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Overview of NAID Recertification

When to use this application:

- You already have a NAID.
- You need to complete the annual recertification of that NAID and/or update the real estate license associated with the broker. You can also include other changes with this recertification such as address, and broker changes).

Note: If you have already registered and have a user name and password for the NAID Application Portal, you can skip steps 1 and 2 and go directly to the Login screen.

Steps

1. Register for NAID Portal access.
2. Create a user name and password for the NAID Application Portal using the link included in the approval email.
3. Log into the Portal.
4. Start a Selling Broker Recertification application.
5. Follow the directions in red at the top of the screen.
6. Submit the application.
7. Check emails for status updates and/or view the Status History tab on the NAID Portal Application screen.

Reaching the Help Desk

The Help Desk is available to assist you from 8 am to 8 pm Eastern Time, Monday through Friday, except for federal holidays. The FHA Resource Center can be reached at 800-225-5342.
Quick Start

Register for NAID Portal Prescreening with HUD

Note: If you have already registered and have a user name and password for the NAID Application Portal, you can skip the following steps and go to the Login screen.

1. Go to HUDHomestore.com

2. Click the “here” link on the home page:

3. Click the “Recertify NAID” text on the NAID Application Portal screen.
4. Click “I have not previously registered on the NAID Application Portal.

5. Type in your NAID, and click **SUBMIT**.

   **Note:** If you do not recall your NAID, you can use the “click here” link to search using the Social Security number (SSN) or Employer Identification Number (EIN) you originally registered with to identify your NAID. After you identify your NAID, you will be returned to the NAID Application Portal screen (Step 3).
6. Complete the Registration form and check the ‘I’m not a robot’ button.
   **Note:** If you are not the broker, you must select “I am the Preparer filling this out on behalf of the Principal Broker.” Also, to unmask the EIN number (or SSN if your NAID is linked to an SSN), you can click the “eye” to the right of the EIN field.

7. Click the ‘I’m not a robot’ and the **REGISTER** button.

8. Verify your information before submitting and click OK.
9. If your registration is successful, you will see the following screen:

![Register for Access to NAID Application Portal](image)

If your registration needs to be verified by HUD, you will receive the following message:

![Register for Access to NAID Application Portal](image)

If there is not a match with the broker’s email and/or EIN number, one of the following error messages will display:

**An Error Occurred**

The given email address for the principal broker does not match our current records. Correct this and submit again. If you are unable to provide the correct email address and require further assistance, please contact the HUD Homestore Help Desk at HUDHomestoreHelp@yardi.com.

**An Error Occurred**

NAID and SSN/EIN combination not found. If you have issues with registration, please contact the FHA Resource Center at (800) CALL-FHA (225-5342).

Follow the instructions on the error message to get the error resolved.
Create a user name and password for the portal

1. If the prescreening is approved by HUD, you will receive an email:

   Your request to access the NAID Application Portal has been accepted.
   Click HERE to create a user name and password for the NAID Portal.
   Once logged into the portal, you will be able to view or modify your NAID information and add a new NAID if you have an EIN.
   If you have issues with registration, please contact the FHA Resource Center at (800) CALL-FHA (225-5342).

2. Click the “Here” link to start the registration process.
   **Tip:** Google Chrome is the preferred browser for working in the NAID Application Portal. If Internet Explorer automatically opens when you click a link, then right-click the link, and select “Copy Hyperlink.” Open Chrome, and paste the link into Chrome’s address bar, then press the Enter key.
3. Create a user name, password, and security questions, and click **SUBMIT**.

4. You will be automatically logged into the Portal.
Logging into the Portal if you already have a user name and password

1. Go to HUDHomestore.com

   [Image of HUDHomestore.com homepage]

   PRINCIPAL BROKERS only: Click here to access the NAID Application Portal for Recertifications and Real Estate License updates.

