AHP Online Registration for FHLBank Members and Project Sponsors

FHLBank
Topeka

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Using AHP Online - Guide for Project Sponsors:

SPONSOR/CONSULTANT REGISTRATION

CREATING AN ACCOUNT

If this is the first time you are logging in, you will need to create an account.

1. Select the link to AHP Online on FHLBank's Community Programs AHP web page (www.fhlbtopeka.com/ahp). You can also go directly to AHP Online at the following: www.ahpfhlbtopeka.com.
2. On the Welcome Page, select "Sponsor Sign In."

FYI

If you have previously registered but cannot remember your username or password, contact HCD.

If you need help, contact Housing and Community Development between the hours of 8:00 a.m. and 5:00 p.m. for assistance.

FHLBANK TOPEKA'S MISSION

WE MAKE A DIFFERENCE
BY HELPING OUR MEMBERS BUILD THEIR COMMUNITIES

Thank you for partnering with us.

FHLBank | **Welcome**

This is a secure site for FHLBank Topeka Affordable Housing Program participants.

[Sponsor Sign In]

[Member Sign In]

AHP Online hours: 6:30 a.m. to midnight CT

Questions? Click on the link to contact FHLBank's Housing and Community Development Department via email or call 866-571-8155.

Select "Sponsor Sign In" to sign in for an existing account or to create a new account.

If you have previously created an account but cannot remember your Username or password, contact HCD for assistance. DO not create a new account.

For optimal performance, FHLBank recommends using the latest version of Internet Explorer.

To create an account:

First Tier Authentication

1. Enter the information required on the screen. Be sure to enter all information before proceeding to the next step (selecting "Send verification code").
2. Select "Send verification code." The prompt will change to "Verify code." This is the first step in the two-tier authentication process.
3. This step will authenticate the email address you provided. When the code is received via the email provided, enter the verification code, and select "Verify code." **The code must be entered within approximately three minutes, or you will be required to request a new verification code.**
4. Select "Create."

FYI

Passwords must be 8-16 characters and must include three out of four of the following:

- Lowercase characters
- Uppercase characters
- Numbers (0-9)
- One or more of the following symbols: @ # $ % ^ & * __ + = [ ] { } | \ : ' ~ " ().
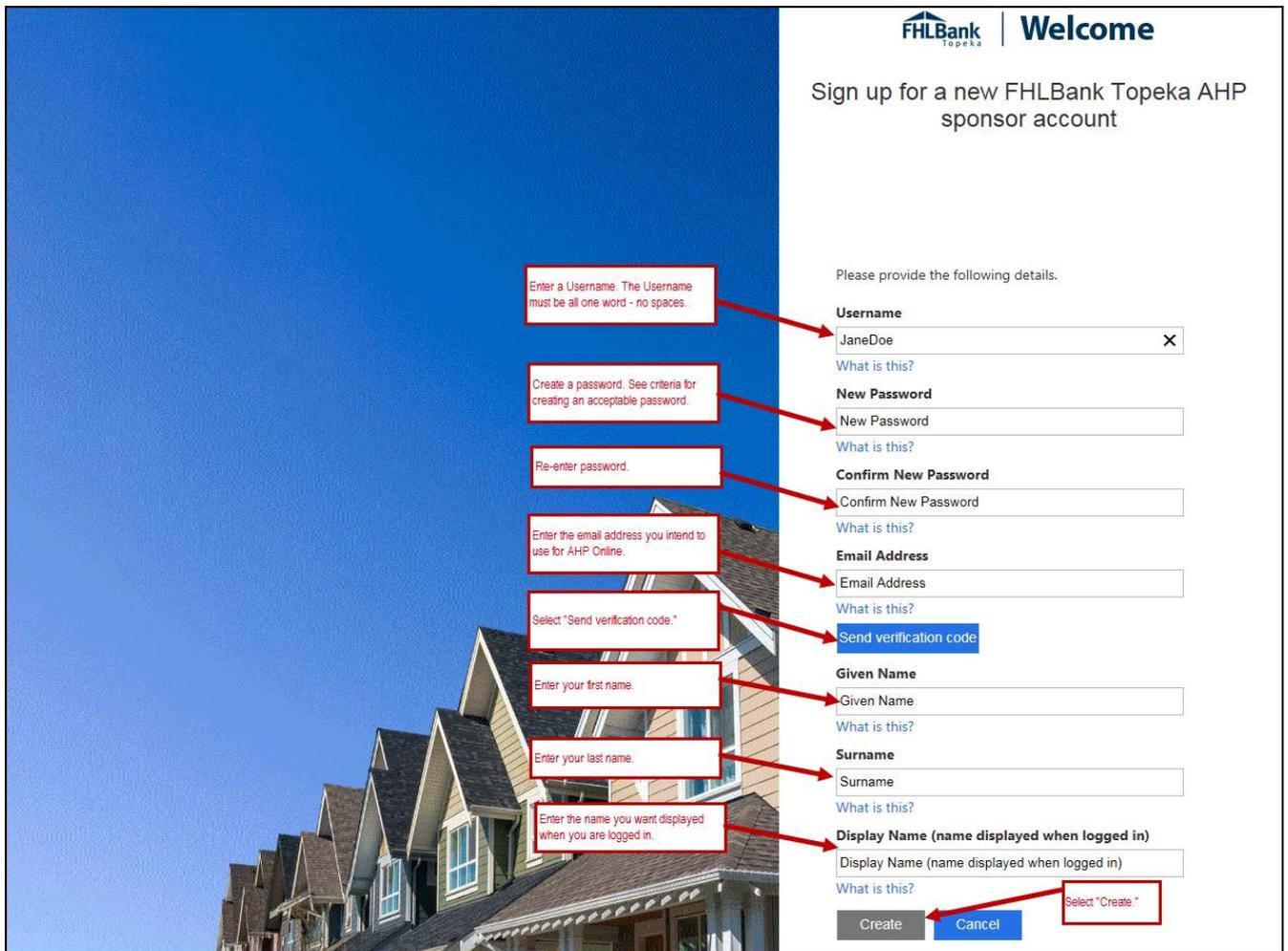
Welcome

