Continuum of Care (CoC) Applicant Profile

e-snaps Navigational Guide

Collaborative Applicant Profile

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Collaborative Applicant Profile

Introduction

Welcome to the Continuum of Care (CoC) Applicant Profile Navigational Guide. This guide covers important information about accessing and completing the Collaborative Applicant Profile.

The Collaborative Applicant is the organization designated by the CoC to submit the CoC Consolidated Application, which includes the CoC Application, CoC Priority Listings, and Project Applications. A Collaborative Applicant can also request Unified Funding Agency (UFA) designation as part of the CoC Registration process.

Throughout the year, the Collaborative Applicant Profile can be updated by logging in to *e-snaps* and selecting "Applicants" in the left menu bar.

In addition, for the CoC Program Registration process, HUD requires Collaborative Applicants to review the CoC Applicant Profile in *e-snaps*, which entails logging in, putting the CoC Applicant Profile in edit-mode, updating and saving information if necessary, and selecting the "Complete" button on the “Submission” screen. This navigational guide provides the instructions for these steps.’

Overview of this Navigational Guide

The navigational steps in this guide follow the progression of screens in *e-snaps*:

- **Accessing *e-snaps***. All *e-snaps* users need usernames and passwords in order to log in to the online *e-snaps* system. In order to see an organization's CoC Applicant Profile, CoC Registration, and the CoC Consolidated Application (consisting of the CoC Application, CoC Priority Listing, and the project applications after they are submitted to the CoC), the *e-snaps* user needs to be associated as a "registrant" with the organization's *e-snaps* account. This section identifies the steps to create user profiles and add/delete registrants.
- **CoC Applicant Profile.** The Collaborative Applicant must update the CoC Applicant Profile during the year as needed (e.g., when contact information changes) and select the "Complete" button. In addition, the Collaborative Applicant is required to review and complete the CoC Applicant Profile during the CoC Registration process. This section provides instructions on how to do so.

Objectives

By the end of this navigational guide, you will be able to do the following:

- Access *e-snaps*
- Complete the CoC Applicant Profile

Have a Question?

The *e-snaps* AAQ on HUD Exchange is no longer active. Questions about *e-snaps* and the CoC Program NOFO must be submitted to the appropriate HUD.gov email address, as follows:

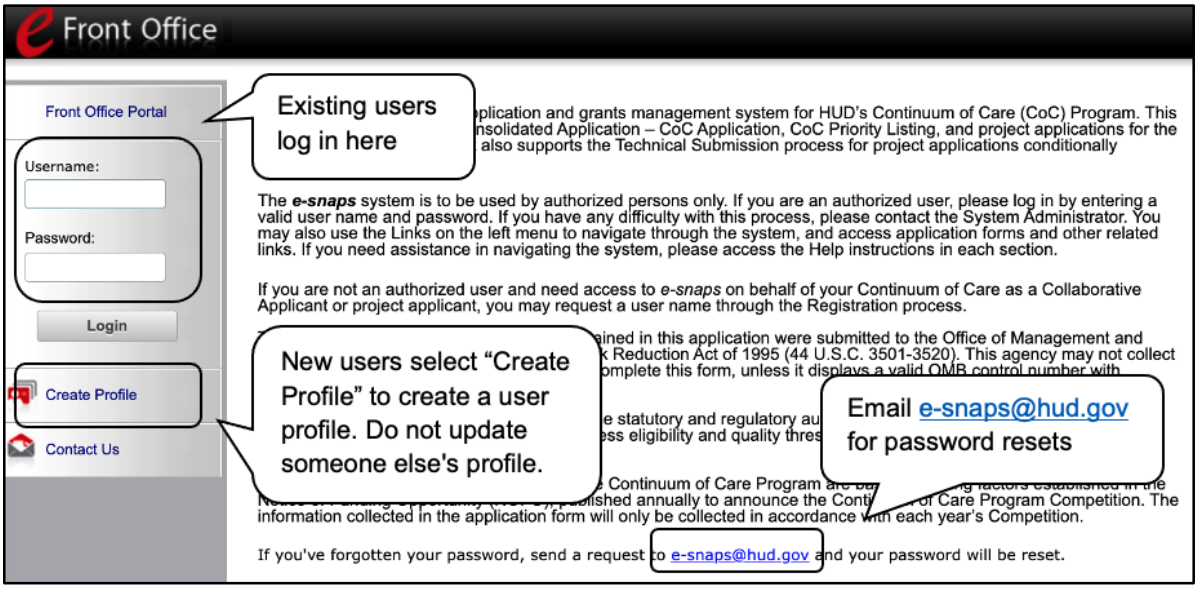
- e-snaps@hud.gov for questions about *e-snaps* technical issues such as creating an individual user profile, lockouts/password resets, requesting access to a CoC's or Project Applicant's *e-snaps* account, navigating *e-snaps*, updating the Applicant Profile, identifying the funding opportunity, creating a project, and accessing the application on the "Submissions" screen.
- CoCNOFO@hud.gov for questions about the NOFO, competition, and application requirements.

In your email, please provide:

- The specific details regarding the issue you are encountering.
- The steps you have taken up to the point the issue occurs.
- Any error messages.

You may also want to provide a screenshot.

Accessing *e-snaps*

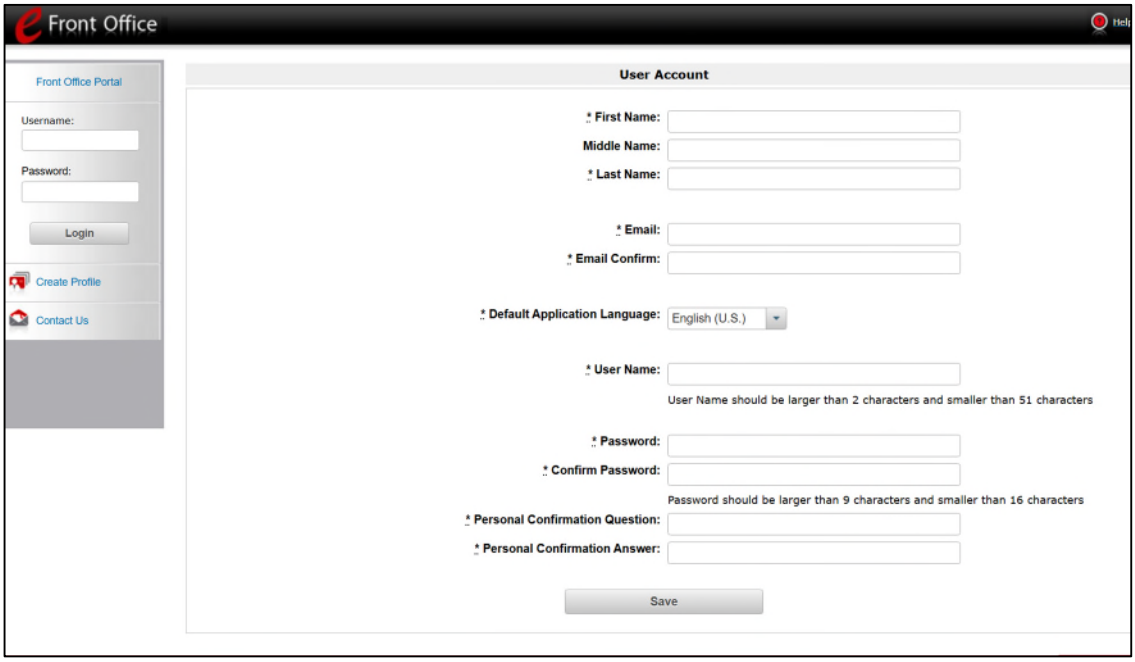


Existing e-snaps Users

1. Go to https://esnaps.hud.gov.
2. On the left menu bar, enter your username and password, then select the "login" button. You will then arrive at the "Welcome" screen.
3. If you forgot your password, send a password reset request to e-snaps@hud.gov. Be sure to include your username.
4. Skip to section Working in the Applicant Profile

New e-snaps User Profiles

1. Create an *e-snaps* username and password by selecting the "Create Profile" link.



2. On the "User Account" screen, complete the fields: enter your contact information, create your username and password, and create a confirmation question and answer.
3. Select the “Save” button and Log out.

NOTE

- *Each e-snaps user must have his or her own log-in credentials, do not update someone else’s user profile with your own information.*
- *Do not share login information within your organization. Each user should have their own username and password, as the system identifies the username for certain actions such as submission.*
- Preferably, each organization will have **at least two people** with access to e-snaps—the Primary Contact and one or more additional staff.

Resource

For a refresher on how to navigate through the e-snaps system, the e-snaps 101 and 201 Toolkits are available on the CoC Program Competition Resources webpage on the HUD Exchange at: https://www.hudexchange.info/programs/e-snaps/.

Collaborative Applicant Profile

User Profile for a new Organization.

This only applies to those organizations that are new to e-snaps and need to establish an Applicant Profile for the first time. Users with organizations that have existing Applicant Profiles go to section Link New User Profile to your Organization's e-snaps Account

When logging in for the first time, you will not have access to any existing e-snaps accounts for any organizations.

- All CoC Applicant Profiles are required to include the Collaborative Applicant organization's Unique Entity Identifier (UEI) and a registration with the System for Award Management (SAM). See information in the Resource Note below.
- The Authorized Representative must establish a user profile, log in, and establish the organization as an applicant, but any registered user can enter the Applicant Profile information.
- The Authorized Representative must also complete and sign the required certifications and attachments before they can be attached in *e-snaps*.

NOTE:

UEI and SAM

See this resource for obtaining a UEI and registering with the SAM at:

- *CoC and YHDP Recipient and Applicant Transition to UEI – March 29, 2022 - HUD Exchange.*

The SAM website is www.sam.gov. Note that SAM is also known as System for Award Management and was previously known as CCR, Central Contractor Registration.

User profiles for an organization that does not have an e-snaps account must follow the steps starting in Section Establishing the CoC Applicant Profile

Link New User Profile to your Organization's e-snaps Account.

1. Log in. Initially, you will not have access to any existing e-snaps accounts for any organizations. e-snaps does not know which accounts you should have permission to access.
2. If your organization has an existing e-snaps account, someone within your organization who already has access to e-snaps can give you access. To do so, the person needs your username and email address. For further instructions, review the resource: Give Staff Access to Your Organization's e-snaps Account.
3. If your organization has an existing e-snaps account, but no one has access, review the resource: Request Access to Your Organization's e-snaps Account.

CoC Applicant Profile

Collaborative Applicants must have a completed CoC Applicant Profile before moving forward with the CoC registration and Consolidated Application processes.

For the CoC Applicant Profile to be complete, the Collaborative Applicant needs to ensure the data entered in the CoC Applicant Profile is accurate and select the “Complete” button on the Submission Summary screen of the Applicant Profile.

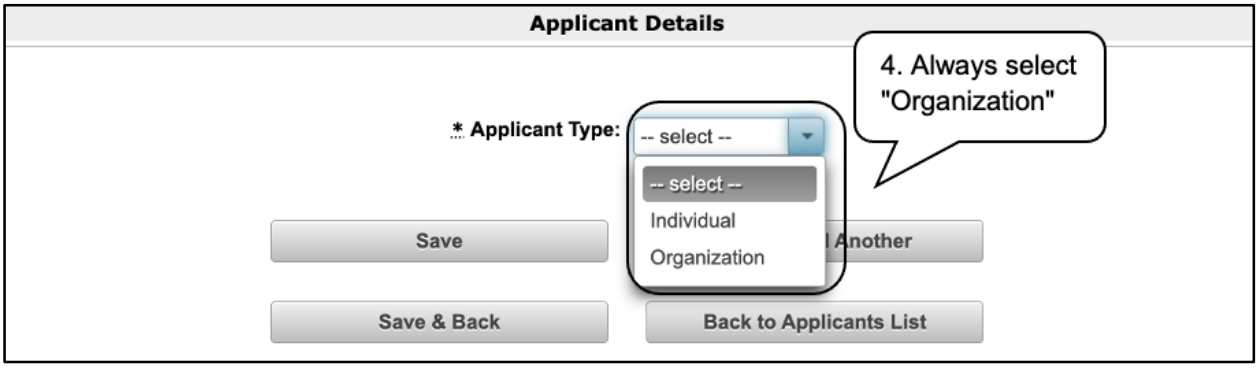
This section provides instructions on gaining access to the Applicant Profile and completing the forms.

