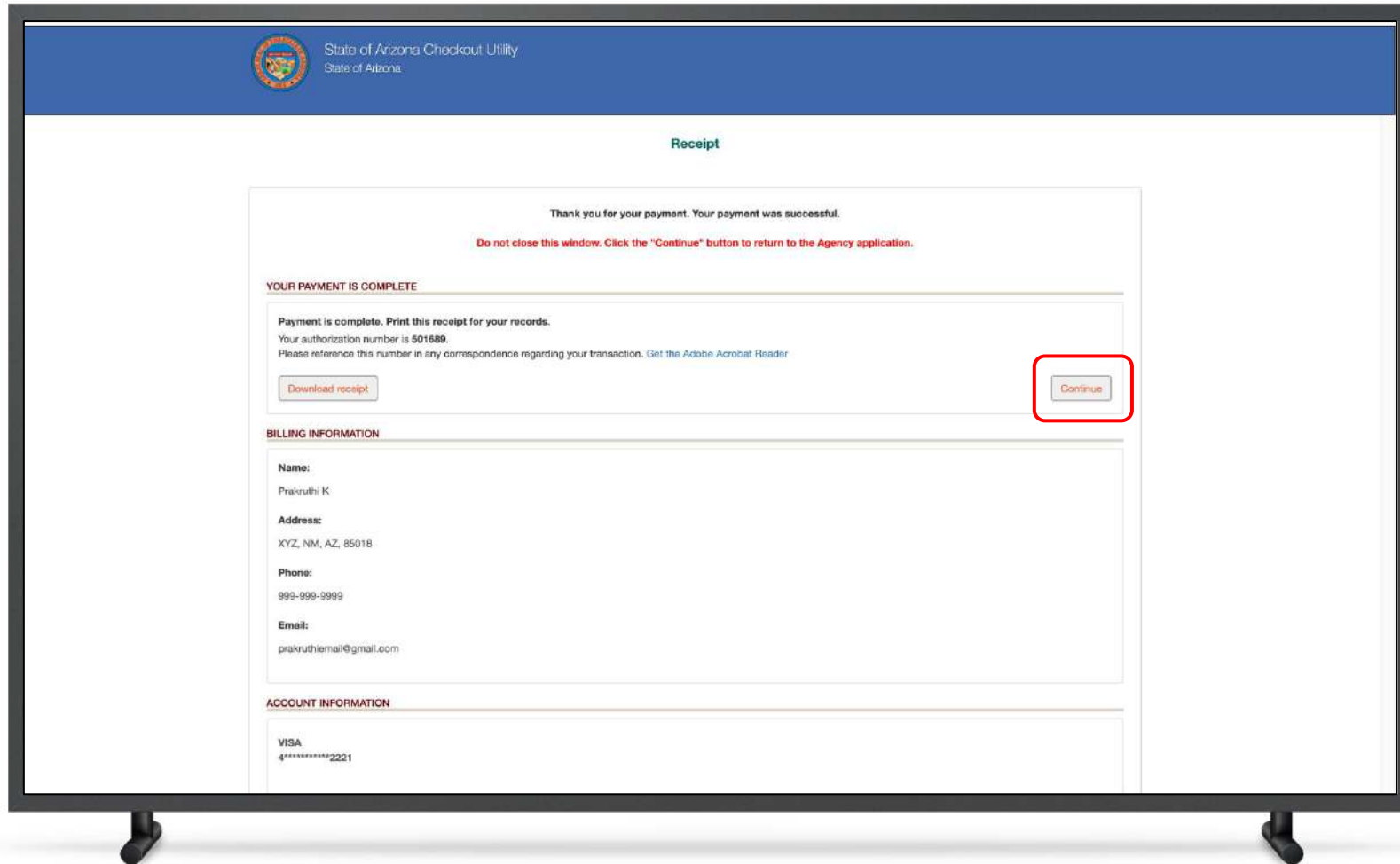
Instructions

Scroll down and click **Authorize**.

Key Points

No key points.

Certificate Order Request



Instructions

You will land on receipt page

1. Click **Continue**

Key Points

You can download the receipt by clicking the **Download Receipt button.**

Certificate Order Request

Arizona Department of Housing

Search Manage Users My Profile Logout

Certificate Order Request

Identification Information
Order Information
Pay and Submit

Pay and Submit

* means required fields

Thank you! Click on Submit to successfully Submit the application.

