Arizona Department of Housing

AZ MHBD

Portal User Guide
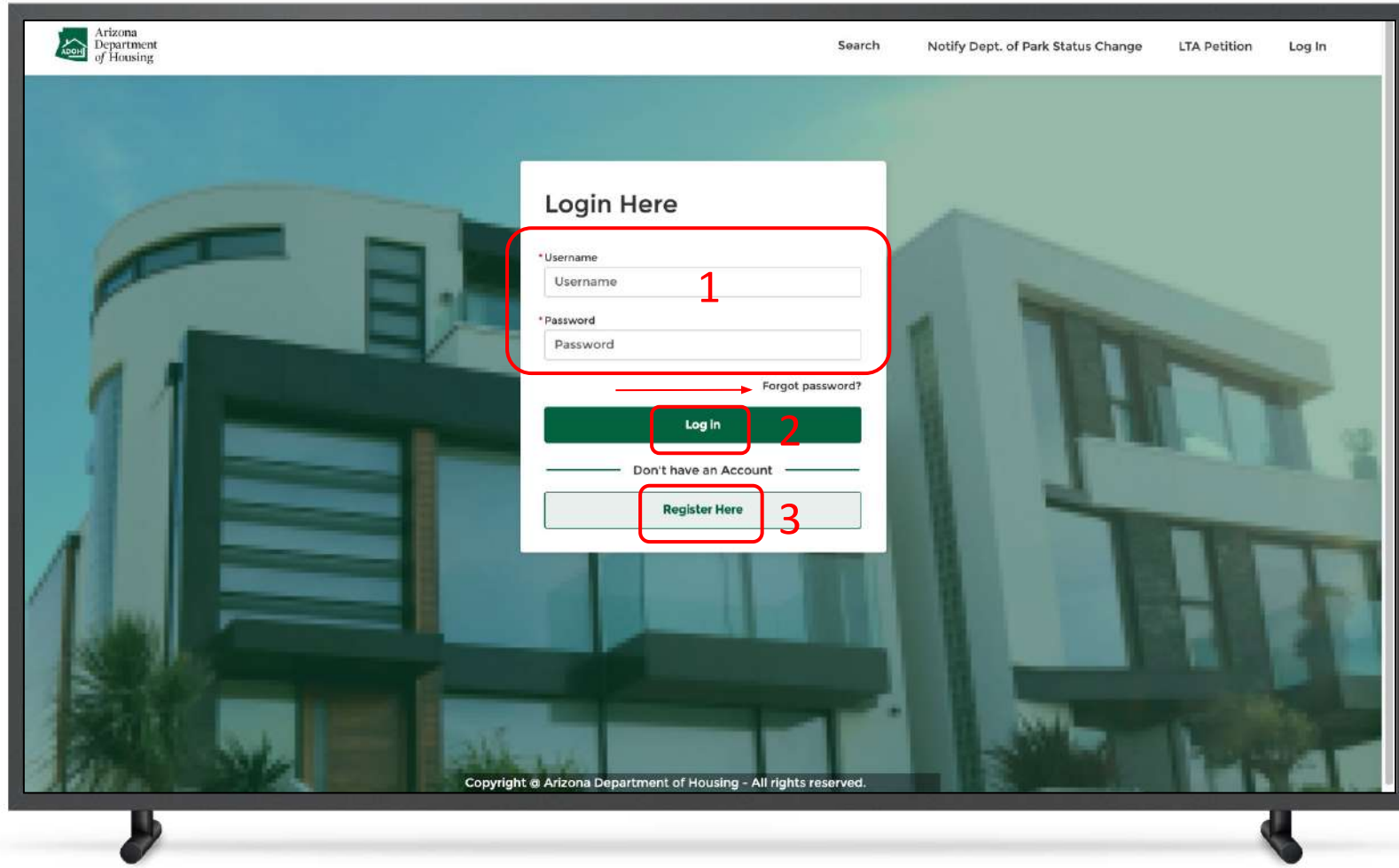
Table of Contents

Login & Registration

Login

1. Enter **Username** and Password
2. Click the **Log In button**
3. If you want to register, click the **Register Here button**

Key Points

If you can't remember your password, click the **Forgot password? link**.

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Registration

Select the **Registration Type** from the dropdown list.

Key Points

The following are the Registration Types:

- MHBD Licensee
- ROC Contractor
- Homeowner
- Tenant
- Acting Agent

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Registration

1. Populate required details
2. Check the **attestation box**
3. Click **Submit**

Key Points

If you select **MHBD Licensee and ROC Contractor**, you need to provide the company name. You can either search the company name from the existing list or enter the company name manually.

If you select **Tenant**, you need to enter a **Space Number** and **Park Name**.
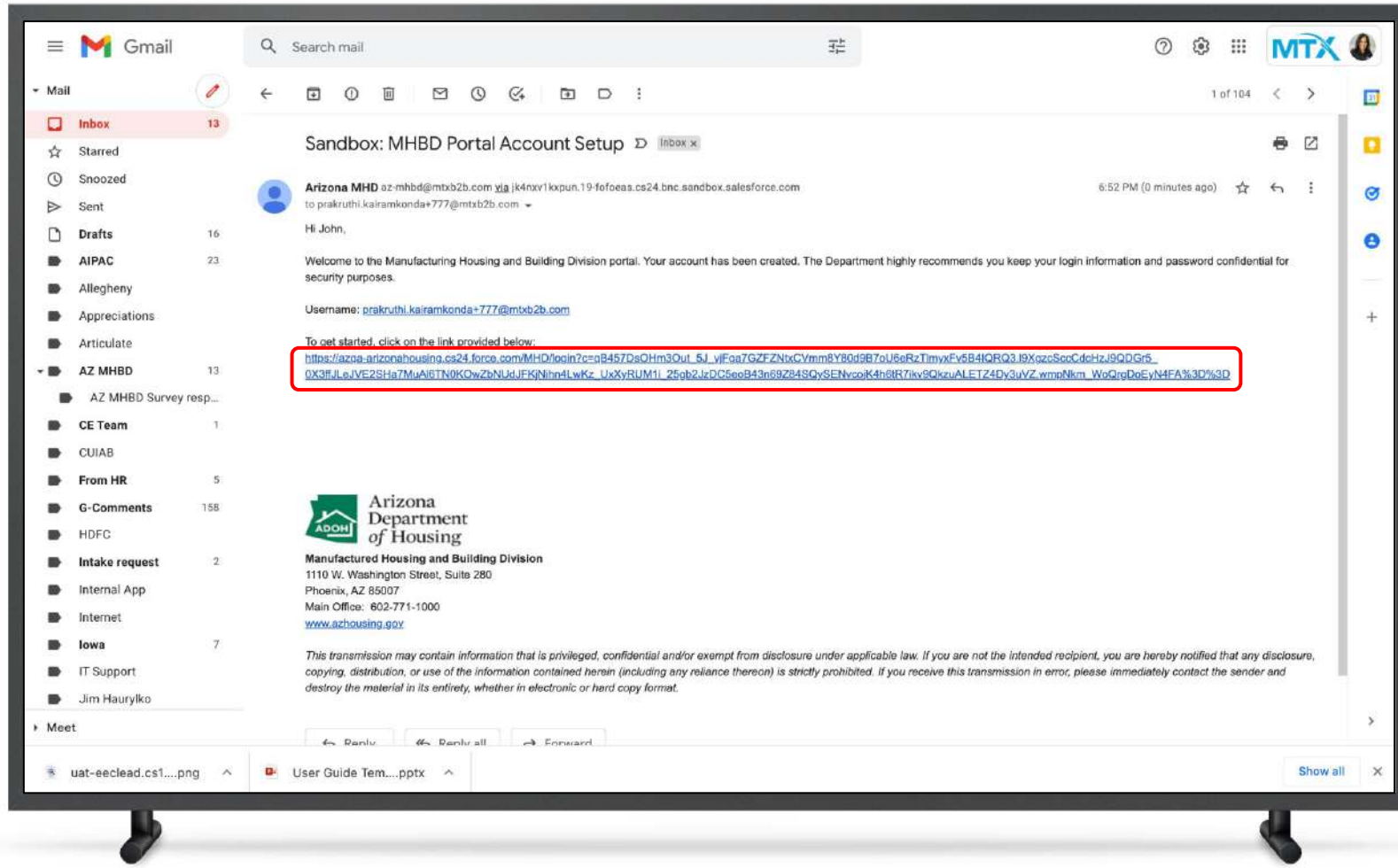
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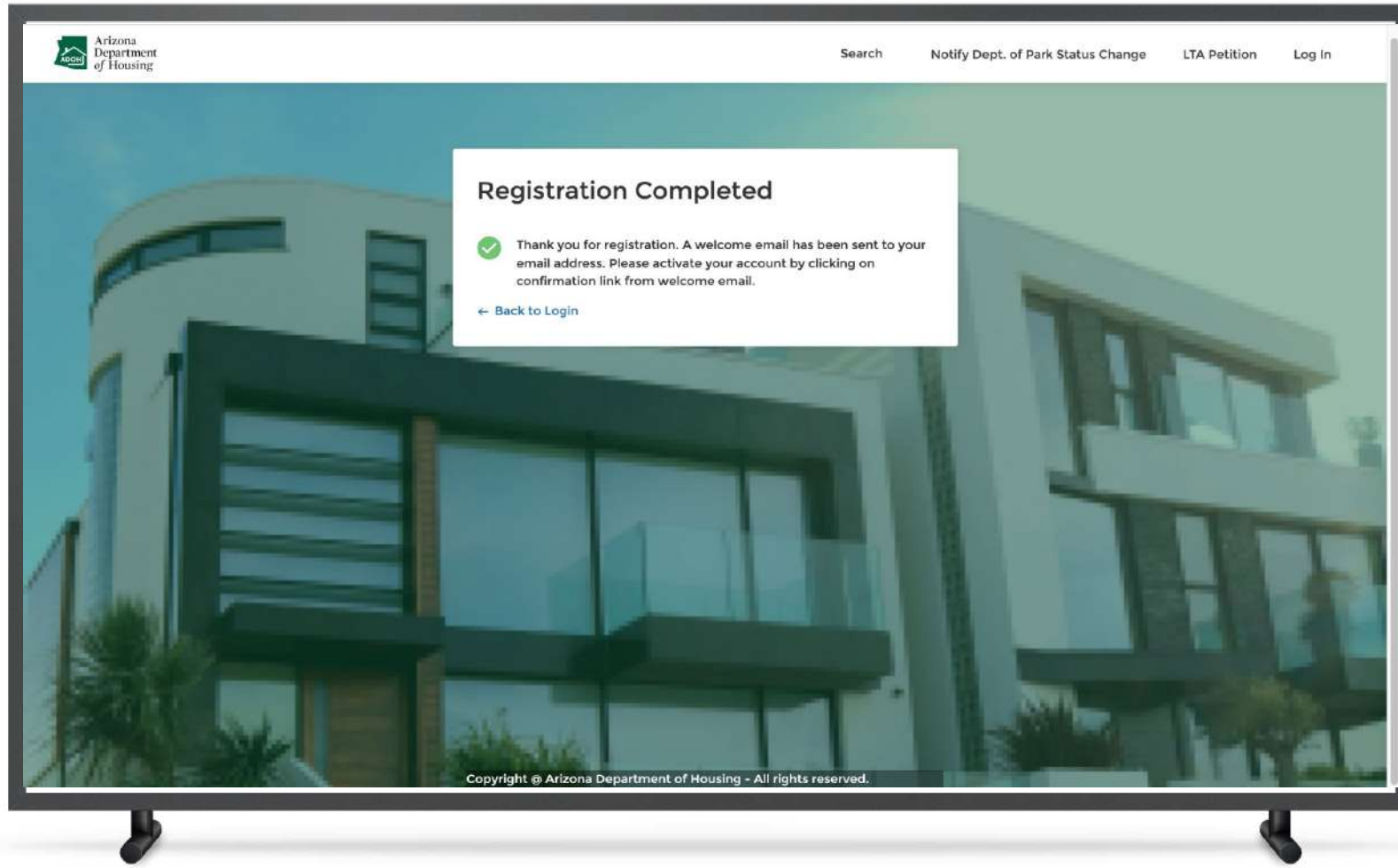
Registration

Instructions

No instructions.

Key Points

Upon clicking the **Submit button**, the system will display a success message on the screen.

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Registration

Instructions

You will receive an account set up email to your registered email address. Click on the **link** to go to the Change Your Password page.

Key Points

No key points.

Registration

1. Enter a **New Password** and confirm
2. Click the **Change Password button**

Key Points

Make sure the password meets the given criteria.

Login

1. Come back to login page and enter your **Username** and **Password**
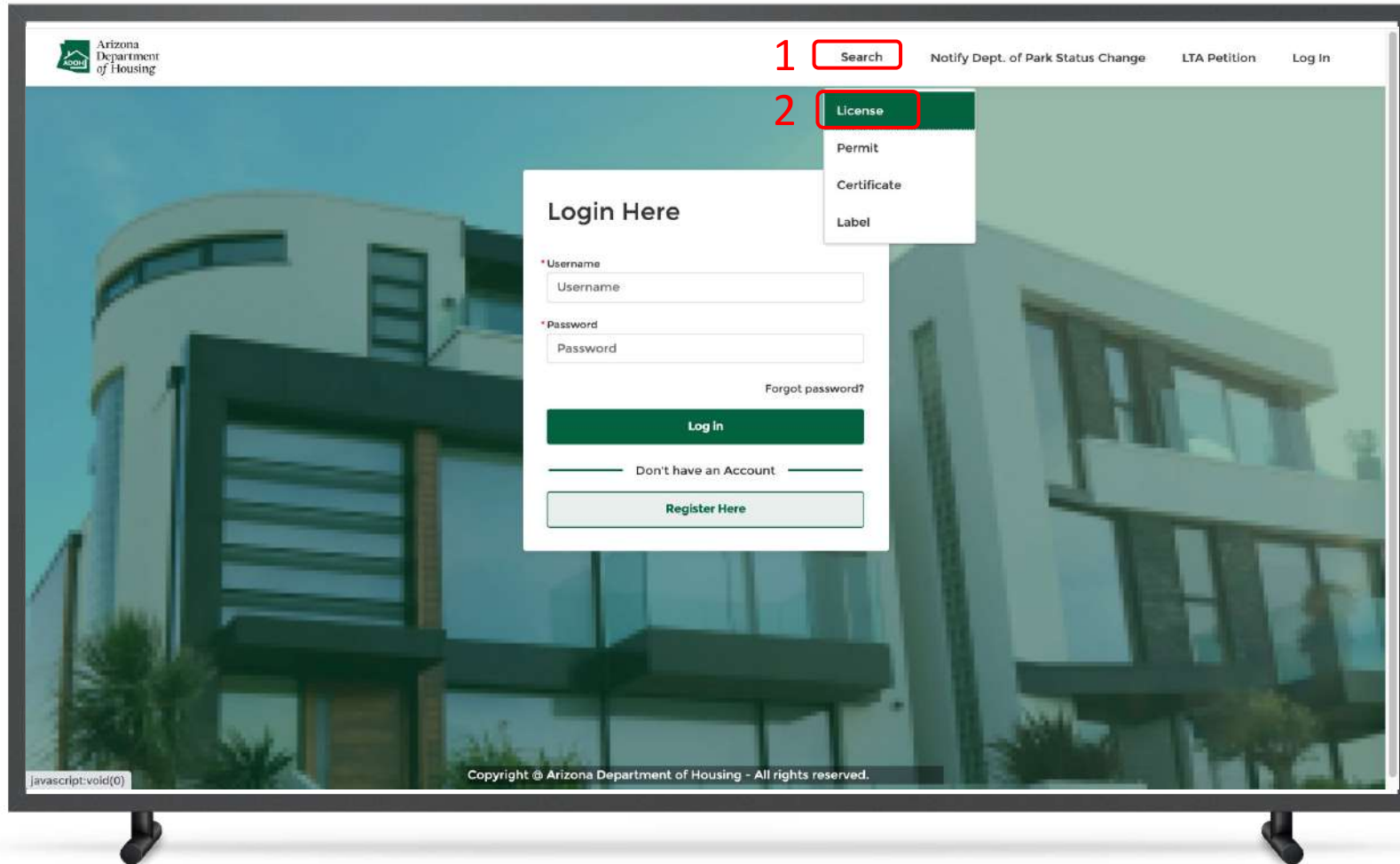
2. Click the **Log In button**

Key Points

No key points.