All Collaborative Applicants need two Applicant Profiles	*If the organization designated as the Collaborative Applicant is also a direct recipient of funds, (e.g., CoC planning funds) the organization MUST have a second Applicant Profile as a Project Applicant.*

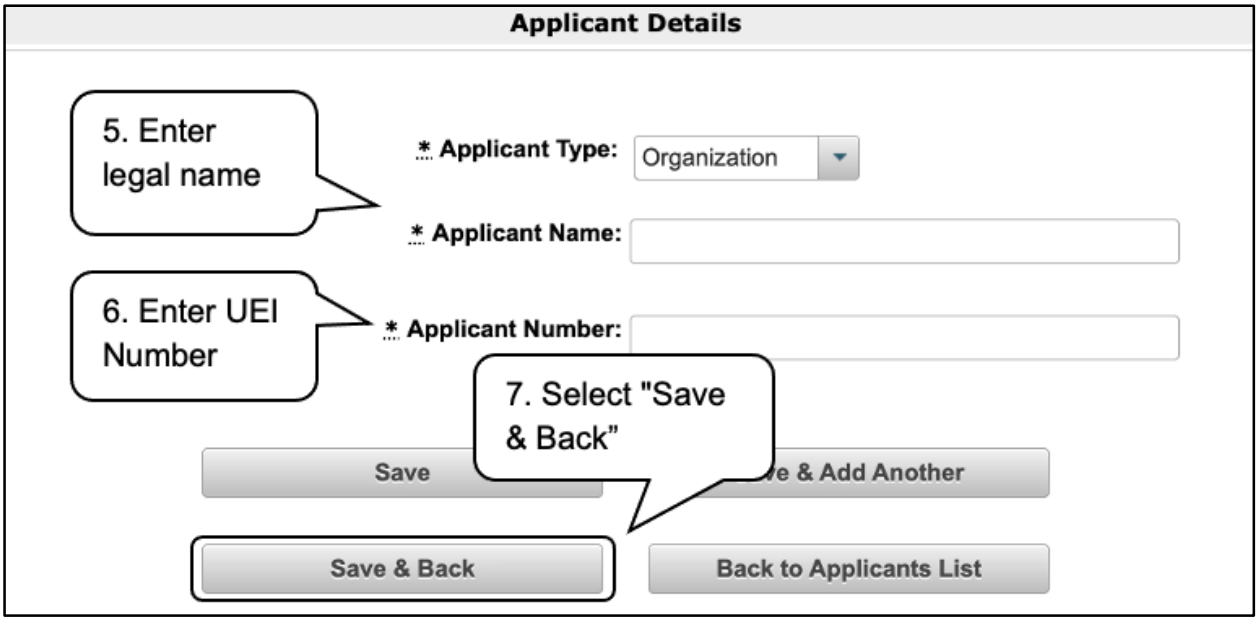
Establishing an e-snaps User Profile for a new Organization.

Establishing the CoC Applicant Profile

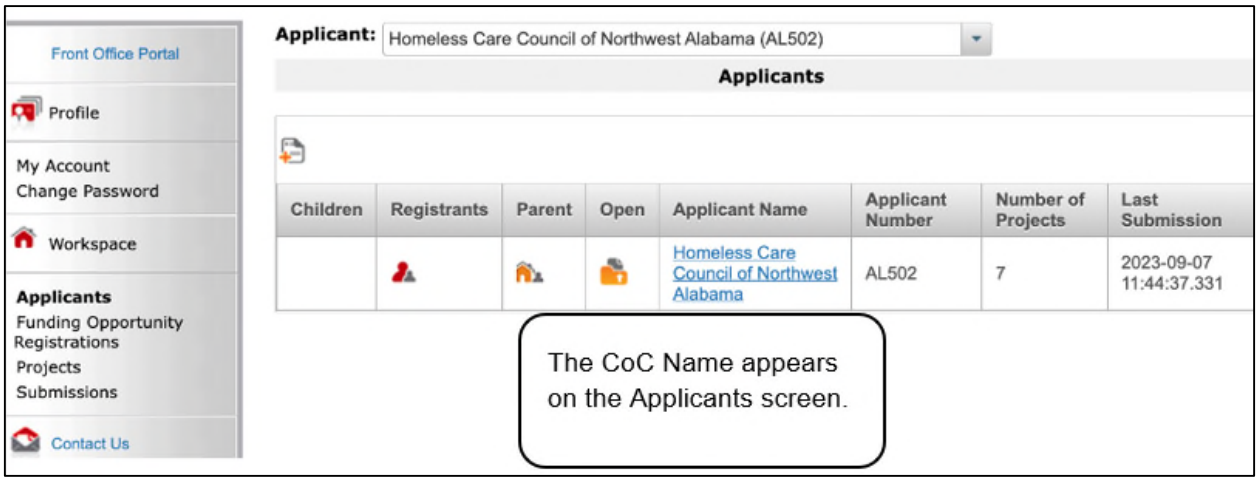
1. Log in
2. Select "Applicants" under the Workspace heading on the left menu. The "Applicants" screen will appear
3. Click the “Add” icon to open the Applicant Details screen.



4. Select “**Organization**” from the “Applicant Type” dropdown menu. The screen will refresh



5. In the “Applicant Name” field, enter your HUD Approved CoC Name
6. In the “Applicant Number” field, enter the CoC Applicant number (e.g. AA-500).
7. Click “Save & Back” to return to the "Applicants" screen.
8. The CoC Name should appear on the “Applicants” screen and the Applicant Profile e-snaps account you’re currently viewing should be displayed at the top of the screen.



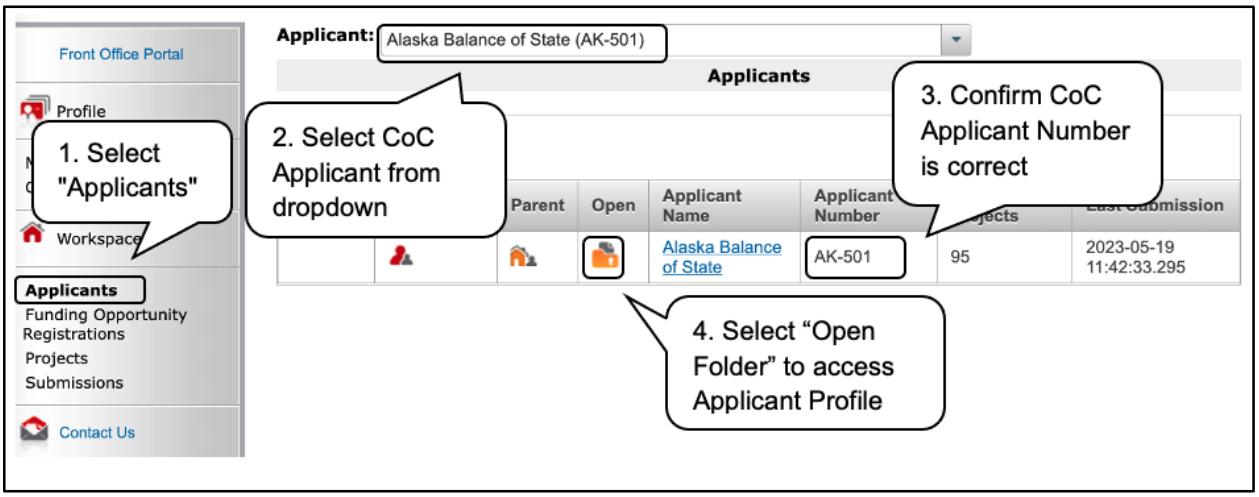
Continue to the next section for instructions on accessing and completing the CoC Applicant Profile.

Working in the Applicant Profile

This section explains how to access the Applicant Profile in *e-snaps*, edit an Applicant Profile when *e-snaps* states that it is completed, and exit the Applicant Profile to return to the home *e-snaps* page.

Accessing the Applicant Profile

Collaborative Applicant *e-snaps* users will access the CoC Applicant Profile on the "Applicants" screen.



Steps

1. After logging in, select “Applicants” on the left menu bar.
2. On the “Applicant” dropdown at the top of the screen, select the CoC Applicant name.
3. On the "Applicants" screen, locate the "Applicant Name" column.

- Confirm the Applicant for which you should complete the Applicant Profile by reviewing the "Applicant Number" column. It should have a CoC number. It should not have a number for a Project Applicant.
- The format of the CoC number is XX-###, where the XX is a two-letter state abbreviation and the ### is a three-digit number.

4. Select the "Open Folder" icon next to the CoC Applicant name.

The "Applicant" Field	*Remember, the "Applicant" field with the dropdown menu located at the top of the screen identifies the Applicant Profile in which you are working.* *Please be sure you are working in the CoC Applicant Profile.*

Collaborative Applicant Profile

Putting the Applicant Profile in "edit-mode"

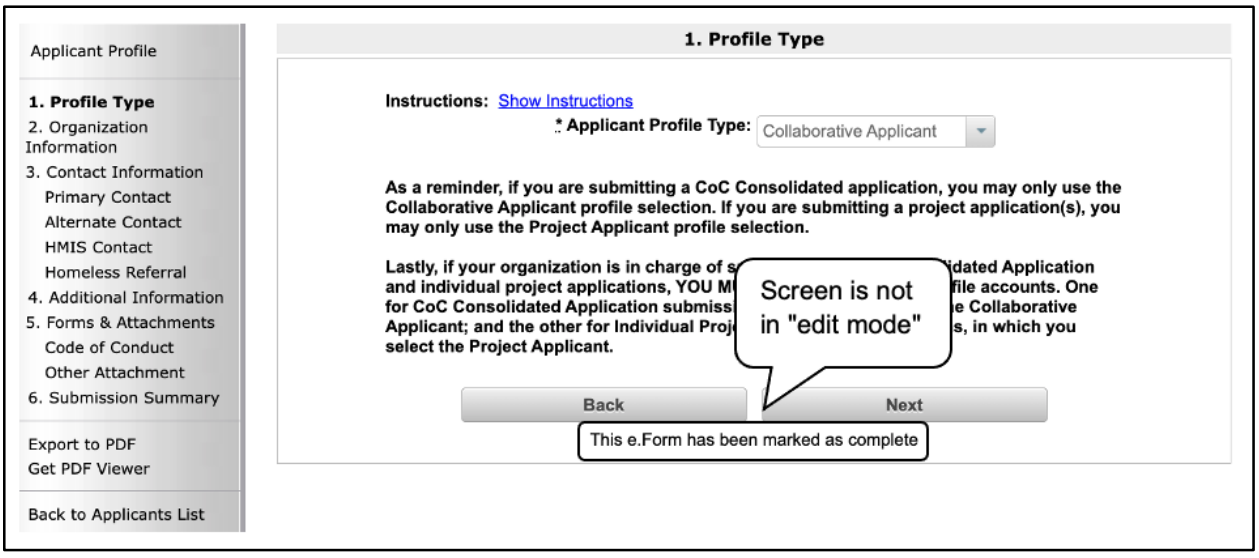
The CoC Applicant Profile can be updated at any time. In order to make updates, the CoC Applicant Profile must first be placed in "edit-mode." After the updates have been made, the CoC Applicant Profile must be marked as "Complete" in order for the updates to register.

When *e-snaps* users log in who already have a complete CoC Applicant Profile, the Applicant Profile may already be marked as complete, as shown in the screenshot below. A completed Applicant Profile will also have an "Edit" button on the "Submission Summary" screen, as shown in the screenshot on the next page.