View Receipt 1

Save and Exit Submit 2

Instructions

You will be redirected to Pay and Submit page

1. Click View Receipt to view the Receipt
2. Click Submit

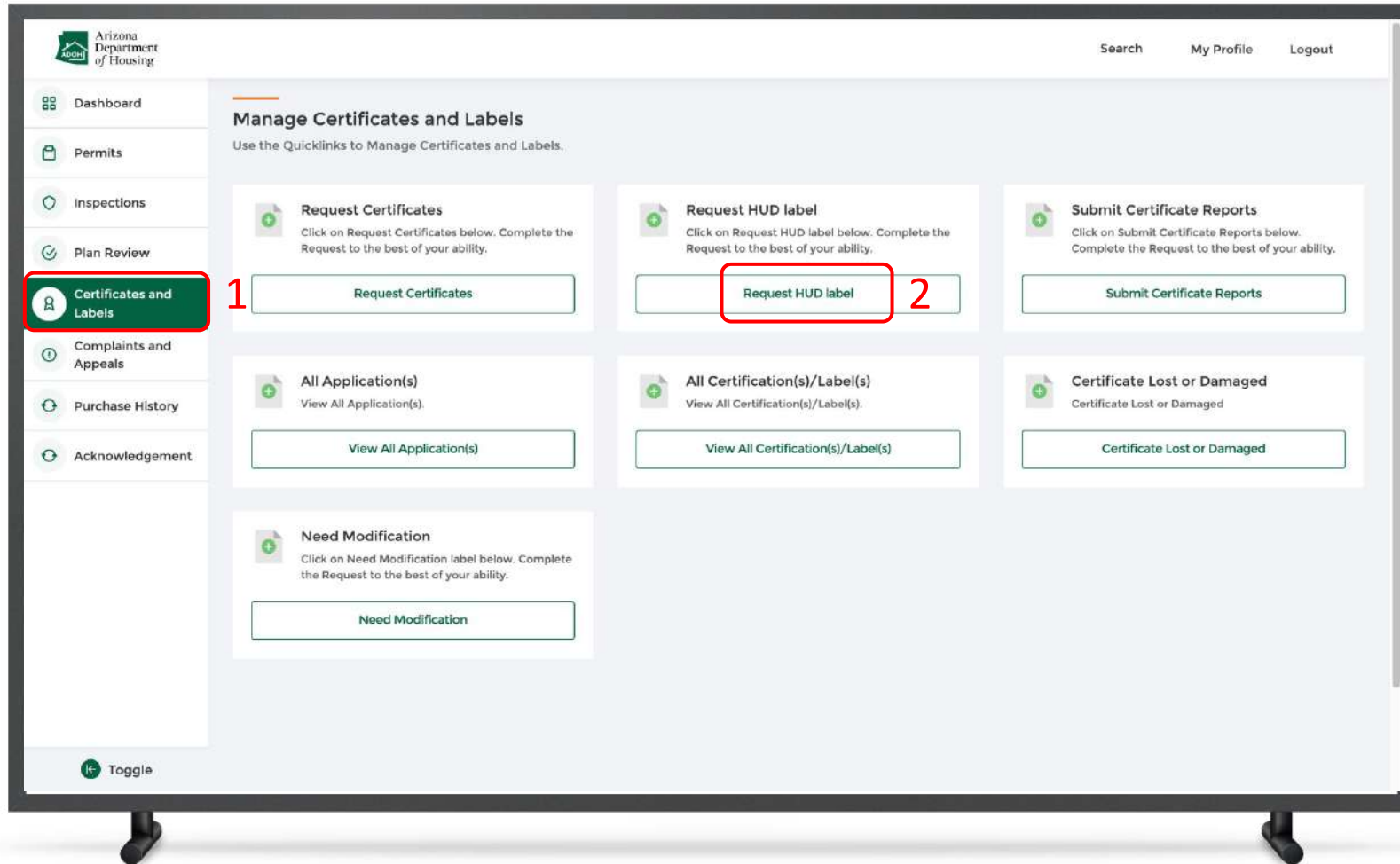
Key Points

- Once you submit the application, you will receive a notification email from MHBD notifying that the application request is received
- Apart from the notification email, you will also receive a payment confirmation email with Payment Receipt attached



Certificates & Labels - HUD Label

Request HUD Label



Instructions

1. Click the **Certificates and Labels tab** on toggle menu bar
2. Click **Request HUD Label**

Key Points

Only licensed manufacturers can request HUD labels.

Request HUD Label

Arizona Department of Housing

Search Manage Users My Profile Logout

HUD Label Request

IBTS Plant Code

ABS

Back Next

Instructions

1. Enter the **IBTS Plant Code**
2. Click **Next**

Key Points

- The system will show an error message and will not allow you to proceed further if the IBTS Code is incorrect
- IBTS Code should be updated on the account

Request HUD Label

Arizona Department of Housing

Search Manage Users My Profile Logout

New HUD Label Application

- 1 Details
- 2 Document Upload
- 3 Pay and Submit

1

2

3

Next Save and Exit

Instructions

1. Search for the **License Number** in the search field
2. Enter the **Quantity of Labels**
3. Click **Next**



Key Points

Only the manufacturer license associated with this account will be displayed.

Request HUD Label

Arizona Department of Housing

Search Manage Users My Profile Logout

New HUD Label Application

Details
2 Document Upload
3 Pay and Submit

Document Upload

* means required fields

Document Name	Upload Action	Uploaded Documents
HUD 301 Form *	1 <input type="button" value="Upload Files"/>	<input type="button" value="View Files"/> 2
Pay.gov receipt *	<input type="button" value="Upload Files"/>	<input type="button" value="View Files"/>

3

Instructions

1. Click the **Upload Files button** and upload required documents
2. Click **Generate Document**, if you wish to generate the document
3. Click **Next**

Key Points

No key points.

Request HUD Label

Arizona Department of Housing

Search Manage Users My Profile Logout

New HUD Label Application

- Details
- Document Upload
- 3 Pay and Submit

Pay and Submit

* means required fields

Product Description	Quantity	Fee
HUD Labels	2	\$85.00

Total Fee: \$170.00 **1**

Click on Pay button below to make the payment.

Pay **2**

Back Save and Exit Back To Home

Instructions

1. The Total Fee will be displayed on the screen
2. Click the **Pay button** to be directed to the State of Arizona Checkout Utility page

Key Points

No key points.

Request HUD Label

The screenshot shows the 'CHECKOUT - PAYMENT INFORMATION' form. The form is titled 'CHECKOUT - PAYMENT INFORMATION' and contains the following fields:

- Payment Information (1):** A red box highlights the entire form area.
- Personal Information:**
 - *First Name: Prakruthi
 - *Last Name: K
 - *Billing Address: XYZ (2)
 - *City: NM
 - *State: AZ
 - *Zip: 85018
 - *Email: prakruthiemail@gmail.com
 - *Phone Number: 999-999-9999
- Payment Method (3):** Radio buttons for 'Credit Card' (selected) and 'Electronic Check'.
- Credit Card Details (4):** A red box highlights the credit card input fields:
 - *Credit Card Number: 4159262222222221
 - *Expiration Date: March 2024
 - *CVV/CSV: 655
- Buttons (5):** A red box highlights the 'Continue' button at the bottom right.

