



## Utility Assistance Program (UAP) Application Instructions

### Access the DCAid Service Portal

The URL for the DCAid Service Portal:

<https://njdca-housing.dynamics365portals.us/en-US/>

### Technical Note: Do not use multiple browsers if you encounter a technical error

Some applicants, when encountering a technical issue, will try to use a different browser or device to complete their application. Please, do not do this as this can cause data and application duplication. If you encounter an issue, please, call our Call Center at 1-800-510-3102 to speak with an agent during our operating hours or to schedule a callback.

### Indicate if you are a returning applicant or a new applicant

Scroll down and click the Login with myNJ button (Returning Applicant) if you have ever submitted an application for Low-Income Household Water Assistance Program (LIHWAP), ARP Utility Debt Relief, Universal Service Fund (USF), or the Low-Income Heating Assistance Program (LIHEAP). Click the Set up myNJ ID button (First-Time Applicant) if you need to create a new account.

### Returning Applicant

Click the Login with myNJ button.

Sign-in to your myNewJersey account. Enter your myNewJersey Login ID. Enter your Password. If you receive an error, click the Return to the myNewJersey Login Page. You may use one of the following links to complete the login:

- Forgot your login ID? – The portal will ask you to provide your Email address that is on file on your account. The portal will also ask you to answer the security question you established when you set up your account. You will receive a confirmation that the login ID information was emailed to you. <https://my.state.nj.us/selfservice/IDRetrieval>
- Forgot your password? – The portal will ask you to provide your Login ID. The portal will also ask you to answer the security question you established when you set up your account. You will receive a confirmation that your password has been reset. Please check your email for the new password, and instructions on how to change it to one that is easier to remember. <https://my.state.nj.us/selfservice/PasswordReset>
- Need help? – You may click the Request Help button to submit a help request. <https://my.state.nj.us/mynjhelp/HelpRequest>

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### First Time Applicant

- Click the Set up myNJ ID button.
- Enter your First Name, Last Name, and Email. Enter your Email a second time. Click the Request Access button.
- Indicate if you have a myNewJersey Logon ID.
- If yes, enter your Login ID and your Password. Click the Continue button. If needed, there are links on the right to help you if you don't know your Login ID or Password.
- If no, you need to complete more information.
  - Enter a myNewJersey Logon ID. This is your choice – you will establish your login with this field.
  - Enter a Password and then enter your password a second time.
  - For security verification, enter a Question that you may be asked when you contact the helpdesk, or if you want to learn your Login ID or change your password.
- Click the Continue button.

### Program Qualifications

- Click the Get Started button on the Program Qualifications card.
- Are you a New Jersey resident? Answer Yes or No
- Do you receive rental assistance? Answer Yes or No
- Do you live in subsidized housing? Answer Yes or No
- Do you live in a residential health care facility? Answer Yes or No
- Do you pay for your own water bill? Answer Yes or No
- Which county do you live in? Select a county from the drop-down menu.
- How many people are in your household? Enter the number of people living in your household.
- What is your total gross annual household income? Enter the gross annual household income.
- Have you received USF/HEA relief in the past year? Answer Yes or No
  - If you answer Yes, a Recertification popup will appear with the following fields:
    - SSN for head of household for USF/HEA application – Enter SSN
    - DOB for head of household for USF/HEA application – Enter date of birth
    - Click on the Verify SSN & DOB button.
    - If verified, the following field will appear:
      - Has your address changed from the one below? – Answer Yes or No
      - Click the Create Recertification Application button.
      - An incomplete Recertification application will be created, which must be filled out and submitted. It can be accessed by going to the Program Applications section and clicking on the Get Started button on the Recertification card. Instructions are included below in the Create a USF/HEA Application or Complete a Recertification Application section of this document.

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- If verification fails, you will have two more attempts.
- Click the Submit button

### **Applicant Household Details**

- After completing Program Qualifications, click the Get Started button on the Applicant Household Details card.

### Contact Details Section

- First Name – Enter the first name of the Applicant.
- Middle Name – Enter the middle name of the Applicant.
- Last Name – Enter the last name of the Applicant.
- Phone Number - Enter household's (family) primary telephone number (include area code).
  - Do not include a 1 at the start of your phone number.
- Email – Enter the Email address of the applicant.
- Preferred Language – Select your preferred language from the drop-down menu.

### Address Section

- Monthly Housing Payment Type – Select the applicable Housing Payment Type from the drop-down menu.
- Monthly Housing Payment – Enter the amount paid monthly by the Applicant for housing.
- Street Address 1 – Enter the Street Address of the Applicant.
- Street Address 2 – Enter the Street Address of the Applicant.
- City – Enter the name of the municipality where the primary residence of your household (family) is located.
- State - Enter the name of the state where the primary residence of the household (family) is located.
- Zip - Enter the Zip Code of the household's (family) primary residence.
- County - Enter the county of the household's (family) primary residence.
- Is Mailing Address Different From Street Address? – Select Yes if your Mailing Address is different from your Street Address.