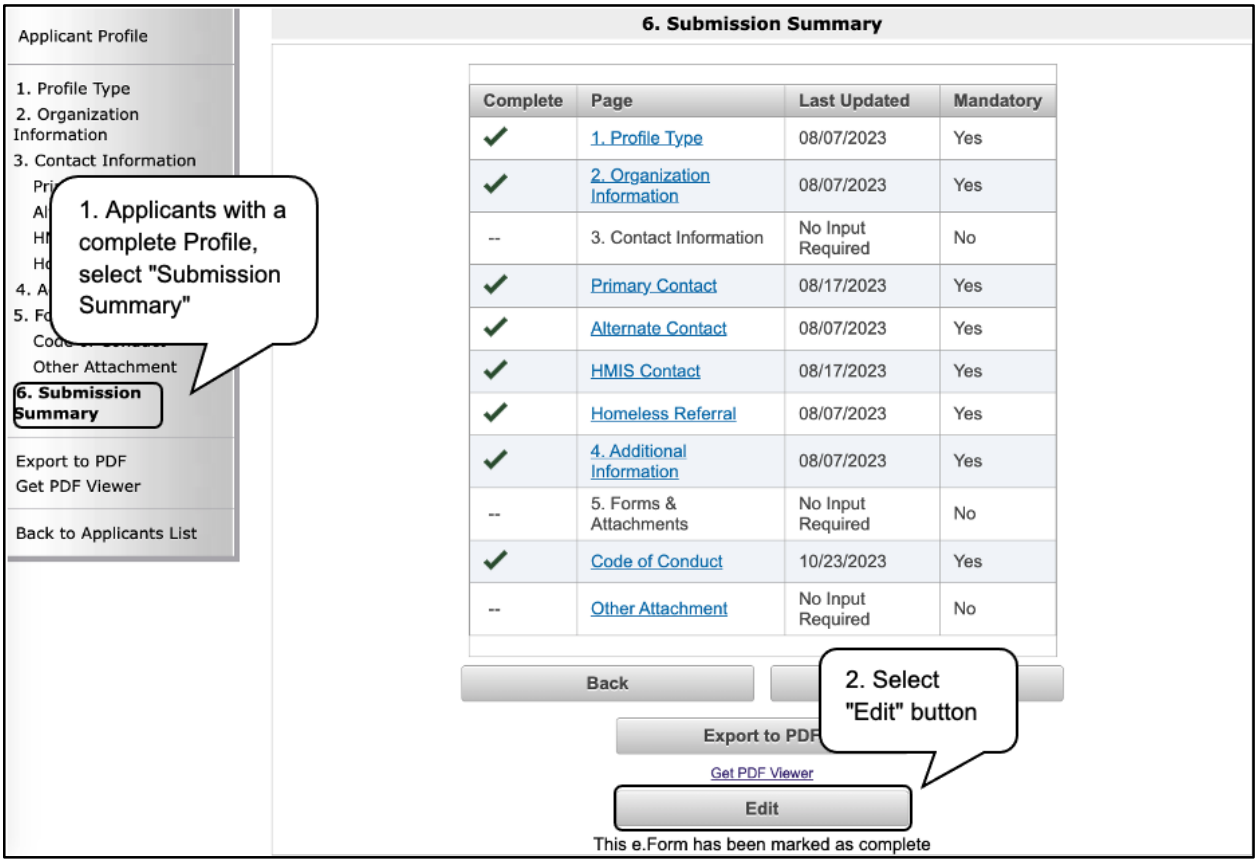
The following steps provide guidance on how to put your Applicant Profile in edit-mode.

One of the requirements for the CoC Program Competition is the completion of the Applicant Profile. In order to meet that requirement, the "Complete" button must be selected within the timeframe of the competition period.

Review the instructions at the end of this subsection for more detailed information.



Collaborative Applicant Profile



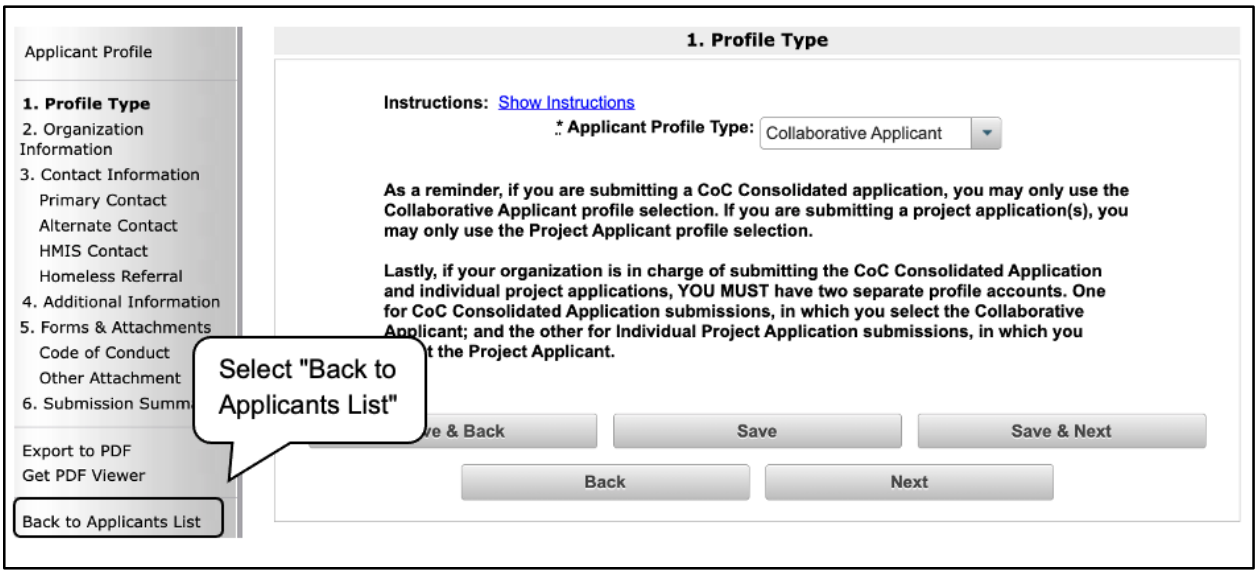
Steps

1. Select "Submission Summary" on the left menu bar.
    - At the bottom of the "Submission Summary" screen, there is an "Edit" button with text below the button stating, "This e.Form has been marked as complete."
2. Select the "Edit" button.
    - The "Edit" button and text will disappear and be replaced with a "Complete" button.
3. Continue with the instructions in the next section of this navigational guide to review the CoC Applicant Profile and select the "Complete" button.
    - Note: For some *e-snaps* users, the CoC Applicant Profile may already be in "edit-mode," in which case a "Complete" button will appear on the "Submission Summary" screen. You can update the information. Continue with the instructions in the next section of the navigational guide to review the CoC Applicant Profile and select the "Complete" button.

Collaborative Applicant Profile

Exiting the Applicant Profile

When working in the CoC Applicant Profile, *e-snaps* users can return to the main screen by selecting "Back to Applicants List" at the bottom of the left menu bar. The Applicants List screen is where the Applicant, Funding Opportunity Registration, Projects, and Submissions are located in the left menu bar.



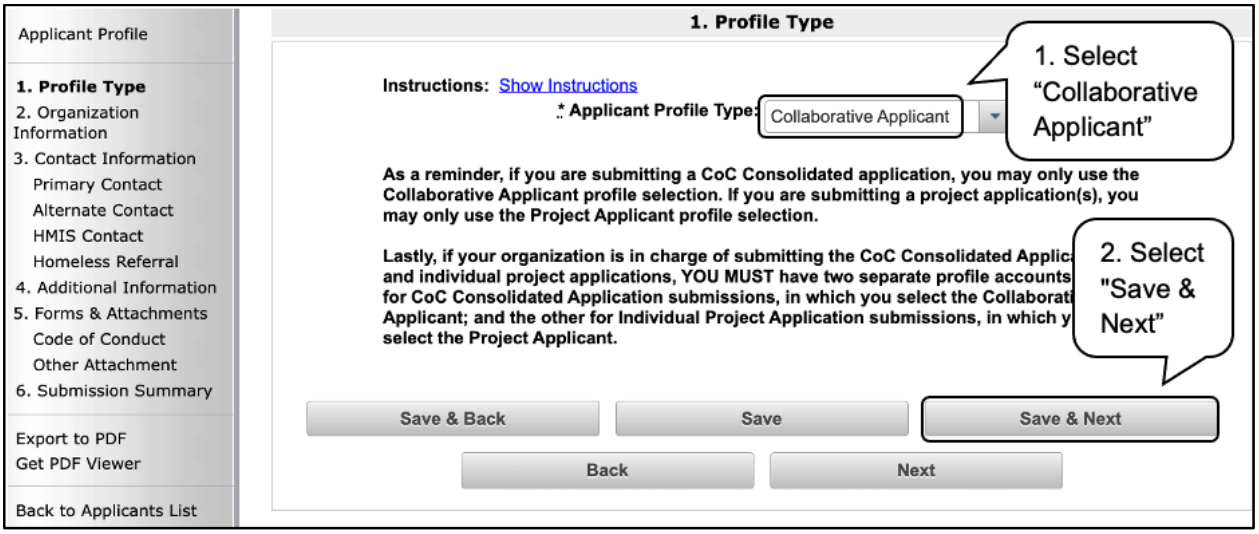
Step

1. Select "Back to Applicants List" from the left menu bar.

Collaborative Applicant Profile

1. Profile Type

The "Profile Type" screen indicates whether the Applicant Profile is for a Collaborative Applicant or Project Applicant. In this guide, you are creating a **Collaborative** Applicant Profile.



Steps

1. Select "Collaborative Applicant" from the "Applicant Profile Type" dropdown menu.
2. Select "Save & Next" to continue.

NOTE:

Throughout e-snaps, you will see "Instructions" listed at the top left of most screens. Select "Show Instructions" to open additional instructions for the screen. Select "Hide Instructions" when you no longer need the instructions.

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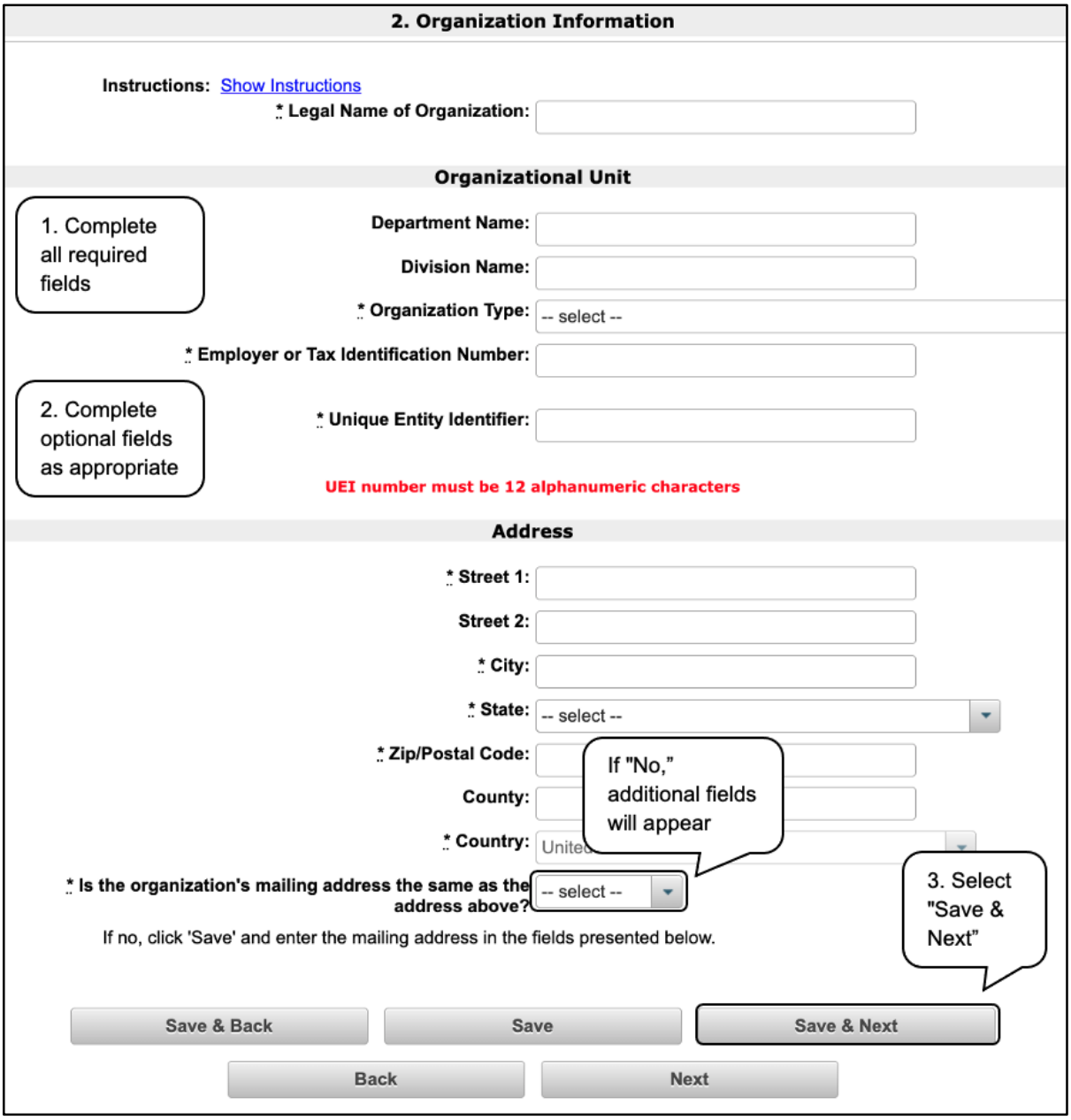
2. Organization Information

The "Organization Information" screen is where you enter information about your organization.