Below the payment method selection, there is a warning message: "Credit Cards issued by a foreign bank or entity are not an acceptable form of payment due to the system's inability to confirm security measures. As an alternative, please use a secured or prepaid Credit Card issued by a US entity or bank."

Instructions

1. You will be directed to the Payment Information page
2. Populate the **payment information**
3. Select the **Card Type** by checking the radio button
4. Provide the **Card Details**
5. Click **Continue**

Key Points

Credit card issued by a foreign bank or entity are not accepted due to security measures. Use secured or prepaid credit card issued by a US entity or bank

Request HUD Label

State of Arizona Checkout Utility
State of Arizona

Order Review

Please review your order and ensure the information below is correct before proceeding.
If you agree with the information as displayed, please click the "Authorize" button to process the payment.

BILLING INFORMATION

Name:
Prakruthi K.

Address:
XYZ, NM, AZ, 85018

Phone:
999-999-9999

Email:
prakruthiemail@gmail.com

ACCOUNT INFORMATION

VISA
4*****2221

ORDER INFO

Order No	Product ID	Item Description	Amount	Quantity	Total Amount
1486789979	HD026	REHABILITATION PERMIT	\$306.00	1	\$306.00
Total					\$306.00

Instructions

Review the order details.

Key Points

No key points.

Request HUD Label

XYZ, NM, AZ, 85018

Phone:
999-999-9999

Email:
prakruthiemail@gmail.com

[Edit](#)

ACCOUNT INFORMATION

VISA
4*****2221

[Edit](#)

ORDER INFO

Order No	Product ID	Item Description	Amount	Quantity	Total Amount
1406709979	HDC06	REHABILITATION PERMIT	\$306.00	1	\$306.00
Total					\$306.00

Note:

I understand that the following amount will be billed to my credit card. My credit card statement will show the following merchant name(s) and amount(s) for this transaction.

Merchant	Amount
AZ Dept of Housing	\$306.00

The total amount to be billed to your credit card is **\$306.00**.

[Previous](#) [Cancel](#) [Authorize](#)

State of Arizona Checkout Utility
State of Arizona

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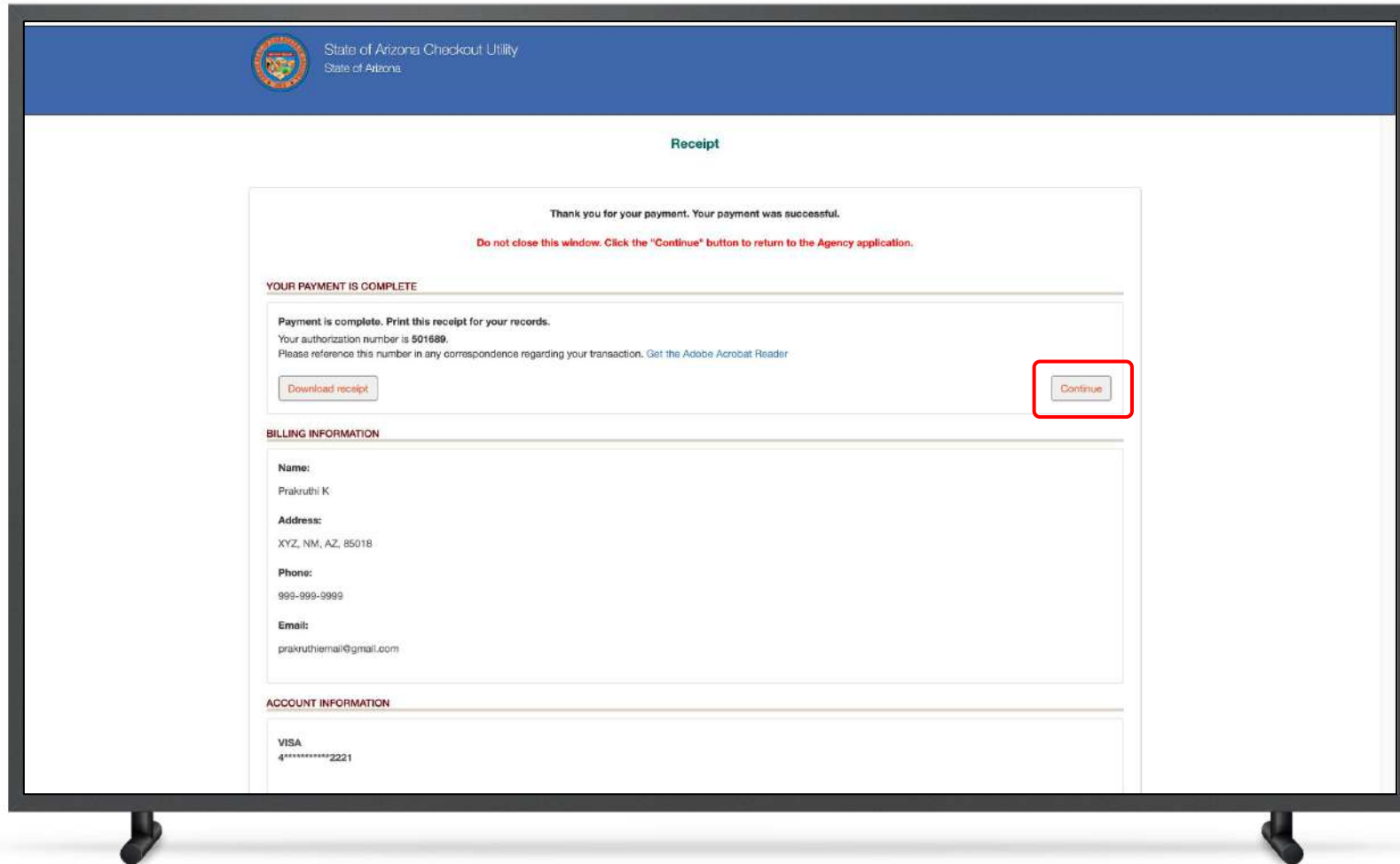
Instructions

Scroll down and click **Authorize**.

