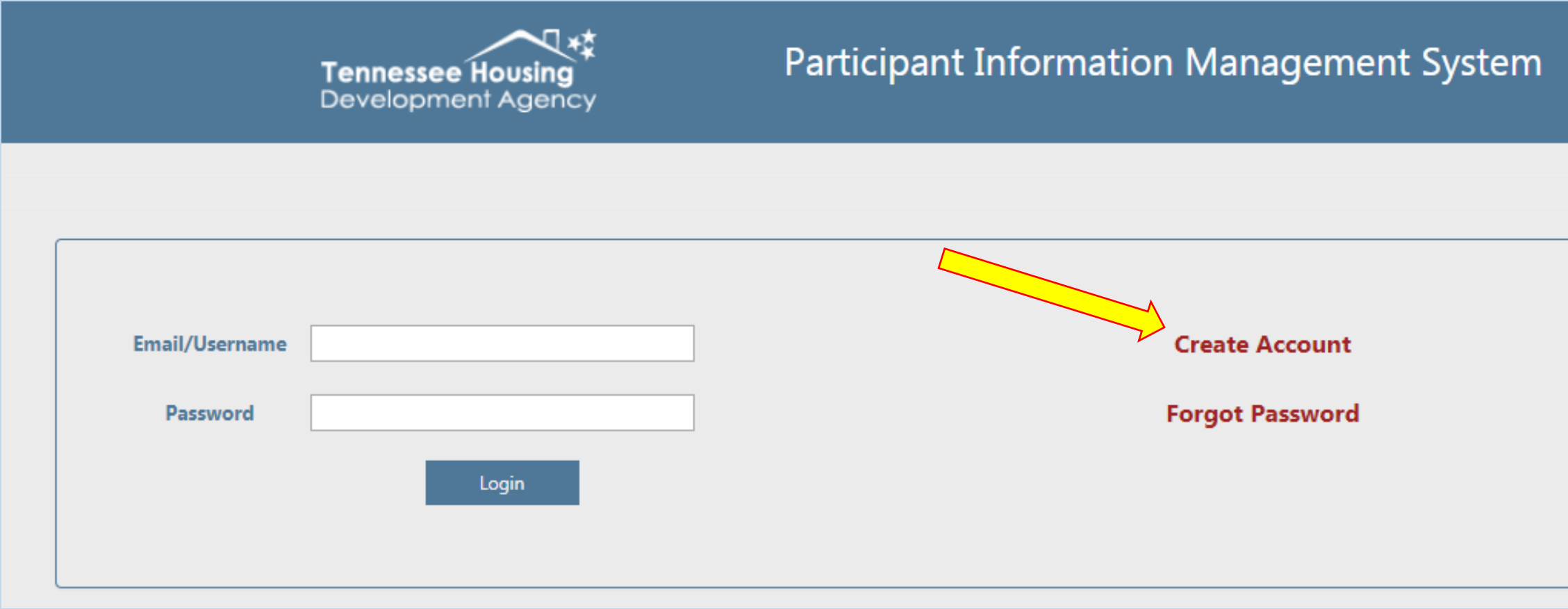


# PIMS – Getting Started

[Click Here](#) to open the PIMS website

Step 1 – Click “**Create Account**”



The screenshot shows the login page for the Participant Information Management System (PIMS) of the Tennessee Housing Development Agency. The page features a dark blue header with the agency's logo and the system name. Below the header is a white login form containing two input fields for 'Email/Username' and 'Password', a 'Login' button, and two links: 'Create Account' and 'Forgot Password'. A yellow arrow with a red outline points from the right side of the form towards the 'Create Account' link.

Tennessee Housing Development Agency

Participant Information Management System

Email/Username

Password

Login

[Create Account](#)

[Forgot Password](#)

## Business New to PIMS?

Business/Agency name not in the drop down?