Steps

1. Complete the required fields on the screen.
2. Complete the optional fields on the screen, as appropriate.
3. Select "Save & Next" to continue.

Collaborative Applicant Profile

The **required fields** include the following:

- Legal Name of Organization
- Organization Type - Select from the dropdown menu.
- Employer or Tax Identification Number
- Unique Entity Identifier (UEI)
- Street 1
- City
- State
- Zip/Postal Code
- Country
- Identification as to whether the mailing address and organization address are the same.
    - Select "Yes" or "No" from the dropdown menu.
    - If "No," click “Save.” Additional fields will appear to provide the mailing address.

The **optional fields** include the following:

- Department Name
- Division Name
- Street 2
- County

3. Contact Information

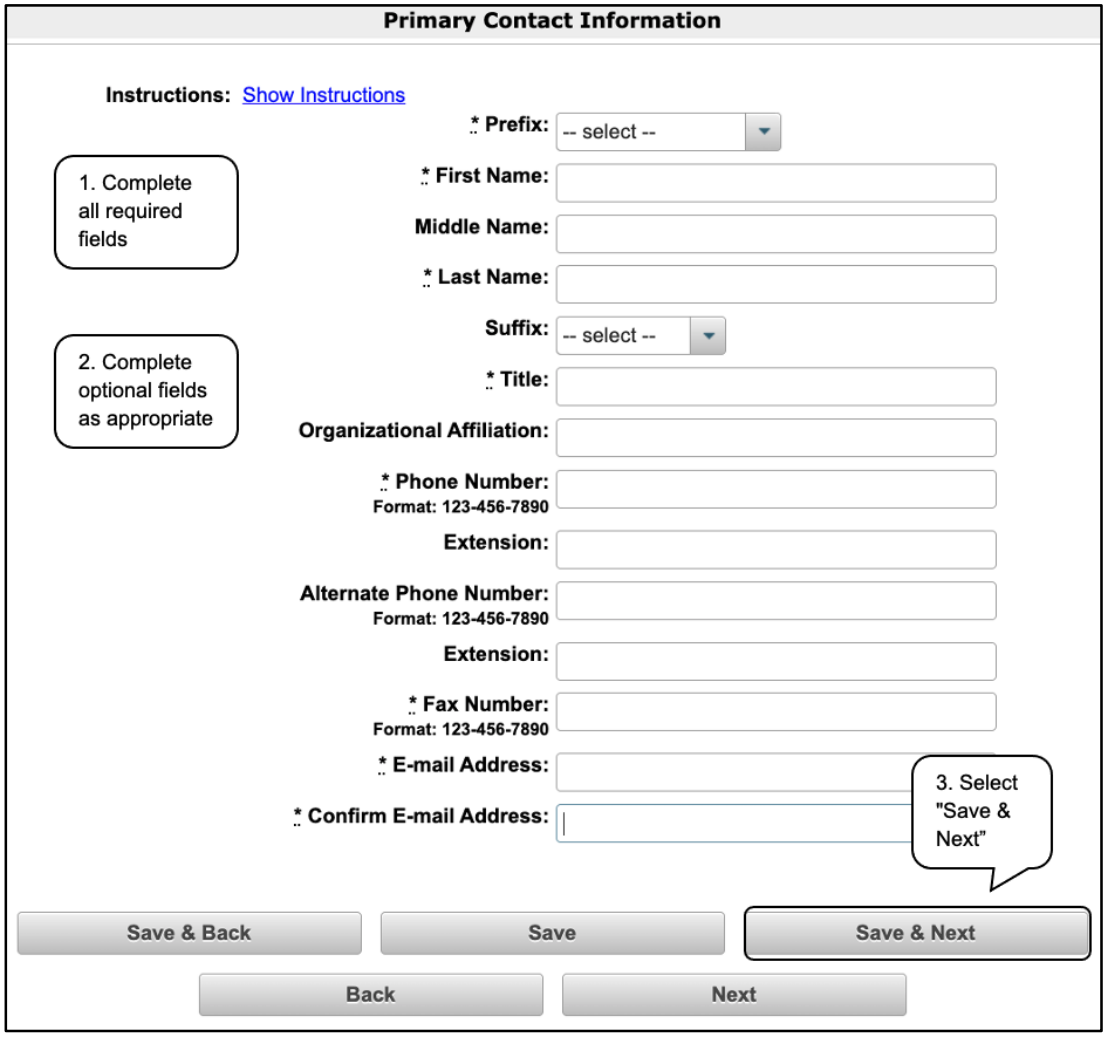
There are four contact information screens in the Applicant Profile:

- Primary Contact
- Alternate Contact
- HMIS Contact
- Homeless Referral Contact

Collaborative Applicant Profile

Primary Contact Information

The Primary Contact is the contact for the Collaborative Applicant. This person has the primary responsibility for ensuring that the CoC Applicant Profile, CoC Registration, and CoC Consolidated Application are submitted to HUD. **The Department will communicate with this person regarding the CoC Registration and the CoC Consolidated Application; therefore, this information must be current to prevent delays in communication.**



Steps

1. Complete the required fields on the screen.
2. Complete the optional fields on the screen, as appropriate.
3. Select "Save & Next" to continue.

The **required fields** include the following:

- First Name
- Last Name
- Title
- Phone Number
- E-mail Address
- Confirm E-mail Address

The **optional fields** include the following:

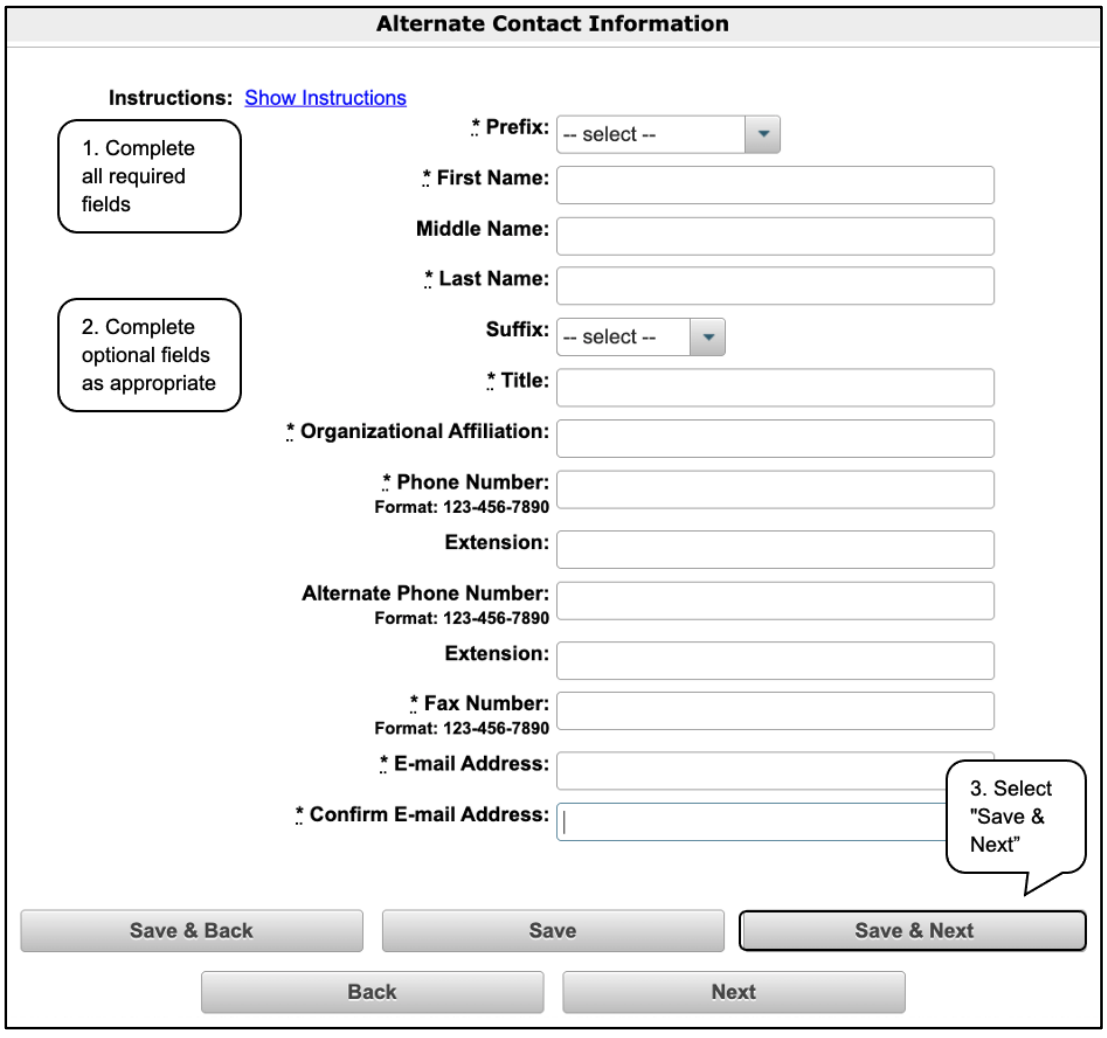
- Prefix
- Middle Name
- Suffix
- Organizational Affiliation
  - Note: This field should be completed if the Primary Contact is affiliated with an organization other than the applicant organization.
- Phone Number Extension
- Alternate Phone Number
- Alternate Phone Number Extension
- Fax Number

Collaborative Applicant Profile

Alternate Contact Information

The Alternate Contact is the backup person to the Primary Contact. This person is responsible for ensuring that the CoC Applicant Profile, the CoC Registration, and the CoC Consolidated Application are submitted to HUD in the event that the Primary Contact is unable to perform the function. **In the event the Department is unable to establish communication with the Primary Contact, the Alternate Contact person listed will receive the communication; therefore, this information must be current to prevent delays in communication.**

The required and optional fields for the Alternate Contact Information are the same as those for the Primary Contact Information.



Steps

1. Complete the required fields on the screen.
2. Complete the optional fields on the screen, as appropriate.
3. Select "Save & Next" to continue.

The **required fields** include the following:

- Prefix
- First Name
- Last Name
- Title
- Phone Number
- E-mail Address
- Confirm E-mail Address

The **optional fields** include the following:

- Middle Name
- Suffix
- Organizational Affiliation
  - Note: This field should be completed if the Alternate Contact is affiliated with an organization other than the applicant organization.
- Phone Number Extension
- Alternate Phone Number
- Alternate Phone Number Extension
- Fax Number