Key Points

No key points.

Request HUD Label



Instructions

You will land on receipt page

1. Click **Continue**

Key Points

You can download the receipt by clicking the **Download Receipt** button.

Request HUD Label

Arizona Department of Housing

Search Manage Users My Profile Logout

New HUD Label Application

1 Details
2 Document Upload
3 Pay and Submit

Pay and Submit

* means required fields

Thank you! Click on Submit to successfully Submit the application.

View Receipt 1

Save and Exit **Submit** 2

Instructions

You will be redirected to the Pay and Submit page

1. Click **View Receipt** to view the receipt
2. Click **Submit**

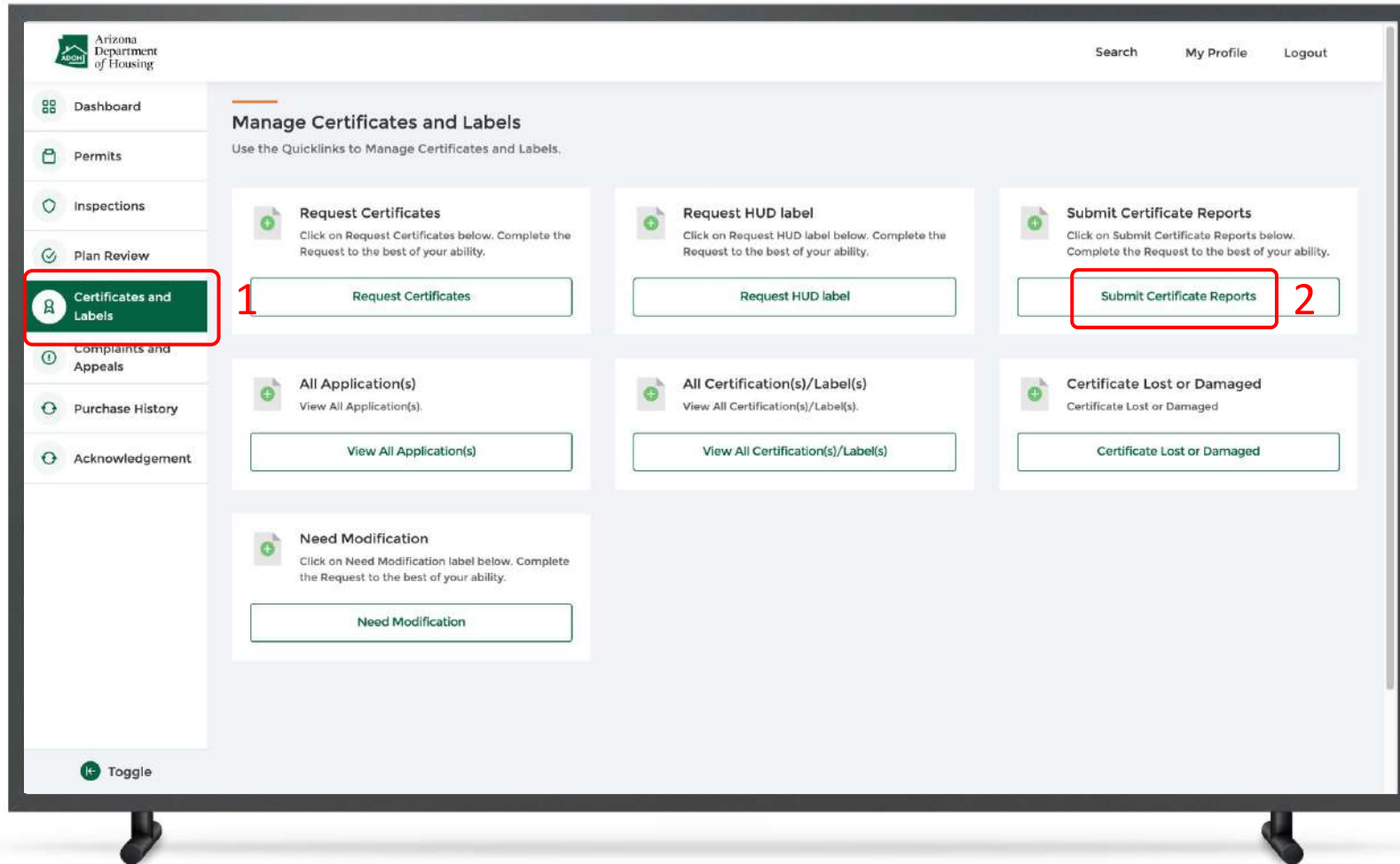
Key Points

- Once you submit the application, you will receive an email from MHBD notifying the application request is received
- You will also receive a separate payment confirmation email with a payment receipt attached



