

RC ERAP Application

User Set-Up and Login Information

Recommended Browsers

Unqork performs best on Google Chrome, but should also be performant on other browsers (i.e., Firefox, Edge, etc.). Unqork does not perform on Internet Explorer - please avoid use of this browser.

Note: If you will be completing tenant / landlord applications and working within the Case Manager or Supervisor / Superuser dashboards at the same time, you will need to use separate Incognito browsers as the system may try and recognize you as one user type while you are trying to act as the other.

First Time Users

FIRST TIME USERS	
Tenant	<p>Complete pre-eligibility flow as a tenant, if qualified - prompted to complete registration step</p> <p>Receive email from Unqork with temporary password & link to login (can also click forward to login page from the end of pre-eligibility flow)</p> <p>Login (you will be prompted to set a permanent password) and begin application from Tenant Dashboard</p>
Landlord	<p>Receive email indicating that tenant has applied with a link to the pre-eligibility flow</p> <p>Complete pre-eligibility flow as a landlord, if qualified - prompted to complete registration step</p> <p>Receive email from Unqork with temporary password & link to login (can also click forward to login page from the end of pre-eligibility flow)</p> <p>Login (you will be prompted to set a permanent password) and begin application from Landlord Dashboard</p>

<p>Welfare Specialist Assisting Tenant / Landlord in Completing Their Own Application</p>	<p>Guide / direct tenant / landlord to complete steps as listed above with their own information to register their own account from which they can manage their application</p>
<p>Welfare Specialist Completing on Behalf of Tenant / Landlord</p>	<p>Go through pre-eligibility on own as a tenant or landlord (depending on which type of users you will be assisting) and at registration step - use email that will be used to log into the tenant dashboard (not the same email as your case manager / supervisor / superuser user)</p> <p><i>Note: Responses on the pre-eligibility flow are not saved as they are simply to determine qualification for registration - so it is ok to create a dummy submission in order to register yourself</i></p> <p>Receive email from Unqork with temporary password & link to login (can also click forward to login page from the end of pre-eligibility flow)</p> <p>Login (you will be prompted to set a permanent password) - from the Tenant or Landlord dashboard for the account you have created, you will be able to start as many new applications for different types of tenants as needed</p>
<p>Case Manager (Processing completed applications that need review, additional info follow up, and approval or denial)</p>	<p>Work with program leadership team to request access from Unqork</p> <p>Program leadership team raises Unqork support ticket to request new user access using this file format attached to the request with user information</p> <p>Once added by production support, Case Manager receives an email from Unqork (same email as above if registering as a tenant or landlord) with a temporary password and a link to login.</p> <p>Login (you will be prompted to set a permanent password) and based on your user type, you will be redirected to the Case Manager dashboard</p>
<p>Case Supervisor (Reviewing cases once processed by case manager, sending for grant agreement and payments once approved)</p>	<p>Work with program leadership team to request access from Unqork</p> <p>Program leadership team raises Unqork support ticket to request new user access using this file format attached to the request with user information</p> <p>Once added by production support, Supervisor receives an email from Unqork (same email as above if registering as a</p>

	<p>tenant or landlord) with a temporary password and a link to login.</p> <p>Login (you will be prompted to set a permanent password) and based on your user type, you will be redirected to the Supervisor dashboard</p> <p>Case Manager dashboard (for doing review on a case) can be accessed from the top left > Dashboards (select Case Manager). To return to Supervisor view, select Supervisor</p>
<p>Superusers (Program leadership participating in Supervisor and Case Management activities, but requiring a higher level of access for additional administration)</p>	<p>Work with program leadership team to request access from Unqork</p> <p>Program leadership team raises Unqork support ticket to request new user access using this file format attached to the request with user information</p> <p>Once added by production support, Superuser receives an email from Unqork (same email as above if registering as a tenant or landlord) with a temporary password and a link to login.</p> <p>Note: Because superuser does not have a dedicated dashboard, you may receive a 404: Module Not Found error the first time you log in. To get to the Supervisor Dashboard from where you can access Supervisor view, Case Manager view, and additional Superuser Tools - you can go to this link and login directly with your temporary password, or go to this link once you have logged in and seen the 404 error: https://www.rockinghamcountyrentalassistance.org/#/display/602eb1c0b7741c022530be41</p> <p>Login (you will be prompted to set a permanent password) and based on your user type, you will be redirected to the Supervisor dashboard</p> <p>Case Manager dashboard (for doing review on a case) can be accessed from the top left > Dashboards (select Case Manager). To return to Supervisor view, select Supervisor</p>

Returning Users

RETURNING USERS	
Tenant	<p>Once credentials have been set up and the tenant has been able to access the tenant dashboard, they can login at any time by going to https://www.rockinghamcountyrentalassistance.org/</p> <p>On login, the system will recognize their Tenant role and send them to their personalized Tenant Dashboard (only accessible by them)</p>
Landlord	<p>Once credentials have been set up and the landlord has been able to access the landlord dashboard, they can login at any time by going to https://www.rockinghamcountyrentalassistance.org/</p> <p>On login, the system will recognize their Landlord role and send them to their personalized Tenant Dashboard (only accessible by them)</p>
Welfare Specialist Assisting Tenant / Landlord in Completing Their Own Application	<p>Guide / direct tenant / landlord to complete steps as listed above</p>
Welfare Specialist Completing on Behalf of Tenant / Landlord	<p>Once credentials have been set up and the Agency Partner has been able to access the tenant or landlord dashboard (depending on the type of users they are assisting), they can login at any time by going to https://www.rockinghamcountyrentalassistance.org/</p> <p>On login, the system will recognize their Tenant or Landlord role and send them to their personalized Tenant or Landlord Dashboard (only accessible by them or anyone who shares the same login credentials if using shared credentials to process applications)</p> <p>When working with a new tenant or landlord, you can simply start a new application from within the Tenant or Landlord Dashboards. You can confirm eligibility verbally / offline and start the application directly, or use the pre-eligibility flow to confirm the tenant's eligibility first, but do not register a new account.</p> <p>Note: Multiple users should be able to login to the same account at the same time if using a shared Tenant or Landlord account to process applications on behalf of the users</p>
Case Manager (Processing	<p>Once credentials have been set up and the Case Manager</p>

<p>completed applications that need review, additional info follow up, and approval or denial)</p>	<p>has been able to access the Case Manager dashboard, they can login at any time by going to https://www.rockinghamcountyrentalassistance.org/</p> <p>On login, the system will recognize their Case Manager role and send them to the Case Manager Dashboard</p>
<p>Case Supervisor (Reviewing cases once processed by case manager, sending for grant agreement and payments once approved)</p>	<p>Once credentials have been set up and the Supervisor has been able to access the Supervisor dashboard, they can login at any time by going to https://www.rockinghamcountyrentalassistance.org/</p> <p>On login, the system will recognize their Supervisor role and send them to the Supervisor Dashboard</p>
<p>Superusers (Program leadership participating in Supervisor and Case Management activities, but requiring a higher level of access for additional administration)</p>	<p>Once credentials have been set up and the Superuser has been able to access the Supervisor dashboard, they can login at any time by going to https://www.rockinghamcountyrentalassistance.org/#/display/602eb1c0b7741c022530be41</p> <p>(Bookmark for easier reference)</p>