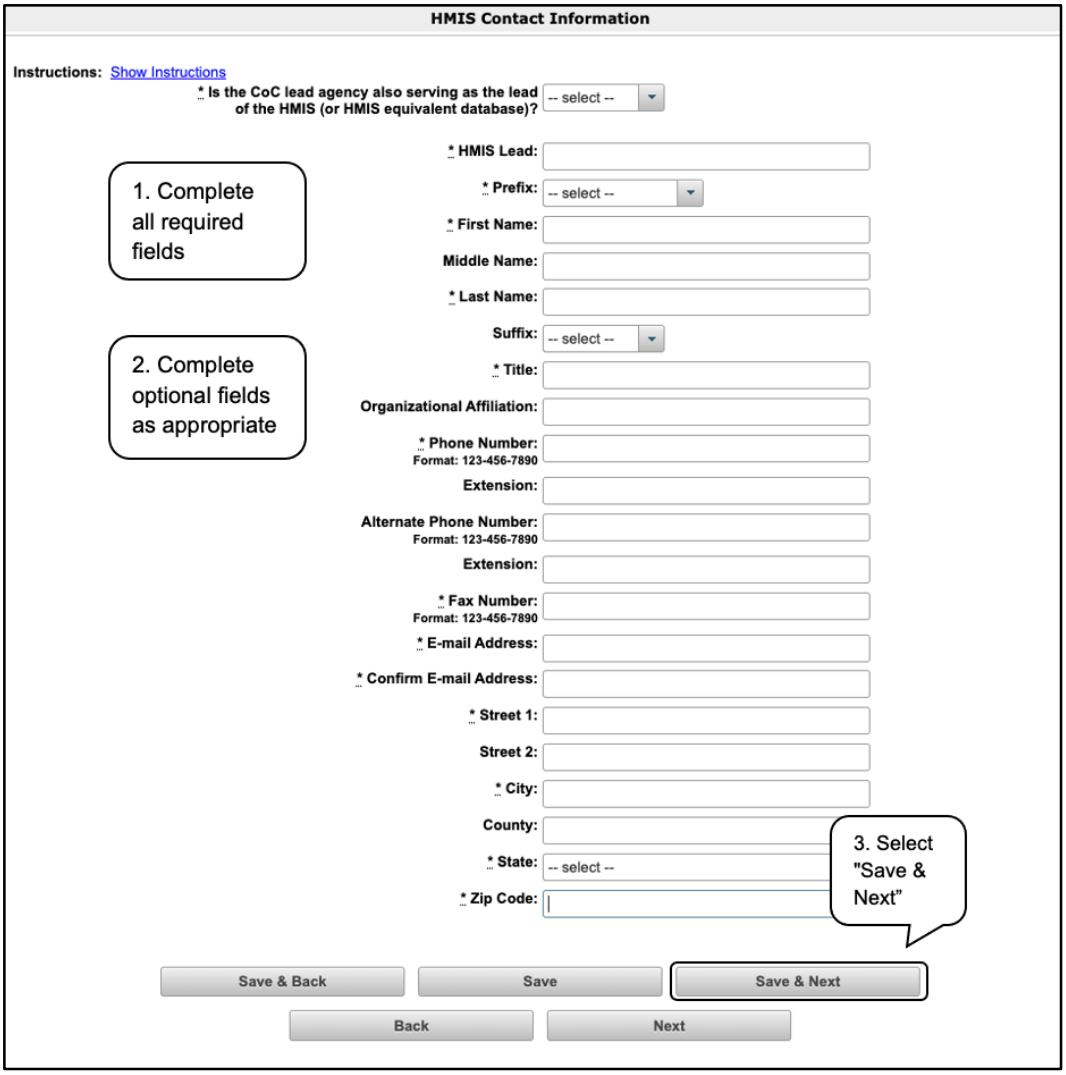
Collaborative Applicant Profile

HMIS Contact Information

On the "HMIS Contact Information" screen, enter the CoC's designated HMIS Lead Organization and person who is responsible for the HMIS that covers the CoC's geographic area. **The organization listed on this form MUST be the same organization that submits the HMIS-dedicated Project Application.**

The required and optional fields on the HMIS Contact Information screen are the same as those on the Primary Contact Information screen, plus these additional required and optional fields:

- Notification regarding whether the Collaborative Applicant also serves as the HMIS Lead
- HMIS Lead Organization name, Contact Prefix, and Contact Address (required and optional)



Steps

1. Complete the required fields on the screen.
2. Complete the optional fields on the screen, as appropriate.
3. Select "Save & Next" to continue.

The **required fields** include the following:

- Is the CoC lead agency also serving as the lead of the HMIS (or HMIS-equivalent database)?
- HMIS Lead
- Prefix
- First Name
- Last Name
- Title
- Phone Number
- E-mail Address
- Confirm E-mail Address
- Street 1
- City
- State
- Zip Code

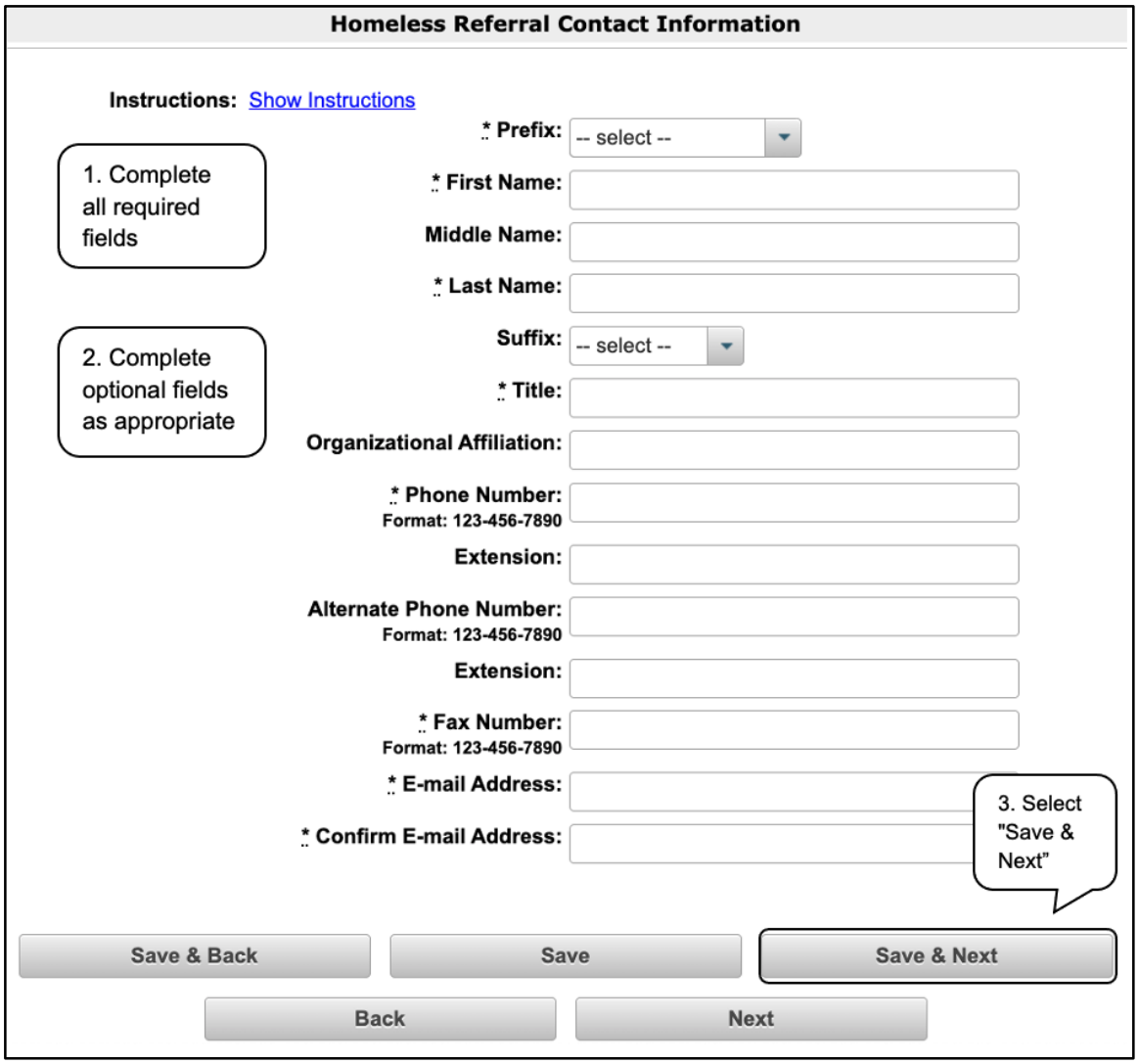
The **optional fields** include the following:

- Middle Name
- Suffix
- Organizational Affiliation
  - This field should be completed if the HMIS Contact is affiliated with an organization other than the applicant organization.
- Phone Number Extension
- Alternate Phone Number
- Alternate Phone Number Extension
- Fax Number
- Street 2
- County

Homeless Referral Contact Information

On the "Homeless Referral Contact Information" screen, enter the person in the CoC who is responsible for homeless referrals. This is the person that will receive inquiries from homeless persons and/or interested parties seeking referrals to projects in the CoC.

The required and optional fields for the Homeless Referral Contact Information are the same as those for the Primary Contact Information.



Steps

1. Complete the required fields on the screen.
2. Complete the optional fields on the screen, as appropriate.
3. Select "Save & Next" to continue.

The **required fields** include the following:

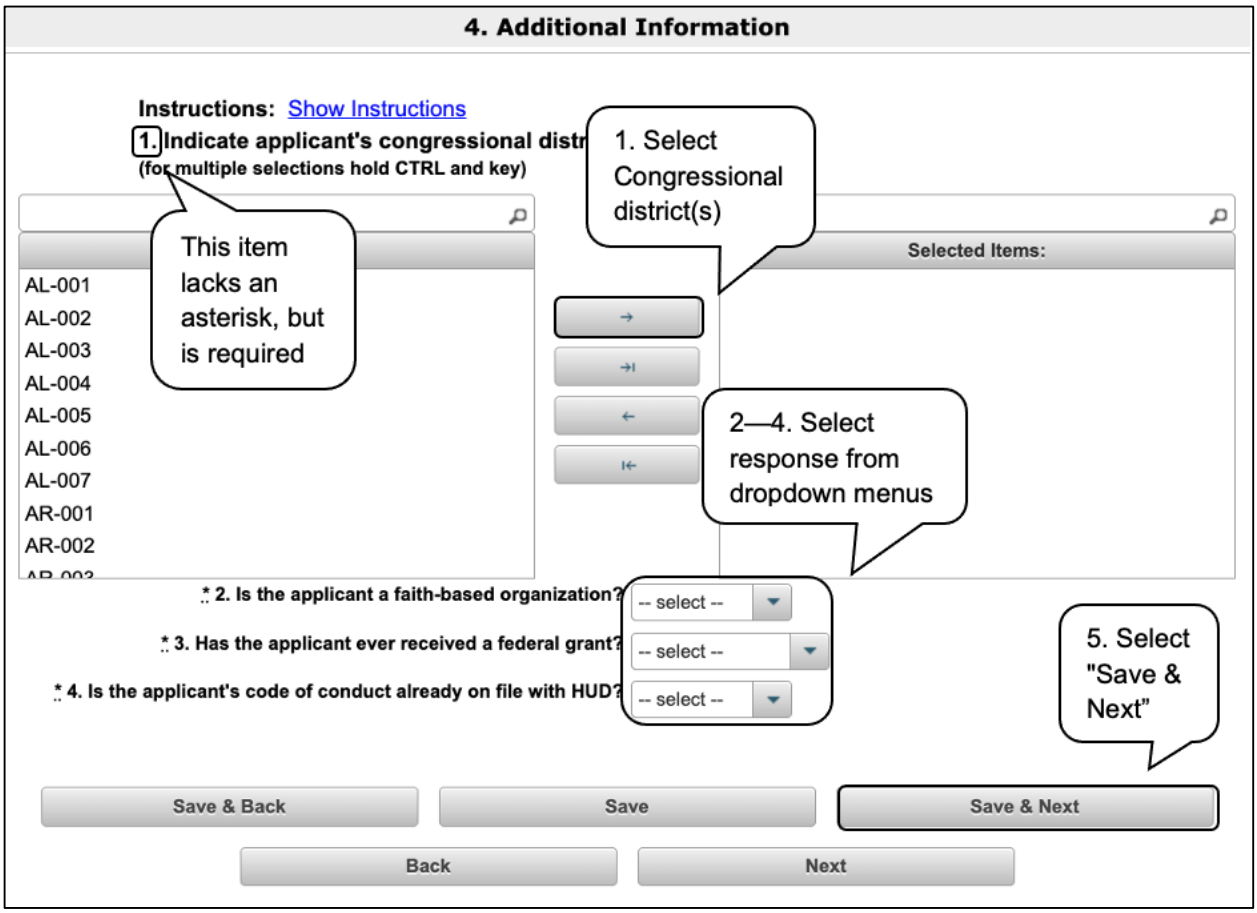
- Prefix
- First Name
- Last Name
- Title
- Phone Number
- Fax Number
- E-mail Address
- Confirm E-mail Address

The **optional fields** include the following:

- Middle Name
- Suffix
- Organizational Affiliation
  - Note: This field should be completed if the Homeless Referral Contact is affiliated with an organization other than the applicant organization.
- Phone Number Extension
- Alternate Phone Number
- Alternate Phone Number Extension

4. Additional Information

Complete the fields on the "Additional Information" screen.



Steps

1. Indicate the Collaborative Applicant's congressional district(s) by selecting the congressional district in the "Available Items" box on the left and moving it to the "Selected Items" box on the right.
    - Use the arrow buttons to move the selected item(s).
    - Note: This item lacks an asterisk, but is required.
2. Select "Yes" or "No" from the dropdown menu to indicate whether the applicant is a faith-based organization.
3. Select "Yes," "No," or "Not Applicable," from the dropdown menu to indicate whether the applicant has ever received a federal grant.
4. Select "Yes" or "No" from the dropdown menu to indicate whether the applicant's Code of Conduct is already on file with HUD. This information will be verified by HUD.
5. Select "Save & Next" to continue.

5. Attachments

There are three attachment screens in the Applicant Profile:

- Applicant Code of Conduct
- Other Attachment

A screenshot has been provided for each attachment screen and the accompanying attachment details screen.

