



Arizona  
Department  
of Housing

AZ MHBD

# Salesperson (Invite Only) – Portal User Guide



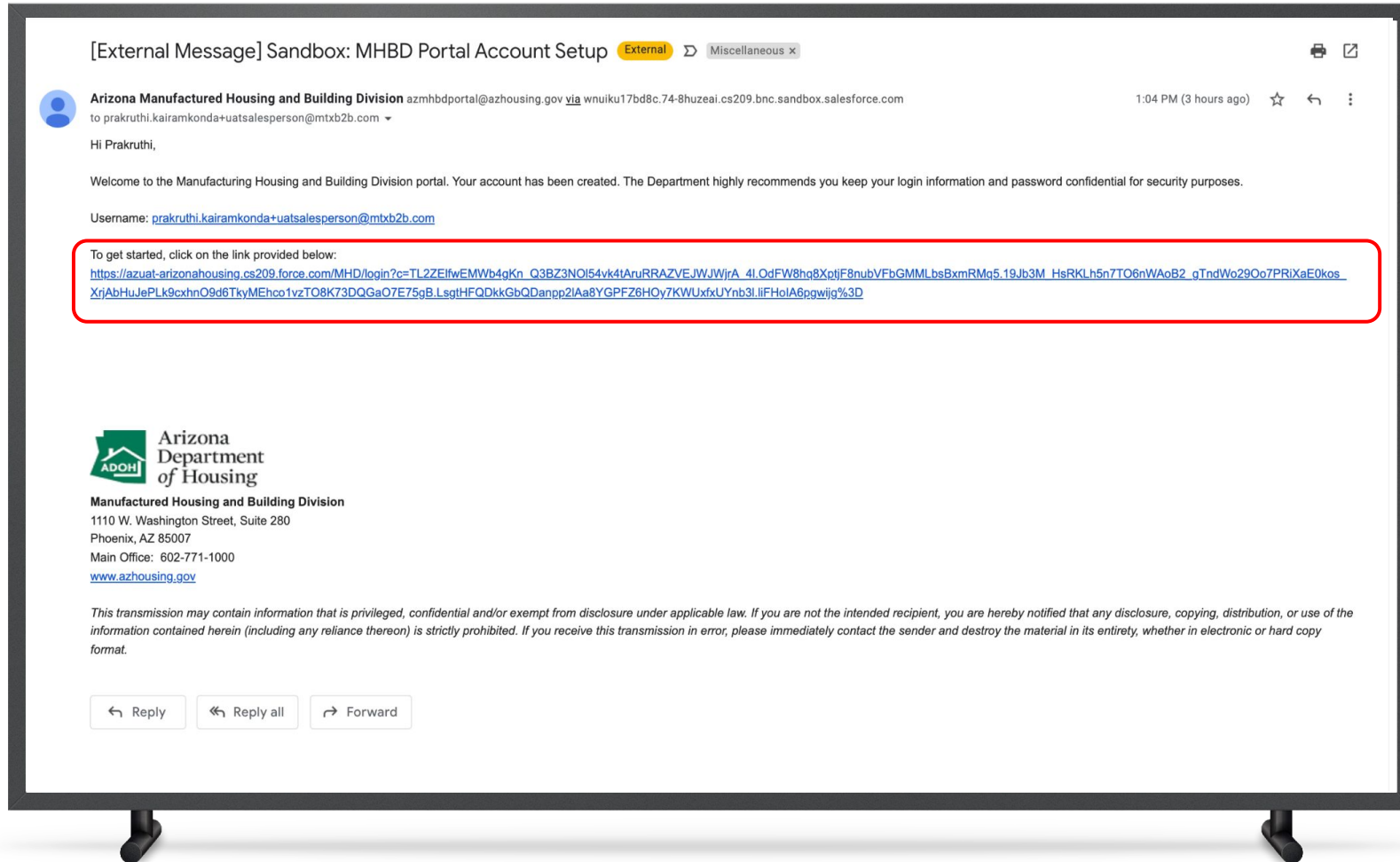
# Table of Contents

- Login
- Licenses
- Withdraw License Application
- Complaints and Appeals



