



Arizona
Department
of Housing

AZ MHBD

Mobile Portal User Guide



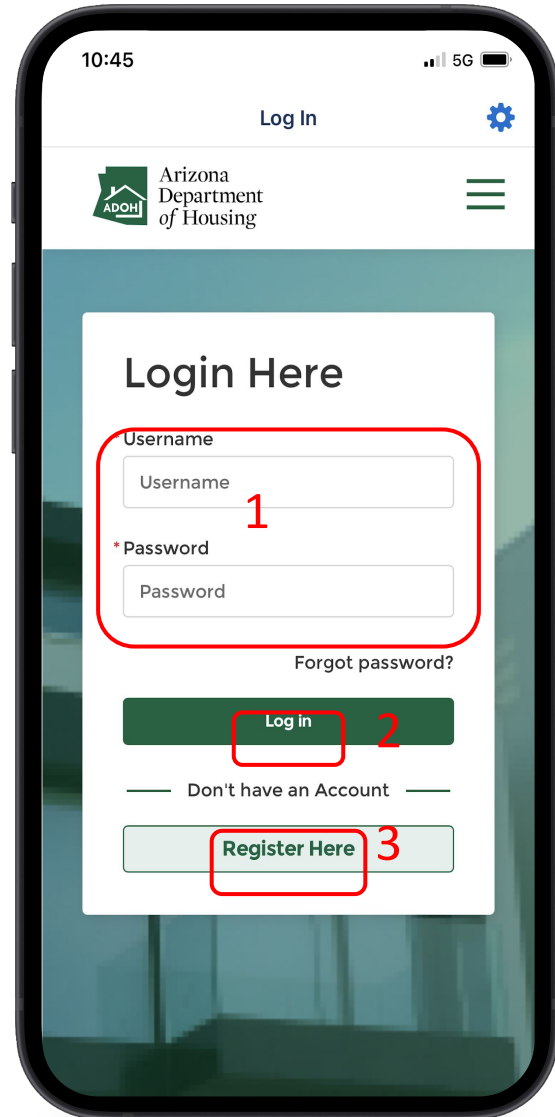
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Login & Registration

Login



Instructions

1. Enter your **Username** and **Password**
2. Click the **Log In** button
3. If you want to register, click the **Register Here** button

Key Points

If you can't remember your password, double-tap the 'Forgot password?' link on the screen.

Registration

The image shows a smartphone screen displaying the registration form for the Arizona Department of Housing. The form is titled "Registration" and includes the following fields:

- *Registration Type**: A dropdown menu with "Select an Option" and a list of options: MHBD Licensee (highlighted in green), ROC Contractor, Homeowner, Relocation Tenant, and Acting Agent.
- *Last Name**: A text input field.
- *Date of Birth**: A date input field.
- *Email Address**: A text input field.

The top of the screen shows the time 10:45, signal strength, Wi-Fi, and battery icons. The header includes "Log In" and a settings gear icon. The Arizona Department of Housing logo is visible in the top left corner.

Instructions

Select the **Registration Type** from the dropdown list.

Key Points

The available Registration Types are:

- MHBD Licensee
- ROC Contractor
- Homeowner
- Tenant
- Acting Agent

Registration

10:45

Log In

Arizona Department of Housing

Registration

*Registration Type
MHBD Licensee

Company Name
Search...

*New Company

*First Name **1**

Middle Name

*Last Name

*Date of Birth

10:46

Log In

Screenshot action logged.

*Email Address

*Mobile Phone Number

I consent to receive notifications from the Department of Housing and Manufactured Buildings by Email and SMS. **2**

Submit **3**

— Already have an Account —

Sign In

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Instructions

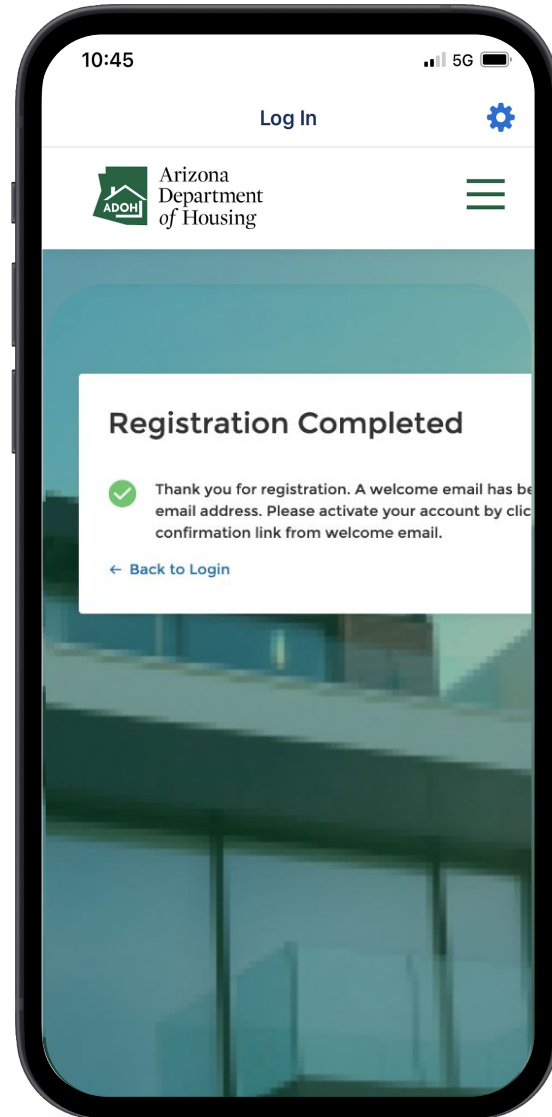
1. Populate required details
2. Check the **attestation box**
3. Click **Submit**

Key Points

If you select MHBD Licensee and ROC Contractor, you need to provide the company name. You can either search for the company name from the existing list, or enter the company name manually.

If you select Tenant, you need to enter a **Space Number and Park Name**.

Registration



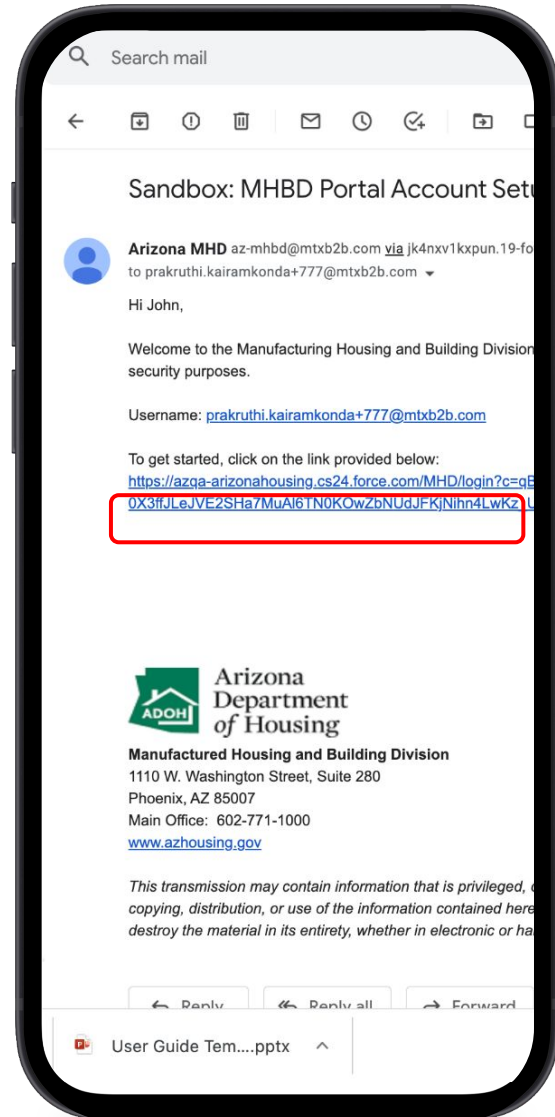
Instructions

No instructions

Key Points

The screen will display a success message when the registration is complete.

Registration



Instructions

Click on the link provided in your email. This will take you to the Change Your Password page.

Key Points

You will receive an account set up email to your registered email address.

Registration

salesforce

Change Your Password

Enter a new password for
prakruthi.kairamkonda+777@mtxb2b.com. Make sure
to include at least:

- ✓ 8 characters
- ✓ 1 uppercase letter
- ✓ 1 lowercase letter
- ✓ 1 number
- ✓ 1 special character ⓘ

* New Password Good

* Confirm New Password Match

Change Password

Password was last changed on 11/2/2021, 6:22 AM.

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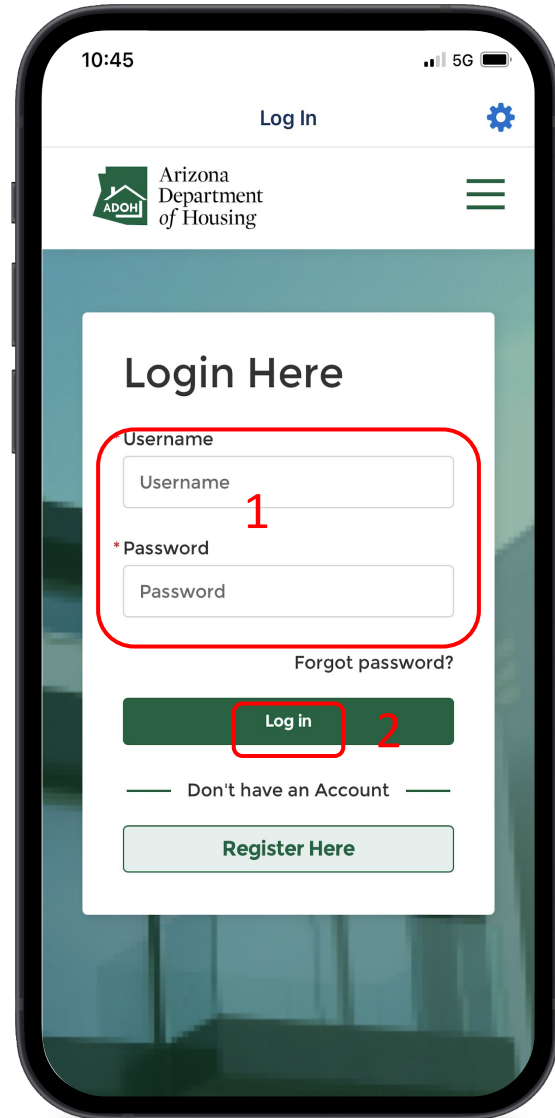
Instructions

1. Enter the new password and confirm
2. Click the **Change Password** button

Key Points

Make sure the password meets the approved criteria listed in green on the page.

Login




Instructions

1. Enter your **Username** and **Password**
2. Click the **Log In** button

Key Points

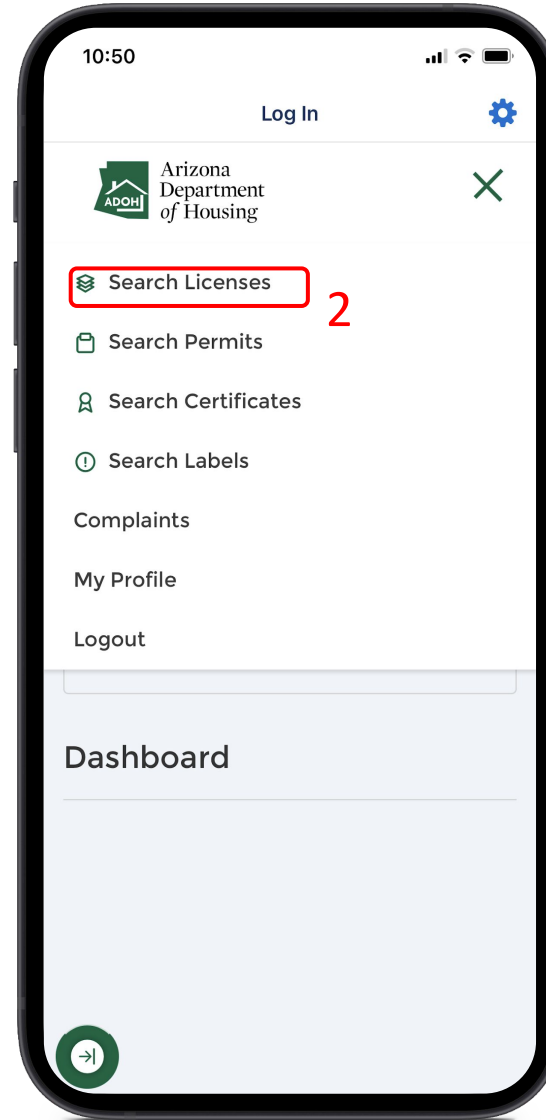
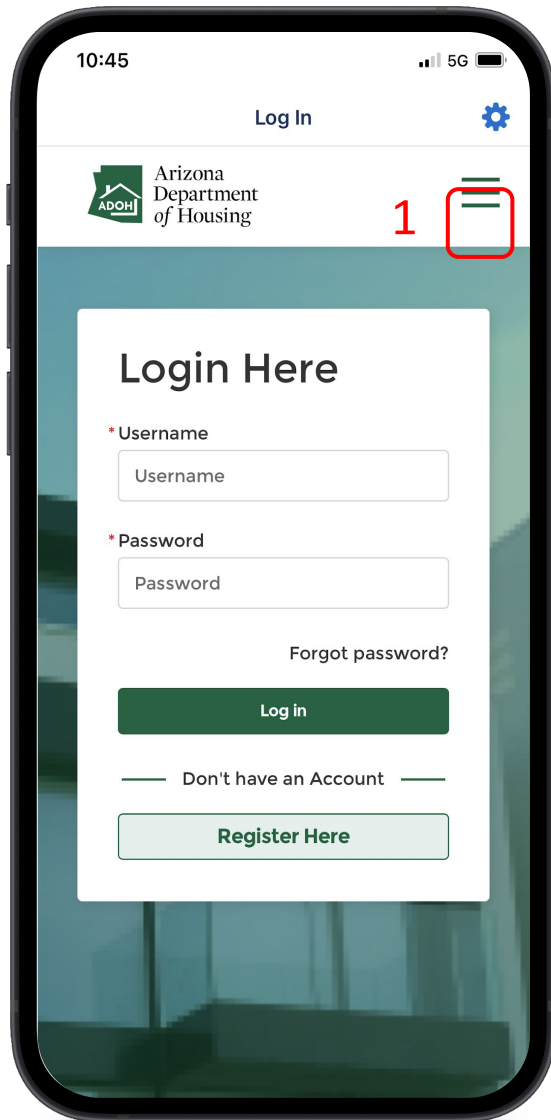
No key points.



General Search

(Licenses, Permits, Certificates & Labels)

Search License



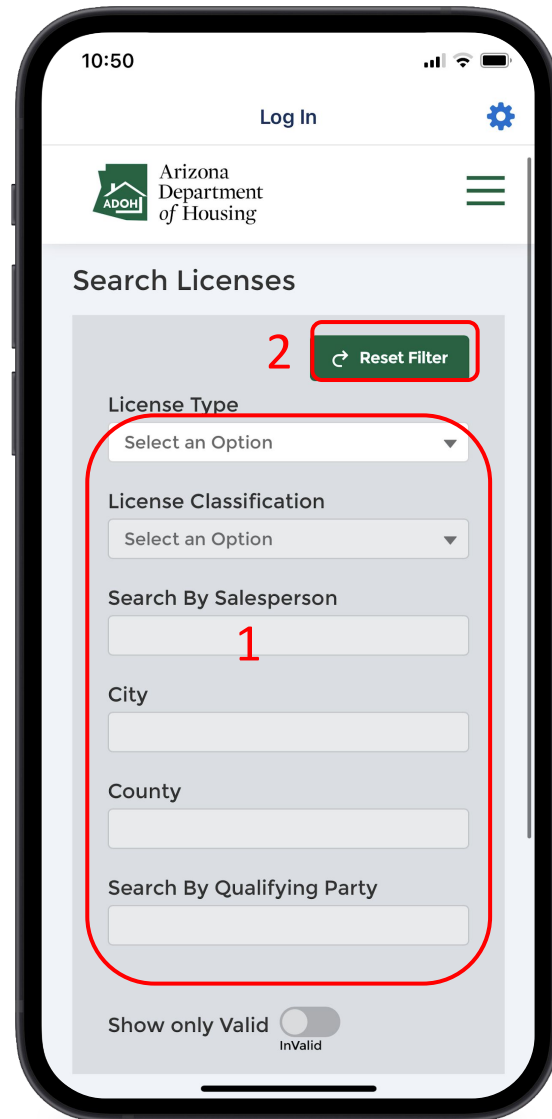
Instructions

1. Click on the **menu**
2. Select the **Search Licenses** tab

Key Points

- You need not log in to the portal to access the functionalities on the top menu bar
- Both the authenticated and unauthenticated users can access this search functionality for validating license, permit and certificate information on the portal

Search Licenses



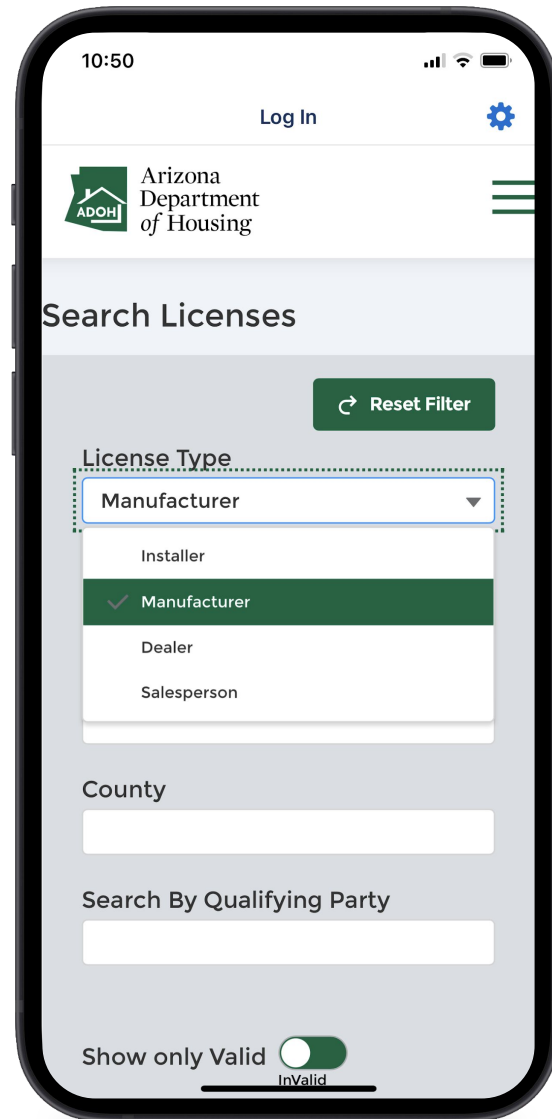
Instructions

1. Search for a license by **Type, Classification, Salesperson, City, County, and Qualifying Party** as these values can act as filters
2. Click on **Reset Filter button** to start the search over

Key Points

No key points.

Search License



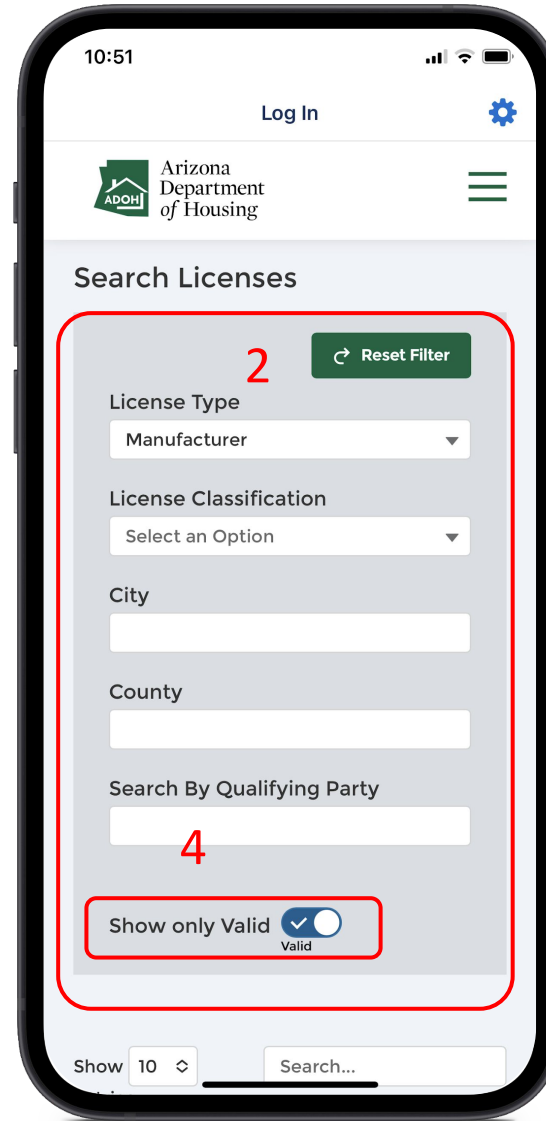
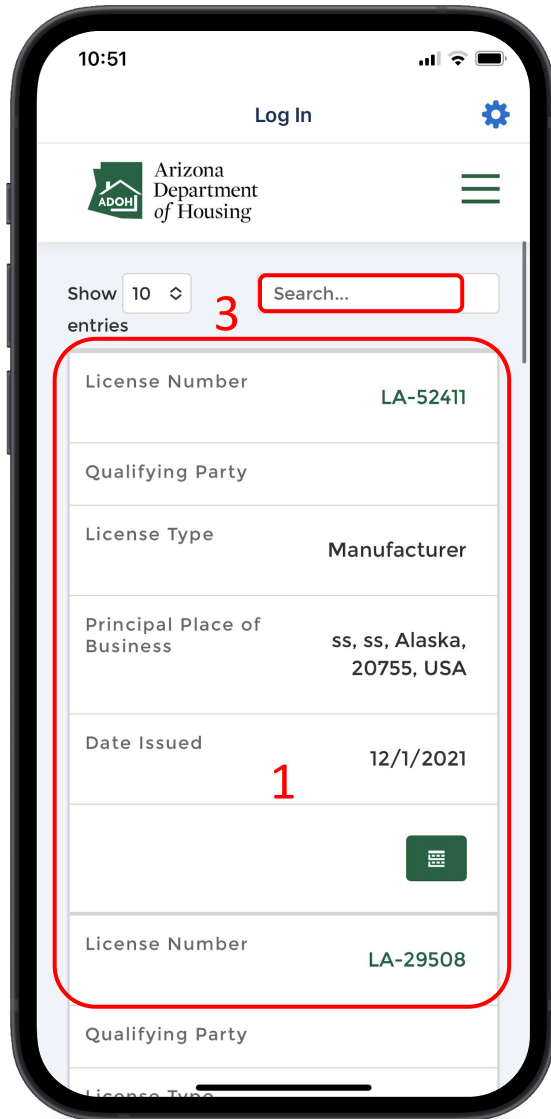
Instructions

Click on the **License Type** and select a value from the drop-down list.

Key Points

No key points.

Search License



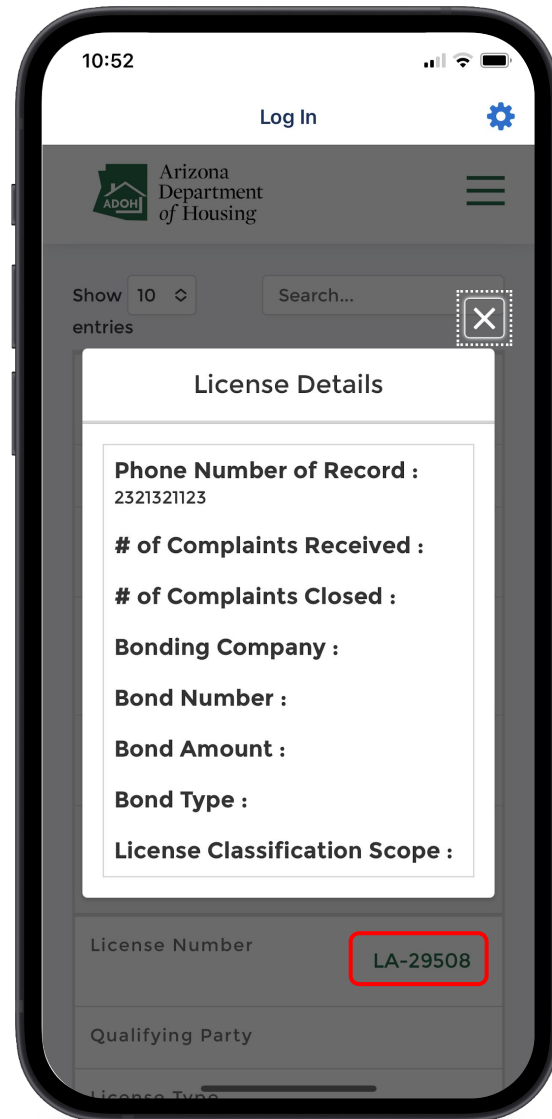
Instructions

1. When you select a **License Type**, related licenses will show up as search results
2. Narrow-down the search results by applying other filters
3. Use the Local Search bar to search for a specific License Number
4. Toggle the **Show only Valid** button to display valid licenses

Key Points

- The all the fields and the search result columns will be the same for all the License types except for Salesperson
- When Salesperson is selected you can find Search By Salesperson, City, County, and Employing Dealer Of Record fields

Search License



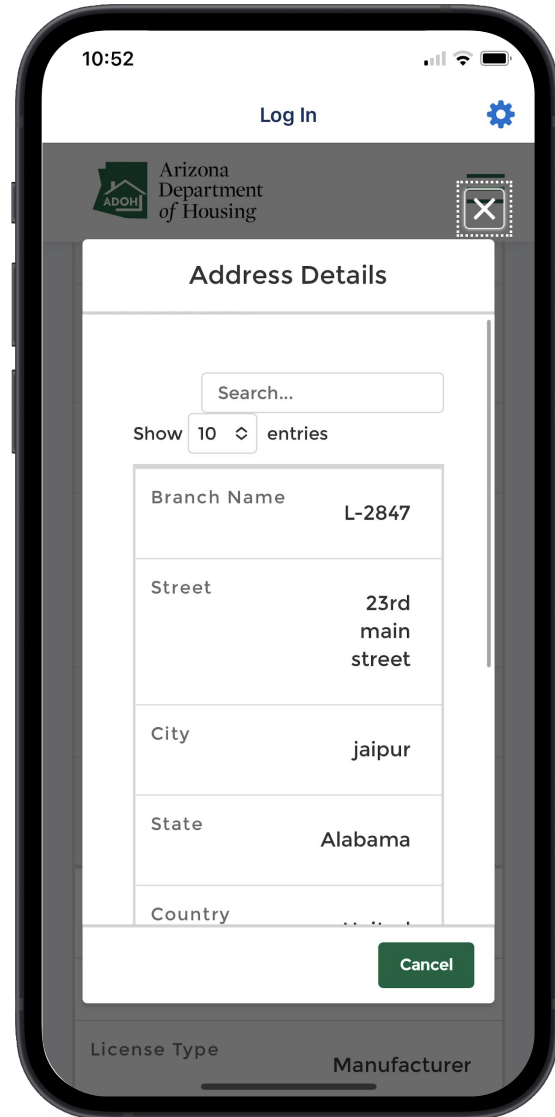
Instructions

Click on the **License Number** to view the License Details.

Key Points

No key points.

Search License



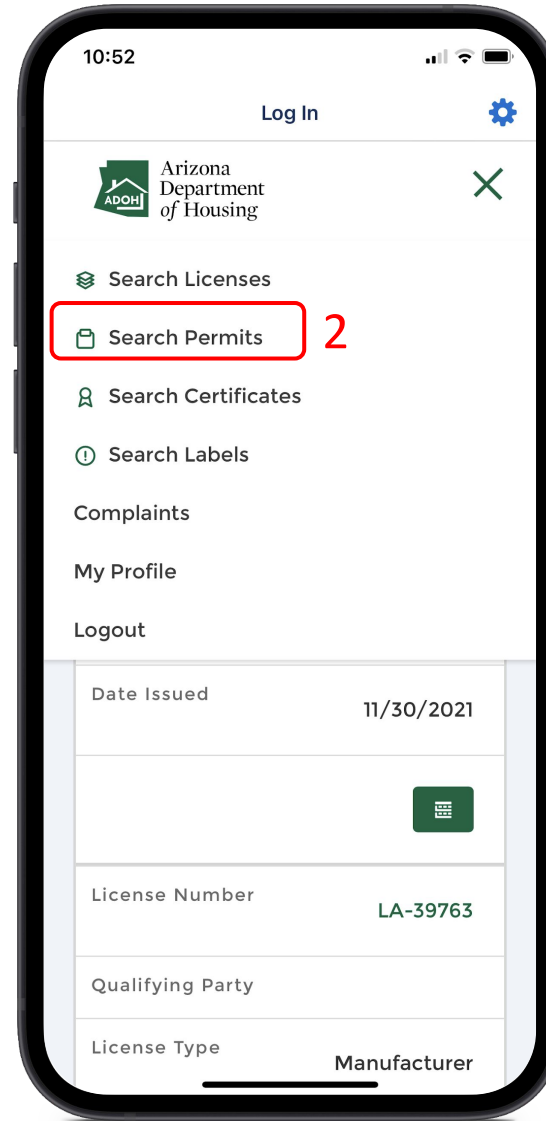
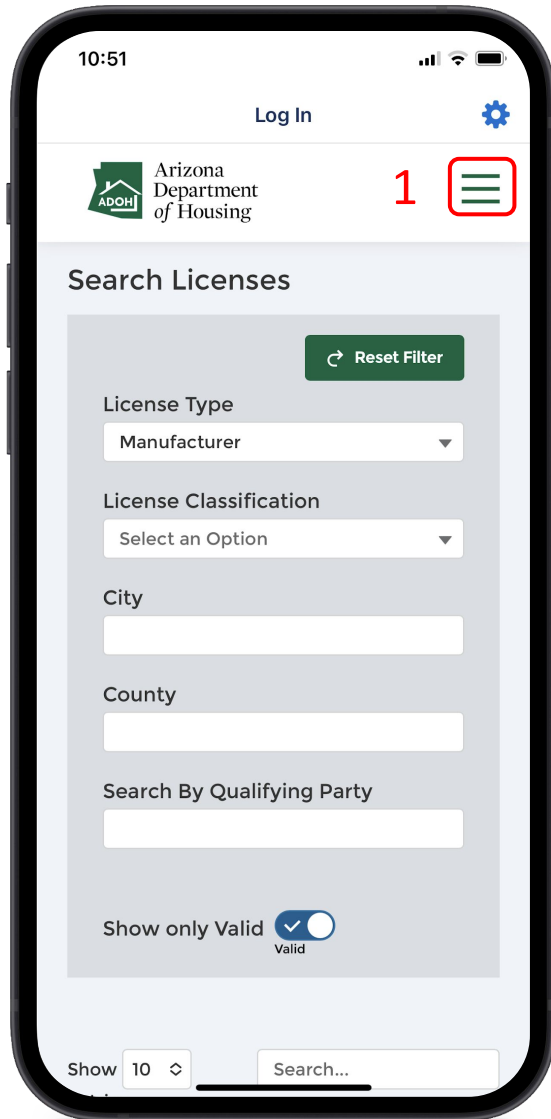
Instructions

Click on the **Branch Address icon** to view Address Details.

Key Points

No key points.

Search Permits



Instructions

1. Click on the **menu**
2. Select the **Search Permits tab**

Key Points

The public will have the ability to view the portal and search for permits available or permits issued by the department.