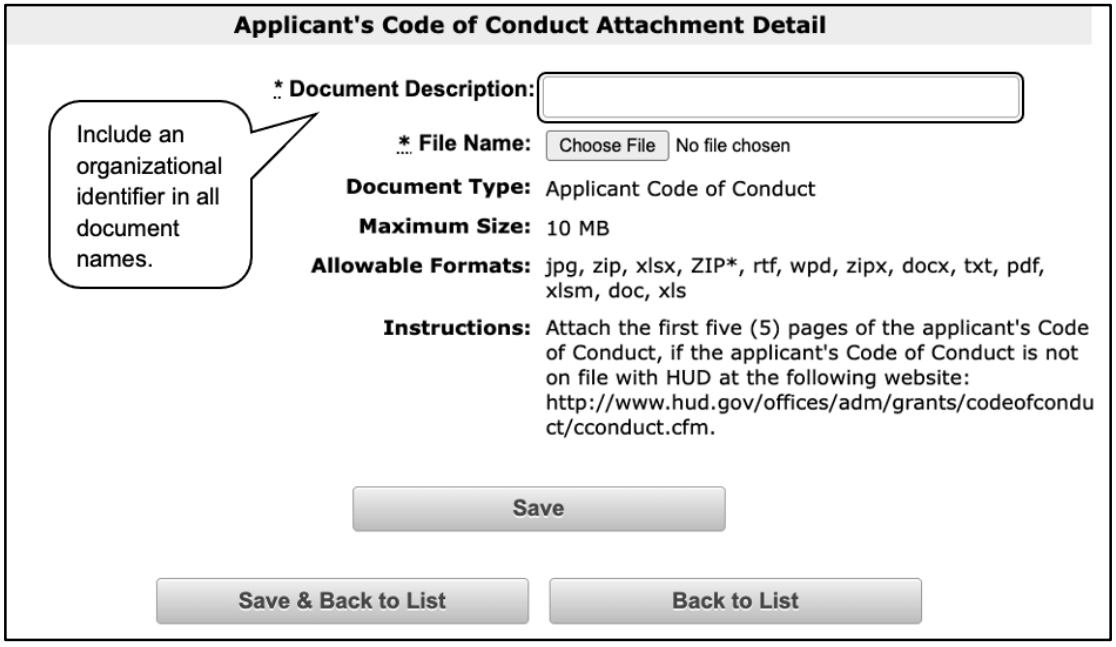
Uploading Attachments	*Attachments that were uploaded to the Applicant Profile prior to the opening of CoC Registration may not be available. All required attachments must be uploaded by the Collaborative Applicant.*
Document Naming Convention	*Use the following naming convention: "CoC Number" and "Form Name"* • *For example, if you are saving the Code of Conduct for CoC AA-500, enter the following as both the Document Description and File Name: AA-500 Code of Conduct*

Applicant Code of Conduct

HUD must have a copy of the organization's Code of Conduct. However, an applicant that has its organization name and UEI number listed on HUD's website at https://www.hud.gov/hud-partners/grants-code-of-conduct is not required to submit another copy in *e-snaps.* You may upload the Code of Conduct to document it as part of the Applicant Profile.

Steps

1. Select the “Applicant Code of Conduct” link. The “Applicant’s Code of Conduct Attachment Detail” screen will appear.



2. In the “Document Description” field, include the document name using the following naming convention: “CoC Number” and “Form Name.” For example, if you are saving the Code of Conduct for CoC AA-500, the document description and file name should be: “AA-500 Code of Conduct.”
3. In the “File Name” field, select the “Choose File” button.

   Note: The “File Name” should match the name in the “Document Description” field.

4. Attach the first five (5) pages of the Code of Conduct.

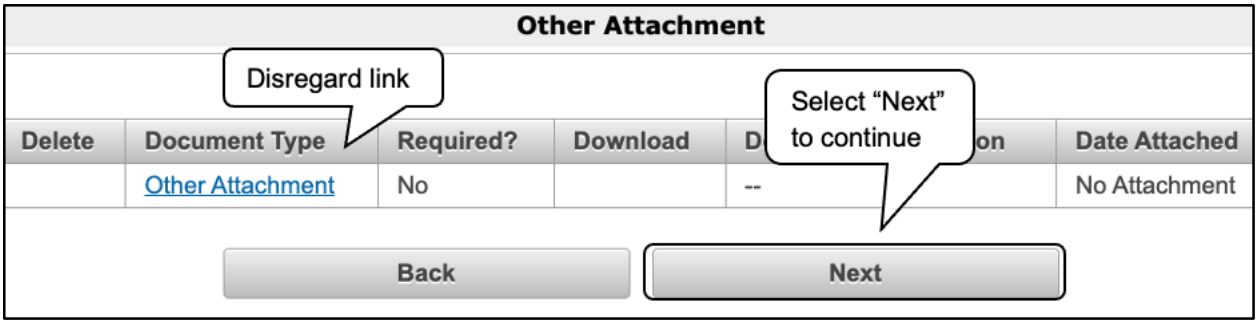
   Note: The maximum file size is 10 MB.

5. Select “Save.”

Document Naming Convention	*Use the following naming convention for both the Document Description and File Name: "CoC Number" and "Form Name."* • *For example, if you are saving the Code of Contact for CoC AA-500, enter the following as both the Document Description and File Name: AA-500 Code of Conduct.*
Delete an Attachment	***To delete an uploaded attachment*** • *Click the "Delete" icon* *that appears to the left of the document name.* • *Confirm the deletion in the pop-up window.*

Other Attachment

At this time, there are no other required or optional attachments.



Step

1. Select "Next" to continue to the "Submission Summary" screen.

6. Submission Summary

Once the required information has been entered and the required attachments have been uploaded, the Collaborative Applicant must select the "Complete" button on the "Submission Summary" screen.

The "Submission Summary" screen shows the CoC Applicant Profile forms.

In the "Last Updated" column, the system will identify the following:

- A date if the screen is complete.
- "No Input Required" if there is no input required.
- "Please Complete" if more information is needed.

The Collaborative Applicant *e-snaps* users can go back to any screen by selecting the screen name on the left menu bar. Remember to select "Save" after any changes.

The "Complete" button is located at the bottom of the screen under the navigation buttons. The "Complete" button will be active if all parts of the Applicant Profile are complete (and have a date) or state "No Input Required."

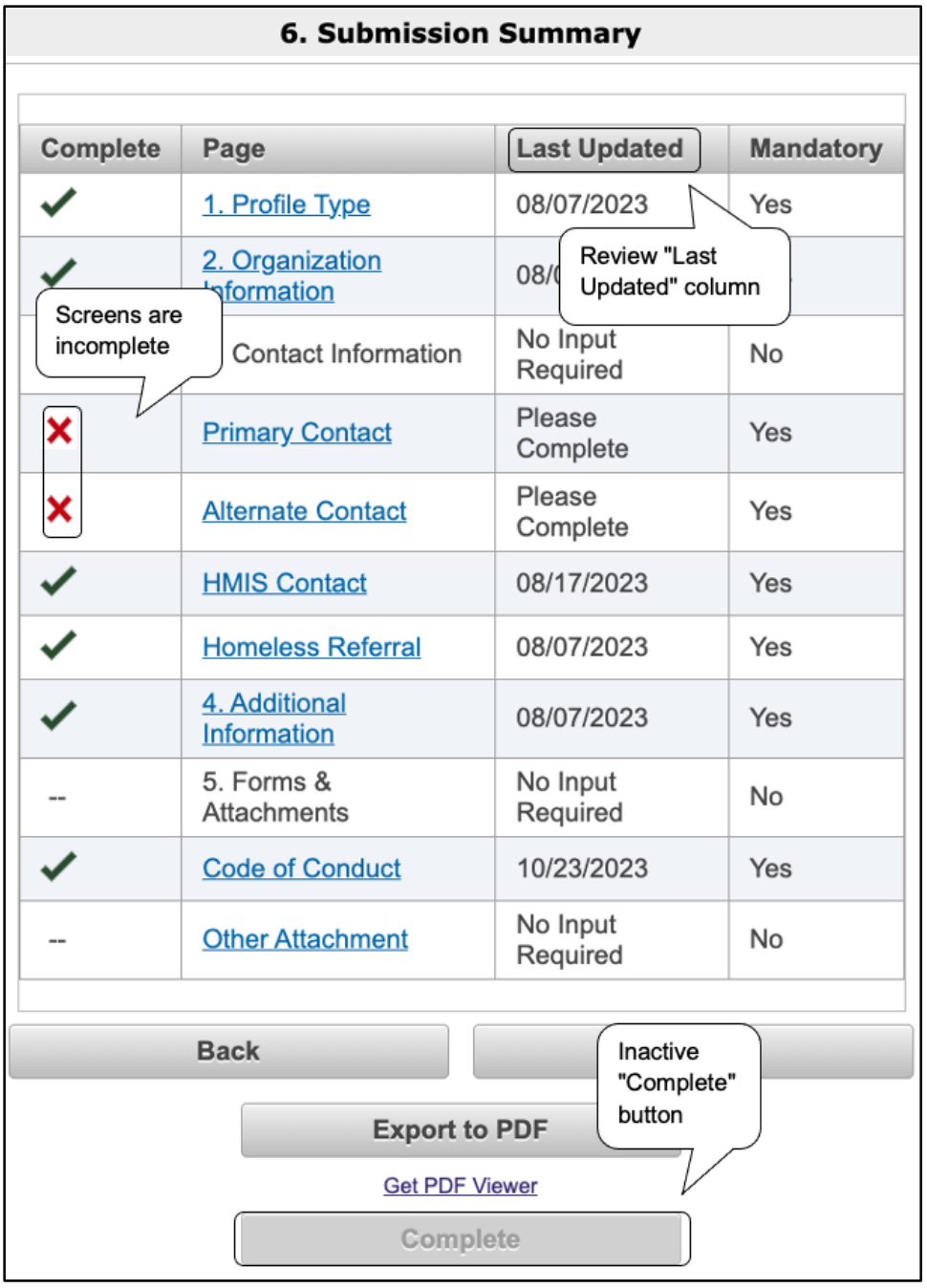
NOTE

The "No Input Required" status on the Submission Summary indicates that additional information for that screen is not required for the applicant to proceed to the next step in the e-snaps system.

HUD, however, may require the item prior to the awarding of program funds.

Collaborative Applicant Profile

The following image shows the CoC Applicant Profile "Submission Summary" screen with items that still need to be completed. Note that the "Complete" button is gray-shaded and you cannot select it.



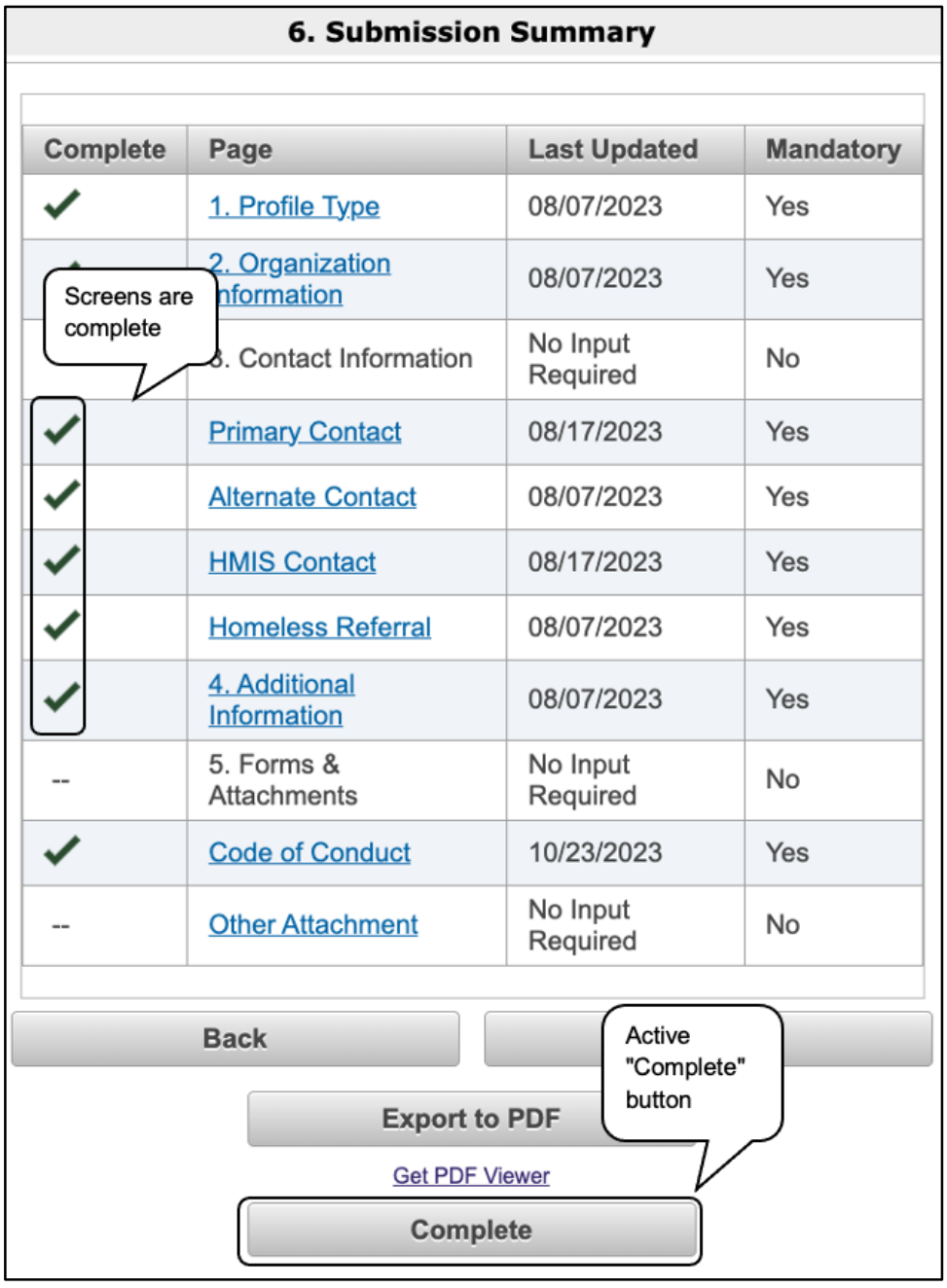
Steps

1. For the item(s) that state "Please Complete," either select the link under the "Page" column or select the item on the left menu bar.
2. Complete the screen, saving the information on each screen.
2. When you have an active "Complete" button, continue to the next section