2. Click the “here” link on the home page:

   [Image of NAID Application Portal]

3. Click the LOGIN NOW button.
Start a Selling Broker Recertification Application

1. When you log into the NAID Application Portal, you will see the following application choices:

<table>
<thead>
<tr>
<th>Application Choice</th>
<th>Use this application:</th>
<th>DO NOT USE this application:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Modify Existing Payee</td>
<td>• Update Business (1099) Address</td>
<td>• If your yearly Recertification date with HUD is close to due or past due — use the Selling Broker Recertification Application (Broker Payee)</td>
</tr>
<tr>
<td>Add New NAID to Existing Payee (EIN)</td>
<td>• To add a new office and obtain a NAID for that office</td>
<td></td>
</tr>
<tr>
<td>Selling Broker Recertification</td>
<td>• If your Recertification Date with HUD is close to due or past due</td>
<td>• To recertify every year with HUD</td>
</tr>
</tbody>
</table>

2. Select Selling Broker Recertification.
   **Note:** If your login is linked to multiple NAIDs, there will be an intervening screen that lets you select a specific NAID.

3. Follow any instructions in red text at the top of the application (instructions may look different from the ones below); these may include accessing one or more links under the Functions drop-down menu and uploading documents.
Select the check box verifying the 1099 address.

If needed, fill in Preparer’s Title after Save and Continue.
4. To save the application without submitting, click the **Save and Continue Working on the Application** button. When all the requirements have been met, a **Save and Submit Application to HUD for Review** button appears.

5. Click the **Save and Submit Application to HUD for Review** button.

**Recertification: Different scenarios**

During the Recertification process, you are asked to confirm the Business Address (where the 1099 MISC is sent). If the address has changed you will need to provide updated IRS documentation. You will also be able to update other information, as needed.

Once information is updated and any needed documents are uploaded and your application is submitted, your part in the recertification process is completed. For a minor update, the recertification date is set to the current date plus 365 days. When documents need to be reviewed by HUD, the process may take more time to complete.

**When there are no updates to the NAID**

Confirm the 1099 Business Address by checking the box, then click the **Save and Submit Application to HUD for Review** button. If that button is not available, click the **Save and Continue** button. If that **Save and Submit** button still doesn’t appear, look for red text at the top of the window to see what still might need to be done so that you can submit your application.

**When you need to update your license expiration date**

1. Click the **Functions** drop-down menu.

2. Select Verify Real Estate Licenses to display the Verify Real Estate Licenses screen.

Update the expiration date, upload a new copy of your new license (using “Select License”), and click the **Save** button on the toolbar.
When you need to add a new real estate license or change a license number

If your Principal Broker’s license number has changed or you wish to add a license for another state, you need to update the real estate license information (license number, licensed state, license expiration date) and upload a copy of the new real estate license.

Select the Add/Replace Real Estate License link to display the NAID Application Real Estate License screen.

Complete the information and upload the license, as needed.

Once the license information is entered and the document is ready to upload, a Validate License button appears.
If the new license can be automatically verified by online real estate license website, the window will close automatically and you are back at the NAID Application screen. **If the new license cannot be validated automatically**, you will receive the message below and have an opportunity to change the information and try to validate again. Or you can click the **Save** button and have HUD manually validate the license.
If the Principal Broker changes

If the Principal Broker changes, the real estate license information for the previous broker is automatically removed. The personal real estate license for the new broker—license number, licensed state, license expiration date—must be entered using the Add/Replace Real Estate License link on the Functions drop-down. AND you must upload a copy of the new real estate license and a copy of the Principal Broker’s driver’s license as two separate documents.

After entering all the required information and uploading the broker’s RE license and Driver’s License, click Validate License.

If the license cannot be validated automatically, you will receive an information message stating that HUD needs to review the license. Click Save and continue with submitting the application.

Once the updates are complete, click the Save and Submit Application to HUD for Review button. A message appears giving you the option to click “OK” to submit the application to HUD or click “Cancel” to review the application and submit to HUD at a later time.

**Note:** Once the new Principal Broker’s real estate license is updated, the license for the previous Principal Broker becomes inactive and bids cannot be submitted until the new Principal Broker’s information is reviewed and approved by HUD. The NAID status changes to “Pending” until the review is complete.
When you update the business address and/or the remittance address

Update either or both of those addresses and click **Save and Continue Working on the Application**.

An **Upload Required Documents** link is added to the Functions drop-down menu.

- For the updated Business Address (1099), you must upload a copy of IRS-authored documentation for HUD to review, for example a 147c form or an SS-4 form.
- For the updated Remittance Address (DBA), you must upload a copy of a recent phone bill, utility bill, or bank statement for HUD to review.

**Note:** The Remittance Address should be a physical address, not a PO Box.

Click the **Upload Required Documents** link to display the Upload Required NAID Documents screen.

