

How to Verify Addresses in HEAP Cloud

Purpose: To verify Applicant and/or Landlord addresses.

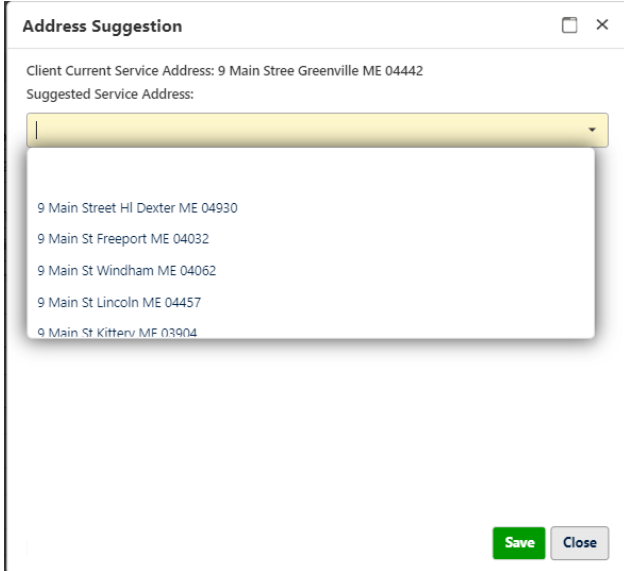
For the Applicant there are three status fields that will show whether an address has been verified, has failed or the address has been approved by an override. These following status fields can be found in the Primary Applicant and Application sections.

- **Service Address Status** = Status for Service Address validation.
- **Mailing Address Status** = Status for Mailing Address validation.
- **Address Status** = Status of both Service and Mailing Address validation of Applicant and Landlord.

To verify an Applicant's address. Click on the **'Verify Address'** Button.

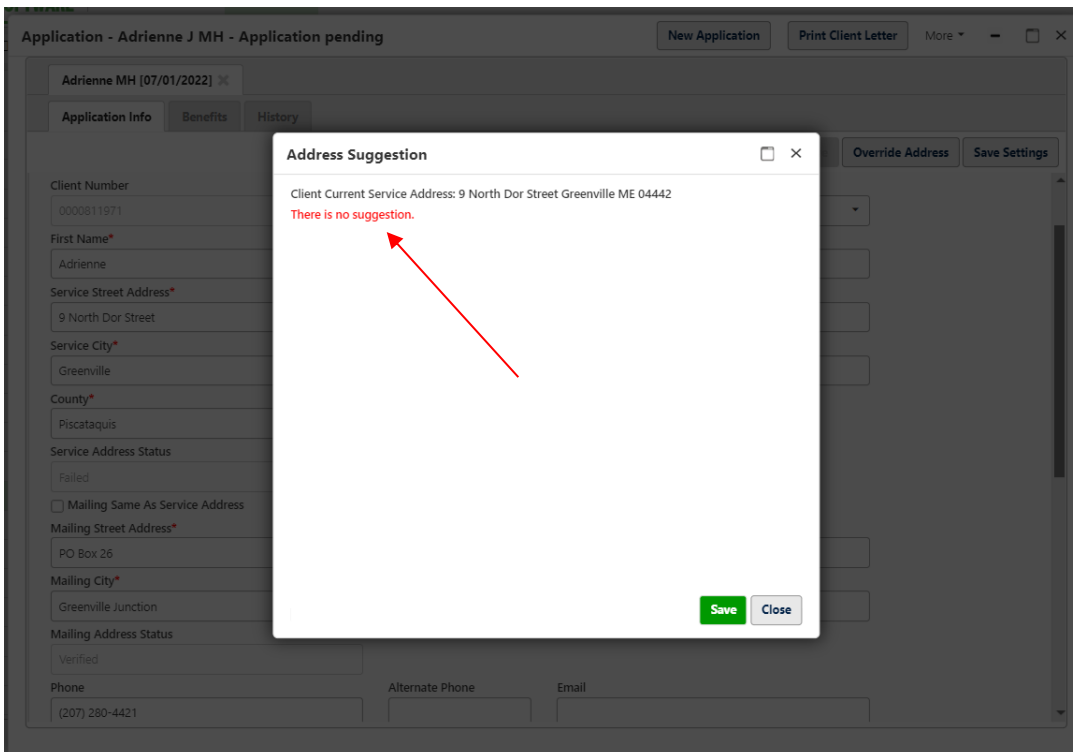
The screenshot shows the 'Application - Adrienne J MH - Application pending' interface. At the top right, there are buttons for 'New Application', 'Print Client Letter', and a 'More' dropdown. Below these are tabs for 'Application Info', 'Benefits', and 'History'. A 'Cancel' button, a 'Save' button, a circled 'Verify Address' button, and a 'Save Settings' button are located in the top right of the form area. The form contains several fields for client and applicant information, including Client Number, Application Status, Agency, First Name, Middle Name, Last Name, Service Street Address, Service Apartment, Service Address 2, Service City, Service State, Service ZIP, County, Service Address Status, Mailing Same As Service Address, Mailing Street Address, Mailing Apartment, Mailing Street 2, Mailing City, Mailing State, Mailing ZIP, Mailing Address Status, Phone, Alternate Phone, and Email. Red arrows point to the 'Service Address Status', 'Mailing Address Status', and 'Address Status' fields, all of which are currently set to 'Unverified'.