Search Permits

Arizona Department of Housing

Search Permits

Permit Number **1**

Owner **2**

Permit Type
Select an Option

Permit Status
Select an Option

Reset Search ↻

Show 10 entries Search...

Permit Number P-000014

Site Address **3** 218 jerry
Aguila
Arizona
United States
99613

Instructions

1. Enter the **Permit Number** to search for the permit record
2. Enter the **owner** in the field to search the permits record by owner
3. The permit record(s) will be display as they meet the search results

Key Points

No key points.

Search Permits

The image shows a smartphone screen displaying the 'Search Permits' interface for the Arizona Department of Housing (ADOH). The header includes the ADOH logo and the text 'Arizona Department of Housing'. Below the header, the title 'Search Permits' is displayed. The form contains several input fields: 'Permit Number', 'Owner', and 'Permit Type'. The 'Permit Type' dropdown menu is open, showing options: 'Manufactured Home Installation Permit', 'Factory Built Building Installation Permit', 'Special Use Installation Permit', and 'Rehabilitation Permit'. Below the form, there is a 'Show 10 entries' dropdown and a 'Search...' button. At the bottom, a search result is displayed with the following details:

Permit Number	P-0000014
Site Address	218 jerry Aguila Arizona United States 99613

Instructions

Select the **Permit Type** from the drop-down list. All the permit records related to the selected Permit Type will be displayed in the search results.

Key Points

The public will have the ability to visit the portal and search for the permits issued by the department.

Search Permits

Arizona Department of Housing

Search Permits

Permit Number

Owner

Permit Type
Select an Option

Permit Status
Select an Option

Reset Search ↻

Show 10 entries Search...

Permit Number	P-0000014
Site Address	218 jerry Aguila Arizona United States 99613

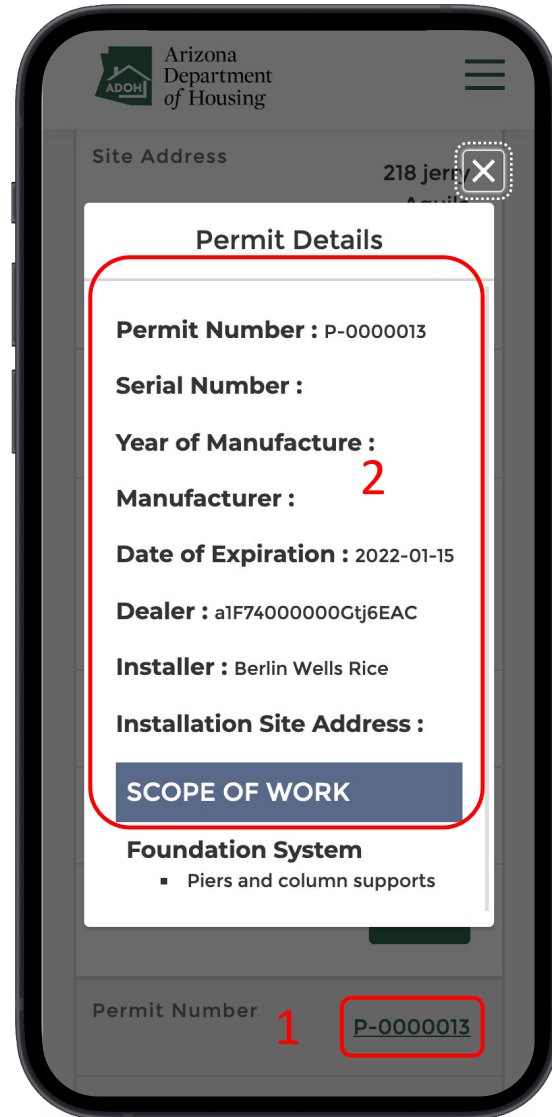
Instructions

1. Click on the **Permit Status** and select a value from the drop-down list
2. Click **Reset Search** button to restart search process

Key Points

No key points.

Search Permits



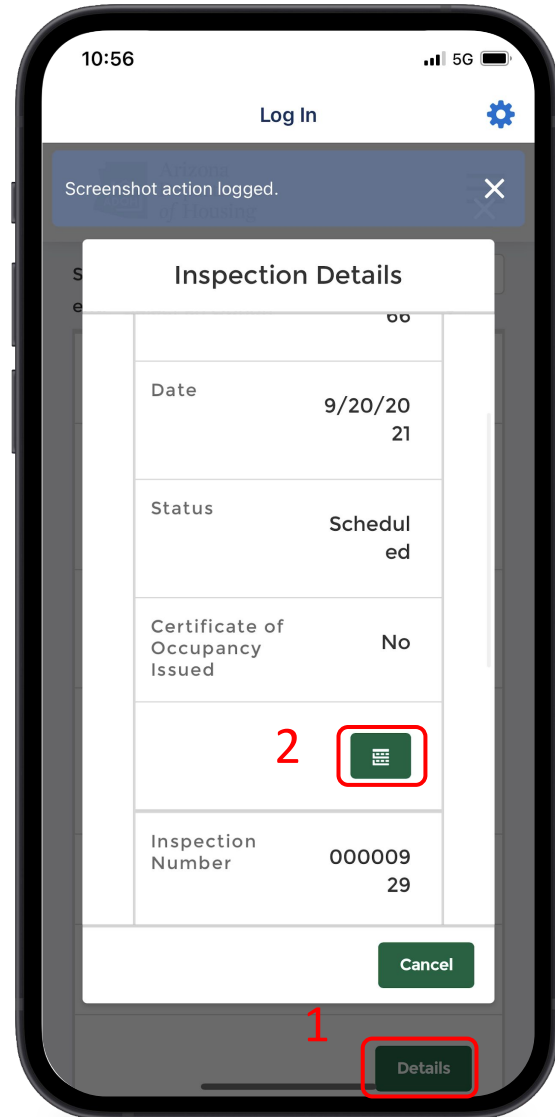
Instructions

1. Click on the **Permit Number**
2. A Permit Details pop-up will appear on the screen to view Permit Details including the Scope of Work

Key Points

No key points.

Search Permits



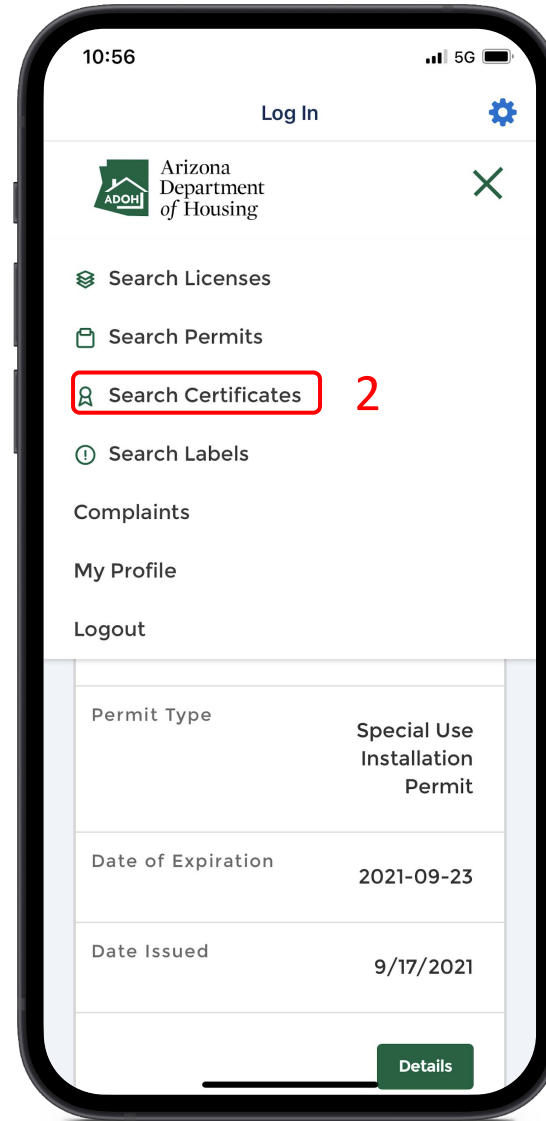
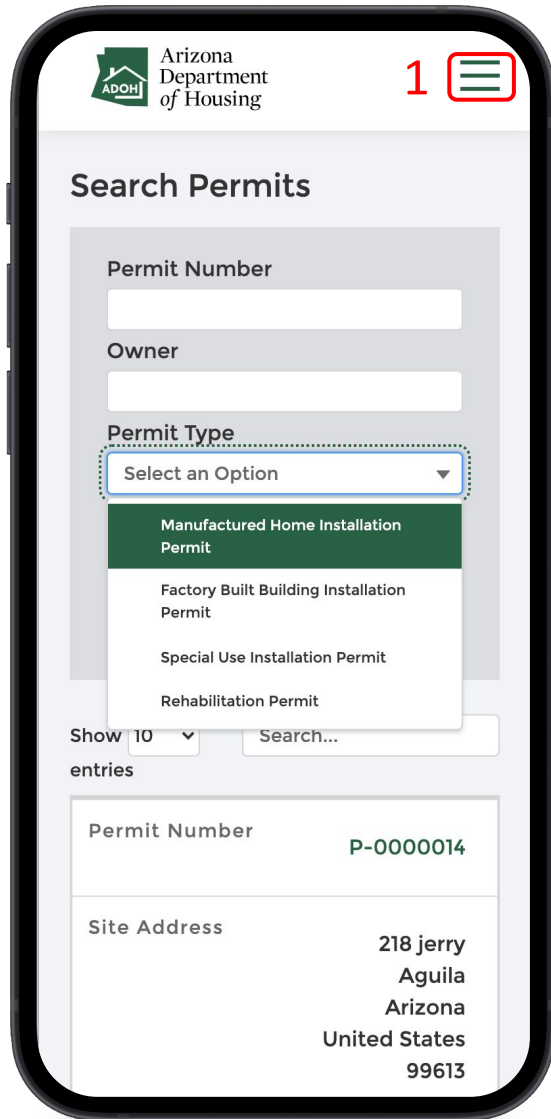
Instructions

1. Click on the **Details button** under the Inspections' column to view the Inspection Details
2. Click on the **Reports icon** to view generated reports as part of the Inspection

Key Points

No key points.

Search Certificate



Instructions

1. Click on the **menu**
2. Select the **Search Certificates** tab

Key Points

The public will have the ability to come to the portal and search for the certificates available or certificates issued by the department.

Search Certificate

10:56

Log In

Department of Housing

Certificate Number

Company Name

Qualifying Party

Certificate Type

Select an Option

- Installation Certificate - Residential Use
- Installation Certificate - FBB Commercial Use
- Modular Manufacturer Certificate **1**
- Reconstruction Certificate

Show only Valid **2**

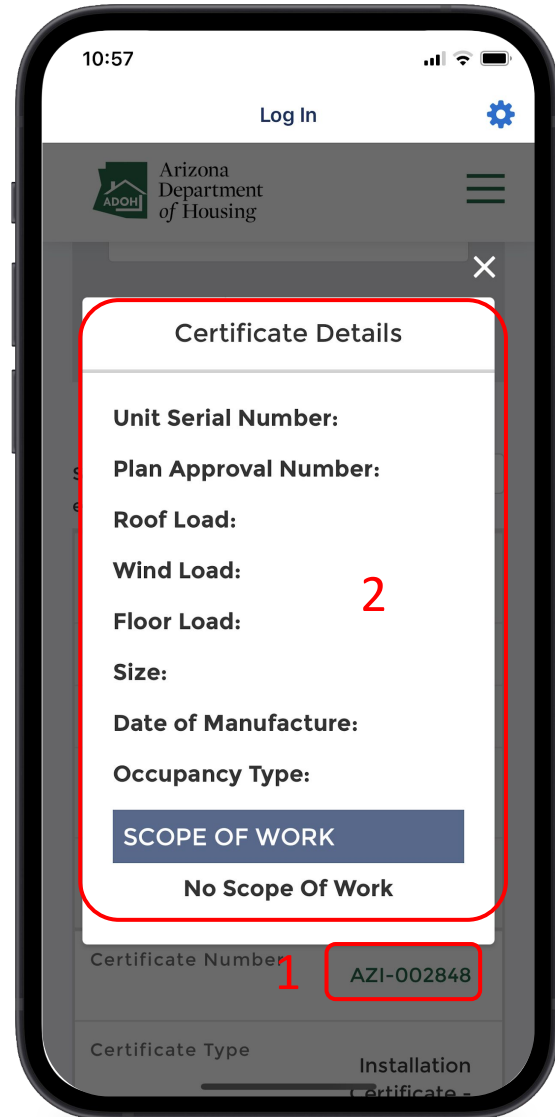
Instructions

1. Search for the certificates using the fields provided
2. Toggle the **Show only Valid button** to show only valid certificates

Key Points

No key points.

Search Certificate



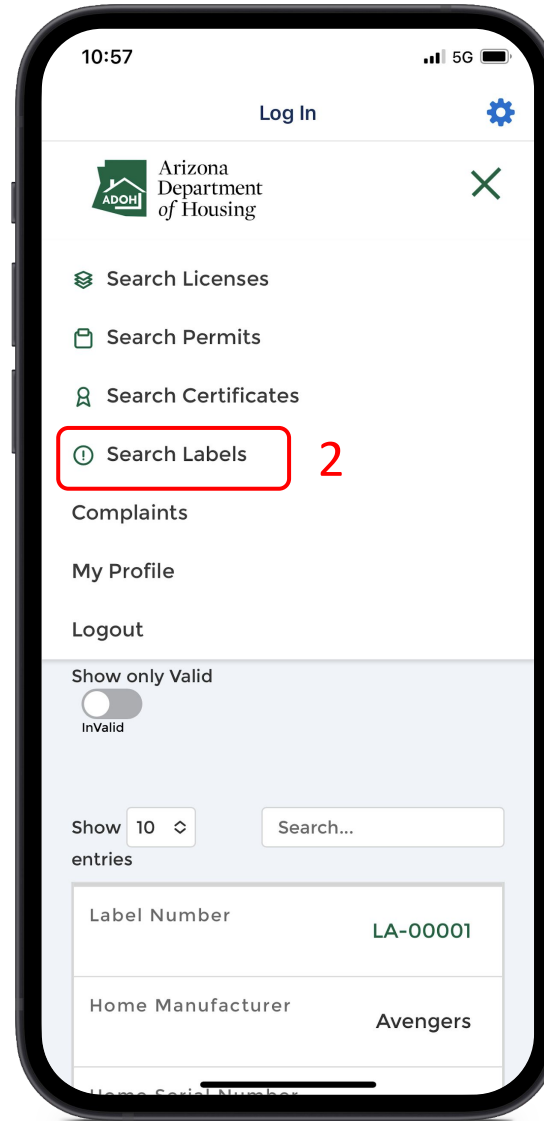
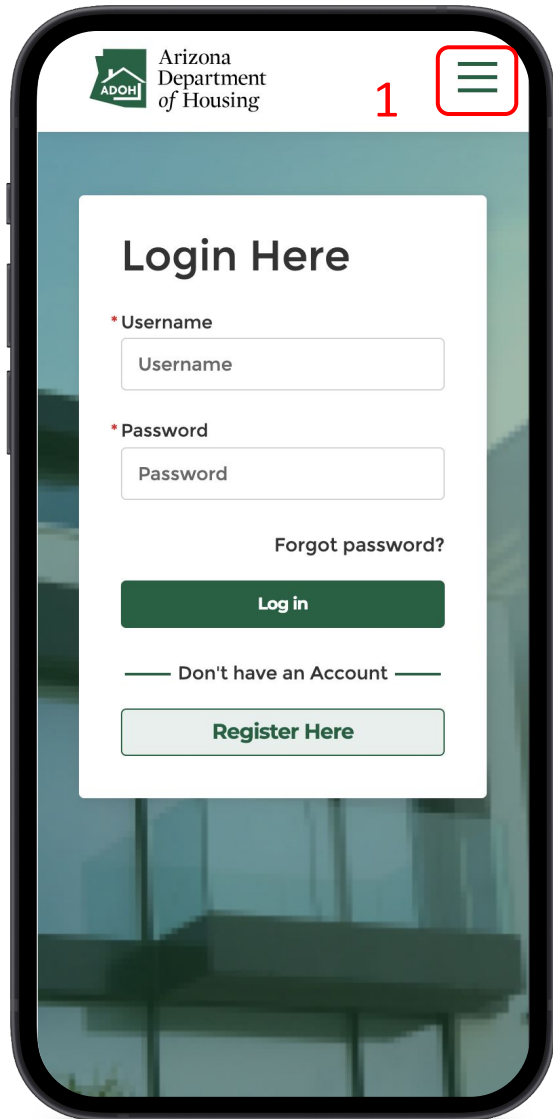
Instructions

1. Click the **Certificate Number**
2. The Certificate Details and Scope of Work will pop-up on the screen

Key Points

No key points.

Search Labels



Instructions

1. Click on the **menu**
2. Select the **Search Labels** tab

Key Points

The public will have the ability to come to the portal and search for the labels available or labels issued by the department.

Search Labels

10:57 5G

Log In

Arizona Department of Housing

Search Labels

Reset Search

Label Number 1

Manufacturer Name

Serial Number

Date of Manufacture

Show only Valid 2

Show 10 entries

Label Number	LA-00001
Home Manufacturer	Avengers

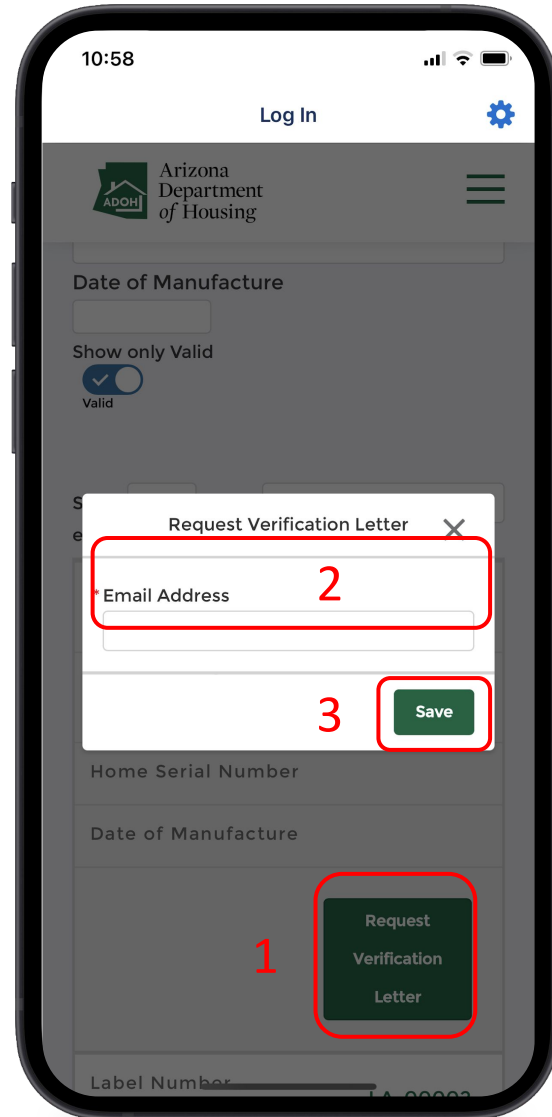
Instructions

1. Search for labels by any of the filters listed on the page
2. Toggle the **Show only Valid button** to show only valid certificates

Key Points

Both the public and users will be able to request a verification letter

Search Labels



Instructions

1. Click the **Request Verification Letter** button
2. Enter the email address
3. Click **Save**

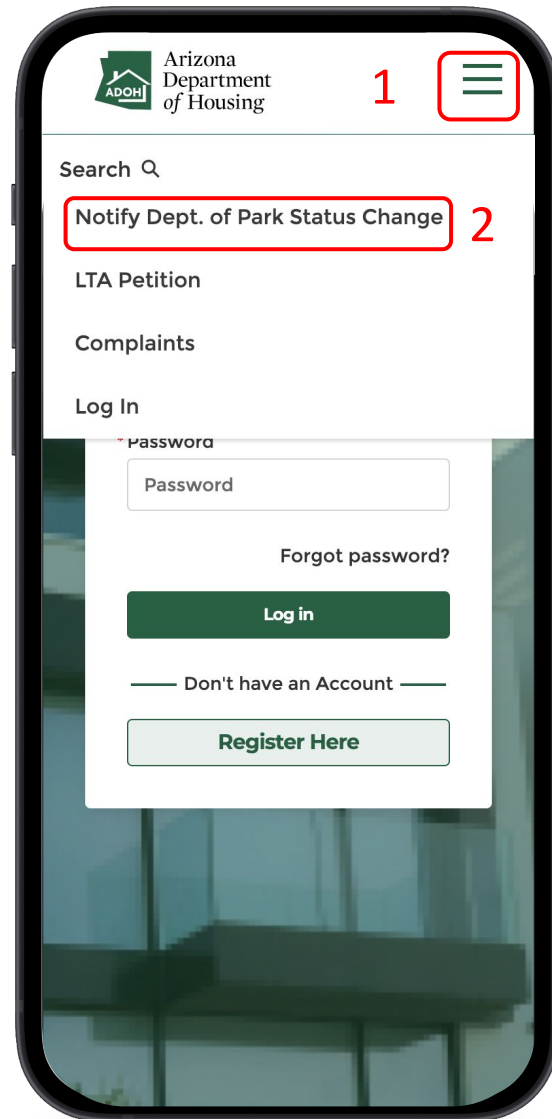
Key Points

- System will ask you to provide an email address; requests can come from unauthenticated users as well
- Even the authenticated user must enter the email address manually when a verification letter is requested



Park Status Change

Park Status Change



Instructions

1. Click on the **menu**
2. Click **Notify Department of Park Status Change button** from the top navigation bar

Key Points

The Park Owner will have the ability to notify the department about the Park Closing from this page.

Park Status Change

Arizona Department of Housing

Notify Department of Park Closure or Redevelopment/ Age Restrictions Change

Please enter details in the fields below.

* Indicates Required Fields **1**

* Park Owner's Name

* Phone Number

* Email Address

* Park Name

* Street Address

* City

* State

* County

Arizona Department of Housing

* Park Name

* Street Address

* City

* State

Arizona

* County

Select County

* Zip code

* Park Closure Effective Date

mm/dd/yyyy

* Type of Notification

Select Type of Notification

Cancel **Submit** **2**

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Instructions

1. Populate all the details in the form
2. Click on the **Submit button**

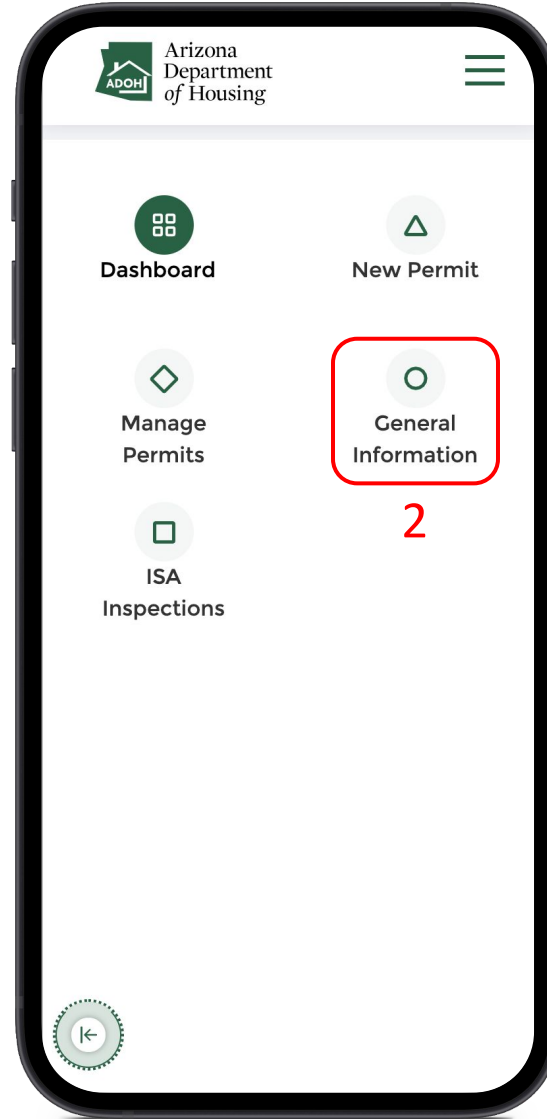
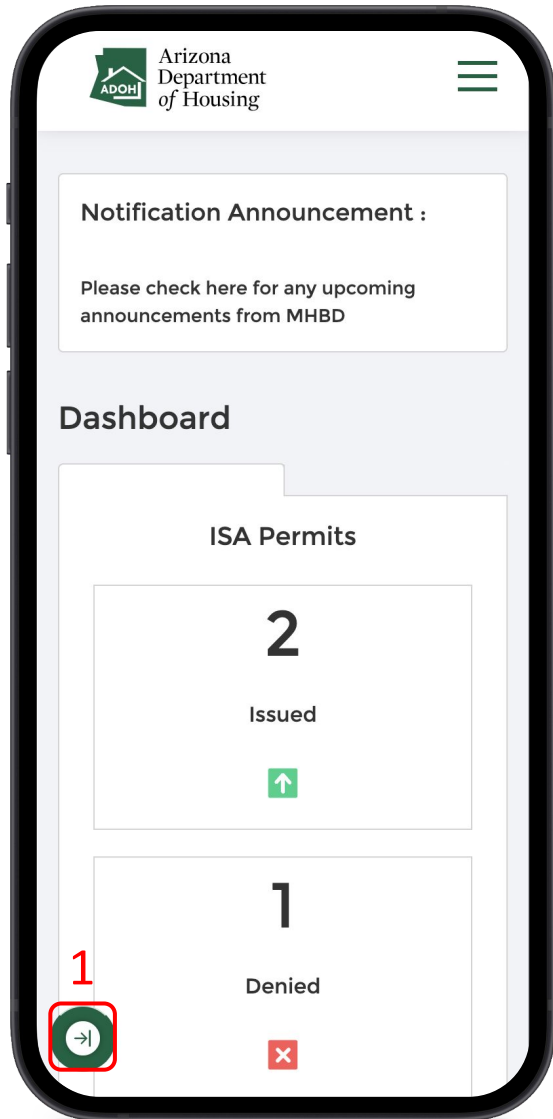
Key Points

- Once the request is submitted, MHBD staff will receive the Park Closure request and the Park Owner/Tenant will receive an email asking him/her to send their details in a CSV format only
- Once the tenant details are uploaded in the system, the tenant will receive an email



Inspection Service Agreement (ISA)

ISA Users Only



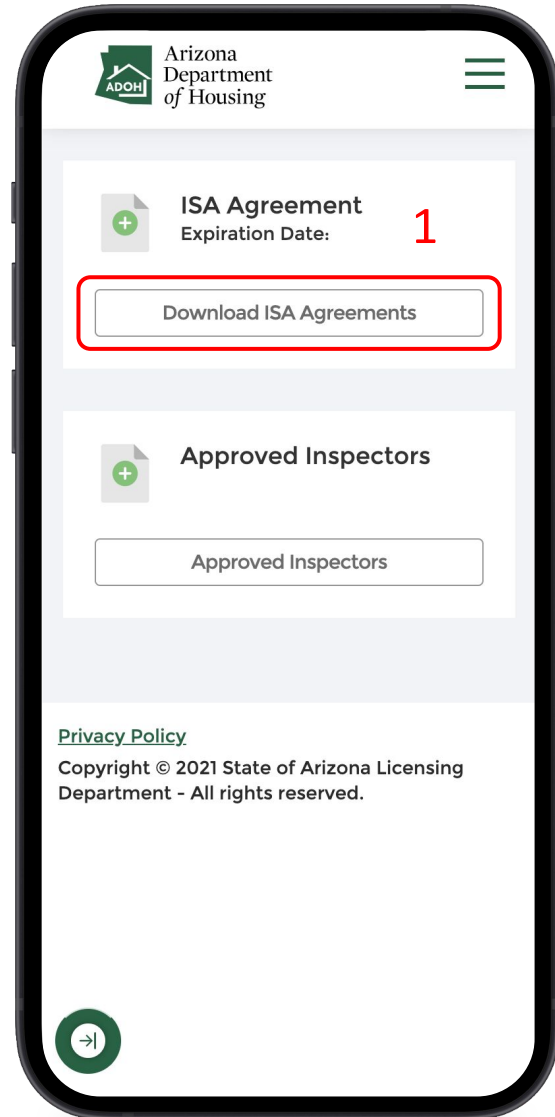
Instructions

1. Click the **toggle menu**
2. Select **General Information**

Key Points

- Inspection Service Users are able to navigate to General Information and view their ISA agreement for their local jurisdiction
- Notice this section is only for ISA users

ISA Users Only



Instructions

1. Click the **Download ISA Agreement** button and view the agreement

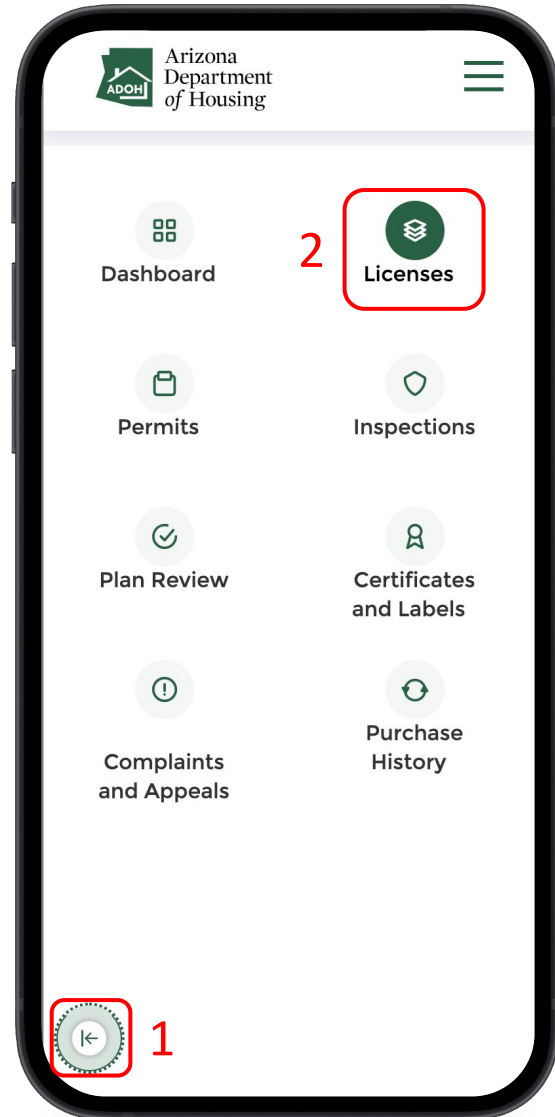
Key Points

No key points.



