



## **CHFA Tenant Profile Submissions (TPS) & Waiting List Surveys**

### **Frequently Asked Questions**

#### **HOW DO I KNOW WHEN WE WILL RECEIVE EMAIL INVITATIONS AND WHEN SUBMISSIONS ARE DUE?**

A CHFA Multifamily Announcement eblast will be sent out containing important information including when you should be receiving the invitation email and due dates. Please ensure that your contact information is up to date, if changes are required, please email your Asset Manager the new contact information for your property. If the contact update is specific to TPS, please email [tps@chfa.org](mailto:tps@chfa.org) the new contact information.

#### **IS MY PROPERTY REQUIRED TO COMPLETE THE TPS/WAITING LIST SURVEY?**

If you have received an email invitation link to complete the TPS/Waiting List Survey, then you are more than likely required to complete them. However, for a more specific response to your property please reach out to [tps@chfa.org](mailto:tps@chfa.org) or directly to your assigned Asset Manager.

#### **WHY DOES CHFA COLLECT THIS INFORMATION?**

Per State Statute 8-37bb. CHFA is required to report on the demographics of affordable housing developments and waiting list sizes to the Connecticut Legislature each year to demonstrate the effectiveness of state-financed affordable housing programs statewide and the need for additional affordable housing. The Tenant Profile Submission, better known as TPS, and the Waiting List Survey are the means by which CHFA collects this information. The final report is called the Fair Housing Choice and Racial and Economic Integration and can be found on the CHFA website.

#### **HOW DO I ACCESS THE SHAREPOINT SITE?**

You should receive an email invitation as shown below to either your inbox or spam mailbox.

Hello User Name,

The CHFA web portal entitled 'SITE NAME - 2024 TPSWaitlistCHFA/SSHP' has been shared with you. You may log into this site by clicking the link below:

<https://chfadoh.sharepoint.com/chfa/2024/TPSWaitlistCHFA/Number>

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#### **CAN I SHARE/FORWARD THIS EMAIL INVITATION?**

No, invitation emails are to be used only by the user of that email address. If other members need access to the SharePoint site, please email the request with site and email addresses information to [tps@chfa.org](mailto:tps@chfa.org).

## **HOW DO I SET UP A MICROSOFT ACCOUNT TO GAIN ACCESS TO SHAREPOINT. IF I DON'T HAVE ONE ALREADY?**

All team members are required to have Microsoft Accounts to gain access to the SharePoint submission website. Each team member only needs to create a Microsoft Account once per email address. The steps to set up a Microsoft Account are as follows:

1. "Create A Microsoft Account" [link](#)
2. Fill in the information **making sure to use the same email for your Microsoft Account as you are for the SharePoint website**
3. Verify your account via received email from Microsoft

Your account should be activated (after a brief period of time) and you can use the newly created Microsoft Account login information to log into SharePoint using the invitation email previously received.

## **I RECEIVED A "THAT DIDN'T WORK" ERROR WHEN SIGNING IN. WHAT DO I DO?**

If you have received the error message below, the first question to be answered is, do you have a Microsoft email address. If you do, please continue to the steps below. If not, see step above.

That didn't work

We're sorry, but [joselyn.cintron@chfa.org](mailto:joselyn.cintron@chfa.org) can't be found in the [chfadoh.sharepoint.com](https://chfadoh.sharepoint.com) directory. Please try again later, while we try to automatically fix this for you.

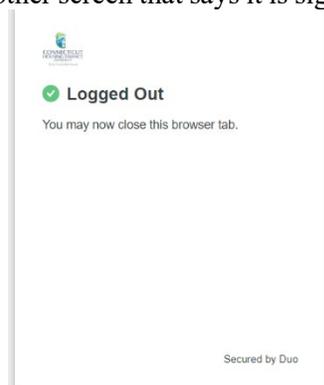
Here are a few ideas:

- 1. [Click here to sign in with a different account to this site.](#)  
This will sign you out of all other Office 365 services that you're signed into at this time.
- 2. If you're using this account on another site and don't want to sign out, start your browser in Private Browsing mode for this site ([show me how](#)).

If that doesn't help, contact your support team and include these technical details:

**Correlation ID:** 1a1f40a1-6046-5000-d654-0283d1ecef5  
**Date and Time:** 7/26/2024 8:59:30 AM  
**URL:** <https://chfadoh.sharepoint.com/chfa/2023/TPSWaitlistCHFA/876>  
**User:** [joselyn.cintron@chfa.org](mailto:joselyn.cintron@chfa.org)  
**Issue Type:** User not in directory.