When the documents are selected, click the **Save and Continue Working on the Application** button. The required documents are uploaded.

If the application has everything that’s needed to submit, the **Save and Submit Application to HUD for Review** button will be available on this screen and you can submit your application from this screen or from the NAID Application screen.
When a HUD review is required

Updates to the following items will not require HUD review or E-Signature signing:

- Business Phone Number
- Remittance (DBA) Name
- Contact Name, Email Address, Phone or Fax Number
- Principal Broker’s Email Address or Phone Number

If any of the following items are updated, HUD may require documentation to be uploaded. The table below lists the requirements based upon the changes to the form:

<table>
<thead>
<tr>
<th>Updated Field</th>
<th>Required Document(s) and/or Updates</th>
<th>HUD Review Required?</th>
<th>New E-Signature Required?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business (1099) Address</td>
<td>Copy of IRS-authored Documentation</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Remittance (DBA) Address</td>
<td>Copy of recent Telephone Bill, Utility Bill, or Bank Statement</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Principal Broker Name</td>
<td>Add New Real Estate License(s), Copy of Principal Broker’s Driver’s License, Copy of Principal Broker’s personal State Real Estate License</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Add/Replace Real Estate License</td>
<td>Copy of Principal Broker’s State Real Estate License only if new License Number cannot be automatically verified</td>
<td>Yes</td>
<td>No</td>
</tr>
</tbody>
</table>

Submitting the application

Once any needed changes are saved and required documents are uploaded, the recertification application is ready to submit.

Click the **Save and Submit Application to HUD for Review** button. A message appears giving you the option to click “OK” to submit the recertification application to HUD or click “Cancel” to review the application and submit it to HUD at a later time.

Recertification will take place immediately for updates to the business phone number, remittance (DBA) name, contact name, email address, phone or fax number, and the Principal Broker’s email address or phone number. Other updates will require a HUD review and/or a new E-Signature process.

Changes to the NAID certification and NAID recertification will be seen in the Selling Broker Information area of the NAID Application screen.

HUD staff rejection of recertification NAID application

If HUD staff rejects any of the updated form data or the uploaded documentation, you will receive an email with the reason(s) for rejection. You then have the opportunity to log back into the NAID Application Portal and fix the issue(s) by clicking the **Correct Rejected Application** button.

Once you display the NAID Application screen, you will be able to re-upload any needed documents and make your corrections, the click the Resubmit Application to HUD for Review button.
Additional Information

Replace Principal Broker on NAID

This is a streamlined way to change the Principal Broker on a NAID and is especially handy if the old broker is the only person who has a login to the NAID Application Portal.

Note: This is only for those NAIDs that are linked to EINs, not Social Security numbers.

1. Go to HUDHomestore.com

2. Click the “here” link on the home page:

3. On the NAID Application Portal menu, click Replace Principal Broker on NAID.
4. Enter the NAID, EIN, previous broker’s email address, and previous broker’s first and last name and click Submit.

5. Fill in the new broker’s information. If you are the broker, select “Yes” for I am the Principal Broker. If you are a preparer, you must select “No” and fill in your information as well.

6. Select the “I am not a robot” check box and click Register. A verification message appears.
7. Click OK to complete the process. 
   A confirmation message appears.

![Image of Broker Takeover Submitted]

Create a user name and password for the portal

1. In about five minutes, you will receive an email from do-not-reply@HUDP260.com:

![Image of email]

   Hello,

   Your request to access the NAID Application Portal has been accepted.

   Click HERE to create a user name and password for the NAID Portal.

   Once logged into the portal, you will be able to view or modify your NAID information and add a new NAID if you have an EIN.

   If you have issues with registration, please contact the FHA Resource Center at (800) CALL-FHA (225-5342).

2. Click the “Here” link to start the registration process.
   Tip: Google Chrome is the preferred browser for working in the NAID Application Portal.
   If Internet Explorer automatically opens when you click a link, then right-click the link, and select “Copy Hyperlink.” Open Chrome, and paste the link into Chrome’s address bar, then press the Enter key.
3. Create a user name, password, and security questions, and click **Submit**.

![Create NAID Portal Login]

4. You will be automatically logged into the Portal.

5. A NAID Recertification application was automatically started by this process. You’ll need to make appropriate changes at the NAID Application screen, and use the Add/Replace Real Estate License link to add the new broker real estate license.