Licenses

Licenses



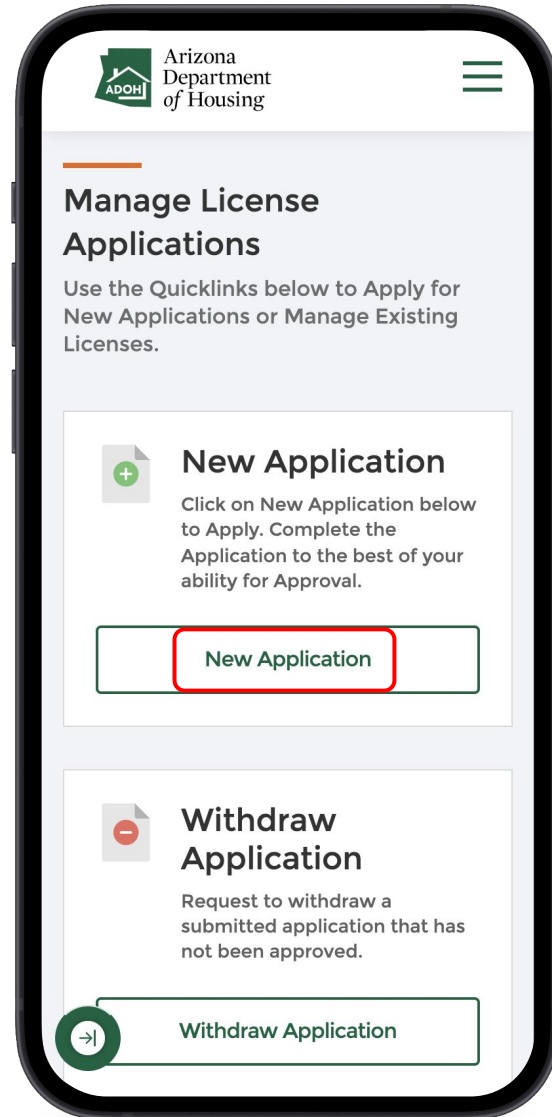
Instructions

1. Click the **toggle menu**
2. Click the **licenses tab**

Key Points

No key points.

Licenses



Instructions

Click on the **New Application** button.

Key Points

You can also perform the below tasks from this page:

- Withdraw Application
- Request Admin Changes
- View All Licenses
- View all Applications

Licenses

Arizona Department of Housing

New Licensing Application

License Type

Manufacturer

Manufacturer

Installer

Dealer

Back Next

Instructions

Select the **License Type** from the drop-down list.

Key Points

License Types available are:

- Manufacturer
- Installer
- Dealer

Licenses

Arizona Department of Housing

New Licensing Application

License Type
Manufacturer

Select Classification

- Select Classification
- M-9A
- M-9C
- M-9E

Instructions

Select the **Classification** from the drop-down list.

Key Points

No key points.

Licenses – Agency Disclosure

Arizona Department of Housing

Dealer Application

1 Section A - Agency Disclosures 2 Section B - Identification 3 Section C - Qualifying Party

Section A - Agency Disclosures

Please note:
[Required Agency Disclosure for all the Applicants](#)

* I (we) hereby agree to comply with ALL provisions of Arizona Revised Statutes, Title 41, Chapter 37, Articles 3 and 4, and the Rules and Regulations of the Arizona Department of Housing.

Arizona Department of Housing

[all the Applicants](#)

* I (we) hereby agree to comply with ALL provisions of Arizona Revised Statutes, Title 41, Chapter 37, Articles 3 and 4, and the Rules and Regulations of the Arizona Department of Housing.

Are you active duty military?

Are you a veteran?

Are you the spouse of an active duty military individual?

Are you the spouse of a veteran?

Back Next Save and Exit

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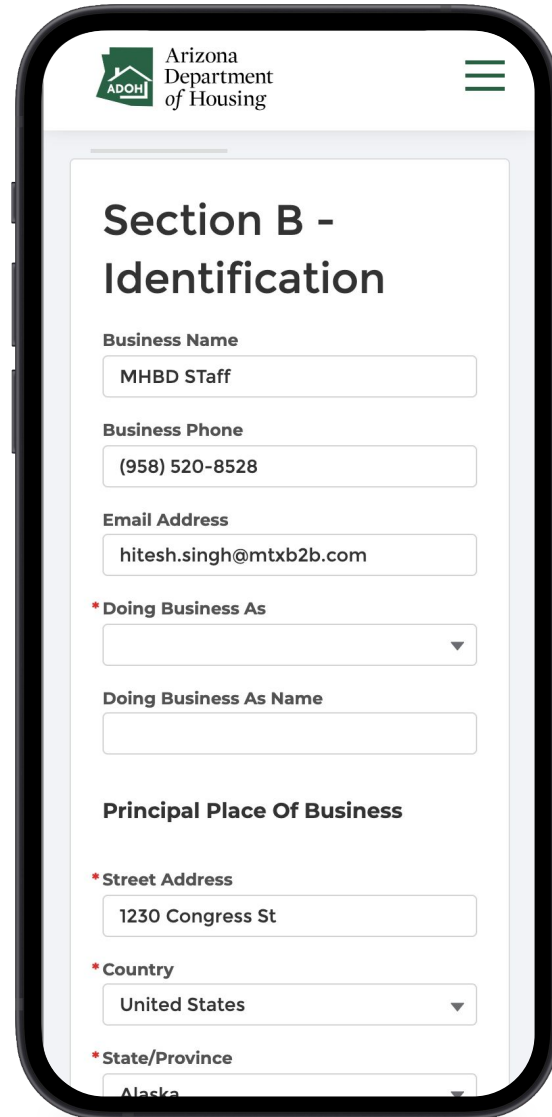
Instructions

1. Click **Required Agency Disclosure for all the Applicants** and read the disclosure
2. Check the **attestation box**
3. Answer the active duty questions
4. Click **Next**

Key Points

- This is a step-by step process for creating a new License application
- You can see all the section headers on the left side of the page
- If you have an application in progress, you will not be able to create a new application

Licenses – Identification



The screenshot shows a mobile application interface for the Arizona Department of Housing. The header includes the ADOH logo and the text 'Arizona Department of Housing'. The main heading is 'Section B - Identification'. The form contains the following fields:

- Business Name:** MHBD STaff
- Business Phone:** (958) 520-8528
- Email Address:** hitesh.singh@mtxb2b.com
- *Doing Business As:** (Dropdown menu)
- Doing Business As Name:** (Text input field)
- Principal Place Of Business:**
 - *Street Address:** 1230 Congress St
 - *Country:** United States
 - *State/Province:** Alaska

Instructions

Populate the required information as needed.

Key Points

- Business Name, Business Number and Email Address fields are pre-populated based on what the information previously entered while registering, however, these fields can be edited
- Fields marked with * are mandatory

Licenses – Identification

Arizona Department of Housing

*State/Province
Alaska 1

*City
Portland

*County/Borough/Parish
Aleutians East Borough

*Zip/Postal Code
04102

Mailing Address 2

Same as Principal Place of Business

Branch Addresses 3

No records found

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Instructions

1. Enter the Principal Place of Business information
2. Check the box if your mailing address is same as the address of the Principal Place of Business to autopopulate the address
3. Click the **Add an address** button to add a branch address

Key Points

- At any stage, you can Save and Exit the application
- The pending application can be found in the Unsubmitted tile on the Dashboard

Licenses – Identification

Arizona Department

Add New Address

* Branch Name

* Street Address

* Country

* City

* Zip/Postal Code

* Area Code/Phone Number

Cancel Save

Back Next Save and Exit

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Instructions

1. The Add New Address pop-up window will appear, fill the details
2. Click **Save** to close the pop-up window

Key Points

No key points.

Licenses – Identification

Arizona Department of Housing

Addresses

Branch Name	okay1
Street Address	9 test test
State/Province	Andhra Pradesh
County/Borough/Parish	
Zip/Postal Code	75056
Area Code/Phone Number	(518) 417-8551

1

2

Back Next Save and Exit

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Instructions

1. Edit or delete the Branch address by clicking **Edit/Delete icons**
2. After populating all the details, click **Next**

Key Points

You can go back to the previous page by clicking the **Back** button.

Licenses – Qualifying Party

Arizona Department of Housing

Section C - Qualifying Party

Please note: **1**
Provide details of Qualifying Party. The Qualifying Party must reside in the same State that is listed as the principal place of business on the application.

*Qualifying Party is **2**

Approved Qualifying Party

*First Name

*Middle Name ⓘ

*Last Name

*Email

Instructions

1. Read the Note
2. Select the **Qualifying Party** from the drop-down list

Key Points

No key points.

Licenses – Qualifying Party

Arizona Department of Housing

* Email

* Date of Birth

mm/dd/yyyy

* Area Code/Phone Number

* Street Address

Country

* City

* Zip/Postal Code

Back Next Save and Exit

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Instructions

1. Populate all the required information
2. Click **Next**

Key Points

- The Qualifying Party's address must be located in the same state in which the Principal Place of Business is located
- Fields with * are mandatory

Licenses – Statutory Agent

Arizona Department of Housing

Section D - Arizona Statutory Agent

* Statutory Agent

Individual

Company

* Street Address

Country

* City

* Zip/Postal Code

Back Next Save and Exit

Instructions

Select the **Statutory Agent** from the list. The agent can be an individual or a company.

Key Points

No key points.

Licenses – Statutory Agent

Arizona Department of Housing

Section D - Arizona Statutory Agent

* Statutory Agent

Individual
Company

* Street Address 1

Country

* City

* Zip/Postal Code

Back Next Save and Exit 2

Instructions

1. When the Statutory Agent is an individual, provide the agent's full name and mailing address
2. Click **Next**

Key Points

No key points.

Licenses – Statutory Agent

Arizona Department of Housing

Section D - Arizona Statutory Agent

* Statutory Agent
Company

* Company Name

* Area Code/Phone Number

* Street Address

Country

* City

* Zip/Postal Code

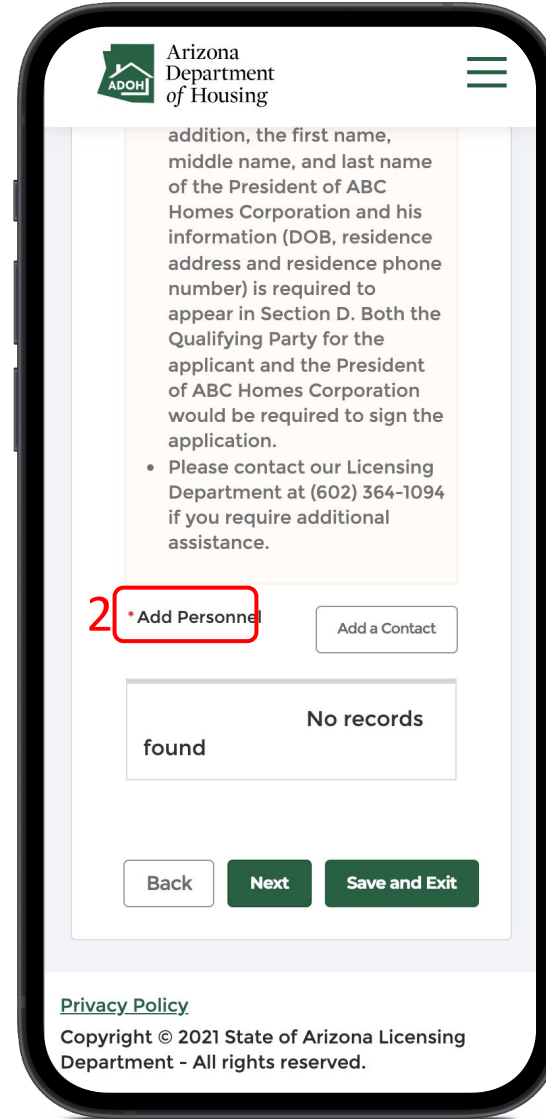
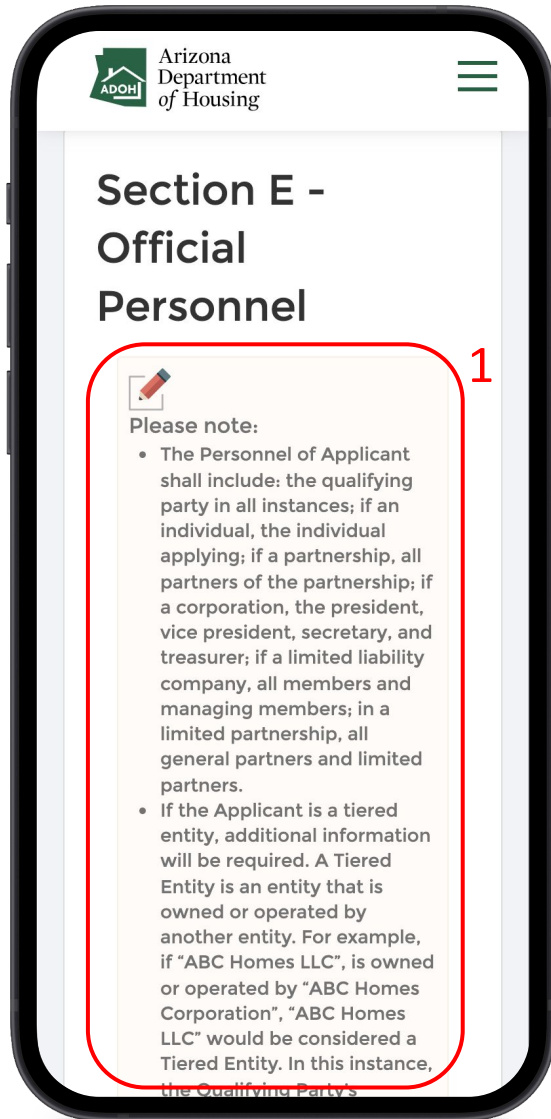
Instructions

1. When the Statutory Agent is a company, provide company name and mailing address
2. Click **Next**

Key Points

No key points.

Licenses – Official Personnel



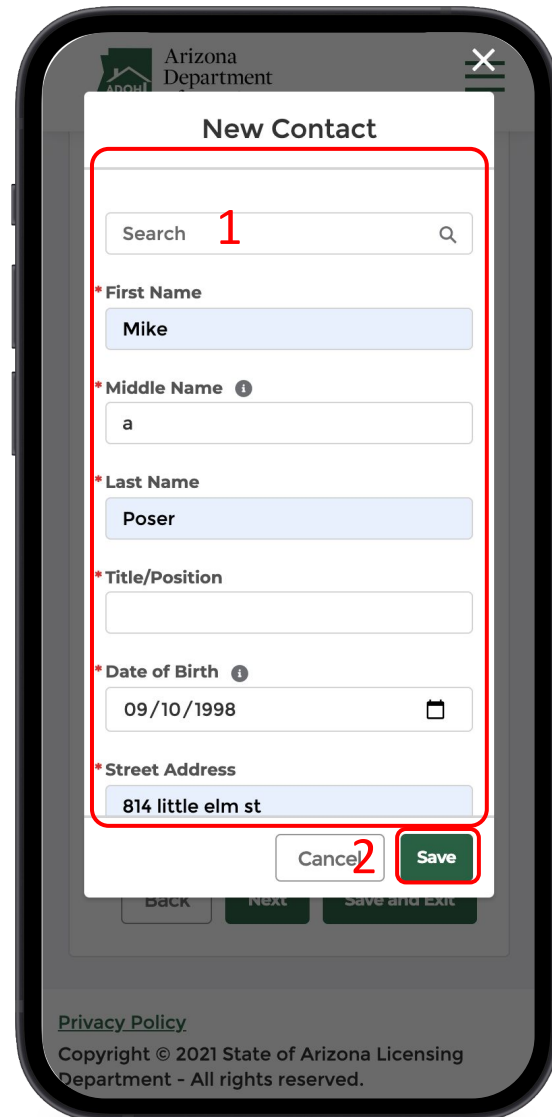
Instructions

1. Read the note
2. Click the **Add Contact** button

Key Points

If you require additional assistance in filling the Official Personnel section, please contact AZ MHBD Licensing Department at (602) 364-1094.

Licenses – Official Personnel



Arizona Department

New Contact

Search **1**

*First Name
Mike

*Middle Name ⓘ
a

*Last Name
Poser

*Title/Position

*Date of Birth ⓘ
09/10/1998

*Street Address
814 little elm st

Cancel **2** Save

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Instructions

1. Enter the new contact details as indicated
2. Click **Save**

Key Points

No key points.

Licenses – Questions

Arizona Department of Housing

• Add Personnel Add a Contact

First Name	Mike
Middle Name	a
Last Name	Poser
Date of Birth	1998-09-10
Zip/Postal Code	02111
Phone Number	(718) 091-1199

1 2

Back Next Save and Exit

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Instructions

1. If you want to edit or delete a contact click the edit, pencil, or delete, trashcan, icons
2. After adding contacts, click **Next**

Key Points

You can add as many contact as you wish.

Licenses - Questions

Arizona Department of Housing

Section F - Questions

Please note:

1 For purposes of the questions below, "person" means an applicant, an individual, a qualifying party, any partner of a partnership, any general partner of a limited partnership, any corporate officer of a corporation, or managing member of an LLC.

2 Has any person described above been affiliated with any business license issued by any state?

Yes

*State

*Status Of License

*License Type

*Classification

Instructions

1. Read the text
2. If you answer **Yes** to 'Has any person described above been affiliated with any business license issued by any state?', you will have to enter additional mandatory details
3. If your answer is **No**, no further action will be needed

Key Points

No key points.

Licenses – Questions

Arizona Department of Housing

Has any person described above been affiliated with any business license issued by any state?

No

Has any person described above acted in the capacity of Qualifying Party in this or any other state?

Yes

Note: Upload necessary documentation to support your response on the Documents Upload step.

Has any person described above within one year prior to date of the application, had a license refused or revoked?

Yes

Note: Upload necessary documentation to support your response on the Documents Upload step.

Has any person described above been arrested or convicted of a felony in any state or federal jurisdiction, or had final judgment brought against them in a civil action upon grounds of fraud, misrepresentation or deceit?

Yes

Note: Upload necessary documentation to support your

Instructions

If you select **No** for the next three questions, there won't be any actions. If you select **Yes**, you will have to upload supported documents in the Documents Upload section (i.e., next step).

Key Points

No key points.

Licenses – Questions

Arizona Department of Housing

Yes

Note: Upload necessary documentation to support your response on the Documents Upload step.

Has any person described above been arrested or convicted of a felony in any state or federal jurisdiction, or had final judgment brought against them in a civil action upon grounds of fraud, misrepresentation or deceit?

Yes

Note: Upload necessary documentation to support your response on the Documents Upload step.

Are all parties, listed under Section D above, citizens of the United States?

Yes

Note: Provide legal documentation which identifies your name, and status as a U.S. Citizen on the Documents Upload Step.

Back Next Save and Exit

Instructions

If you select **Yes** to 'Are all parties, listed under Section D above, citizens of the United States?' question, you will have to provide legal documentation (which identifies your name, and status as a U.S. Citizen) in the Documents Upload section.

Key Points

No key points.

Licenses – Questions

Arizona Department of Housing

Has any person described above acted in the capacity of Qualifying Party in this or any other state? **1**

No

Has any person described above within one year prior to date of the application, had a license refused or revoked?

No

Has any person described above been arrested or convicted of a felony in any state or federal jurisdiction, or had final judgment brought against them in a civil action upon grounds of fraud, misrepresentation or deceit?

No

Are all parties, listed under Section D above, citizens of the United States?

No

Note: Provide written documentation identifying the country of which you are a citizen and provide documentation that demonstrates your legal right to live and work in the United States on the Documents Upload Step.

2

Back Next Save and Exit

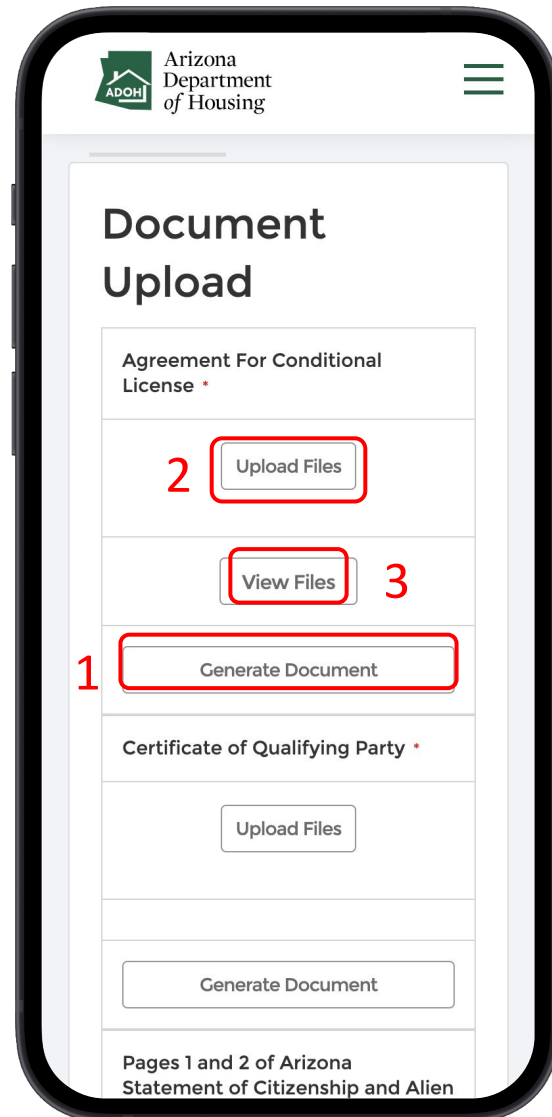
Instructions

1. If you select **No**, you have to provide written documentation identifying the country of which you are a citizen and provide documentation to demonstrate your legal right to live and work in the United States in the Documents Upload section
2. Click **Next**

Key Points

No key points.

Licenses – Document Upload



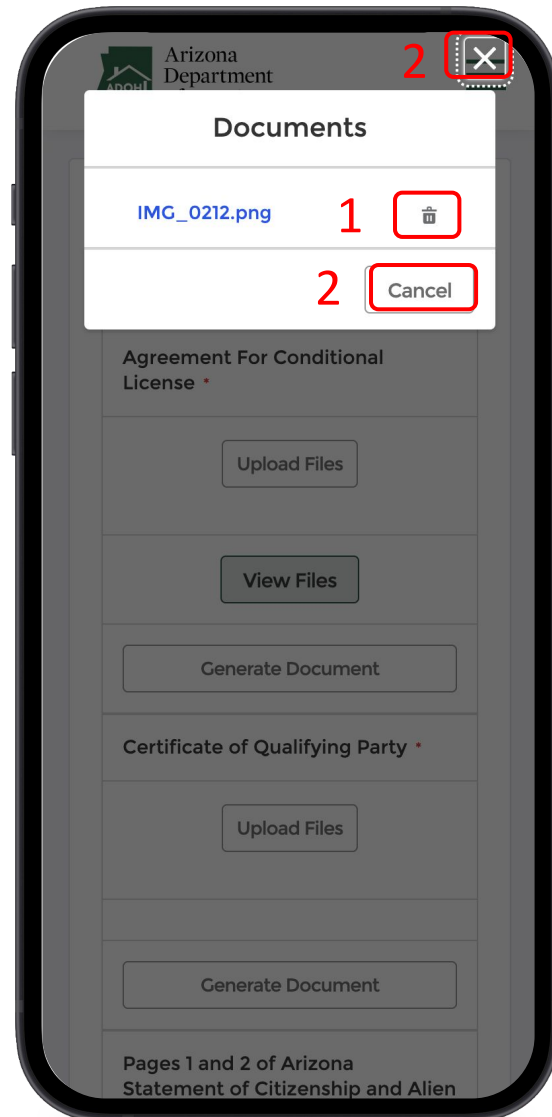
Instructions

1. Click the **Generate Document** button and notarize the documents using an e-signature or sign manually from a printout of the document
2. Click the **Upload Files** button and upload the notarized documents
3. Click **View Files** button to view the documents

Key Points

- For all the documents that would accept an e-signature, sign electronically and upload
- You can upload multiple documents one by one from the Upload Files button
- All the uploaded documents will be seen under Uploaded Documents section

Licenses – Document Upload



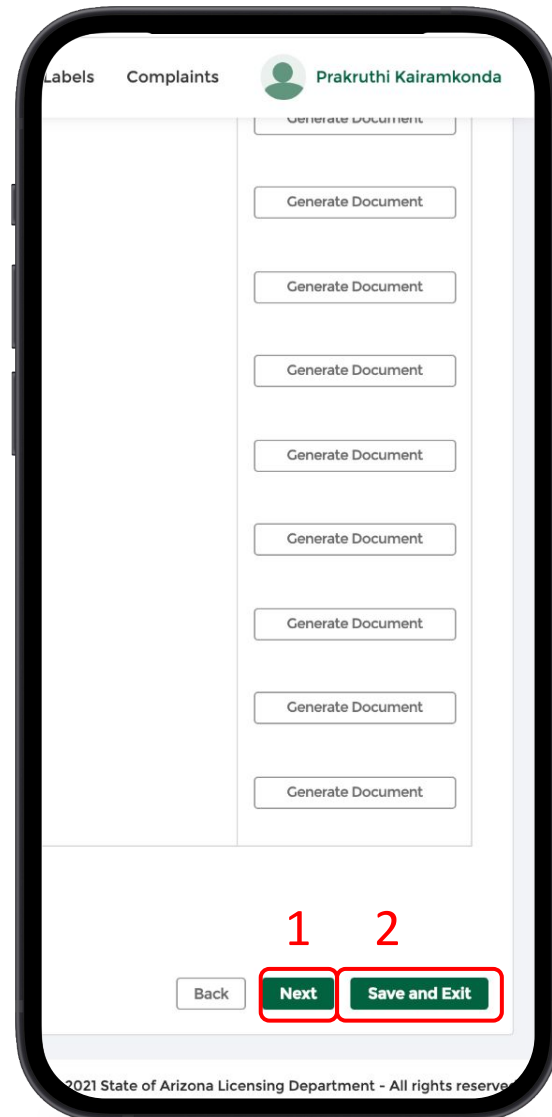
Instructions

1. Click on the **delete icon** to delete the uploaded document
2. Click **X** or **Cancel** to come back to the Documents Upload page

Key Points

No key points.

Licenses- Document Upload



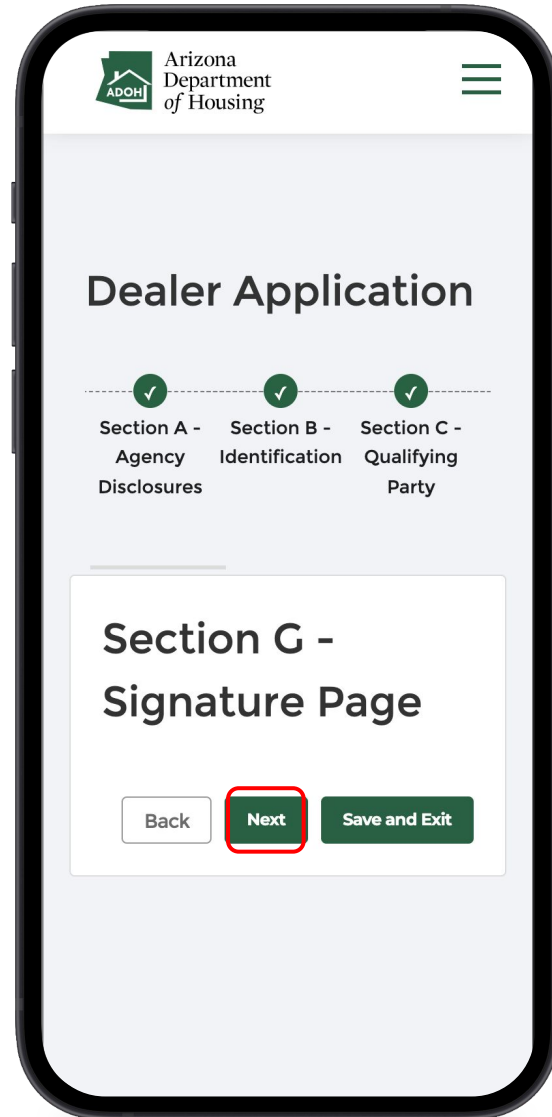
Instructions

1. Scroll down to the bottom of the page and click **Next** if all the documents are notarized and uploaded
2. If you require time to notarize the documents and will return to the application, click **Save and Exit**.

Key Points

Hover over the **i** to view the help text.

Licenses – Signature Page



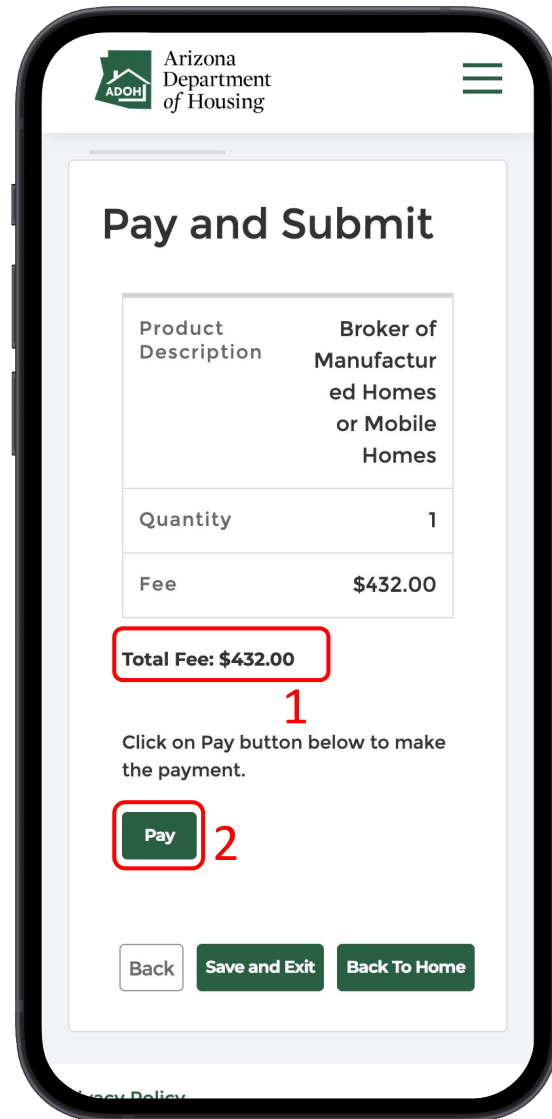
Instructions

Click **Next** to proceed.

Key Points

No key points.

Licenses – Pay and Submit



Instructions

1. Total Fee to be paid will be displayed on the screen
2. Click the **Pay button**, you will be directed to State of Arizona Checkout Utility page

Key Points

No key points.

Licenses – Pay and Submit

The screenshot shows the 'State of Arizona Checkout Utility' mobile app interface. At the top, there is a header with the state seal and the text 'State of Arizona Checkout Utility' and 'State of Arizona'. Below the header, the form is titled 'CHECKOUT - PAYMENT INFORMATION'. The form contains several input fields: '*First Name', '*Last Name', '*Billing Address', '*City', '*State' (a dropdown menu with the text '---Click to Select---'), '*Zip', '*Email', and '*Phone Number'. Below these fields, there are two radio button options: 'Credit Card' (which is selected) and 'Electronic Check'. Under the 'Credit Card' option, there are logos for Discover, American Express, and Visa. A note states: 'Credit Cards issued by a foreign bank or entity are not an acceptable form of payment due to the system's inability to confirm security measures. As an alternative, please use a secured or prepaid Credit Card issued by a US entity or bank.' Below this note, there are input fields for '*Credit Card Number', '*Expiration Date' (with 'Month' and 'Year' dropdowns), and '*CVV/CSV'. At the bottom of the form, there are 'Clear' and 'Cancel' buttons on the left, and a 'Continue' button on the right. Red boxes and numbers 1 through 5 are overlaid on the screenshot to highlight specific parts of the form: 1 points to the 'Payment Information' header, 2 points to the main form fields, 3 points to the 'Credit Card' radio button, 4 points to the credit card details section, and 5 points to the 'Continue' button.

Instructions

1. You will be directed to Payment Information page
2. Populate the payment informations directed
3. Select the **Card Type** by checking the radio button
4. Provide the card details
5. Click **Continue**

Key Points

Credit card issued by a foreign bank or entity are not accepted due to security measures. Use a secured or prepaid credit card issued by a U.S. entity or bank.

Licenses – Pay and Submit

State of Arizona Checkout Utility
State of Arizona

Order Review

Please review your order and ensure the information below is correct before proceeding.
If you agree with the information as displayed, please click the "Authorize" button to process the payment.