# Login

# Invitation Link



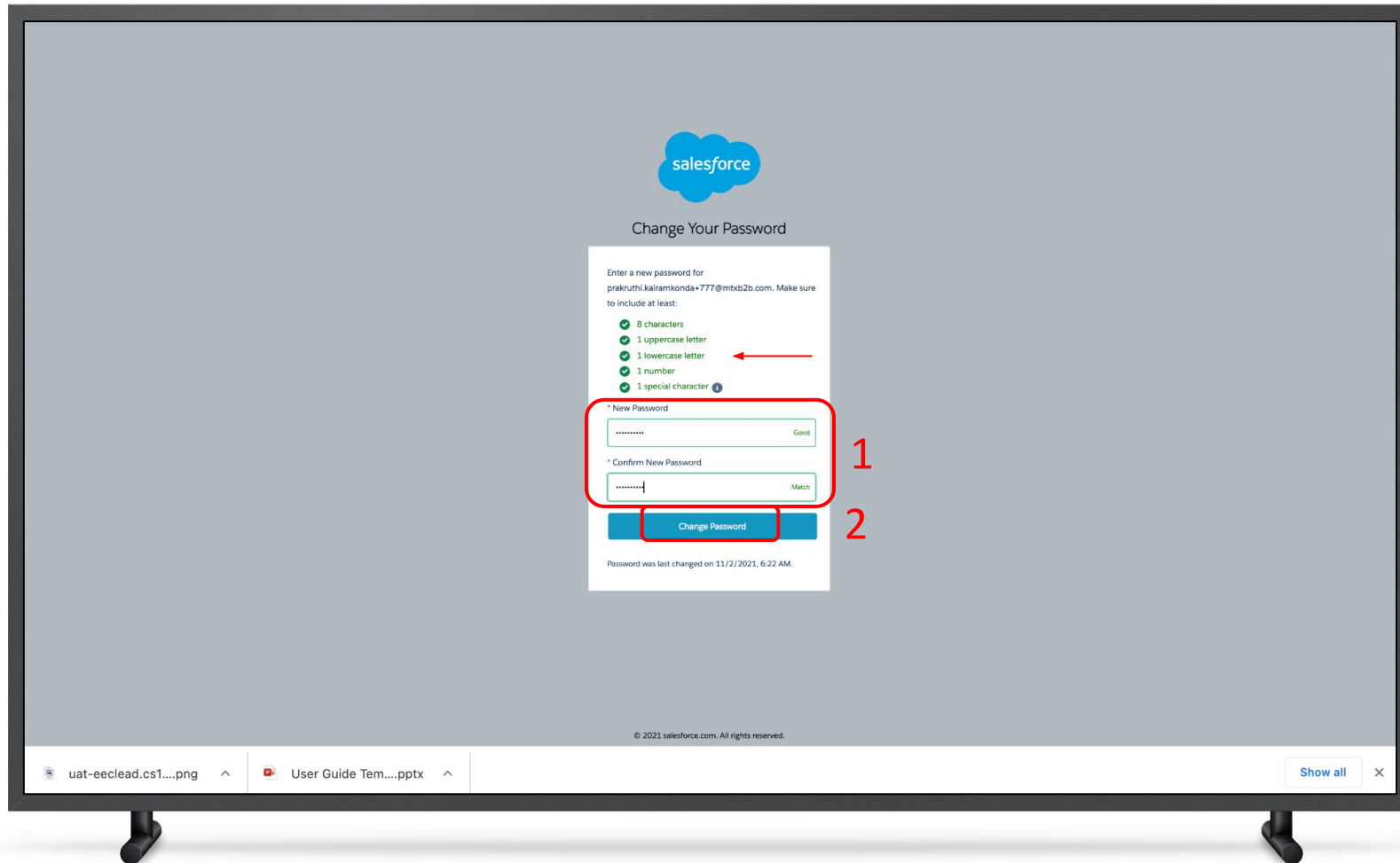
## Instructions

When a Dealer 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

Salespersons can't Register their account in the Portal. Only Dealers can create an account for the Salespersons and invite them to the portal.