General Search (Licenses, Permits, Certificates & Labels)

Search License

1. Click on **Search** from the navigation bar

2. Select the **Licenses tab**

Key Points

- You do not need to log in to the portal to access the functionalities on the top menu bar

- Both the authenticated and unauthenticated users can access this search functionality for validating license, permit, and certificate information on the portal

Search Licences

1. Search License by Type, Classification, Salesperson City, County, and Qualifying Party (these values can act as filters)

2. Click on the **Reset Filter button** to start the search over again

Key Points

No key points.

Search License

Click on the **License Type** and select a value from the drop-down list.

Key Points

No key points.

Search License

1. When you select a **License Type**, related licenses will show up as search results
2. Narrow-down the search results by applying other filters
3. User the **Local Search bar** to search for a specific License Number
4. Toggle the **Show only Valid butto**n to display valid licenses

Key Points

- The all the fields and the search result columns will be the same for all the license types except for salesperson
- When a salesperson is selected you can find Search By Salesperson, City, County, and Employing Dealer Of Record fields

Search License

Click the **License Number** to view the License Details.
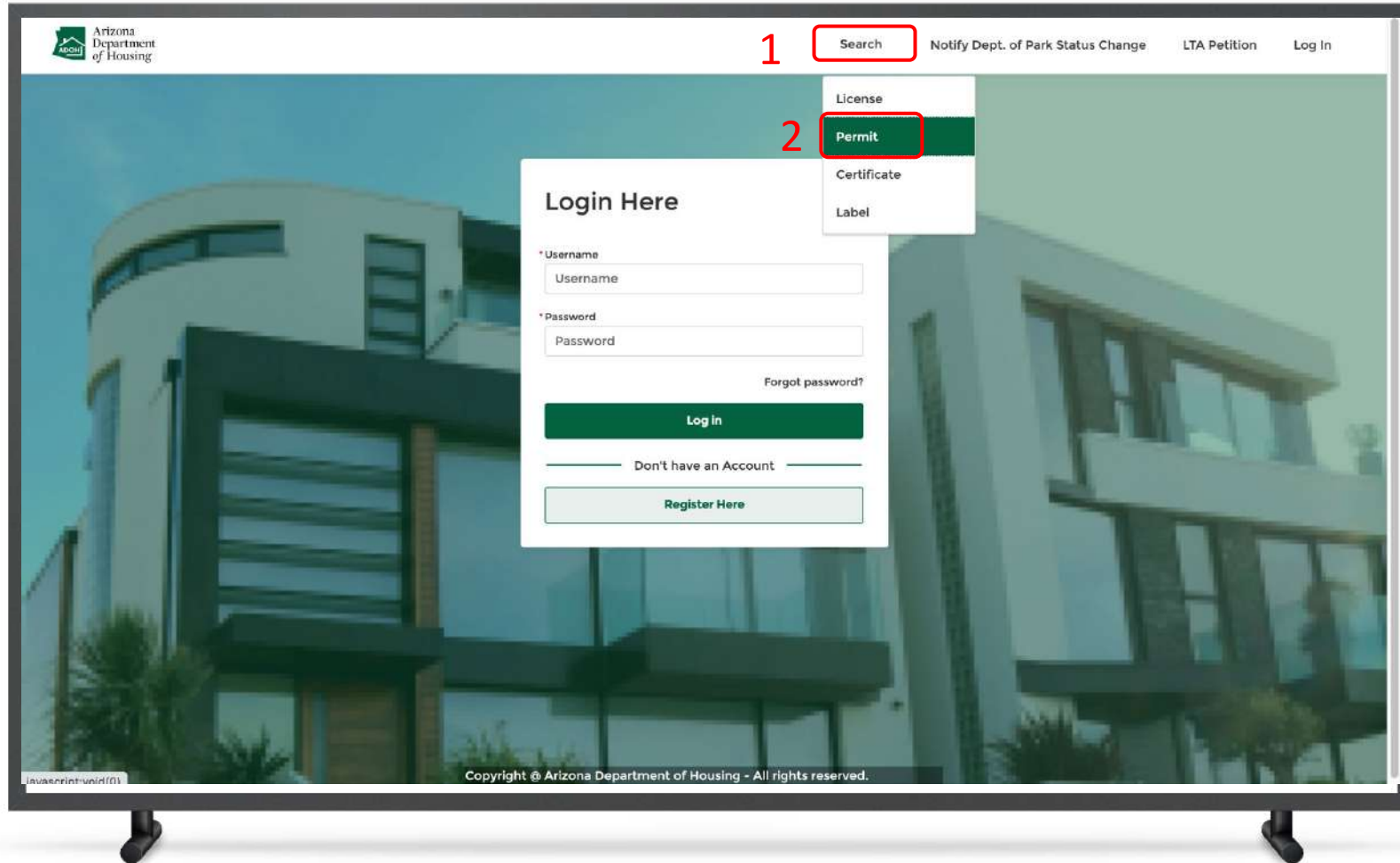
Key Points

No key points.

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Search License

Instructions

Click the **Branch Address icon** to view the Address Details.

Key Points

No key points.

Search Permits

1. Click on **Search** from the navigation bar
2. Select the **Permits tab**

Key Points

The general public will have the ability to come to the portal and search for the permits available or permits issued by the department.

Search Permits

Instructions

1. Enter the **Permit Number** to search for the Permit record
2. Search the Permits record by Owner by entering Owner value in the field
3. The permit record(s) you have searched will be will displayed as search results

Key Points

No key points.

Search Permits

Click **Permit Type** and select a value from the drop-down list. All the permit records related to the selected Permit Type will be displayed as search results.

Key Points

The general public will have the ability to visit the portal and search for permits that are available or issued by the department.

Search Permits

1. Click on **Permit Status** and select a value from the drop-down list

2. Click the **Reset Search button** to restart search process

Key Points

No key points.

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Search Permits

1. Click the **Permit Number**
2. A permit details pop-up window will appear on the screen to view the permit details including Scope of Work

Key Points

No key points.
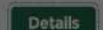
Search Permits

1. Click on the **Details button** under the Inspections column to view Inspection Details
2. Click on the **Reports icon** to view reports that are generated as part of the inspection
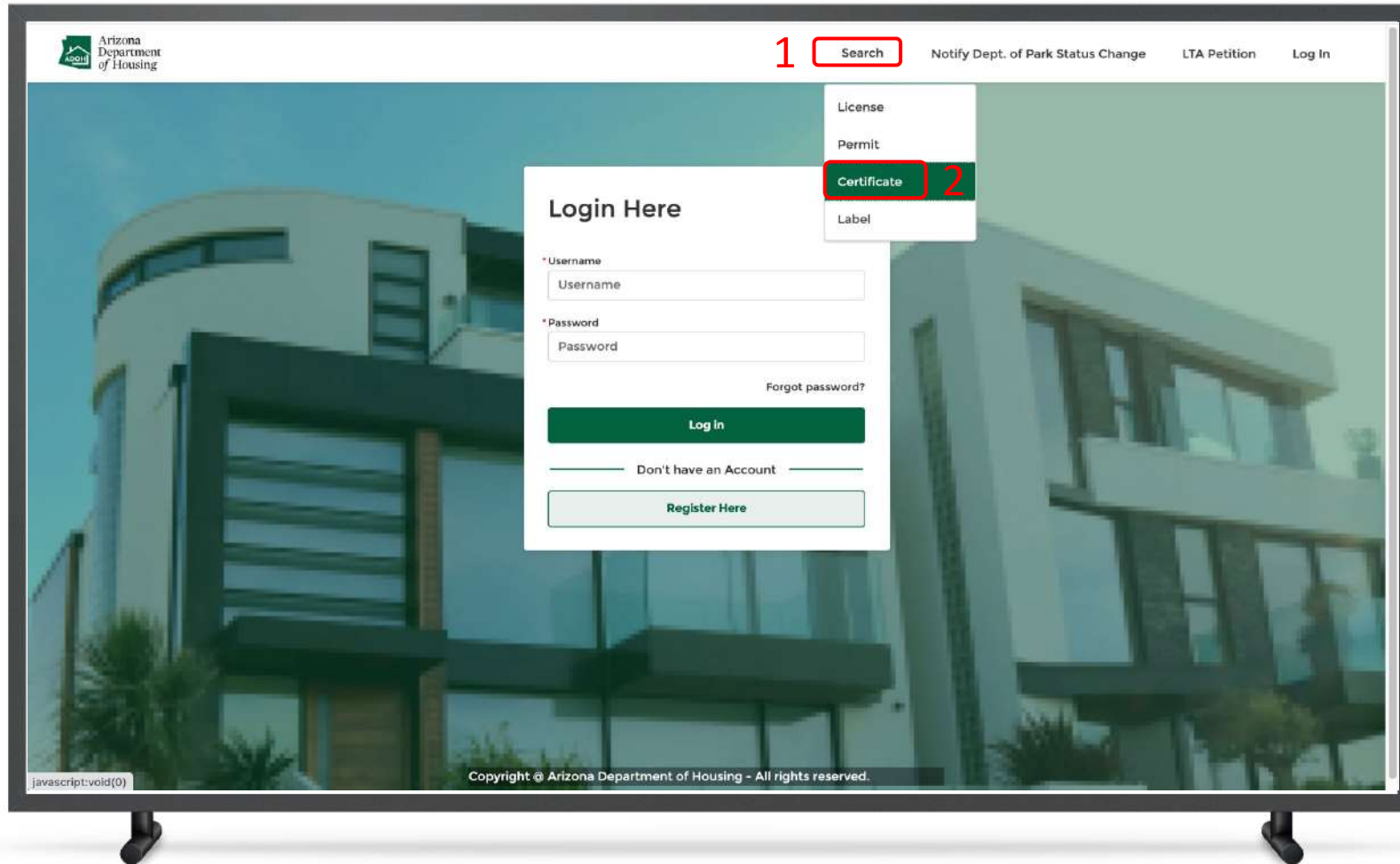
Key Points

No key points.

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Search Certificate

1. Click on the **Search tab**
2. Select **Certificates**

Key Points

The general public will have the ability to come to the portal and search for the certificates available or certificates issued by the department.

Search Certificate

1. Search for the certificates using any of the fields from the gray shaded box
2. Toggle the **Show only Valid button** to show only valid certificates

Key Points

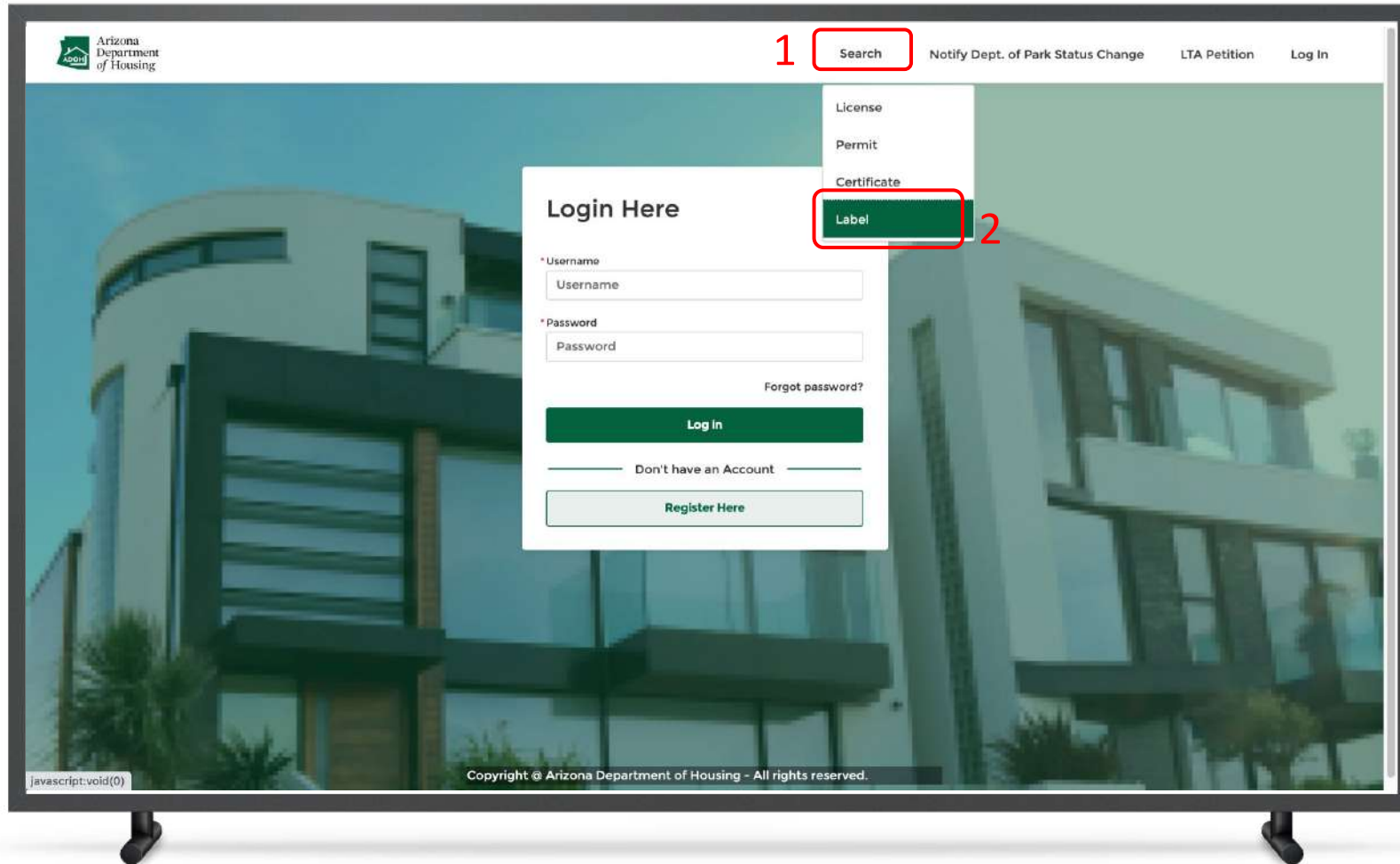No key points.

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Search Certificate

1. Click the **Certificate Number**
2. Certificate Details and Scope of Work will pop-up on the screen

Key Points

No key points.

Search Labels

1. Click on the **Search tab**
2. Select **Labels**

Key Points

The general public will have the ability to come to the portal and search for the Labels available or Labels issued by the department.

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Search Labels

Instructions

1. Search for **Labels** using the filters
2. Toggle the **Show only Valid button** to show only valid certificates
3. Click **Request Verification Letter button**

Key Points

The public or users have the ability to request a verification letter.