Submit Certificate Reports

Submit Certificate Reports



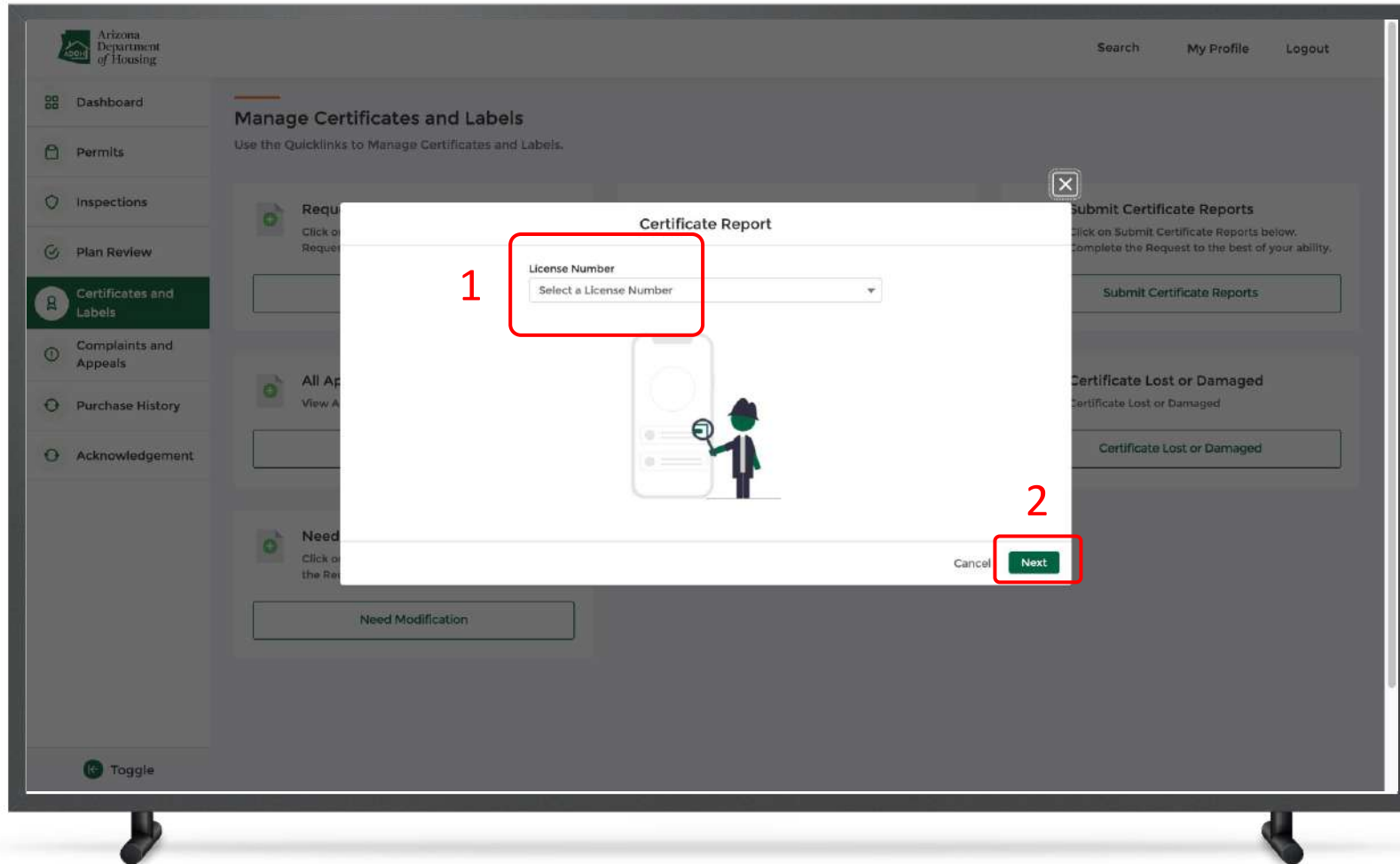
Instructions

1. Click the **Certificates and Labels tab** from the toggle menu bar
2. Click **Submit Certificate Reports**

Key Points

- The certificate report needs to be submitted on first of every month. If the report is not submitted by the 5th or 15th, MHBD staff will create a citation and the user has to pay a \$50 fine
- Contractors will not be changed fine for late report submissions

Submit Certificate Reports



Instructions

1. Select the **License Number**
2. Click **Next**

Key Points

The certificates that need to have reports submitted will be available in the list.

Submit Certificate Reports

Arizona Department of Housing

Search My Profile Logout

No activity on all

Certificate Report

Click on the arrow near the certificate name to enter the reporting details for certificate.

▼ AZI-002720

No activity

Type of work performed

Site Prep / Excavation

- Pad construction and compaction
- Grading and drainage

Foundation System

- Footings
- Stem Wall
- Retaining wall
- Skirting (Part of Foundation)
- Piers and column supports
- Anchoring
- Drainage from under building

Building Structural Connections

- Section to section assembly, alignment, and connection
- Manufactured Home Marriage Line

Plumbing

Instructions

1. Select the type of work performed
2. Check 'No activity' checkbox if there is no activity performed on the certificate (As per the statute you are supposed to report the use of certificate whether you have performed activity or not)

Key Points

The fields are displayed based on the type of license.

Submit Certificate Reports

Arizona Department of Housing

Search My Profile Logout

Other

Mobile Home Rehabilitation

Gas

Electric

Gas Appliance Compartment Lined

Egress Windows

Smoke Detector

Permit Number

Search... Permit Number not Found in Lookup

*Owner Name

*Serial Number

*Date Installed

Installation Address

*Street Address

*State

*City

*Zip/Postal Code

Save Save and Exit Submit

Instructions

Populate all the reporting details for the certificate and click **Submit**.

