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HUD Homestore Redesign

HUD Homestore has been updated to adapt to new security requirements along with design changes that allow the site to be viewable on both PC, Mac, and mobile devices. The previous HUD requirements are still included in the new site, but with different features and a look and feel that improves the user experience.

Landing Page

The HUD Homestore [https://www.hudhomestore.gov](https://www.hudhomestore.gov) landing page includes a series of menu options and a search bar. Scrolling down, you will see various map views of available properties, as well as links to find a HUD-approved Broker and to access the NAID Portal. This is available to the public without having to login.

Search Bar

To search for homes quickly, users can enter either a State, City, Zip, property address or Case number. If a match is found, results will appear in a listing. Alternatively, users may search for nearby properties by clicking the symbol.
Properties Map

A map view with available HUD properties is available. A series of tabs which changes what is displayed on the map. Hovering over the state displays the number of properties available. Once the state is clicked a list of properties appears.

- **All Listings** – includes all properties available in each state
- **Listings Recently Viewed** – this is not a map. It displays cards for up to six properties that were most recently viewed.
- **Good Neighbor Next Door Program** (GNND) – a map of available GNND properties by state for police officers, firefighters, teachers and EMT workers who can qualify for the program
- **HUD-Approved Nonprofits** – displays properties which are available to purchase by HUD-approved Nonprofits and Government Agencies
- **Dollar Homes** – shows properties currently available under HUD’s Dollar Home program for Government Agencies.
Find a HUD Broker

HUD requires a HUD-registered Selling Broker or Agent to place bids on an interested buyer’s behalf. Clicking the Find a Broker Button will provide prospective buyers with a page where they can search for Brokers or Agents by City or Zip. Alternatively, a nearby Search is available to find Brokers and Agents within a close proximity.

Find a Registered HUD Broker

To make a bid on a HUD Home, you will need to use a HUD-registered Selling Broker. Use this screen to find HUD-registered Selling Brokers in your area. The information shown for these brokers and agents is the information on file with HUD.

Access the NAID Portal

Brokers, Nonprofits, and Government Agencies who wish to register with HUD or those who already registered, can access the NAID Portal from the Access NAID Portal button. Clicking the button will advise users that they are leaving HUD Homestore. The user will then accept the terms and conditions for using the site and then log into the NAID Portal (if an account has already been created).

HUD Resources

The following footer area displays resources and links to HUD sites as well as general information.

Frequently Asked Questions

To view the Frequently Asked Questions, click Help/FAQ under General. Users will find many answers to their questions here.

Translation

Clicking the Translate link under the General heading at the bottom right of the Landing Page will translate to site to Spanish. Clicking the Traducir link again will translate back to English.
Sign In

Signing into HUD Homestore is required for the following situations:

- Placing bids as an authorized Selling Broker/Agent, Nonprofit, or Government Agency
- Saving favorite properties
- Recording searches for future use
- Receiving email alerts for favorite properties and searches

To sign in, click the Sign In button at the top right-hand corner of the screen. The Sign In screen appears.

Click the appropriate button. If you’re already registered, the YardiOne Login screen appears where you can enter an Email Address and Password.

A second authentication will be required. This could be a passcode sent to your phone or to an authenticator application.

**Note:** Principal brokers, Nonprofit organizations, and Government Agency users who already went through YardiOne setup can use their NAID portal email and password to sign into their HUD Homestore accounts.
All Selling agents will need to register with YardiOne using their email address as their username. A selling agent will not be able to register if their broker’s NAID account does not list the Selling Agent under the broker’s NAID.

Previous Public users must register with YardiOne as well as all new Public users.

**Bidder First-time Registration**

Brokers who have a NAID Application login and have already gone through YardiOne setup can use that same username and password to log into HUD Homestore. Brokers, Nonprofits or Government agency users who haven’t gone through YardiOne setup yet as well as selling agents must register again by doing the following:

1. Click Register > Bidder.
2. Click the Set up YardiOne button on the left.

**Register as Bidder User**

Bidder users are required to log in using their YardiOne account. If this is your first time logging in to YardiOne, click "Set up YardiOne" and enter your email address on the YardiOne screen to receive an email with instructions on how to set a new password. If you don't receive that email, click here.

[Sign up YardiOne]

Enter your email on the YardiOne screen and click Submit:
Go to your email and follow the instructions there to set up the password.
Users will then enter and confirm their password and click the SET PASSWORD button. Passwords must meet the following requirements:

- Password must be at least 12 characters.
- Password must have at least one digit (0-9).
- Password must have at least one special character.
- Password must have at least one lowercase letter (a-z).
- Password must have at least one uppercase letter (A-Z).

After clicking there to log in to YardiOne the first time, accept the site’s terms and conditions and privacy policy.

If you need assistance with this process, call the FHA Resource Center at (800) 225-5342.
Multifactor Authentication Required

A message will display letting the user know they must select one multifactor authentication (MFA) method.

Although there are three multifactor authentication options, we’ll cover the two most popular ones:

- Text (SMS) verification using your cell phone
- Verification using an authentication application on your cell phone

Text (SMS) Verification

If users choose to either receive a SMS text message with a backup option of voice-based message, they will choose the Text (SMS) verification option where they will be required to supply a Mobile Number.

After the Mobile Number is entered and submitted, the user will receive a text message confirmation with a verification code.

Note: This code will expire in 5 minutes but you can click Resend to send a new code. If you supplied an incorrect Mobile Number, you can go back and correct it.
Once the code is entered, users will click the Verify button. If this is successful, a final step of accepting both the Terms and Conditions and Privacy Policy will be required. If the supplied code is incorrect or no longer valid, a message will display with instructions.

Users will then be able to log into P260.

**Authenticator Verification**

Authenticator verification requires an Authenticator app on your cell phone. Microsoft and Google provide free authenticator apps, and there are other free apps such as Duo and Authy.

If you choose the Authenticator option, click the Register button which will display the following screen with setup instructions for your mobile device.
The authenticator app will generate a code. Users will enter the code and click Submit. If it’s successful, registration will be completed and the user will be able to access P260 and log in.

Once set up, an authenticator app generates a six-digit code similar to the supplied code of a text message which you can use to log in. That code changes every 30 seconds.
Public User First-time Registration

Click Register > Public. The Register as Public User screen appears.

The user enters their first and last name and their email address, responds to the reCAPTCHA, checks the box after reviewing the Terms of Service for the site, and clicks Submit. A Thank you message appears.
The user then enters their username and clicks Submit.

The “Email Sent” confirmation appears, and the user clicks the Continue button.

The email invites the user to set a password.
The user enters a password and confirms the password and clicks the Set Password button.

Users will then enter and confirm their password and click the SET PASSWORD button. Passwords must meet the following requirements:

- Password must be at least 12 characters.
- Password must have at least one digit (0-9).
- Password must have at least one special character.
- Password must have at least one lowercase letter (a-z).
- Password must have at least one uppercase letter (A-Z).

The user then logs in for the first time with their username and the new password they created.
After clicking there to log in to YardiOne the first time, the user accept the site’s terms and conditions and privacy policy.

If you need assistance with this process, call the FHA Resource Center at (800) 225-5342.

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YardiOne Dashboard

Once logged in, the user arrives at the YardiOne home page where they can select the HUD Homestore icon to complete their login.

Click the HHS Local icon to be signed into HUD Homestore.

Once signed in, the Sign In button will display the logged in user’s initials such as . Clicking the initials will display the following three options:

- **My Profile**
- **Selling Broker Profile**

My Profile

My profile will display different information depending upon whether the registered user is a Public User, Broker, Nonprofit/Government User or Agent.

Selling Broker Profile

Selling Brokers may update their password. Additionally, they can opt in and out of receiving emails for favorite properties or saved searches. Any changes to the Name and Email Address will need to be performed in the NAID Portal.
A list of NAIDs the Selling Broker is tied to displays License and Certification details. Updating license information and office details will be performed in the NAID Portal.

There will be an alert if the Recertification Date has passed and if the license is inactive.

User can be both principal broker and an agent for different NAIDs. See agent NAID section screenshots for examples.
Selling Agent User Profile

Selling Agents may update their password. Additionally, they can opt in and out of receiving emails for favorite properties or saved searches. Any changes to the Name and Email Address will need to be performed in the NAID Portal by the broker.

A list of NAIDs the Selling Agent is tied to displays License and Certification details. Updating license information and office details will be performed in the NAID Portal by principal brokers or other users that have access to do so.
If there is more than one license, they can be viewed by clicking View all Licenses link (this applies to brokers as well):

If there is more than one office, they can be viewed by clicking View all offices (this applies to broker as well).
Nonprofit Organization User Profile

Nonprofit Organization users can update their password and email preferences. Name and email can be updated in NAID portal.
Government Agency User Profile

Manage Profile

Basic Information

Name: Rhcxhdddm Tmojhkugg
Email: MQWMRIHOAOR@EXAMPLE.COM
NAID Information: Vynpe Ym1je
Role: Government Agency

Update your name and email in NAID Portal.