Search Labels

1. Enter the **Email Address**
2. Click **Save**

Key Points

- The system will ask you to provide an email address; requests can come from unauthenticated users as well
- Even the authenticated user must enter the email address manually when a verification letter is requested

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Park Status Change

Park Status Change
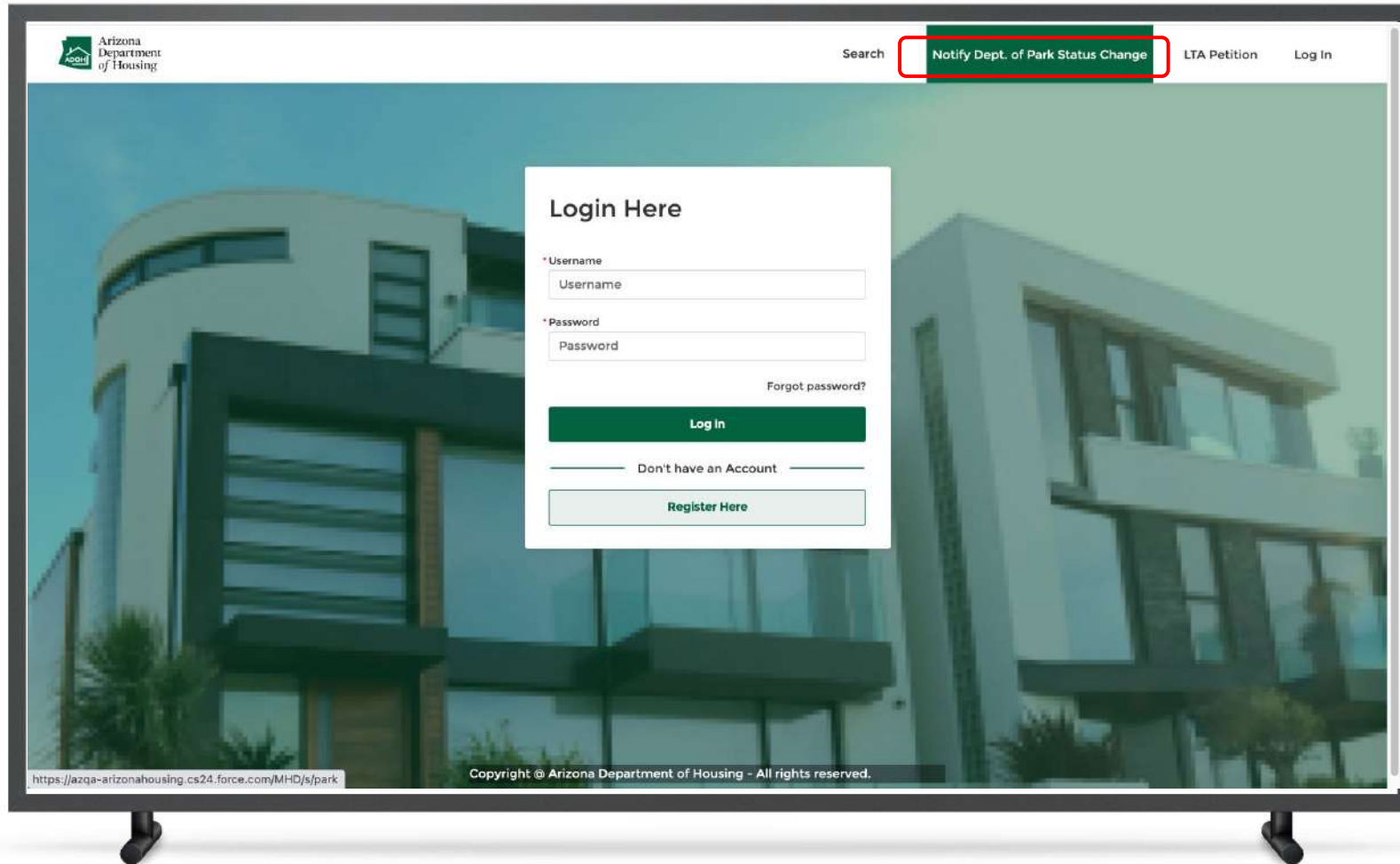
Click the **Notify Department of Park Status Change button** from the top navigation bar.

Key Points

The park owner will have the ability to notify the department about the park closing from this page.

Park Status Change

1. Populate all the details in the form
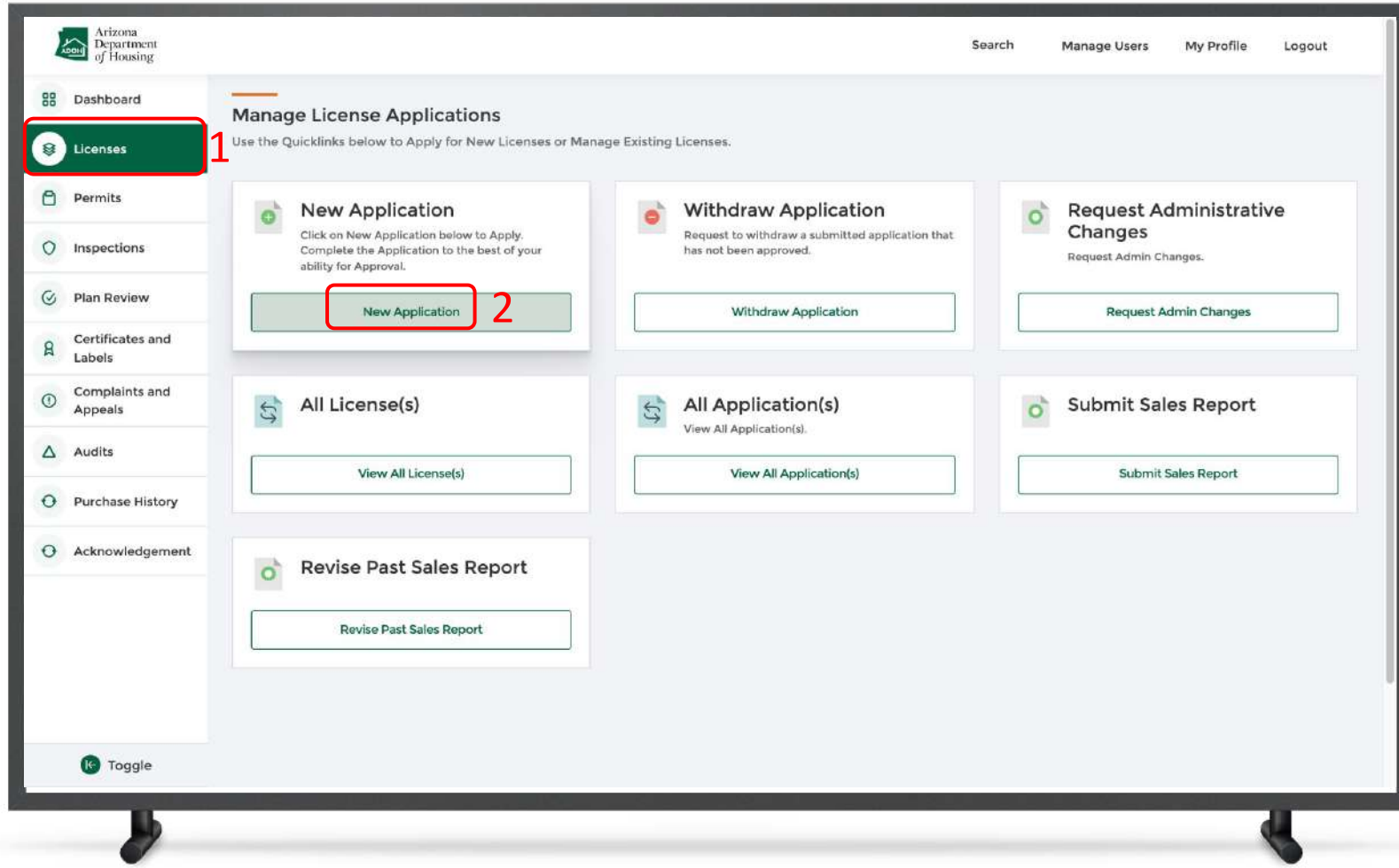2. Click on the **Submit button**

Key Points

- Once the request is submitted, MHBD Staff will receive the Park Closure request and the Park Owner/Tenant will receive an email asking him/her to send their details in a CSV format only
- Once the Tenant details are uploaded in the system, the tenant will receive an email

Licenses

Licenses

1. Click the **Licenses tab** from the toggle menu bar

2. Click **New Application**

Key Points

You can also perform the below tasks from this page:

- Withdraw Application
- Request Admin Changes
- View All Licenses
- View All Applications

Licenses

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

License Types available are:

- Manufacturer
- Installer
- Dealer

Licenses

Select **Classification** from the drop-down list.

No key points.

Licenses - Agency Disclosure

Instructions

1. Click the **Required Agency Disclosure** for all the Applicants' and read the disclosure
2. Check the **attestation box**
3. Click **Next**

Key Points

- This is a step-by step process for creating a new License application
- You can see all the section headers on the left side of the page
- If you have an application in progress, you will not be able to create a new application

Licenses - Identification

Key Points

- Business Name, Business Number and Email Address fields are pre-populated based on what the information is entered while registering, however, these fields can be edited.
- Fields marked with * are mandatory

Licenses – Identification

1. Enter the **Principal Place of Business**
2. Check the box if your mailing address is the same as the address of the Principal Place of Business to auto-populate the information
3. Click the **Add an address button** to add a branch address
4. Click **Next**

Key Points

- At any stage, you can Save and Exit the application
- The pending application can be found in the Unsubmitted tile on the Dashboard
- You can go back to the previous page by clicking the **Back button**.

Licenses - Qualifying Party

Instructions

1. Read the note
2. Select the **Qualifying Party** from the drop-down list

Key Points

No key points.

Licenses - Qualifying Party

1. Populate all the required information

2. Click **Next**

Key Points

- The qualifying party's address must be located in the same state in which the principal place of business is located

- Fields with * are mandatory

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Licenses – Statutory Agent

Instructions

Select the **Statutory Agent** from the list. The agent can be an individual or a company.

Key Points

No key points.

Licenses – Statutory Agent

1. If the Statutory Agent is an individual, provide the **Agent Full Name** and **Mailing Address**

2. Click **Next**

Key Points

If the Statutory Agent is a Company, provide **Company name** and Mailing Address.

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Licenses - Official Personnel

1. Read the note
2. Click the **Add Contact button**

Key Points

If you require additional assistance filling out the official personnel section, please contact AZ MHBD Licensing Department at (602) 364-1094.

Licenses – Official Personnel

1. Enter **New Contact details**
2. Click **Save**

Key Points

No key points.

Licenses - Questions

Licenses - Questions

Licenses - Questions

If you select **No** for the next three questions, there won't be any actions. If you select **Yes**, you will have to upload supported documents in the Documents Upload section outlined in the next step.

Key Points

No key points.

Licenses - Questions

Instructions

1. If you select **No**, to "Are all parties, listed under Section D above, citizens of the United States?", provide written documentation identifying the country of which you are a citizen and documentation to demonstrate your legal right to live and work in the United States in the Documents Upload section

2. Click **Next**

Key Points

If you select **Yes** to "Are all parties, listed under Section D above, citizens of the United States?" question, you will have to provide legal documentation (which identifies your name, and status as a U.S. Citizen) in the Documents Upload section.

Licenses – Document Upload

1. Click the **download icon**. Fill the documents and notarize using an e-signature or sign manually by taking printouts
2. Click the **Upload Files button** and upload the notarized documents
3. Click the **View Files button** to view the documents

Key Points

- For all the documents that would accept an e-signature, sign electronically and upload
- You can upload multiple documents one-by-one by clicking on **Upload Files button**
- Hover over the **i** to view the help text

Licenses- Document Upload

1. Scroll down to the bottom of the page and click **Next** if all the documents are notarized and uploaded

2. If you require time to notarize the documents and will return to the application, click **Save and Exit**

Key Points

No key points

Licenses - Signature Page

1. Enter the number of individuals listed in Section E previously submitted to the Department of Housing in the last 3 years
2. Check the Attestation statement
3. Click **Next** to proceed

Key Points

No key points.

Licenses - Pay and Submit

1. The Total Fee to be paid 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.

Licenses – Pay and Submit

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 U.S. entity or bank.

Licenses - Pay and Submit

Review the order details.

Key Points

No key points.

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Licenses - Pay and Submit

Scroll down and click **Authorize**.

Key Points

No key points.

Licenses - Pay and Submit

You will land on receipt page

1. Click **Continue**

Key Points

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

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Licenses - Pay and Submit

Instructions

Once you click **Continue**, you will be redirected to Pay and Submit page

1. Click **Submit**

Key Points

To view the receipt, click **View Receipt**.

Dashboard

No instructions.

Key Points

The new License Application will be submitted, and found in the "Submitted" tile on the Licenses Dashboard.

License Admin Changes
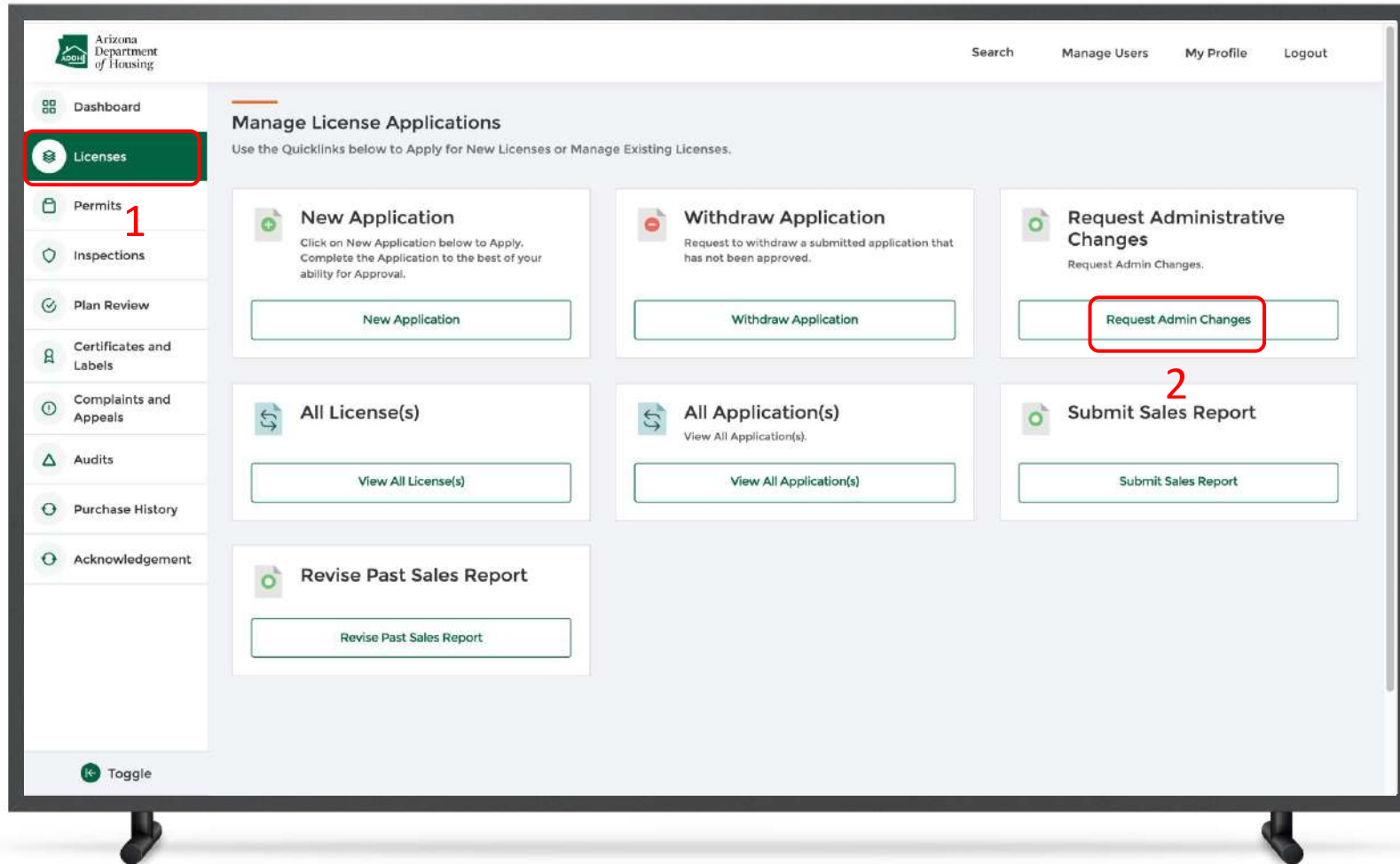
License Admin Changes

1. Navigate to the **Licenses page**

2. Click the **Request Admin Changes button**

Key Points

No key points.