Collaborative Applicant Profile

Completing the Applicant Profile

The following image shows the Applicant Profile "Submission Summary" screen with all items completed. Note that the "Complete" button is active and can be selected.

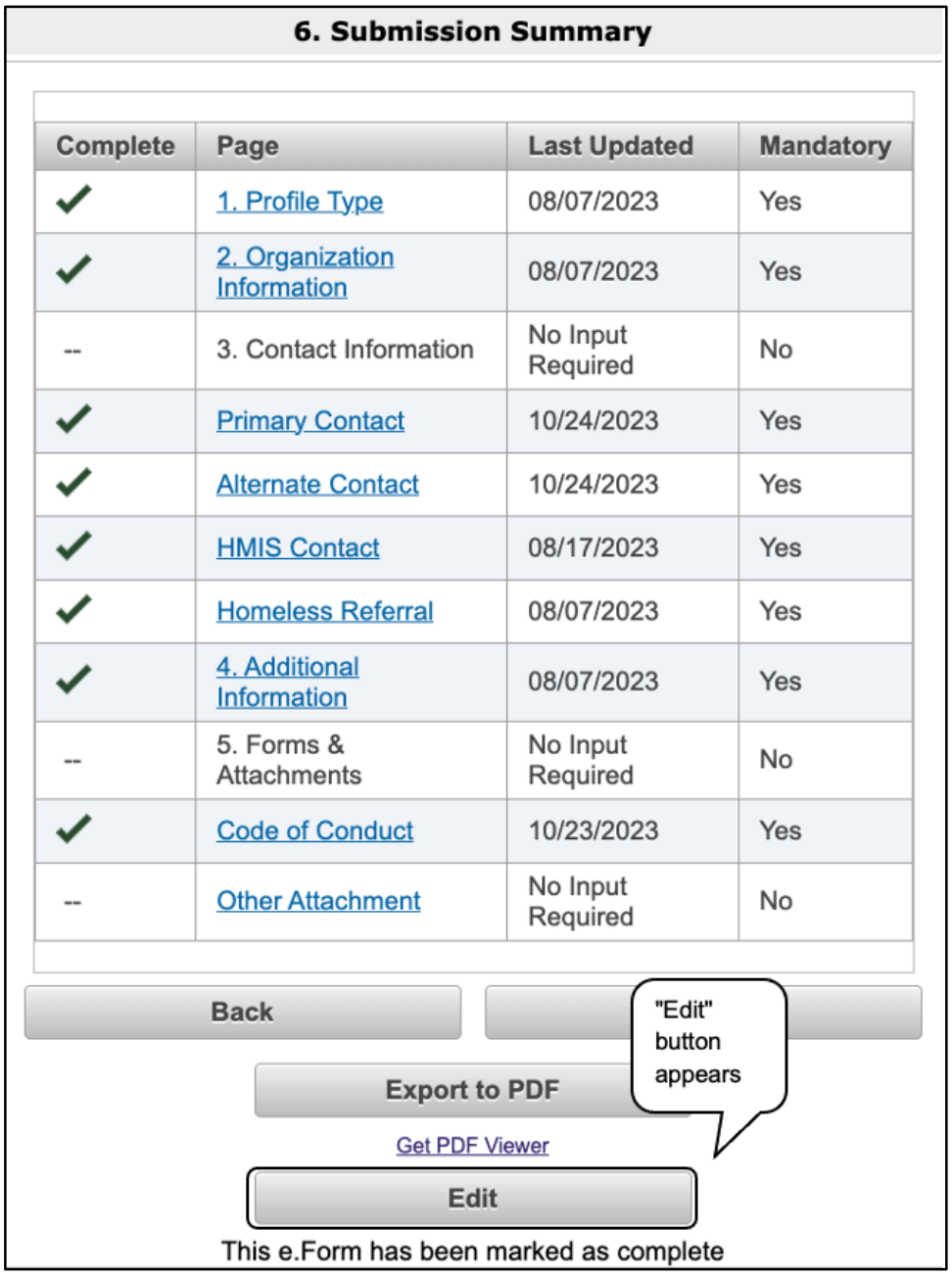


Steps

1. Select the "Complete" button.
2. The "Complete" button is replaced by an "Edit" button indicating that the Applicant Profile has been marked as complete and is no longer in edit mode.

Collaborative Applicant Profile

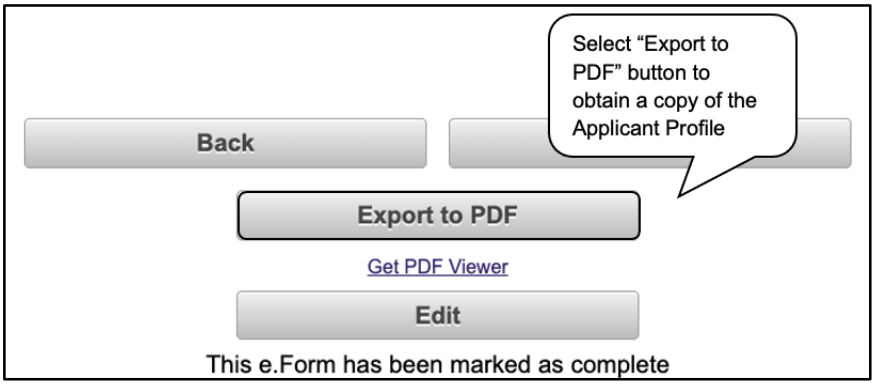
The following image shows the completed Applicant Profile "Submission Summary" screen. Note that the "Complete" button no longer appears. Instead, an "Edit" button appears, indicating that the Applicant Profile has been marked as complete.



Collaborative Applicant Profile

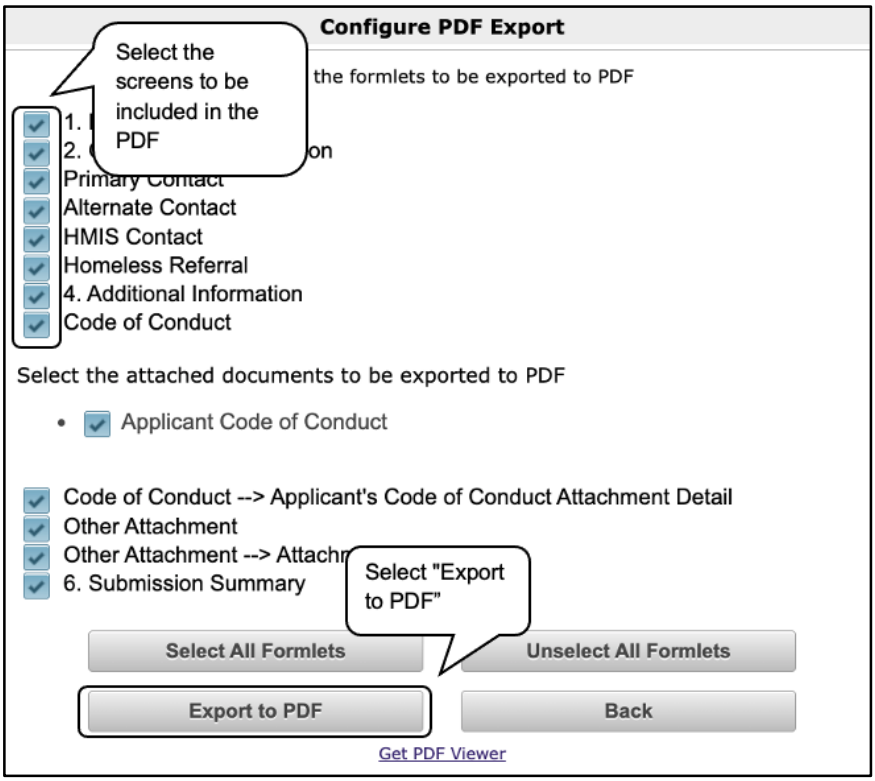
Exporting to PDF

Collaborative Applicants can obtain a hard copy of the CoC Applicant Profile using the "Export to PDF" button located at the bottom of the Submission Summary screen under the navigation buttons.



Step

1. Select the "Export to PDF" button. The “Export to PDF” field will appear.

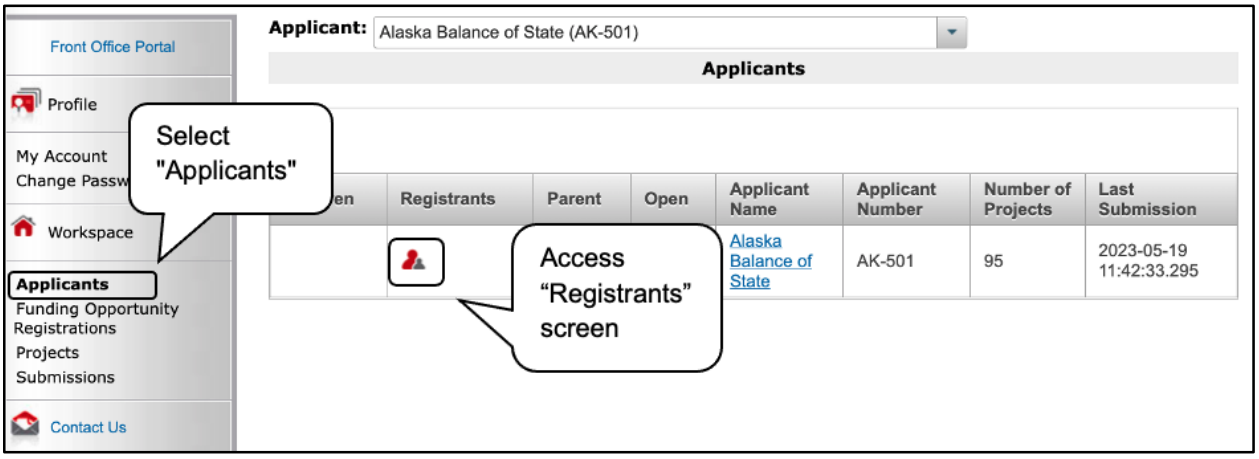


2. On the “Configure PDF Export” screen, select the screens you would like included.
3. Select the “Export to PDF” button and save the file.
4. Select “Back” to return to the “Submission Summary” screen.

Give Staff Access to Your Organization's *e-snaps* Account

Having a user profile enables a person to access *e-snaps*. However, only individuals who have been associated with the organization as a Registrant (also referred to as registered users) have the ability to enter information in the CoC Applicant Profile, CoC Registration, and the CoC Consolidated Application.

Anyone that currently has access to an organization's *e-snaps* account (i.e., who can see the organization's CoC Applicant Profile, past CoC Registrations, past CoC Applications, etc.) can add or remove other Registrants by following the instructions provided below.