To update your password, click here. This will open a pop-up window where you will need to re-enter your email address in YardiOne. You will then receive an email with instructions on how to reset your password. If you don’t receive that password reset email, click here.

Government Agency users can update their password and email preferences. The name and email can be updated in NAID portal.

Public User Profile

Manage Profile

Basic Information

Name: 
Email: JACAJACA123@EXAMPLE.COM

Public users may update all their information on this screen:
Favorites (Properties)

Once a property is selected as a favorite, it can be accessed by clicking the Favorites option under the Sign In profile.
There are three available options from the screen when clicking **.**

**Add Note**

Once a Note is added and submitted, it will appear on the Property on the Favorites Screen.

Once added, the Note can be modified or removed by clicking the available icons.

**Add Alert**

This is an email notification can be set up to be sent when a property moves into one of the following listing periods:

- Lottery
- Exclusive
- Extended
- Dollar

**Remove Favorites**

This removes any previously saved favorites from the list.
Favorites (Searches)

Saved searches can be accessed by clicking the Favorites option under the Signed in profile and then clicking the Favorites Search Tab.

![Favorites (Searches) Table]

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*HUD Homestore Redesign User Guide*
There are two available options from the screen when clicking Add Alert.

Add Alert

This allows you to set frequency of email delivery for your saved searches either Daily, Weekly, or Monthly.

Remove Favorites

This option lets you remove the Saved Search from your list.

Property Listing Page

Whether a property is accessed from the search bar or the map, users will land on the Property Listings page.
Property Listing Page

Property Filter

By default, the filter will reflect the State, City, Zip, Address or Case Number used on the Landing Page to search for a property. To filter the results further, the number of bedrooms and bathrooms may be selected as well as a price range.

Additional filter options are available by clicking the More Filters option.

Saved Searches

Searches may be saved for future use by clicking the Save Search button.

To save searches, a user must be registered. Clicking the button will route users to the Sign In Page. Details regarding registration and signing in can be found in the Sign In section. Additional details regarding accessing Saved Searches may be found under the Favorites (Searches) section.
Property Map

The map feature allows for the following:

View all properties listed on a map

All filtered properties will appear on the map. Hovering over the will display property details.

Clicking the will display a more detailed view of the property including the photo. Drilling down to the property detail page is available from the View Property Details link.
Drawing a boundary

Using the Draw Button, users can filter the map to display properties within the drawn boundary.

Clicking the Draw button again will remove the boundary.

Map Zooming

Clicking the “+” or “-” will zoom the map in or out.

Property Listing

Property List Sort

If there are multiple properties listed from the search, they will be listed in order of price from high to low. Additional sort criteria include:

- # of Beds
- # of Baths
- Listing Period
- Bid Open Date
- FHA Case Number
Sort direction can be changed by clicking the icon .

Property List

The list of properties includes the following details per property:

- Property Photos – photos have been uploaded by the Listing Broker in P260 Portal. Clicking the photo opens up a gallery for the property.
- Saved Favorites – clicking the within the photo will save the property for future viewing. To save a listing, users must be registered. See additional details under Saving Favorites.
- Bid Open Date – date the bids will be open by the Asset Manager
- Listing Period – see Listing Period Progression
  - Lottery
  - Exclusive
  - Extended
  - Dollar
  - Extended (no time limit)
• Information about who may bid on the property noted when hovering on 🔄.
  Options are:
  o Good Neighbor Next Door Participants Only
  o Neighbor Next Door Participants, Nonprofits and Government Agencies Only
  o Nonprofits and Government Agencies Only
  o Owner Occupants, Nonprofits, and Government Agencies only
  o All Bidders
  o Government Agencies Only

• Other attributes - Property status information
  o New Listing
    ▪ This status displays for five days when the home is first listed, and for the first five
days of each new listing period after that (if not masked by another status). If a
property has just been listed today, this icon does not display until after the 8:30 pm
Central Time update of HUD Homestore.

  o Price Reduced
    ▪ indicates a price reduction.

  o Hard to Sell
    ▪ The Listing and Selling Broker are eligible to each receive a maximum commission of
$1,000 for the sale of the property. The Listing Broker commission is always what is
entered on the Property Disposition screen, but the Selling Broker commission can
lower their commission (if they want to) when they place the bid. This icon indicates
that the Asset Manager has selected a hard-to-sell reason in the disposition. The
icon does not display if the home is in the Lottery or Dollar listing period.

  o Vacant Lot Commission
    ▪ See info for Hard to Sell. If an Alt. Vacant Lot Commission is in place, that
commission may be a maximum of $1,000 each for the Listing and Selling Broker.

  o Pending Bid Opening
    ▪ New bids are being accepted at this time, but there are bids from previous bid
periods that need to be reviewed before yours can be considered. This status
displays if bids were ranked, but the Asset Manager hasn’t begun looking at them
for at least two days.

  o Pending Sale
    ▪ **Rarely displays.** This icon indicates there is an accepted bid on the property, but it
hasn’t yet been promoted to Step 7, so bids are still being accepted. This icon
displays only if the Asset Manager accepts a bid on one day, then doesn’t promote
the case to Step 7 (Preliminary Acceptance) until the next day. This icon will not
display until after the 8:30 pm Central Time update of HUD Homestore. Once a case is
promoted to Step 7, it is removed from the listing site by the hourly sweep of homes.

  o Showcase
    ▪ **Rarely used.** This home is move-in ready. These homes needed only minimal repairs
to bring them to move-in ready condition. A Showcase home is ready for occupancy
with the exception of appliances such as stove, refrigerator, and washer/dryer.
<table>
<thead>
<tr>
<th>Listing Period</th>
<th>Days</th>
<th>Status (Ranked in Order of Display)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td><strong>A status will mask the statuses below it and be masked by the statuses above it</strong></td>
</tr>
<tr>
<td>Lottery</td>
<td>1–5</td>
<td>New Listing**</td>
</tr>
<tr>
<td></td>
<td>6–7</td>
<td>No status</td>
</tr>
</tbody>
</table>
| Exclusive - Uninsured | 1–5  | Pending Bid Opening  
 |                   |      | New Listing  
 |                   |      | Hard to Sell  |
| Exclusive - Insured | 1–5  | Pending Bid Opening  
 |                   |      | New Listing  
 |                   |      | Hard to Sell  |
|                   | 6–15 | Pending Bid Opening  
 |                   |      | Hard to Sell  
 |                   |      | Price Reduced  
 |                   |      | No status |
| Extended          | 1–5  | Pending Bid Opening  
 |                   |      | New Listing  
 |                   |      | Hard to Sell  
 |                   |      | Price Reduced |
|                   | 6+   | Pending Bid Opening  
 |                   |      | Hard to Sell  
 |                   |      | Price Reduced  
 |                   |      | No status |
| Dollar            | 1–5  | Pending Bid Opening  
 |                   |      | New Listing  
 |                   |      | Price Reduced |
|                   | 6–10 | Pending Bid Opening  
 |                   |      | Price Reduced  
 |                   |      | No status |

* The **Showcase** status trumps all others, but is rarely used.  
Although the **Pending Sale** status trumps all other icons except the Showcase status, it is not included in the above list because it displays so rarely.

** If a property has just been listed or relisted today, the appropriate status does not display until after the 8:30 pm Central Time update of HUD Homestore.
Other property details:

- Price
- Address – clicking the link will take you to the Property Details Page
- # of Bedrooms / # of Baths / County
- FHA Case Number
- Map View – displays a map view of the selected property.
- Street View – displays a street view of the selected property.
- Email Info – provides the ability to send a property listing to someone. Clicking the link will display a new screen.

Once the information is populated and the Send Email is clicked, the following message will appear.

Email was sent successfully!
Email recipients will receive the email and will be able to view details of the property by clicking “Check Out the Property.”

$343,800
5 Beds 2 Baths Schoharie County
Case #: 371-425933

[Message]
thought you would be interested in this property
What a great home!

