YARDI SYSTEMS

Registering to Place Bids on HUDHomestore.com

U.S. Department of Housing and Urban Development

January 2012
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Principal Broker Registration

See page 13 for Selling Agent Registration

Here are the rules you must follow:

1. The Principal Broker must obtain a Name Address Identifier (NAID) from HUD. (For more information about obtaining a NAID, see NAID Application on the HUDHomestore.com home page.)

2. The principal broker must register first, before associate brokers and selling agents can proceed with their registrations. The Principal Broker registers with his/her NAID and personal Real Estate license. If the broker holds licenses in several states, these can be registered here under a single NAID.

3. Associate brokers and selling agents register using the same NAID as their Principal Broker. Associate Brokers and Selling agents can also register in multiple states, providing the NAID they are using is also registered in that state with a Principal Broker.

A Principal Broker’s NAID can be registered only once. If you need to make changes to your registration information, you can log in to HUD Homestore and complete the changes. If you need help, send an email to HUDhelp@yardi.com or call the Help Desk at (866) 777-2034.

If you change the NAID on your broker’s registration, all bid history for the original NAID will be lost from the profile. To preserve the bid history for the original NAID, a new broker registration for the new NAID is required. If you need to free up your Real Estate license for the second registration using the new NAID, contact the Help Desk for assistance.
Registering as a Principal Broker on HUDHomestore.com

1. Type www.hudhomestore.com in your Internet browser. The HUD.GOV/HUDHomes screen appears.

2. Click the Bidder link on the top right of the screen.

The Bidder Registration page appears (see next page).
Section 1. User Name and Password

1. Complete the following fields:

   **User Name**: Create and type a user name.
   - The user must be at least 5 characters and may contain special characters.
   - The user name is not case-sensitive.

   **Password**: Create and type a password.
   - The password must contain at least 8 characters, and is case-sensitive.
   - The password must include one uppercase letter, one lowercase letter, one number, and one special character, such as ! @ # $ % & ^, etc.

   **Confirm Password**: Type the password exactly as you did in the Password field.

   Keep the User Name and Password in a safe place. You will need them to log in and see bids that you have submitted, and to make changes to your User Profile.

Section 2. Security Questions

1. Select two security questions from the list and type your responses.

   Write down the answers and keep them in a safe place. They are required if you forget your user name or password.
Section 3. NAID Information

Checking NAID status
1. If you want to check the status of your NAID, click the **Check NAID Status** link.

   ![Check NAID Status](image)

2. Type your NAID and click **Submit**. A message tells you if your NAID is active. If your NAID is not active, you will not be able to continue with your registration.

   ![Submit](image)

   If your NAID is not active, you can make inquiries by contacting HUD at (800) 225-5342 (option 2), or you can send an email to answers@hud.gov.

Checking Principal Broker Registration on HUDHomestore
1. To see if you are already registered as a principal broker on HUDHomestore, click the **Check Principal Broker Registration** link.

   ![Check Principal Broker Registration](image)

2. Type your NAID and click **Submit**. A message tells you if you are already registered on HUDHomestore.com. If you are already registered, but can’t remember your user name or password, there are links on the Login screen to help you recover them. Click **Login** on the top right of the screen to view these links.

   ![Login](image)

   If your NAID is already registered, then you cannot register that same NAID a second time.

Filling in the NAID and Real Estate license information
1. Make selections and complete the following fields:

   ![3. NAID Information](image)

   **NAID Type**: Select **Selling/Listing Broker**.
   
   **Role**: Select **Principal Broker with NAID**.
   
   **NAID**: Type your NAID.
2. Complete the Real Estate License information for each state you want to register.

<table>
<thead>
<tr>
<th>Your Real Estate License</th>
<th>License Date</th>
<th>*State Licensed</th>
<th>License Expiration</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Select ▼</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>Select ▼</td>
<td></td>
</tr>
</tbody>
</table>

Please enter only your personal Real Estate License information. If you are licensed in only one state, you only need to fill out the first row. If you need to enter additional license information, fill in the available rows and complete all other required information, then click Submit.

You can register in more than one state with the same NAID. To register more than five state licenses, fill in all the rows, then click Submit. An additional row will be added.