# Password Reset



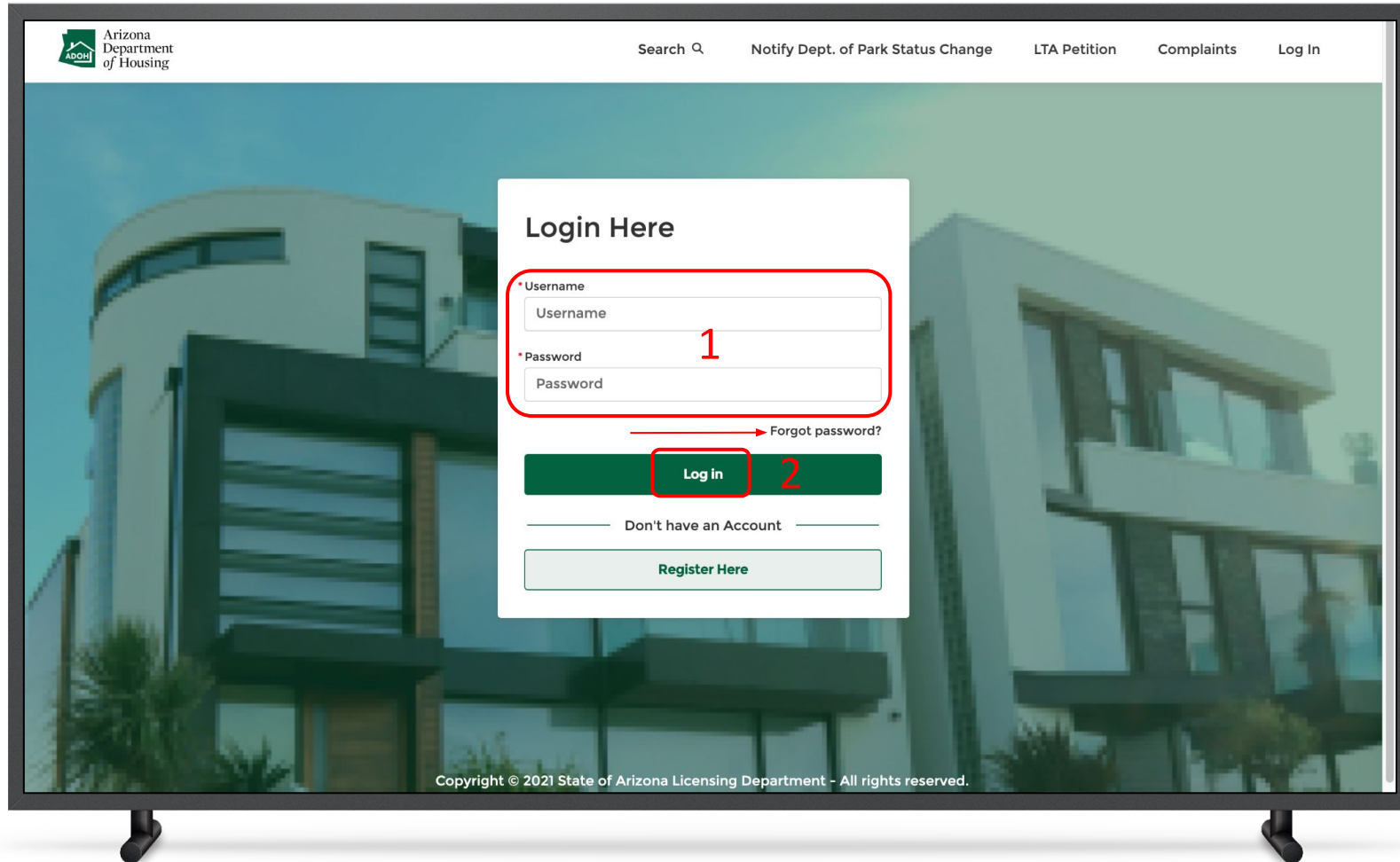
## Instructions

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 'Forgot password?'.



# Licenses

# Licenses

Arizona Department of Housing

Search My Profile Logout

Dashboard

**Licenses**

Complaints and Appeals

Purchase History

Acknowledgement

### Manage License Applications

Use the Quicklinks below to Apply for New Licenses or Manage Existing Licenses.

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

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

**Request Administrative Changes**  
Request Admin Changes.

**All License(s)**  
View All License(s).

**All Application(s)**  
View All Application(s).

Toggle

## Instructions

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

Arizona Department of Housing

Search My Profile Logout

### New Licensing Application

1

License Type  
Salesperson

Back Next 2

## Instructions

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



## Key Points

No key points.

# Licenses – Agency Disclosure

Arizona Department of Housing

Search My Profile Logout

## Salesperson Application

- 1 Agency Disclosures - Section F of Current State
- 2 Section B - Identification
- 3 Dealer Information
- 4 Questions
- 5 Document Upload
- 6 Signature Page - Section G
- 7 Pay and Submit

### Agency Disclosures - Section F of Current State

1 Please note:  
[Required Agency Disclosure for all the Applicants](#)

2  I being first duly sworn upon oath, hereby depose, swear and declare under penalty that I am the applicant making the foregoing application, that said application has been read and that the contents thereof and all statements contained therein are true.

3 Are you active duty military?

Are you a veteran?

Are you the spouse of an active duty military individual?

