INTERNET CONNECTIVITY
Please ensure that you have a stable internet connection that will allow you to complete the application with minimal interruptions. For an optimal browsing experience, we suggest that you use the latest public release of any one of the following web browsers:

- Google Chrome
- Mozilla Firefox
- Microsoft Edge
- Apple Safari

Internet Explorer is NOT supported.

DOCUMENT UPLOAD
As part of the application, you will be required to upload supporting documentation. Please ensure that these documents are saved and uploaded as .pdf, .jpeg, .jpg, or .png.

APPLICATION SIGNATURE
After completing the application, you will be asked to read, acknowledge, and agree to eligibility and release statements related to acceptance and use of federal funds.

APPLICATION DOWLOAD
Upon completion of your online application, you will be provided the option to save your completed application in PDF format.
USER RESPONSIBILITY

As with all official State of Wyoming forms and documents, you are responsible for the completeness and accuracy of all information that you provide in the application portal. The portal provides limited computation, validation, or verification of the information you enter on the form, and you are responsible for entering all required information. Failure to do so may result in your application being delayed or disapproved.
This document provides an overview of the Wyoming ERAP online application portal and the required steps for applicants to complete. Applicants should review this user guide in its entirety to confirm their program eligibility (see the “Prescreen” page of the application). It is best to prepare the required documentation before beginning the online application.

Supporting documentation for the ERAP application includes the following:

- Government Issued Photo Identification (e.g., Driver’s License, Passport, Military ID, U.S. Permanent Resident Card, etc.)
- Signed copy of the lease or rental agreement(s) that covers all months you are seeking assistance
- Proof of Income for each household member who files income taxes (e.g., 2021 W-2, 2021 Form 1040, income statement or pay stubs from prior two months)
- Proof of impact on income (e.g., 2020 Pay Statements or 2020 W2 compared to 2021 Pay Statements or 2021 W-2, or an attestation of financial hardship)
- Unemployment benefit statement or Form 1099-G (if applicable)
- Eviction notice, notice of eviction court hearing or statement/letter of past-due rent (if applicable)
- Utility bill(s) for the amount you are requesting assistance (if applicable)

Please refer to the Wyoming ERAP Applicant FAQs for a complete list of required documentation.
Visiting the online portal will take you to the Homepage where you will have access to an Overview of the ERAP program, the option of creating a New Application, the Log In page for returning applicants, and access to Help and Support resources.

Click **Apply Now** to begin the registration process.

**REGISTER NEW ACCOUNT (FIRST TIME LOGGING IN)**

- Enter your first and last name, provide an **email address** to which a system-generated verification email will be sent, and indicate whether you are a renter or landlord.

- **Your email address will be linked to your account. Please make sure you provide a current email address that you will have access to.**

**NOTE** - the email address entered on the User Registration cannot be changed. All password-resets and application status updates will be sent to this email address.

- Please use a current email that you have access to, in order to avoid any technical difficulties during the application process.

**VERIFY YOUR ACCOUNT**
A verification link will be sent to the email address provided.
Click the link to complete your registration.

Dear Applicant,
Thank you for your interest in the WY Emergency Rental Assistance Program.

Username:
To complete your registration, please Click Here.

Before you begin the application process, please read the Application User Guide and FAQs to understand the application and program eligibility requirements. Once your application is submitted, you will not be able to edit your application. Please ensure you complete the entire application completely and accurately, and confirm you have uploaded all documentation required.

Upon successful submission of your application, you will receive an email confirmation.

For any questions you may have about the program guidelines or application process, please call the Contact Center at (xxx) xxx-xxxx between 8:00 am and 9:00 pm Monday through Friday.

Sincerely,
WY ERAP Team

CREATE PASSWORD

Create a new password to log in to your new account

Make sure to include at least:
- 8 characters
- 1 letter
- 1 number
- 1 special character

START NEW APPLICATION

After successfully logging in to your new account on the portal, begin a new application by clicking Start New Tenant Application on the homepage

RETURN TO AN APPLICATION

To continue with an application in progress, log in to the portal with your email address and password. If you have forgotten your password, you can create a new password by clicking “Forgot your password?” A new verification link will be sent to your email address.
NOTE: If you experience issues when attempting to reset your password, please email erap.tech@wyo.gov to address the issue.