- Select **New Account**

Select **Account Type**

- Non Profit *or*
- City, County, or other Public Entity

If you select **City, County, or Public Entity** Skip to Page 4

## Existing Business in PIMS?

Select your Business/Agency name in drop down then Skip to page 4

Tennessee Housing Development Agency

Participant Information Management System

**Business** 0 New Account

**Account Type** --Select Account Type--

[Back to Login](#)

# Non Profit Questionnaire



## Participant Information Management System

Business

0 New Account

[Back to Login](#)

Account Type

Non-Profit Organization

**All New Account questions must be answered by Non-Profits**

**All questions must be answered.**

- Yes  No **Was your entity created under the laws of Tennessee or another state as a non-profit organization?**
- Yes  No **Is this entity qualified to do business in the State of Tennessee?**
- Yes  No **Is this organization currently an 501(c)(3) or 501(c)(4) entity?**
- Yes  No **Do the bylaws of the entity specify 'affordable housing and related activities' as a primary purpose of the organization?**
- Yes  No **Has the entity been engaged in the business of affordable housing and related activities for at least two years in the State of Tennessee OR is the entity a Tennessee housing counseling agency, OR is the entity a land bank in the State of Tennessee?**

All Fields are Required:

**Email Address:**

Please use a valid email address as this will be used to finalize the registration process. Once approved the email address listed here will receive an email with the users temporary password and link so the user can set their new password.

**Legal Business Name:**

Please use the legal business name associated with the Tax ID entered

**After submission**, the PIMS Admin will be notified a new user has registered. NOTE: The PIMS Admin has two business days to approve a new users account.

If a user registers under an existing business/agency, the email notification will go to the Manager of the business/agency for approval. (See pages 22 – 24 for instructions).

Tennessee Housing  
Development Agency

Business

Account Type

All fields are required.

First Name

Last Name

Email Address

Phone Number

Legal Business Name

Tax ID

Submit

Upon successful submission, your screen should show the congratulations message.

If you are a **new account**, THDA will approve within 2 business days.

If you registered under an **existing account**, the current manager for the account will receive an email to approve you.

The “Click Here” link will open PIMS where you will enter the temporary password provided and create a new password.



Tennessee Housing Development Agency

Participant Information Management System

Congratulations! You have successfully requested an account with THDA. Upon acceptance by THDA, you will receive an email with a temporary password (this may take a day or two), and a link to complete the registration process. Thank you! If you have questions, please contact [@thda.org](mailto:info@thda.org).

[Back to Login](#)

### Email Example after approval

Welcome aboard! THDA has accepted your request for access to Southeast TN's account with THDA.

Here is your temporary password: @0jy{t%F

Please [click here](#) to enter your temporary password and set up your account. If you have any questions or concerns, please contact [@thda.org](mailto:info@thda.org).

**NOTE:** If you copy and paste the temporary password, be sure that you DO NOT copy an extra space after it. If you do this will cause an invalid error message when setting up your new password.

Enter temporary password received in the email

Temporary password

New password

Confirm new password

Submit

Your new password must meet all of the following conditions:

- must be 8 - 12 characters
- must contain one upper case letter (A-Z)
- must contain one lower case letter (a-z)
- must contain one number (0-9)
- must contain no spaces

