ApplicationOS
APPLICATION ONLINE SYSTEM

Housing Programs Software
FEATURE SHEET

The online front door for your housing programs

ApplicationOS gives your agency its own online application portal. Households pre-apply and apply from a phone or computer, upload their documents and sign on the screen. Your staff receive complete, organized applications, manage the waiting list, and bring finished files straight into HousingOS.

1 Publish your page
A landing page with your logo, colors and programs. A few questions point each visitor to the programs that fit.

2 Households apply online
A short pre-application screens for eligibility, then a guided application collects the household, income and documents.

3 Staff review and import
Applications arrive complete, with the documents already read and sorted. One click imports the file into HousingOS.

FOR YOUR APPLICANTS

An application people can finish

Sign in without a password

- Email address only; a sign-in link arrives each time
- Works on a phone, tablet or computer
- Progress saves automatically; they return to where they left off
- Built-in help for spam folders, with your office's phone and email

Pre-application screening

- About five minutes: contact, property, household size and income
- Checked on the spot against your eligibility questions and income limits
- The household is told exactly what is stopping them, and can correct it
- Pass straight into the application, or join your waiting list

Agency front door

- One public page for all of your programs, at your own short address
- Routing questions show the programs each household fits
- One pre-application covers every program they choose
- Photo or standard layout, edited by your staff

No passwords to forget | **Works on any phone or computer** | **Documents read and sorted for you** | **One click into HousingOS**

FOR YOUR APPLICANTS

From first question to signed application

Guided nine-step application

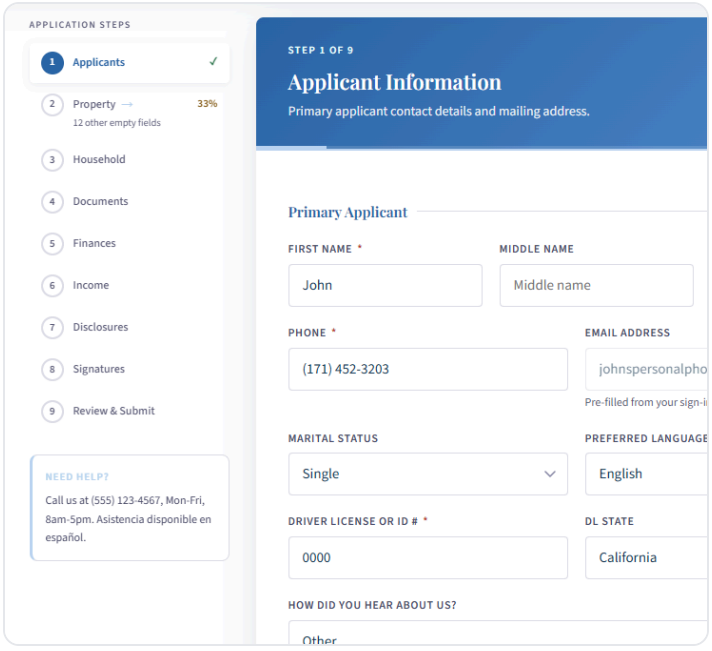
- Applicants, property, household, documents, finances, income, disclosures, signatures, review
- A section for each adult's income, bank accounts and tax returns
- Disclosures are opened and accepted one by one
- Each person signs once on the screen; the signature goes on every form
- A PDF copy of the application is emailed on submit