**Real Estate License:** Enter your Real Estate license number.

**License Date:** (optional) Type the date on which you received your license (for example, 2/1/10).

**State Licensed:** Select the state for the license number you entered.

**License Expiration:** Type the date your license expires (for example, 12/31/14.)

When you get a new license expiration date from the state, you must manually update the license expiration date on HUDHomestore. **If your license expiration date passes and you have not updated your information, neither you nor your Selling Agents will be able to submit bids until you reenter your license information on your profile.**

Section 4. Contact Information

4. Contact Information

<table>
<thead>
<tr>
<th>*First Name:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>*Last Name:</td>
<td></td>
</tr>
<tr>
<td>*Email Address:</td>
<td>A valid email must be provided to receive email updates.</td>
</tr>
<tr>
<td>*Confirm Email:</td>
<td>Email address and confirm email should be same.</td>
</tr>
<tr>
<td>*Phone:</td>
<td></td>
</tr>
<tr>
<td>Fax:</td>
<td></td>
</tr>
</tbody>
</table>

- Check this box to receive information about updates to HUDHomestore.com and changes to HUD procedures.

1. Complete the following fields:

**First Name:** Type your first name.

**Last Name:** Type your last name.
Email Address: Type a valid email address. The email address you enter here is used for delivering timely emails from HUDHomestore regarding registration, password updates, and bids.

Phone: Type the phone number where you can be contacted easily.

Fax: (Optional) Type your fax number.

Although emails are sent by HUDHomestore, it’s possible they can be blocked by anti-spam programs. There are a number of Internet Service Providers (ISPs) that may treat HUDHomestore emails as spam, so always check your Spam, Junk, or Trash folder if an email doesn’t arrive in your inbox. Work with your ISP or your IT professional to make sure that emails from this site will not be blocked. Commonly-used site addresses are: HUDHomestoreHelp@Yardi.com, HUDHelp@yardi.com, do-not-reply@yardi.com, and do-not-reply@hudhomestore.com.

Accept Terms and Conditions

Acceptance of Terms & Conditions

Welcome to HUDHomestore.com (the Site). Please read the following Terms of Use carefully before using this Site. If you do not agree to these Terms of Use, do not submit information to, or access any information from, this Site.

By using this Site, which includes any software, applications or other functionality contained or offered through the Site, you signify your irrevocable acceptance of these Terms of Use. HUDHomestore.com has the right to revise these Terms of Use at any time without providing notice to its users. Your continued use of this Site shall be deemed irrevocable acceptance of those revisions.

HUDHomestore.com reserves the right to change, modify, suspend or discontinue any portion of this Site at any time. HUDHomestore.com may also impose limits on certain features or restrict your access to parts or the entire Site without notice or liability.

By checking this box, you agree to the terms and conditions listed above.

1. After reading the Acceptance of Terms and Conditions, select the Privacy check box to agree to the terms and conditions.

2. Type the security code. The security code is case-sensitive and the letters must be typed exactly as you see them. If you have difficulty with the system accepting the code that you type, click the Try a new code link.
3. Click **Submit**. If your registration was successful, the following message is displayed:

   ![Message from webpage]

   Your registration with HUDHomeStore.com was successful.

   ![OK button]

   • If your registration was not successful, the screen displays a message indicating any omissions on the page, or corrections that need to be made.

4. Once your registration is successful, click **Home** to begin your property search.

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**To make changes to your registration**

1. Log in.

2. Click the **Bidder Functions** link on the top right of the screen.

3. Click **User Profile**. You will then be able to change your password, user name, security questions, NAID information, and contact information.

   ![Banner with red X]

   To deactivate a license, click the red X to the right of the license that you want to remove. A record of this license will be kept on the **Inactive Licenses** tab. If you wish to reactivate the license you will have to reenter it on the **Active Licenses** tab.
4. Click **Submit** on the Update User Profile screen when you have completed your changes. A message will appear confirming your profile has been updated.
Selling Agent Registration

Here are the rules you must follow:

1. The Principal Broker with NAID must register on HUDHomestore.com before the Associate Brokers and Selling Agents can register using the broker’s NAID.

2. If you hold licenses in more than one state, register all the licenses in one profile. You can do this even if the NAIDs are different, providing the Principal Brokers have already registered with a valid NAID for each state.

Do not register more than once. Any lost or forgotten information can be found, and changes that need to be made to your NAID, contact information, or license data can be completed using links on the website or by contacting the HUDHomestore.com Help Desk at (866) 777-2034.

Registering as a Selling Agent on HUDHomestore.com

1. Type www.hudhomestore.com in your Internet browser. The HUD.GOV/HUDHomes screen appears.
2. Click the Bidder link on the top right of the screen.

