State Assistance for Housing Relief (SAFHR) 
Renter Application Portal Instructions

PLEASE NOTE: If the applicant is seeking assistance for two different units (i.e. arrears from previous unit, forward rent for current unit), the renter must complete two separate applications. One for each unit.

Renters seeking assistance for past-due rent, forward rent, and/or utilities can apply through the SAFHR Renter Application Portal. An application portal for LANDLORDS seeking assistance for tenants through the SAFHR program is in development, as information becomes available, it will be posted on: www.MoHousingResources.com/SAFHR

Getting Started
To apply visit: www.safhr.smapply.org or through the link on www.mohousingresources.com/safhr

1. Applicant will be taken to a page similar to the page in the image below. Applicant will either
   • Login if your account has already been created, or
   • Register as a new user

2. To create a new account, begin by clicking “Register” in the upper right hand corner.
3. Once you have clicked “Register” you will be taken to a page where you may create a username and password. You may create either create a new account using:
   a. Your email, or
   b. Login using Facebook, Twitter, or Gmail

4. Once you have completed this form click “Create Account” and complete the reCAPTCHA verification.
5. Once your account has been created you will be taken to a confirmation page where you can click to continue to “Continue to site” to be taken back to the application portal. You will also receive a verification email.

6. You will be taken to the application homepage.

7. If you have NOT verified your email you will see a warning message on your home screen (below). **You must verify your email address before an application can be submitted.** After your email address has been verified the warning message will no longer appear on the homepage.
8. You can access the application by clicking “Programs” on the menu bar at the top of the page.

9. Once on the program page, click “More” on the SAFHR program.

11. When you enter the application portal opens, you can begin your application by clicking on the “SAFHR Eligibility Checklist” under Your Tasks.
Completing Tasks
The SAFHR Renter Application is divided in sections or tasks. Applications that include rental assistance or arrears will have five (5) tasks to complete, applications only requesting utility assistance will have four (4) tasks.

1. The application will open to the SAFHR Eligibility Checklist. On the right, you will be able to monitor your progress through the application on the right-hand side.
   a. Application progress – see the application tasks left in the application
   b. Application questions
   c. Tasks – initially you will only see one “task”, the SAFHR Eligibility Checklist, once it is submitted the other application “tasks” will appear.
   d. Other application tasks
2. You do not need to complete the application all at one time. If you would like to come back to the task you are working click “SAVE & CONTINUING EDITING” on the bottom of the page.

3. When you click “SAVE & CONTINUING EDITING”, “NEXT”, OR “MARK AS COMPLETE” the application will check you application for any missing required information, or invalid entries. If your application in that section needs correcting, you will see a message under the section heading, and you will see a note by the questions that need correction:

4. Once all corrections have been made on that page, you will be able to select “NEXT” or “MARK AS COMPLETE”

If you are submitting an application for Rental Arrears or Forward Rent, see the “Completing SAFHR Landlord Recommender Task” section.
5. After all application tasks are completed, your application will show green check boxes next to each task. You must now click “Submit” to complete the initial application process.

![Application Completion]

After submitting the application you will be taken to a confirmation page. A confirmation email will also be sent automatically to your email inbox. Please save your confirmation for your records.
Completing SAFHR Landlord Recommender Task

This task is only required for applicants seeking Rental Arrears or Forward Rent

If the applicant (renter) is applying for Rental Arrears and/or Forward Rent, the applicant will be required to include information for the landlord that the unit they are seeking assistance. The Rental Arrears payment and Forward Rent payments must be made to the landlord, directly. To gather the information from the landlord, after the applicant has completed the Eligibility Checklist and Sections 1-3, the applicant will then complete the SAFHR Landlord Recommender Task, which allows MHDC to request payment information from the Landlord in order to provide payment.

NOTE the following:

- The landlord is not “recommending” the applicant, “Recommender Task” is a default name in this system. This task is only for the landlord to provide information so MHDC is able to make a payment directly to them.
- The landlord cannot see your application. The landlord can only see:
  - Tenant Name
  - Address
  - Amount of rent request
  - Assistance type (Rental Arrears / Forward Rent)
- Applicant cannot see the landlord information submitted. You will only be able to see that their task has been completed.

When the applicant has completed Sections 1-3 of the application, you will be required to complete the SAFHR Landlord Recommender Task. This task will not appear until after you have selected Rent Arrears and/or Forward Rent as the assistance type(s) in Section 2: Financial Assistance Request Information.
1. Click on to the SAFHR Landlord Recommender Task
2. Click
   a. Once the form pops up, applicant will complete information for the landlord, and click “Send Request”
      i. First Name
      ii. Last Name
      iii. Email (please double check that email is correct, incorrect email will delay the processing of the application)
      iv. Message (optional)
3. Once your landlord completes their task, you will receive an email notification.
4. You will now need to log back in to your application. When you return to your application, go to the SAFHR Landlord Recommender Task
5. Click “MARK AS COMPLETE”
6. After all application tasks are completed, your application will show green check boxes next to each task. You must now click “Submit” to complete the initial application process.