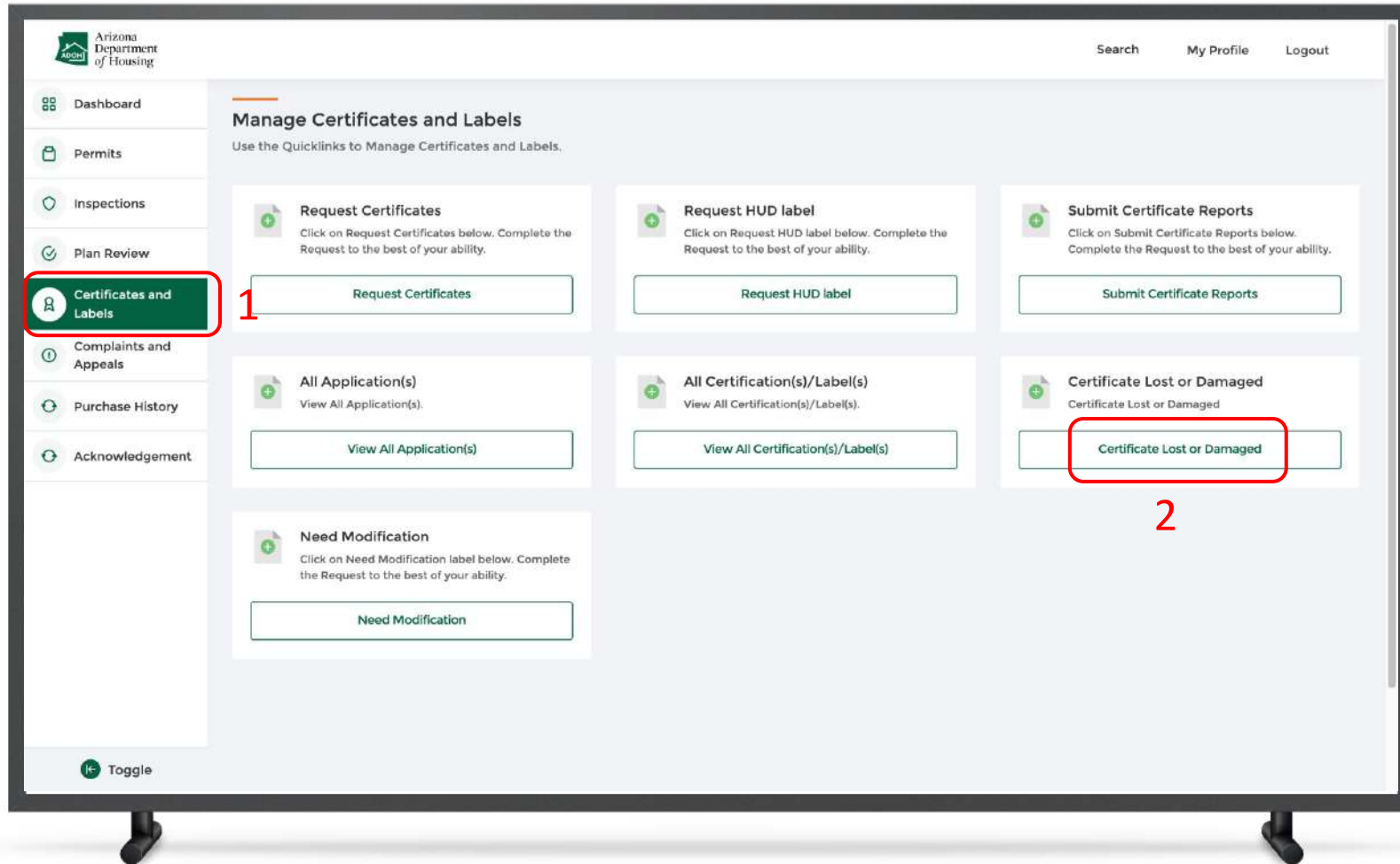
Key Points

No key points.