- Once logged into the portal, click on Track Status at the top of the screen

- If you have already started the application, the Case Number, Status, and Rental Property Address will appear

- Click on the ellipsis in the top right corner and select Edit. This will bring you back to the first page of the application. Your information will be prepopulated in the system

Note: If you have already completed your application, the Status will state “Submitted” and no further action will be required of you at this time
PORTAL FUNCTIONALITY

- On any page of the application, you will be able to monitor your progress both on the current page and throughout each phase of the application using the gateway icons on the right panel.

- **Validation rules** have been built into the application to let you know if data is missing, has been entered in an incorrect format, or whether your responses indicate that you are eligible for the program.

- Please note that **you are responsible for answering each question completely and accurately**.

- If you accurately answer a question and you are provided with an **eligibility error**, please **DO NOT change, or override your response** to complete the application.
On each subsequent page of the application, the progress will be updated, and previously competed pages will show a green check mark

- **Mandatory fields** are indicated with an asterisk (*)

**PRESCREENING**

The **Prescreening** page presents key questions that can help determine ERAP eligibility

- Indicate whether your residence is located on the Wind River Reservation by selecting the “Yes” or “No” button

  *Note: Households located on the Wind River Reservation are NOT eligible for the program. They ARE eligible for the Northern Arapaho and Eastern Shoshone rental assistance programs*

- Enter the how many people reside in your rental property, include all renters named on the lease agreement, any minor children living in the home, and/or any other individuals living in the rental property on a regular basis, meaning more than 50% of the time
☐ Enter your rental property's **physical address** (number, street, city, zip, and state) for which assistance is requested.

☐ Indicate whether your landlord is an immediate family member by selecting either the **“Yes” or “No” button**. Examples of immediate family members include, but are not limited to, parents, children, and/or siblings

☐ Indicate whether your name is on the lease agreement for the rental unit by selecting either the **“Yes” or “No” button**

  o Applicants are required to be **listed** in the lease agreement to be eligible for this program

☐ Enter the **total annual household** income for 2021 in the open field. The total annual household income should reflect the sum of all income earned by all **adult household members**

  o Applicants' 2021 total annual household income or current income (based on the last 2 months) is required to be within the 80% AMI (Area Median Income) limits by the respective county

  o Please refer to the State of Wyoming Emergency Rental Assistance Program “Applicants Frequently Asked Questions” for the **AMI table** (Appendix A)

☐ From March 13, 2020, select each scenario that applies to you by selecting the check boxes. An applicant must have experienced **at least one** of these scenarios:

  o Qualified for unemployment benefits

  o Experienced a reduction in income
- Incurred significant costs
- Been unemployed for the last 90 days prior to submitting this application
- Experienced other financial hardship directly or indirectly due to the COVID-19 outbreak
- Experienced housing instability or homelessness

Since March 13, 2020, have you (check all that apply):

- Qualified for unemployment benefits
- Experienced a reduction in income
- Incurred significant costs
- Been unemployed for the last 90 days prior to submitting this application
- Experienced other financial hardship due directly or indirectly to the COVID-19 outbreak?
- Experienced housing instability or homelessness

- Indicate whether you are applying because of a request from your landlord, or a system generated email by selecting the “Yes” or “No” button.
- If “Yes,” enter the application request number provided by your landlord or the system generated email in the open field. The code entered must be an exact match

Please select “How did you hear about WY ERAP Program?”

- DFS Website
- Social media channels
- Community Based Organizations (CBOs)
- DWS email reach out
- Mailers / Flyers
- Other

□ Once the Prescreening steps are completed, confirm the residence address by clicking the Confirm Entered Address.
ELIGIBILITY

Based on responses to the Prescreening questions, an applicant will be notified if they may be eligible to apply.

☐ Carefully read and understand the eligibility requirements as outlined in the Frequently Asked Questions to confirm that you are eligible for the program.

☐ Answer each question honestly. Do not override accurate responses to move forward with your application if your truthful answers indicate you are ineligible. There may be other programs and resources available to you, as indicated in our FAQs.