Enter your temporary password



Create and Confirm your new password

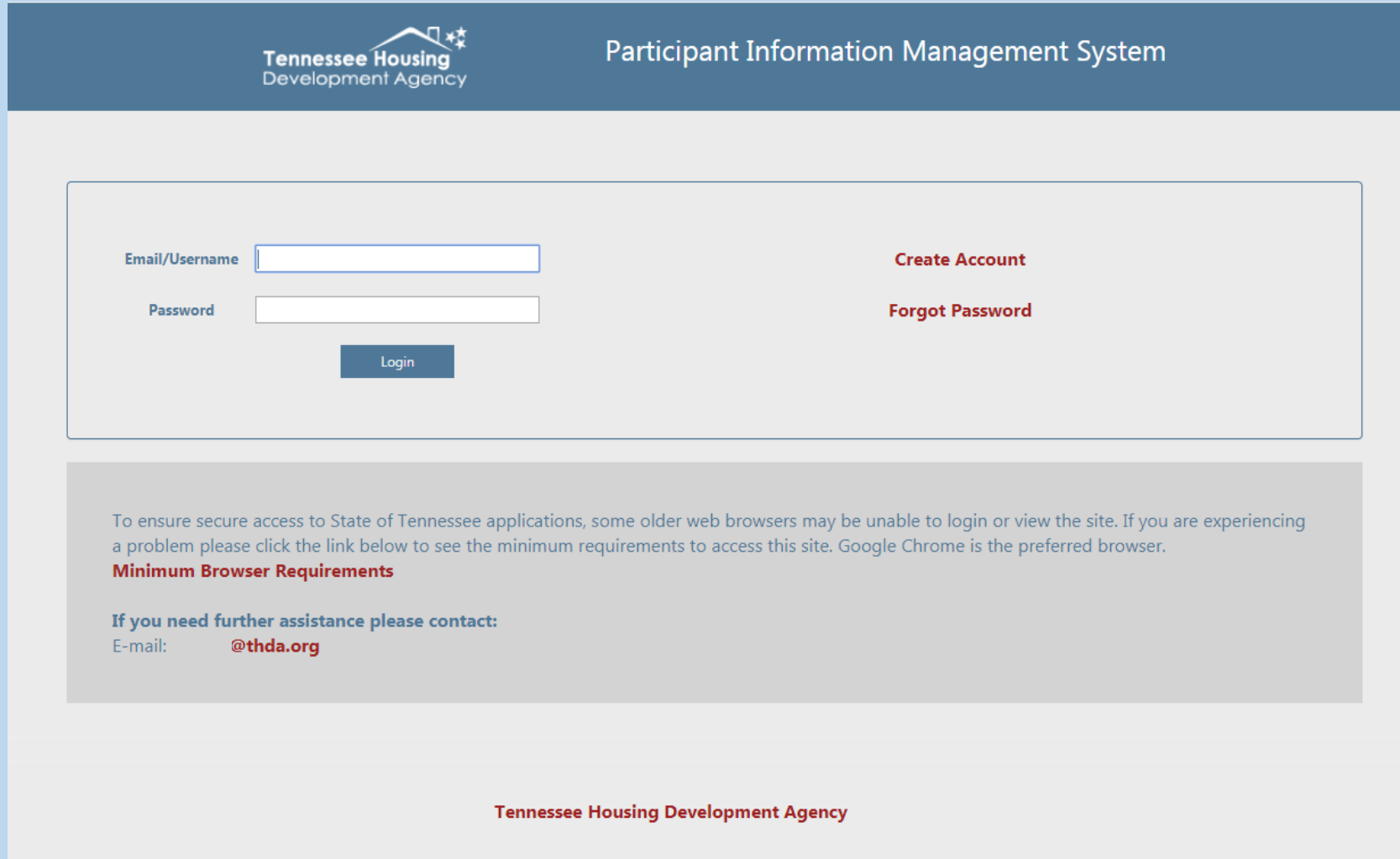


Please follow the password conditions  
when setting up your new one.



# PIMS Login Screen

After hitting submit on the password screen, you will be redirected to the PIMS login page. From here you will enter your User ID (email) and the password you have created.



The screenshot shows the PIMS Login Screen. At the top, there is a dark blue header with the Tennessee Housing Development Agency logo on the left and the text "Participant Information Management System" on the right. Below the header is a light gray box containing the login form. The form has two input fields: "Email/Username" and "Password". To the right of these fields are two links: "Create Account" and "Forgot Password". Below the input fields is a dark blue "Login" button. Below the login form is a gray box with text providing information about browser requirements and contact information. At the bottom of the page is the Tennessee Housing Development Agency logo.

Tennessee Housing Development Agency

Participant Information Management System

Email/Username

Password

[Create Account](#)

[Forgot Password](#)

Login

To ensure secure access to State of Tennessee applications, some older web browsers may be unable to login or view the site. If you are experiencing a problem please click the link below to see the minimum requirements to access this site. Google Chrome is the preferred browser.

[Minimum Browser Requirements](#)

If you need further assistance please contact:  
E-mail: [@thda.org](mailto:@thda.org)

Tennessee Housing Development Agency

# PIMS Home Screen

If you wish to apply for one of your programs, please click on 'Threshold & Self Certification' on the menu.  
(See pages 9 – 17 for instructions)

If you are needing to upload PIMS documents, please click on 'Documents' on the menu.  
(See pages 18 – 21 for instructions)



Participant Information Management System

Home

Threshold  
& Self  
Certification

Documents

Maintenance

Sign Out

THDA

Welcome to PIMS (Participant Information Management System)! This tool is a component of a long-term effort to improve efficiencies and standardize THDA program requirements.

Threshold & Self Certification – Potential applicants are required to answer for each program to which they intend to apply. Approved potential applicants will receive notification by email with next step instructions. Declined potential applicants will receive an email listing the declined reason(s).

Documents – Potential applicants are required to upload certain documents that are standard across all THDA programs, eliminating the need to provide the same document multiple times for different THDA programs.



# Threshold & Self Certification

Business/Agencies needing pre-approval for a THDA program will need to submit a Threshold & Self Certification. Click on the menu link to begin.



Participant Information Management System

Home

Threshold & Self Certification

Documents

Maintenance

Sign Out

THDA

Welcome to PIMS (Participant Information Management System)! This tool is a component of a long-term effort to improve efficiencies and standardize THDA program requirements.

