Wyoming Emergency Rental Assistance Program
Tenant Extension Application User Guide

MAIN WEBSITE:
dfs.wyo.gov/erap
CONTACT CENTER:
1-877-WYO-ERAP

CONSIDERATIONS FOR YOUR ONLINE APPLICATION EXPERIENCE

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.

PLEASE NOTE: The online application portal supports the use of mobile and tablet-based browsers. We recommend that you have all required supporting documentation loaded on your mobile or tablet device before you begin your application.
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 extension 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*

**HOMEPAGE**

- 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 **Log In** to log in your online portal account.
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.

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

Your application’s information including the Case Number, Status, and Rental Property Address will appear.

Click on the ellipsis (Three Dots) in the top right corner and select Request for Extension. This will bring you to the page of the extension application.

Note: The case’s status has to be “Payment Processed” in order for a user to begin an Extension Application.
PORTAL FUNCTIONALITY

- On each page of the application, you are able to monitor your progress using the gateway icons on the right panel.

- Validation rules have been built into the application to let you know whether data is missing, is entered in an incorrect format, or if 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 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 (*)

You are not able to start/submit a duplicate application for the same application

Address exists on another case

There is already an open case on the address you provided.
**EXTENSION PRESCREENING**

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

- Select all scenarios that apply to you by selecting the check boxes.
  - I am requesting for additional months of assistance
  - This rental unit is my current place of residence.
  - My household composition has not changed since the initial application.
  - There has been no change in ownership of the property from the initial application

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

- If you do not meet the eligibility, your application cannot be extended, and you must start a new application.
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
- Identify the household member
- Identify the type of income
- Identify the source of income
- Identify the total annual income

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

☐ 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:
  o Lease start date
  o Lease end date
  o 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 prospective (future) rent. Past due rent must be unpaid and owed to the landlord. This program DOES NOT reimburse applicants for expenses that have been paid to the landlord.

☐ To begin requesting rental assistance, click the Add Rent button.
For each rent expense you are requesting, 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)
- If applicable, include rental assistance you have received from an OTHER State or Federal Program.
- NOTE – you do not have to include prior assistance you have received from ERAP. This assistance will be indicated from your previously paid applications.

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

NOTE: Click the “Add Month” Button and enter the above information for each month of assistance.
UTILITY & RELOCATION EXPENSE

☐ Indicate whether utilities are included in your rental payment amount or provided by your current landlord by selecting either the “Yes” or “No” button

☐ If “No”, 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 for the current month.
- Late fee (if applicable)
- Any amount received as utility assistance from another Federal or State program (i.e., LIEAP)
- If the amount is past due, enter any applicable late fees. Late fees for rent and utilities are limited to ten percent of the amount due.

NOTE – Requesting one total amount that was incurred for multiple months of utilities may result in a delay when processing your application.

Please itemize utilities incurred by requesting the amount incurred for one month at a time. See the example below.

Example: “An Applicant owes $100 dollars for internet incurred during May and June 2022 at $50 a month. The applicant should request $50 for May 2022 and $50 for June 2022, respectively. The applicant should NOT request $100 internet for June 2022.

(NOTE: Click the “Add Utility” Button and enter the above information individually for each month you require utility assistance)
- Relocation expenses are eligible for assistance and are reviewed on a case-by-case basis. However, this program cannot reimburse for paid expenses; only unpaid reasonable moving expenses are eligible for approval.

- Indicate whether you are requesting unpaid Relocation Expenses by selecting 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 additional documents to the application. This includes photocopies or pictures of the following:

- **Lease Agreement** (if amended)
- **Rent Notice(s)** (if applicable)
- **Utility Bill(s)** (if applicable)
- **Relocation Expense Quotes/Invoices** (if applicable)
- **Proof of Income** – if annual income documentation was not provided on the previous application and the applicant does not qualify for SNAP/TANF
- **Other Documents (if applicable)**

Upload any applicable documentation for each section. A green check mark will show when a document is uploaded, then click **Done**.

You can delete an uploaded document by clicking the "trashcan" icon to the right of each document.

- 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 a current 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)

NOTE - Carefully read each section of self-attestation form. Please ensure that any information you provide on the form is accurate and complete.

When signing the self-attestation form, please ensure that the current date is included next to your name.

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

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

☒ We attest that all information provided in this application for the Emergency Rental Assistance is correct and complete to the best of my/our knowledge.
☒ We 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 due, directly or indirectly, to the COVID-19 outbreak.
☒ We 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.
☒ We 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 of risk of experiencing homelessness or housing instability.
☒ We 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.
☒ We attest that the total amount of monthly income submitted in this application for the Emergency Rental Assistance Program is complete and accurate.
☒ We 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: Smith John
Signed Date: 04/21/2021

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

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Signed By: Smith John
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

**AUTHORIZATION TO RELEASE INFORMATION**

- Your signature on this form authorizes the Emergency Rental Assistance Program to use this authorization and the information obtained with it, to administer and enforce rules and policies.
- Any individual or organization, including any governmental agency, may be asked to release information. Information may be requested from, but is not limited to, courts, law enforcement agencies, landlords, past and present employers, Social Service Agencies, utility companies, and unemployment benefits.
- By signing this form, I authorize the above persons, firms or corporations to make available any documents or records to the Emergency Rental Assistance Program for inspection and copying.

I hereby authorize the Emergency Rental Assistance Program to publish information regarding me/my household (not including personally identifiable information) and any awards which I may receive on a searchable public website as part of its public transparency and accountability efforts.

| **I have read and understand the authorization above** |
| Signed By Smith John | Signed Date 04/21/2021 |

**FAIR CREDIT REPORTING ACT AUTHORIZATION**

You understand that by clicking on the **I AGREE** button immediately following this notice, you are providing written instructions to the State of Wyoming ("the State") under the Fair Credit Reporting Act authorizing the State to obtain information from your personal credit profile or other information from Experian. You authorize the State to obtain such information solely to confirm your identity to avoid fraudulent transactions in your name for the State of Wyoming Emergency Rental Assistance Program.

| **I Agree** |
| Signed By Smith John | Signed Date 04/21/2021 |

☐ 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

**PAYMENT ACCEPTANCE AND ACKNOWLEDGEMENTS FOR TENANT DIRECTLY RECEIVING FUNDS FOR RENTAL ASSISTANCE**

The Emergency Rental Assistance (ERA) Program requires that tenants receiving a direct payment for rental assistance must agree to use the funds for the sole purpose of paying housing costs associated with their rental obligation. This includes past due, current and future rent, and any other applicable fees assigned by the landlord or property management company.

- /I understand that we are only accepting assistance for amounts due and owing for rental obligations, including past, current and/or future rent.
- /I/we, agree that all funds received shall be used to pay my landlord or property management company for past due, current, and/or future rent and other applicable fees assigned by the landlord or property management company. /I/we understand that funds may not be used for any other purpose.

☐ 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
- **Email Address**
- Rental Property Address
- **Landlord Contact Information**
- Household Members
- Total Rent Assistance Requested
- Total Utility Assistance Requested
- Total Relocation Expense Requested (if applicable)
- Your household's Area Median Income Percentage

☐ After reviewing **all** 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 Extension 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.
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**Source Documentation**

**Driver's License Sample**

![Driver's License Sample](image-url)