License Admin Changes

1. Select the license to make the changes and click the **Action icon**
2. Click **Request Admin Changes**

Key Points

No key points.

License Admin Changes

Select the **Type of Change** from the drop-down list (selecting 'Addition of Branch' in this case).

Key Points

No key points.

License Admin Changes

Click **Add an address**.

Key Points

No key points.

License Admin Changes

1. Populate all the details
2. Click **Save**

Key Points

No key points.

License Admin Changes

1. Edit or delete any details by clicking the **Edit or Delete icons**
2. Click **Next**

Key Points

No key points.

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License Admin Changes

Instructions

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

Key Points

No key points.

License Admin Changes

1. The Total Fee will be displayed on the page

2. Click **Pay** to proceed with payment process

Key Points

No key points.

License Admin Changes

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 U.S. entity or bank.

License Admin Changes

Review the order details.

No key points.

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License Admin Changes

Scroll down and click **Authorize**.

No key points.
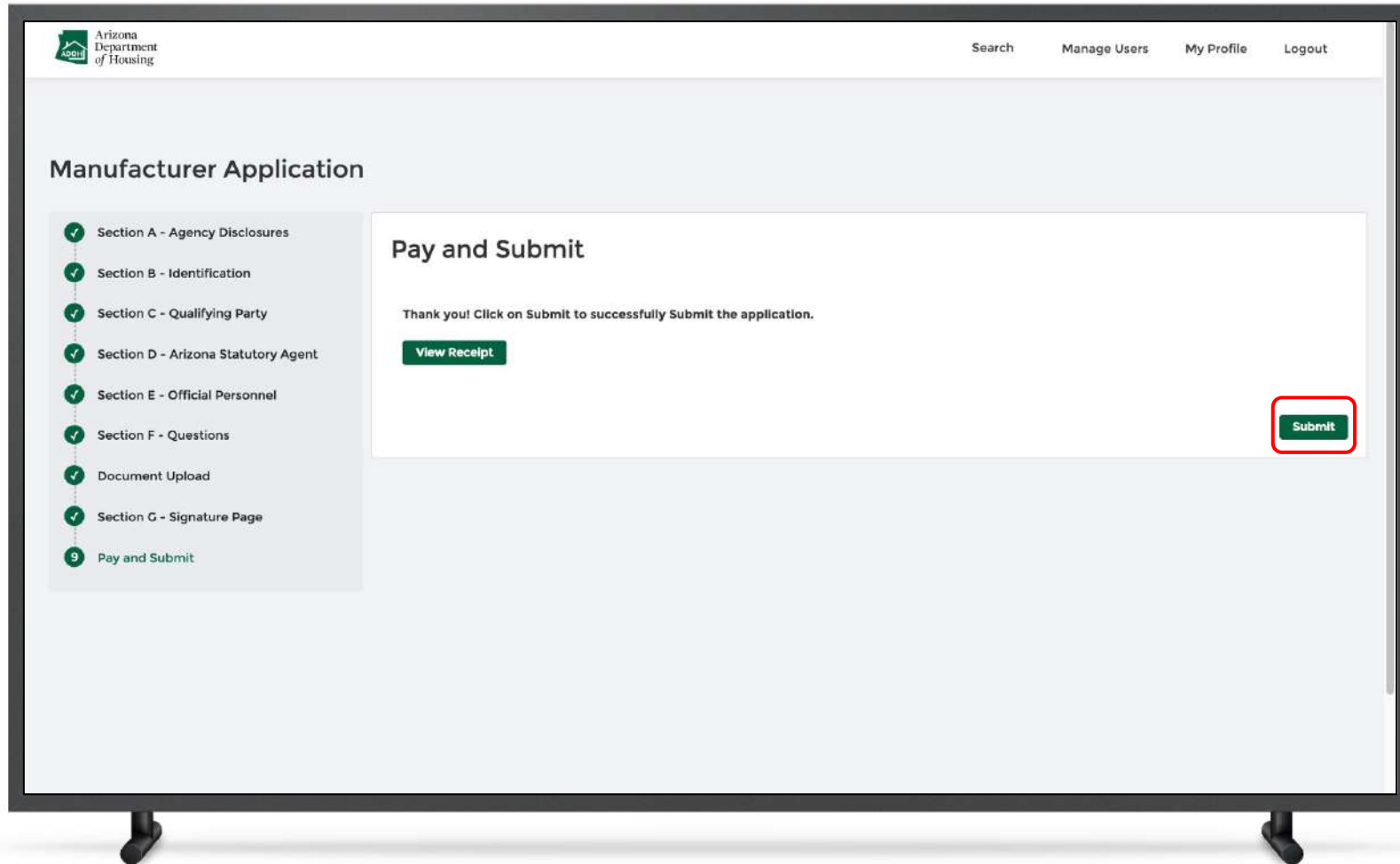
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License Admin Changes

You will land on the receipt page

1. Click **Continue**

Key Points

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

License Admin Changes
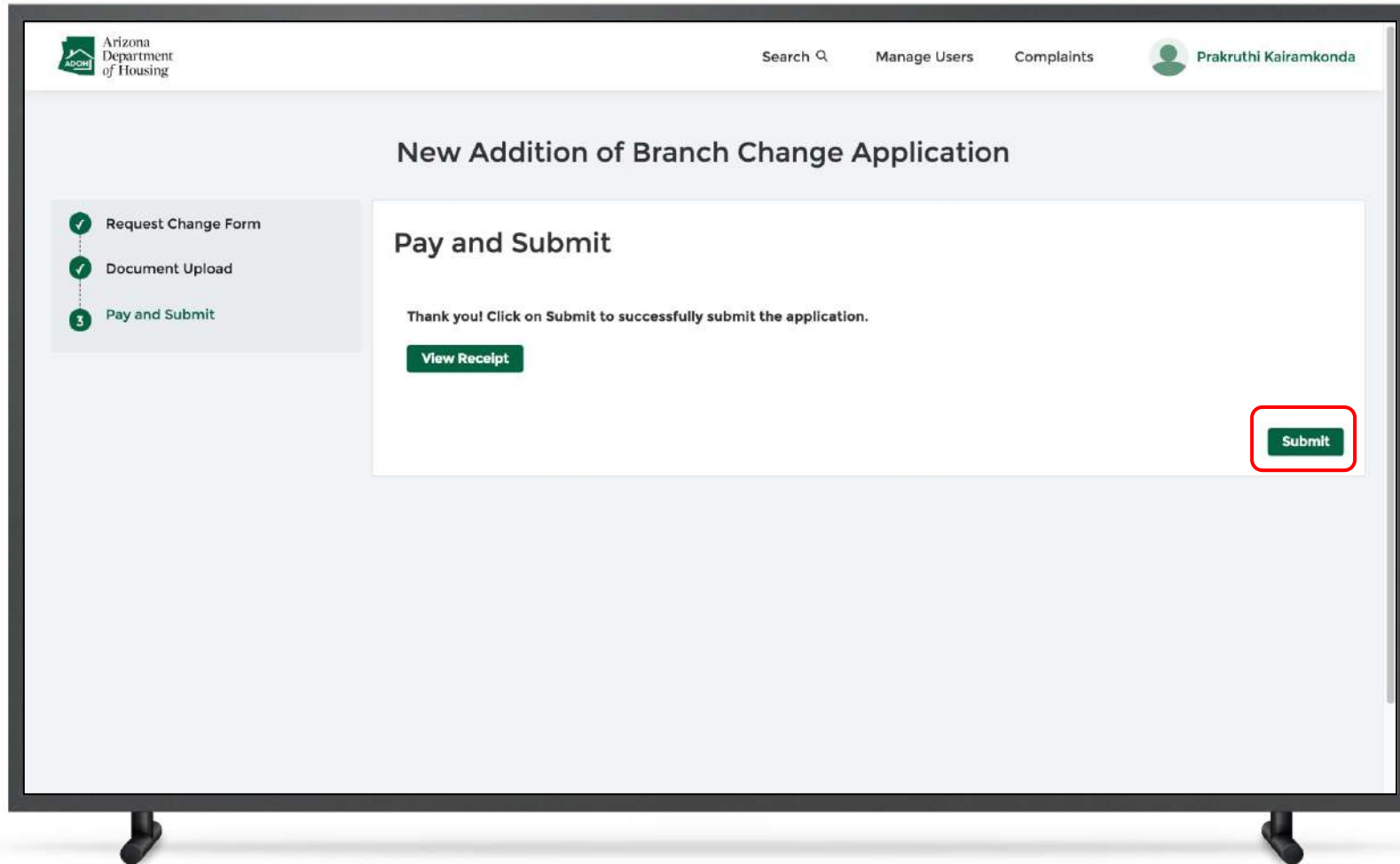
Once you click **Continue**, you will be redirected to the Pay and Submit page

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

Key Points

No key points.

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New License Classification

Instructions

Navigate to the **License tab** and click **Request Admin changes.**

Key Points

No key points.

License Admin Changes

1. Select the license to make the changes on and click the **Action icon**

2. Click **Request Admin Changes**

Key Points

No key points.

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New License Classification

Instructions

Select the **License Classification** from the dropdown list.

Key Points

No key points.

New License Classification

1. Select a **New License Classification**
2. Click **Next**

Key Points

When a user requests for a change from a lower to a upper in license classification, they will need to pay the difference amount.

If the request for a change in license classification is from upper to lower, the difference amount will need to be refunded.

New License Classification

1. Upload the Bond Rider Form(s) by clicking **Upload Files button**

2. Click **Next**

Key Points

If the installer or manufacturer are changing the classification, they need to submit Bond Rider Forms for all the license locations including branches.

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New License Classification

Instructions

1. Payment, if owed, will be calculated by the department - You will be notified if a payment is owed

2. Click **Submit**

Key Points

No key points.

Withdraw License Application

Withdraw Application
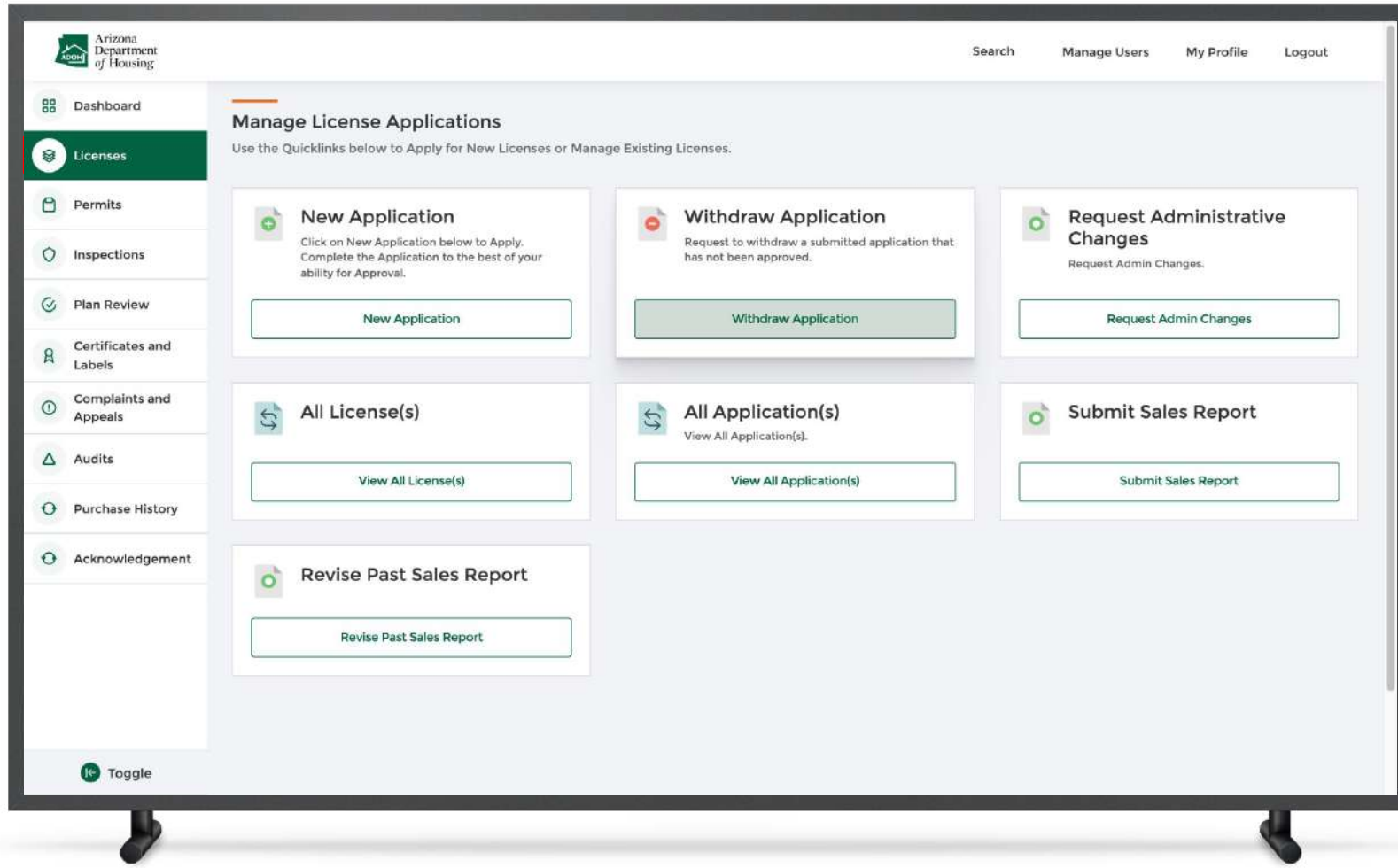
1. Navigate to the License's page

2. Click **Withdraw Application**

Key Points

You will be able to withdraw a license application as long as the application is in the "Submitted" status.

Withdraw Application

Select the **application** that you want to withdraw and click **Withdraw Application**.

Key Points

No key points.