Sign up for a new FHLBank Topeka AHP sponsor account

Please provide the following details.

Enter a Username. The Username must be all one word - no spaces.

Username
JaneDoe
What is this?

Create a password. See criteria for creating an acceptable password.

New Password
New Password
What is this?

Re-enter password.

Confirm New Password
Confirm New Password
What is this?

Enter the email address you intend to use for AHP Online.

Email Address
Email Address
What is this?

Select "Send verification code."

Send verification code

Enter your first name.

Given Name
Given Name
What is this?

Enter your last name.

Surname
Surname
What is this?

Enter the name you want displayed when you are logged in.

Display Name (name displayed when logged in)
Display Name (name displayed when logged in)
What is this?

Select "Create."

Create   Cancel

Second Tier Authentication

The second tier of authentication is received via either text ("Send Code") or phone call ("Call Me").

1. Verify the "Country Code" is correct.
2. Enter the phone number to which you want the verification code sent. This number will also be used for future verifications.

   o If a verification code will be received via text, follow the prompts on the screen. **The verification code must be entered within approximately three minutes, or you will be required to request a new verification code.**

   o If the verification will be received via phone call, follow the voice prompts in the phone call. **Verifications received via phone call must be made to a direct office number or cell phone (i.e. a number you will have access to when you are logging in to AHP Online).**

FHLBank Topeka | **Welcome**

Verify your FHLBank Topeka AHP sponsor account

Enter a number below that we can send a code via SMS or phone to authenticate you.

Country Code
United States (+1)

Phone Number
5555555555

Send Code   Call Me   Cancel

Verification code may be received either via text or phone call.

FYI

If you will access AHP Online from both your office and home computers, it may be best to enter your cell number as the phone number to which you want your verification code sent. If you are unable to receive the verification code, you will be unable to access AHP Online. Likewise, if you do not have a direct office number that reaches only you, it may also be best to enter your cell number.

SETTING UP YOUR USER PROFILE

EDIT PROFILE SCREEN

1. Enter information as applicable.

   ❖ Fields highlighted in yellow are required.
   ❖ Fields highlighted in green are optional.

   a. The email displayed on this page is the email provided when the account was created. It cannot be edited by the user.
   b. The Work Phone Number you provide does not need to be the same as the phone number you provided for the authentication process. It does not need to be a direct line and may be an office line with an extension number.