If the address has failed, HEAP Cloud will provide Address Suggestions. Select the appropriate address if available. Click Save.



If there are no suggestions a message will indicate there are no suggestions. Click Close.

If no suggestions are provided, review the address. Verify the address with documentation submitted by the Applicant, such as a utility bill.



Once corrections are made to the address, Click the “Address Verified” Button.

Application - Adrienne J MH - Application pending

New Application Print Client Letter More - X

Adrienne MH [07/01/2022] X

Application Info Benefits History

Cancel Save **Verify Address** Save Settings

► Comments

▼ Primary Applicant

Client Number 0000811971	Application Status* Application pending	Agency* Penquis Community Action Program
First Name* Adrienne	Middle Name J	Last Name* MH
Service Street Address* 9 North Door Street	Service Apartment	Service Address 2
Service City* Greenville Junction	Service State* ME	Service ZIP* 04442
County* Piscataquis		
Service Address Status Verified		
<input type="checkbox"/> Mailing Same As Service Address		
Mailing Street Address* PO Box 26	Mailing Apartment	Mailing Street 2
Mailing City* Greenville Junction	Mailing State* ME	Mailing ZIP* 04442
Mailing Address Status		

If the address is validated, the service, and/or mailing and 'Address Status' will show 'Verified'. Also, the 'Verify Address' Button will change to Address Approved.

Application - Adrienne J MH - Application pending

New Application Print Client Letter More ▾ - □ ×

Adrienne MH [07/01/2022] ×

Application Info Benefits History

Cancel Save Address Approved Save Settings

Adrienne	J	MH
Service Street Address*	Service Apartment	Service Address 2
9 North Door Street		
Service City*	Service State*	Service ZIP*
Greenville Junction ▾	ME ▾	04442
County*		
Piscataquis ▾		
Service Address Status		
Verified		
<input type="checkbox"/> Mailing Same As Service Address		
Mailing Street Address*	Mailing Apartment	Mailing Street 2
PO Box 26		
Mailing City*	Mailing State*	Mailing ZIP*
Greenville Junction ▾	ME ▾	04442
Mailing Address Status		
Verified		
Phone	Alternate Phone	Email
(207) 280-4421		
Address Status		
Address Approved		

If the 'Verified Address' fails and CAA has confirmed that the address is correct. Click on the 'Override Address' Button.

Note: Certifiers and Agency Managers will have access to the 'Override Address' button.

Application - Adrienne J MH - Application pending New Application Print Client Letter More ▾

Adrienne MH [07/01/2022] ✕

Application Info Benefits History

Cancel Save Override Address Save Settings

Client Number 0000811971	Application Status* Application pending ▾	Agency* Penquis Community Action Program ▾
First Name* Adrienne	Middle Name J	Last Name* MH
Service Street Address* 9 North Door Street	Service Apartment 	Service Address 2
Service City* Greenville ▾	Service State* ME ▾	Service ZIP* 04442
County* Piscataquis ▾		
Service Address Status Failed		
<input type="checkbox"/> Mailing Same As Service Address		
Mailing Street Address* PO Box 26	Mailing Apartment 	Mailing Street 2
Mailing City* Greenville Junction ▾	Mailing State* ME ▾	Mailing ZIP* 04442
Mailing Address Status Verified		
Phone (207) 280-4421	Alternate Phone 	Email

The 'Override' button will switch to 'Address Approved' . Any of the 'Address Status' will list 'Address Approved'.

Note: Landlord Address Status will remain blank when Applicant does not rent and Landlord information is not required.

When addresses are approved (using the override button). MH will receive a report of these and these applications will be reviewed prior to payments to verify that address is correct. Therefore it is important to verify that the address is correct, otherwise, the benefit is subject to be held until validation of the address is completed.

Application - Adrienne J MH - Application pending

Buttons: New Application, Print Client Letter, More

Application Info | Benefits | History

Buttons: Cancel, Save, Address Approved, Save Settings

Adrienne MH [07/01/2022]

Fields:

- Adrienne
- J
- MH
- Service Street Address*: 9 North Door Street
- Service Apartment
- Service Address 2
- Service City*: Greenville
- Service State*: ME
- Service ZIP*: 04442
- County*: Piscataquis
- Service Address Status: Address Approved
- Mailing Same As Service Address
- Mailing Street Address*: PO Box 26
- Mailing Apartment
- Mailing Street 2
- Mailing City*: Greenville Junction
- Mailing State*: ME
- Mailing ZIP*: 04442
- Mailing Address Status: Verified
- Phone: (207) 280-4421
- Alternate Phone
- Email
- Address Status: Address Approved

Application

Active

Appointment Date and Time: [Calendar icon]

Applied Date*: 7/1/2022 [Calendar icon]

Application Method*: Phone

Owner Type*: Rent

Dwelling Type*: Stick-built/Modular

Number Of Rooms*: 6

Subsidized Housing

Heat in Rent

Electricity in Rent

Landlord Name: Autumn MH

Landlord Phone: (207) 555-5555

Landlord Email: autumnmh1971@gmail.com

Landlord Address: 12 Myrna Street

Landlord City: Belfast

Landlord State: ME

Landlord ZIP: 04915

Landlord Address Status: Address Approved

Intake User: Lori McPherson

Created Date: 7/1/2022 [Calendar icon]

Certifier: [Empty]

Certified Date: [Calendar icon]

Last Update: [Empty]