

Updating the Project Applicant Authorized Representative

This document provides instructions when there is a change in a Project Applicant's (i.e., grantee's) Authorized Representative.

Note: If there is a change in the grantee organization itself, please review the Project Transfers resource located on the *e-snaps* training page in the Project Applicants section.

Project Applicant Authorized Representative Change

If the Authorized Representative of the organization has changed, the new person must first create an *e-snaps* username and password. This can be done by going to <http://www.hud.gov/esnaps> and selecting the "Create Profile" link. (Do not use the previous Director's log in information.)

Next,

1. If someone in the organization currently has access to the organization's *e-snaps* account, he or she can add the new Authorized Representative as a registrant, which will allow him or her to access the organization's records in *e-snaps*. Review this resource to do so at:

<https://www.hudexchange.info/resource/2903/adding-deleting-registrants-in-esnaps/>.

The Applicant Profile must then be updated. Instructions for doing so are on the next page in this document.

2. If no one can access the organization's *e-snaps* account, someone in the organization must submit a letter to the HUD Exchange [Ask A Question](#) system officially requesting the change in Authorized Representative, at: <https://www.hudexchange.info/get-assistance/my-question/>. Please follow these instructions to submit the letter:

(1) Address the letter to:

U.S. Department of Housing and Urban Development
Office of Special Needs Assistance Programs
451 7th Street, SW
Washington, DC 20410

(2) Explain the need for substitution and indicate that the letter serves as formal written notice.

(3) Provide the Applicant Name, Applicant Number (usually the DUNS Number), and CoC Number.

(4) Provide the name of the former Authorized Representative.

(5) Identify and provide the new Authorized Representative's name and contact information (e-mail address, phone number, and mailing address).

(6) Provide the new Authorized Representative's *e-snaps* user ID.

Updating the Project Applicant Authorized Representative

(Continued)

Note: If the new Authorized Representative is a new user to *e-snaps*, this person first needs to create an *e-snaps* username and password. This can be done by going to <http://www.hud.gov/esnaps> and selecting the "Create Profile" link. (Please do not use the previous Authorized Representative's login information.)

(7) Obtain the signature of a ranking member of the organization.


(8) Scan and submit the signed letter via the HUD Resource Exchange [Ask A Question](#) system. If you don't have scanning capabilities, contact Ask A Question, and they will provide you with further instructions.

After a request is reviewed, approved, and processed, the new Authorized Representative will be able to access the agency's *e-snaps* account with the Applicant Profile and Exhibits.

The Project Applicant's Applicant Profile in *e-snaps* must be updated. See the following instructions.

Editing the Applicant Profile

To edit information in the Project Applicant's Applicant Profile you must:

- Log in to *e-snaps*.
- Select Applicants in the left menu bar.
- Ensure your Applicant name is selected in the dropdown menu at the top of the screen.
- Select the "Open Folder" icon  to the left of your Applicant name.
- Select Submission Summary in the left menu bar.
- Select the "Edit" button.
- Navigate to the appropriate screen.
- Update the information.
- Select "Save" at the bottom of the screen.
- Go back to the Submission Summary screen.
- Select the "Complete" button.