Listing Date: 7/10/2023
### Listing Period Progression and Bid Opening Information

**Financing Options**

<table>
<thead>
<tr>
<th>UI = Uninsured</th>
<th>IN = Insured</th>
<th>IE = Insured with Repair Escrow</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Insured</strong> (IN or IE) with as-is appraised value of $1–$25,000</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Listing Period</strong></td>
<td><strong>Eligible Bidders</strong></td>
<td><strong>Period Duration</strong></td>
</tr>
<tr>
<td>(1) Lottery (period used only for single unit in revitalization area)</td>
<td>GNND</td>
<td>7 days</td>
</tr>
<tr>
<td>(2) Exclusive</td>
<td>O, NP, GOV</td>
<td>30 days</td>
</tr>
<tr>
<td>(3) Extended</td>
<td>O, NP, GOV, I</td>
<td>Total of 180 days listed (in Step 6)</td>
</tr>
<tr>
<td>(4) Dollar</td>
<td>GOV</td>
<td>10 days</td>
</tr>
<tr>
<td>(5) Extended (no time limit)</td>
<td>O, NP, GOV, I</td>
<td>No time limit</td>
</tr>
</tbody>
</table>

**Insured** (IN or IE) with as-is appraised value more than $25,000

<table>
<thead>
<tr>
<th><strong>Listing Period</strong></th>
<th><strong>Eligible Bidders</strong></th>
<th><strong>Period Duration</strong></th>
<th><strong>Bids Opened</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>(1) Lottery (period used only for single unit in revitalization area)</td>
<td>GNND</td>
<td>7 days</td>
<td>8th day</td>
</tr>
<tr>
<td>(2) Exclusive</td>
<td>O, NP, GOV</td>
<td>30 days</td>
<td>11th day, then daily</td>
</tr>
<tr>
<td>(3) Extended</td>
<td>O, NP, GOV, I</td>
<td>No time limit</td>
<td>Daily</td>
</tr>
</tbody>
</table>

**Uninsured** (UI) with as-is appraised value of $1–$25,000

<table>
<thead>
<tr>
<th><strong>Listing Period</strong></th>
<th><strong>Eligible Bidders</strong></th>
<th><strong>Period Duration</strong></th>
<th><strong>Bids Opened</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>(1) Lottery</td>
<td>NP, GOV, GNND a</td>
<td>7 days</td>
<td>8th day</td>
</tr>
<tr>
<td>(2) Exclusive</td>
<td>O, NP, GOV</td>
<td>5 days</td>
<td>6th day</td>
</tr>
<tr>
<td>(3) Extended</td>
<td>O, NP, GOV, I</td>
<td>Total of 180 days listed (in Step 6)</td>
<td>Daily</td>
</tr>
<tr>
<td>(4) Dollar</td>
<td>GOV</td>
<td>10 days</td>
<td>Daily</td>
</tr>
<tr>
<td>(5) Extended (no time limit)</td>
<td>O, NP, GOV, I</td>
<td>No time limit</td>
<td>Daily</td>
</tr>
</tbody>
</table>

*GNND bidders for uninsured property are eligible only if the property is a single unit in a revitalization area.*

**Uninsured** (UI) with as-is appraised value more than $25,000

<table>
<thead>
<tr>
<th><strong>Listing Period</strong></th>
<th><strong>Eligible Bidders</strong></th>
<th><strong>Period Duration</strong></th>
<th><strong>Bids Opened</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>(1) Lottery</td>
<td>NP, GOV, GNND a</td>
<td>7 days</td>
<td>8th day</td>
</tr>
<tr>
<td>(2) Exclusive</td>
<td>O, NP, GOV</td>
<td>5 days</td>
<td>6th day</td>
</tr>
<tr>
<td>(3) Extended</td>
<td>O, NP, GOV, I</td>
<td>No time limit</td>
<td>Daily</td>
</tr>
</tbody>
</table>

*GNND bidders for uninsured property are eligible only if the property is a single unit in a revitalization area.*

---

**UI = Uninsured  IN = Insured  IE = Insured with Repair Escrow  O = Occupant  NP = Nonprofit  I = Investor  GOV = Government  GNND = Good Neighbor Next Door**
Property Details Page

The Property Details Page will display additional attributes for the property and provides a method for Selling Brokers/Agents, Nonprofits and Government Agencies to place a bid on the property.
### Addendums

<table>
<thead>
<tr>
<th>E-Signature Quick Reference Guide</th>
<th>Property Listing Disclosure</th>
<th>Property Condition Report</th>
</tr>
</thead>
<tbody>
<tr>
<td>Incentives</td>
<td>Environmental Compliance Record</td>
<td></td>
</tr>
</tbody>
</table>

### Asset Manager

<table>
<thead>
<tr>
<th>GTMLX JAJTH</th>
<th>CIPJD F2OCR</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="mailto:BNFJFTPSWQ@EXAMPLE.COM">BNFJFTPSWQ@EXAMPLE.COM</a></td>
<td><a href="http://WWW.BAINCOMPANY.COM">WWW.BAINCOMPANY.COM</a></td>
</tr>
<tr>
<td>(000) 000-1942 phone</td>
<td>645 DUXXU</td>
</tr>
<tr>
<td>(000) 000-1942 fax</td>
<td>ATLANTA GA 30305</td>
</tr>
</tbody>
</table>

### Listing Broker

<table>
<thead>
<tr>
<th>FNQWP D5BFL</th>
<th>ZBTDY UBG5D</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="mailto:JFZWAYKVWT@EXAMPLE.COM">JFZWAYKVWT@EXAMPLE.COM</a></td>
<td>559 MYDLV</td>
</tr>
<tr>
<td>(000) 025-2036 phone</td>
<td>SAN ANTONIO TX 78240</td>
</tr>
</tbody>
</table>

### Field Service Manager

<table>
<thead>
<tr>
<th>ZLOFI OINKU</th>
<th>NSRYJ ASPTA</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="mailto:AADNPFLIXN@EXAMPLE.COM">AADNPFLIXN@EXAMPLE.COM</a></td>
<td><a href="http://WWW.GARDIANASSETMGT.COM">WWW.GARDIANASSETMGT.COM</a></td>
</tr>
<tr>
<td>(000) 000-1962 phone</td>
<td>061 5501 RVHPL</td>
</tr>
<tr>
<td>(000) 000-1962 fax</td>
<td>LANGHORNE PA 19047</td>
</tr>
</tbody>
</table>

### Photo Gallery

Each property will have at least one photo. Clicking the image displays the photo in a full screen where you can click the arrows to scroll through the images. Clicking the arrows instead of the image will display thumbnail images. Each photo is uploaded and maintained by the Asset Manager within the P260 application.
Bid Details

The top right section of the screen displays the following key information:

- List Price – the price listed for the property based upon the appraised value
- Time Remaining – time remaining to bid on the property
- FHA Case Number – Identifier of the property
- Bid Audience – displays who is allowed to bid on the property:
  - All Bidders
  - Owner Occupants
  - Nonprofits and Government Agencies
- Property Address including County

Saving Favorites

Clicking ❤️ will save the property to your Favorites List for those registered. If a user has not signed in or has never registered, they will see the following screen when they click the favorites icon.
Registration steps are available under the Sign In section.

Once logged in, users will be brought back to the property details screen and the property has now been favorited.

Favorites can be accessed by clicking the initials on the top right-hand corner of the screen and choosing the FAVORITES option which will display a list of all properties tagged as a favorite.

Additional details may be found in the Favorites section.
### Printing Property Flyer

An option is available to print out or email a flyer of the property by clicking the Print Property Flyer button.

![Print Property Flyer](image)

### Property Information

<table>
<thead>
<tr>
<th>Address</th>
<th>Bed/Bath</th>
<th>Total Rooms</th>
</tr>
</thead>
<tbody>
<tr>
<td>922 Otispy Bch</td>
<td>4/3</td>
<td>8</td>
</tr>
<tr>
<td>Selena, TX, 78154</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Bbox</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Square Feet</th>
<th>Year</th>
<th>Housing Type</th>
<th>Revitalization Area</th>
</tr>
</thead>
<tbody>
<tr>
<td>2618</td>
<td>2007</td>
<td>Single Family Home</td>
<td>No</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Number of Stories</th>
<th>FHA Fees</th>
<th>FEMA Flood Zone</th>
<th>Lot Size</th>
<th>0 sq ft</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.0</td>
<td>50.00</td>
<td></td>
<td>No</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Opportunity Zone</th>
<th>No</th>
<th></th>
<th></th>
</tr>
</thead>
</table>

### Listing Information

- * indicates subject to FHA appraisal.