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Withdraw Application
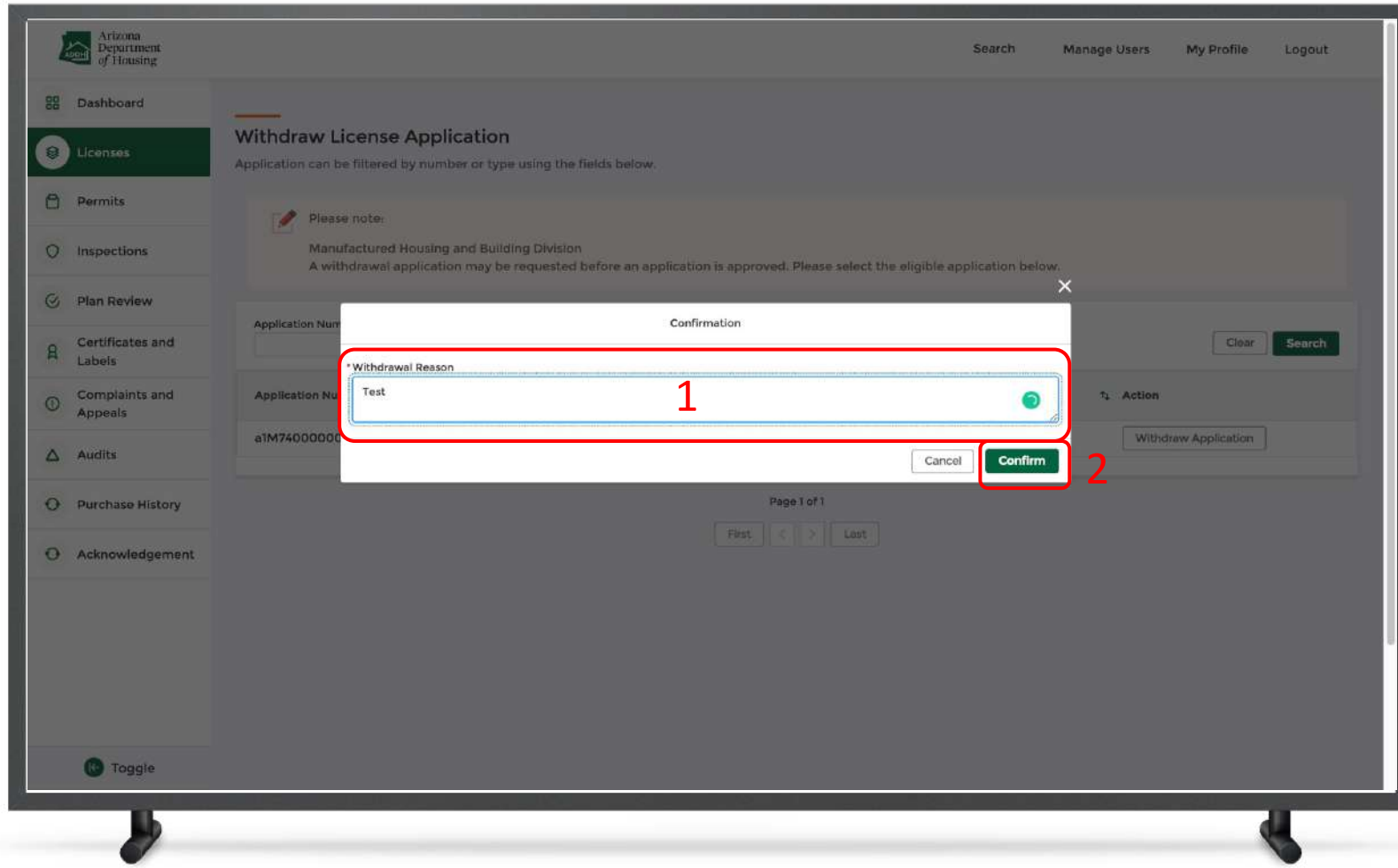
Instructions

A confirmation window will pop-up on the screen

1. Provide the **reason for withdrawal**

2. Click **Confirm** to change the status of the application on the dashboard to "Withdrawn"

Key Points

The licensing department will receive a notification when the application is withdrawn.

Permit Application

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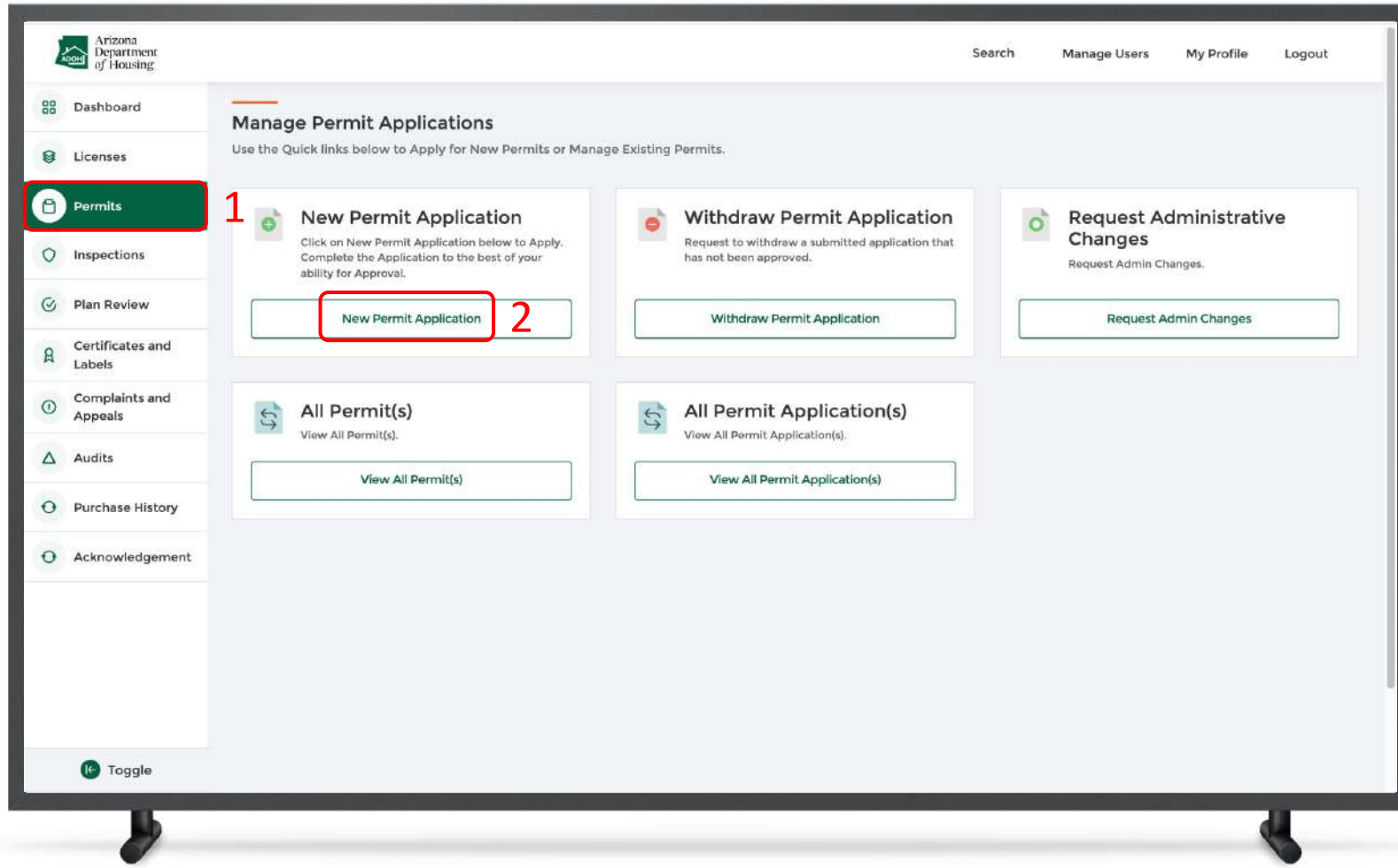
1. Click the **Permits tab** from the toggle menu bar
2. Click **New Permit Application**

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

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

Key Points

If you select M**anufactured Home Installation Permit** or F**actory Build Building Installation Permit** types, you need to provide Installation City/Town.

Permit Application

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

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

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

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

Key Points

No key points.

Permit Application - Installation Address

Instructions

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

Key Points

No key points.

Permit Application – Unit Information

Instructions

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

Key Points

No key points.

Permit Application - Unit Information

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

Click the **Next button**.

Key Points

No key points.

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Permit Application - Scope of Work

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

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

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

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.

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Permit Application - Documents Upload

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

Instructions

1. Once the file is uploaded click **Done**

2. Click **Next**

Key Points

No key points.

Permit Application - Pay and Submit

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.

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Permits – Pay and Submit

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

Review the order details.

Key Points

No key points.

Permits - Pay and Submit

Scroll down and click **Authorize**.

Key Points

No key points.

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Permits - Pay and Submit

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

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

1. If you want to view the Receipt, click the V**iew Receipt button**

2. Click **Submit**

Key Points

No key points.

Permits - Pay and Submit

1. From the Dashboard, click on the **Permits tab**

2. The submitted Permit Application can be viewed in the Submitted tile

Key Points

No key points.

Permit Application - Withdraw

Permit Application - Withdraw
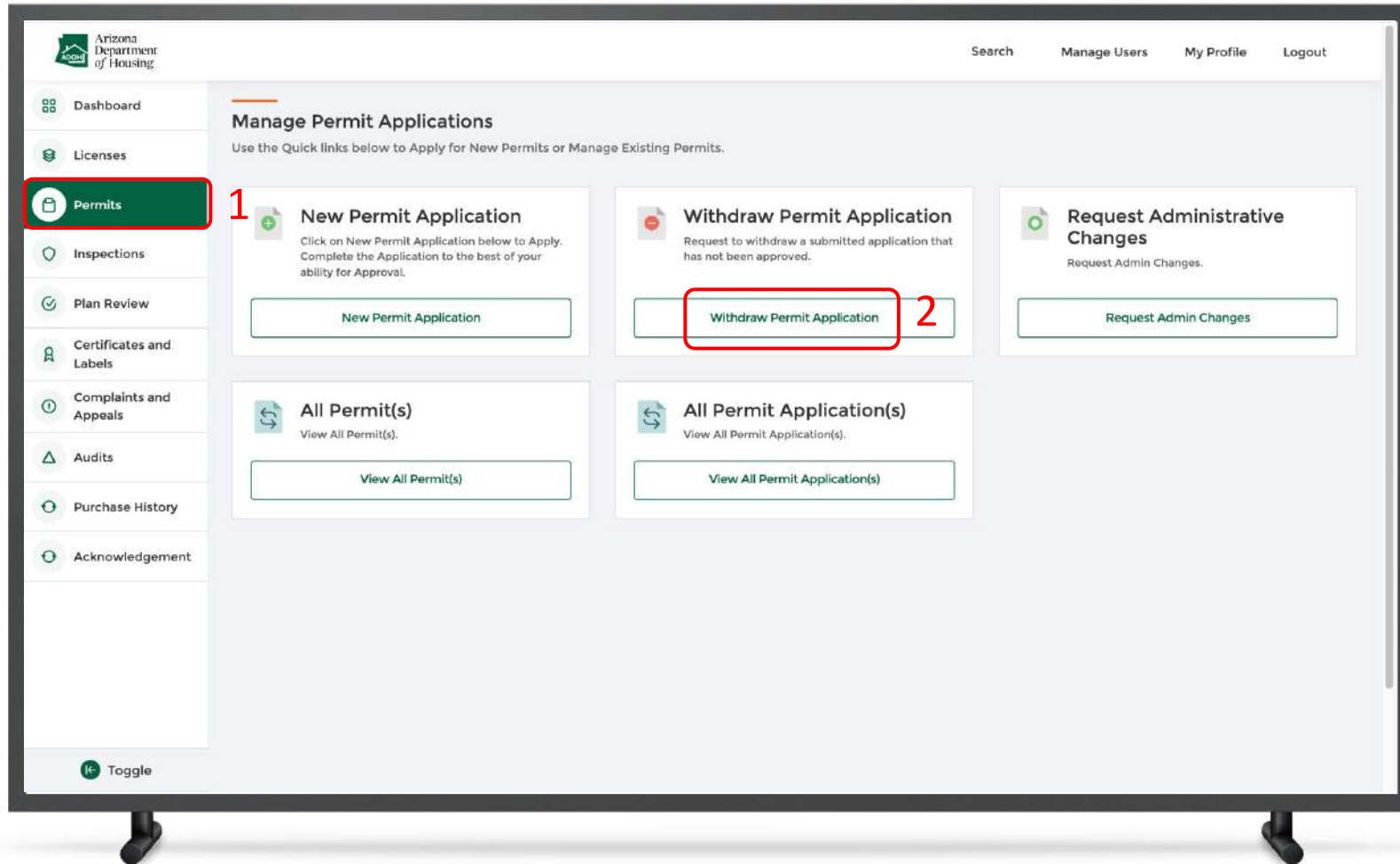
Instructions

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

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
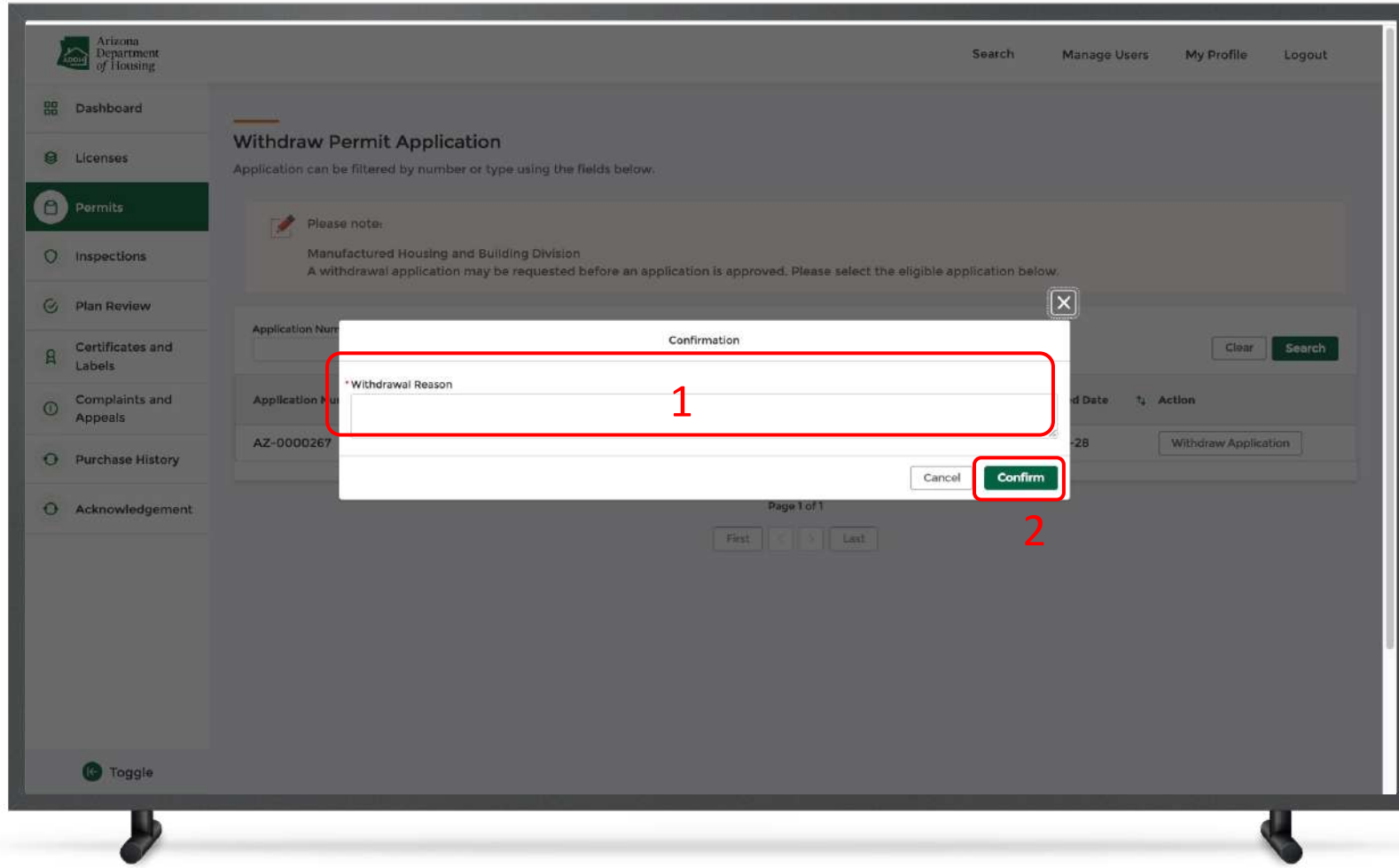
1. Enter the **Withdrawal Reason**