Certificates Lost or Damaged

Certificate Lost or Damaged



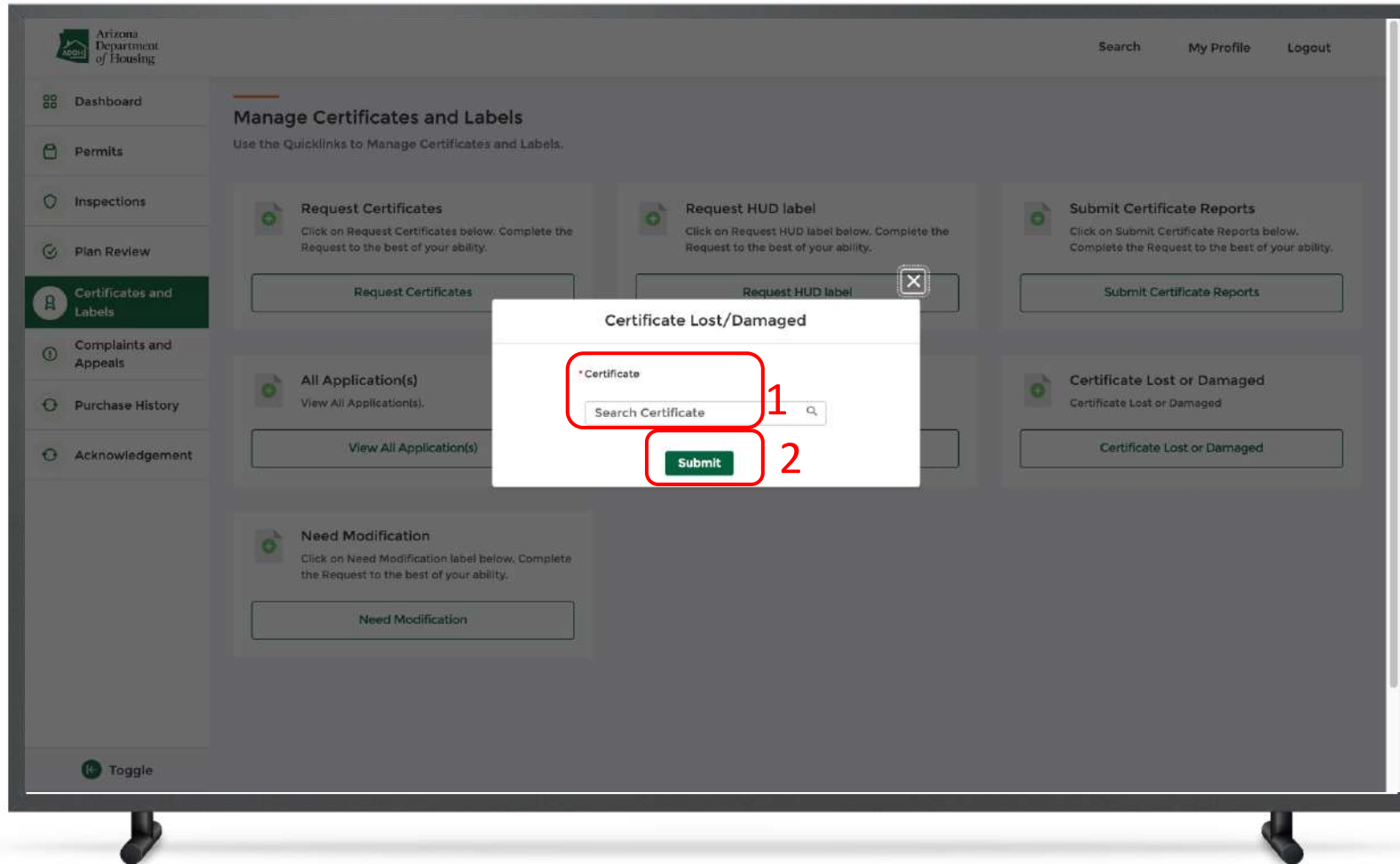
Instructions

1. Click the **Certificates and Labels tab** from the toggle menu bar
2. Click **Certificate Lost or Damaged**

Key Points

As soon the certificate is indicated as lost or damaged, the system will automatically change the status of the certificate to "Invalid." From that date on, there will not be any reports due for that particular certificate.

Certificate Lost or Damaged



Instructions

1. Search for the certificate from the drop-down list
2. Click the **Submit** button

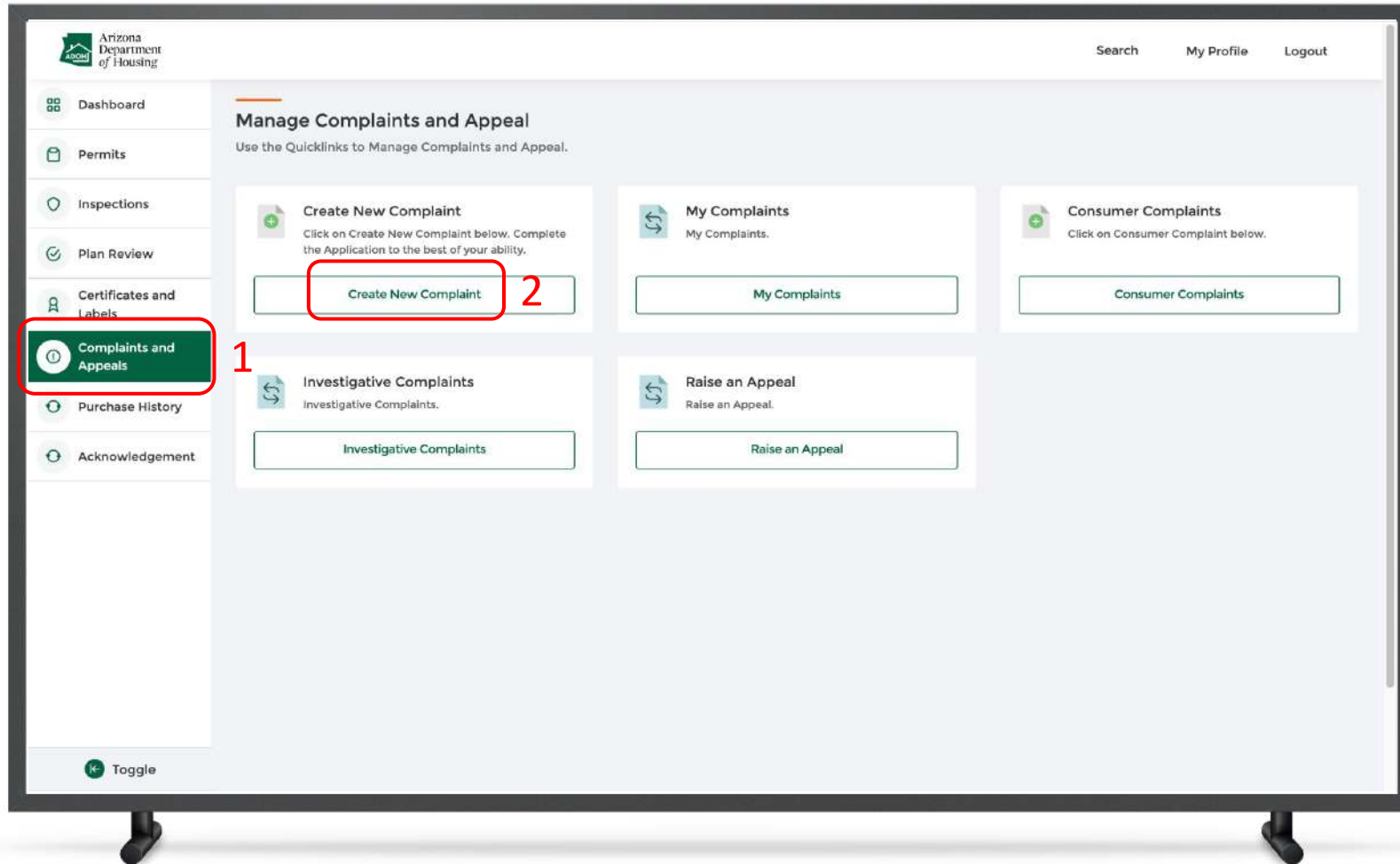
Key Points

You can see a success message on the screen notifying the certificate has been indicated as lost or damaged.



Complaints and Appeals

Complaints and Appeals



Instructions

1. Click Complaints and Appeals tab from the toggle menu bar
2. Click Create new Complaint

Key Points

No key points.

Complaints and Appeals

Arizona Department of Housing

Search My Profile Logout

Consumer Complaint

- 1 Identification Information
- 2 Licensee Information
- 3 Unit Information
- 4 Document Upload
- 5 Complaint Details
- 6 Acknowledgement

Identification Information

Complainant Name
Tenant Test

Email
prakruthi.kairamkonda+tt@mtxb2b.com

1 Daytime Phone

Work Phone

2 Mailing Address

Search Address

Street Address

Suite/Apt Number

City

State/Province

Zip/Postal Code

Instructions

1. Populate complainant Phone Number
2. Populate Mailing Address

Key Points

No key points.