BILLING INFORMATION

Name:
Mike Poser

Address:
814 little elm st, Boston, NY, 02111

Phone:
718-091-1199

Email:
Imran.a.chow@gmail.com

[Edit](#)

ACCOUNT INFORMATION

VISA
4*****5713

[Edit](#)

ORDER INFO

Order No	Product ID	Item Description	Amount	Quantity	Total Amount
1716392526	HD005	Broker of Manufactured Homes or Mobile Homes	\$432.00	1	\$432.00
Total			\$432.00		\$432.00

Note:

I understand that the following amount will be billed to my credit card. My credit card statement will show the following merchant name(s) and amount(s) for this transaction.

Merchant	Amount
AZ Dept of Housing	\$432.00

The total amount to be billed to your credit card is **\$432.00**.

[Previous](#) [Cancel](#) [Authorize](#)

State of Arizona Checkout Utility
State of Arizona

Contact Arizona Policies |
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Instructions

Review the order details.

Key Points

No key points.

Licenses – Pay and Submit

State of Arizona Checkout Utility
State of Arizona

Order Review

Please review your order and ensure the information below is correct before proceeding.
If you agree with the information as displayed; please click the 'Authorize' button to process the payment.

BILLING INFORMATION

Name:
Mike Poser

Address:
814 little elm st, Boston, NY, 02111

Phone:
718-091-1199

Email:
Imran.a.chow@gmail.com

[Edit](#)

ACCOUNT INFORMATION

VISA
4*****5713

[Edit](#)

ORDER INFO

Order No	Product ID	Item Description	Amount	Quantity	Total Amount
1716392526	HD005	Broker of Manufactured Homes or Mobile Homes	\$432.00	1	\$432.00
Total			\$432.00		\$432.00

Note:

I understand that the following amount will be billed to my credit card. My credit card statement will show the following merchant name(s) and amount(s) for this transaction.

Merchant	Amount
AZ Dept of Housing	\$432.00

The total amount to be billed to your credit card is **\$432.00**.

[Previous](#) [Cancel](#) [Authorize](#)

State of Arizona Checkout Utility
State of Arizona

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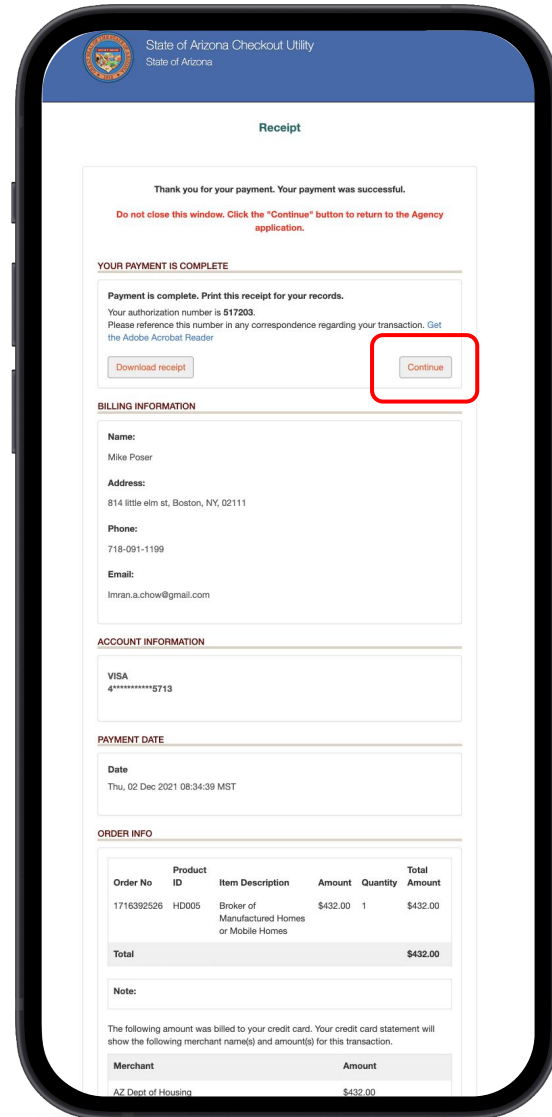
Instructions

Scroll down and click **Authorize**.

Key Points

No key points.

Licenses – Pay and Submit



Instructions

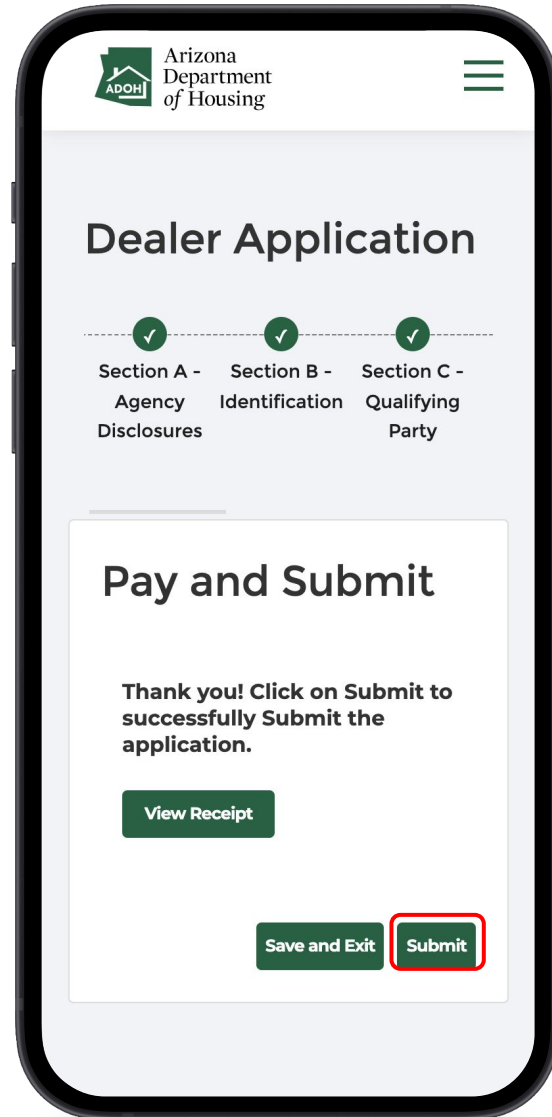
You will land on Receipt page

1. Click **Continue**

Key Points

You can download the receipt by clicking the Download receipt button.

Licenses – Pay and Submit



Instructions

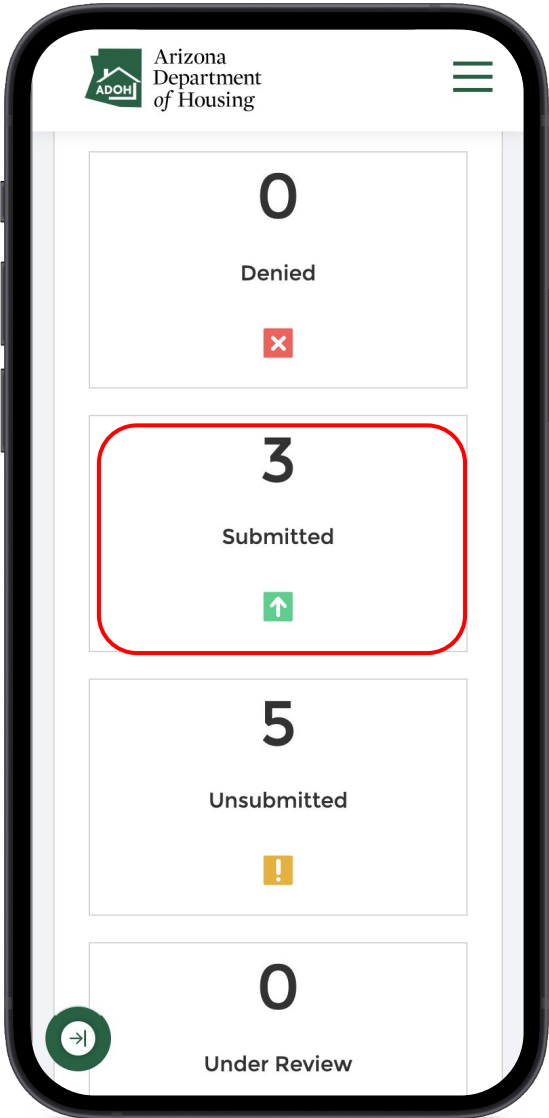
Once you click continue, you will be redirected to the Pay and Submit page

1. Click **Submit**

Key Points

To view the receipt, click **View Receipt**.

Dashboard



Instructions

No instructions.

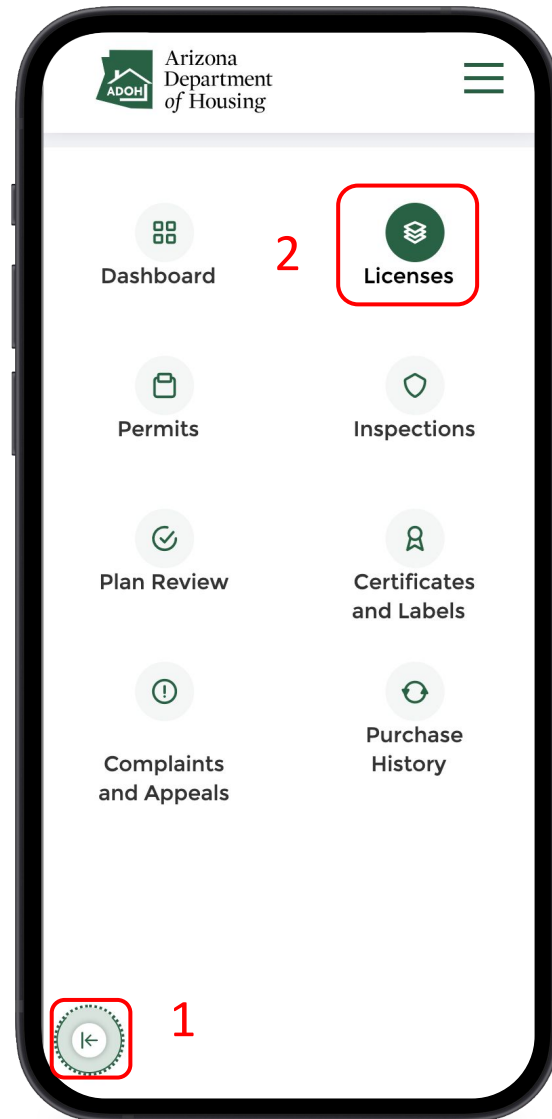
Key Points

The new License Application will be submitted and you can find it in the submitted tile listed on the dashboard.



License Admin Changes

Licenses



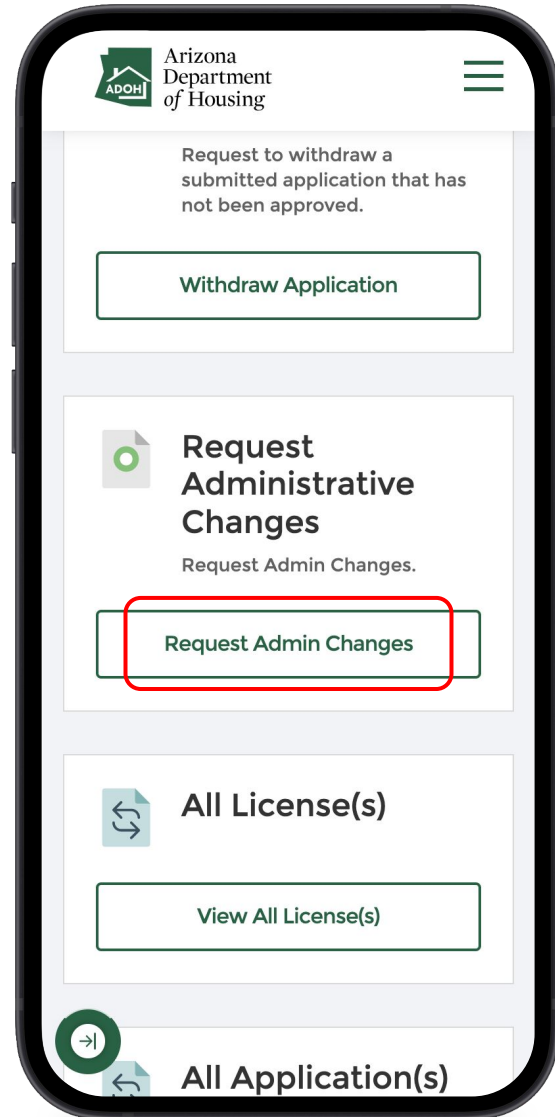
Instructions

1. Click the **toggle menu**
2. Click the **Licenses tab**

Key Points

No key points.

License Admin Changes



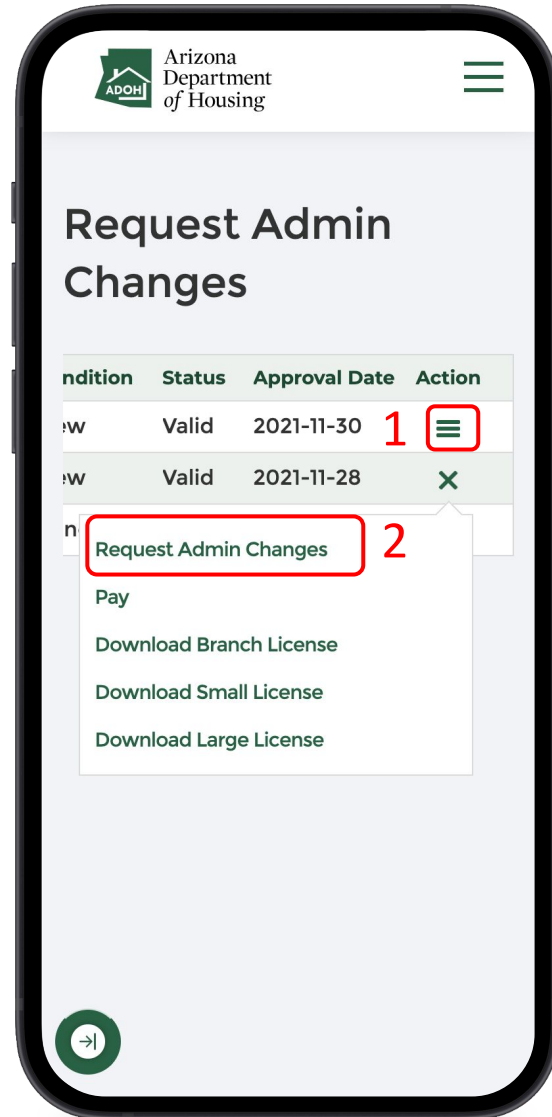
Instructions

1. Click the **Request Admin Changes** button

Key Points

No key points.

License Admin Changes



Instructions

1. Select the license you would like to change by clicking on the **Action icon**
2. Click **Request Admin Changes**

Key Points

No key points.

License Admin Changes

The image shows a smartphone screen displaying the 'Request Admin Changes' form. At the top, the Arizona Department of Housing (ADOH) logo and name are visible. The title 'Request Admin Changes' is centered. Below the title is a form section titled 'Type of Change'. A dropdown menu is open, showing a list of options: 'Addition of Branch' (highlighted in green), 'Deletion of Branch', 'Email Address', 'License Classification', 'Mailing Address', 'Manager or Managing Member of an LLC or New Corporate Officers of a Corporation', and 'Principal Place of Business Address'. A red dashed box highlights the dropdown menu area.

Instructions

Select the **Type of Change** from the drop-down list (For this example we select 'Addition of Branch' in this case).

Key Points

No key points.

License Admin Changes

Arizona Department of Housing

New Addition of Branch Change Application

1 Request Change Form 2 Document Upload 3 Pay and Submit

Request Change Form

Branch Addresses

found No records

Back Next Save and Exit

Instructions

Click **Add an address**.

Key Points

No key points.

License Admin Changes

Arizona Department

Add New Address

*Branch Name

*Street Address

*Country 1

*State/Province

*City

*Area Code/Phone Number

District 2

Cancel Save

Zip/Postal Code 75056

Instructions

1. Populate all the details
2. Click **Save**

Key Points

No key points.

License Admin Changes

Arizona Department of Housing

Branch Addresses Add an address

Branch Name	r
Street Address	6835 Windhaven Pkwy
State/Province	Andaman and Nicobar Islands
County/Borough/Parish	
Area Code/Phone Number	(518) 417-8551
Zip/Postal Code	75056

1

2

Back **Next** Save and Exit

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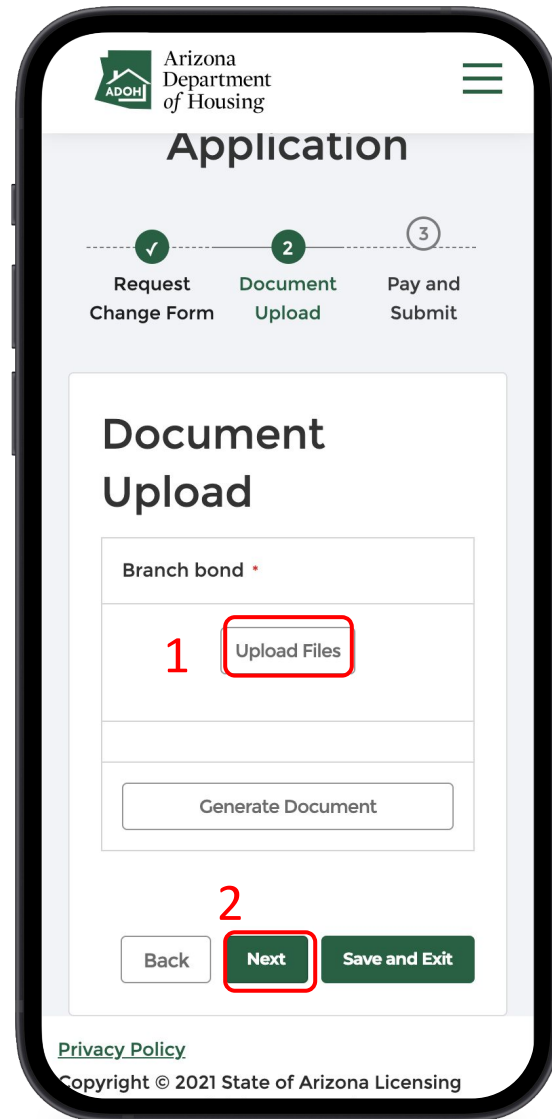
Instructions

1. Edit or delete the details by clicking the edit, pencil, or delete, trashcan, icons respectively
2. Click **Next**

Key Points

No key points.

License Admin Changes



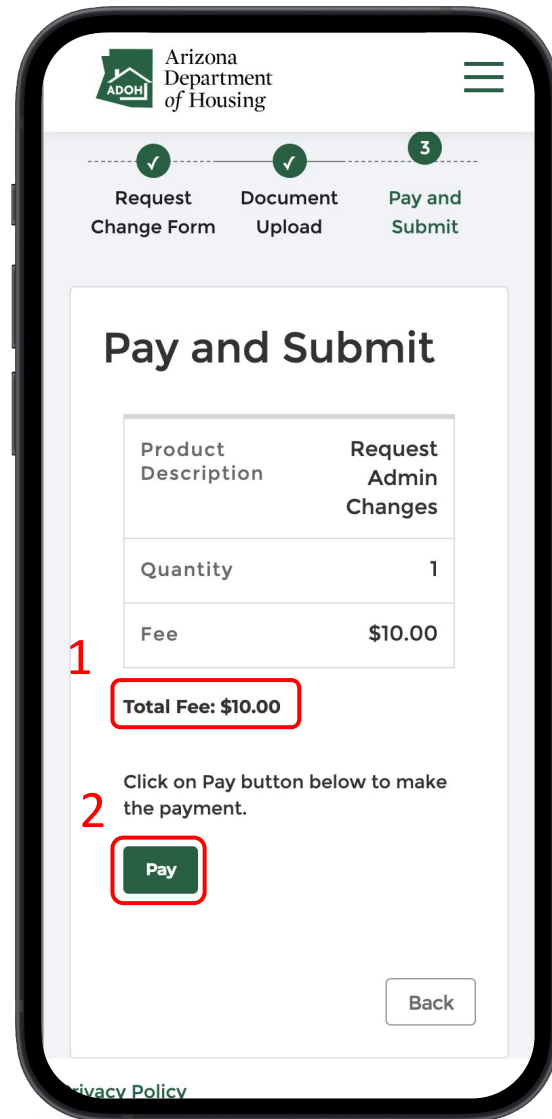
Instructions

1. Click **Upload Files** to upload supported documents
2. Click **Next**

Key Points

No key points.

License Admin Changes



Instructions

1. Total Fee will be displayed on the page
2. Click **Pay** to proceed with payment process

Key Points

No key points.

License Admin Changes

The image shows a smartphone screen displaying the 'State of Arizona Checkout Utility' payment information form. The form is titled 'CHECKOUT - PAYMENT INFORMATION' and contains several fields and options. Red boxes and numbers highlight specific areas: 1. A box around the 'Payment Information' header. 2. A box around the entire form fields (First Name, Last Name, Billing Address, City, State, Zip, Email, Phone Number). 3. A box around the 'Credit Card' radio button. 4. A box around the 'Expiration Date' field, which includes a dropdown for 'Month' and 'Year' and a 'CW/CSV' field. 5. A box around the 'Continue' button. A disclaimer note is visible: 'Credit Cards issued by a foreign bank or entity are not an acceptable form of payment due to the system's inability to confirm security measures. As an alternative, please use a secured or prepaid Credit Card issued by a US entity or bank.'

Instructions

1. You will be directed to the Payment Information page
2. Populate the payment information
3. Select the **Card Type** by checking the radio button
4. Provide the card details
5. Click **Continue**

Key Points

Credit cards issued by a foreign bank or entity are not accepted due to security measures. Use a secured or prepaid credit card issued by a U.S. entity or bank.

License Admin Changes

State of Arizona Checkout Utility
State of Arizona

Order Review

Please review your order and ensure the information below is correct before proceeding.
If you agree with the information as displayed, please click the "Authorize" button to process the payment.

BILLING INFORMATION

Name:
Mike Poser

Address:
814 little elm st, Boston, NY, 02111

Phone:
718-091-1199

Email:
Imran.a.chow@gmail.com

[Edit](#)

ACCOUNT INFORMATION

VISA
4*****5713

[Edit](#)

ORDER INFO

Order No	Product ID	Item Description	Amount	Quantity	Total Amount
1716392526	HD005	Broker of Manufactured Homes or Mobile Homes	\$432.00	1	\$432.00
Total					\$432.00

Note:

I understand that the following amount will be billed to my credit card. My credit card statement will show the following merchant name(s) and amount(s) for this transaction.

Merchant	Amount
AZ Dept of Housing	\$432.00

The total amount to be billed to your credit card is **\$432.00**.

[Previous](#) [Cancel](#) [Authorize](#)

State of Arizona Checkout Utility
State of Arizona

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Instructions

Review the order details.

Key Points

No key points.

License Admin Changes

State of Arizona Checkout Utility
State of Arizona

Order Review

Please review your order and ensure the information below is correct before proceeding.
If you agree with the information as displayed, please click the 'Authorize' button to process the payment.

BILLING INFORMATION

Name:
Mike Poser

Address:
814 little elm st, Boston, NY, 02111

Phone:
718-091-1199

Email:
Imrana.chow@gmail.com

Edit

ACCOUNT INFORMATION

VISA
4*****5713

Edit

ORDER INFO

Order No	Product ID	Item Description	Amount	Quantity	Total Amount
1716392526	HD005	Broker of Manufactured Homes or Mobile Homes	\$432.00	1	\$432.00
Total			\$432.00		\$432.00

Note:

I understand that the following amount will be billed to my credit card. My credit card statement will show the following merchant name(s) and amount(s) for this transaction.

Merchant	Amount
AZ Dept of Housing	\$432.00

The total amount to be billed to your credit card is **\$432.00**.

Previous Cancel **Authorize**

State of Arizona Checkout Utility
State of Arizona

Contact Arizona Policies |
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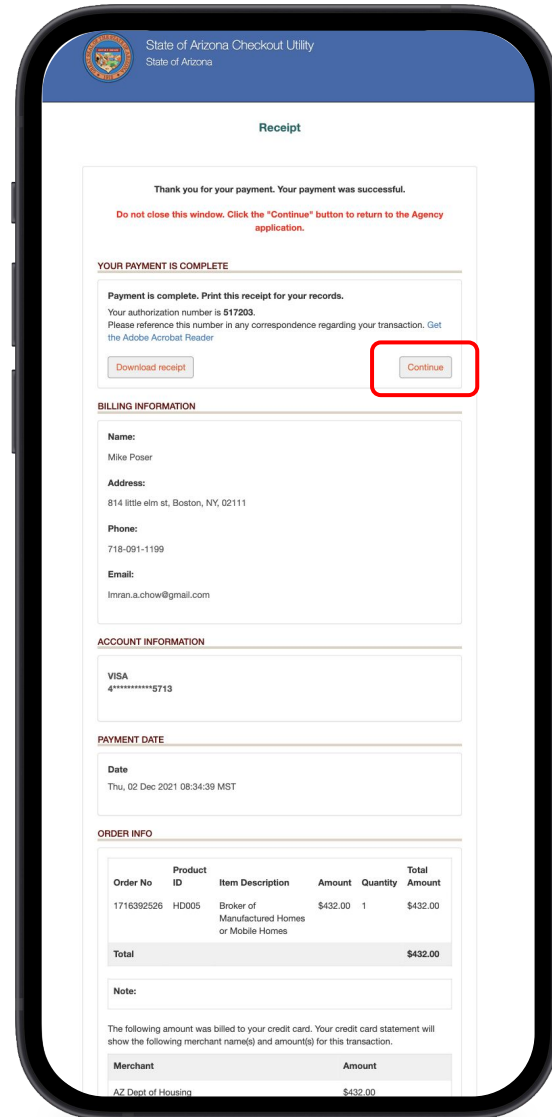
Instructions

Scroll down and click **Authorize**.

Key Points

No key points.

License Admin Changes



Instructions

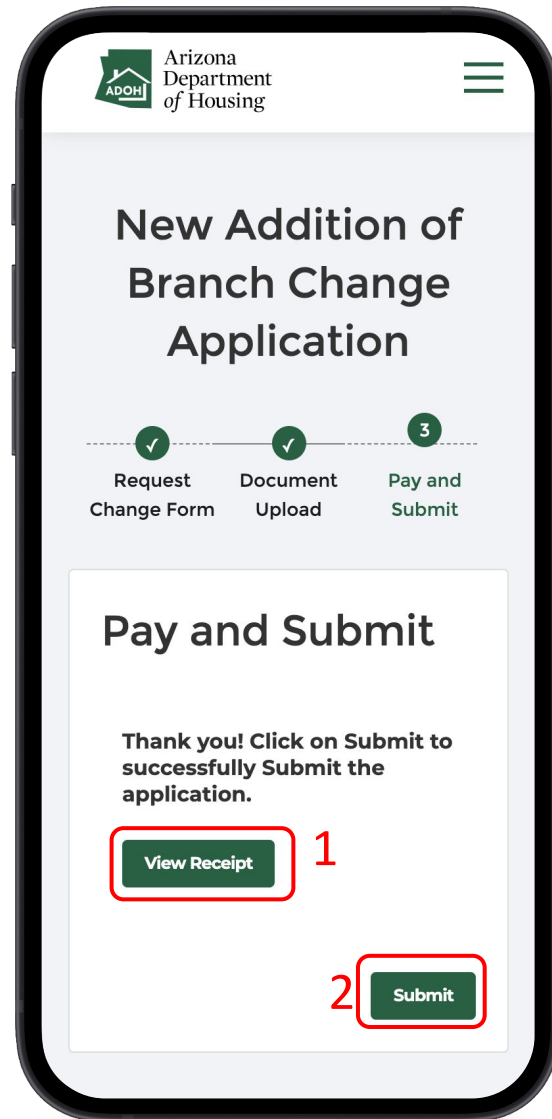
You will land on the receipt page

1. Click **Continue**

Key Points

You can download the receipt by clicking the **Download Receipt** button.

License Admin Changes



Instructions

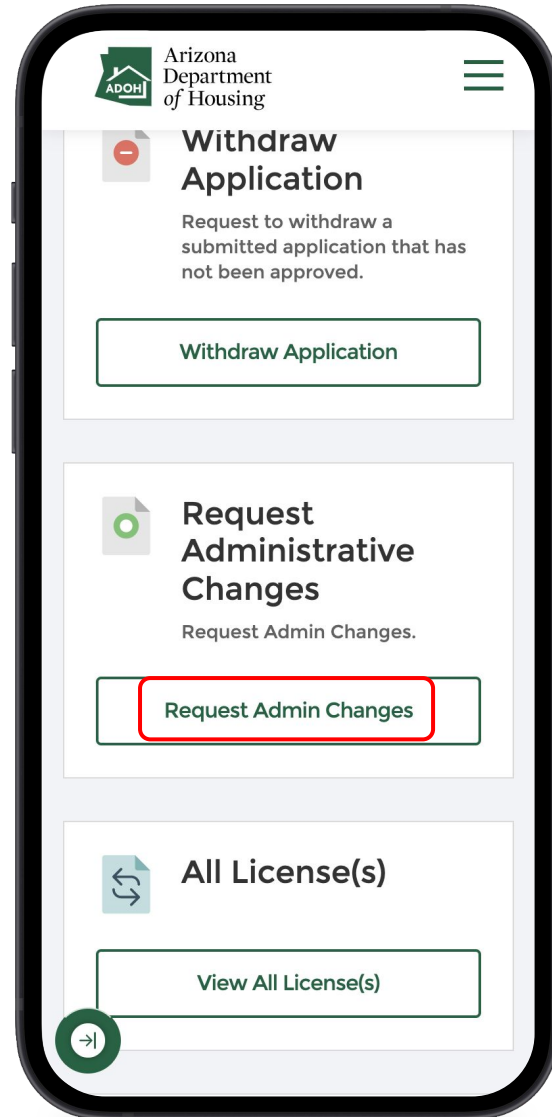
Once you click **Continue**, you will be redirected to Pay and Submit page:

1. Click **View Receipt** to view a copy of the receipt
2. Click **Submit**

Key Points

No key points.

New License Classification



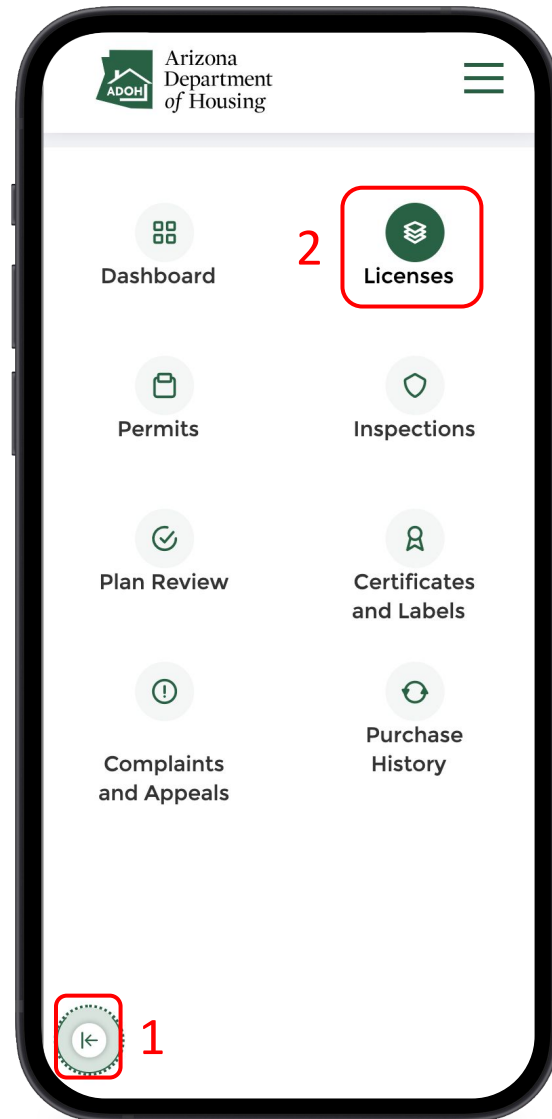
Instructions

Navigate to License tab and click **Request Admin Changes**.