The Bidder Registration page appears.
Section 1. User Name and Password

1. User Name and Password

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>User Name:</td>
<td>Create and type a user name. The user must be at least 5 characters and may contain special characters. The user name is not case-sensitive.</td>
</tr>
<tr>
<td>Password:</td>
<td>Create and type a password. The password must contain at least 8 characters, and is case-sensitive. The password must include one uppercase letter, one lowercase letter, one number, and one special character, such as ! @ $ % ^ &amp; etc.</td>
</tr>
<tr>
<td>Confirm Password:</td>
<td>Type the password exactly as you did in the Password field. Keep the User Name and Password in a safe place. You will need them to log in and see bids that you have submitted, and to make changes to your User Profile.</td>
</tr>
</tbody>
</table>

Section 2. Security Questions

2. Select two security questions from the list and type your responses.

<table>
<thead>
<tr>
<th>Security Question 1</th>
<th>What is the first car you ever owned?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Answer:</td>
<td>Ford</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Security Question 2</th>
<th>What is your favorite food?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Answer:</td>
<td>pizza</td>
</tr>
</tbody>
</table>
Section 3. NAID Information

Checking your broker’s NAID status

1. If you want to check the status of your broker’s NAID, click the Check NAID Status link.

2. Type the broker’s NAID and click Submit. A message will tell you if the NAID is active. If the NAID is not active, you will not be able to continue with your registration.

   If the NAID is not active, contact your Principal Broker.

Checking Principal Broker registration on HUDHomestore

1. If you want to check whether or not your principal broker has registered on HUDHomestore, click the Check Principal Broker Registration link.

2. Type the broker’s NAID and click Submit. A message will tell you if your Principal Broker has registered on HUDHomestore. If the Principal Broker has not registered, you will not be able to continue with the registration.

   If you are a Selling Agent or Associate Broker, never register as the Principal Broker. Contact your Principal Broker so they can register on HUDHomestore first. Then you can register as an Associate Broker or a Selling Agent.
Registering on HUDHomestore

1. If your principal broker has registered, make selections and complete the following fields:

   **3. NAID Information**

   **NAID Type:** Select **Selling/Listing Broker**.
   **Role:** Select **Associate Broker** or **Selling Agent**.

2. Complete the NAID and Real Estate License information for each state where you want to register.

   - You can register in more than one state. Remember, the Principal Broker for the NAID you use must already be registered on HUDHomestore in the state(s) where you want to register.

   **Principal Broker’s NAID:** Type the NAID of the Principal Broker.
   **Real Estate License:** Type your own personal Real Estate license number.
   **License Date:** (optional) Type the date on which you received your license (for example, 2/1/10).
   **State Licensed:** Select the state for the license number you entered.
   **License Expiration:** Type the date your license expires (for example, 12/31/14.)

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1. Complete the following fields:

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   - **Phone:** Type the phone number where you can be contacted easily.
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   Although emails are sent by HUDHomestore, it’s possible they can be blocked by anti-spam programs. There are a number of Internet Service Providers (ISPs) that may treat HUDHomestore emails as spam, so always check your Spam, Junk, or Trash folder if an email doesn’t arrive in your inbox. Work with your ISP or your IT professional to make sure that emails from this site will not be blocked. Commonly-used site addresses are: HUDHomestoreHelp@Yardi.com, HUDHelp@yardi.com, do-not-reply@yardi.com, and do-not-reply@hudhomestore.com.

Accept Terms and Conditions

1. After reading the Acceptance of Terms and Conditions, select the **Privacy** check box to agree to the terms and conditions.
2. Type the security code. The security code is case-sensitive and the letters must be typed exactly as you see them. If you have difficulty with the system accepting the code that you type, click the Try a new code link.

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1. Log in.

2. Click the **Bidder Functions** link on the top right of the screen.

3. Click **User Profile**. You will then be able to change your password, user name, security questions, NAID information, and contact information.

   ![Image of HUD.GOV/HUDHomes interface]

To deactivate a license, click the red **X** to the right of the license that you want to remove. A record of this license will be kept on the **Inactive Licenses** tab. If you wish to reactivate the license you will have to reenter it on the **Active Licenses** tab.

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*See next page*
4. Click **Submit** on the Update User Profile screen when you have completed your changes. A message will appear confirming your profile has been updated.