### Household Members Section

- Click on the Add a Household Member button
- Relationship – Select the appropriate relationship, in relation to the Applicant, of the Household Member.
- First Name – Enter the first name of the Household Member.
- Last Name – Enter the last name of the Household Member.
- Gender – Select the appropriate gender of the Household Member from the drop-down menu.
- Date of Birth – Enter the Household Member's date of birth.

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- Proof of Identity for Children Under 1 – If applicable, select the appropriate document from the drop-down menu.
- Disabled – Answer Yes or No
- Citizenship – Select the appropriate citizenship status of the Household Member from the drop-down menu. You will see a different field appear for verification of citizenship depending on which option you select. Select the appropriate document to prove citizenship status from the drop-down menu.
- Social Security Number – Enter the Household Member's Social Security Number.
- Race – Select the appropriate Race option for the Household Member from the drop-down menu.
- Click the blue Submit button.
- Repeat these steps for each Household Member in the Applicant's household.

### Household Member's Income Section

- Click on the Add Income Source(s) for Each Member button.
- Household Member – Click the magnifying glass icon and click the check box next to the appropriate Household Member. Then, press the Select button.
- Income Source – Select the Household Member's Income Source from the drop-down menu.
- Income Verification - Select the Household Member's Income Verification from the drop-down menu.
- Pay Cycle - Select the Household Member's Pay Cycle from the drop-down menu.
- Gross Income per Pay Cycle – Enter the Household Member's Gross Income per Pay Cycle.
- Click the Submit button to close the Household Member Income screen.
- Click the Submit button on the Applicant Household Details page to submit your details and return to the Main Landing Page.

### **Create a USF/HEA Application or Complete a Recertification Application**

After completing the Program Qualifications and Applicant Household Details sections:

- From the Main Landing Page, click the Get Started button on the Program Applications card.
- Click the Get Started button on the USF/HEA card.
- Or if applicable, click on the Get Started button on the Recertification card.

### Step 1: Program Questions Section

- Medically Necessary Cooling – Answer Yes or No
- Do you pay for your own heat? – Answer Yes or No
- Describe your best heating situation? Select the response that best describes the Applicant's heating situation from the drop-down menu.
- Annual Heating Cost – Enter the Applicant's annual heating cost.
- Primary Heating Fuel – Select the Applicant's heating fuel type from the drop-down menu.

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- Heating Fuel Supplier Name – Enter the name of the Applicant’s heating fuel supplier.
- Natural Gas Account Number – Enter the Applicant’s natural gas account number.
- Natural Gas Supplier Name – Select the name of the Applicant’s natural gas supplier from the drop-down menu.
- Electric Account Number – Enter the Applicant’s account number for their electric provider.
- Electric Supplier Name – Select the name of the Applicant’s electric services from the drop-down menu.
- Click the blue Next button.

### Step 2: Contact Details Section

This section should populate automatically based on your responses in previous sections, but in the event that it doesn’t, or it needs to be updated, follow the steps below:

- First Name – Enter the first name of the Applicant.
- Middle Name – Enter the middle name of the Applicant.
- Last Name – Enter the last name of the Applicant.
- Phone Number - Enter household’s (family) primary telephone number (include area code).
  - Do not include a 1 at the start of your phone number.
- Email – Enter the Email address of the applicant.
- Preferred Language – Select your preferred language from the drop-down menu.
- Monthly Housing Payment Type – Select the applicable Housing Payment Type from the drop-down menu.
- Monthly Housing Payment – Enter the amount paid monthly by the Applicant for housing.
- Street Address 1 – Enter the Street Address of the Applicant.
- Street Address 2 – Enter the Street Address of the Applicant.
- City – Enter the name of the municipality where the primary residence of your household (family) is located.
- State - Enter the name of the state where the primary residence of the household (family) is located.
- Zip - Enter the Zip Code of the household’s (family) primary residence.
- County - Enter the county of the household’s (family) primary residence.
- Is Mailing Address Different From Street Address? – Select Yes if your Mailing Address is different from your Street Address.
- Click the blue Next button.

### Step 3: Household Section

- How many people are in your household? – Enter the number of people in the Applicant’s household.

## Utility Assistance Program (UAP) Application Instructions

This section should populate automatically based on your responses in previous sections, but in the event that it doesn't, or it needs to be updated, follow the steps below:

- Click on the Add a Household Member button
- Relationship – Select the appropriate relationship, in relation to the Applicant, of the Household Member.
- First Name – Enter the first name of the Household Member.
- Last Name – Enter the last name of the Household Member.
- Gender – Select the appropriate gender of the Household Member from the drop-down menu.
- Date of Birth – Enter the Household Member's date of birth.
- Proof of Identity for Children Under 1 – If applicable, select the appropriate document from the drop-down menu.
- Disabled – Answer Yes or No
- Citizenship – Select the appropriate citizenship status of the Household Member from the drop-down menu. You will see a different field appear for verification of citizenship depending on which option you select. Select the appropriate document to prove citizenship status from the drop-down menu.
- Social Security Number – Enter the Household Member's Social Security Number.
- Race – Select the appropriate Race option for the Household Member from the drop-down menu.
- Click the blue Submit button.
- Repeat these steps for each Household Member in the Applicant's household.