Are you the spouse of a veteran?

Back **Next** Save and Exit

4

## Instructions

1. Click the **Required Agency Disclosure** for all the Applicants' and read the disclosure
2. Check the **attestation box**
3. Populate other fields, if necessary
4. 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

The screenshot shows the Arizona Department of Housing (ADOH) Salesperson Application interface. The top navigation bar includes the ADOH logo, the text 'Arizona Department of Housing', and links for 'Search', 'My Profile', and 'Logout'. The main heading is 'Salesperson Application'. On the left, a vertical sidebar lists seven steps: 1. Agency Disclosures - Section F of Current State (checked), 2. Section B - Identification (highlighted), 3. Dealer Information, 4. Questions, 5. Document Upload, 6. Signature Page - Section G, and 7. Pay and Submit. The main content area is titled 'Section B - Identification' and contains the following fields:

- Salutation**: A dropdown menu with 'Mr.' selected.
- First Name**: A text input field containing 'Prakruthi'.
- Middle Name**: A text input field containing 'CE'.
- Last Name**: A text input field containing 'Test'.
- Date of Birth**: A date picker field showing 'Feb 1, 1967'.
- Last 4 of Social Security Number**: A text input field containing '2345'.
- Email**: A text input field containing 'prakruthi.kairamkonda+uatsalesperson@mtxb2b.com'.
- Residential Address**: A section with an 'Address Search' field and a search icon.
- Street Address**: A text input field containing 'XYZ'.
- Suite/Apt Number**: A text input field.

## Instructions

Populate the required fields.

## Key Points

- Name and Email Address fields are pre-populated based on the information that the Dealer has entered while sending an invite.
- Fields marked with \* are mandatory

# Licenses – Identification

Arizona Department of Housing

Search My Profile Logout

Address search

Street Address  
XYZ

Suite/Apt Number

City  
NM

State  
AZ

Zip Code  
85050

Country  
US

County  
Apache County

Other Information

Maiden Name if Applicable

Former Name/Aliases if Applicable

Back Next Save and Exit

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## Instructions

1. Populate required information
2. 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.

# Dealer Information

The screenshot shows a web application interface for a Salesperson Application. On the left is a vertical navigation menu with seven steps: 1. Agency Disclosures - Section F of Current State (checked), 2. Section B - Identification (checked), 3. Dealer Information (highlighted in green), 4. Questions, 5. Document Upload, 6. Signature Page - Section C, and 7. Pay and Submit. The main content area is titled "Dealer Information" and contains a note: "Note: If there is a change in your dealer, please contact the MHBD staff to update those changes on the MHBD portal". Below the note is a form with the following fields: License Number (LA-88844), Employing dealer/broker business name (tests), License Classification (D-8B), Street Address (Meadow Lane), District (Test), City (Coffeyville), County (Montgomery County), State/Province (Kansas), Country (United States), Zip/Postal code (67337), Dealer Phone No (8593382685), and Dealer Email Address (kiran.chawda+uattest@mtxb2b.com). At the bottom right of the form are three buttons: "Back", "Next" (highlighted with a red box), and "Save and Exit".

## Instructions

1. Dealer Information will be pre-populated.  
Review it
2. Click Next

## Key Points

No key points.

# Licenses – Questions

The screenshot shows the 'Salesperson Application' page for the Arizona Department of Housing (ADOH). The navigation menu on the left includes: Agency Disclosures - Section F of Current State, Section B - Identification, Dealer Information, Questions (highlighted), Document Upload, Signature Page - Section C, and Pay and Submit. The main content area is titled 'Questions' and contains a 'Please note' box with a red pencil icon: 'Please note: A "YES" answer to questions 1, 2, 3, and/or 4 requires that you attach a signed statement giving complete details and provide copies of court documents. False or incomplete answers could result in criminal prosecution and the denial or subsequent revocation of a license.' Below this are six questions, each with a dropdown menu. Questions 1, 2, 3, and 4 are highlighted with a red border. Question 1: 'Have you ever been detained, cited, arrested, indicted or summoned into court for a felony?' with 'Yes' selected. Question 2: 'Have you ever been convicted of a felony which remains a part of your record or has been pardoned or expunged?' with 'No' selected. Question 3: 'Have you ever had a business or professional license rejected, denied, revoked or suspended in this or any other state?' with 'No' selected. Question 4: 'Has anyone ever obtained a judgment against you in any civil action, the subject of which involved fraud or misrepresentation?' with 'No' selected. Questions 5 and 6 are currently blank. At the bottom right are 'Back', 'Next', and 'Save and Exit' buttons.