☐ Responses to other questions within the application may lead to a determination of ineligibility.

APPLICANT DETAILS

☐ Complete the Application Information section by entering:
  o First and Last Name
  o Date of Birth
  o Gender
  o Social Security Number
  o Race and Ethnicity
  o Marital Status
  o Employment Status
  o Type of Photo Identification you will upload
If you are using a **Driver's License** for your eligible photo ID, please enter the “Driver's License Number” and the “State” of issuance.

*Type of Photo ID*  Driver's License

*Driver's License Number*  Required

*Driver's License State*  WA

Note: You will be required to upload a photocopy or picture of your eligible Photo ID to the Upload Documents Section later in the application.

Enter your current **Mailing Address** and confirm your **Contact Information**.
In the open field provided under **Self Attestation for COVID-19 Impacts** you will need to describe how you have been financially impacted through qualification of unemployment benefits, reduction in income, significant costs incurred, and/or other financial hardship.

- On the upload documents screen, you will need to attach supporting documentation to demonstrate a loss of income, significant cost, and/or other financial hardship (e.g., Unemployment benefit statement or Form 1099-G, monthly pay statements before AND after the impact of COVID-19, letter from employer showing a decrease in income, copies of medical, childcare, transportation, or other significant expenses your household has incurred. Approval letter for federal, state, or local government assistance programs such as Medicare, SNAP, TANF, written attestation from your employer, caseworker, or government agency)

Then click **Next** to continue with the application.

**OTHER HOUSEHOLD MEMBERS**

- After entering your details, you are required to add the information for any other household members in the next page by clicking **Add Household Members**
Note: Applicants who live alone may just click “Next” to continue with the application. A roommate who has a different lease agreement should apply separately.

- For each additional household member, enter the following information and click Save.
  - First and Last Name
  - Date of Birth
  - Social Security Number
  - Race and Ethnicity
  - Marital Status
  - Employment Status
  - Relationship to the Applicant

- Once the details for all other household members are saved, click Next to continue.
INCOME

☐ Add all sources of income for each household member by clicking Add Income

☐ For each source of household income, enter the following required information and click Save
  o Identify the household member
  o Identify the type of income
  o Identify the source of income
  o Identify the total annual income

☐ After saving the required information for each source of household income, click Next to continue
RENT

☐ Indicate whether you pay rent to an individual or a company by selecting either the “Individual” or “Company” button
  ○ If **Individual**, enter their information as **noted in the lease**:
    ▪ Name (first, middle, last)
    ▪ Landlord address (number, street, city, zip, and state)
    ▪ Contact information (phone number and email address)
    ▪ Please provide an **accurate landlord email** address to prevent a delay in processing your claim

  ○ If **Company**, enter the Company’s information as **noted in the lease**:
    ▪ Company Name
    ▪ Company Address (number, street, city, zip, and state)
    ▪ Contact Information (phone number and email address)
    ▪ Please provide an **accurate landlord email** address to prevent a delay in processing your claim

☐ Indicate whether you have received an eviction notice by selecting either the “Yes” or “No” button
- Indicate whether you have received court eviction paperwork with a hearing date by selecting either the “Yes” or “No” button

- Review your current lease agreement. Enter your lease information, including:
  - Lease start date
  - Lease end date
  - Indicate whether this is your current lease by clicking the “Yes” or “No” button

- You may request rental assistance for past due rent, the current month's rent or up to three months of future rent. Past due rent must be unpaid and owed to the landlord. This program DOES NOT reimburse you for past months of rent that have been paid to the landlord.

- For each month of past due rent, the current month's rent or up to three months of future rent, click the Add Rent button.

