



AHP Online Guide Contact Changes Sponsor or Member

INTRODUCTION

Congratulations on your Affordable Housing Program (AHP) award!

An AHP award requires the member and sponsor to provide timely reporting on the status of the project. Compliance reporting begins in the calendar year following the award and remains a requirement through the end of the project's retention period (i.e., five years for homeownership owner occupied purchase projects and 15 years for rental projects).

All representations and commitments made in the approved AHP application will be continuously evaluated and confirmed through project completion reporting. Please note that any changes to the project's sources and uses, income and expenses, and/or scoring commitments may jeopardize the AHP award. Failure to comply with reporting requirements may have an adverse impact on future AHP applications.

All compliance reporting obligations and disbursement requests are completed via AHP Online. Each member or sponsor must have at least one registered user in AHP Online.

Bank has several online guides to assist member and sponsor with instructions on how to navigate AHP Online once an award has been made. Guides are available for Disbursement, Progress Reports, Extensions and Project Completion. Users are encouraged to always access the guides through the Federal Home Loan Bank of Des Moines (FHLBDM's) public website at <http://www.fhlbdm.com>. It is updated periodically to provide the most current information.

Pursuant to the Code of Federal Regulations (12 C.F.R. Part 1291), the Bank's Affordable Housing Program Implementation Plan sets forth certain policies, guidelines, and requirements applicable to the Bank's AHP. The Plan is subject to revision annually; the calendar year in which an AHP award is made determines the year of the Plan that governs the award. Plans from recent years may be accessed at <http://www.fhlbdm.com>.

Sponsor or Member with an AHP award are encouraged to contact Community Investment at 800.544.3452 ext. 2400 with any questions.



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How to Change a Contact:

Purpose and Overview:

This section describes the procedures sponsors and members can use to update contacts in AHP Online. **Please note:** Changes that require a modification to a project, sponsor should contact Community Investment at 800.544.3452 ext. 2400 to discuss.

Access **AHP Online** at <https://ahp.fhlbdm.com/> or via a link on the Bank's public website at www.fhlbdm.com, look for Products & Services – Affordable Housing-

Enter your User ID and Password to enter **AHP Online**. You will also find instruction to re-establish your User ID and password or system access if needed.

This is a secured site for Federal Home Loan Bank of Des Moines Affordable Housing Program participants

User ID

Password

Login

Grant Applicants
Create a User ID*
Forgot your User ID?
Forgot your password?

FHLB Des Moines Members
Forgot your password?
Need access to AHP Online?

*If you have previously created a User ID, please log in using that User ID.
Do not create a new User ID for each Funding Round.

If it has been more than 90 days since you last logged in, your account is currently locked due to inactivity.
Call the FHLB Des Moines Service Desk at 800.544.3452, ext. 2555 to unlock your account.

AHP Online hours: 6:30 AM to Midnight CST.

For optimum performance, the Bank recommends the use of Internet Explorer 8.0 or higher.

If you have questions, please contact the FHLB Des Moines [Community Investment Department](#) at 800.544.3452, ext. 2400.



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IMPORTANT: Sponsor and Input Contacts should not create multiple User IDs associated with the same organization. **A second login ID should not be created if a sponsor or member has already created one that is associated with their organization.** One user ID and password can be used for multiple applications by the same organization. If you cannot access the system with your original User ID and Password try to re-establish or reset per the links and instructions on the login screen.

A second User ID should be created and used for application only if a user needs to associate with a second organization (e.g., the sponsor entity is the ownership entity limited partnership and not the entity at which the contact is regularly employed).

To check whether a login has been created for an organization or individual, please contact Community Investment at 800.544.3452 ext. 2400 or email communityinvestment@fhlbdm.com.



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Sponsor Procedures: How to Change a Contact

Sponsor contact changes to an application

Lead Contacts

Sponsor Lead Contacts have the capability to update any contact or organization information in AHP Online.

Follow these steps to make an update:

1. Log in to AHP Online.
2. Select the application to edit.
3. Choose Sponsor and Member Information from the General Information drop down menu.



4. Select any of the choices under the General Information tab to make a change; a Lead Contact is able to add or remove contacts for all roles. If the desired contact is not listed, that individual either is not yet registered in AHP Online or, for Lead Sponsor Contacts, is not associated with the sponsor organization. The individual should register and create a profile to associate with the appropriate entity.
5. After making the desired changes, click on Save to submit the changes before exiting.



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Input Contacts

Input Contacts are not able to update contact information; please notify the Lead Contact of any information that needs to be updated. If the Lead Contact is unable to make the changes, please contact Community Investment.

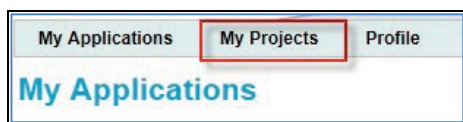
Sponsor Contact Changes to an approved project

Post-award contact changes can only be made by a **Lead Contact**. An individual listed as an Input Contact on the application will not be able to access the project.

Additionally, a sponsor will not be able to change the sponsor organization via AHP Online.