<table>
<thead>
<tr>
<th>List Date</th>
<th>List Price</th>
<th>FHA Financing</th>
</tr>
</thead>
<tbody>
<tr>
<td>6/8/2023</td>
<td>$314,000</td>
<td>IE (Insured Escrow)*</td>
</tr>
</tbody>
</table>

### 203K Eligible

- Yes

### Property Amenities

- **Indoor:**
  - No Indoor amenities

- **Outdoor:**
  - Porch
  - Pool/Spa
  - Fence
  - Patio/Deck

- **Foundation Type:**
  - Slab

- **Parking:**
  - Garage (2 spaces)
Property Information
Displays the following property details:
- Housing Type – Single Family, Condo, or Manufactured Home
- # of Beds and Baths
- Home Size
- Lot Size
- Total Rooms
- Total Floors
- Year Built
- HOA Fees
- Revitalization Area designation
- Opportunity Zone designation
- FEMA Flood Zone designation

<table>
<thead>
<tr>
<th>Property Information</th>
<th>Housing Type</th>
<th>Beds &amp; Baths</th>
<th>Home Size</th>
</tr>
</thead>
<tbody>
<tr>
<td>Single Family Home</td>
<td>4 Beds • 2 Baths</td>
<td>2954 sq ft</td>
<td></td>
</tr>
<tr>
<td>Floors</td>
<td>Lot Size</td>
<td>Total Rooms</td>
<td></td>
</tr>
<tr>
<td>1.5 Floors</td>
<td>0 sq ft</td>
<td>10 Rooms</td>
<td></td>
</tr>
<tr>
<td>Year</td>
<td>HOA Fees</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1938</td>
<td>$0.00</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Revitalization Area | Opportunity Zone | FEMA Flood Zone

Listing Information
Displays the following listing details:
- Listing Period Deadline
- List Date – Date the property was originally listed
- Listing Period – displays the current listing period
  - Lottery
  - Exclusive
  - Extended
  - Dollar
- FHA Financing – Insured, Insured with Repair Escrow, or Uninsured
- 203k Eligibility
**Amenities**

A list of property amenities displays attributes of the property. These details are pulled from the Appraisal updated in the P260 application.

**Addendums**

A list of national, state, local or property specific addendums is displayed. The addendums are pulled from the P260 application.

**Asset Manager**

Asset Managers are responsible for hiring listing brokers and selling the property. Their contact information is listed in the property details.
Listing Broker

Listing Brokers assist the Asset Manager in the listing and marketing of the property. Their contact information is listed in the property details.

Field Service Manager

Field Service Managers are responsible for maintaining the property in a proper condition for sale. If there are issues with property, their contact information is listed in the property details.

Find a Broker

Although the public can view all the properties, only HUD registered Brokers and Agents can place bids for prospective Owner Occupants or Investors. Clicking the Find a Broker Button will bring users to a screen where they can enter their City or Zip Code to display a list of HUD-approved Brokers and Agents.

Log in to Submit Bid

Registered Selling Brokers and Agents along with HUD Approved Nonprofits and Government Agencies can bid on properties. To place a bid, they must be logged in. If they are not logged in, the following button will appear, and registered users will log in using their Email and Password.

If they are logged in, the following button will appear.
Bid Submission

After the Submit Bid is clicked, users will see the following screen where they will acknowledge that they are not a robot and will select which NAID the bid is for (if the bidder is associated with multiple NAIDs)

Once the initial process is completed and the Continue button is clicked, bidders will see the Bid Submission screen.

The form is broken into the following 4 sections:
- Bid Information
- Purchaser Information
- BSCA Information
- Bid Submitter and Signer Information

Required fields are annotated with a red asterisk *. The form can be saved and then returned to later to complete.
Section 1 - Bid Information Section

- **Purchase Price Special Logic:**
  - For Lottery Listing Period, the value is set to the list price and is read-only.
  - For Dollar Homes, the value is set to $1, and the value is read-only.

- **Purchaser is (Financing Type) Special Logic:**
  - If the property is uninsured the first option (203(b)) is disabled
  - The second option (203(b) repair escrow) is only available when the sales type is insured escrow and the escrow amount is greater than 0.
  - The third option (203(k)) is only available when the 203k flag is set on the disposition.
• Closing Costs Special Logic:
  o For Lottery Listing Period, the value is set to 0 and read-only
  o If purchaser is Investor, the closing cost must be 0
  o For Dollar Homes, there is no limit on closing costs.
  o Otherwise, the maximum closing cost amount is 3% of the purchase price.

• Selling Broker Commission Special Logic:
  o Selling Broker Commission is set to 0 and read-only:
    ▪ When bidder is Nonprofit or Government Agency
    ▪ Lottery listing period.
    ▪ Dollar Home
  o If the property is hard to sell or the vacant lot commission the selling broker commission cannot be greater than the selling broker commission set on the disposition
  o For normal sales for brokers/agents the selling broker commission cannot be greater than the percent set by the AM of the bid amount

• Listing Broker Commission Special Logic (read-only):
  o The listing Broker Commission is set to 0:
    ▪ Lottery listing period.
    ▪ Dollar Home
  o If the property is hard to sell or the vacant lot commission the listing broker commission is set to the listing broker commission set on the disposition
  o For normal sales for brokers/agents the listing broker commission is set to the percent set by the AM of the bid amount

If this bid is awarded, you are responsible for reviewing the bid information and submitting required documentation within the Accepted Bid Checklist in HUD Homestore within two (2) business days of bid award notification.
• Net Bid Amount Special Logic (read-only):
  o For the lottery listing period the value is set to the Bid Amount
  o For dollar homes, the amount is $1 plus the closing cost amount.
  o Otherwise, the Net Bid Amount = Bid Amount – Closing Cost – Selling Broker Commission – Listing broker Commission

• Owner Type Special Logic:
  o If the user is a Government Agency, that option is set and the whole radio button group is read-only.
  o If the user is a Nonprofit Organization, that option is set and the whole radio button group is read-only.
  o If the user is a broker or agent, Government agency and Nonprofit values are disabled.
  o If the user is a broker or agent and the listing period is either lottery or exclusive the Owner Occupant option is set and the whole group is read-only

• Back up offer Special Logic:
  o Backup offer is set to yes and read-only for
    ▪ Lottery listing period.
    ▪ Dollar Homes

To save work and move to the next section, bidders must click the Save & Continue button.

**Note:** After Bid Info is saved, the “Not Submitted Bid” can be accessed from My Bids.
Section 2 - Purchaser Information Section

- HUD Affiliation, HUD Employee and Bidder is purchaser:
  - Selecting Yes for the HUD Affiliation option will require a selection to the HUD Employee option.
• These radio button groups are not relevant if bidder is Nonprofit or Government Agency and will not show.

• Good Neighbor Next Door Type group shows if bid is GNND and bidder is broker or agent.

• At least one purchaser must be living in the property and those Not Living in Property will not be required to sign the Owner Occupant Addendum and Not Living in property checkless will show unless:
  o Bidder is Nonprofit or Government Agency
  o Property is GNND
  o Owner Type selected in Bid Information section is Investor.

• Primary Purchaser Special Logic:
  o If Owner type is Owner Occupant Business EIN option is disabled. If the Listing Period is Lottery (GNND) or Exclusive, the ITIN/US Govt ID option is also disabled, leaving Individual SSN as the only option.
  o If Bidder is Nonprofit or Government agency option is set to Business and the radio group is read-only
  o If purchaser type is set to Business, then Business Name is mandatory.

<table>
<thead>
<tr>
<th>Company Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Company Name</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>First Name*</td>
</tr>
<tr>
<td>Middle Name</td>
</tr>
<tr>
<td>Last Name*</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Current Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number and Street*</td>
</tr>
<tr>
<td>City*</td>
</tr>
<tr>
<td>State*</td>
</tr>
<tr>
<td>Zip*</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Email Address*</td>
</tr>
<tr>
<td>Confirm Email*</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Contact Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone Number*</td>
</tr>
<tr>
<td>Mobile Number</td>
</tr>
</tbody>
</table>
• Up to three additional purchasers can be added by clicking the Add Another Purchaser Button.

![Add Another Purchaser](image)

• Click Remove Purchaser to remove the additional purchaser.

![Remove Purchaser](image)

• Purchaser ID Type field through Contact Number must be filled in for each additional purchaser.

To save work and move to the next section, bidders must click the **Save & Continue** button.
Section 3 - BSCA (Buyers Select Closing Agent) Section

If you know which BSCA company you’d like to use, begin typing into the Company Name field (at least three characters) and select the option from the list that displays the autocomplete results. Selecting an option from the dropdown will fill in the Company details and provide options for Officers when the Officer Name field is clicked.

If you need to choose a BSCA company, you can search for agents in the area on the Find Agents tab. If your chosen BSCA company is not listed, complete all of the required fields and it will be created upon saving. Additional information can be found in the Find a Buyers Select Closing Agent section.

Once Save & Continue is clicked, the following alert will appear. Click OK to go to the last section.
Section 4 – Bid Submitter and Signer Information

These fields are prepopulated with the principal broker information but can be updated if there is another designated signer of the Sales Package.

Note: This section is only required for Broker/Agents.

To save work and move to the next section, bidders can click the Save & Continue button.
Bid Summary

After completing each section, a final Bid Summary page will appear which reminds bidders that their bid has not yet been submitted and allows them to review all information entered before finalizing the bid submission. This will also include a section for Certifications and Acceptance of Terms & Conditions.

Bid Summary

Your bid has not yet been submitted. Review the information below.

To complete the bid submission, (1) scroll to the bottom of the screen, (2) click the check box to accept the terms and conditions, and (3) click the 'Confirm This Bid' button.