Complaints and Appeals

Arizona Department of Housing

Search My Profile Logout

Country
United States

Unit Address

Same as Mailing Address

Search Address

Street Address

Suite/Apt Number

City

State/Province
Arizona

Zip/Postal Code

Country
United States

Name of Mobile Home Park or Subdivision (if applicable)

Back Next Save and Exit

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Instructions

1. Check the 'Same as Mailing address' box if the Unit Address is same as Mailing Address (If not, you need to enter Unit address as well)
2. Click Next

Key Points

No key points.

Complaints and Appeals

Arizona Department of Housing

Search My Profile Logout

Consumer Complaint

- 1 Identification Information
- 2 Licensee Information
- 3 Unit Information
- 4 Document Upload
- 5 Complaint Details
- 6 Acknowledgement

Licensee Information

Manufacturer Company

License cannot be located in the search

Search by license number or Search By Manufacturer Name

Search by license number or Search By Manufacturer Name

License

Dealer License

License cannot be located in the search

Search by license number or Search By Dealer Name

Search by license number or Search By Dealer Name

License

Installer License

License cannot be located in the search

Search by license number or Search By Installer Name

Search by license number or Search By Installer Name

License

Instructions

Search for Manufacturer License, Dealer License and/or Installer Licenses using the respective search fields.

Key Points

- You can associate either of three or all the three Licenses to the complaint
- You can search by the License number or by the Name

Complaints and Appeals

Arizona Department of Housing

Search My Profile Logout

3 Unit Information
4 Document Upload
5 Complaint Details
6 Acknowledgement

License cannot be located in the search
Search by license number or Search By Manufacturer Name
Search by license number or Search By Manufacturer Name

License

Dealer License

License cannot be located in the search
Search by license number or Search By Dealer Name
Search by license number or Search By Dealer Name

License

Installer License

License cannot be located in the search
Search by license number or Search By Installer Name
Search by license number or Search By Installer Name

License

Back Next Save and Exit

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Instructions

Scroll down and click Next to continue.

Key Points

No key points

Complaints and Appeals

Arizona Department of Housing

Search My Profile Logout

Consumer Complaint

- ✓ Identification Information
- ✓ Licensee Information
- 3 Unit Information
- 4 Document Upload
- 5 Complaint Details
- 6 Acknowledgement

Unit Information

The Unit is
New

Serial Number

Purchase Date
Jan 1, 2022

Installation Date
Jan 7, 2022

Unit Type

- Mobile Home
- Manufactured Home
- FBB
- Park Model
- Other Recreational Vehicle

Instructions

1. Populate Unit Information
2. Select Unit Type from the dropdown list

Key Points

- If you have selected a Unit Type that is not eligible to file a complaint, you will see a note: 'This department does not regulate. If you have made an error please go back and select the correct Unit Type'
- Consumer will be eligible raise a complaint after 1 year from the Unit's date of Purchase or Installation (whichever date is later)

Complaints and Appeals

Arizona Department of Housing

Search My Profile Logout

Consumer Complaint

- ✓ Identification Information
- ✓ Licensee Information
- 3 Unit Information**
- 4 Document Upload
- 5 Complaint Details
- 6 Acknowledgement

Unit Information

The Unit is:

Serial Number:

Purchase Date:

Installation Date:

Unit Type:

Instructions

Click Next

Key Points

No key points

Complaints and Appeals

Arizona Department of Housing

Search My Profile Logout

Consumer Complaint

- ✓ Identification Information
- ✓ Licensee Information
- ✓ Unit Information
- Document Upload
- 5 Complaint Details
- 6 Acknowledgement

Document Upload

Document Name	Upload Action	Uploaded Documents
Copy of Consumer Cosmetic Walk-through Form	<input type="button" value="Upload Files"/>	
Map of Home Location	<input type="button" value="Upload Files"/>	
Copy of Purchase Agreement/Contract and/or Addendum/ Change Order *	1 <input type="button" value="Upload Files"/>	
Any emails/documents to support your claims	<input type="button" value="Upload Files"/>	
If Seller, upload the listing agreement	<input type="button" value="Upload Files"/>	
Escrow Documents *	<input type="button" value="Upload Files"/>	

2

Instructions

1. Click Upload Files and upload supported documents
2. Click Next

Key Points

Purchase Agreement/Contract and/or Addendum/ Change Order document(s) is mandatory.

Complaints and Appeals

Arizona Department of Housing

Search My Profile Logout

Consumer Complaint

- Identification Information
- Licensee Information
- Unit Information
- Document Upload
- Complaint Details**
- Acknowledgement

Complaint Details

List issues with the home or building numerically and please write legibly. Provide a brief description of the issue(s).

DO NOT provide lengthy storylines.

Serial No.	Issue Description	Remove
1.	Test Issue	

Add Issue

Back Next Save and Exit

Instructions

1. Describe your issue in the Issue Description field
2. Click Add Issue if you want to register another complaint/issue individually
3. Click Next

Key Points

No key points.

Complaints and Appeals

Arizona Department of Housing

Search My Profile Logout

Consumer Complaint

- ✓ Identification Information
- ✓ Licensee Information
- ✓ Unit Information
- ✓ Document Upload
- ✓ Complaint Details
- 6 Acknowledgement

Acknowledgement

I hereby give my permission to send a copy of this complaint to the licensee(s) involved, and if this office verifies my complaint, I agree to allow the licensee(s) to make appropriate corrections. By entering my name below I am authorizing the Department to receive my formal complaint and consider it as a form of my signature

Name
Test Tenant

Back Submit

Instructions

1. Check the Acknowledgement box
2. Enter your Name
3. Click Submit; the complaint will be filed

Key Points

No key points.



Arizona
Department
of Housing

This Concludes AZ MHBD Salesperson (Invite Only) - Portal User Guide

THANK YOU