Threshold & Self Certification – Potential applicants are required to answer for each program to which they intend to apply. Approved potential applicants will receive notification by email with next step instructions. Declined potential applicants will receive an email listing the declined reason(s).

Documents – Potential applicants are required to upload certain documents that are standard across all THDA programs, eliminating the need to provide the same document multiple times for different THDA programs.

### Threshold Requirements

### Threshold & Self Certification Policy

If the Entity or Development Team member(s) answers Yes to any of the Capacity Threshold Requirements, please provide an explanation in the box that opens regarding the circumstances of the infraction. Please be advised that a Yes answer may result in the Entity or Development Team member(s) being ineligible for funding. THDA, in its sole discretion, will make the determination. Capacity Threshold Requirements will be verified at the submission of the application. Should THDA become aware that the status of a Capacity Threshold Requirement changes prior to announcement of funding, the application may be disqualified.

I am submitting this form in anticipation of an application for the following program. The program selection only includes those programs that are within 90 days of the closing date of the application round or require an annual renewal of eligibility.

Select the Program you wish to apply for then select all that apply below.

THDA applies a 3-YEAR THRESHOLD REQUIREMENTS LOOKBACK for THDA-financed/assisted affordable housing properties or services provided. For housing developers, this means that if the Entity/Development Team has had threshold-related issues with a property it owned within 36 months prior to application, THDA will consider these when evaluating threshold Requirements, regardless of whether or not the Entity/Development Team currently owns the property.

Please specify which THDA programs you have participated in during the past 36 months – check all that apply

- |  |  |  |
|--|--|--|
| <input type="checkbox"/> None                        | <input type="checkbox"/> Appalachian Loan Program                        | <input type="checkbox"/> Blight Elimination Program                |
| <input type="checkbox"/> CITC                        | <input type="checkbox"/> Elderly Repair Program                          | <input type="checkbox"/> Emergency Solutions Grant                 |
| <input type="checkbox"/> HOME                        | <input type="checkbox"/> HOME DPA  | <input type="checkbox"/> Keep My TN Home                           |
| <input type="checkbox"/> LIHEAP                      | <input type="checkbox"/> LIHTC   | <input type="checkbox"/> Multi-family Bond Authority               |
| <input type="checkbox"/> National Housing Trust Fund | <input type="checkbox"/> New Start                                       | <input type="checkbox"/> Section 8 Project Based Rental Assistance |
| <input type="checkbox"/> Tennessee Challenge Grant   | <input type="checkbox"/> Tennessee Housing Trust Fund Competitive Grants | <input type="checkbox"/> TN Housing Trust Fund Habitat Setaside    |
| <input type="checkbox"/> Rebuild and Recover         | <input type="checkbox"/> THDA Housing Counseling Program                 | <input type="checkbox"/> Weatherization                            |

When done, click Next

Next

## Threshold Questions

If the Entity or Development Team member(s) answers Yes to any of the Threshold Requirements, please provide an explanation in the box that opens regarding the circumstances of the infraction. Please be advised that a Yes answer may result in the Entity or Development Team member(s) being ineligible for funding. THDA, in its sole discretion, will make the determination. Threshold Requirements will be verified at both the submission of the application and reviewed again prior to funding award announcement. If the status of a Threshold Requirements changes prior to announcement of funding, the application may be disqualified.

*"Entity" used in the document refers to the legal organization applying for funding; "Development Team Member" – includes the developer, general partner, consultant or administrator, and management company and/or, for purposes of the tax credit program, as defined in the Qualified Allocation Plan. This would include anyone with a decision-making capacity for the project.*

Is the Entity or Development Team member(s) currently suspended, debarred or removed from program participation by THDA?  Yes  No

Is the Entity or Development Team member(s) currently suspended, debarred or removed from program participation by any government - assisted housing program other than THDA?  Yes  No

Over the past 36 months, has the Entity or any team member(s) been the subject of Fair Housing Act violations involving a finding of discrimination by an adverse final decision from a federal court or a judgment enforcing the terms of a consent decree?  Yes  No

In the past three years, has the Entity administered a government-assisted affordable housing program (other than THDA) that currently has uncorrected compliance findings as identified by that program's compliance staff?  Yes  No  N/A

In the past 36 months (or during the developer's ownership period, if applicable), has the Entity or Development Team member(s) owned a government - financed / assisted affordable housing property (other than THDA) that went through foreclosure or deed-in-lieu of foreclosure that resulted in the loss of affordable housing during the affordability period?  Yes  No

Is the Entity or Development Team member(s) more than 30 days late on THDA-required reports, including but not limited to the ARRA Quarterly and Annual Reports and HOME Compliance Reports?  Yes  No

The number of threshold questions are determined by the selections made on the previous page. All questions require a response.

