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Sacramento Emergency Rental Assistance SERA2 Program

CBO APPLICATION TRAINING

SERA 1 Program

- **Application Period**: October 2020
- **Payments Disbursed**: December 2020 / January 2021
- Reports on SERA 1 (on website)

- If an applicant had applied for and/or received assistance in SERA1, they can apply for assistance in SERA2.

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Application Period

Feb. 25th – Mar. 19th, 2021

www.shra.org/sera

Request for Proposal (RFP)

- We are seeking proposals from non-profit community-based organizations to provide outreach and assist with application submission.

- **For more information**: https://www.planetbids.com/portal/portal.cfm?CompanyID=40356&BidID=80466 (Refer to RFP #2111-DS).

- **Deadline:** Friday, Mar. 5th @ 2:00pm

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Community Based Organization

1. Outreach

2. Application Submission

3. Follow Up

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SERA Website Overview

- Program Overview
- Flyers (multiple languages)
- Eligibility Criteria
- Required Documents
- Application Link
- Frequently Asked Questions
- Additional Resources

www.shra.org/sera

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Application Compatibility

Browser:

- Google Chrome
- Microsoft Edge
- Safari

www.whatismybrowser.com

Devices:

- Desktop
- Mobile Devices
- Tablets

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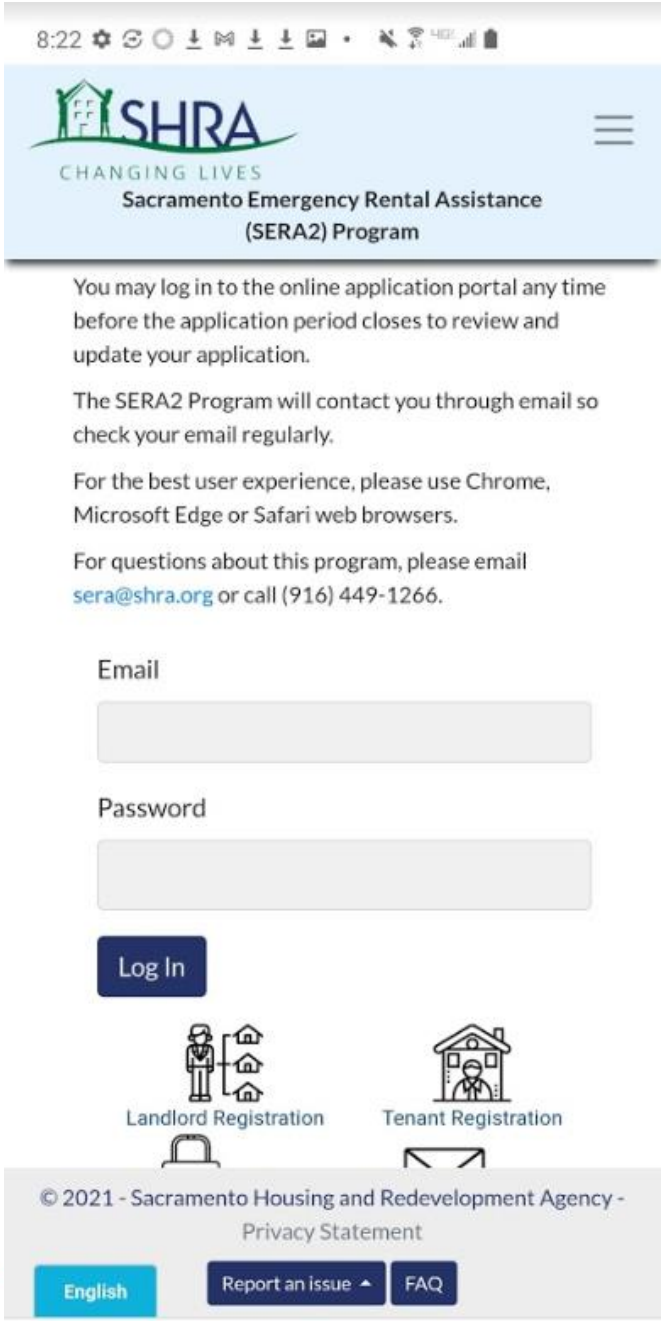
Mobile Device View

Troubleshooting:

- Compatible browser
- May need to switch to landscape view



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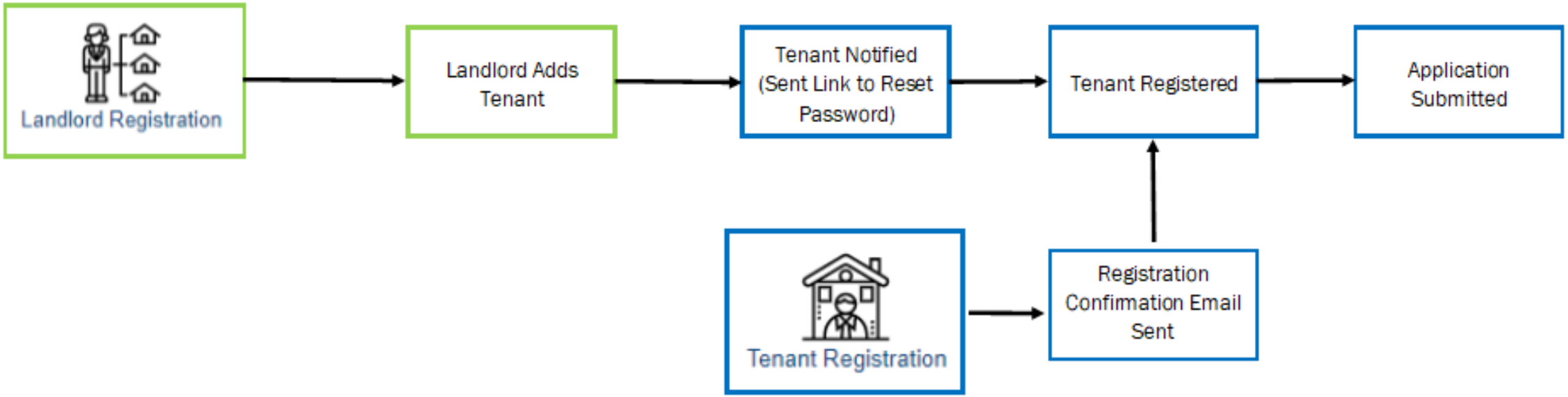
Application Process



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Application Method 1: Landlord Registers First

- If the landlord registered first, the tenant will get an email with a link to set their password.

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Dear [redacted]

Your landlord has registered you for the Sacramento Emergency Rental Assistance (SERA2) program. This program was established to assist households who are struggling financially due to the COVID-19 pandemic pay for rent and utility bills that are past due.

Please use the link below to create a password and complete the application.

http://apply.serashra.org/Identity/Account/ConFirmEmailFromLL?userId=97101fcb-72b9-4ad3-baf1-b181976f72be&code=Q2ZESjhQcytsOGdEM2J0R2dSN1ZMc2hHaThLUExLdG8wRE9ya0UrZzFjeTh1T29wcndjcXFLL0piYndscjJrcGhNNEs0S1o0YnUvNzdIcVI

The application must be completed by Friday, March 19, 2021.

Do not reply to this email, which has been automatically generated.

Sincerely,

SERA2 Program

Application Method 1: Landlord Registers First

Email Confirmed

Your registered email is now confirmed. **Please reset your password.**

Reset your password.

Email

[redacted]

Password

Confirm password

Reset

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Application Method 2: Tenant Registers First

- Tenant will go through “Tenant Registration” button on webpage.
- Email confirmation will be sent to the tenant to complete their registration.
- Tenant will log in and apply.

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Application Method 2: Tenant Registers First

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Dear [redacted]

You registered to create an account to apply for the Sacramento Emergency Rental Assistance (SERA2) Program. Please click the link below to confirm your email address and complete the registration.

http://apply.serashra.org/Identity/Account/ConfirmEmail?userId=42d7aea0-9fc8-4f4b-a1c5-97fbfae5432e&code=Q2ZESjhQcytsOGdEM2J0R2dSN1ZMc2hHaThJVEtoQW5YVHc4S3YxanMyOTNuZ0E4RVk1ZXpxWGYvaDZsMmxmempoQUN3cENtWH2F

If you did not request to register, ignore this email, and the registration will be incomplete.

Do not reply to this email, which has been automatically generated.

Sincerely,

SERA2 Program

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Questions?

Application Walk-Through

Application Submitted

- Once the application is submitted, applicants can still log in to edit their application up until March 19th.

- Applicants will get an email confirming their application has been submitted.

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SERA2 Contact Information

sera@shra.org
(916) 449-1266

Questions?