Key Points

No key points.

Licenses



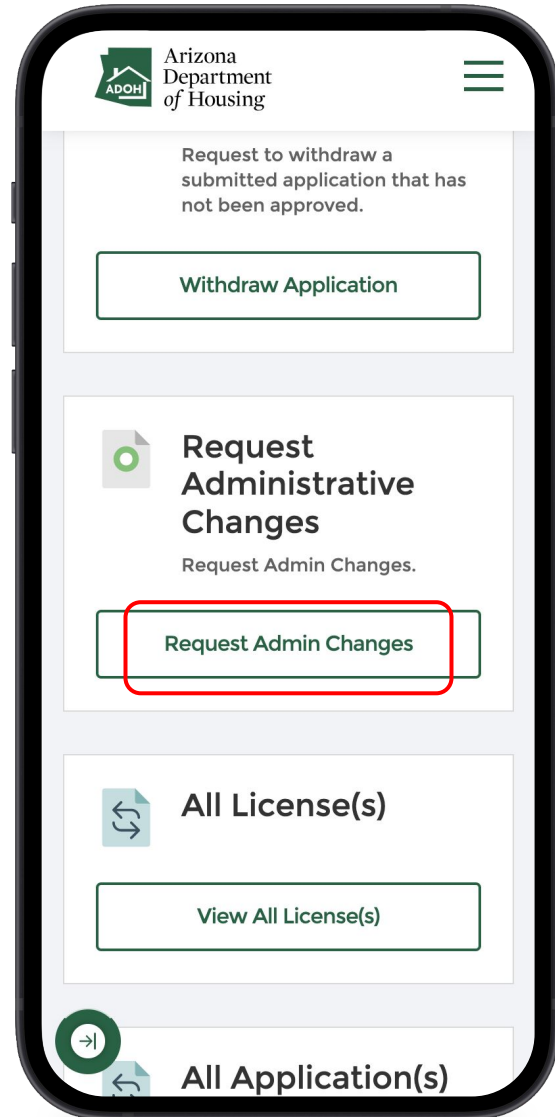
Instructions

1. Click the **toggle menu**
2. Click the **Licenses tab**

Key Points

No key points.

License Admin Changes



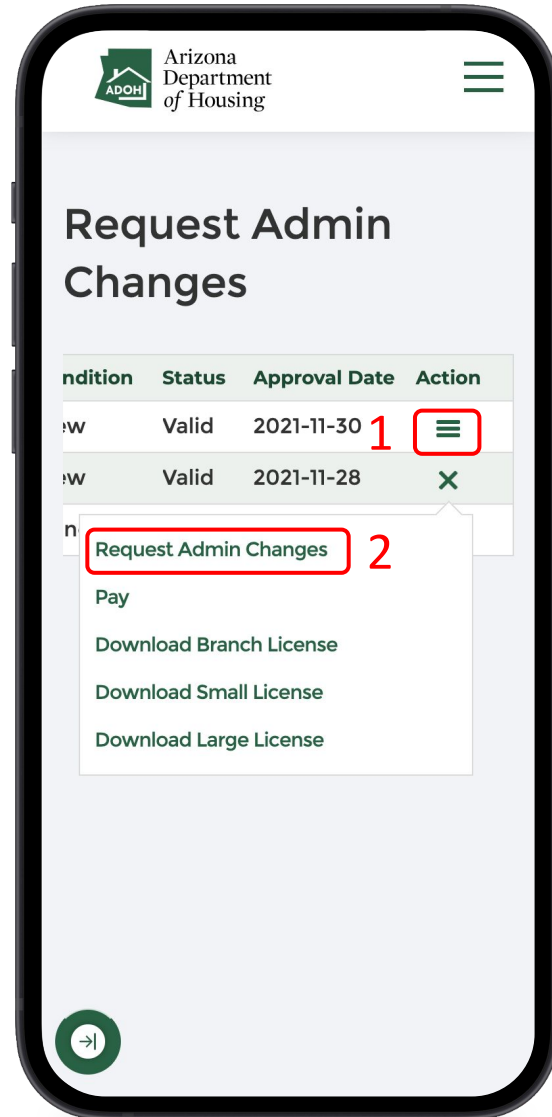
Instructions

1. Click the **Request Admin Changes** button

Key Points

No key points.

License Admin Changes



Instructions

1. Select the license to change and click the **Action icon**
2. Click **Request Admin Changes**

Key Points

No key points.

New License Classification

Arizona Department of Housing

New License Classification Change Application

Type of Change

- License Classification
- Addition of Branch
- Deletion of Branch
- Email Address
- License Classification
- Mailing Address
- Manager or Managing Member of an LLC or New Corporate Officers of a Corporation
- Principal Place of Business Address

Instructions

Select **License Classification** from the dropdown list.

Key Points

New License Classification

Arizona Department of Housing

New License Classification Change Application

1 Request Change Form 2 Document Upload 3 Pay and Submit

Request Change Form

New License Classification
M-9C

Back Next Save and Exit

Instructions

1. Select new **License Classification**
2. Click **Next**

Key Points

When a user requests a change to the license from a lower to an upper classification, they need to pay the difference.

If the request for a change in license classification is from upper to lower, the difference amount needs to be refunded.

New License Classification

Arizona Department of Housing

Application

1 ✓ Request Change Form 2 Document Upload 3 Pay and Submit

Document Upload

Bond Rider Form *

1 Upload Files

Generate Document

Back Next Save and Exit

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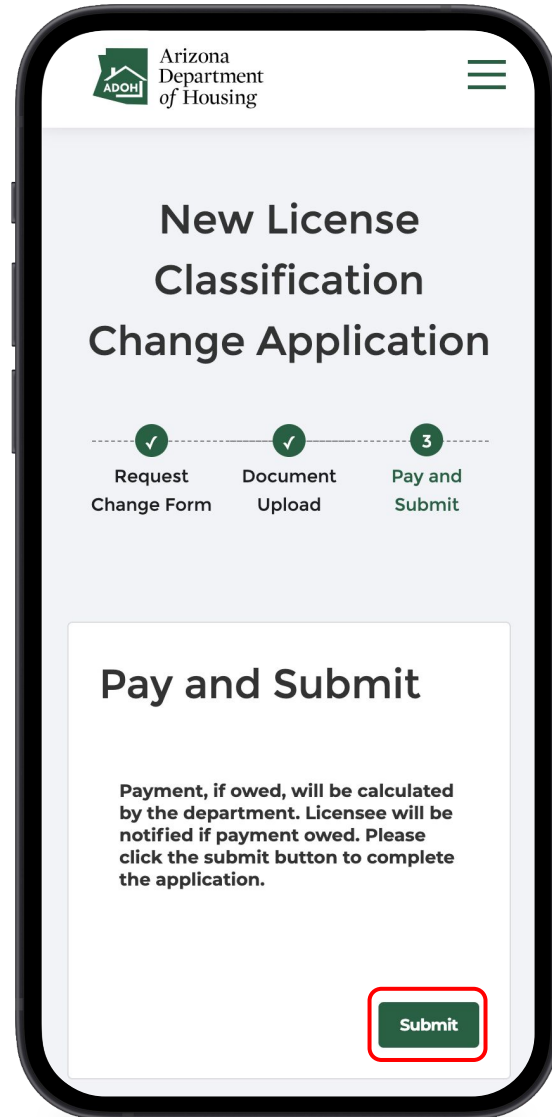
Instructions

1. Upload Bond Rider Form(s) by clicking the **Upload Files button**
2. Click **Next**

Key Points

If the installers or manufacturers are changing the classification, they need to submit Bond Rider Forms of all the license locations including branches.

New License Classification



Instructions

Click the **Submit** button.

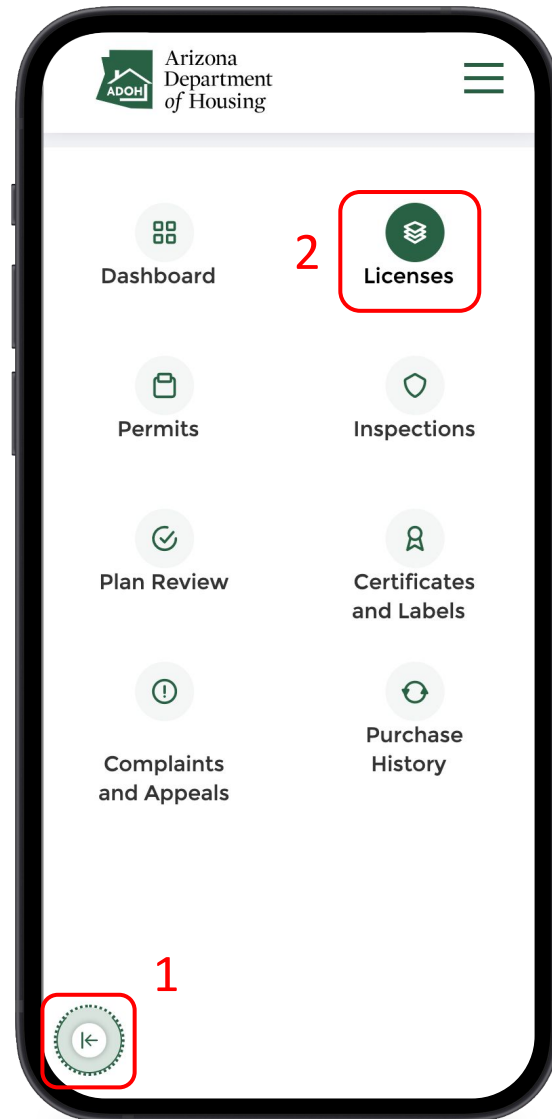
Key Points

For some applications a payment may not be required.



Withdraw License Application

Licenses



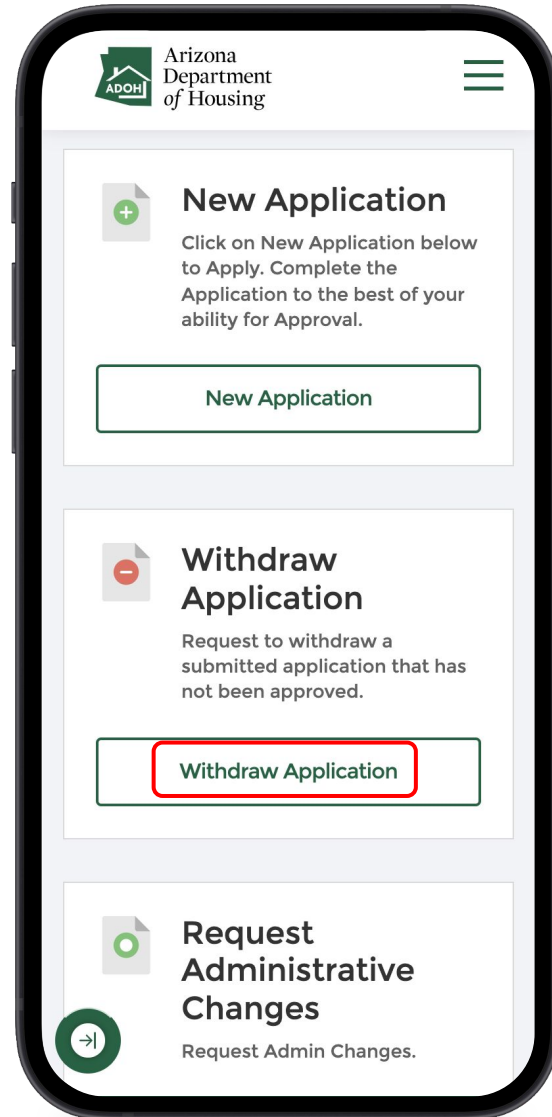
Instructions

1. Click the **toggle menu**
2. Click the **Licenses tab**

Key Points

No key points.

Withdraw Application



Instructions

Select the application to withdraw and click the **Withdraw Application** button.

Key Points

No key points.

Withdraw Application

Arizona Department

Confirmation

Withdrawal Reason 1

Cancel 2 Confirm

Search Clear

Record ID a1M7400000Gt72

Application Type Licensing Application

License Type Dealer

Submitted Date 2021-12-02

Action Withdraw Application

Page 1 of 1

First < > Last

Instructions

- A confirmation window will pop-up on the screen
1. Provide the reason for withdrawal
 2. Click **Confirm** and the status of the application on the dashboard will change to 'Withdrawn'

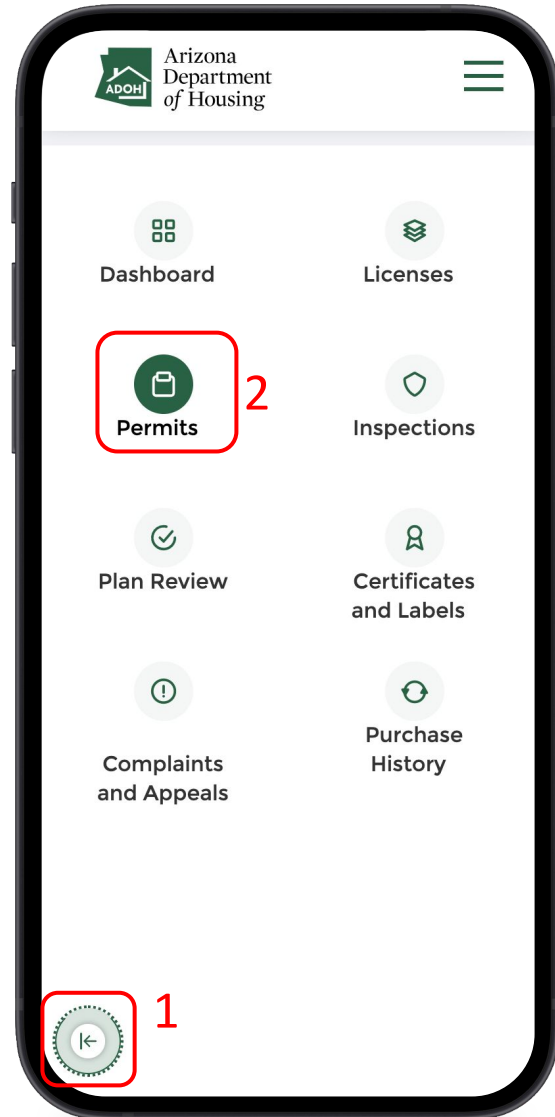
Key Points

The licensing department will receive a notification when the application is withdrawn.



Permit Application

Permits



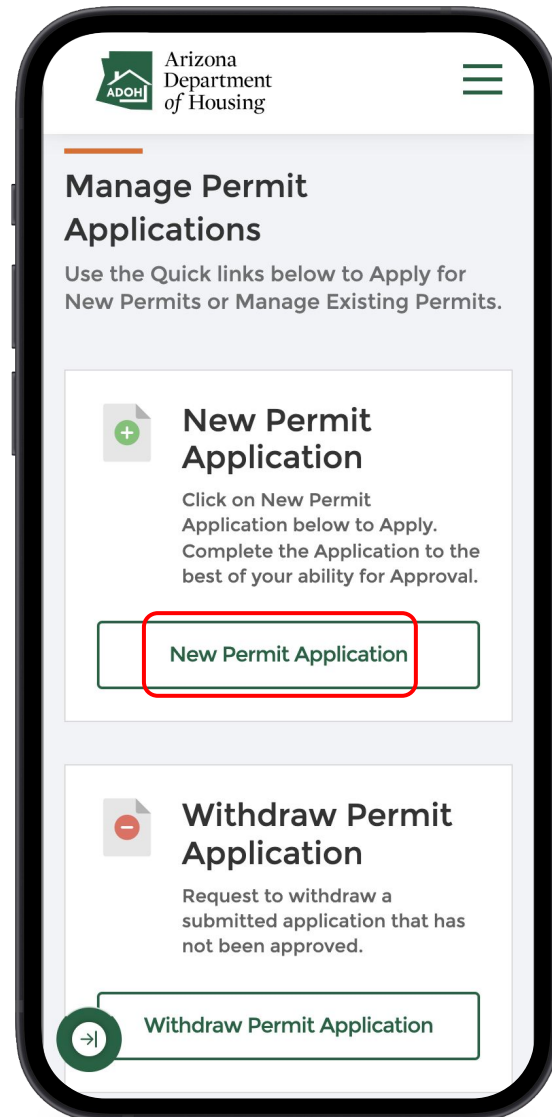
Instructions

1. Click the **toggle menu**
2. Click the **Permits tab**

Key Points

No key points.

Permits



Instructions

1. Click the **New Permit Application** button

Key Points

You can also perform the following actions from this page:

- Withdraw Permit Application
- Request Admin Changes
- All Permits
- All Permit Applications

Permits

Arizona
Department
of Housing

New Permit Application

Permit Type

Select Permit Type

- Manufactured Home Installation Permit
- Factory Built Building Installation Permit
- Special Use Installation Permit
- Rehabilitation Permit

Instructions

Select **Permit Type** from the drop-down list

Key Points

If you select Manufactured Home Installation Permit or Factory Built Building Installation Permit types, you need to provide installation city or town.

Permits

Arizona Department of Housing

New Permit Application

Permit Type
Factory Built Building Installation

1 Installation City/Town
Arivaca Junction

Installation County
Pima County

2 Back Next

Instructions

1. Select the **Installation City/Town** from the drop-down
2. Click **Next**

Key Points

- Installation County will pre-populate based on the Installation city selected
- If the Installation County that has an active Inspection Service Agreement with MHBD, you need to contact your local department for acquiring permits

Permits - Owner Information

Arizona Department of Housing

Permit Application

1 Owner Information 2 Installation Address 3 Unit Information

Owner Information

* means required fields

* Type

Individual

Company

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Instructions

Select the **Owner Type** from the drop-down list.

Key Points

The steps in the application differs based upon the Permit Type selected.

Permits - Owner Information

Arizona Department of Housing

* Type
Individual

* First Name

Middle Name **1**

* Last Name

* Area Code/Phone Number

* Email Address

Mailing Address

* Street Address

* State/Province

* City

* Zip/Postal Code

Arizona Department of Housing

* Area Code/Phone Number

* Email Address

Mailing Address

* Street Address

* State/Province

* City

* Zip/Postal Code

Back **Next** Save and Exit

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Instructions

1. Populate all the required fields
2. Click **Next**

Key Points

- You can click on **Save and Exit** to restart the application at later point of time.
- All the fields with * are mandatory

Permits – Installation Address

Arizona Department of Housing

Installation Address

* means required fields

Street Address

State/Province **1**
Alabama

City/Town
Ali Chukson

Zip/Postal Code

County/Borough/Parish
Pima County

2
Back Next Save and Exit

[Privacy Policy](#)
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Instructions

1. Populate the required information
2. Click **Next**

Key Points

You can Save and Exit the application and restart the application at later point of time.

All the fields with * are mandatory

Permits – Unit Information

Arizona Department of Housing

Is the Home a Mobile Home or Manufactured Home?

Unit Manufacturer

Serial Number

Year of Manufacture

Flood Zone Plan Number

Unit Size

Unit Size (Length in Feet)

Unit Size (Width in Feet)

Other Approved Plan Number

Back Next Save and Exit

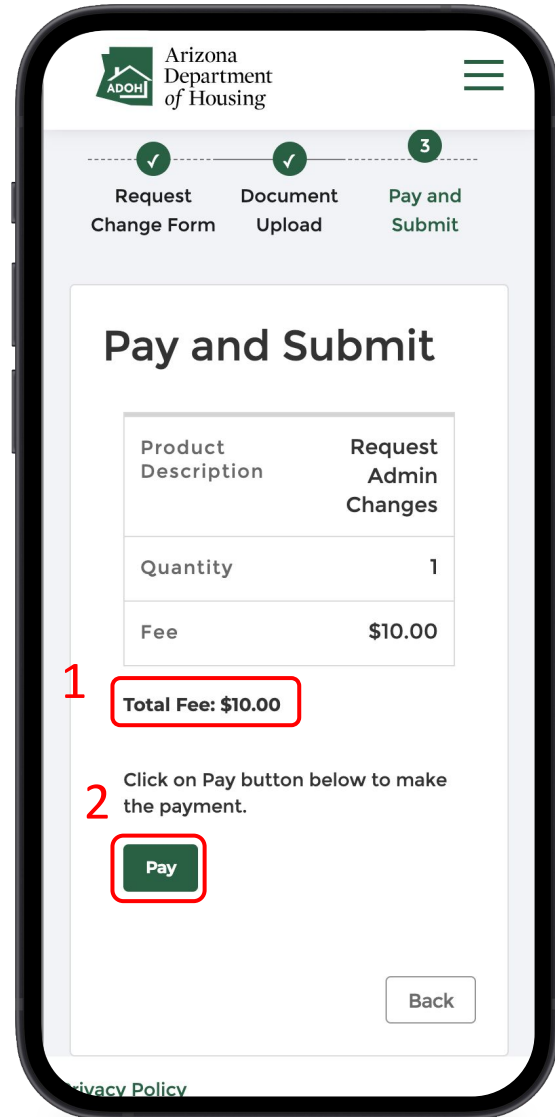
Instructions

1. Populate required information
2. Click **Next**

Key Points

No key points.

Permits



Instructions

1. Total Fee will be displayed on the page
2. Click the **Pay** button to proceed with payment process

Key Points

No key points.

Permits

The screenshot shows a mobile application interface for the State of Arizona Checkout Utility. At the top, there is a header with the state seal and the text "State of Arizona Checkout Utility" and "State of Arizona". Below the header, the form is titled "CHECKOUT - PAYMENT INFORMATION". The form contains several input fields: *First Name, *Last Name, *Billing Address, *City, *State (a dropdown menu with "--Click to Select--"), *Zip, *Email, and *Phone Number. A red box labeled "1" highlights the "Payment Information" title. A larger red box labeled "2" encompasses all the input fields. Below the input fields, there are two radio button options: "Credit Card" (selected) and "Electronic Check". A red box labeled "3" highlights the "Credit Card" option. Below the radio buttons, there is a warning message: "Credit Cards issued by a foreign bank or entity are not an acceptable form of payment due to the system's inability to confirm security measures. As an alternative, please use a secured or prepaid Credit Card issued by a US entity or bank." Below this message, there are input fields for *Credit Card Number, *Expiration Date (with Month and Year dropdowns), and *CW/CSV. A red box labeled "4" highlights the *Expiration Date and *CW/CSV fields. At the bottom of the form, there are "Clear", "Cancel", and "Continue" buttons. A red box labeled "5" highlights the "Continue" button.

Instructions

1. You will be directed to the Payment Information page
2. Populate the payment information
3. Select the **Card Type** by checking the radio button
4. Provide the card details
5. Click **Continue**

Key Points

Credit card issued by a foreign bank or entity are not accepted due to security measures. Use a secured or prepaid credit card issued by a U.S. entity or bank.

Permits

State of Arizona Checkout Utility
State of Arizona

Order Review

Please review your order and ensure the information below is correct before proceeding.
If you agree with the information as displayed, please click the "Authorize" button to process the payment.

BILLING INFORMATION

Name:
Mike Poser

Address:
814 little elm st, Boston, NY, 02111

Phone:
718-091-1199

Email:
Imran.a.chow@gmail.com

[Edit](#)

ACCOUNT INFORMATION

VISA
4*****5713

[Edit](#)

ORDER INFO

Order No	Product ID	Item Description	Amount	Quantity	Total Amount
1716392526	HD005	Broker of Manufactured Homes or Mobile Homes	\$432.00	1	\$432.00
Total					\$432.00

Note:

I understand that the following amount will be billed to my credit card. My credit card statement will show the following merchant name(s) and amount(s) for this transaction.

Merchant	Amount
AZ Dept of Housing	\$432.00

The total amount to be billed to your credit card is **\$432.00**.

[Previous](#) [Cancel](#) [Authorize](#)

State of Arizona Checkout Utility
State of Arizona

Contact Arizona Policies |
Copyright 2021 AZ.gov

Instructions

Review the order details.

Key Points

No key points.

Permits

State of Arizona Checkout Utility
State of Arizona

Order Review

Please review your order and ensure the information below is correct before proceeding.
If you agree with the information as displayed; please click the "Authorize" button to process the payment.

BILLING INFORMATION

Name:
Mike Poser

Address:
814 little elm st, Boston, NY, 02111

Phone:
718-091-1199

Email:
Imran.a.chow@gmail.com

Edit

ACCOUNT INFORMATION

VISA
4*****5713

Edit

ORDER INFO

Order No	Product ID	Item Description	Amount	Quantity	Total Amount
1716392526	HD005	Broker of Manufactured Homes or Mobile Homes	\$432.00	1	\$432.00
Total			\$432.00		\$432.00

Note:

I understand that the following amount will be billed to my credit card. My credit card statement will show the following merchant name(s) and amount(s) for this transaction.

Merchant	Amount
AZ Dept of Housing	\$432.00

The total amount to be billed to your credit card is **\$432.00**.

Previous Cancel **Authorize**

State of Arizona Checkout Utility
State of Arizona

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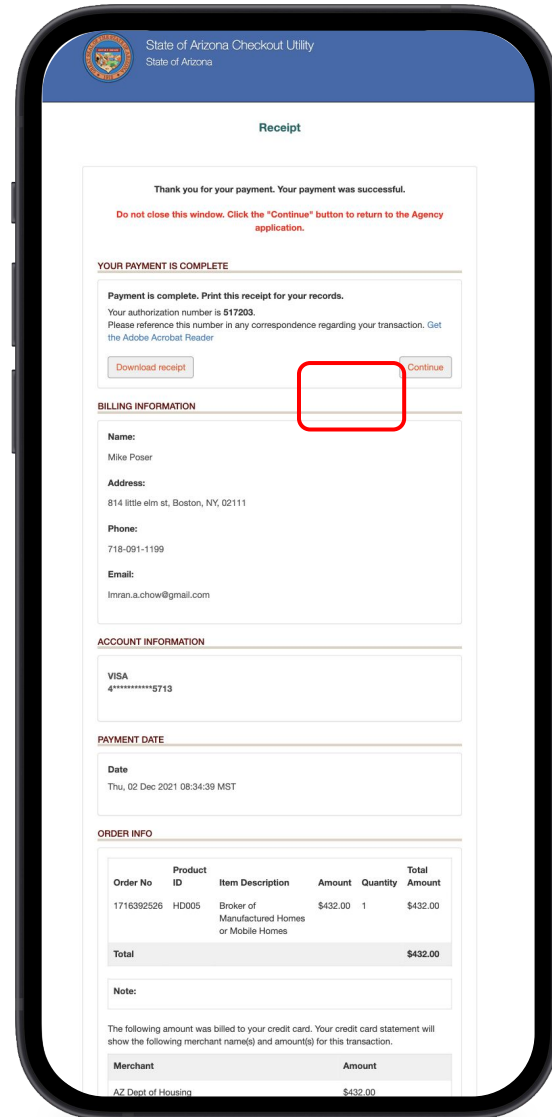
Instructions

Scroll down and click **Authorize**.

Key Points

No key points.

Permits



Instructions

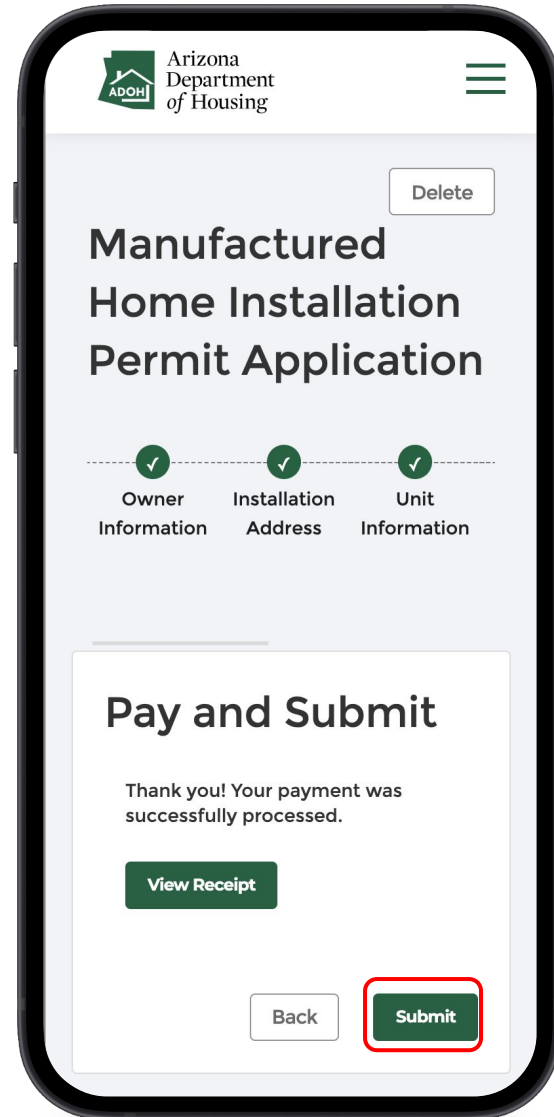
You will land on Receipt page

1. Click Continue

Key Points

You can download the receipt by clicking the Download receipt button.

Permits



Instructions

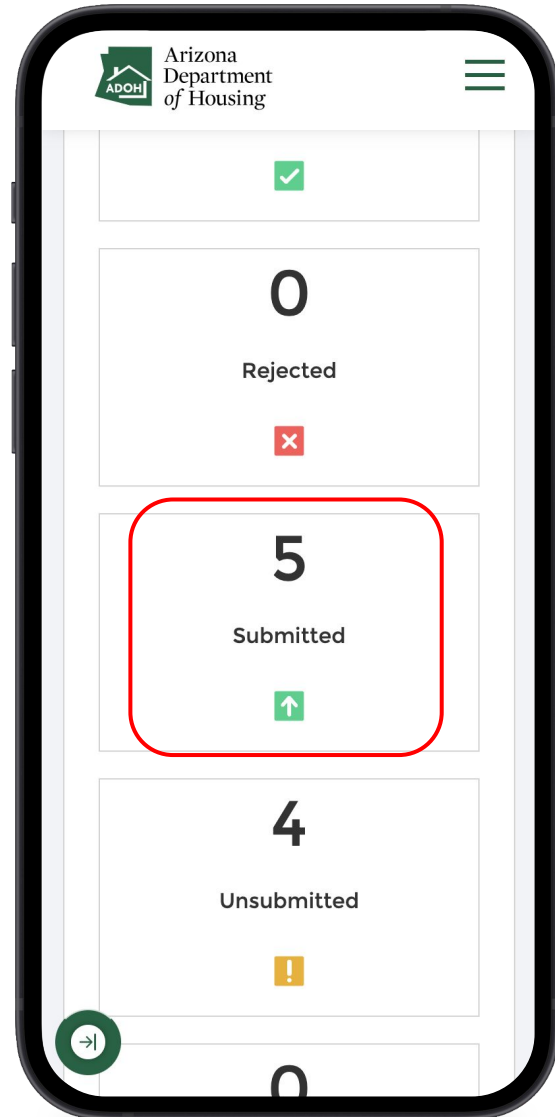
Once you click Continue, you will be redirected to Pay and Submit page

1. Click View Receipt to view the receipt
2. Click **Submit**

Key Points

No key points.