Property Information

Address		Case #
822 Xalgy Wulzx	422-378484
Pryor, OK 74361
Mayes County

Sales Type		List Price
IE (Insured Escrow)	$185,000

Bid Information

3. The agreed purchase price of the property is:
   $181,000.00

4. Purchaser is:
   applying for HUD/FHA insured financing 203(b) repair escrow

5. Seller will pay reasonable and customary costs, but not more than actual costs, nor more than paid by a typical Seller in the area, of obtaining financing and/or closing (excluding broker's commission) in an amount not to exceed:
   $0.00

6a. Upon sales closing, Seller agrees to pay to the broker a commission (including selling bonus, if offered by seller) of:
   $5,430.00

6b. Upon sales closing, Seller agrees to pay to the broad listing broker (if broker identified is not the broad listing broker):
   $5,430.00

7. The net amount due Seller is (Purchaser price [Item 3]) less Items 5 and 6:
   $170,140.00

8. Purchaser is:
   Owner-Occupant (will occupy this property as primary residence)

10. If Seller does not accept this offer, Seller may hold such offer as a backup to accepted offer
After acknowledging the terms and conditions by clicking the checkbox, bidders must click the Confirm This Bid button to complete the bid submission process and display the Bid Acknowledgement.
Bid Acknowledgement

The Bid Acknowledgement will record that the bid has been submitted successfully. A confirmation number is generated, and the date and time of the submission is recorded. The form may be printed by clicking the Print Bid Acknowledgement button at the top right of the screen.

![Bid Acknowledgement](image)

**Bid Acknowledgement**

Your Bid has been Successfully Submitted.

<table>
<thead>
<tr>
<th>Confirmation Number</th>
<th>Current System Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>15771892-30477860</td>
<td>8/24/2023 2:48:17 PM</td>
</tr>
</tbody>
</table>

**Property Information**

<table>
<thead>
<tr>
<th>Case #</th>
<th>Sales Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>422-378484</td>
<td>IE (Insured Escrow)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Address</th>
<th>List Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>882 Xolgy Wulx Pryor, OK 74361 Mayes County</td>
<td>$185,000</td>
</tr>
</tbody>
</table>

Your bid has been successfully submitted. Please print this page. You need to provide your confirmation number when inquiring about this bid. If this bid is awarded, you are responsible for delivering the original signed contract and all addenda within two (2) business days of being notified of the bid award.

**Bid Information**

3. The agreed purchase price of the property is: $181,000

4. Purchaser is: applying for HUD/FHA insured financing 203(b) repair escrow

5. Seller will pay reasonable and customary costs, but not more than actual costs, or more than paid by a typical Seller in the area, of obtaining financing and/or closing (excluding broker’s commission) in an amount not to exceed: $0

6a. Upon sales closing, Seller agrees to pay to the broker a commission (including selling bonus, if offered by seller) of: $5,430

6b. Upon sales closing, Seller agrees to pay to the broad listing broker (if broker identified is not the broad listing broker): $5,430

7. The net amount due Seller is (Purchaser price [Item 3]) less Items 5 and 6: $170,140

8. Purchaser is: Owner-Occupant

10. Backup Offer

   Yes
My Bids

Selling Brokers/Agents, Nonprofits and Government Agencies can access bids In Progress or previously placed from the MY BIDS Menu.

This menu option is available if the user is logged in.

Bids are categorized by the following:

- Not-Submitted Bids
- In-Progress Bids
- Accepted Bids
- Archived Bids

Not-Submitted Bids

Not-submitted bids are those where the bid has begun but not all 4 sections have been completed and acknowledged. Bid submitters can access and continue their bid until the bid deadline.

**Note:** The Not-Submitted Bids Tab will not appear if there are no bids in that category.

Once the Bid Deadline passes, the bid can no longer be continued. The Continue Bid button is replaced by a message letting users know that their bid will be removed seven days after the Bid Deadline date.
In-Progress Bids

In-Progress Bids are separated into three categories:

1) Sealed Bids
2) Counter Offers
3) Other

Sealed Bids

Sealed Bids are bids that have been submitted, however, the Asset Manager does not yet have access to these either because the bid opening period has not yet occurred, or the Asset Manager accepted a bid from a previous bid period.

These bids can be modified if the Listing Period has not ended, or another bid has been accepted. Bids may also be withdrawn prior to the bid opening.
To Modify a sealed bid:

Use the Bid Confirmation Number link on the bid card to navigate to Bid Details.

![Bid Confirmation Number](Image)

15764560-32065349

Scroll down to the bottom of the Bid Details and click Modify Bid.

![Bid Options](Image)

Make the changes and submit the bid modification.

An Acknowledgement page will be displayed. The new modification will be on the Sealed Bids tab.

To withdraw a sealed bid:

Use the Bid Confirmation Number link on the bid card to navigate to Bid Details.

Scroll down to the bottom of Bid Details screen and click Withdraw Bid.

![Bid Options](Image)

Follow the instructions on the Bid Summary window to complete the bid withdrawal: scroll to the bottom, check the agree to the terms and conditions checkbox and click Withdraw This Bid button.

![Bid Options](Image)

Bid Acknowledgement will be displayed. It can be printed out.
The withdrawn bid can be found on My Bids → Archived Bids

**Counter Offer Bids**

Any bids that are eligible for a counter offer will be listed as long as the counter offer period is active.

![Bid Acknowledgement](image-url)

Your Bid has been Successfully Withdrawn.

**Confirmation Number**
15764661-32065349

**Current System Time**
7/13/2023 9:33:34 AM

**Property Information**

- **Case #**
- **Sales Type**
  - IN (Insured)
- **Address**
  - 841 Qckir Pvuufi
  - Bethesda, MD 20814
  - Montgomery County
- **List Price**
  - $417,000

Your bid withdrawal has been recorded. Please print this page. You will need to provide your confirmation number when inquiring about this bid.

![My Bids](image-url)

In-Progress Bids  Accepted Bids  Archived Bids

**Sealed Bids**  **Counter Offers**  **Other**

Counter Offer bids are bids that are eligible for counter offer and the counter offer period is active.

1 Bid(s) Found

**Bid Confirmation Number**
15651716-28366790

**Property Address**
760 Oxhpe Xwvly
Panomo City, FL 32401

**Net Bid Amount**
$193,600

**Purchaser Name**
Njlnpjuow

**NAD**
ANCHSH8178
To counter offer a bid:

Click Bid Confirmation Number link to load the Bid Details page.

Scroll down to the bottom of the bid details and click Counter Offer button.

Update the amounts and click Save & Continue. Only amounts can be modified when making a counter offer.

If Net to HUD is lower than minimum counter offer amount that HUD has set, the following screen will show:

Either modify the amounts until the minimum is met or click OK to continue.

When the Bid Summary screen shows after clicking OK (or after Save & Continue if the amount was higher than minimum counter offer), scroll down to the bottom, check the checkbox and click Confirm This Bid.

Bid Acknowledgement will load when the bid was submitted successfully.

This bid is now in My Bids → In-Progress Bids → Sealed Bids

In-Progress Bids → Counter Offers should not contain the original cancelled bid that is can be counter offered anymore. This bid will be in Archived Bids tab (if it was submitted in the last six months).
If the new sealed bid is withdrawn, the original counter offer bid will appear again on Counter Offers tab.

**Modifying a counter offer bid**

When sealed bid is a counter offer, the same rules apply – only amounts can be updated.

Follow the instructions from Counter offer a bid starting with step 3.

**Other Bids**

This tab will display all bids that have been submitted on properties that have yet to close. The Bid Status will reflect one of the following:

- **Under Review (UR)** – Bids are being reviewed but no bid has yet been selected.

- **Pending Review (PR)** – The Bid opening period has not yet occurred.
- **Other Bid Selected (OBS)** – Another bid has been selected, but the property is not yet under contract.

- **Bid Under Contract (OBC)** – Another bid has been selected and it is under contract; however, the property has not yet closed.
## Accepted Bids

<table>
<thead>
<tr>
<th>In-Progress Bids</th>
<th>Accepted Bids</th>
<th>Archived Bids</th>
</tr>
</thead>
<tbody>
<tr>
<td>Action Required</td>
<td>Accepted not Closed</td>
<td>Accepted and Closed</td>
</tr>
</tbody>
</table>

Accepted Bids for Brokers and Agents are divided into the following three categories:

1) Action Required
2) Accepted not Closed
3) Accepted and Closed

### Action Required

This section will include bids that have been accepted but require either supporting documentation or verification before the property can be put under contract.

<table>
<thead>
<tr>
<th>Bid Confirmation Number</th>
<th>View Checklist</th>
</tr>
</thead>
<tbody>
<tr>
<td>15761037-209939420</td>
<td></td>
</tr>
</tbody>
</table>

Clicking the Bid Confirmation Number will open the Bid Details Page which contains all the Property, Bid, Purchaser, and the Buyer’s Select Closing Agent information. Additional Information may be found in the Bid Details section.