### Step 4: Income Section

This section should populate automatically based on your responses in previous sections, but in the event that it doesn't, or it needs to be updated, follow the steps below:

- Click on the Add Income Source(s) for Each Member button.
- Household Member – Click the magnifying glass icon and click the check box next to the appropriate Household Member. Then, press the Select button.
- Income Source – Select the Household Member's Income Source from the drop-down menu.
- Income Verification - Select the Household Member's Income Verification from the drop-down menu.
- Pay Cycle - Select the Household Member's Pay Cycle from the drop-down menu.
- Gross Income per Pay Cycle – Enter the Household Member's Gross Income per Pay Cycle.
- Click the Submit button to close the Household Member Income screen.
- Click the Submit button on the Applicant Household Details page to submit your details and return to the Main Landing Page.

### Step 5: Documents Section

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- All documentation must be current (within 60 days) at the time of application and upload.
- Click the blue Upload File button, to the right of the associated document type name, to upload the Applicant's documentation.
- A popup will appear. In the section titled Verification Documents, a link to any necessary forms will appear.
  - If applicable, click on the link to download the form, fill it out, and save any changes to your device in a file where you can easily access it.
  - Some forms may need to be printed out and filled out by hand. You can take a picture or scan the completed form afterwards for upload.
- Click on the gray Choose File button, under the Choose a file to upload section.
- Select the file that you would like to upload, and then click the blue Submit button in the lower lefthand corner.
- The file should then appear in the documents table with Filename, Category, and Upload Date.
- If you press the X that appears next to each uploaded file, under the Delete column, it will delete the associated uploaded file. If a deleted file is required, a new document will need to be uploaded before being able to proceed with the application.
- Repeat these steps for all other required documents.
- All document types with a red outline are required to be uploaded in order to proceed with the application. Once a required document has been uploaded, the red outline will disappear from that document type.
- Once all documentation has been uploaded, click the Next button to proceed with your application.

### Step 6: Applicant Certification

- Read the Applicant Certification attestation.
- Did someone help you with this application? – Answer Yes or No
- If you answer Yes, you will be asked to fill out the following fields:
  - Agency County – Select the appropriate Agency County from the drop-down menu.
  - Agency Name – Select the Agency Name from the drop-down menu.
  - Helper Name – Enter the name of the Agent that helped you complete the application.
  - Helper Signature – Have the Helper type their signature into the field.
  - Helper Signature Date – This field will be automatically populated with the current date after the Helper Signature field has been filled out.
- Applicant Signature – Type your signature into the field, which signifies that you understand and agree to everything in the Applicant Certification statement.
- Applicant Signature Date – This field will be automatically populated with the current date after the Applicant Signature field has been filled out.
- Click the Submit button to submit your application.

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### Steps 7: Survey

After submitting your application, a prompt will appear asking if you would like to complete a survey.

- Would you like to take our three-question survey? – Answer Yes or No
- Click the Next button.
- If you answered No, you will be redirected back to your Profile page, where your application will show in the UAP Applications table as “Submitted.”
- If you answered Yes, you will be taken to the Survey.
- How would you describe your overall experience in completing your application? – Click on the face icon that best describes your experience.
- What did you like about the application? – Select the applicable section of the site from the drop-down menu. Enter your text describing what you liked in the empty field below.
- How can we make it better? – Select the applicable section of the site from the drop-down menu. Enter your text describing what you liked in the empty field below.
- Click the blue Submit button.
- You will then be redirected back to your Profile page, where your submitted application will show in the UAP Applications table as “Submitted.”

### **Review or Edit Existing Applications**

- You can review or edit existing Incomplete and Submitted applications by visiting the Profile Page: <https://njdca-housing.dynamics365portals.us/en-US/landing/>
- If you scroll down to the Applications In Progress or Submitted section, you will see that applications are listed by Seasons. Currently, there are only the 2022 and 2023 Seasons. Each application type has its own table where Incomplete and Submitted applications are listed.
- Each application table will have columns listed for Application ID, Application Status, App Type, Contact, Created On, and Season.
- To review or edit an existing application, locate the appropriate application table (i.e. UAP Applications, LIHWAP Applications, etc.) under the correct Season in which they were submitted.
- Locate the Application ID column, the first one from the left, for the desired application type, and click on the blue-highlighted Application ID. As an example, for a UAP application, it would look something like “UAP-0001181.”
- For Submitted applications, this will open the application in a read-only state. You can move between sections by clicking the blue Next button.