Permits



Instructions

The submitted Permit Application can be viewed in the submitted tile on the dashboard.

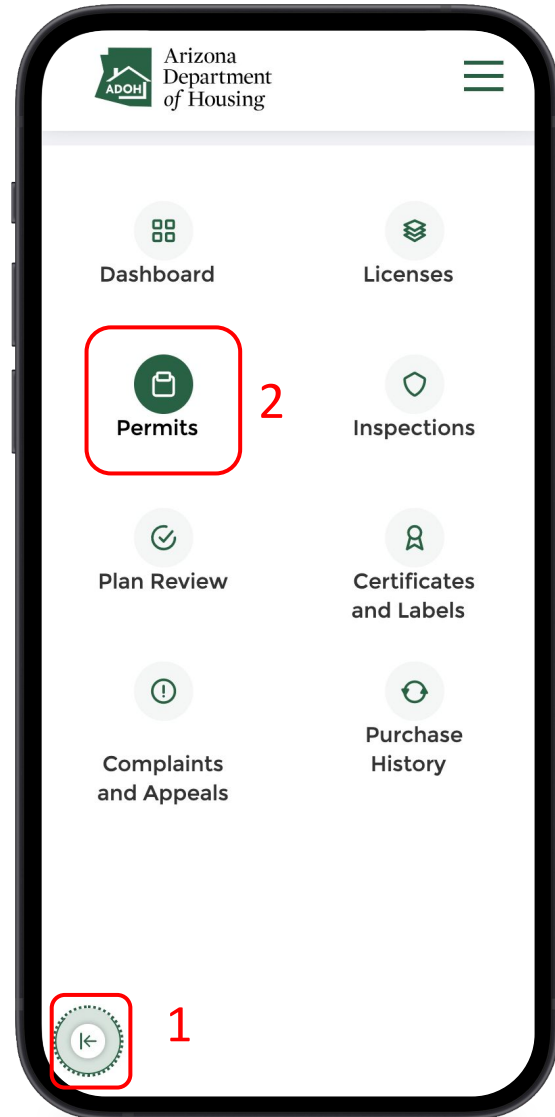
Key Points

No key points.



Permit Application - Withdraw

Permits



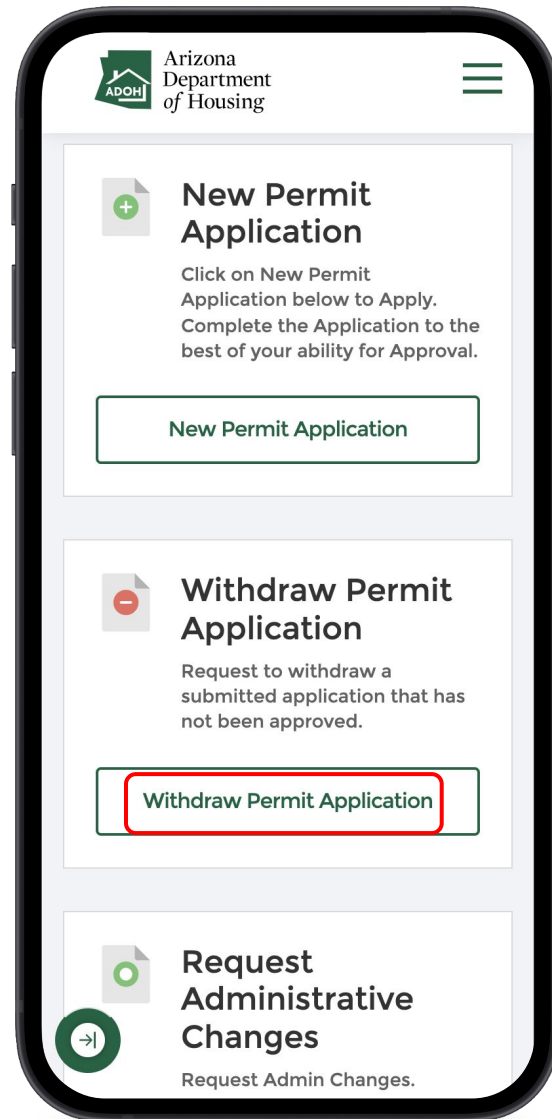
Instructions

1. Click the **toggle menu**
2. Click the **Permits tab**

Key Points

No key points.

Permit Application – Withdraw



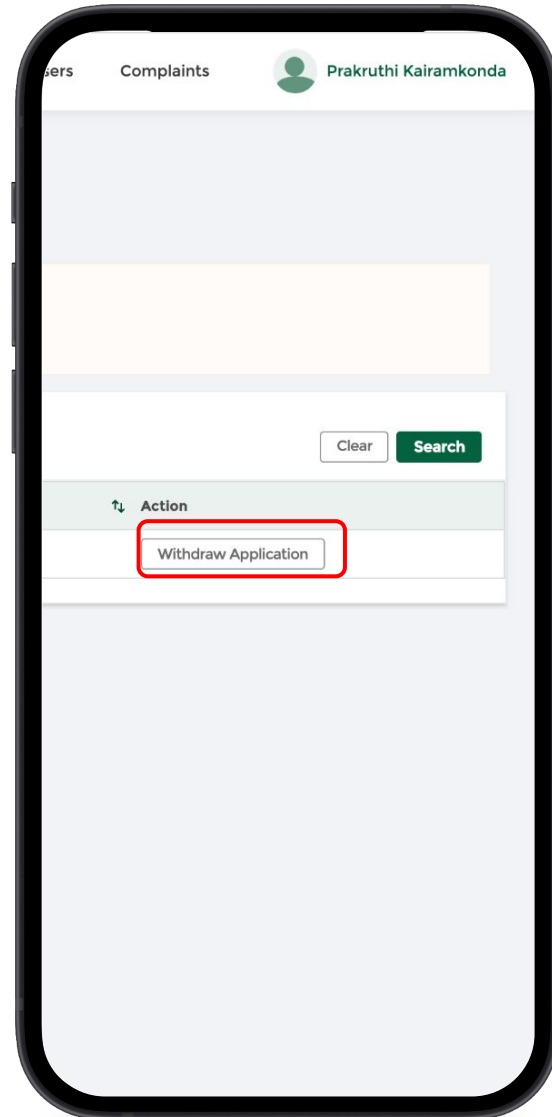
Instructions

Click the **Withdraw Permit Application** button.

Key Points

The application can be withdrawn if it is in the submitted or under review status.

Permit Application - Withdraw



Instructions

Click **Withdraw Application** and a pop-up window will appear on the screen to continue this process.

Key Points

Once the Application is withdrawn, a refund will be initiated. Refund payment records will be created manually, and the finance team will handle the refunds separately outside the MHBS application.

Permit Application - Withdraw

Arizona Department

Confirmation

*Withdrawal Reason

1

2 Cancel Confirm

Search Clear

Record ID a1M7400000Gt72

Application Type Licensing Application

License Type Dealer

Submitted Date 2021-12-02

Action

Withdraw Application

Page 1 of 1

First < > Last

Instructions

1. Mention the Withdrawal Reason
2. Click on **Confirm** to withdraw the application and change the status to 'Withdrawn'

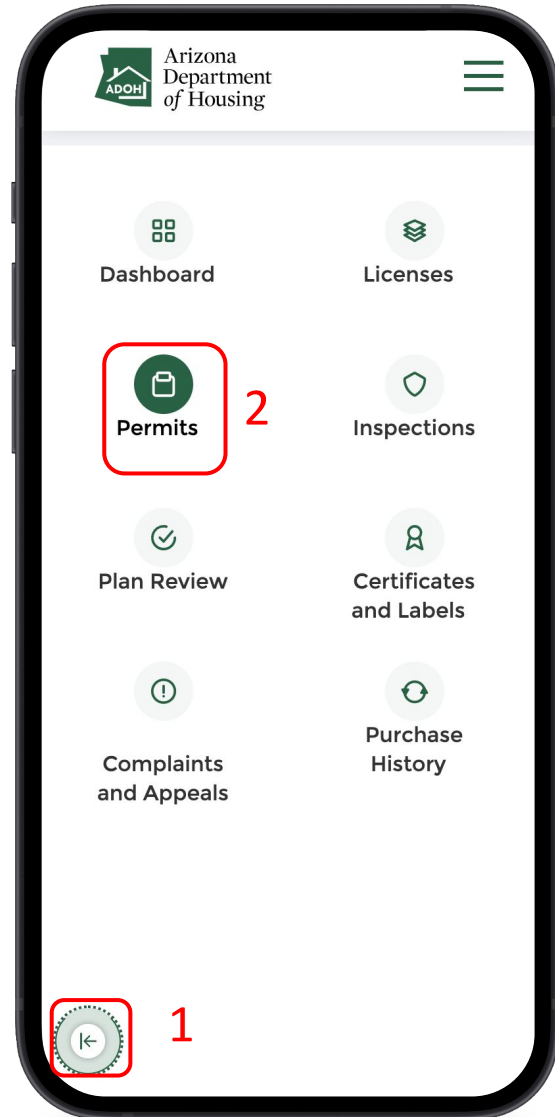
Key Points

Permit Admins will receive a message confirming the application was withdrawn.



[View All Permit Applications](#)

Inspections



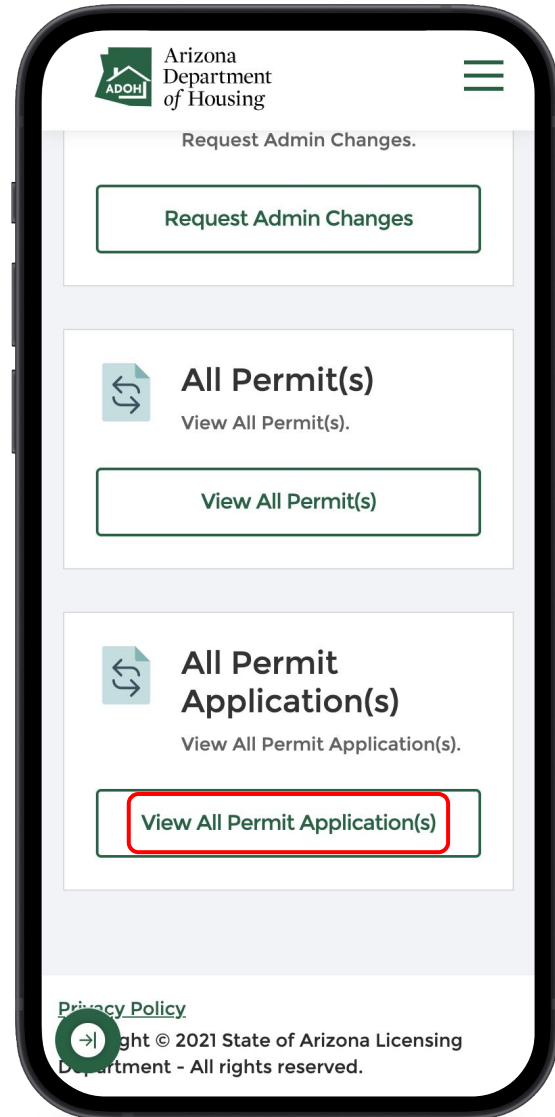
Instructions

1. Click the **toggle menu**
2. Click the **Permits tab**

Key Points

No key points.

View All Permit Applications



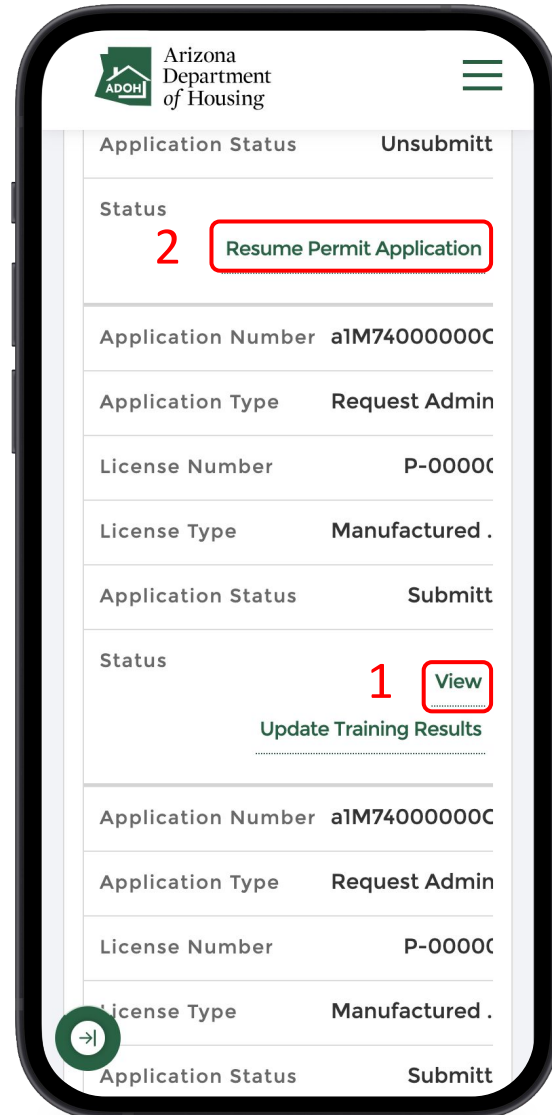
Instructions

Click the **View All Permit Applications** button.

Key Points

No key points.

View All Permit Applications



Instructions

You can view all the applications on this page regardless of their status:

1. Click **View** to view the submitted application
2. Click **Resume Permit Application** to continue filling out the application

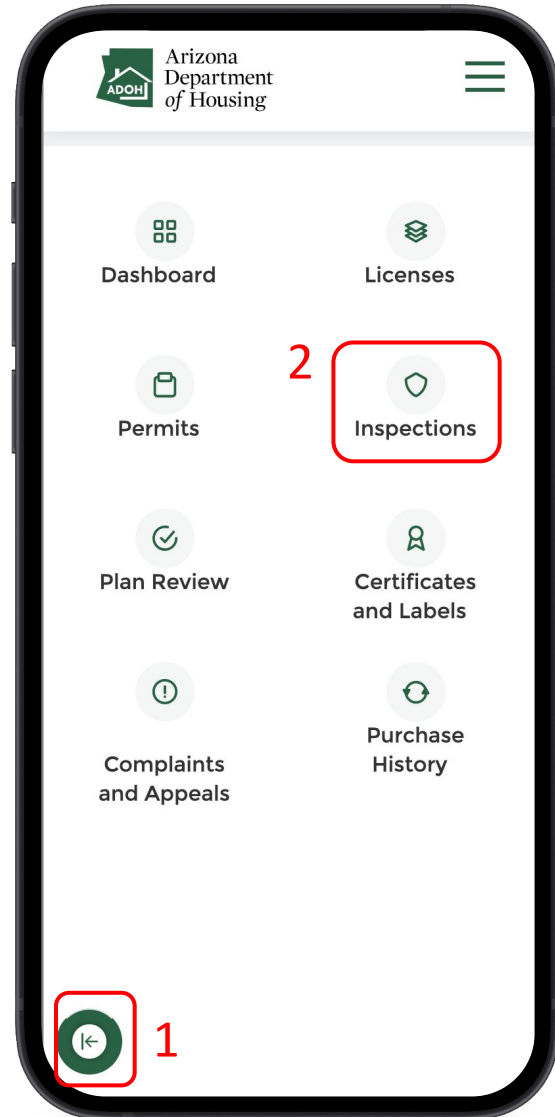
Key Points

No key points.



Request Inspections

Inspections



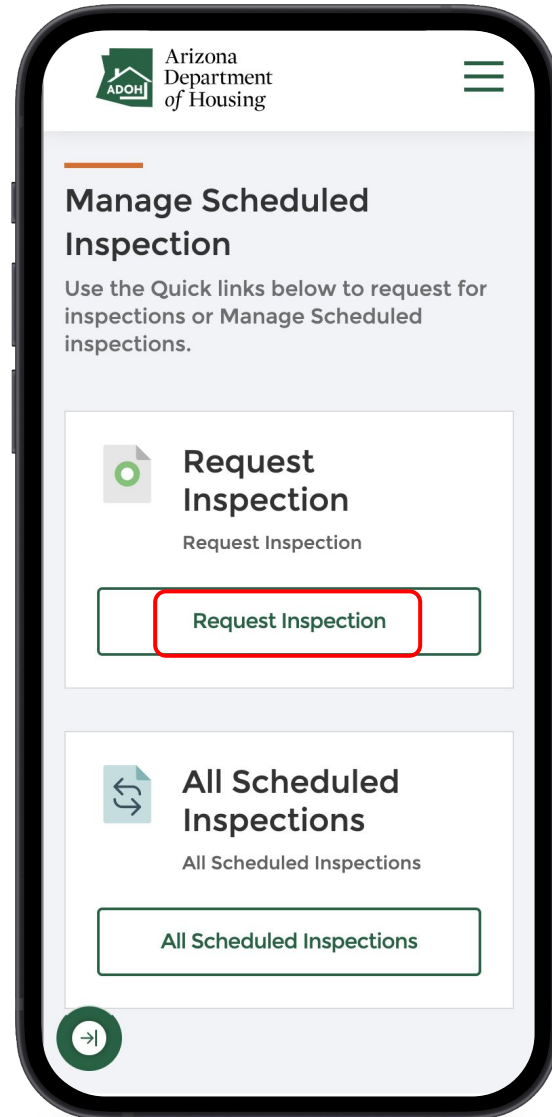
Instructions

1. Click the **toggle menu**
2. Click the **Inspections tab**

Key Points

No key points.

Request Inspections



Instructions

Click on the **Request Inspection** button.

Key Points

Inspections are requested on Permits.

Request Inspections

Arizona Department of Housing

Request Installation Inspection

*** Inspection Type**

Select Inspection Type ▼

- In-Plant Inspection
- Installation Inspection

Instructions

Select the **Inspection Type** from the drop-down.

Key Points

If you select **In-plant Inspection** type, you need to select one of the following inspection sub-type:

- IPIA
- FBB
- WUI

Request Inspections

Arizona Department of Housing

Request Installation Inspection

* Inspection Type
In-Plant Inspection

* Inspection Sub Type 1
FBB

* In-plant Inspection (IPIA/FBB)
Select In Plant Inspection Type Va 2

- Ongoing Manufacturer Production Monitoring
- Manufacturer Certification
- Certification Update
- Reconstruction

Instructions

1. Select the **Inspection Subtype**
2. Select **In Plant Inspection** from the drop-down

Key Points

If you select IPIA or FBB inspection subtypes, you need to select one of the following In plant Inspections:

- Ongoing Manufacturer Production Monitoring
- Manufacturer Certification
- Certification Update
- Reconstruction (only for FBB)

Request Inspections

Arizona Department of Housing

Request Installation Inspection

1

* Inspection Type
Installation Inspection

* Inspection Sub Type
Select Inspection Sub Type

2

- Manufactured/Mobile Home
- Factory Built Building
- Special Use
- Mobile Home Rehabilitation
- Factory Built Building Reconstruction

Instructions

1. Choose **Installation Inspection** for Inspection Type
2. Choose an **Inspection Subtype**

Key Points

If you select Installation Inspection type, you need to select one of the following Inspection Sub Types:

- Manufactured/Mobile Home
- Factory Built Building
- Special Use
- Mobile Home Rehabilitation
- Factory Built Building Reconstruction

Request Inspections

The screenshot shows the 'Request Installation Inspection' form in the Arizona Department of Housing (ADOH) mobile app. The form includes the following fields and buttons:

- Arizona Department of Housing** logo and menu icon at the top.
- Request Installation Inspection** title.
- * Inspection Type** dropdown menu with 'Installation Inspection' selected.
- * Inspection Sub Type** dropdown menu with 'Manufactured/Mobile Home' selected. A red number '1' is placed to the left of this field.
- * Permit** text input field containing 'P-0000014' and a clear button (X). This field is enclosed in a red rectangular box.
- Back** and **Next** buttons at the bottom. The **Next** button is enclosed in a red rectangular box, and a red number '2' is placed below it.

Instructions

1. Select Permit from the search field
2. Click **Next**

Key Points

No key points.

Request Inspections – Scope of work

Arizona Department of Housing

Check appropriate boxes below for work scopes to be inspected as part of the installation inspection request.

- Site Prep / Excavation**
 - Pad construction and compaction
 - Grading and drainage
- Foundation System**
 - FBB Installation Plan
 - Manufactured/Mobile Home Flood Zone Installation Plan
 - Footings
 - Stem Wall
 - Retaining wall
 - Skirting (Part of Foundation) ⓘ
 - Piers and column supports
 - Anchoring
 - Drainage from under building
- Building Structural Connections**
 - Section to section assembly, alignment, and connection
 - Manufactured Home Marriage Line
- Plumbing**
 - Section to section connections
 - Water Supply connection and completion
 - Drain, Waste, Vent connection and completion
 - Sewer connection and completion
 - Manufactured Home Utility Test
- Gas**
 - Section to section completion
 - Fuel gas connection and completion

Instructions

Check the appropriate work scope check boxes to be inspected as part of the installation inspection request.

Key Points

No key points.

Request Inspections – Scope of work

Arizona Department of Housing

Connection and completion of external components

Evaporative Cooler

Connection and completion of external components

Accessories

Garage

Skirting (Not part of Foundation)

Awning/Carport

Porch/deck

Egress (steps, ramps, etc.)

FBB Interior Finish

Drywall

Other

FBB Exterior Finish

Stucco

EIFS

Other

Mobile Home Rehabilitation

Gas

Electric

Gas Appliance Compartment

Lined

Egress Windows

Smoke Detector

Back Next Save and Exit

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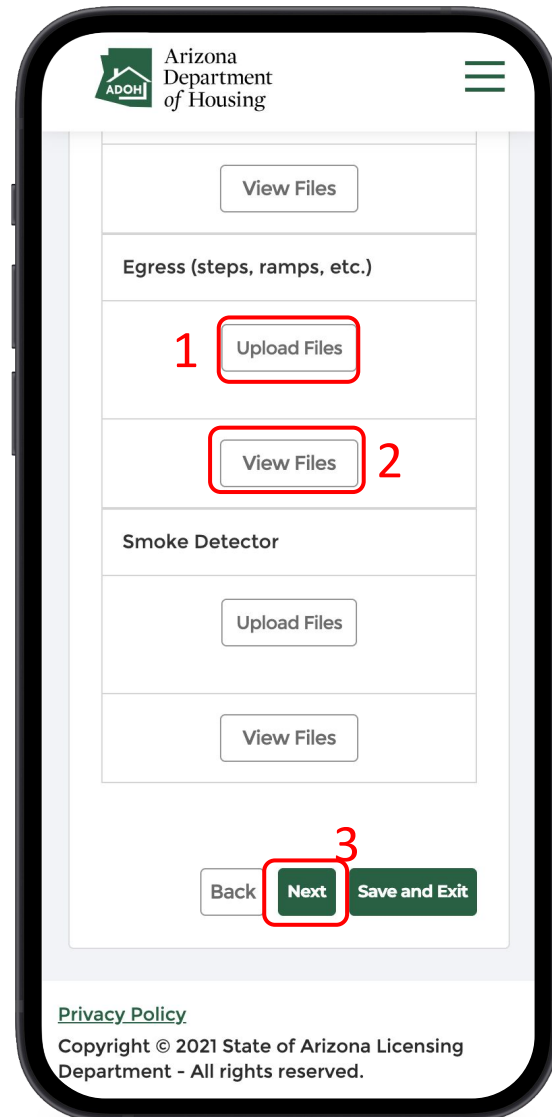
Instructions

1. Scroll down and check the appropriate work scope check boxes to be inspected as part of the installation inspection request
2. Click **Next**

Key Points

No key points.

Request Inspections - Document Upload



Instructions

1. Click the **Upload Files** button and upload all the required documents
2. Click **View Files** to view the uploaded files
3. Click **Next** to proceed

Key Points

Fields with * are mandatory

Request Inspections - Inspection Date/Time

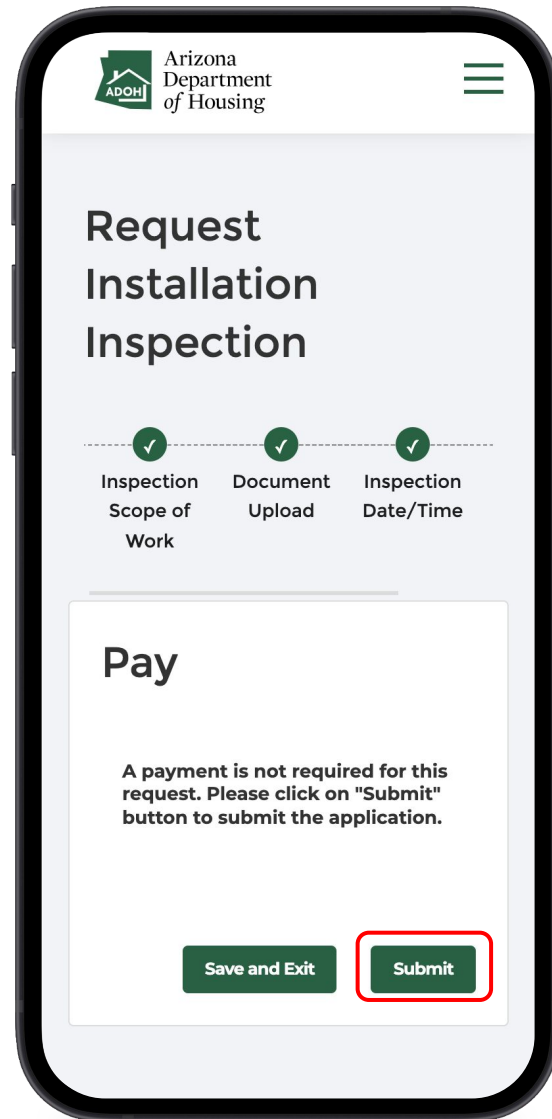
Instructions

1. Click the **calendar icon** and select the Inspection Date
2. Click the **down arrow** and select the Inspection Time (You will find morning and afternoon options)
3. Click **Next**

Key Points

No key points.

Request Inspections - Pay



Instructions

Click **Submit**, as payment is not required for this request.

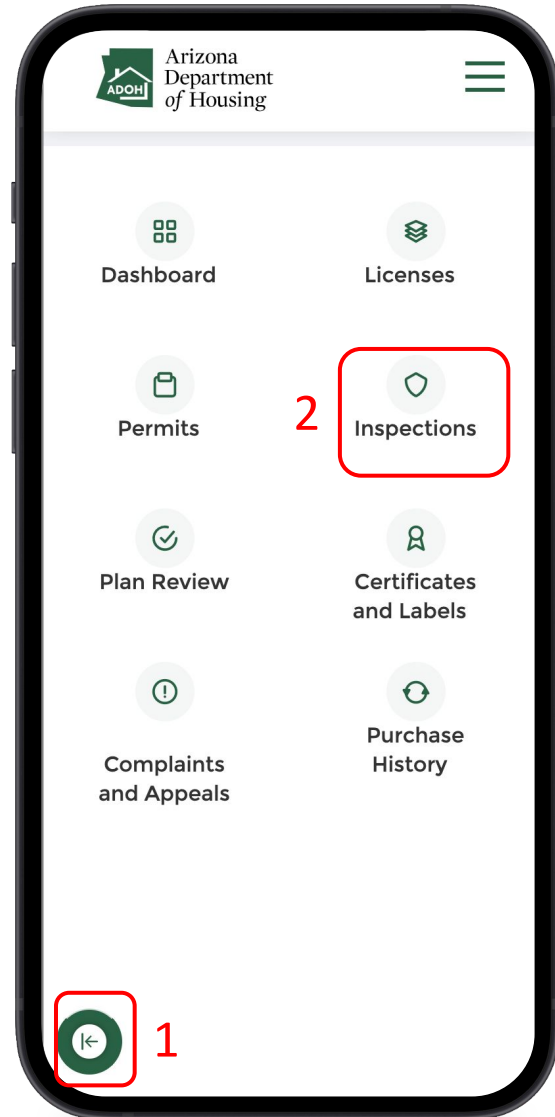
Key Points

No key points.



Scheduled Inspections

Inspections



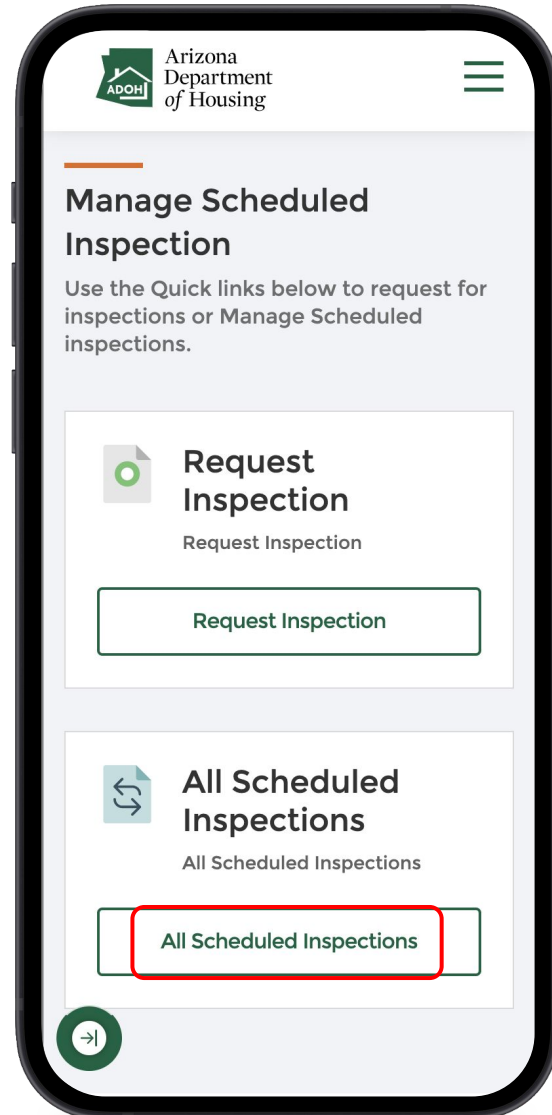
Instructions

1. Click the **toggle menu**
2. Click the **Inspections tab**

Key Points

No key points.

Scheduled Inspections



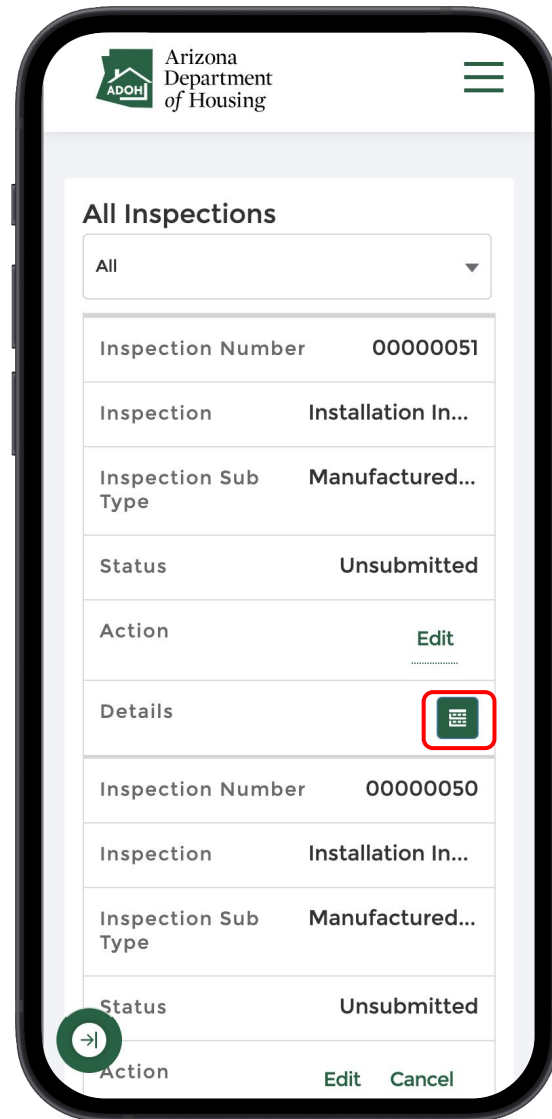
Instructions

Click on the **All Scheduled Inspections** button.