Select, "Click here to sign in with a different account to this site". Once you have selected that option, it may lead you to another screen that says it is signing you out of all accounts. Once it does, you will see this.



At that point, you may close that tab and go back to your invitation email and click on that link once again.

When you do, you will see the same "that didn't work screen". Go ahead and select the "click here to sign in with a different account for this site"

This will take you to a different screen, at that point select "Use another account" (do not click on the email address listed).



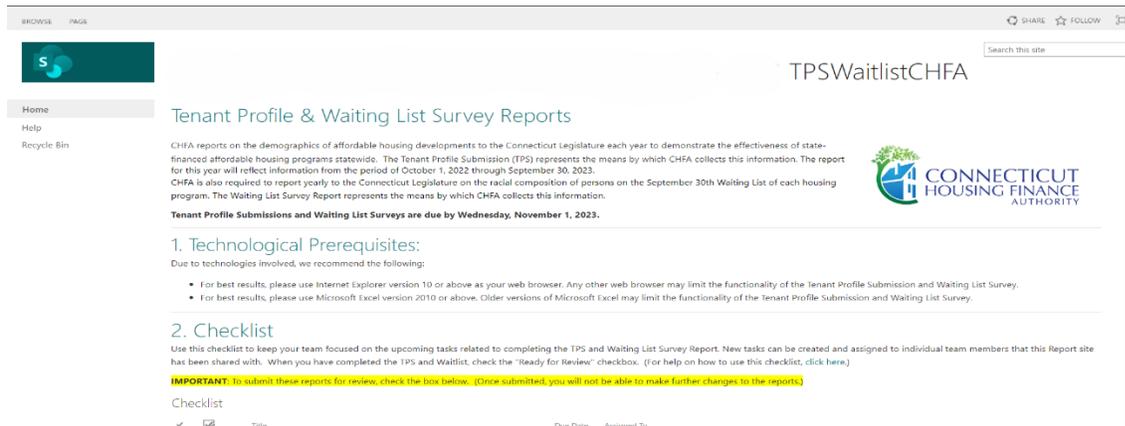
## Pick an account



Use another account

Enter your email address [emailaddress@organization.org](mailto:emailaddress@organization.org) and the password (you may be asked to verify your identity – follow the steps prompted).

Once all steps have been completed, you should now have access to the SharePoint site which should look as below. If this does not work, contact [tps@chfa.org](mailto:tps@chfa.org)



This is where you will find all the forms to be completed and submitted. You can either select the file and work on it via the browser or click on the three small dots next to the file and select download. If you download the file, you will need to upload the completed final file back into the portal in that same area.

### 3. Reports

The Microsoft Excel Tenant Profile Submission Report is listed below. Right-click on the workbook and choose "Open in Excel" to open it in Excel on your computer. (You could also choose "Download" to download the file to your computer and then open it from there.) When opening the workbook, if you are prompted to enable macros, please do so. Once the workbook is open, you may complete it.

✓	Name	Modified	Modified By	Version
	TPSReport	November 20, 2023		11.0
	WaitingListSurvey	November 16, 2023		5.0

**NOTE:** It is important that you use the latest Excel templates available on the portal, since templates and information required are subject to change. **All submitted files that do not use the latest templates and format will not be accepted. NO portion of the submission will be accepted via email.** All submissions must be completed through the SharePoint website.

**CAN I USE ONE PORTAL TO SUBMIT MULTIPLE PROJECT SUBMISSIONS BY THE SAME COMPANY?**

A separate SharePoint site will be required for each submission, you must use invitation link for each property.

**AM I REQUIRED TO FILL IN ALL FIELDS ON THE TEMPLATE?**

Yes, please fill in all fields to the best of your ability. If the field is applicable, please ensure the field is not left blank.

**HOW DO I KNOW MY SUBMISSION HAS SUCCESSFULLY BEEN SUBMITTED?**

Electronic submission will be complete by making sure that the “Ready for Review” is checked off in step 2. Once the “Ready for review” is selected and submission is submitted, no additional documents may be uploaded unless the site is re-opened for clarification updates. At this point the submission is complete. A notification email will be received once the site has been locked (please allow a few hours to receive this email confirmation).

**QUESTIONS** - Please submit all questions to [tps@chfa.org](mailto:tps@chfa.org). Allow 24-48 business hours for a response.