To access the Bid Checklist, click View Checklist. This is where bidders may modify some of the bid information, verify additional details and upload any required documentation. Additional information may be found in the Bid Checklist section.
**Accepted not Closed**

This section will include bids that have been accepted and all verification has been performed but the sale has not closed yet. Once the property closes the bid will move to Accepted and Closed. If the sale is cancelled, the bid will move into the Archived Bids section.

Clicking the Bid Confirmation Number will open the Bid Details page.

---

**Accepted and Closed**

This section will include bids that have been accepted and the sale has closed.

Clicking the Bid Confirmation Number will open the Bid Details page.
Archived Bids

Archived bids will display previously submitted bids that have either been cancelled, withdrawn or were not accepted and the sale is closed.

Clicking the Bid Confirmation Number will open the Bid Details page.

<table>
<thead>
<tr>
<th>Bid Confirmation Number</th>
<th>Property Address</th>
<th>Case #</th>
<th>Bid Accepted Date</th>
<th>Net Bid Amount</th>
<th>Bid Accepted Date</th>
<th>Net Bid Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>15652817-31933775</td>
<td></td>
<td></td>
<td>8/15/2022</td>
<td>$477,726</td>
<td>3/4/2021</td>
<td>$315,250</td>
</tr>
<tr>
<td>15577545-28526147</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Not Submitted Bids**

**Archived Bids**

**Archived Bids**

**Archived Bids**

**Archived Bids**
Bid Details Page

Displays the following details:

- Property Information
- Bid Information
- Purchaser Information
- BSCA Information
- Addendums
- Asset Manager
- Field Service Manager
- Listing Broker

The information at the top of the page includes the Case Number, Confirmation Number, Submission Date, the Bid Status, and the Bid Acknowledgment.

Clicking Bid Acknowledgment will open the Bid Acknowledgment page that contains a confirmation that the bid was submitted and gives users a chance to print the page for their records.
Property Information

Displays the following property details:

- # of Beds and Baths
- Total Rooms
- Home Size
- Lot Size
- Total Floors
- Year Built
- Parking Type - Driveway, Garage, # of spaces
- FHA Financing – Insured, Insured with Repair Escrow, or Uninsured
- 203K Eligible
- HOA Fees
- Revitalization Area designation
- Opportunity Zone designation
- Foundation Type

<table>
<thead>
<tr>
<th>Property Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address</td>
</tr>
<tr>
<td>488 Robbq Vqiuw</td>
</tr>
<tr>
<td>Inverness, FL 34453</td>
</tr>
<tr>
<td>Citrus County</td>
</tr>
<tr>
<td>Bed/Bath</td>
</tr>
<tr>
<td>3/3</td>
</tr>
<tr>
<td>Square Footage</td>
</tr>
<tr>
<td>3156 sq ft</td>
</tr>
<tr>
<td>Year Built</td>
</tr>
<tr>
<td>1964</td>
</tr>
<tr>
<td>Number of Stories</td>
</tr>
<tr>
<td>1</td>
</tr>
<tr>
<td>FHA Financing</td>
</tr>
<tr>
<td>IN (Insured)</td>
</tr>
<tr>
<td>HOA Fees</td>
</tr>
<tr>
<td>$0</td>
</tr>
<tr>
<td>Opportunity Zone</td>
</tr>
<tr>
<td>No</td>
</tr>
<tr>
<td>Total Rooms</td>
</tr>
<tr>
<td>8 Rooms</td>
</tr>
<tr>
<td>Lot Size</td>
</tr>
<tr>
<td>1 acres</td>
</tr>
<tr>
<td>Housing Type</td>
</tr>
<tr>
<td>Single Family Home</td>
</tr>
<tr>
<td>Parking</td>
</tr>
<tr>
<td>Garage (2 spaces)</td>
</tr>
<tr>
<td>203K Eligible</td>
</tr>
<tr>
<td>No</td>
</tr>
<tr>
<td>Revitalization Area</td>
</tr>
<tr>
<td>No</td>
</tr>
<tr>
<td>Foundation Type</td>
</tr>
<tr>
<td>CrawlSpace</td>
</tr>
</tbody>
</table>
Bid Details Page

Bid Information

Displays the following:

- Date Listed
- List Price
- Bid Amount
- Net Bid Amount – Bid Amount minus Listing and Selling Broker Commissions
- Buyer Type
- Financing Option
- Backup Offer
- Closing Cost
- Selling Broker Commission
- Listing Broker Commission

<table>
<thead>
<tr>
<th>Bid Information</th>
<th></th>
<th>List Price</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>List Date</td>
<td>5/5/2023</td>
<td>$448,000</td>
<td></td>
</tr>
<tr>
<td>Bid Amount</td>
<td>$445,000</td>
<td>$418,300</td>
<td></td>
</tr>
<tr>
<td>Buyer Type</td>
<td>Investor</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Backup Offer</td>
<td>Yes</td>
<td>Closing Cost</td>
<td>$0</td>
</tr>
<tr>
<td>Selling Broker Commission</td>
<td>$13,350</td>
<td>Listing Broker Commission</td>
<td>$13,350</td>
</tr>
</tbody>
</table>
Purchaser Information

This section includes a Conflict of Interest acknowledgment and the Purchaser Information for all purchasers on this bid.

**Conflict of Interest**

If one or more of the purchasers has a relationship with a HUD Employee or is a HUD Employee themselves, they must acknowledge their Conflict of Interest. Selecting on the second checkbox will automatically select the first and will display the document upload section where users must upload a Conflict of Interest Form. Uploading the form without clicking save will still save the conflict of interest.

If the bid has already been accepted, the checkboxes will be disabled. The Conflict of Interest can be updated on the Bid Checklist.
BSCA Information

The Buyers Select Closing Agent (BSCA) section shows the Closing Agent chosen to assist in closing the property for the Purchaser. The company’s contact information, as well as the Escrow Officer’s information, is listed in this section.

Designated Signer

By Default, the Principal Broker listed on the NAID is responsible for Electronically signing the Sales Contract. Their first name, last name, and email are listed on the bid details.

Addendums

A list of national, state, local or property specific addendums is displayed. The addendums are pulled from the P260 application. These addendums are also listed in the Property Details.
Asset Manager

Asset Managers are responsible for hiring listing brokers and selling the property. Their contact information is also listed in the Property Details.

<table>
<thead>
<tr>
<th>Asset Manager</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>QGJF8 PGZWU</td>
<td><a href="mailto:RNEIFTPSWO@EXAMPLE.COM">RNEIFTPSWO@EXAMPLE.COM</a></td>
</tr>
<tr>
<td>Phone: (0009) 000-1845</td>
<td>Fax: (0009) 000-1845</td>
</tr>
<tr>
<td>Company Name: CJPSF2ZOCR</td>
<td></td>
</tr>
<tr>
<td><a href="http://WWW.BAINECOMPANY.COM">WWW.BAINECOMPANY.COM</a>, 238 Txylc Lrzd Atlanta, GA 30305</td>
<td></td>
</tr>
</tbody>
</table>

Field Service Manager

Field Service Managers are responsible for maintaining the property in a proper condition for sale. Their contact information is also listed in the Property Details.

<table>
<thead>
<tr>
<th>Field Service Manager</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>ZLOFI ONIXU</td>
<td><a href="mailto:RXEKP2CERVIS@EXAMPLE.COM">RXEKP2CERVIS@EXAMPLE.COM</a></td>
</tr>
<tr>
<td>Phone: (0001) 000-1805</td>
<td>Fax: (0000) 000-1805</td>
</tr>
<tr>
<td>Company Name: NSRYJ ASPTA</td>
<td></td>
</tr>
<tr>
<td><a href="http://WWW.GUARDIANASSETMGAGEMENT.COM">WWW.GUARDIANASSETMGAGEMENT.COM</a>, 164 Thrbl Ngls Longhorne, PA 19047</td>
<td></td>
</tr>
</tbody>
</table>

Listing Broker

Listing Brokers assist the Asset Manager in the listing and marketing of the property. Their contact information is listed in the Property Details.

<table>
<thead>
<tr>
<th>Listing Broker</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>PETQY WVKPG</td>
<td><a href="mailto:VGTDBINEAGN@EXAMPLE.COM">VGTDBINEAGN@EXAMPLE.COM</a></td>
</tr>
<tr>
<td>Phone: (0009) 476-9199</td>
<td>Fax</td>
</tr>
<tr>
<td>Company Name: ZXFQDQLQOG</td>
<td></td>
</tr>
<tr>
<td>599 Rkyon Boca Raton, FL 33432</td>
<td></td>
</tr>
</tbody>
</table>
Bid Checklist

After bids are accepted, the Broker/Agent will be required to verify information and may be requested to provide supporting documentation. Additionally, some information from the initial bid may need to be modified. The Bid Checklist is the area where these actions can be performed. It is accessed from the Action Required Tab under the Accepted Bids Tab within the My Bids Menu by clicking the View Checklist link. Additional details may be found in the Action Required section.