Key Points

Inspections are requested on Permits.

Scheduled Inspections



Instructions

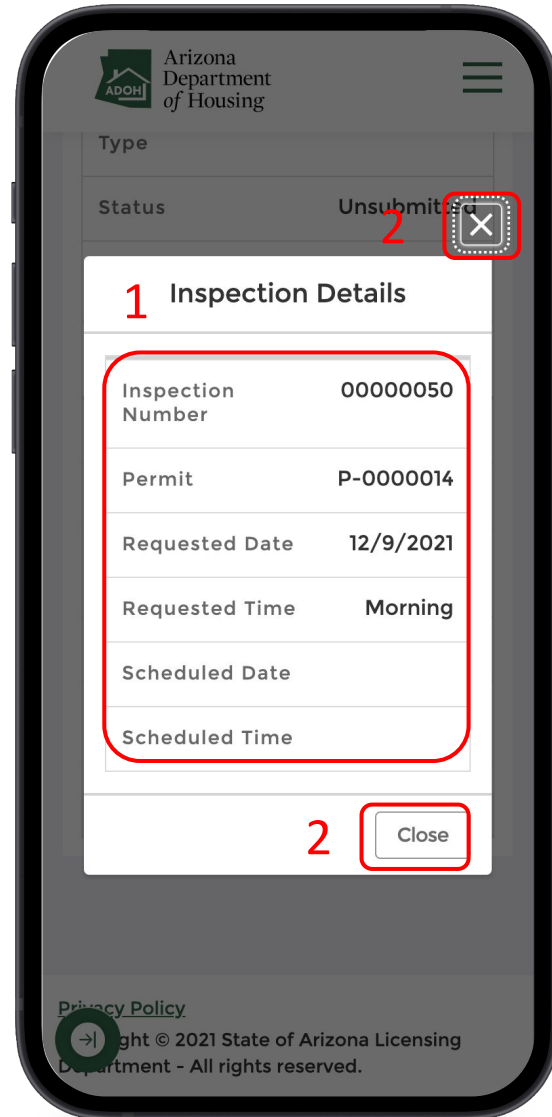
You will find all the scheduled inspections in this page

1. Click the **details icon** to view the inspection details

Key Points

No key points.

Scheduled Inspections



Instructions

1. You can find an Inspection Number, Permit number, and Requested Date and Time on the Inspection Details pop-up
2. Click **Close button** or **X** to close the pop-up

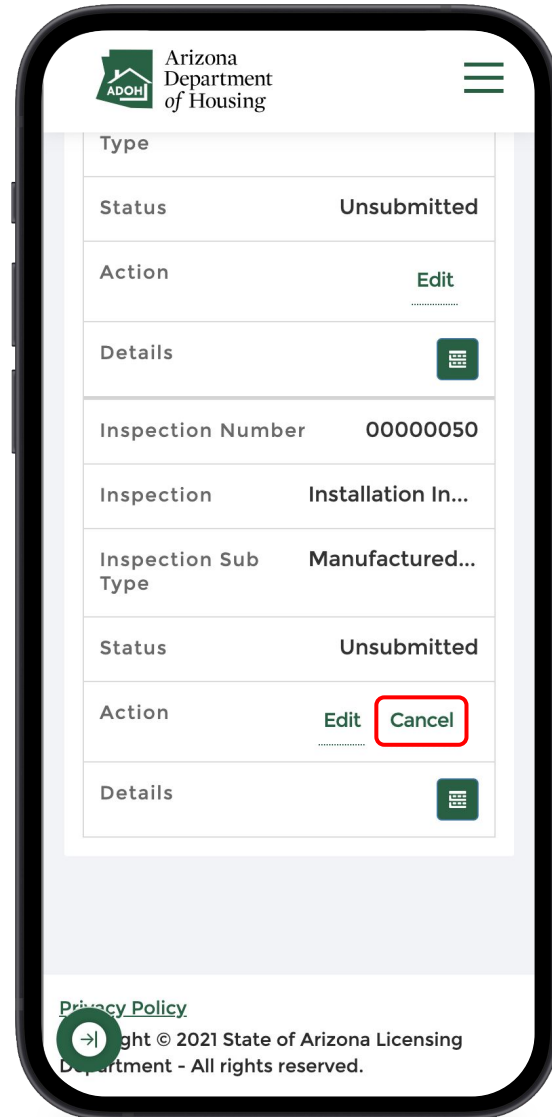
Key Points

No key points.



Cancel Inspections

Cancel Inspections



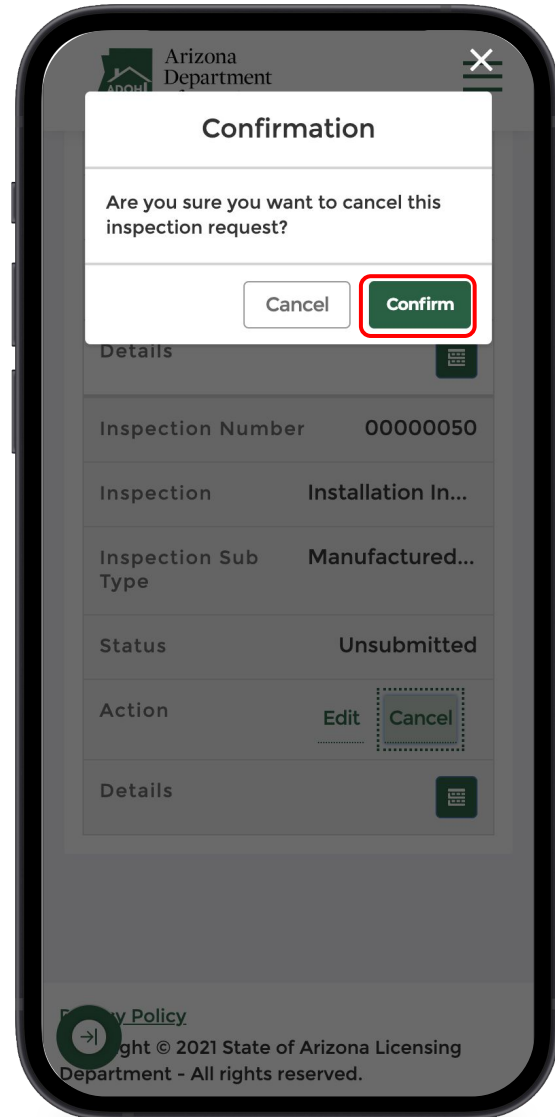
Instructions

Click the **Cancel button** to cancel the scheduled inspection.

Key Points

You can cancel the inspection request before the day of inspection until 5pm. After 5pm, the button will be disabled.

Cancel Inspections



Instructions

A confirmation pop-up will appear on the screen to confirm the inspection cancellation.

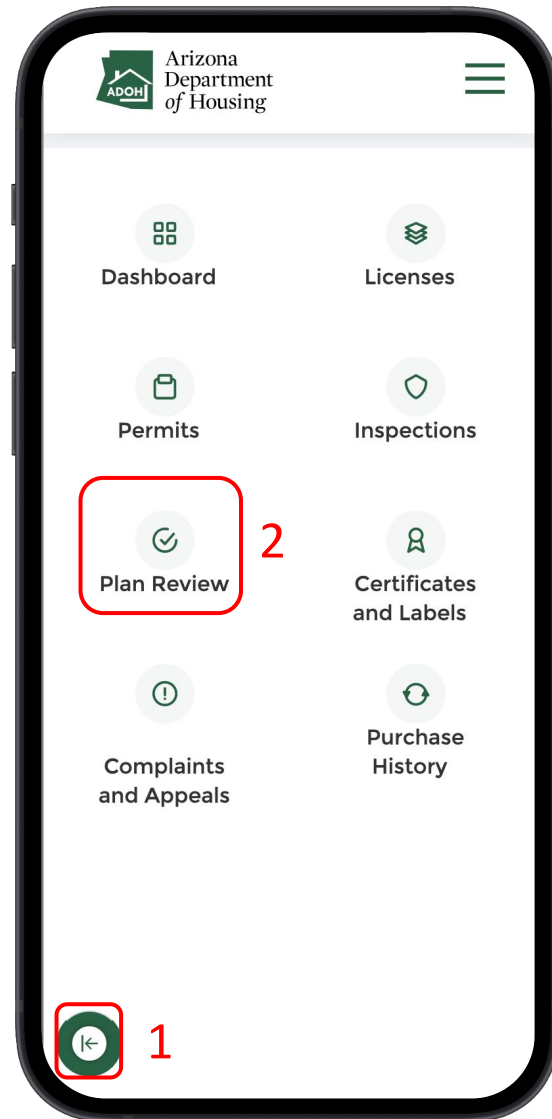
Key Points

No key points.



Plan Review Application

Plan Review Application



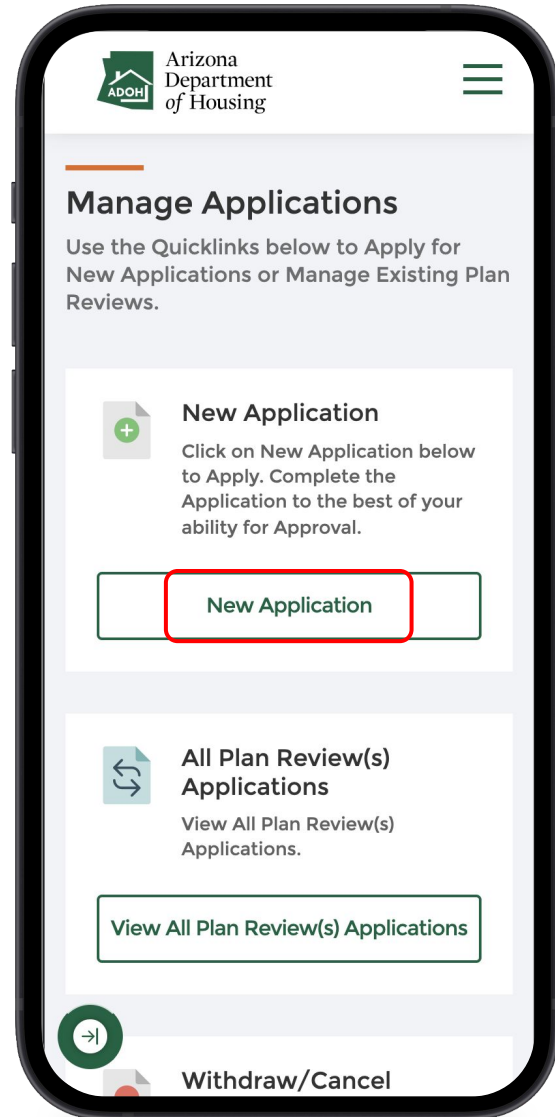
Instructions

1. Click the **toggle menu**
2. Click the **Plan Review tab**

Key Points

No key points.

Plan Review Application



Instructions

Click the **New Application** button.

Key Points

No key points.

Plan Review Application

Arizona Department of Housing

New Plan Review Application

License Type

Select License Type

- Installer/Contractor or Other
- Manufacturer

Instructions

Select the **License Type** from the drop-down list.

Key Points

No key points.

Plan Review Application

Arizona Department of Housing

New Plan Review Application

* License Type
Installer/Contractor or Other

* Applicant Type.....
Select Applicant Type

- Installer
- Contractor
- Homeowner
- Acting Agent

Instructions

Select the **Application Type** from the drop-down.

Key Points

- If you select Installer or Contractor, you will be required to select a Plan Type and select or enter a license number
- If you select Homeowner or Acting Agent, you will only select the Plan Type

Plan Review Application

Arizona Department of Housing

New Plan Review Application

* License Type
Installer/Contractor or Other

* Applicant Type
Installer

License Number

la

- * LA-59484
- LA-80894
- LA-71281
- LA-64205

Instructions

1. An Installer Applicant Type will have the ability to search for the license from a drop-down list
2. A Contractor Applicant Type will have to enter the license number manually

Key Points

No key points.

Plan Review Application

Arizona Department of Housing

New Plan Review Application

* License Type
Installer/Contractor or Other

* Applicant Type
Installer

* License Number
[Search Icon]

* Plan Type
Accessory Structure

- ✓ Accessory Structure
- Flood Plain
- Installation of a Factory Built Building
- Supplemental Plan

Instructions

If the applicant type is Homeowner, select the Plan Type from the drop-down list

Key Points

- If you select Accessory Structure, you need to select an Accessory Structure Subtype
- If you select Supplement Plan, you need to enter plan approval number
- If you select Flood Plain, you will not see any nested fields below the selection

Plan Review Application

Arizona Department of Housing

* License Type
Installer/Contractor or Other

* Applicant Type
Homeowner

Plan Type
Installation of a Factory Built Building

* Select Occupancy Type
Select Occupancy Type

* Building Size

* Square Footage

* Utilities
 Water
 Sewer
 Electric
 Gas

* Number of Modules

Back Next

Instructions

1. If you select the Plan Type as **Installation of a Factory Built Building**, you need to enter information for each field that appears below
2. Click **Next**

Key Points

No key points.

Plan Review Application

Arizona Department of Housing

* License type
Installer/Contractor or Other

* Applicant Type
Homeowner

* Plan Type
Installation of a Factory Built Building 2

* Select Occupancy Type
IBC Coded Occupancy (Note: occupant load less than (50) is to be classified as a 'B' occupancy)

A-Assembly (i)

B-Business (i)

E-Educational (i) 1

F-Factory

H-High hazard

I-Institutional

M-Mercantile (i)

R-Residential (i)

S-Storage

U-Utility (i)

* Educational Type
Public

* Building Size
23

* Square Footage
2,345

* Utilities

Instructions

1. If you select IBC Coded Occupancy Type, check all the applicable options
2. Hover over the i for additional information

Key Points

- There are two types of Occupancy Types:
 1. IBC Coded Occupancy Type
 2. IRC Coded Occupancy Type
- If you select **E- Educational**, you need to choose the Educational type as Private or Public
- If you select **Others**, you need to mention Other IBC type

Plan Review Application

Arizona Department of Housing

* License Type
Installer/Contractor or Other

* Applicant Type
Homeowner

* Plan Type
Installation of a Factory Built Building

* Select Occupancy Type
IRC Coded Occupancy Types

* Select IRC Type
Select IRC Type
Single-family dwelling
Two family dwelling
Townhouse

* Square Footage
2,345

* Utilities
 Water
 Sewer
 Electric
 Gas

* Number of Modules
2

* Insignia number
Search...

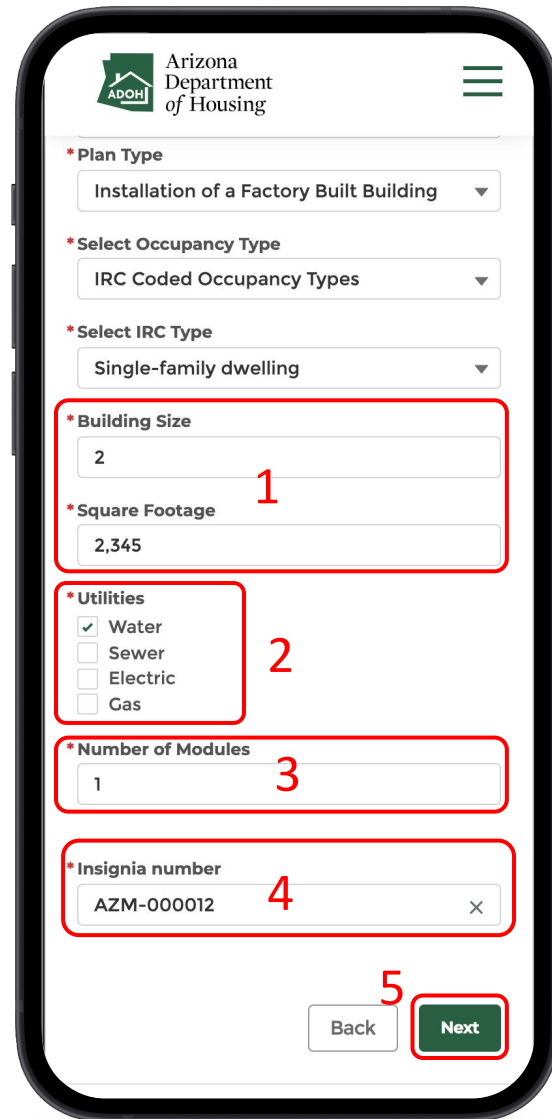
Instructions

If you select IRC Coded Occupancy Type, you need to select the IRC type from the drop-down list.

Key Points

No key points.

Plan Review Application



Arizona Department of Housing

* Plan Type
Installation of a Factory Built Building

* Select Occupancy Type
IRC Coded Occupancy Types

* Select IRC Type
Single-family dwelling

* Building Size
2

* Square Footage
2,345

* Utilities
 Water
 Sewer
 Electric
 Gas

* Number of Modules
1

* Insignia number
AZM-000012

Back Next

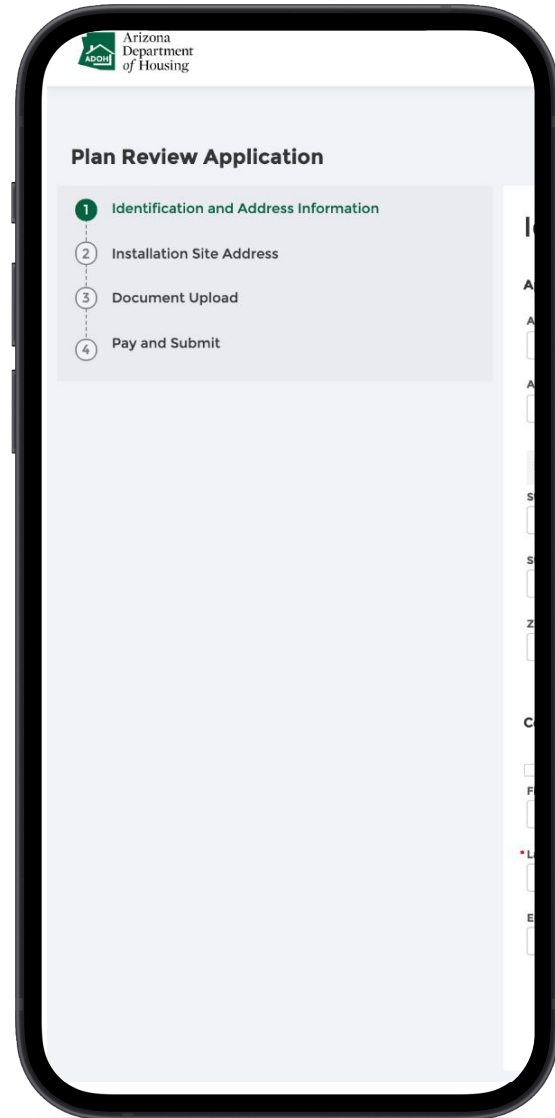
Instructions

1. Populate **Building Size** and **Square Footage** fields
2. Check the required **Utilities**
3. Enter the **Number of Modules**
4. Enter the **Insignia Numbers**
5. Click **Next**

Key Points

Number of modules entered will determine the number of Insignia Number fields to be populated.

Plan Review Application



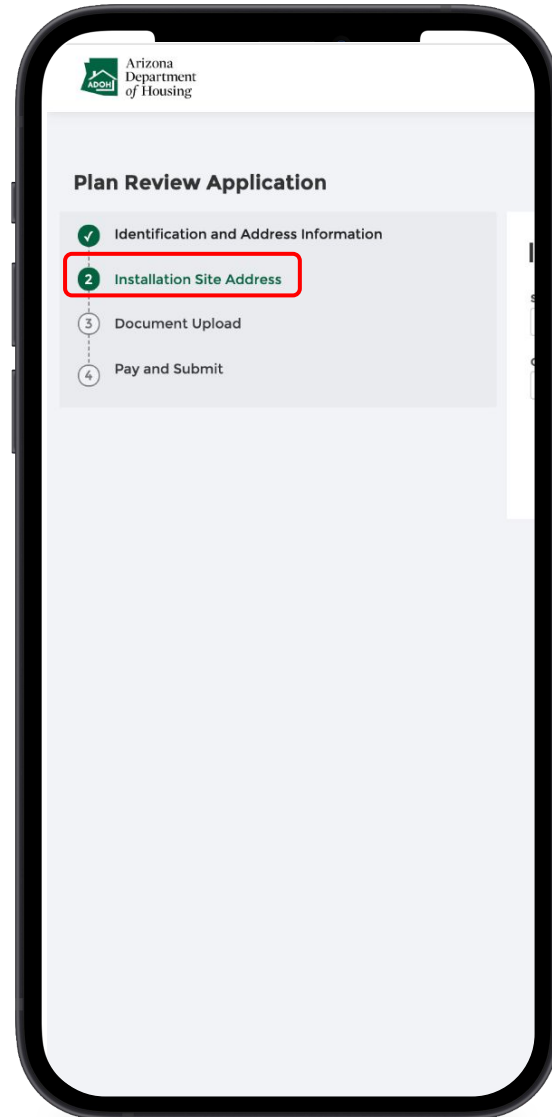
Instructions

Populate all the required fields and click **Next**.

Key Points

No key points.

Plan Review Application



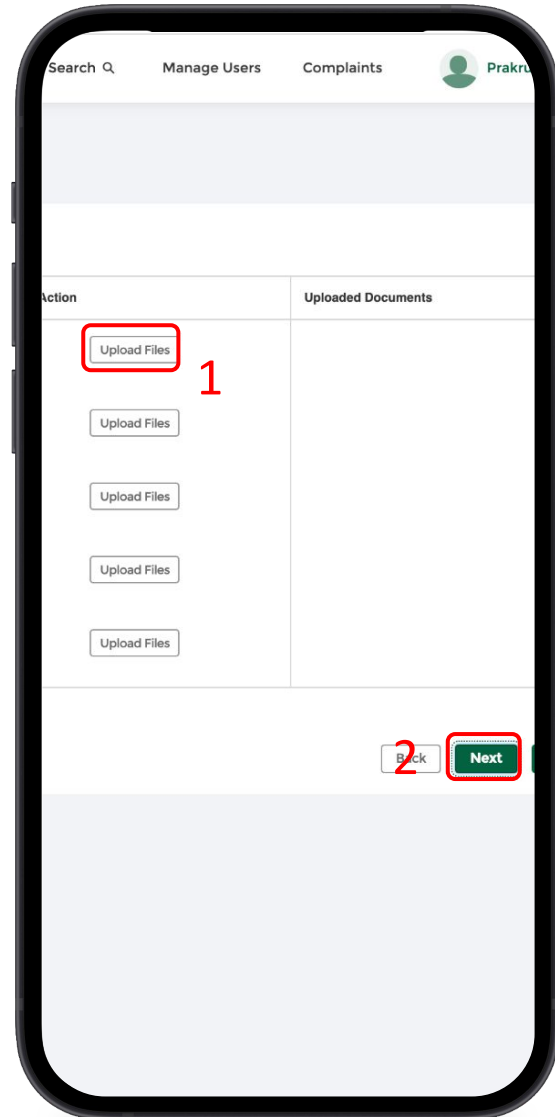
Instructions

1. Provide the Installation Site Address
2. Click **Next**

Key Points

If the site is in a flood prone area attach required flood documents on the next page.

Plan Review Application



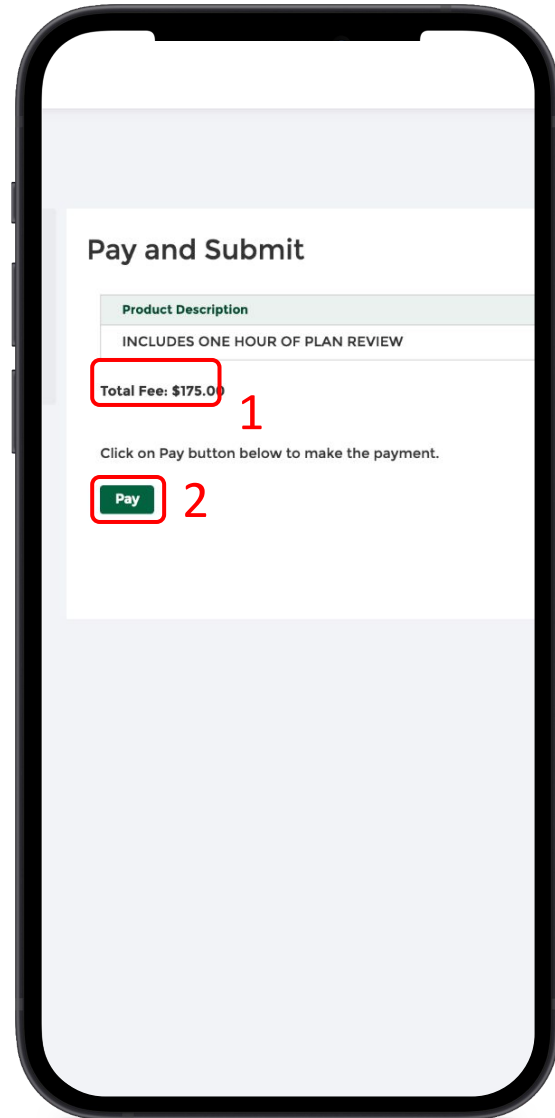
Instructions

1. Upload required documents by clicking **Upload Files button**
2. Click **Next**

Key Points

If the site is marked **NO** for a flood prone area, flood documents are not required, and upload documents will not be shown.

Plan Review Application



Instructions

1. The Total Fee will be displayed on the screen
2. Click the **Pay button** to be directed to State of Arizona Checkout Utility page

Key Points

No key points.

Plan Review Application

The screenshot shows the 'State of Arizona Checkout Utility' mobile application interface. At the top, there is a header with the state seal and the text 'State of Arizona Checkout Utility' and 'State of Arizona'. Below the header, the form is titled 'CHECKOUT - PAYMENT INFORMATION'. The form contains several fields: 'First Name', 'Last Name', 'Billing Address', 'City', 'State' (a dropdown menu), 'Zip', 'Email', and 'Phone Number'. A red box labeled '1' highlights the 'Payment Information' title. A larger red box labeled '2' encompasses the entire form area. Below the form, there are two radio button options: 'Credit Card' (selected) and 'Electronic Check'. A red box labeled '3' highlights the 'Credit Card' option. Below these options, there is a warning message: 'Credit Cards issued by a foreign bank or entity are not an acceptable form of payment due to the system's inability to confirm security measures. As an alternative, please use a secured or prepaid Credit Card issued by a US entity or bank.' Below this message, there are fields for 'Credit Card Number', 'Expiration Date' (with 'Month' and 'Year' dropdowns), and 'CVV/CSV'. A red box labeled '4' highlights the 'Expiration Date' and 'CVV/CSV' fields. At the bottom of the form, there are 'Clear', 'Cancel', and 'Continue' buttons. A red box labeled '5' highlights the 'Continue' button.

Instructions

1. You will be directed to the Payment Information page
2. Populate the payment information
3. Select the **Card Type** by checking the radio button
4. Provide the card details
5. Click **Continue**

Key Points

Credit card issued by a foreign bank or entity are not accepted due to security measures. Use a secured or prepaid credit card issued by a U.S. entity or bank.

Plan Review Application

State of Arizona Checkout Utility
State of Arizona

Order Review

Please review your order and ensure the information below is correct before proceeding.
If you agree with the information as displayed, please click the "Authorize" button to process the payment.

BILLING INFORMATION

Name:
Mike Poser

Address:
814 little elm st, Boston, NY, 02111

Phone:
718-091-1199

Email:
Imran.a.chow@gmail.com

[Edit](#)

ACCOUNT INFORMATION

VISA
4*****5713

[Edit](#)

ORDER INFO

Order No	Product ID	Item Description	Amount	Quantity	Total Amount
1716392526	HD005	Broker of Manufactured Homes or Mobile Homes	\$432.00	1	\$432.00
Total			\$432.00		\$432.00

Note:

I understand that the following amount will be billed to my credit card. My credit card statement will show the following merchant name(s) and amount(s) for this transaction.

Merchant	Amount
AZ Dept of Housing	\$432.00

The total amount to be billed to your credit card is **\$432.00**.

[Previous](#) [Cancel](#) [Authorize](#)

State of Arizona Checkout Utility
State of Arizona

Contact Arizona Policies |
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Instructions

Review the order details.

Key Points

No key points.

Plan Review Application

State of Arizona Checkout Utility
State of Arizona

Order Review

Please review your order and ensure the information below is correct before proceeding.
If you agree with the information as displayed; please click the 'Authorize' button to process the payment.

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Imran.a.chow@gmail.com

[Edit](#)

ACCOUNT INFORMATION

VISA
4*****5713

[Edit](#)

ORDER INFO

Order No	Product ID	Item Description	Amount	Quantity	Total Amount
1716392526	HD005	Broker of Manufactured Homes or Mobile Homes	\$432.00	1	\$432.00
Total			\$432.00		\$432.00

Note:

I understand that the following amount will be billed to my credit card. My credit card statement will show the following merchant name(s) and amount(s) for this transaction.

Merchant	Amount
AZ Dept of Housing	\$432.00

The total amount to be billed to your credit card is **\$432.00**.

[Previous](#) [Cancel](#) [Authorize](#)

State of Arizona Checkout Utility
State of Arizona

Contact Arizona Policies |
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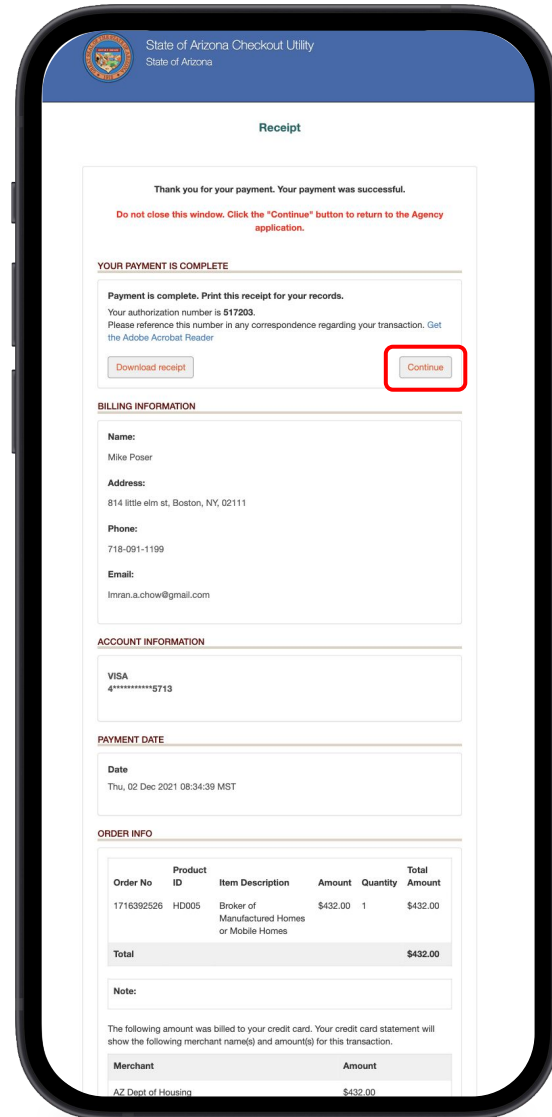
Instructions

Scroll down and click **Authorize**.