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
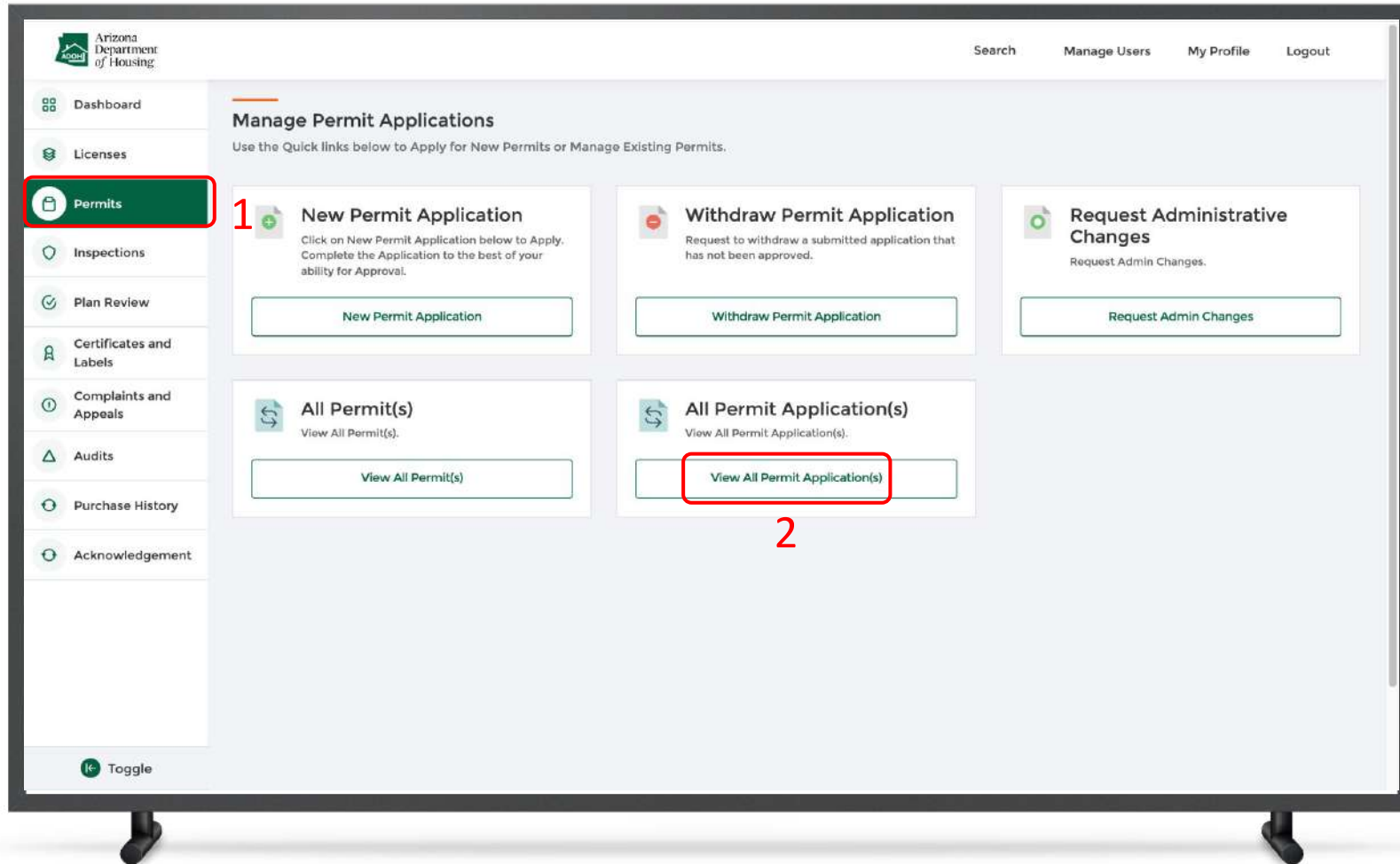
View All Permit Applications

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

Key Points

No key points.

View All Permit Applications

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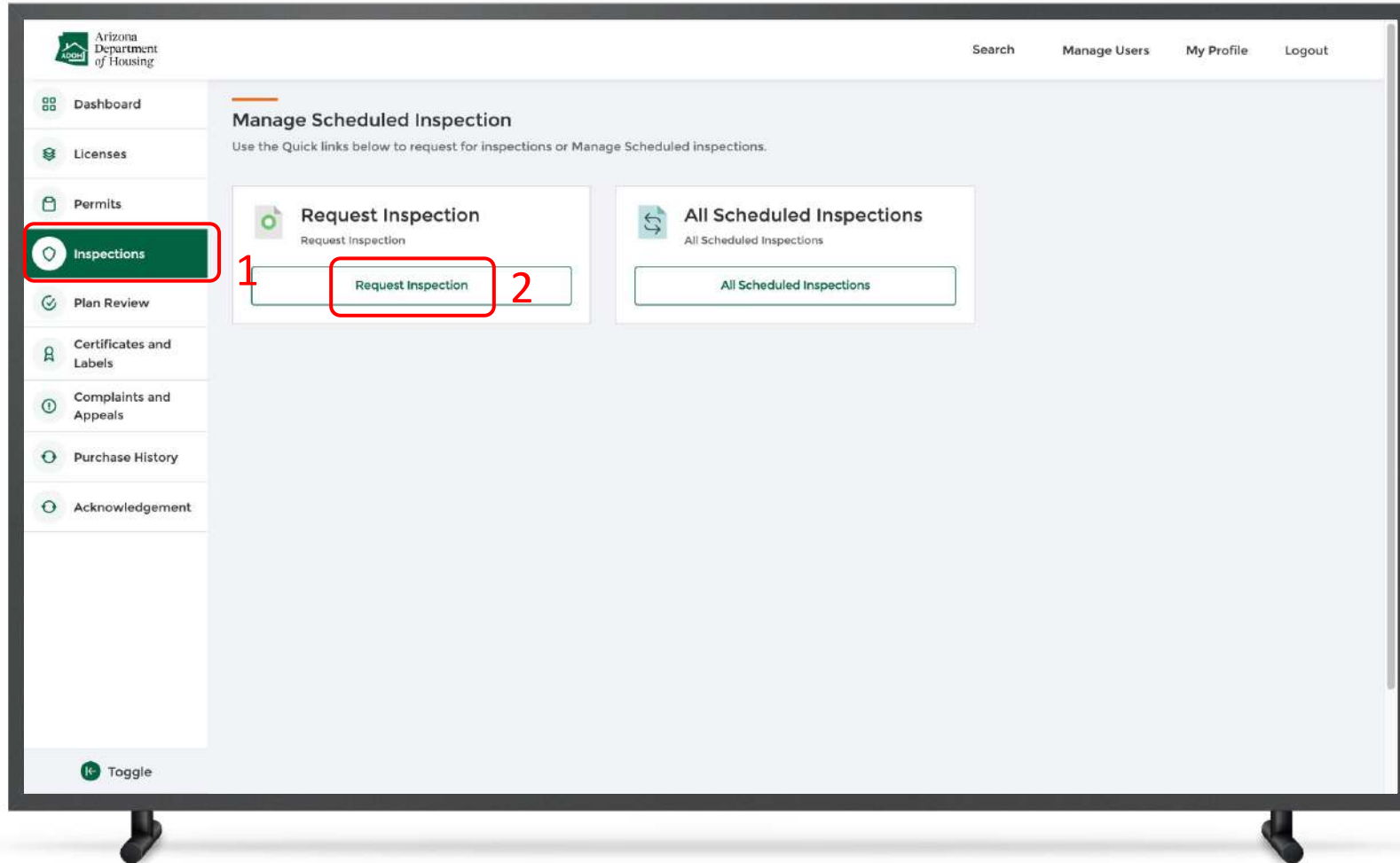
1. Click the **Inspections tab**
2. Click **Request Inspection**

Key Points

Inspections are requested on permits.

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Request Inspections

Select the **Inspection Type.**

Key Points

If you select In-pant Inspection type, you need to select one of the following Inspection sub-type:
- IPIA
- FBB
- WUI

Request Inspections

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

Key Points

If you select IPIA or FBB inspection sub types, 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

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

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

Key Points

No key points.

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Request Inspections - Scope of work

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

Instructions

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

Key Points

Fields with * are mandatory.

Request Inspections - Inspection Date/Time

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 for the weekdays. Please select a date from Monday-Friday to continue the request for inspection.

Request Inspections - Pay

Instructions

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

Key Points

No key points.

Scheduled Inspections

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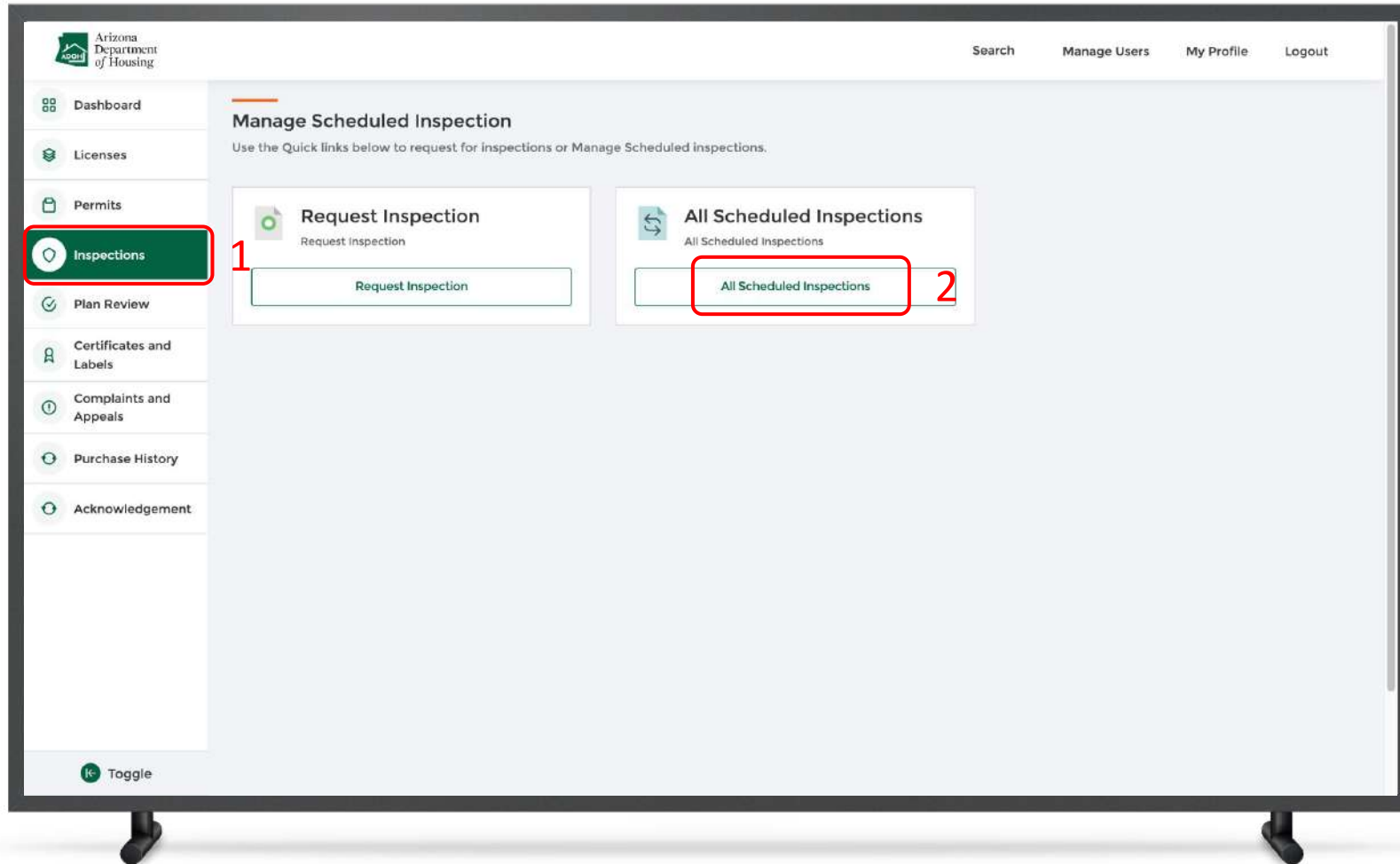
1. Click the **Inspections tab**

2. Click **All Scheduled Inspections**

Key Points

Inspections are requested on permits.

Scheduled Inspections

Key Points

You can edit unsubmitted inspections.

Scheduled Inspections

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

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

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
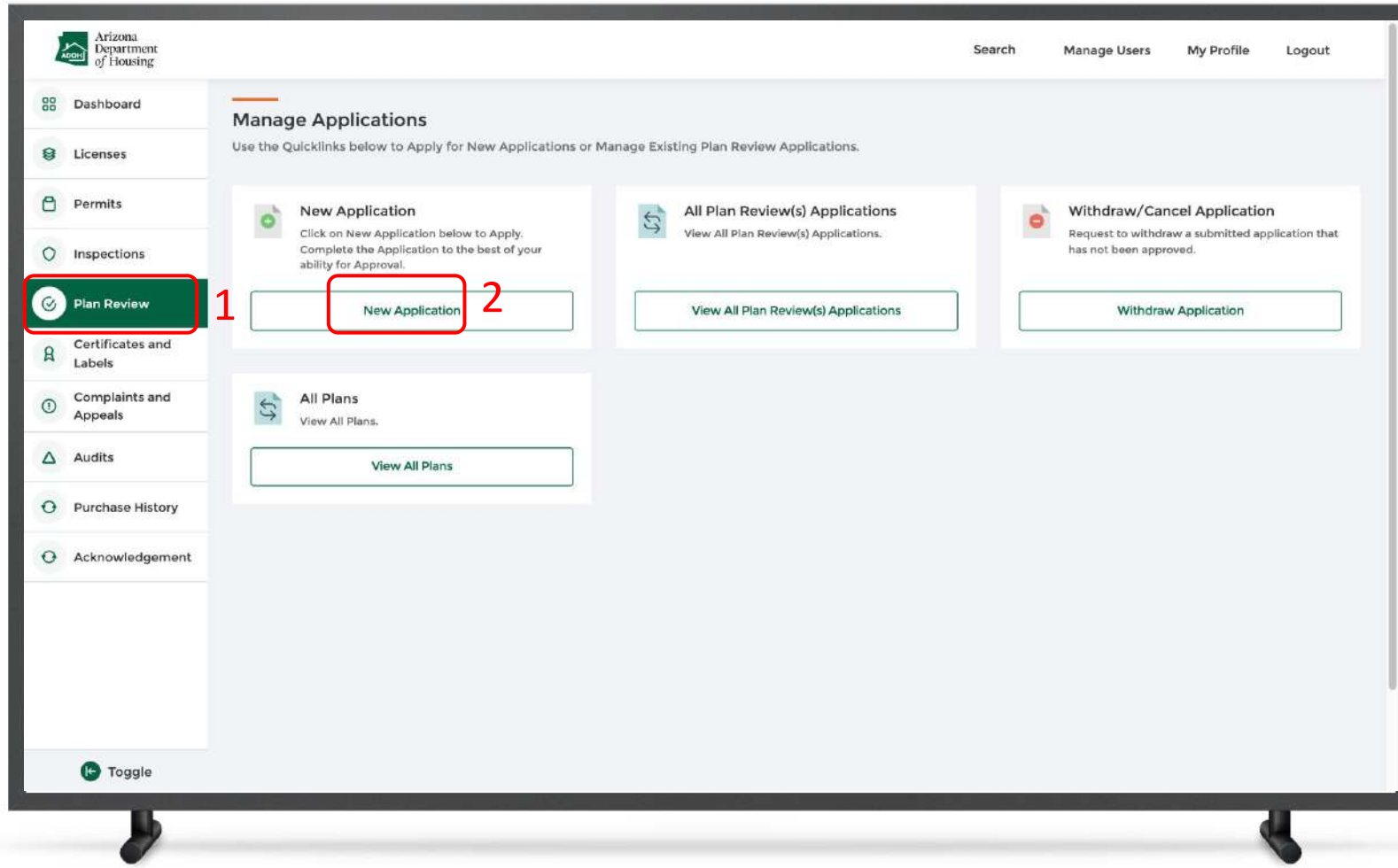
1. Click **Plan Review** from the toggle menu bar

2. Click **New Application**

Key Points

No key points.