Once you have completed the threshold questions, please click Next.

Next

## Capacity Self-Certification Questions

This is a non-scoring section, but will be used by THDA staff to ensure that there are no outstanding issues that could prevent the project from being funded. A response box will be provided after each question as needed, to provide additional information. THDA has the right to ask for additional information for clarification purposes.

Does the Entity or Development Team member(s) have a system in place to accurately track receipts, expenditures, and budgets, in compliance with all applicable state and federal funding sources?  Yes  No

Does the Entity or Development Team member(s) financial reports indicate cash flow problems?  Yes  No

Does the Entity or Development Team member(s) have a system in place to track and report proper time records for all staff as required by the funding source?  Yes  No

Is any member of the Applicant Entity or Development Team currently under "investigation" by any external legal or regulatory authority for activities/complaints related to the member's work? If yes, provide or attach a description of the investigation.  Yes  No

Has any member of the Applicant Entity or Development Team been convicted of a criminal charge or civil judgment for activities related to the member's work? If yes, provide a description in the response box.  Yes  No

Does the Entity or Development Team member(s) have, or has had within the past 36 months, an adverse business credit history problem?  Yes  No

Does the Entity or Development Team member(s) have any unresolved performance compliance issues (for more than 30 days without an approved extension) with any government-subsidized housing project in Tennessee or any other state?  Yes  No

Is the Entity or Development Team member(s) aware of any information (e.g., by auditors, other funders, other entities) that would highlight potential risk to THDA if this application is approved?  Yes  No

All Capacity Self Certification questions require an answer.

Once you have completed this page, please click Review.

Review

Below is a screen shot of the bottom of the Review page.  
It consists of all the questions with your answers

Does the Entity or Development Team member(s) have, or has had within the past 36 months, an adverse business credit history problem?


**(No)**

Does the Entity or Development Team member(s) have any unresolved performance compliance issues (for more than 30 days without an approved extension) with any government-subsidized housing project in Tennessee or any other state? **(No)**


Is the Entity or Development Team member(s) aware of any information (e.g., by auditors, other funders, other entities) that would highlight potential risk to THDA if this application is approved? **(No)**

Edit

Approve



If you wish to edit your answers just click the edit button and you will be taken back to the first page with questions.



If you are satisfied with your answers, click the Approve button to continue.

# Electronic Certification and Signature

The first signature line is for the user who has filled out the Threshold & Self Certification questions.

The second signature is for the person who is responsible for the Program you have submitted the questions for.

## Certification

I certify that to the best of my knowledge, all of the responses (including any attachments) submitted in response to the self-certification questions are true and correct and that I am legally authorized to sign and submit the responses to THDA on behalf of my organization.

I understand and acknowledge that providing misleading or false information to the self-certification questions could result in a recapture of funds and/or possible suspension or disbarment from opportunities for future funding from THDA; additionally I understand that knowingly providing THDA with false information for the purpose of influencing THDA to allow participation in any program violates TCA 13-23-133, which constitutes a class E felony under state law.

By submitting this form, I agree that my electronic signature is the legally binding equivalent and has the same validity and meaning as my handwritten signature. I will not, at any time in the future, repudiate the meaning of my electronic signature or claim that my electronic signature is not legally binding

Name:   Title:  Email:

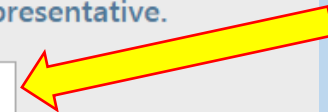
Please identify the person who will be primarily responsible for the management and oversight of this program. Acknowledgement of receipt of this form, and all future correspondence and communication regarding this program will be directed to this representative.