Arizona Department of Housing

Search My Profile Logout

## Salesperson Application

- Agency Disclosures - Section F of Current State
- Section B - Identification
- Dealer Information
- Questions**
- Document Upload
- Signature Page - Section C
- Pay and Submit

### Questions

Please note:  
A "YES" answer to questions 1, 2, 3, and/or 4 requires that you attach a signed statement giving complete details and provide copies of court documents. False or incomplete answers could result in criminal prosecution and the denial or subsequent revocation of a license.\*

\*1) Have you ever been detained, cited, arrested, indicted or summoned into court for a felony?  
Yes

Note: Upload necessary documentation to support your response on the Documents Upload step.

\*2) Have you ever been convicted of a felony which remains a part of your record or has been pardoned or expunged?  
No

\*3) Have you ever had a business or professional license rejected, denied, revoked or suspended in this or any other state?  
No

\*4) Has anyone ever obtained a judgment against you in any civil action, the subject of which involved fraud or misrepresentation?  
No

\*5) Are you a citizen or national of the United States? ⓘ

\*6) Are you going to be requesting a waiver of the licensing fee?

Back Next Save and Exit

## Instructions

If you select **No** for the first four 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 **yes**, to “Are you a citizen or national of the United States”, you will have to provide legal documentation (which identifies your name, and status as a U.S. Citizen) in the Documents Upload section.
2. Click **Next**

## Key Points

If your answer is **No**, 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.

# Licenses – Document Upload

Arizona Department of Housing

Search My Profile Logout

## Salesperson Application

- Agency Disclosures - Section F of Current State
- Section B - Identification
- Dealer Information
- Questions
- 5 Document Upload**
- 6 Signature Page - Section C
- 7 Pay and Submit

### Document Upload

Document Name	Upload Action	Uploaded Documents	Generate Document
Please upload document(s) supporting your response to questions in the previous step (Click "Back" to know which responses require document upload) *	<b>2</b> Upload Files	<b>3</b> View Files	
Agreement For Conditional License *	Upload Files	View Files	Generate Document
Pages 1 and 2 of Arizona Statement of Citizenship and Alien Status for Salesperson License Public Benefits completed by the Applicant stated on the Application <b>1</b>	Upload Files	View Files	Generate Document
Proof of U.S. citizenship OR Provide documentation that demonstrates your legal right to live and work in the United States * <b>1</b>	Upload Files	View Files	Generate Document
Refund Policy and Certification Form *	Upload Files	View Files	Generate Document
Attachment A and Optional Fee Waiver for Low Income Applicants <b>1</b>	Upload Files	View Files	Generate Document

An applicant for a Salesperson license is required to provide the Department with a fingerprint card in the manner described in the Fingerprinting Requirements with special attention to item D of the Requirements. Your physical fingerprint card must be mailed to the Department of Housing.

If you have been fingerprinted with the Department of Housing within the past 3 years the fingerprint requirement will be waived.

Back **4** Next Save and Exit

## Instructions

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
4. Click Next

## 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**
- If you require time to notarize the documents and will return to the application, click **Save and Exit**
- Hover over the **i** to view the help text



# Licenses – Signature Page

Arizona Department of Housing

Search My Profile Logout

### Salesperson Application

- ✓ Agency Disclosures - Section F of Current State
- ✓ Section B - Identification
- ✓ Dealer Information
- ✓ Questions
- ✓ Document Upload
- 6 Signature Page - Section G**
- 7 Pay and Submit

#### Signature Page - Section G

Document Name	Upload Action	Uploaded Documents
Signature Page	Upload Files	

I (we) hereby agree to comply with ALL provisions of Arizona Revised Statutes, Title 41, Chapter 37, Articles 3 and 4, and the Rules and Regulations of the Arizona Department of Housing.

Back **Next** Save and Exit

## Instructions

1. Click on the download icon to download the signature page. Sign it
2. Click Upload Files button and upload Signature Page
3. Check the Attestation statement
4. Click Next to proceed

## Key Points

No key points.

# Licenses – Pay and Submit

Arizona Department of Housing

Search My Profile Logout

## Salesperson Application

- ✓ Agency Disclosures - Section F of Current State
- ✓ Section B - Identification
- ✓ Dealer Information
- ✓ Questions
- ✓ Document Upload
- ✓ Signature Page - Section C
- 7 Pay and Submit

### Pay and Submit

Product Description	Quantity	Fee
Employee/Agent of a licensed Retailer/Dealer/Broker	1	\$206.00
Background Processing Fee	1	\$22.00

Total Fee: \$228.00 1

Click on Pay button below to make the payment.