Plan Review Application

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

Key Points

No key points.

Plan Review Application

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

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Plan Review Application

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

Key Points

No key points.

Plan Review Application

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

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

If you select I**BC 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

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Plan Review Application

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

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

Populate all the required fields and scroll down

Key Points

No key points.

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Plan Review Application

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

Key Points

No key points.

Plan Review Application

1. Provide an **Installation Site Address**

2. Click **Next**

Key Points

No key points.

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Plan Review Application

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

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

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

Review the order details.

Key Points

No key points.

Plan Review Application

Scroll down and click **Authorize**.

Key Points

No key points.

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Plan Review Application

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

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

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

Key Points

No key points.

Certificate Order Request

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

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Certificate Order Request

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

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.

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Certificate Order Request

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**

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Certificate Order Request

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

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

Key Points

No key point.

Certificate Order Request

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

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

Review the order details.

Key Points

No key points.

Certificate Order Request

Scroll down and click **Authorize**.

No key points.

Certificate Order Request

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

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
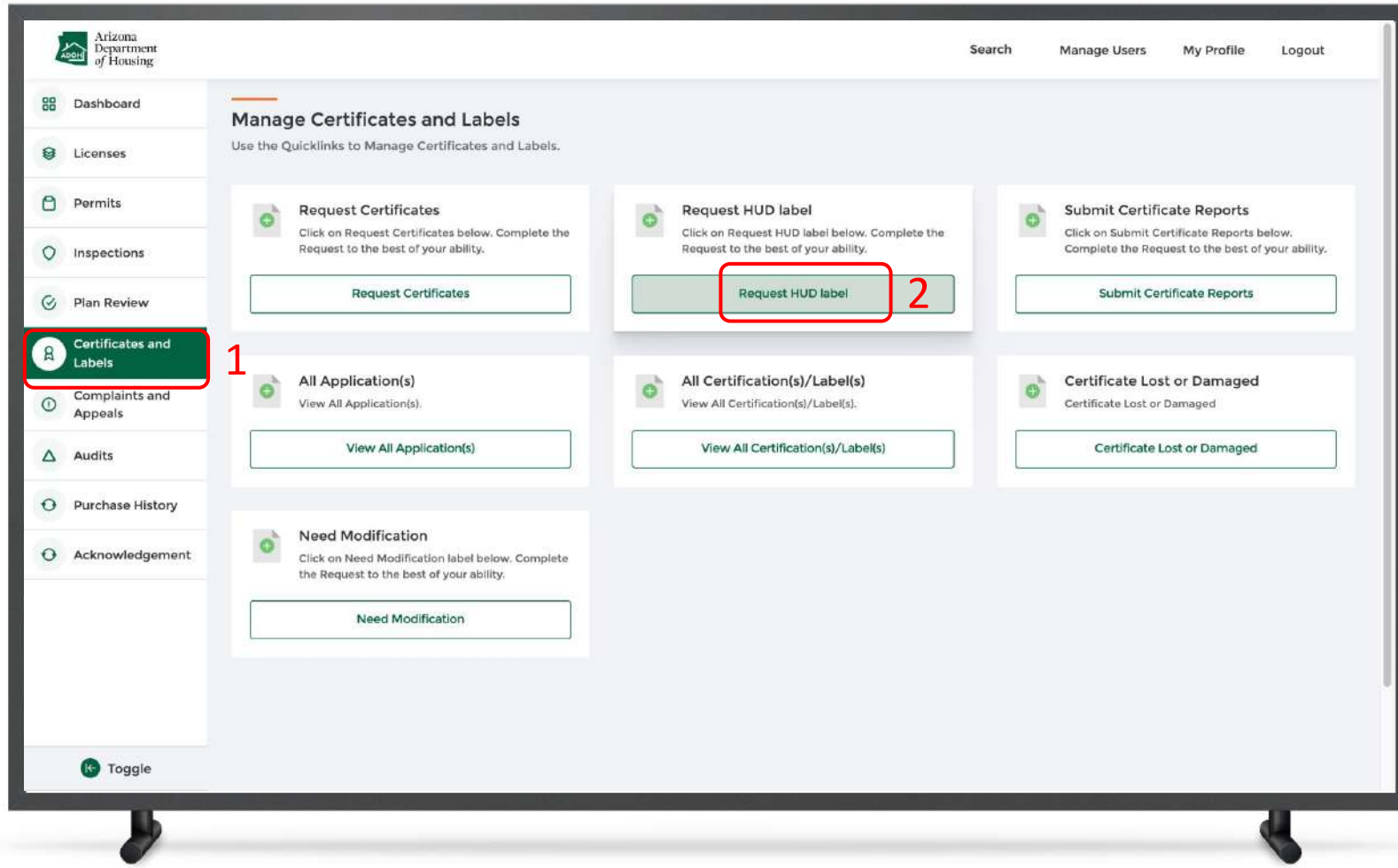
Instructions

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

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

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

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

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

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

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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

Edit

ACCOUNT INFORMATION

VISA
4***********2221

Edit

ORDER INFO

Order No	Product ID	Item Description	Amount	Quantity	Total Amount
1466769979	HD026	REHABILIATION PERMIT	$306.00	1	$306.00
Total					$306.00

Review the order details.

No key points.

Request HUD Label

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

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
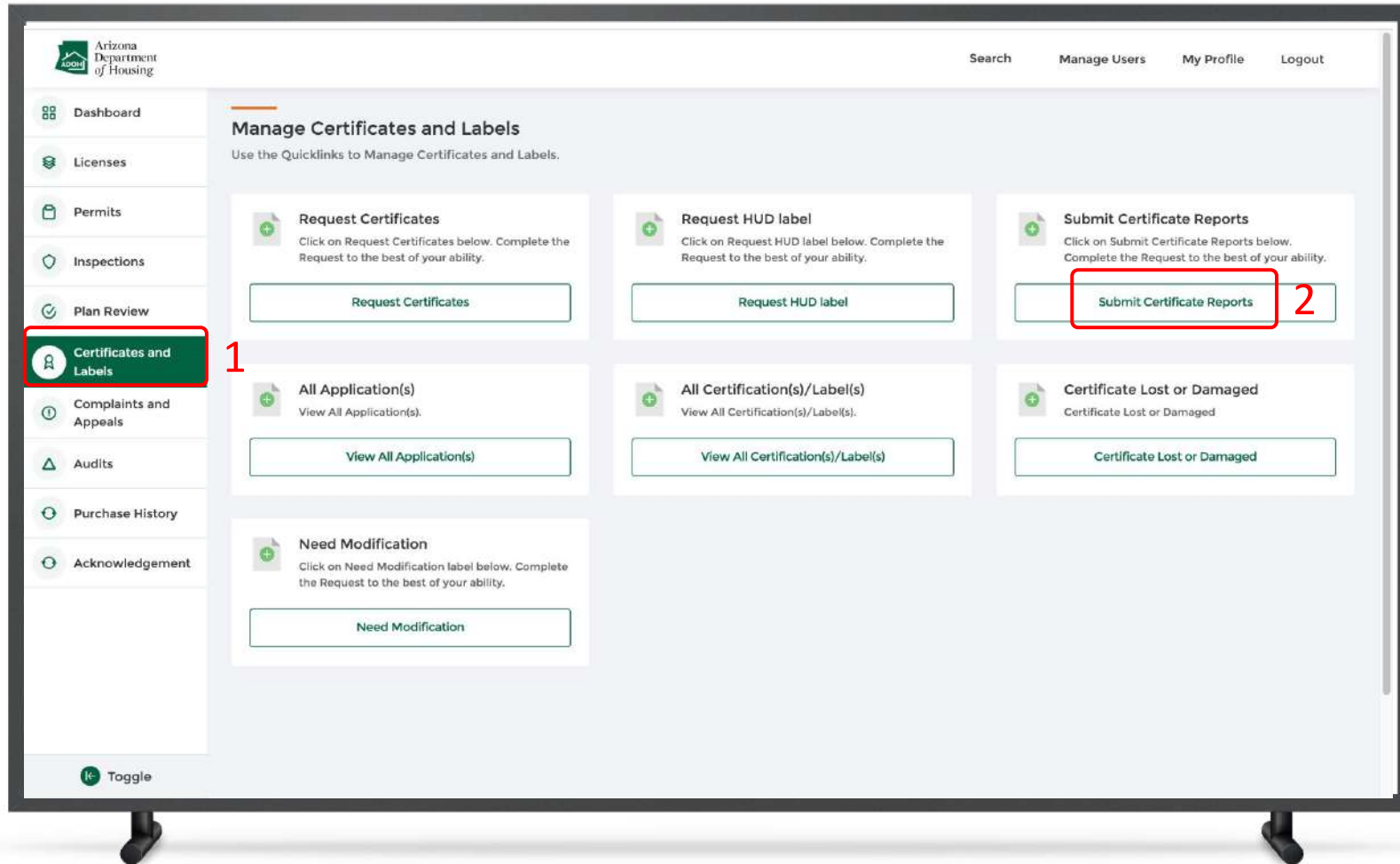
1. Click the **Certificates and Labels tab** from the toggle menu bar

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

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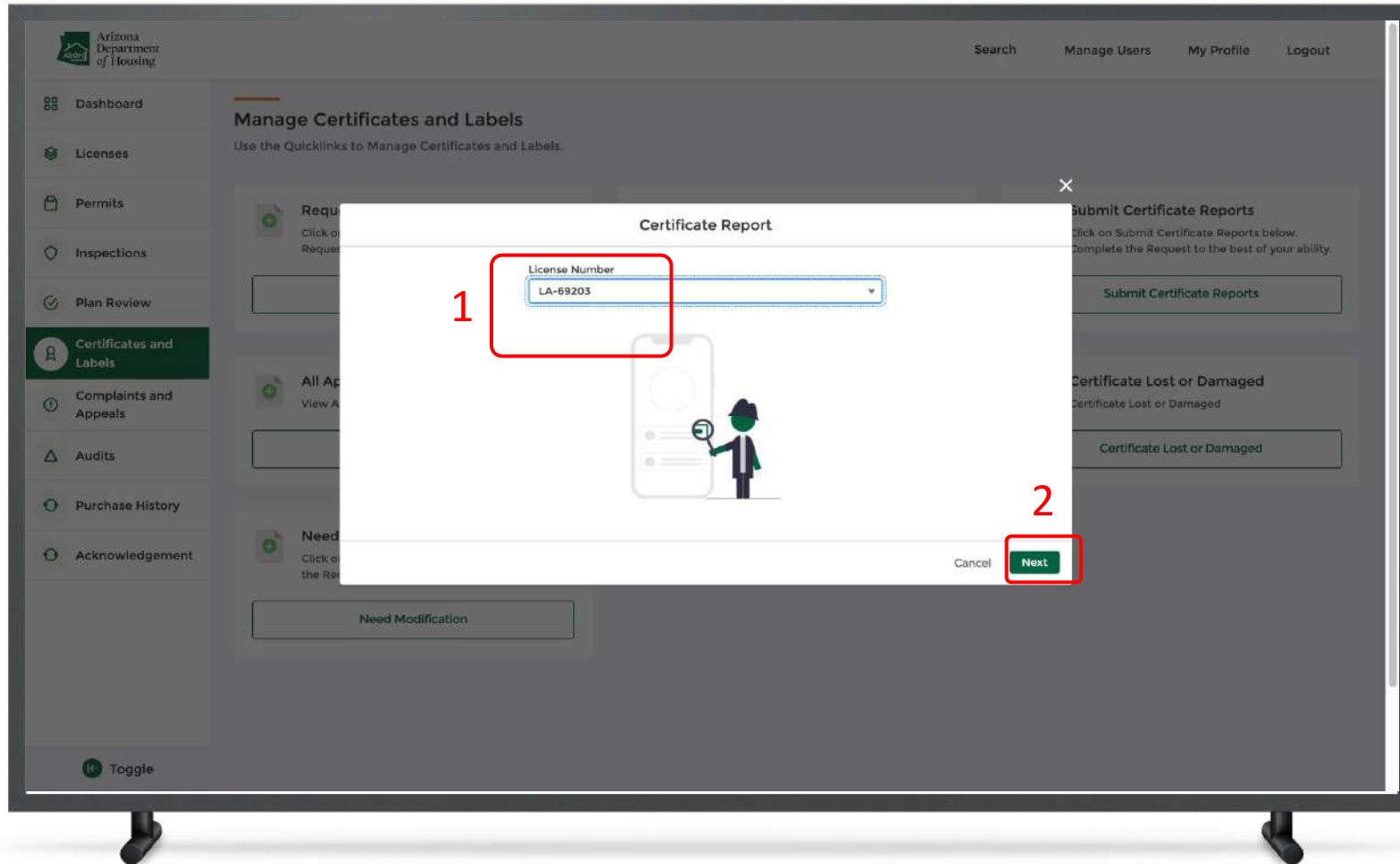
Submit Certificate Reports

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

Key Points

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

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Submit Certificate Reports

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

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Submit Certificate Reports

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

Key Points

No key points.