The following outlines the sections of the Bid Checklist.

Financing Type

This section allows bidders to update the financing that will be used in the sale. Once the Modify button is clicked, the following options will appear.
Choosing a different option and clicking the Save button will record the new Finance Type

**Notes**
- If disposition program type is Uninsured – 203(b) option will be disabled.
- 203(b) repair escrow option will only be enabled if disposition program type is Insured Escrow and Escrow Amount > 0.
- 203(k) option will be disabled if Disposition – 203K is N or Contract Owner Type is Investor.

**Designated Signer**

By Default, the Principal Broker listed on the NAID is responsible for Electronically signing the Sales Contract. This responsibility may be designated to a different person after clicking the Modify Button.

To designate a different signer, Brokers/Agents will enter a different First Name, Last Name and Email Address and then click the Save Button.
The Purchaser Information section provides details about each purchaser which was included in the original bid submission. Clicking the Modify Button will display the modifiable fields as well as all the options.
Here are the following requirements in the purchaser section.

- **Verify Purchaser** – Each purchaser’s information must be verified by checking the Verify Purchaser checkbox. Saving the section will record and display the verification date. If the purchaser is removed, verification will also be removed.
- **Set as Primary Purchaser** – Each bid must have one Primary Purchaser, however, if there are multiple purchasers entered, anyone can be designated.
- **Remove Purchaser** – Purchasers may be removed from the bid, however, at least one of the original members (noted as Original Purchaser on screen) listed on the bid must remain. If the Primary Purchaser is being removed, another purchaser must be selected as the Primary Purchaser.
- **ID Type** – If this is Owner Occupant sale, ID Type cannot be business. Also, if the listing is in Lottery or Exclusive period (and this is an Owner Occupant sale), the ID type can only be Individual. If this is an Investor sale, there are no restrictions on ID type. If ID type is business, Company Name is mandatory.
- **Mobile Phone** – should be entered for each Purchaser in case other Electronic Signature authentication methods do not work and text verification must be used.
- **Email Address** – verification is important because the Sales Contract will be electronically sent to the email address listed for signature.
- **Original Purchaser** – will be checked if the Purchaser is part of the original bid submission.
- **Not Living in Property** – If this is an Owner Occupant sale, there must be at least one Purchaser living in the property.

**Note:** This will be hidden for Investor sales.
Additional Purchasers

Additional Purchasers may be added by clicking the Add Another Purchaser button and filling out the section. Up to three addition purchasers can be added.

The additional purchaser can also be removed by clicking the Undo Add Purchaser button before saving. This way, the additional purchaser information is not saved.
Buyers Select Closing Agent Verification

The Buyers Select Closing Agent (BSCA) section allows for selection of the Closing Agent chosen to assist in closing the property for the Purchaser.

The Company and/or Escrow Officers may be added or updated by clicking the Modify Button.

Clearing out the Company Name will also clear all the other fields, allowing for a new company to be entered and selected.

Typing into the Company Name field (at least three characters) will provide a listing of all the companies that have been set up. Selecting an existing company from the autocomplete results will populate the rest of the company fields. Clicking into the Escrow Officer name fields will provide a listing of all the officers for the company. Selecting from the autocomplete will populate the email and phone fields. If the broker is using a selected company and officers, only the Company Name, Escrow Officer Name, and Backup Officer fields will be editable. The rest will be disabled since the information is already saved.

The Escrow Officer Name and Email Address are important because the Sales Contract will be electronically sent to the Email listed. If a Backup Officer is listed, they will receive the Sales Contract as well and either the Escrow Officer or Backup Officer may sign the package.
If the broker wants to use a Closing Agent that is not in the system, they can manually enter the information and the company will be added once the record is saved.

In order to verify the Closing Agent, a copy of the Closing Agent’s State License and a Closing Protection Letter must be uploaded and not expired.

If there is a new Closing Agent entered or Closing Agent chosen has expired documentation on file, they will see the following messages and will be required to upload the proper supporting documentation before the property can close.

If the documents were already uploaded, but expired, this message will be displayed instead:

If the Asset Manager has uploaded these documents and they are not expired, the documents upload section will be hidden. The broker can verify.

If broker added a new BSCA company, Asset Manager must verify.

If documents have expired or do not exist and the broker needs to upload them, the broker will not be able to verify this section. The Asset Manager will have to verify on P260.

Verify BSCA is hidden for users if one of the following conditions are met:

- Title company is inactive.
- One or both BSCA documents was uploaded by the broker themselves for the bid (AM has to verify in this case, not Broker).
- One or both BSCA documents is expired or missing.
- BSCA company was manually entered.
The broker can upload the documents by clicking Choose File and selecting the appropriate file. Files must be pdf, doc, or docx and less than 10 MB.

After uploading a document, the new file name will be displayed. Clicking this file name will download the document. If the broker uploads the documents, verification will have to be done by the Asset Manager (AM) in P260. Until the AM verifies the documents and information, the expiration date can be updated, and the documents will be removable. After the AM verifies, the documents can no longer be removed.

If there is a new Closing Agent entered or Closing Agent chosen has expired documentation on file, they will see the following messages and will be required to upload the proper supporting documentation before the property can close.

The BSCA documents section will be hidden if documents are not expired and do not need to be submitted by the bidder on that bid checklist. The broker will be allowed to verify by checking the Verify Closing Agent box. After saving the section, the date will be populated.
Conflict of Interest

If one or more of the purchasers has a relationship with a HUD Employee or is a HUD Employee themselves, they must acknowledge their Conflict of Interest. Selecting the second checkbox will automatically select the first. This will display the document upload for the Conflict of Interest Form. Uploading the form will automatically save the section.
Documents

Before the Sales Contract can be drawn up for signature, additional documents are required to be uploaded. Additionally, certain documents may be required depending on whether there were changes made during the verification process.

- **Earnest Money Deposit Check**
  - File Name: `Wire_Notices_71021054.PDF`
  - EM Amount: $2,000
  - Date Uploaded: 3/21/2023

- **Buyer Proof of Funds**
  - Choose File: No file chosen

- **Prequalification Letter**
  - File Name: `Prequalification_Letter_71127139.pdf`
  - Date Uploaded: 7/7/2023

- **Broker Designated Signer Letter of Authorization**
  - Choose File: No file chosen
The required documents are as follows:

- Copy of the Earnest Money Deposit Check matching the amount of Earnest Money listed on the bid. **This document requirement is hidden if the Earnest Money amount is $0.**
- Buyers Proof of Funds showing they have enough funds to cover the purchase.
- Prequalification Letter to show that a bank qualifies them for purchase of the property.

Additional documents may be required depending on updates to the checklist including:

- Broker Designated Signer Letter of Authorization if the Broker/Agent designates someone other than the Principal Broker to electronically sign the Sales Contract Package.
- Articles of Incorporation will be visible only if the purchaser is a business investor – this is a multi-page legal document that spells out how a business is set up.

**GNND (Good Neighbor Next Door)**

This section will show on Bid Checklist for bids that are submitted for GNND (Teachers, Firefighters, Police Officers) in Lottery period.
GNND type can be modified by selecting the option and then saving the changes. GNND Questionnaire and Employment Verification documents are the same for all the types, but the middle form will differ depending on the type.

- HUD-9549-A is for Officers
- HUD-9549-B is for Teachers
- HUD-9549-C is for Firefighters

These forms are pre-qualification questionnaires specific to the GNND Type so changing the GNND type will remove the form already uploaded. The GNND Questionnaire and Employment Verification will remain.
Manage (View) Agents in HUD Homestore

Agents are set up and maintained within the P260 NAID Portal by the Principal Broker or those designated. Agents can place bids under NAIDs in the states they are licensed. They may only bid in states where the Principal Broker is licensed.

For information on managing agent in the NAID Portal, click see page 95.

To view the agents in HUD Homestore, Select Manage Agents from the top HUD Homestore menu.

If the broker is only linked to one NAID, all their agents will be displayed with all their contact information. Note that there’s a link to access the NAID Portal to Manage Agents.
If a broker is linked to multiple NAIDs, they will select the NAID to see which agents are active under that NAID. Any changes to the status of the agent will need to be updated within the NAID Portal.

After selecting a NAID, the agents tied to that NAID will be displayed with all of their contact information.

Please see the **NAID Portal** section for more information.
NAID Portal

The NAID portal is the location where Selling Brokers, HUD-Approved Nonprofits and Government Agencies may do the following:

- Register for NAID (Name and Address Identifier) which is required to place a bid.
- Yearly NAID recertification
- Replace the Principal Broker
- Update Office Information
- Add or Modify Broker Licenses
- Manage Agents

The menu option provides information and links to additional information regarding the NAID Process.