6. Once the application is submitted and HUD approves, there will be a round of E-Signatures.
E-Signature Requirement for Change of Broker

After the HUD review is complete, the E-Signature process begins. The E-Signature recipients receive an email where they view an “Envelope” which contains the SAMS-1111 form, the SAMS-1111-A form, and the required documents that were uploaded during the application process.

Note: Do not forward this email. If you do, you will not be able to review and sign the document. It must be opened directly from the email address it was sent to.

If the application was completed by the Principal Broker, the following signatures are required:

- **Principal Broker** – signs the SAMS-1111 and SAMS-1111-A
- **HUD Reviewer** – signs the SAMS-1111
- **NAID Approver** – signs the SAMS-1111

If the application was completed by someone on behalf of the Principal Broker, the following signatures are required:

- **Preparer** – will sign the SAMS-1111
- **Principal Broker** – signs the SAMS-1111-A
- **HUD Reviewer** – signs the SAMS-1111
- **NAID Approver** – signs the SAMS-1111
Preparer/Principal Broker E-Signature

To sign the envelope, click the [REVIEW DOCUMENTS] button within the email.

Click the check box agreeing to use electronic records and signatures.

Then click the [CONTINUE] button to begin the e-signing process. Clicking the [CONTINUE] button shows you where to sign. To sign, click the [Sign] icon.
You will be asked to adopt a style for your name, initials, and signature. Click the Change Style link if you would like a different writing style. When you’re finished, click the **ADOPT AND SIGN** button.

Once all signatures have been completed, click **FINISH**. You can then close the document. You are not required to create a DocuSign account.

**HUD Reviewer Signature – Change of Broker**

- The HUD Reviewer responsible for reviewing the application receives the envelope to sign.
- Your NAID is set to “pending” which permits you to register on HUD Homestore and place bids on properties.
- You receive an email with the NAID number along with instructions for registering and placing bids on HUD Homestore. If someone else prepared the application, they will also receive a copy of this email.

**NAID Approver Signature: NAID Activated**

After the HUD Reviewer signs the document, the envelope is sent to the NAID Approver for their signature. When the NAID Approver signs the document, the following occurs:

- The “Pending” NAID becomes an “Active” NAID.
- The Certification Date is set to the date the Approver signs and the Recertification Date will be the Certification Date plus 365 days.
- You receive an email indicating the NAID is now active and includes instructions for recertifying the NAID on a yearly basis. If someone else prepared the application, they will also receive a copy of this email.
- A PDF copy of the completed envelope with signatures displays as an attachment on the NAID Application screen.

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Hello [Name],

The E-Signature process for your NAID application is now complete and the status for NAID [NAID Number] has changed from Pending to Active. If you need to modify your NAID information in the future, you can do so by logging into the NAID Portal.

You are required to submit yearly recertifications. Your next recertification date is 06/26/2019. Click the Recertification tab on HUD Homestore to begin this process.
Registering as the Principal Broker on HUD Homestore

Once the new broker has signed the E-Signature document, they can register as Principal Broker for the NAID on HUD Homestore if they would like to place bids.

Here’s how you begin your registration on HUD Homestore.

1. On HUDHomestore.com’s home page, in the upper right corner, click the Bidder link.

2. For the NAID Type, select Selling/Listing Broker, then, for the Role, select Principal Broker with NAID.

3. Select the appropriate tax ID, then enter the SSN/EIN for your NAID, the NAID number, and the Principal Broker Email. Click Continue.

4. When the system finds a match, much of the information on the registration form is filled in from what you’ve entered on your NAID application.

5. Enter a user name (that’s not already been taken by the one million people who have previously registered), enter two copies of a password, and answer two security questions.

6. Select the check box agreeing to the terms and conditions for using the site, check the “I am not a robot” box, and click Submit. The system confirms your successful registration.
Check NAID Recertification and License Expiration Dates

1. At the NAID Application Portal menu screen, click “Check NAID Recertification and License Expiration Dates.”

2. Enter the NAID and click the Submit button.
3. Click the Back button to return to the menu screen or click the Check Another NAID button.
Remove the Real Estate License from a NAID

When applying for a new NAID or updating a real estate license on a recertification, sometimes a message displays that the broker’s active real estate license is tied to a different NAID. If you know the NAID number and the EIN for the other NAID, you can remove the license from that NAID so that you can add the broker license to a new or different NAID.