2. Review information and select "Save" to continue.

CREATE OR SELECT AN ORGANIZATION

Sponsor and consultant organizations are required to create a new organization when they log in for the first time for that organization. If more than one individual will register for the same organization, only the first person registering for that organization will need to create the organization on this screen. **After the organization has been registered once, it will not need to be registered again.**

To create a new organization, select "Create new organization." If the organization has already been entered in AHP Online, select "Select an existing organization" and review pages for accuracy. If information needs to be edited, see "Edit the User Profile" or "Edit Organization."

ORGANIZATION INFORMATION

1. Enter information as applicable.

   ❖ Fields highlighted in yellow are required.
   ❖ Fields highlighted in green are optional.

2. Select at least one or more services provided as applicable.
3. Review information for accuracy and select "Next" to continue.

FHLBank recommends sponsors select "Project Sponsor" and consultants select "Other" for Organization Type

SERVICE AREA

1. Provide information regarding the sponsor organization's service area. AHP Online will provide prompts based on information provided. If the organization services the entire United States of America, no additional prompts will display.
2. Select "Next" when finished.

In the example below, the sponsor organization only provides service to certain neighborhoods within a municipality.

REVIEW & SUBMIT

1. Review the information for accuracy.
2. Select "Back" to correct information.
3. Select "Submit" to complete and submit the Organization Information.

CONFIRMATION

Select "Finish" to complete the Organization Information requirements to access AHP Online. If the organization needs to be edited, see "Editing the User Profile." Otherwise, continue to "Initiate Application."

![FHLBank Topeka logo]

USING AHP ONLINE – SPONSORS/CONSULTANTS

ACCESSING AHP ONLINE

Select the link to AHP Online on FHLBank's Community Programs AHP web page.

On the Welcome Page, select "Sponsor Sign In."

![FHLBank Topeka logo]

LOGGING IN

If you do not have an existing account, you will need to create one. Go to "Sponsor/Consultant Registration."

1. Enter Username and password.
2. Select "Sign In."

![FHLBank Topeka logo]

RECEIVING AND ENTERING THE VERIFICATION CODE

Select the method by which you want to receive the verification code.

Verification Code Received Via Text: If a verification code will be received via text, follow the prompts on the screen.

1. Once the text is received, enter the verification code in the space provided. **The verification code must be entered within approximately three minutes, or you will be required to request a new verification code.**
2. If the verification code is entered within three minutes and is entered correctly, you will automatically be advanced to the next screen.

Verification Code Received Via Phone: If the verification will be received via phone call, follow the voice prompts in the phone call. **Verifications received via phone call must be made to your direct line.**

1. You must answer your phone. The verification process cannot take place with voice mail.
2. Upon following the voice prompts, you will automatically be advanced to the next screen.

EDITING THE USER PROFILE

To make changes to the User Profile:

1. Go to the "My Applications" page.
2. In the "Profile" drop-down menu, select "Edit Profile."

Only editable fields may be changed. Contact HCD at 866.571.8155 if you need to change the email address displayed on this screen.

The phone number displayed on this screen is not the phone number provided at registration to be used for the two-tier authentication process. If you need to change that phone number, contact HCD.

3. Edit information as needed.
4. Review information for accuracy and select "Save" to submit.

EDIT ORGANIZATION

To make changes to the Organization:

1. Go to the "My Applications" page.
2. In the "Profile" drop-down menu, select "Edit Organization."
3. Select "Edit current organization (organization name)." **Do not** select "Select another organization" or "Create new organization."
4. Select "Next."

Only editable fields may be changed.

1. Select information to be edited.
2. Edit information as needed.
3. Review information for accuracy and select "Next" to continue.
4. Continue process through the "Review and Submit" screen. Review information for accuracy. Select "Submit."
5. On the "Confirmation" screen, select "Finish."

Using AHP Online – Guide for Members

HOURS OF OPERATION

AHP Online will be available between the hours of 6:30 a.m. to midnight (Central Time). It will be offline for routine maintenance and updates between the hours of midnight and 6:30 a.m. (Central Time).