Documents made simple

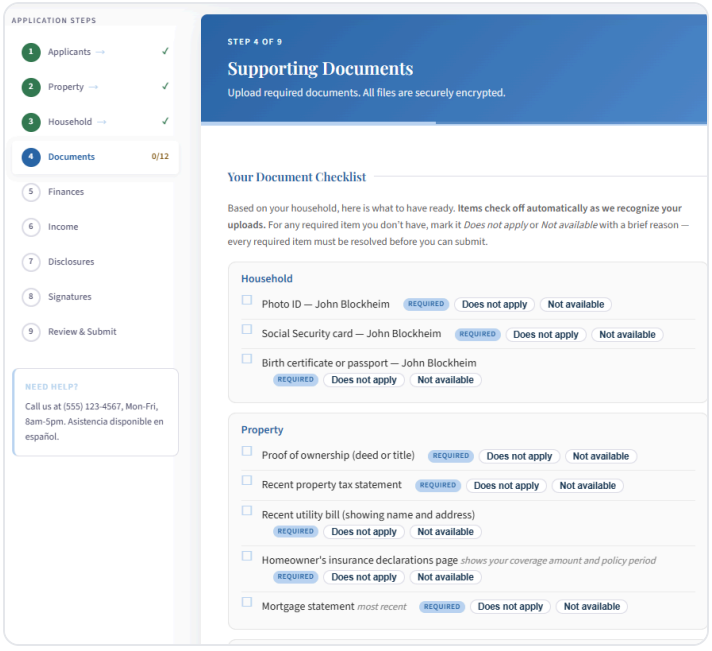
- A checklist built for the household, required and optional items marked
- Drag and drop, or photograph pages with a phone
- No sorting: each file is read, identified and matched to the checklist
- Pay stubs, bank statements, tax returns and Social Security letters fill in the income figures

After they submit

- A status page with the reference number and current status
- Requested documents are uploaded right from the status page
- Email notices when the office needs something
- Screens translate in the browser; Spanish speakers receive the completed packet in English and Spanish



The guided application: nine clear steps, saved as they go.



The document checklist checks itself off as uploads are recognized.

FOR YOUR STAFF

Everything an intake operation needs

Work queue

- Submitted applications from every program in one list
- Filter by needs attention or waiting on documents
- Search by name, email or reference number
- See who started but has not finished, and remind them

Workroom

- One application's complete file, with every document
- New documents are flagged until viewed
- Request missing documents in one email
- Update the status; download a spreadsheet

Waiting list

- Invite households to apply when you are ready
- Notes, close-out and reopen on each row
- Override a screening result, with a recorded reason
- Rule a household not eligible; they see why and can ask for a review

Follow-up tracking

- Log each call: outcome, note and attempts
- Call-back dates, with a count of those due
- Green, amber and red time markers you set per program
- Filter and sort by follow-up status

Email from the list

- Your own saved email templates
- Email one household, or a whole group at once
- Sent under your program's name; replies reach your office
- Every email is kept in the household's history

Address checks

- Addresses checked against your city limits or county with US Census data
- Census tract saved for CDBG and HOME reporting
- Optional approved-address list per program
- Staff always have the final word

Map

- Every household as a pin, with your boundary drawn on top
- Pin colour shows inside, outside or needs a look
- Street and aerial views; mobile home parks shown space by space
- A map-only role for managers and council offices

Activity report

- How many people visited, signed in and submitted
- Where each person stopped, down to the screen
- Email the people who started and did not finish

Lists and exports

- Download the waiting list and applicants in Excel
- Print the list under any filter
- Never contains Social Security or license numbers
- Move a household to a new email address

SET UP BY YOUR AGENCY

Your programs, your rules, your wording

Program settings

- Each program has its own application, link and settings
- Straight in, pre-application first, or by invitation
- Income limits by household size
- Test mode with sample households

Questions, disclosures and email

- Eligibility questions that pass or stop a household
- Agency-wide and program-only disclosures
- Your logo, colors and contact details
- Your own wording for applicant emails

Team and roles

- Super admin, case worker, read only, and map only
- Limit a person to certain programs
- Read-only and map-only users do not use a seat
- Help on every page of the console

Built for public agencies

- Hosted on Microsoft Azure, encrypted in transit and at rest
- Each agency's data is kept separate, with its own access key
- Every upload is scanned for viruses
- Social Security and account numbers are masked on staff copies
- Single-use sign-in links for applicants and staff
- Built with WCAG 2.1 and Section 508 principles in mind

The companion to HousingOS

- The same waiting list and applications appear in the ApplicationOS Inbox inside HousingOS
- Import creates the applicant and project with the documents attached; nothing is retyped
- ApplicationOS also works on its own

See it for yourself

Try the live demonstration program, or contact us for a guided walk-through and a quote for your agency.

Live demo: portal.goapplicationos.com/?client=demo

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