**Caution:** This action will inactivate the Principal Broker License for the selected NAID. Principal Brokers and Agents associated with this NAID will not be able to place bids for that state unless a new license is entered for the state within the NAID Application Portal.

1. At the NAID Application Portal menu screen, click “Remove your Real Estate License from NAID.”
2. Enter the NAID number and the SSN/EIN associated with the NAID and click Submit.

3. Click the check box to the left of the license number, then click Submit. This will remove the license from this NAID.
Find NAID and Check Application Status

1. At the NAID Application Portal menu screen, click “Find NAID and Check Application Status.”

2. Select the ID Types and enter the SSN or EIN, then click the Submit button.
3. At this screen, you can check the recertification date and license expiration date by clicking the CHECK DATES button.
Add or modify offices

On the NAID Application screen, the Add or Modify Offices link on the Functions drop-down menu permits you to add one or more offices to your NAID. These are offices that are under the same Principal Broker.

For offices that will be under different Principal Brokers, you need to use the Add New NAID to Existing Payee button on the home screen to create a new NAID for that office.

1. Click the Add or Modify Offices link on the Functions drop-down menu. The Vendor Office screen appears.

2. Enter the required information for each office.
3. Click Save.
4. If you want to remove offices, click the Remove check box, then click Save.
Manage user access

Once a NAID is created, both you and the preparer (if there is one) can manage user access to the NAID for recertification and updates to any information.

To access the screen, go to the NAID Application menu on the top left of the main screen and click **NAID User Login Setup**.

The screen allows the following:

- Set up new users
- View existing users and manage access to the NAID Application Portal
  
  Note: The user who is logged in will not able to see themselves on this list. Their account is active, and they do not need to add themselves to the list to gain access to the NAID Application Portal.
- The blank fields toward the top permit you to search for a specific user. They are not used for entering new users.
Set up new users

The following is required when setting up new users:

- **Group**
  - **NAID2 Group** – Admin account with ability to manage user access as well as access to the NAID Application Portal for updates and recertification. This group can see all NAIDs associated with a single EIN/SSN.
  - **NAID Group** – Access to application for updates and recertifications. This group can see only a single NAID.

- **First Name/Last Name** – Enter the name of the user who will be accessing the NAID Application Portal.

- **Email** – Enter the email address. This email must be correct or the user will not receive an email invitation to complete their registration.
  **Note:** The user will stay inactive until they respond to the email and complete their registration by creating a unique user name, a password, and two security questions.

- **Phone Number** – Enter the phone number for the user. You can enter all ten numbers together and system will format them correctly.

- **Add/Remove NAIDs** – If you are linked to multiple NAIDs based upon your EIN/SSN, you will be able to select which NAIDs the new user has access to.
  Click the **Add/Remove NAIDs** link which is available after the new user is saved.
  Select the **Add** check box, then click **Save** to add a NAID for this user.
  Select the **Delete** check box, then click **Save** to remove access to a NAID for this user.

Managing Existing Users

After a user is added:

- The user’s information can be updated.
- The user can be inactivated.
- NAIDs may be added or removed from the user’s profile.
**Request NAID deactivation**

**Caution:** Once your NAID is deactivated by HUD, you and your agents will no longer be able to bid on HUD homes using this NAID. In addition, your company will no longer appear when someone uses the “Find a Broker/Agent” on HUD Homestore.

Should you want to have an active NAID in the future, you will be required to go through the process of submitting a new application for a new NAID.

**Note:** A NAID cannot be deactivated if it is linked to an active HUD transmittal.

1. To request your NAID be deactivated, click the [NAID Deactivation Request] link on the Functions drop-down menu.
2. Enter a reason for the deactivation request and click Save.
3. Complete the Reason for Deactivation and Click Save.
4. The following message is displayed requiring you to acknowledge that the action cannot be undone. Click OK.

HUD will review the request and the NAID will immediately become inactive if they approve the request.

**If HUD deactivates your NAID,** you and your agents will no longer be able to bid on HUD homes using this NAID.

**If HUD decides not approve your request,** your NAID will remain active, and, when you log into the NAID Application Portal, you will again be able to modify an existing payee, add a new NAID to an existing payee, and recertify your NAID.