Pay 2

Back Save and Exit Back To Home

## Instructions

1. The Total Fee 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

The screenshot shows the 'State of Arizona Checkout Utility' interface. At the top, there is a blue header with the state seal and the text 'State of Arizona Checkout Utility' and 'State of Arizona'. Below the header, the page title 'CHECKOUT - PAYMENT INFORMATION' is displayed. The form is divided into several sections:

- Section 1:** A red box labeled '1' encompasses the entire 'CHECKOUT - PAYMENT INFORMATION' form.
- Section 2:** A red box labeled '2' encompasses the 'Billing Address' field, which contains 'XYZ'.
- Section 3:** A red box labeled '3' encompasses the radio button selection for 'Credit Card' (which is selected) and 'Electronic Check'.
- Section 4:** A red box labeled '4' encompasses the 'Credit Card Number' field (containing '4159282222222221'), the 'Expiration Date' dropdown (set to 'March 2024'), and the 'CVV/CSV' field (containing '655').
- Section 5:** A red box labeled '5' encompasses the 'Continue' button at the bottom right of the form.

Additional details in the form include: 'First Name' (Prakruthi), 'Last Name' (K), 'City' (NM), 'State' (AZ), 'Zip' (85018), and 'Email' (prakruthiemail@gmail.com). A note below the payment type selection 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.'

## 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 U.S. entity or bank.

# Licenses – 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
1466769979	HD026	REHABILITATION PERMIT	\$306.00	1	\$306.00
Total					\$306.00

## Instructions

Review the order details.

## Key Points

No key points.

# Licenses – 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
1466769979	HD026	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.

# Licenses – Pay and Submit

State of Arizona Checkout Utility  
State of Arizona

**Receipt**

Thank you for your payment. Your payment was successful.  
**Do not close this window. Click the "Continue" button to return to the Agency application.**

**YOUR PAYMENT IS COMPLETE**

Payment is complete. Print this receipt for your records.  
Your authorization number is **501689**.  
Please reference this number in any correspondence regarding your transaction. [Get the Adobe Acrobat Reader](#)

[Download receipt](#) [Continue](#)

