

**Mississippi Home Corporation**  
**AOD/COL**  
**Frequently Asked Questions (FAQ's)**

**COL Access**

**What are the requirements of using the AOD/COL system?**

*The only requirements of using the AOD/COL system are to have Internet access and Internet Explorer.*

**What is a High Level User? Lower Level User?**

*A high level user (HLU) is the primary management agent/owner for a development. A HLU has exclusive rights to ALL of the on-line data for each development in its portfolio or watch. The lower level user (LLU) is generally an on-site manager. A LLU is only given rights to access his/her development records by an approved HLU.*

**I cannot access all the developments I currently manage. Why?**

*You cannot access the records of all the developments you currently manage because MHC has not given you access to the development(s). MHC generally does not grant access to developments that are not active to monitoring. In addition, HLUs will only have access to developments within their management portfolios. LLU users can only access developments assigned to them by the HLU.*

**Can there be more than one HLU or LLU assigned to a development?**

*No. There can only be ONE HLU per management agent. Likewise, there can only be ONE LLU per development. NOTE: If an owner acts as his/her own management agent, then he/she will be considered the HLU.*

**I forgot my user name and password. How can I find out what it is?**

*It depends! If you are a HLU, then you can contact MHC to reset your password. If you are a LLU, then you will need to contact your authorized HLU for them to reset your password.*

**Reporting**

**Am I required to utilize the AOD/COL system to report my tenant data?**

*Effective January 1, 2007, submission of occupancy reports through AOD/COL will be mandatory. However, if you are unable to utilize the AOD/COL system to input tenant data, then you may continue to submit them in hard copy format. There is, however, a processing fee of \$20 per unit.*

**Do I have to use the AOD/COL system if my company has its own tax credit software?**

*Yes. Although you have your own tax credit software, MHC has to be able to retrieve this information. In order to do this, you will STILL need to access the AOD/COL system in order to upload the information stored in your personal tax credit software system. Doing this will eliminate duplicate data entry.*

**If I use the AOD/COL system to report my tenant data, will this satisfy ALL of my annual owner certification requirements?**

*No. The AOD/COL system will only allow you to input tenant data, as well as complete the Owner Certification of Continued Program Compliance (OCCPC) forms. The other forms (i.e., the Development Physical Condition Report, Utility Allowance Documentation, tax forms, operating Statement) will still be required. In addition, since the OCCPC form has to be signed and notarized by the owner it will also have to be submitted in hard copy format.*

**How often will I be allowed to enter tenant data into the AOD/COL system?**

*You may enter tenant data into the AOD/COL system as often as you would like. Currently, MHC requires annual/quarterly updates (i.e., in conjunction with an owner's Annual Owner Certification (AOC) Report or Quarterly Occupancy Report (QOR)) to the AOD/COL system. Please note, however, that periodic updates to the system can greatly reduce excessive data entry at one time. Plus, the system is designed to allow you to use it daily, save work in progress, without actually sending it to MHC until you're ready.*

**If I submitted the OCCPC form and the occupancy reports online, do I still need to submit them in hard copy format?**

*The answer is 'yes' and 'no.' Yes, the OCCPC form must be submitted in hard copy format. This is so because it must be signed and notarized by the owner. No, the occupancy report does not need to be submitted in hard copy format.*

**As an on-site manager, will I be required to submit information via the AOD/COL system to MHC for review?**

*No. On-site manager, if given access by a HLU, can only input tenant data. The HLU (i.e., management agent) for the development is the only person authorized to send and/or upload reports.*

**Will the AOD/COL system allow me to complete the Tenant Income Certification (TIC) form once I've completed it?**

*Yes. That's one of the beauties of the system. Once you entered the all the tenant data, you can print it for signatures. However, this function can only be utilized if management is entering data in the detail format. Most developments are submitting in the Summary Format. The HLU must request to submit a development's report in detail format.*

## **Troubleshooting**

**While entering tenant data information, I am only able to access the "General Information" and "Unit Rent" screens? How do I access the "Household", "Income" and "Assets" screens?**

*Currently, all projects are set up to report tenant data in the Summary Format only. In this format only a brief summary of the household data is requested. As a result, you will only have access to the "General Information" and "Unit Rent" screens. For access to complete a detailed report, please submit a request to MHC.*

**I am unable to submit the tenant certification report [Occupancy Report] because a vacant unit is still marked not ready to submit. What do I do?**

*To mark vacant units ready to submit, from the Unit screen select the unit number and click on "New Tenant Cert/Re-Cert". From the New Tenant Cert/Re-Cert screen, mark the unit ready to submit and hit "Update".*

**When I click on the AOC form, I am unable to enter additional information on this form, such as the undersign name.**

*In AOD/COL, you do not have the ability to enter any additional information. You will need to print the form and complete any unanswered fields.*

**How do I correct an incorrect certification/ move-out date?**

*To correct an incorrect date, you must delete the entry and re-enter the date.*

**I have entered the wrong household size and tenant paid rent. How do I correct this?**

*To correct incorrect certification information, from the Unit Screen select the unit number and click on View/Modify Current Tenant Cert. From the Tenant Cert screen, edit the applicable fields.*

**I have entered several different tenants into a particular unit but I only see the last one? Will all tenants be submitted?**

*The Units screen will only show you the last activity that you have entered. To see a complete history of the data you have entered, select the LIHTC Annual Occupancy report to view all data entered for the applicable certification period.*

**When I pull up the LIHTC/HOME Annual Occupancy Report, I notice that there is either no information or incomplete information. Why is that?**

*The LIHTC/HOME Annual Occupancy Report only shows the information that the user has entered for the applicable certification period. If the user has not inputted any information, the report will be blank. Another problem may be that the reporting period is incorrect. To change the report period, return to the building screen and go to "Change Report Period".*

**My development is new and has just started leasing. While entering tenant data for a unit, I notice that at the top of the screen the Current Unit Status is Market Rate. Why is that?**

*Unit status marked "Market Rate" will retain this designation until the Occupancy Report has been submitted and tested. Once a compliance test has been completed, the Current Unit Status will change to reflect either "Low Income" for qualified tax credit units or "Market Rate" for non-qualified units.*