Find Agents

Prospective HUD REO purchasers require a HUD-registered Selling Broker or Agent to place bids on their behalf. To close on a property, purchasers must provide their own Closing Agent. Under the FIND AGENTS Menu option, there are screens available to search for these representatives.

Find a Registered HUD Broker

The Find a Registered HUD Broker Screen allows prospective purchasers to locate a Broker or Agent by City or Zip. A nearby search feature provides an option to search within a close proximity.

Typing at least three characters into the search bar will display an autocomplete list of possible locations. Clicking one of the locations from the drop down (or typing in the full city or ZIP and clicking the ) will display a listing of all Brokers/Agents in that area as well as their contact information.
The results can also be displayed in list view by clicking the toggle button on the right.

Clicking the toggle button again will display the results in grid view.
Find a Buyers Select Closing Agent

The Find a Buyers Select Closing Agent (BSCA) allows purchasers to locate a Closing Agent by City or Zip. A nearby search feature provides an option to search within a close proximity.

Typing at least three characters into the search bar will display an autocomplete list of possible locations. Clicking one of the locations from the drop down (or typing in the full city or ZIP and clicking the search button) will display a listing of all Closing Agents in that area as well as their contact information.

The results can also be displayed in list view by clicking the toggle button on the right.
HUD Homestore users can find contact information for HUD owned properties regardless of whether they are currently on the market by entering at least 6 characters of an Address or a full Case Number.

**Property Contacts**

Clicking the toggle button again will display the results in grid view.
The Property Contact card will display:

- Property Address
- Property Case Number
- HUD Office information – The HUD regional office with overall responsibility for managing the property.
- Sales Information – The Asset Manager is responsible for all aspects of the sale including setting the selling price, bid acceptance, contract, and closing.
- Maintenance Information – The Field Service Manager is responsible for inspecting and maintaining the property.
- Broker Information – The Listing Broker was selected by the Asset Manager to assist with the marketing of the home.

Clicking View Property Contact Record displays a screen with more property contact details.
Accepted bids are posted for 14 days after the property goes under contract. These results are posted without requiring a login. To search for a property, a Case Number, State, County, City or Zip Code may be entered. If searching by Case Number, the full case number (with or without the dash) is required.

After entering search criteria, a listing of properties will appear which displays property information along with bid details.
The results can also be displayed in list view by clicking the toggle button on the right.
Clicking the toggle button again will display the results in grid view.
Manage Users and Agents in NAID Portal

Key updates to the NAID Portal include the ability to:

- Manage agent users
- Link Broker/Agent users to one or more offices
- Transfer ownership of open bids (that have not yet been accepted) to a new broker when a broker takeover occurs

Existing NAIDs

NAID2 manager users who are linked to an active NAID are able to manage and control the access of other user accounts. They can manage users who:

- may be linked to one or more NAIDs
- may be an agent who should be allowed to place bids in HUD Homestore
- may be an office administrator who has access in NAID Portal to make changes to NAIDs, recertify, etc.
- may be a combination of these roles.

Manage Users and Agents

NAID2 users who belong to or manage multiple NAIDs may consequently be configuring these settings for many people, as in the example screenshot below.

The inputs in the upper section labeled “Filter Users” can be used to find users more easily.

The “Add User” button lets you create new user accounts. See the “New NAID” section on page 99 for information on adding new users.

If a user is a broker on any NAID, their First/Last Name, Email, and Phone Number will be read-only. (If the broker is changing, use the Broker Takeover feature to properly transfer ownership to a new account.)
Any non-broker user’s email can be modified on this screen if they have not completed registration. If someone made a mistake entering their address, this allows correction and there will be a “Resend Registration Email” link at the end of the row to send a new registration message to that corrected address.

Linked NAIDs displays a comma separated list of NAIDs to which the user is associated. If there are too many to list, this becomes a link with a popup window.

**User Status:** If a user is Active, Pending or Inactive, the user will appear on this screen.
- An *Active* user has logged in and kept their account active.
- A *Pending* user has yet to complete the registration process.
- An *Inactive* user hasn’t logged in for six months or more.

**Quick Method to remove access:** Remove All NAID Access, if selected, is a quick method of removing someone’s access to your NAIDs all at once if, for example, they leave your organization.

### Manage NAID Access Screen

The Manage NAID Access column contains an Edit link that drills down to the Manage NAID Access screen. This allows you granular control over your NAIDs. The screen below shows an agent who also has NAID access.

On this screen, if the broker check box is checked, the user is the principal broker for this NAID. This field is read-only. (To change principal brokers, use the Broker Takeover feature to correctly transfer ownership to a new person.)

**Note:** At least one check box (Agent or NAID Portal Access) must be selected for a user or you will not be able to save any changes to the user.
If the Agent checkbox is selected, the user has permission to log into HUD Homestore as an agent user (after registering) and place bids.

If the NAID Portal Access checkbox is selected, the user has access to log into the NAID Portal and make changes to the NAID or recertify.

If the Group is set to NAID2, this user will also have administrative access to add or edit users for the NAID in that row.

If a user is an agent, the Offices and Bid States columns will drill down to screens that allow you to specify for which state(s) they are allowed to place bids in and which branch office(s) they are associated with. The broker and the agent must carry a license for the state where the agent wants to place a bid.

**User Office Management**

When a user in HUD Homestore is searching for an agent or broker by location, the system displays them based on the office(s) to which they are tied.

The Offices column from the Manage NAID Access screen will open a window displaying the Manage User Offices screen.

The Access checkbox on this screen determines which branch office(s) the user is associated with. If “Access” is deselected, this means the user is not linked to that office.

To add or remove an office, you can click the Manage Vendor Offices button. This displays the Vendor Office Screen.
Vendor Office Screen

This screen displays the Remittance and Business branch offices at the top of the list. These two offices are the only offices that cannot be removed.

To remove a branch office from the NAID, select the “Remove” checkbox for that office. The removed office would no longer appear in the Office column on the Manage User Offices screen, and in the Offices column on the Manage NAID Access screen.

To add a branch office to the NAID, scroll to the bottom screen where the blank entries are and enter the new office information.
New NAID and Adding New Users

New brokers without an existing NAID and account must register for access to the NAID Portal. As soon as they complete their registration and log into the NAID Portal, they can select “Manage Users & Agents” from the options to create accounts for other users. They may, for example, want an assistant to fill out the NAID application on their behalf.

Select the “Manage Users & Agents” option from the home page after login to the NAID Portal.

Select one of the following options

Add New Payee (Add New NAID Application)
Manage Users & Agents
Change My Email Address

Experiencing Issues?
We try our best to support as many web browsers as possible. If you are experiencing any difficulties throughout the NAID Application process, please consider using Google Chrome or Microsoft Edge as your web browser before contacting our Help Desk.

Select the “Add User” button to create an account for a new user.
Fill in the required information and click Save. The Manage NAID Access screen displays.

For this user you can select Agent or NAID Portal Access or both. Then click the Save button.

**Note:** At least one check box (Agent or NAID Portal Access) must be selected for a user or you will not be able to save any changes to the user.
The new user is automatically assigned to the Remittance office address, but may be assigned to another office by clicking the Remittance office address. They can also be assigned to a different state (assuming they are licensed for that state) by clicking the Bid States entry. The broker and the agent must carry a license for the state where the agent wants to place a bid.

Click the Back button to return to the Manage Users & Agents screen.

The user will first receive a link in their inbox to verify that their email address is valid.

When they select this link, they will see a message under the buttons that their email address has been verified.
Per the red instructions, they should then select the “Set Up YardiOne” button. They will be taken to a YardiOne page where they must enter their email address to receive the link to set their password.

They will receive a second email with the link to set their password.
Passwords must meet the following requirements:

- Password must be at least 12 characters.
- Password must have at least one digit (0-9).
- Password must have at least one special character.
- Password must have at least one lowercase letter (a-z).
- Password must have at least one uppercase letter (A-Z).
They will then log in with their email and password.

They will be required to set up a method of multifactor authentication (MFA). See page 8 for information about multifactor authentication.

If the user is a NAID Portal user, once MFA is set up, they will be redirected to the NAID Portal site to log in and they should see the following home page. They would be able to begin a new application on behalf of the broker with the “Add New Payee” option on the main menu.

The rest of the NAID process remains unchanged. Please see the NAID Application User Guide for more details.

If the user is a selling agent, they can now go to HUDHomestore.gov, and click the Sign In button to sign in as a bidder user.
Replacing the Principal Broker on NAID (Broker Takeover)

This form now asks for the new broker email address as well as the previous broker’s information. That way, if the user performing the broker takeover already has a NAID Portal account, the request will be added to that account instead of requiring a new account to be created.

If a broker takeover occurs while there are non-canceled (active) bids in place, those active bids will now be reassigned to the new broker once the broker takeover process is complete and fully approved by HUD.