Name:   Title:  Email:

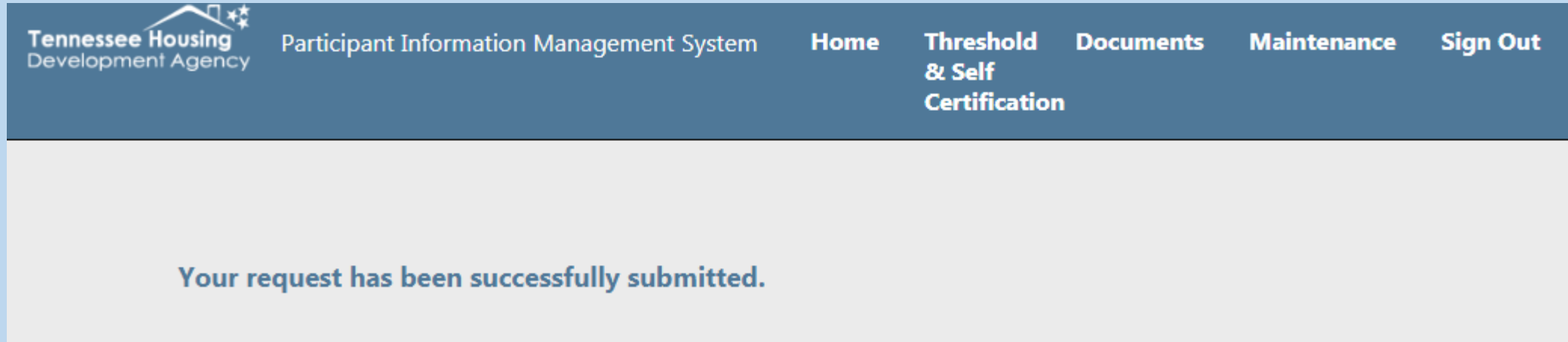
Please note that you will be unable to make changes to this form once submitted.

Submit

Please use valid email addresses. These will be used for approved or denied notification

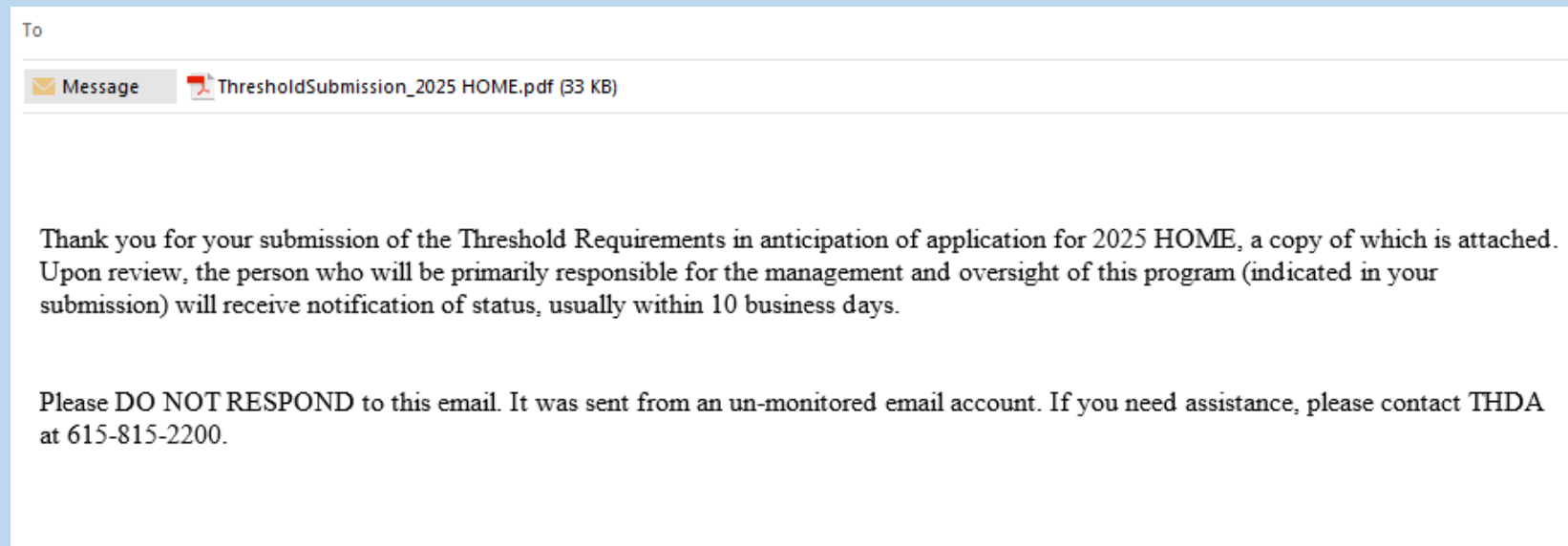


# Successful Submission!!!



Upon successful submission, your screen will redirect to the above. The user that submitted the questions will also receive an email with a pdf copy of the questions along with their answers.