**BILLING INFORMATION**

**Name:**  
Prakruthi K

**Address:**  
XYZ, NM, AZ, 85018

**Phone:**  
999-999-9999

**Email:**  
prakruthiemail@gmail.com

**ACCOUNT INFORMATION**

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

## Instructions

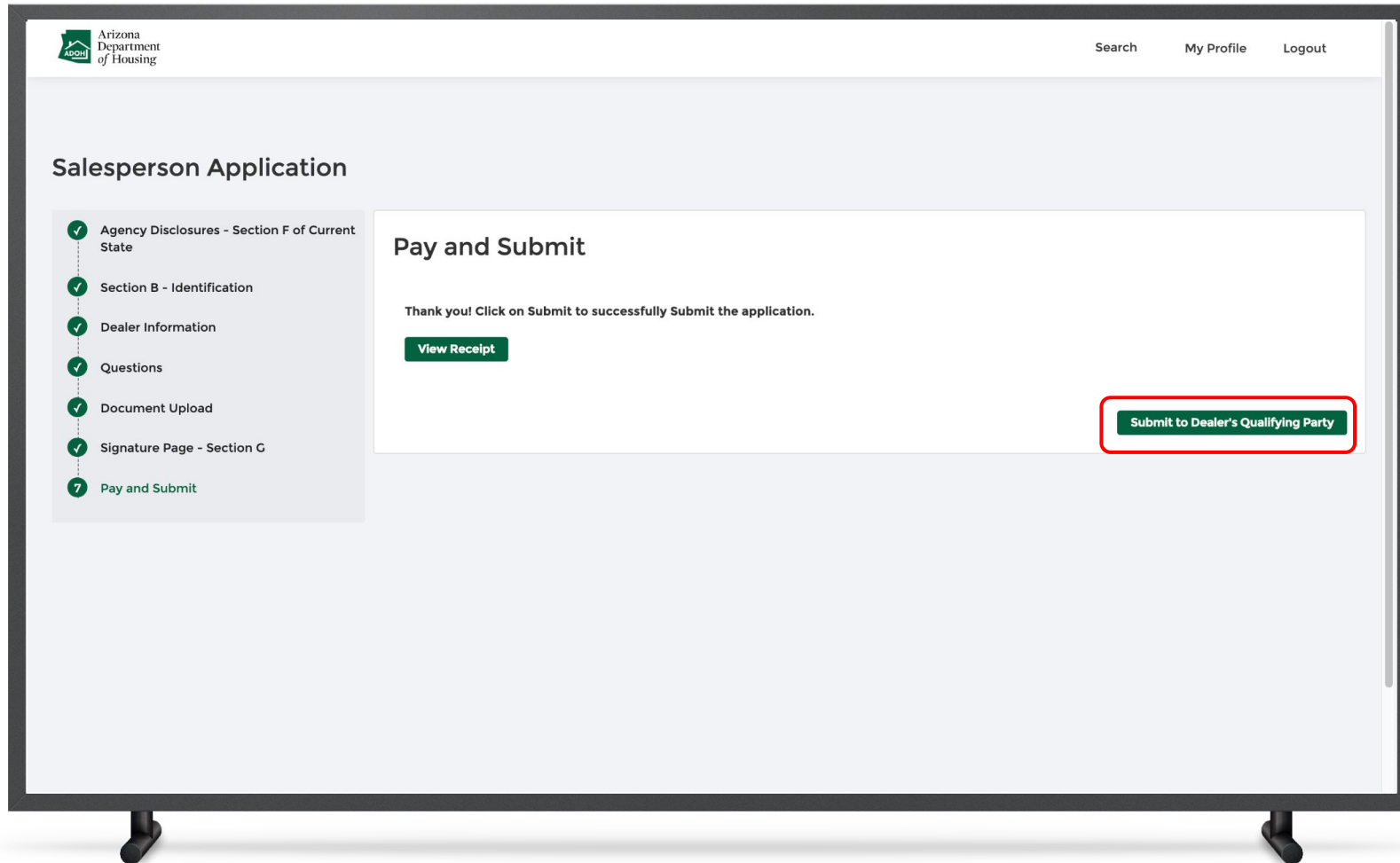
You will land on receipt page

1. Click **Continue**

## Key Points

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

# Licenses – Pay and Submit



## Instructions

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

1. Click **Submit to Dealer's Qualifying Party**

## Key Points

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

# Dashboard

Arizona Department of Housing

Search My Profile Logout

Notification Announcement :  
Please check here for any upcoming announcements from the MHBD

Dashboard

Licenses

Complaints and Appeals

Purchase History

Acknowledgement

Dashboard

Licenses

Complaints and Appeals

0 Approved

0 Rejected/Denied

0 Rejected

0 Denied

0 Submitted

0 Unsubmitted

0 Under Review

Toggle

https://azuat-arizonahousing.cs209.force.com/MHD/s/#-6

## Instructions

No instructions.

## Key Points

All the submitted License Applications will be submitted, and found in the "Submitted" tile on the Licenses Dashboard.





# Withdraw License Application

# Withdraw Application

The screenshot shows the ADOH Manage License Applications dashboard. On the left sidebar, the 'Licenses' menu item is highlighted with a red box and a red '1'. The main content area has a title 'Manage License Applications' and a subtitle 'Use the Quicklinks below to Apply for New Licenses or Manage Existing Licenses.' There are six quicklink cards: 'New Application', 'Withdraw Application', 'Request Administrative Changes', 'All License(s)', and 'All Application(s)'. The 'Withdraw Application' button is highlighted with a red box and a red '2'. The 'All License(s)' and 'All Application(s)' buttons are also visible.

## Instructions

1. Navigate to the Licenses 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

Arizona Department of Housing

Search My Profile Logout

Dashboard

Licenses

Complaints and Appeals

Purchase History

Acknowledgement

### Withdraw License 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	License Type	Submitted Date	Action
AZ-0000776	Prakruthi CE Test	Licensing Application	Salesperson	2022-02-18	<input type="button" value="Withdraw Application"/>

Page 1 of 1

Toggle

## Instructions

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

## Key Points

No key points.