- For the month you are requesting rental assistance, enter:
  - The month for which you are applying
- The monthly rent amounts
- Your monthly rental insurance amount (if applicable)
- Indicate whether you have received a “past due rent notice”
  (If “Yes,” enter any applicable late fees in the “Late fee/Court fee” field)
- Any rental assistance you have received from another Federal or State program

- The **Amount Requested** field will be calculated based on the information you provide

![Add Rent Due Details](image)

**NOTE:** Click the “Add Month” Button and enter the above information **individually for each month** you wish to request rental assistance

**UTILITY & RELOCATION EXPENSE**

- Indicate whether your utilities are included in your rent or provided by your current landlord by selecting either the “Yes” or “No” button
- Indicate whether you are seeking utility assistance by the “Yes” or “No” button
If you are seeking utility assistance, separately add each utility by clicking **Add Utility** and entering the following information as listed on your most recent bill:

- The month for which you are applying
- Utility Type (e.g., electric, water, gas, etc.)
- Utility provider account number. Please Enter your **ENTIRE ACCOUNT NUMBER** or else payment may be delayed or payment may not be processed
- Utility provider name

If your provider’s details are not displayed, please provide the following utility provider information:

- Legal business name
- Phone number
- Business address
- Amount owed
- Late fee (if applicable)
- Any amount received as utility assistance from another Federal or State program
- Indicate whether amount is past due
  - If “Yes,” enter any applicable late fees

(NOIT:E Assistance requested from this program will be automatically calculated from the information provided)
(NOIT:E Click the “Add Utility” Button and enter the above information individually for each month you require utility assistance)

- Assistance with Relocation Expenses is available on a case-by-case basis. This program cannot reimburse you for costs you have already paid for.
- WY ERAP can provide assistance with unpaid reasonable moving expenses only. Please upload the documents supporting your anticipated moving expenses.

- If you are seeking Relocation Expense, click the “Yes” or “No” button. If “Yes,” enter the following information as listed if choose “Yes”:
  - Relocation Expense Category
  - Relocation Expense Estimate
  - Relocation Expense Details
Applicants must upload all **required documents** to the application. This includes photocopies or pictures of the following:

- Proof of Identity
- Lease Agreement
- Rent Notice(s)
- Utility Bill(s)
- Relocation Expense Quotes
- Proof of Income
- Other Documents (if applicable)

- Upload your relevant documents for each section. A green check mark will show when a document is uploaded, then click **Done**.
You can remove an uploaded document by clicking the "trashcan" icon to the right of each document before submitting your application. You cannot remove the uploaded documents once your application has been submitted.

You will need to attach supporting documentation to demonstrate a loss of income, significant cost, and/or other financial hardship (e.g., Unemployment benefit statement or Form 1099-G, monthly pay statements before AND after the impact of COVID-19, letter from employer showing a decrease in income, copies of medical, childcare, transportation, or other significant expenses your household has incurred. Approval letter for federal, state, or local government assistance programs such as Medicare, SNAP, TANF, written attestation from your employer, caseworker, or government agency)

If you do not have appropriate documentation, please complete the self attestation form. This can be found at dfs.wyo.gov/erap. This is a written statement that permits the documentation of eligibility for the program based on any ONE or MORE of the following criteria:

- Financial Impact (e.g., unemployment, reduction in income, significantly increased expenses, or other financial hardship)
- Housing Impact (e.g., risk of housing instability or homelessness)
- Residence (e.g., proof of residence at an eligible rental unit in the absence of a lease/rental/sublease agreement)

Carefully read each section of self-attestation form. Complete ONLY the applicable criteria sections for which you are unable to provide the required supporting documentation.
Click Next to continue

CERTIFICATION

- Indicate whether you are submitting this application on someone else's behalf by clicking the "Yes" or "No" button
  - If **yes**, enter your personal information as the **preparer** of their application including:
    - First and Last Name
    - Phone Number
    - Email
☐ Read the **Statements of Attestation** and fill in the bubbles that are relevant to your application to certify that the information is accurate to the best of your knowledge. Click **electronically sign** to authorize

**STATEMENTS OF ATTESTATION**

Please read the following statements carefully and only attest to those statements that relate to you and your application:

- I attest that all information provided in this application for the Emergency Rental Assistance is correct and complete to the best of my/our knowledge.
- I attest that my/our household is eligible for participation in the Emergency Rental Assistance program because one or more of my/our household members qualified for unemployment benefits or experienced a reduction in household income, incurred significant costs, or experienced other financial hardship directly or indirectly, to the COVID-19 outbreak.
- I attest that I have a lease agreement and rental obligation for the rental unit and over the monthly period(s) for which assistance is sought under this application.
- I attest that my/our household is at risk of experiencing homelessness or housing instability, which may include (i) a past due utility or rent notice or eviction notice, (ii) unsafe or unhealthy living conditions, or (iii) any other risk of experiencing homelessness or housing instability.
- I attest that my total household income qualifies for assistance and does not exceed 80 percent (80%) of the area median income in which my rental unit is located.
- I attest that the total amount of monthly income submitted in this application for the Emergency Rental Assistance Program is complete and accurate.
- I attest that my household has not received, is not currently receiving, and does not anticipate receiving, assistance from another source of public or private subsidy or assistance that covers the same costs of rental or utility obligation submitted under the Emergency Rental Assistance Program.

Signed By: John Smith  
Signed Date: 04/21/2021

☐ Indicate that you have read and understand the **Acknowledgements** and an electronic signature

**ACKNOWLEDGEMENTS**

- I understand that electronic submission of my/our application and electronic signature serves as written and signed attestations for the purpose of the Emergency Rental Assistance Program.
- I understand that the information provided in this application and the information provided in all supporting documents and forms is true and accurate in all material respects. I understand that knowingly making a false statement to obtain these funds may be punishable under the state, federal or local law, including under 18 USC 1343 by imprisonment of not more than thirty years and/or a fine of up to $1,000,000 and Wyo. Stat. Ann 6-3-402 by imprisonment for not more than ten years and/or a fine up to $10,000.
- I also understand that false statements or information will be grounds for denial of my/our application, termination of rental or utility assistance, and/or debarment from participating in other current or future assistance programs.
- I understand that this is an application for assistance and signing this application does not bind the Emergency Rental Assistance Program to offer rental or utility assistance nor does it bind me/us to accept any assistance offered.
- I have no objection to inquiries from the State of Wyoming or its designee to its agencies and instrumentalities for the purpose of verifying the facts herein stated and hereby consent to disclosure of information between such entities, including providing additional documentation if needed or as part of random and routine audits.
- I have no objection to inquiries from the State of Wyoming, XXXXX, or designees, for the purpose of verifying the facts herein stated.
- I have received, read and understand the Emergency Rental Assistance Program eligibility requirements, program guidelines and compliance requirements.
- I understand that we may be subject to future audits and I agree to cooperate in providing information for any future audit.

Signed By: John Smith  
Signed Date: 04/21/2021

☐ Indicate that you have read and understand the **Authorization to Release Information** and the **Fair Credit Reporting Act Authorization** click **electronically sign** to authorize
Indicate that you have read and understand the PAYMENT ACCEPTANCE AND ACKNOWLEDGEMENTS FOR TENANT DIRECTLY RECEIVING FUNDS FOR RENTAL ASSISTANCE. Click electronically sign to authorize.

Follow the steps to provide an electronic signature, then click Next to continue.

REVIEW

Review the information you have provided prior to submitting the application, including:
- Tenant Name
- Phone Number
After reviewing the information, click **Submit**

**CONFIRMATION**

Once the application is submitted, a Confirmation will appear with the **Application Number**

- Click **Done** to complete your Wyoming ERAP Application

Thank you for your submission! You will receive an email confirmation for your records, but you may also print your request. You may track the status of your request on the Applications page.
<table>
<thead>
<tr>
<th>DOCUMENT / INFORMATION</th>
<th>ILLUSTRATIVE EXAMPLE</th>
</tr>
</thead>
</table>
| **Source Documentation** | - Government Issued Photo Identification (e.g., Driver’s License, Passport, Military ID, U.S. Permanent Resident Card, etc.)  
- Signed copy of the lease or rental agreement(s) that covers all months you are seeking assistance  
- Proof of Income for each household member (e.g., 2021 W-2, 2021 Form 1040, income statement or pay stubs from prior two months)  
- COVID-19 impact on income (e.g., 2020 Pay Statements or 2020 W2 compared to 2021 Pay Statements or 2021 W2)  
- Unemployment benefit statement or Form 1099-G  
- Relevant eviction notices or past due rent statements  
- Utility bill(s) that reflect the amount requested |
| **Driver’s License Sample** | ![Driver's License Sample](image) |