## Email Example



After submission, your **Threshold & Self Certification** will be reviewed by THDA. A response will take no more than 10 business days and will come by email. An approved email will have instructions on what your next steps are. A denied email will list the reasons why along with contact info.

**NOTE:** If you have submitted a Threshold & Self Certification for the HOME Program and you are Approved, a registration email will be sent to you for the new THDA Grants Management System. – SEE NEXT SLIDE – Here you will be able to fill out the HOME Application online.

If you have any questions, please email us at [PIMS@thda.org](mailto:PIMS@thda.org) or you can call (800) 228-THDA



## For HOME applicants who are approved in PIMS

If your Threshold questions are approved, you will receive an email from the Grants Management System. Below is an example of the email you will receive.

**REMINDER:** The second email entered on the PIMS Certification page will receive this email

The “Click Here” link will open the Grants Management System where you will enter the temporary password provided.

Dear potential program applicant:

Congratulations! A review of the Threshold and Self-Certification form submitted on 12/14/2018 for HOME 2019 has been performed, and we are pleased to inform you that has been approved to proceed with this endeavor.

You have been approved to establish an account in THDA's Grants Management system. Below please find your user name (your email) and a temporary password, along with a link to set up your account. Thank you! If you have questions, please contact us at [GM@THDA.org](mailto:GM@THDA.org).

User Name: [@thda.org](mailto:@thda.org)  
Temporary Password: 6j2VjPLG

[Click HERE](#) to create your new account.

Looking forward to working with you!

**NOTE:** If you copy and paste the temporary password, be sure that you DO NOT copy an extra space after it. If you do this will cause an invalid error message when setting up your new password.

# Documents

## Document Repository

Please submit all required documentation in .pdf form. You will be asked to verify that all of the content submitted in this repository is current with your application, as well as in subsequent application cycles.

**Fillable forms should be completed by each individual Board Member (and Executive Director in the case of disclosure), and then compiled and submitted as a single pdf document. These documents will need to be updated with any future personnel changes to your Board of Directors.**

Documents		
<a href="#">IRS Tax-Exempt Status</a> - Must submit a copy of the IRS determination letter clearly stating status as an IRS 501(c)(3) or 501(c)(4)	<input type="button" value="Choose File"/>	PIMS Test Upload.pdf
<a href="#">Organization Charter</a>	<input type="button" value="Choose File"/>	No file chosen
<a href="#">Organizational Bylaws</a> - Or certification that bylaws are not required for the organization	<input type="button" value="Choose File"/>	No file chosen
<a href="#">Financial Audit</a> - Must be most recent audit - within 12 months of application date	<input type="button" value="Choose File"/>	No file chosen
<a href="#">Board Members</a> - (fillable form for Board Members)	<input type="button" value="Choose File"/>	No file chosen
<a href="#">Business Strategy Plan</a> - Must be most current plan	<input type="button" value="Choose File"/>	No file chosen
<a href="#">Disclosures</a> - Must include notarized disclosures from all board members and executive director. (fillable form for Disclosures)	<input type="button" value="Choose File"/>	No file chosen
<input type="button" value="Upload"/>		

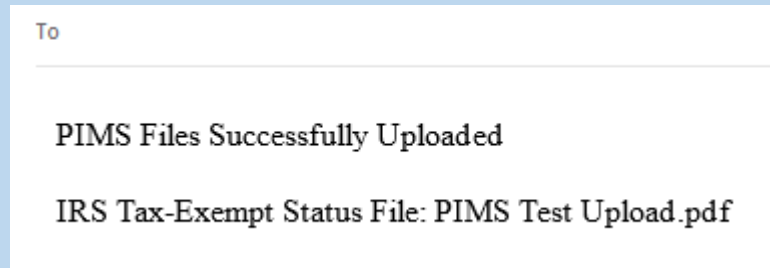
To upload a file, click 'Choose File' button on the type and attach the file. Once the file is attached, the file name will appear to the right.

You may attach a file to each type before hitting the 'Upload' button.

# Document(s) Uploaded!

For each type uploaded, you will see a message stating the upload has succeeded. You will receive a confirmation email as well.

## Email Example



## Document Repository

Please submit all required documentation in .pdf form. You will be asked to verify that all of the content submitted in this repository is current with your application, as well as in subsequent application cycles.

Fillable forms should be completed by each individual Board Member (and Executive Director in the case of disclosure), and then compiled and submitted as a single pdf document. These documents will need to be updated with any future personnel changes to your Board of Directors.