AHP/HSP AUTHORIZATION FORM

To access AHP Online, complete an AHP/HSP Authorization Form (Form). The form designates authorized users for the member institution. Members may access the Authorization Form along with Member Instructions for AHP/HSP Authorization Form on the AHP website (https://www.fhlbtopeka.com/community-programs-grant-programs-resources).

Complete the Form only once. If additions need to be made to the designated authorized users for the member institution, complete an AHP/HSP Supplemental Authorization Form (Supplemental Form).

Allow two weeks for FHLBank to process the Form or the Supplemental Form.

To Remove an Authorized User:

To remove someone from the Authorization Form or the Supplemental Authorization Form, email HCD or FHLBank's Product Administration department. In addition, you must notify your institution's Member Administrator to remove the individual(s) from the Members Only portal.

MEMBERS ONLY

Once FHLBank has received the completed Form or Supplemental Form, authorized users will receive a secure email notifying them to contact their institution's Member Administrator to set up a username. *If you do not know the name of your institution's Member Administrator, contact HCD or Product Administration for assistance.*

The Member Administrator will set up your username and set up your permissions. To access AHP Online, you'll need to be assigned the AHP/HSP Role.

ACCESSING AHP ONLINE

If you are not registered, go to <u>Creating an Account</u>.

If you are registered, go to <u>Logging in to AHP Online</u>.

FYI

If you have previously registered but cannot remember your username or password, contact HCD.

If you need help, contact Housing and Community Development between the hours of 8:00 a.m. and 5:00 p.m. for assistance.

CREATING AN ACCOUNT

When the Member Administrator has set up your username and permissions, you'll receive an email that includes your username and a link. Click on the link. The link will open the Welcome page.
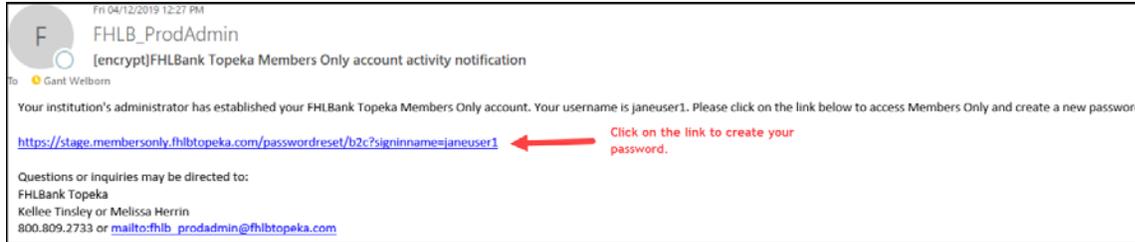
First Tier Authentication

1. On the Welcome page, your username (sign in name) will already be filled in.
2. Enter the email that was provided on the Form or Supplemental Form. *You cannot use this screen to change your email. If you need to change your email, you'll need to do so on a Supplemental Form.*
3. Select "Send verification code."
4. Look for the email in your inbox. It will not come directly from FHLBank Topeka but will come from Microsoft on behalf of FHLBank Topeka. The email will include the verification code you'll need to continue.
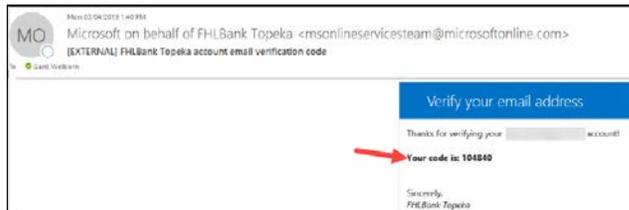
5. Enter the verification code from the email in the space provided on the Welcome page.
6. Select "Verify code."
7. The screen will notify you that your email address is now verified.
8. Select "Continue." *Please note: It appears there is an option to change your email address at this point ("Change email" button displays). You cannot use this screen to change your email. If you need to change your email, you'll need to do so on a Supplemental Form. This option has been disabled; however, since the button is a Microsoft default on the page, we are unable to remove it.*

Second Tier Authentication

The second tier of authentication is received via either text ("Send Code") or phone call ("Call Me").

1. Verify the "Country Code" is correct.
2. Enter the phone number to which you want the verification code sent. This number will also be used for future verifications.

   o If a verification code will be received via text, follow the prompts on the screen. **The verification code must be entered within approximately three minutes, or you will be required to request a new verification code.**

   o If the verification will be received via phone call, follow the voice prompts in the phone call. Verifications received via phone call must be made to a direct office number or cell phone (i.e. a number you will have access to when you are logging in to AHP Online).