To make changes to an individual project, log in to AHP Online and follow these steps:

1. Select **My Projects** from the menu at the top of the page.

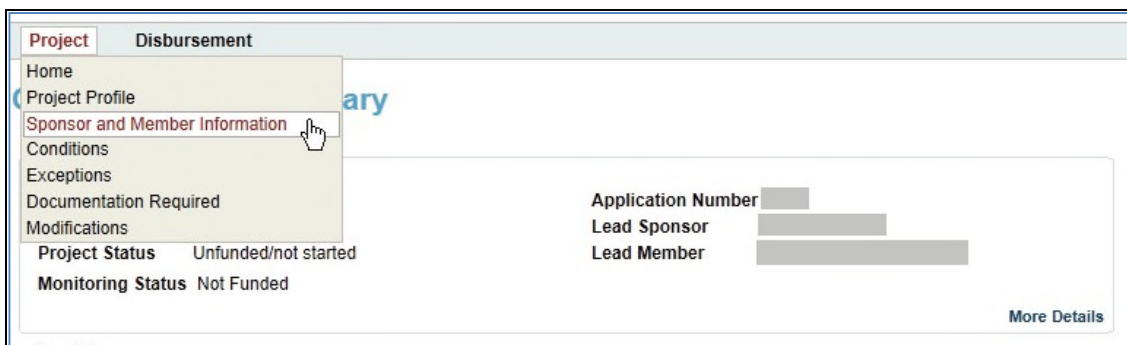




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2. Click on the desired Project Number.
3. Under the Project menu at the top of the page, choose ***Sponsor and Member Information***.



4. The Lead Contact can be changed on the Lead Contact tab; however, Lead Contacts cannot remove themselves. The current Lead Contact must first add a new Lead Contact, and then that individual will be able to log in and remove the previous Lead Contact.

PLEASE NOTE: To change the sponsor organization listed, a modification request must be submitted.

Member Procedures: Member Contact Changes

If a Member contact needs to update their contact information, this may be done at any time by logging in to the Member Contact's EAdvantage profile. If a member wants to add additional staff for access to AHP Online, Member must first identify staff person in EAdvantage as an Authorized AHP User, and then notify FHLBDM to have the new staff associated with the project. Or the member can notify the Sponsor Lead Contact of the related project(s). The Sponsor Lead Contact can log into AHP Online and navigate to the particular project. From the "Current Project Summary" screen sponsor can click the "Project" menu item and then the sub menu item "Sponsor and Member Information". This allows a Sponsor Lead Contact to manage both the Sponsor Lead Contacts and Member Contacts. Sponsor can NOT change the actual Member Bank associated with a project. Sponsor can only



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manage the Member Contacts associated to the project. (*At least 1 and at most 3 Member Contacts.*)

Member contacts are able to view, but not update, any contact associations via AHP Online.

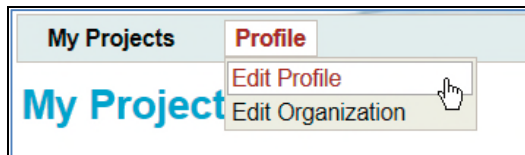
If changes are required during the application round, ask the Lead Sponsor Contact to make the appropriate changes. If the Lead Sponsor Contact is experiencing difficulties, contact Community Investment via 800.544.3452 ext. 2400 or email communityinvestment@fhlbdm.com.

Changes to a Sponsor User/Organization

Changes to a User Profile can be made at any time by logging into AHP Online. A Lead Contact is able to change a profile and information pertaining to the organization.

To Edit a Sponsor User Profile

1. Select **Edit Profile** from the **Profile** drop down menu.



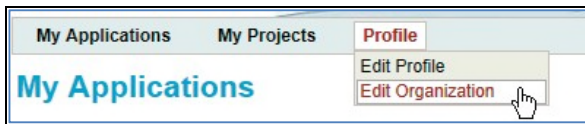
2. On the **Edit Profile** tab, changes to information aside from the login ID can be made. Once the changes are made, click on the **Save** button in the bottom right corner of the window.
3. When the name listed in the User Profile is changed, the password should also be changed under the **Change Password** tab. Click on the **Save** button once a new password is entered.
4. Security questions and answers can be changed under the **Change Security Questions** tab. Remember to click on **Save**.



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To Make Changes to an Organization

1. Select **Edit Organization** from the Profile drop down menu.



2. Select **Edit current organization** (organization name).
3. Under **Organization Information**, any information aside from the organization name can be changed. Once changes have been made, click on *Next*.
4. Under **Service Area**, any information change changed. Once changes have been made, click on *Next*.
5. The **Review & Submit** screen populates automatically from the information entered on the previous screens. If edits need to be made, they must be done from either the Organization Information or Service Area screen, which can be accessed by clicking on the Back button. If all the information listed is correct, click on *Submit* and then *Finish*.

A screenshot of the 'Organization' form in a web application. The form is titled 'Organization' and has a progress bar at the top with five steps: 1. Select Organization, 2. Organization Information, 3. Service Area, 4. Review & Submit, and 5. Confirmation. Step 2 is currently active. The form is divided into two main sections: 'Organization Information' and 'Mailing Address'. The 'Organization Information' section includes fields for 'Organization Name*' (with a red arrow pointing to it and the text 'Cannot Edit' above it), 'Organization Type*' (a dropdown menu set to 'Not-for-Profit Organization'), 'Phone Number*', 'Fax Number', and 'Website'. Below these are 'Services Provided*' checkboxes for various services like 'Affordable Housing Development', 'Employment Training', 'Financial Literacy', etc. The 'Mailing Address' section includes fields for 'Address Line1*', 'Address Line2', 'ZIP*', 'ZIP+4*', 'City', 'County', and 'State', along with a 'Lookup' button. At the bottom of the form, there are 'Back', 'Next', and 'Cancel' buttons. A note at the bottom left states '* Asterisk indicates required field.'



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Helpful Hint:

When changing the organization with which a contact is associated, first determine whether that individual is listed on any existing applications. If a contact is already associated with an application under one organization, the contact needs to be removed from that application before changing the organization with which he or she is associated. If the contact is not removed prior to changing the organization, that contact will still have access to the application but will not appear on the Lead Contacts screen. If this occurs, select **Apply Changes** on the Lead Contacts screen to remove the contact from the application.

A contact can only be associated with a new organization if the contact does not have a project. A contact on a project who needs to associate with a new organization should contact Community Investment. 800.544.3452 ext. 2400.