# 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”



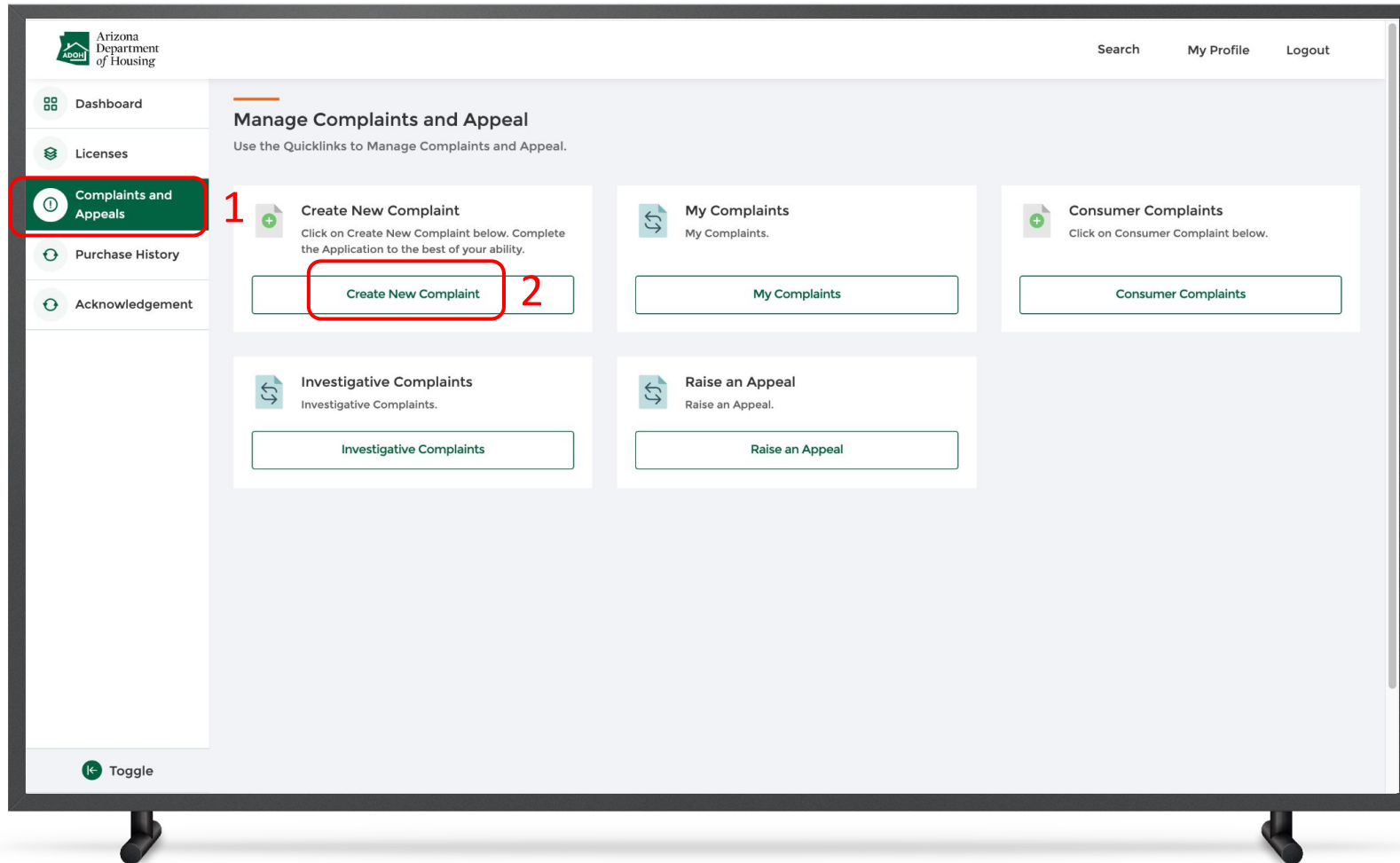
## Key Points

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



# 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

# 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

The screenshot shows the 'Consumer Complaint' form on the ADOH website. The form is titled 'Unit Information' and contains several fields: 'The Unit is' (dropdown menu with 'New' selected), 'Serial Number' (text input), 'Purchase Date' (calendar picker with 'Jan 1, 2022' selected), 'Installation Date' (calendar picker with 'Jan 7, 2022' selected), and 'Unit Type' (dropdown menu with 'Mobile Home' selected). At the bottom right of the form, there are three buttons: 'Back', 'Next', and 'Save and Exit'. The 'Next' button is highlighted with a red rectangular box.

## 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
- 4 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 *	<b>1</b> <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
- 5** Complaint Details
- 6 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	

**1**

**2**

**3**

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

# Complaints and Appeals

Arizona Department of Housing

Search My Profile Logout

Dashboard

Relocation

Complaints and Appeals

Purchase History

Acknowledgement

Notification Announcement :  
Please check here for any upcoming announcements from MHBD

Dashboard

Relocations

Complaints and Appeals

0 Closed

1 Submitted

3 Unsubmitted

0 In-review

Toggle

## Instructions

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





Arizona  
Department  
of Housing

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

**THANK YOU**