FYI

If you will access AHP Online from both your office and home computers, it may be best to enter your cell number as the phone number to which you want your verification code sent. If you are unable to receive the verification code, you will be unable to access AHP Online. Likewise, if you do not have a direct office number that reaches only you, it may also be best to enter your cell number.

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3. Once you have entered the verification code, you'll be taken to the "Remember My Device" screen. *This screen defaults to "Yes," so if you are on a public or shared computer, it is recommended you change the answer to "No."* Selecting "Yes" will require you to repeat the multi-factor (two-tier) authentication every 90 days instead of every time you log in.

Create Your Password

1. Using the password requirements in the FYI box on the right, type in your new password in the spaces provided.
2. Select "Continue."

FYI

Passwords must be 8-16 characters and must include three out of four of the following:

- Lowercase characters
- Uppercase characters
- Numbers (0-9)
- One or more of the following symbols: @ # $ % ^ & * __ + = [ ] { } | \ : ' ~ " ().

LOGGING IN TO AHP ONLINE

There are two different ways to log in AHP Online.

- ✓ Members Only Portal
- ✓ AHP Online Welcome Screen

LOGGING IN THROUGH THE MEMBERS ONLY PORTAL

1. To log in to AHP Online through the Member Only portal, select the "Members Only" link at the top of FHLBank Topeka's home screen.

2. Select "Log in."
3. Enter your username and password.
4. If you did not select "Remember My Device" when you registered or are not on that device, you will need to select a method of authentication:

   ❖ Text
   ❖ Phone call

5. Once you are in the Member Portal, you can select the AHP link at the top right of the screen. The link will direct you to one of the following AHP Online screens:

   ❖ **MY APPLICATIONS** (if the current application round is open)
   ❖ **MY PROJECTS** (if an application round is not open)

LOGGING IN THROUGH THE AHP ONLINE WELCOME SCREEN

1. Go to https://www.ahpfhlbtopeka.com/. You can also reach this same site by selecting the **AHP ONLINE** button on many of the Community Programs web pages. This will direct you to the AHP Online Welcome screen.
2. Select "Member Sign In."

> **FYI**
> For optimal performance, FHLBank recommends using the latest version of Internet Explorer.

3. Enter you username and password. *Although the screen suggests you should enter your email (by the example in the username box), enter your username, not your email address.*

Receiving and Entering the Verification Code

1. Enter the phone number you want to use to receive the verification code. Once your account has been created, this is the phone number the system will use for verification.

2. Enter the method by which you want to receive the verification code.

   o Text
   o Phone Call

3. Upon receipt of the verification code, enter it in the appropriate box. The verification code must be entered within approximately three minutes, or you will be required to request a new verification code.

4. Once you have entered the verification code, you will be directed to one of the following AHP Online screens:

   ❖ **MY APPLICATIONS** (if the current application round is open)

   ❖ **MY PROJECTS** (if an application round is not open)

Information Security

WHERE IS THE DATA STORED?

- The data is stored on Amazon Web Service servers in the cloud.
- Amazon Web Service Cloud Security website: https://aws.amazon.com/security/
- Information on Assurance certifications: https://aws.amazon.com/compliance/pci-data-privacy-protection-hipaa-soc-fedramp-faqs/

USEFUL LINKS:

- Business Continuity Plan: https://www.fhlbtopeka.com/corporate-governance/business-continuity-plan
- Fraud Awareness: https://www.fhlbtopeka.com/corporate-governance-fraud-awareness
- FHLBank Information Assurance: https://www.fhlbtopeka.com/corporate-governance-information-assurance
- Internal Control System: https://www.fhlbtopeka.com/corporate-governance-internal-control-system

RESETTING YOUR PASSWORD:

To reset your password, follow the prompts.

FOR TECHNICAL ASSISTANCE:

Contact Housing and Community Development via the contact information below with questions or difficulty logging in. When contacting Housing and Community Development, provide your contact information (name, member name, phone number, and email) and a description of the issue.

Phone: 1.866.571.8155

Email: hcdahp@fhlbtopeka.com