- Congratulations! Your document upload has succeeded. An email will be sent confirming what documents have been added / updated.

### Documents

IRS Tax-Exempt Status - Must submit a copy of the IRS determination letter clearly stating status as an IRS 501(c)(3) or 501(c)(4)

Choose File No file chosen

View Files

## To View Existing Files

Click 'View File' next to the type you wish to view.

Documents	
<a href="#">IRS Tax-Exempt Status</a> - Must submit a copy of the IRS determination letter clearly stating status as an IRS 501(c)(3) or 501(c)(4)	<input type="button" value="Choose File"/> No file chosen <a href="#">View Files</a>

Each type will keep a running list of documents you have uploaded. Click on the link you wish to open to view the file.

IRS Tax-Exempt Status		
Sent	Sender	Download
01/03/2019		<a href="#">TES_rpack_01032019110313.pdf</a>

The numbers on the file type represent the date and time it was uploaded.  
Example Above translates to 1/3/2019 at 11:03:13 am

Documents are restricted to 25MB per upload. If you have a larger file, you may break it down into sections then upload them. We suggest that you not upload anything in color since it greatly increases the size of the file.

## File types are restricted to pdf's only!

Please make sure the file extension is lower case “.pdf”

We have seen upload issues if it is capitalized

If a file is too large or is not in the correct format, you will receive an error message. See example below.

- **ERROR - Your file IRS Tax-Exempt Status must be a maximum of 25mb.**
- **ERROR - NO FILES UPLOADED due to your file Organization Charter. Please make sure all files are saved as a .pdf then resubmit each file you attempted to upload.**

### Documents

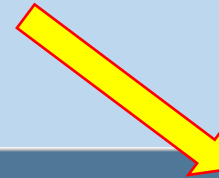
[IRS Tax-Exempt Status](#) - Must submit a copy of the IRS determination letter clearly stating status as an IRS 501(c)(3) or 501(c)(4)

Choose File No file chosen

[View Files](#)

## Existing Business/Agency Manager Approval Steps

Managers have the ability to Activate their own users. Any new users who register under their business/agency in PIMS will need to click on 'Maintenance' on the menu.



Participant Information Management System

[Home](#)

[Threshold  
& Self  
Certification](#)

[Documents](#)

[Maintenance](#)

[Sign Out](#)

Hello, Rob

THDA

Welcome to PIMS (Participant Information Management System)! This tool is a component of a long-term effort to improve efficiencies and standardize THDA program requirements.

**Threshold & Self Certification** – Potential applicants are required to answer for each program to which they intend to apply. Approved potential applicants will receive notification by email with next step instructions. Declined potential applicants will receive an email listing the declined reason(s).

**Documents** – Potential applicants are required to upload certain documents that are standard across all THDA programs, eliminating the need to provide the same document multiple times for different THDA programs.

Click on 'Status' to see the list of managers/users in PIMS for your business/agency.



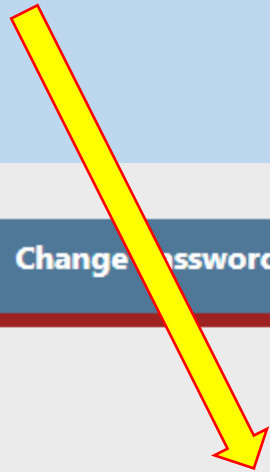
User Info   Change Password   Status

Click on the row to edit the status

Business Na...	User Name	First Name	Last Name	Phone #	Role	Acti...	Loc...
Southeast TN	@thda.org			(615) 815-2200	Manager	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Southeast TN	@thda.org			(615) 818-8888	User	<input type="checkbox"/>	<input type="checkbox"/>

Click on the user you want to activate. You will see Active and Locked check boxes appear. To activate, click 'Active' and hit Submit. The user will receive an email with a link to PIMS and their temporary password.

If you wish to make the new user a Manager, please email [PIMS@thda.org](mailto:PIMS@thda.org)



User Info   Change Password   Status

Rob User:   **Active**    Locked      

Click on the row to edit the status

Business Na...	User Name	First Name	Last Name	Phone #	Role	Acti...	Loc...
Southeast TN	@thda.org			(615) 815-2200	Manager	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Southeast TN	@thda.org			(615) 818-8888	User	<input type="checkbox"/>	<input type="checkbox"/>



If you have any questions, please email us at [PIMS@thda.org](mailto:PIMS@thda.org) or you can call (800) 228-THDA