Steps

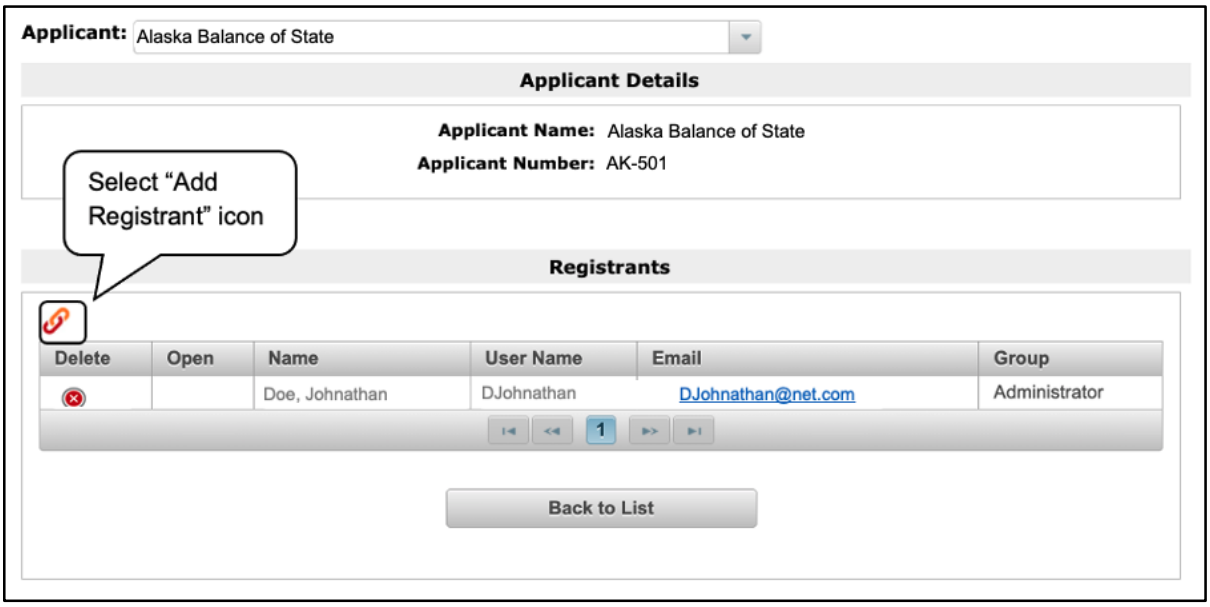
1. Log in to *e-snaps*.
2. Select "Applicants" on the left menu bar.
3. On the "Applicants" screen, select the "Registrants" icon under the "Registrants" column heading.
4. The "Applicant Details" screen will appear.

NOTE

Before anyone can be added as a Registrant in e-snaps, the individual must have an e-snaps user profile with a username and password. For more information, refer to the "Create An e-snaps User Profile" resource at:

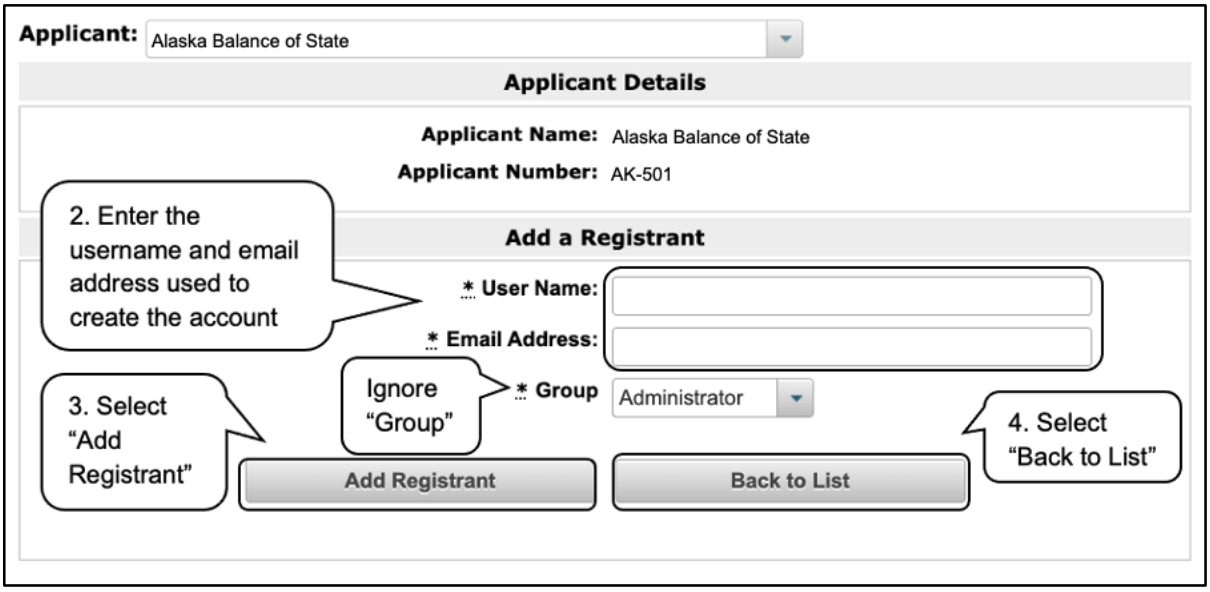
- *https://files.hudexchange.info/resources/documents/Create-an-e-snaps-User-Profile.pdf.*

Adding an e-snaps Registrant



Steps

1. On the "Applicant Details" screen, select the "Add Registrant" icon at the top left of the list. The screen will refresh.



2. Enter the username and email address of the registrant.

   Note: In the "Group" field, nothing needs to be selected from the dropdown menu. "Individual" and "Administrator" are software terms that have no effect on your *e-snaps* access; both designations have the same level of access. You can ignore this field.

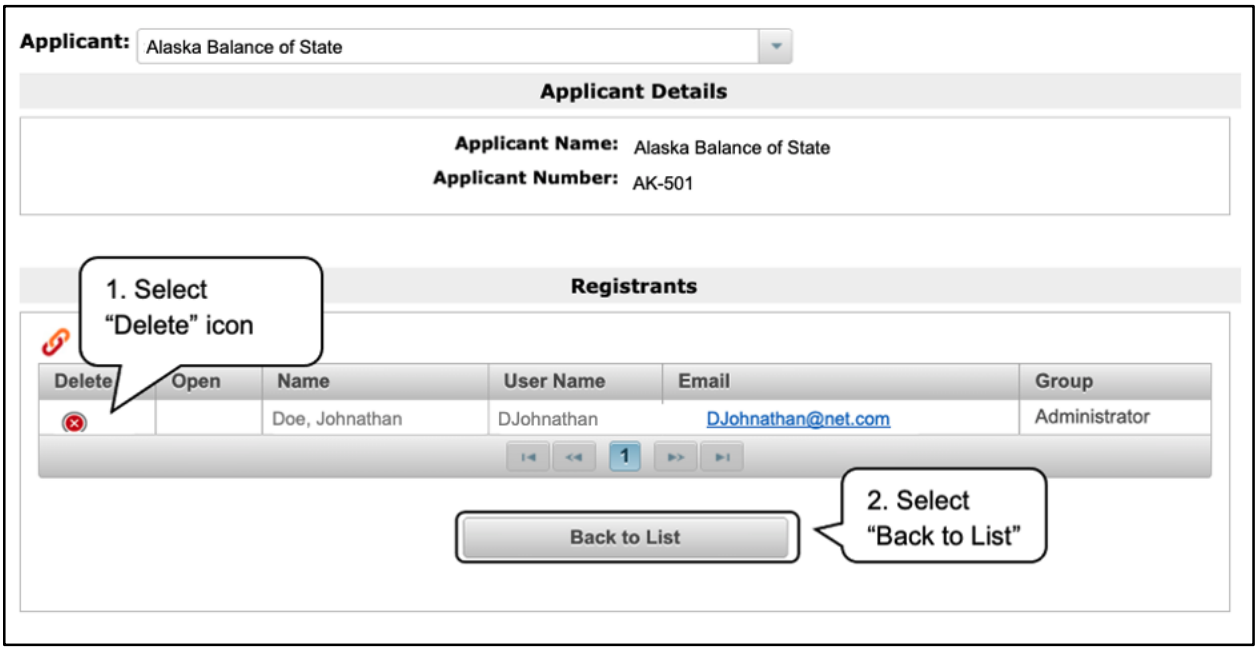
3. Select the “Add Registrant” button, which will give the staff person access to *e-snaps*.
4. Select the “Back to List” button to return to the “Registrants” screen. You should now see the new registrant on the list.
5. On the “Registrants” screen, select the “Back to List” button to return to the “Applicants” screen.

For more information on how to add and delete users, refer to the “Give Staff Access to Your Organization’s e-snaps Account” resource at:

- *https://files.hudexchange.info/resources/documents/Give-Staff-Access-to-Your-Organizations-e-snaps-Account.pdf*

Deleting an e-snaps Registrant

Deleting a Registrant will remove, or dissociate, the user from the Applicant Profile. The user will still be able to log in to *e-snaps*, but they will no longer be able to access the organization's CoC Applicant Profile, CoC Registration, or CoC Consolidated Application.

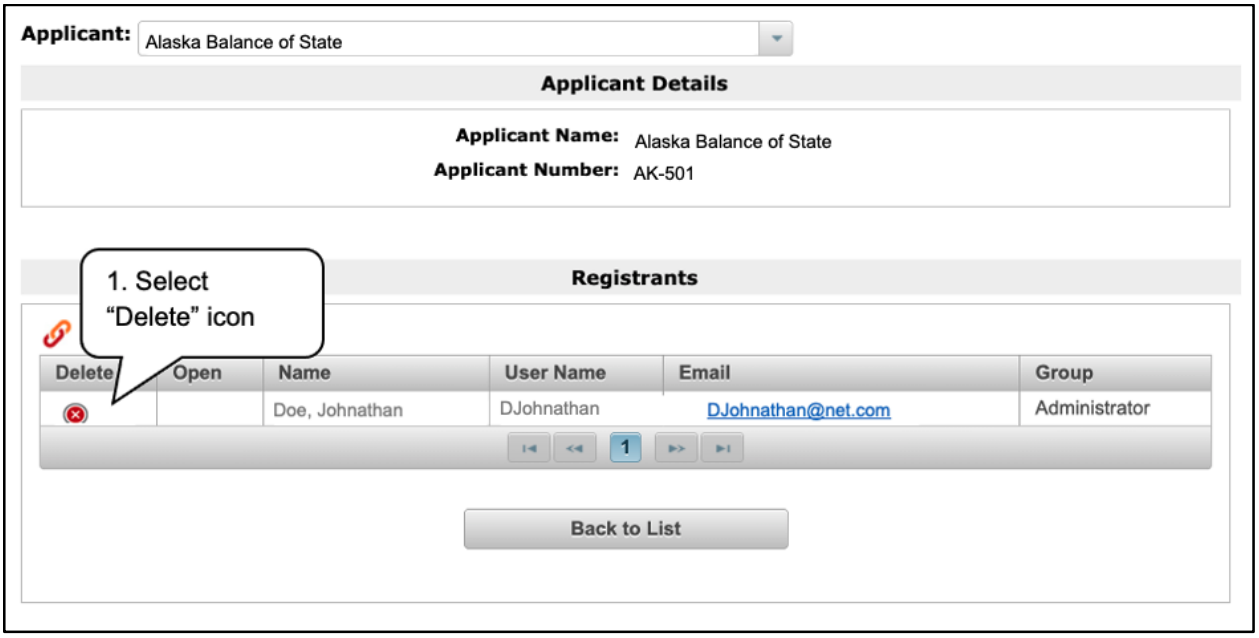


Steps

1. Select the "Delete" icon next to the person's name.
2. Select the "Back to List" button to return to the "Applicants" screen.

Updating Registrant List

To update a Registrant's information, you must first delete the registrant and then add the person again with the correct information.



Steps

1. Select the Delete icon next to the person's name.
2. Follow the instructions on the previous section to add the person again with the correct information.

For more information on how to add and delete users, refer to the "Give Staff Access to Your Organization's e-snaps Account" resource at:

- *https://files.hudexchange.info/resources/documents/Give-Staff-Access-to-Your-Organizations-e-snaps-Account.pdf*

Next Steps

After selecting the "Complete" button on the "Submission Summary" screen, the Applicant Profile has been successfully updated.

When the CoC Registration or CoC NOFO Competition is open, please go to the following HUD.gov CoC and *e-snaps* webpages for more information:

- https://www.hud.gov/hud-partners/community-coc
- https://www.hudexchange.info/programs/e-snaps/