Certificates Lost or Damaged

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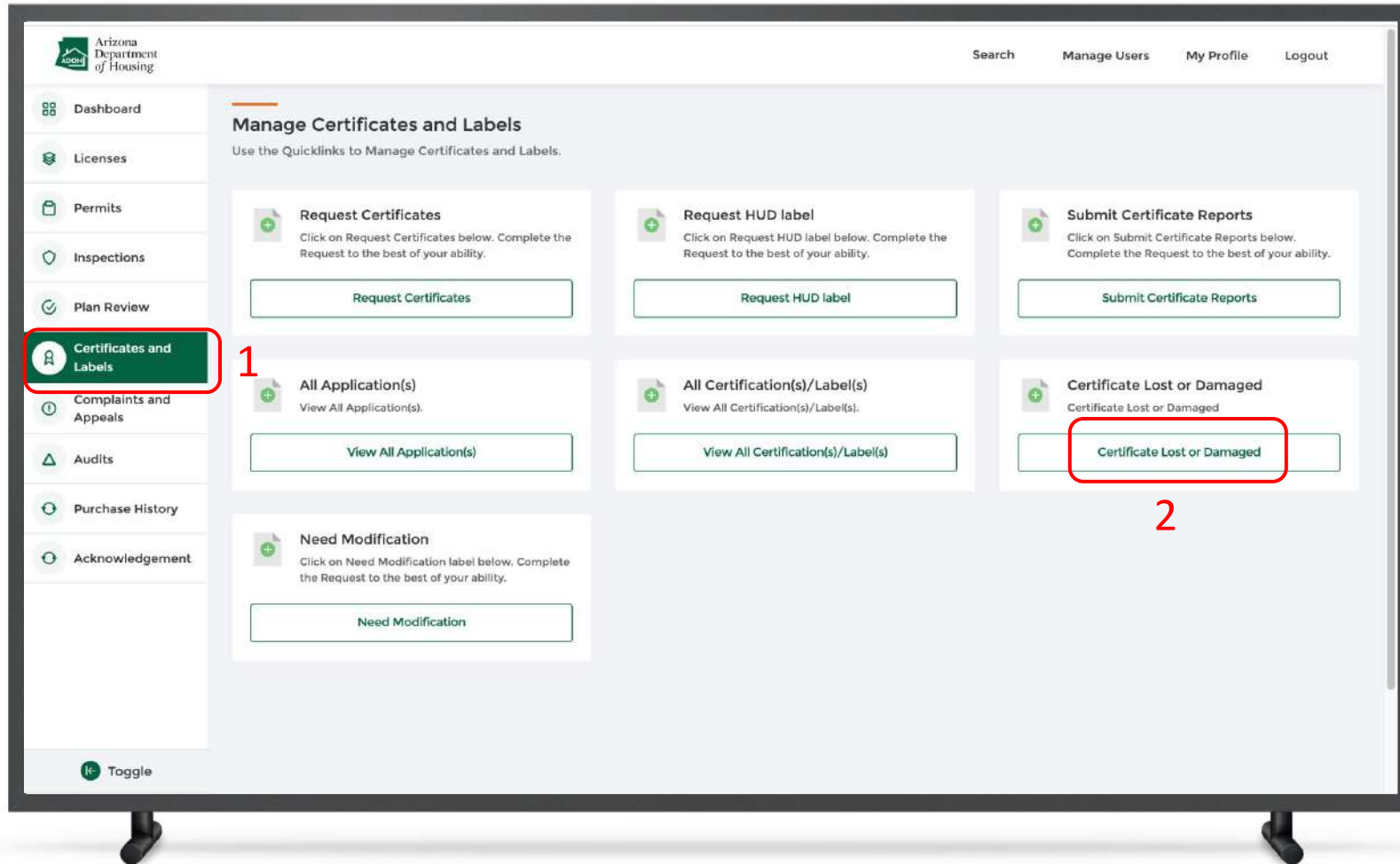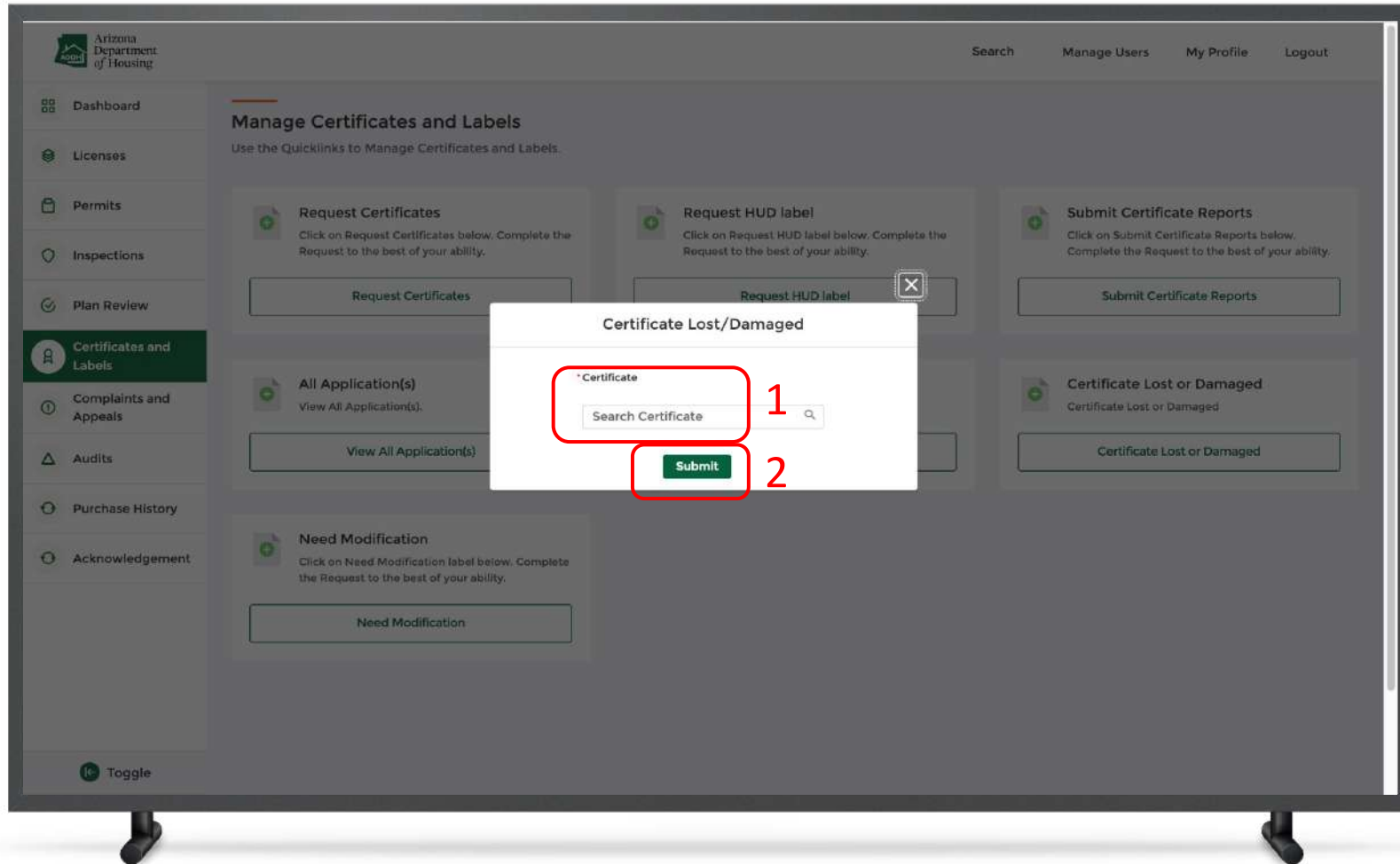
1. Click the **Certificates and Labels tab** from the toggle menu bar

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

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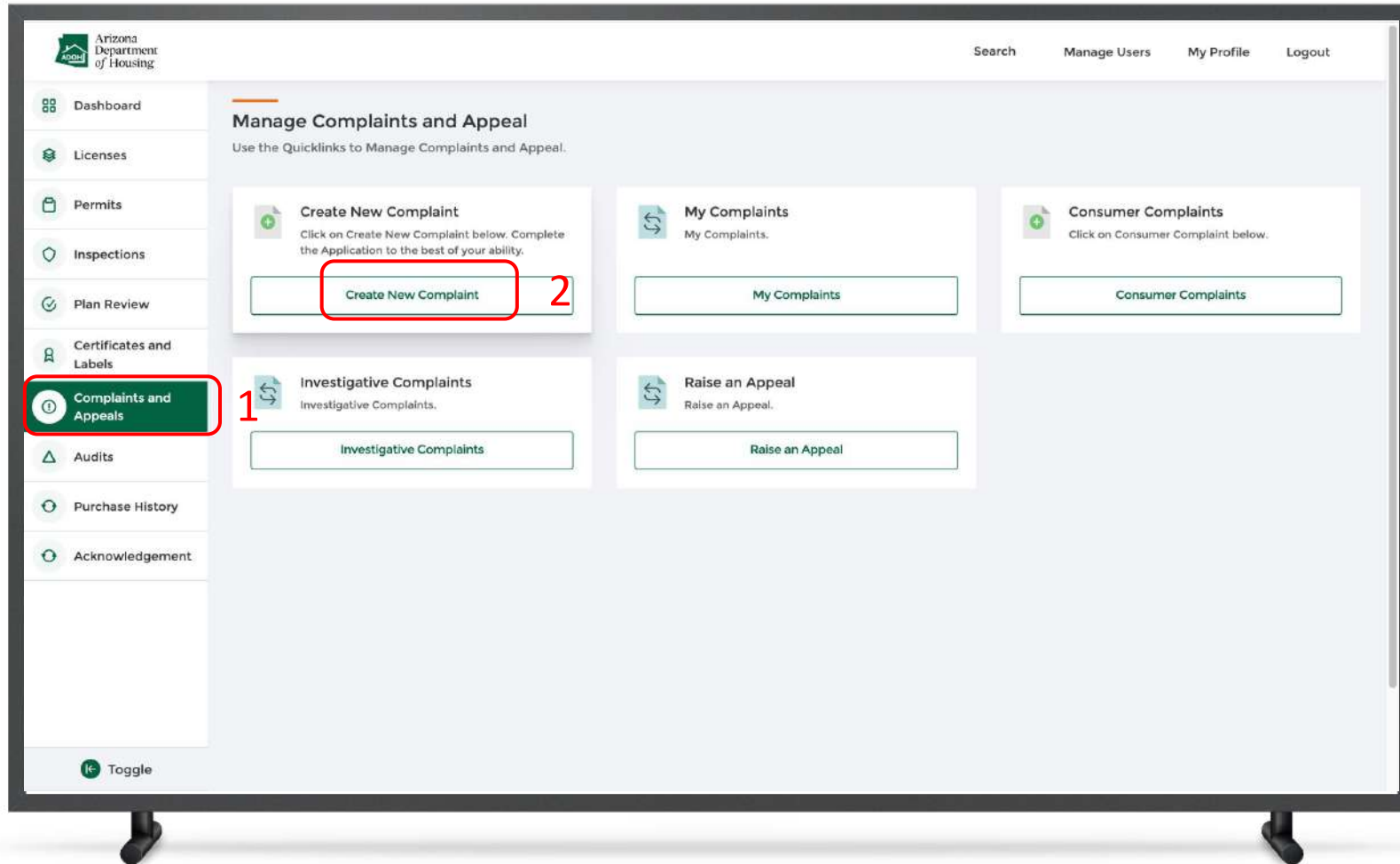2. Click the **Submit button**

Key Points

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

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Complaints and Appeals

Create New Complaint

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

Key Points

No key points.

Complaints and Appeals

1. Populate complainant **Phone Number field**

2. Populate the **Mailing Address**

Key Points

No key points.

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Complaints and Appeals

Instructions

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

Key Points

No key points.

Complaints and Appeals

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

Key Points

- You can associate either of the three or all licenses to the complaint
- You can search by the License Number or by the Name fields

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Complaints and Appeals

Scroll down and click **Next** to continue.

Key Points

No key points.

Complaints and Appeals

1. Populate the **Unit Information**

2. Select the **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 this note: "This department does not regulate. If you have made an error, please go back and select the correct Unit Type."
- Consumers will be eligible to raise a complaint after one year from the unit's date of purchase or installation, whichever date is later

Complaints and Appeals

Click the **Next button**.

Key Points

No key points.

Complaints and Appeals

1. Click **Upload File**s and upload supported documents

2. Click **Next**

Key Points

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

Complaints and Appeals

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

Instructions

1. Check the **Acknowledgement box**
2. Enter **your name**
3. Click **Submit** to file the complaint

Key Points

No key points.

Complaints and Appeals

1. Navigate to **Complaints and Appeals** on the Dashboard

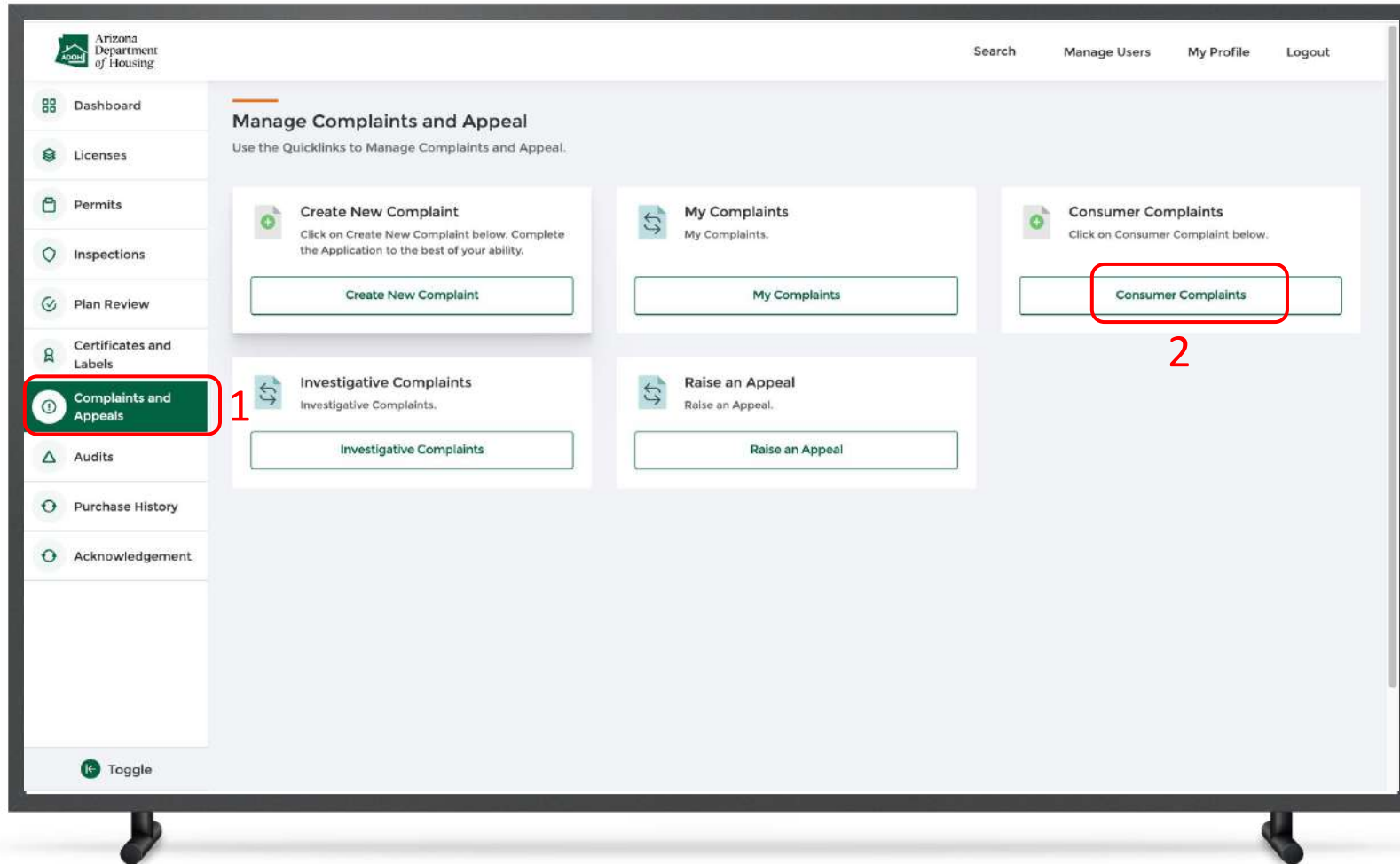2. You will find the filed complaint under the "Submitted" tile

Key Points

No key points.

Consumer Complaints

Consumer Complaints

1. Click the **Complaints and Appeals tab** from the toggle menu bar

2. Click **Consumer Complaint**

Key Points

No key points.

Consumer Complaints

Click on the **Action icon** and select **View** from the list.

Key Points

The consumer can perform following Actions from this page:

- View
- Respond
- Request 5-day extension

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Consumer Complaints

1. You will be navigated to the complaint application that was filed
2. To review the details for all the fields you will need to be in view mode
3. You can switch between the sections by clicking on the page title
4. Click **Next**

Key Points

No key points.

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Consumer Complaints

1. Enter any **Additional Information**
2. Enter the **Document Name**
3. Click **Upload Files**
4. Click the **Submit button**

Key Points

You can add fields by clicking **Add Mor**e.

This Concludes AZ MHBD Portal User Guide

THANK YOU