Key Points

No key points.

Plan Review Application



Instructions

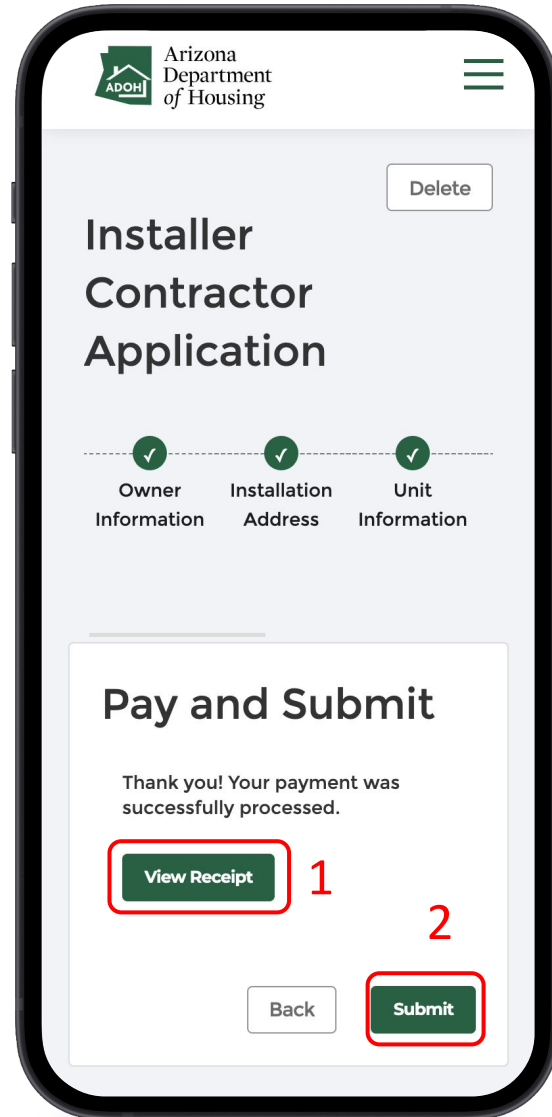
You will land on Receipt page

1. Click **Continue**

Key Points

You can download the receipt by clicking the Download receipt button.

Plan Review Application



Instructions

Once you click Continue, you will be redirected to Pay and Submit page

1. Click **View Receipt** to view a copy of the receipt
2. Click **Submit**

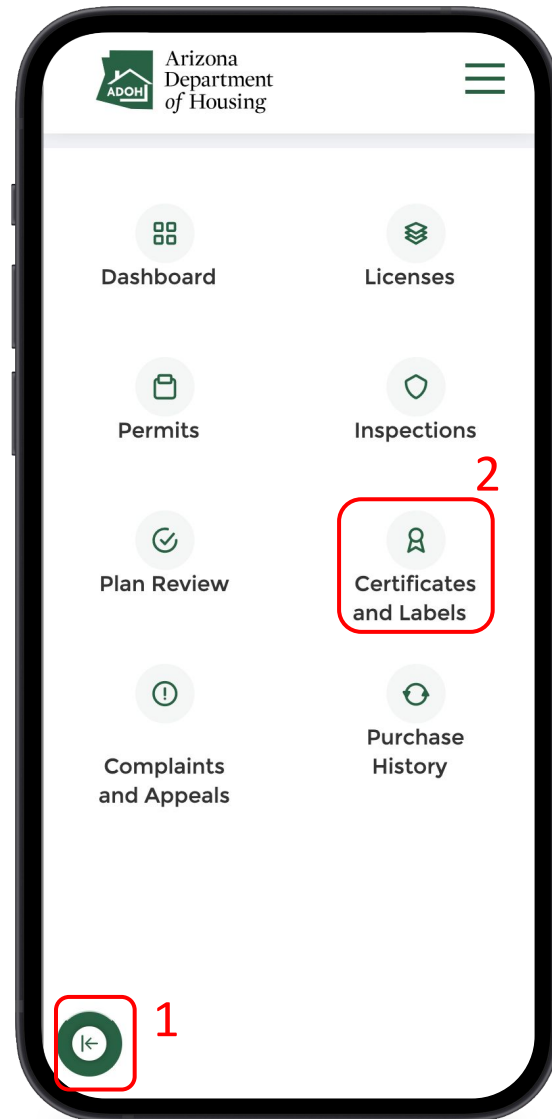
Key Points

No key points.



Certificates & Labels - Order Request

Certificate Order Request



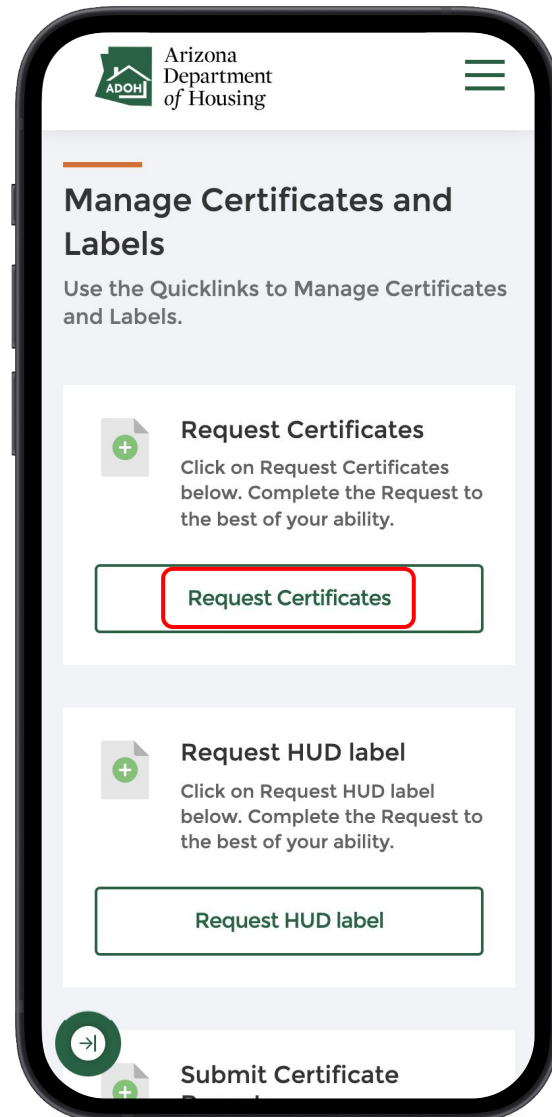
Instructions

1. Click the **toggle menu**
2. Click the **Certificates and Labels tab**

Key Points

No key points.

Certificate Order Request



Instructions

Click the **Request Certificates** button.

Key Points

No key points.

Certificate Order Request

The image shows a smartphone screen displaying the 'Certificate Order Request' form. At the top, the Arizona Department of Housing (ADOH) logo and name are visible. The form title is 'Certificate Order Request'. Below the title, there is a text prompt: 'Please input the license number in the field below against which the certificate order needs to be placed'. A red asterisk indicates a required field. The 'License' field contains the text 'LA-32955' and is highlighted with a red box and a red number '1'. Below the field are two buttons: 'Back' and 'Next', with the 'Next' button also highlighted by a red box and a red number '2'.

Instructions

1. Select the **License** from the drop-down list
2. Click **Next**

Key Points

All licenses related to the account will be displayed in the drop-down list.

Certificate Order Request

Arizona Department of Housing

County/Borough/Parish
Apache County

Zip/Postal Code
75034

City
frisco

Classification
M-9A

Qualifying Party
Verdreger Liy Kill

Phone
(958) 520-8528

Email
hitesh.singh@mtxb2b.com

Mailing Preference
▼

Next Save and Exit

[Privacy Policy](#)
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Instructions

Review all the pre-populated details

1. Edit the **Phone** or **Email** fields, if required
2. Click **Next**

Key Points

The details in this section are pre-populated, however, phone and email fields are editable

Certificate Order Request

Arizona Department of Housing

Apache County

Zip/Postal Code
75034

City
frisco

Classification
M-9A

Qualifying Party
Verdreger Liy Kill

Phone
(958) 520-8528

Email
hitesh.singh@mtxb2b.com

Mailing Preference

- Mail
- Pick up
- FedEx
- UPS

[Privacy Policy](#)
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Instructions

Select the **Mailing Preferences** from the drop-down.

Key Points

If you select **Pick up**, you will not need to provide additional details.

Certificate Order Request

Arizona Department of Housing

Email
hitesh.singh@mtxb2b.com

Mailing Preference
Mail 1

Add Mailing Address

Same as Mailing Address 2

* Street Address

* Country 1

* City

* Zip/Postal Code

Next Save and Exit

[Privacy Policy](#)

Instructions

1. If you select **Mail** in the Mailing Preference field, you will be required to enter the mailing address details
2. Check the **Same as Mailing Address box**, if the mailing address is same as pre-populated mailing address, this way you can avoid entering mailing details again

Key Points

No key points.

Certificate Order Request

Arizona Department of Housing

75054

City
frisco

Classification
M-9A

Qualifying Party
Verdreger Liy Kill

Phone
(958) 520-8528

Email
hitesh.singh@mtxb2b.com

Mailing Preference
FedEx

* Fedex or UPS Account Number

Next Save and Exit

[Privacy Policy](#)
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Instructions

1. If you select **FedEx or UPS**, you need to provide FedEx or UPS Account Number
2. Click **Next**

Key Points

If you want the certificates to be mailed, you can pick either FedEx or UPS.

Certificate Order Request

Arizona Department of Housing

Certificate Order Request

1 ✓ Identification Information 2 Order Information 3 Pay and Submit

Order Information

* means required fields

* Certification Types 1

Quantity 2

Back Next 3 Save and Exit

Instructions

1. Select the **Certification Type**
2. Enter the **Quantity**
3. Click **Next**

Key Points

Certification types available are based on the license selected at the time of creating the application.

Certificate Order Request

Arizona Department of Housing

Information Information Submit

Pay and Submit

* means required fields

Product Description	CERTIFICAT E - MOD MFG
Quantity	1
Fee	\$51.00

1 **Total Fee: \$51.00**

Click on Pay button below to make the payment.

Pay 2

Back Save and Exit Back To Home

Instructions

1. The Total Fee will be displayed on the screen
2. Click the **Pay button**; you will be directed to State of Arizona Checkout Utility page

Key Points

No key points.

Certificate Order Request

The screenshot shows the 'State of Arizona Checkout Utility' mobile app interface. At the top, there is a header with the state seal and the text 'State of Arizona Checkout Utility' and 'State of Arizona'. Below the header, the form is titled 'CHECKOUT - PAYMENT INFORMATION'. The form contains several fields: 'First Name', 'Last Name', 'Billing Address', 'City', 'State' (a dropdown menu with '---Click to Select---'), 'Zip', 'Email', and 'Phone Number'. A red box labeled '1' highlights the 'Payment Information' title. A larger red box labeled '2' encompasses all the input fields. Below the fields, there are two radio button options: 'Credit Card' (selected) and 'Electronic Check'. A red box labeled '3' highlights the 'Credit Card' option. Below the radio buttons, there is a warning message: 'Credit Cards issued by a foreign bank or entity are not an acceptable form of payment due to the system's inability to confirm security measures. As an alternative, please use a secured or prepaid Credit Card issued by a US entity or bank.' Below this message, there are fields for 'Credit Card Number', 'Expiration Date' (with 'Month' and 'Year' dropdowns), and 'CVV/CSV'. A red box labeled '4' highlights the 'Expiration Date' and 'CVV/CSV' fields. At the bottom of the form, there are 'Clear', 'Cancel', and 'Continue' buttons. A red box labeled '5' highlights the 'Continue' button.

Instructions

1. You will be directed to the Payment Information page
2. Populate the payment information
3. Select the **Card Type** by checking the radio button
4. Provide the card details
5. Click **Continue**

Key Points

Credit card issued by a foreign bank or entity are not accepted due to security measures. Use a secured or prepaid credit card issued by a U.S. entity or bank.

Certificate Order Request

State of Arizona Checkout Utility
State of Arizona

Order Review

Please review your order and ensure the information below is correct before proceeding.
If you agree with the information as displayed, please click the "Authorize" button to process the payment.

BILLING INFORMATION

Name:
Mike Poser

Address:
814 little elm st, Boston, NY, 02111

Phone:
718-091-1199

Email:
Imran.a.chow@gmail.com

ACCOUNT INFORMATION

VISA
4*****5713

ORDER INFO

Order No	Product ID	Item Description	Amount	Quantity	Total Amount
1716392526	HD005	Broker of Manufactured Homes or Mobile Homes	\$432.00	1	\$432.00
Total					\$432.00

Note:

I understand that the following amount will be billed to my credit card. My credit card statement will show the following merchant name(s) and amount(s) for this transaction.

Merchant	Amount
AZ Dept of Housing	\$432.00

The total amount to be billed to your credit card is **\$432.00**.

Previous Cancel Authorize

State of Arizona Checkout Utility
State of Arizona

Contact Arizona Policies |
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Instructions

Review the order details.

Key Points

No key points.

Certificate Order Request

State of Arizona Checkout Utility
State of Arizona

Order Review

Please review your order and ensure the information below is correct before proceeding.
If you agree with the information as displayed, please click the "Authorize" button to process the payment.

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Address:
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Phone:
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ACCOUNT INFORMATION

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4*****5713

ORDER INFO

Order No	Product ID	Item Description	Amount	Quantity	Total Amount
1716392526	HD005	Broker of Manufactured Homes or Mobile Homes	\$432.00	1	\$432.00
Total			\$432.00		\$432.00

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I understand that the following amount will be billed to my credit card. My credit card statement will show the following merchant name(s) and amount(s) for this transaction.

Merchant	Amount
AZ Dept of Housing	\$432.00

The total amount to be billed to your credit card is **\$432.00**.

Previous Cancel **Authorize**

State of Arizona Checkout Utility
State of Arizona

Contact Arizona Policies |
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Instructions

Scroll down and click **Authorize**.

Key Points

No key points.

Certificate Order Request

State of Arizona Checkout Utility
State of Arizona

Receipt

Thank you for your payment. Your payment was successful.
Do not close this window. Click the "Continue" button to return to the Agency application.

YOUR PAYMENT IS COMPLETE

Payment is complete. Print this receipt for your records.
Your authorization number is 617203.
Please reference this number in any correspondence regarding your transaction. Get the Adobe Acrobat Reader

Download receipt **Continue**

BILLING INFORMATION

Name:
Mike Poser

Address:
814 little elm st, Boston, NY, 02111

Phone:
718-091-1199

Email:
Imran.a.chow@gmail.com

ACCOUNT INFORMATION

VISA
4*****5713

PAYMENT DATE

Date
Thu, 02 Dec 2021 08:34:39 MST

ORDER INFO

Order No	Product ID	Item Description	Amount	Quantity	Total Amount
1716392526	HD005	Broker of Manufactured Homes or Mobile Homes	\$432.00	1	\$432.00
Total					\$432.00

Note:

The following amount was billed to your credit card. Your credit card statement will show the following merchant name(s) and amount(s) for this transaction.

Merchant	Amount
AZ Dept of Housing	\$432.00

Instructions

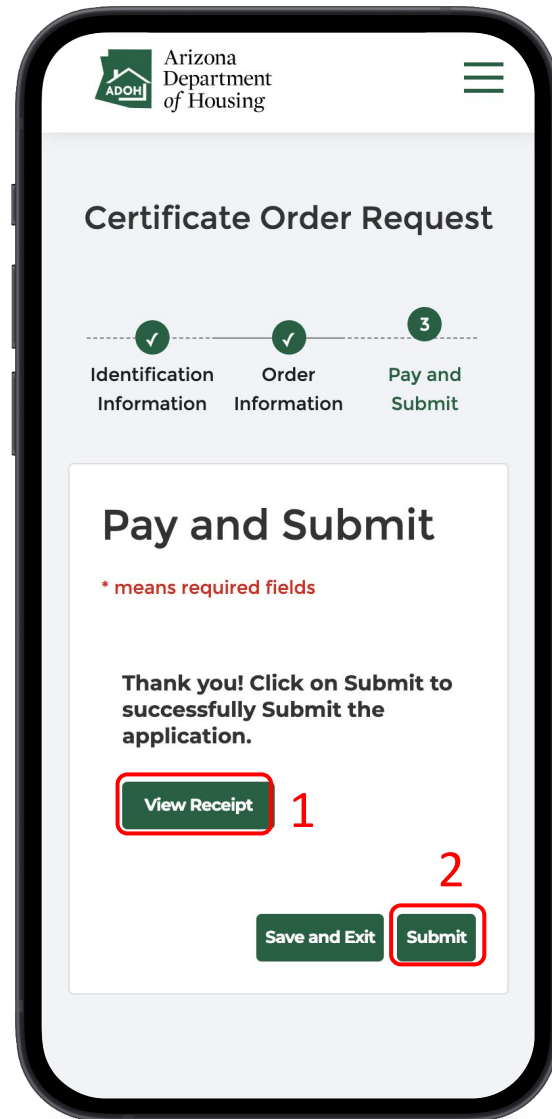
You will land on Receipt page

1. Click **Continue**

Key Points

You can download the receipt by clicking the Download receipt button.

Certificate Order Request



Instructions

You will be redirected to Pay and Submit page

1. Click **View Receipt** to view a copy of the receipt
2. Click **Submit**

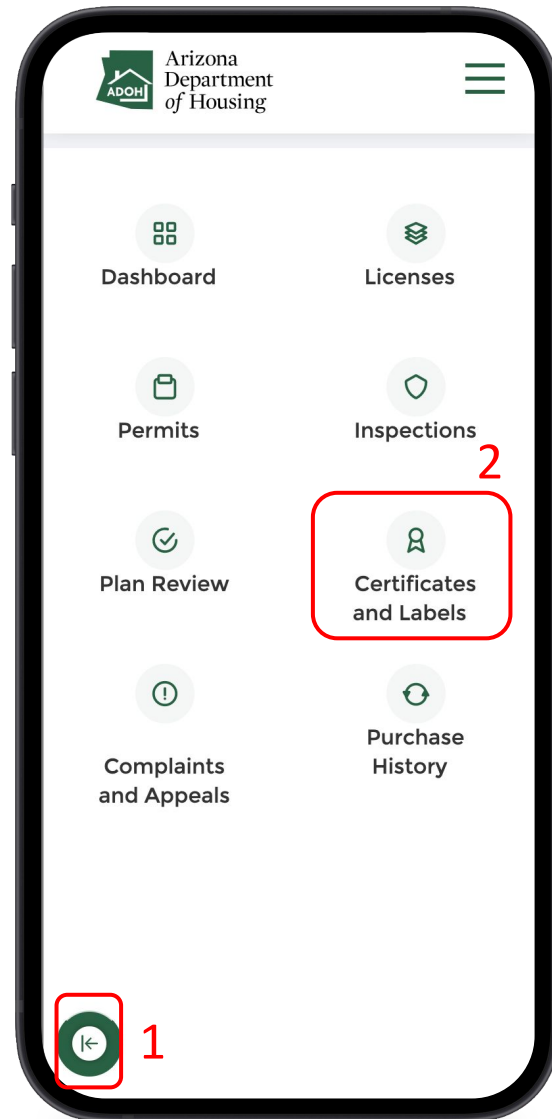
Key Points

- Once you submit the application, you will receive a notification email from MHBD notifying that the application request was received
- Apart from the notification email, you will also receive a payment confirmation email with Payment Receipt attached



Certificates & Labels - HUD Label

Request HUD Label



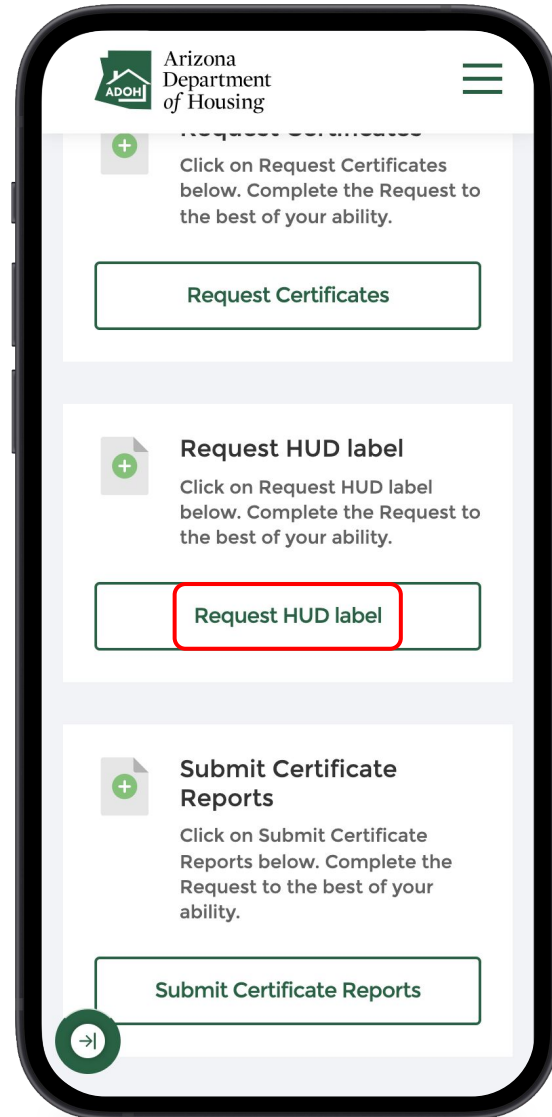
Instructions

1. Click the **toggle menu**
2. Click the **Certificates and Labels tab**

Key Points

No key points.

Request HUD Label



Instructions

Click the **Request HUD Label** button.

Key Points

Only Licensed Manufacturers can request HUD Label.

Request HUD Label

Arizona
Department
of Housing

HUD Label Request

* IBTS Plant Code **1**

Back **Next** **2**

Instructions

1. Enter the **IBTS Plant Code**
2. Click **Next**

Key Points

The system will show an error message and will not allow you to proceed further if the IBTS Code is incorrect.

The IBTS Code should be updated on the account.

Request HUD Label

liciation

Details

* License Number 1
License Number

Company Name

Quantity of Labels 2

Instructions

1. Search for the **License Number** in the search field
2. Enter the **Quantity of Labels** and click **Next**

Key Points

Only the manufacturer license associated with the account will be displayed.

Request HUD Label

Arizona Department of Housing

Document Upload

Agreement For Conditional License *

1 Upload Files

2 View Files

Generate Document

Certificate of Qualifying Party *

Upload Files

Generate Document

Pages 1 and 2 of Arizona Statement of Citizenship and Alien

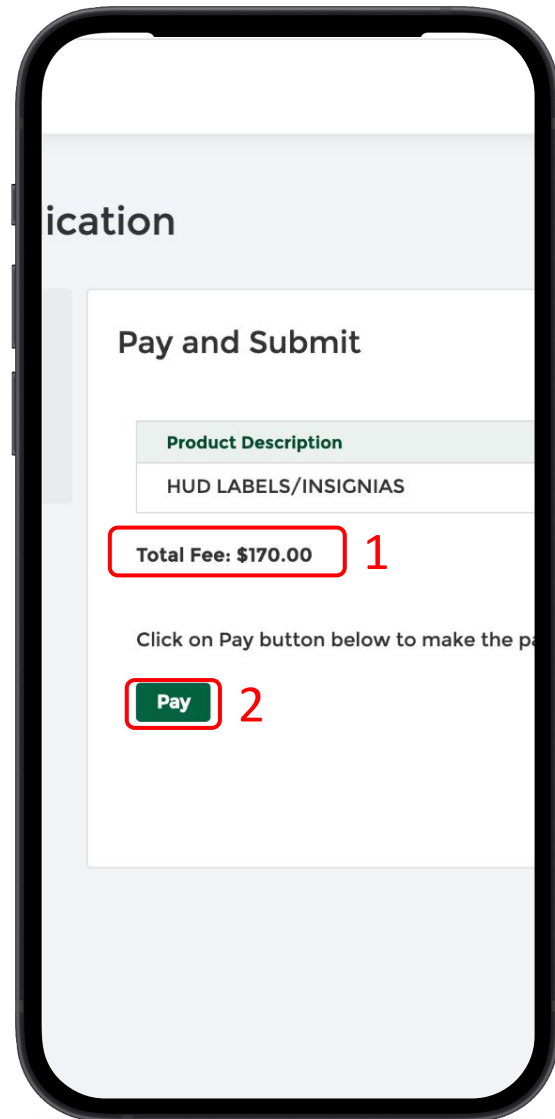
Instructions

1. Click the **Upload Files button** and upload required documents
2. Click the **View Files button** to see the files or **Generate Document**, if you wish to generate the document and click **Next**

Key Points

No key points.

Request HUD Label



Instructions

1. The Total Fee will be displayed on the screen
2. Click the **Pay button** to be directed to State of Arizona Checkout Utility page

Key Points

No key points.

Request HUD Label

State of Arizona Checkout Utility
State of Arizona

Payment Information 1

CHECKOUT - PAYMENT INFORMATION

*First Name
*Last Name 2
*Billing Address
*City
*State
---Click to Select---
*Zip
*Email
*Phone Number

Credit Card 3
 Electronic Check

Credit Cards issued by a foreign bank or entity are not an acceptable form of payment due to the system's inability to confirm security measures. As an alternative, please use a secured or prepaid Credit Card issued by a US entity or bank.

*Credit Card Number
*Expiration Date *CW/CSV
Month Year i 4

Clear Cancel 5 Continue

State of Arizona Checkout Utility
State of Arizona
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Instructions

1. You will be directed to the Payment Information page
2. Populate the payment information
3. Select the **Card Type** by checking the radio button
4. Provide the card details
5. Click **Continue**

Key Points

Credit card issued by a foreign bank or entity are not accepted due to security measures. Use a secured or prepaid credit card issued by a U.S. entity or bank.

Request HUD Label

State of Arizona Checkout Utility
State of Arizona

Order Review

Please review your order and ensure the information below is correct before proceeding.
If you agree with the information as displayed, please click the "Authorize" button to process the payment.

BILLING INFORMATION

Name:
Mike Poser

Address:
814 little elm st, Boston, NY, 02111

Phone:
718-091-1199

Email:
Imran.a.chow@gmail.com

[Edit](#)

ACCOUNT INFORMATION

VISA
4*****5713

[Edit](#)

ORDER INFO

Order No	Product ID	Item Description	Amount	Quantity	Total Amount
1716392526	HD005	Broker of Manufactured Homes or Mobile Homes	\$432.00	1	\$432.00
Total			\$432.00		\$432.00

Note:

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AZ Dept of Housing	\$432.00

The total amount to be billed to your credit card is **\$432.00**.

[Previous](#) [Cancel](#) [Authorize](#)

State of Arizona Checkout Utility
State of Arizona

Contact Arizona Policies |
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Instructions

Review the order details.

Key Points

No key points.

Request HUD Label

State of Arizona Checkout Utility
State of Arizona

Order Review

Please review your order and ensure the information below is correct before proceeding.
If you agree with the information as displayed, please click the "Authorize" button to process the payment.

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[Edit](#)

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[Edit](#)

ORDER INFO

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[Previous](#) [Cancel](#) [Authorize](#)

State of Arizona Checkout Utility
State of Arizona

Contact Arizona Policies |
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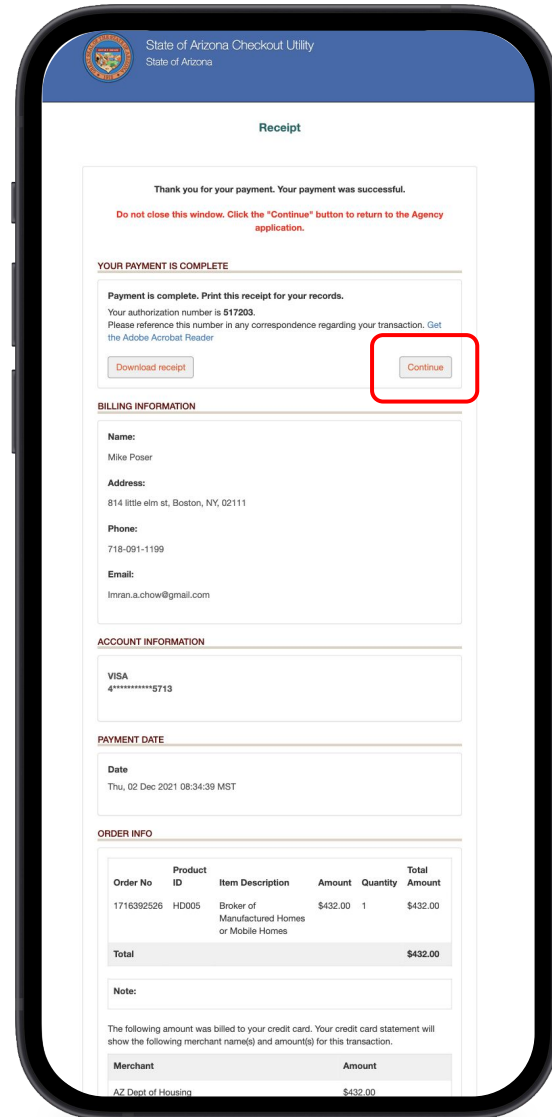
Instructions

Scroll down and click **Authorize**.

Key Points

No key points.

Request HUD Label



Instructions

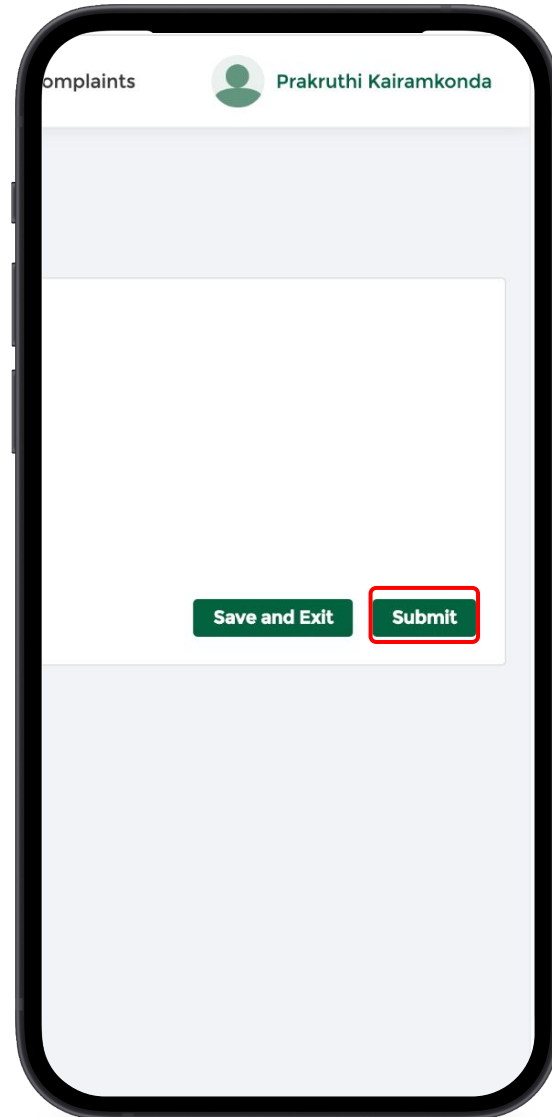
You will land on the Receipt page

1. Click **Continue**

Key Points

You can download the receipt by clicking the Download receipt button.

Request HUD Label



Instructions

You will be redirected to Pay and Submit page

1. Click View Receipt to view the Receipt
2. Click **Submit**

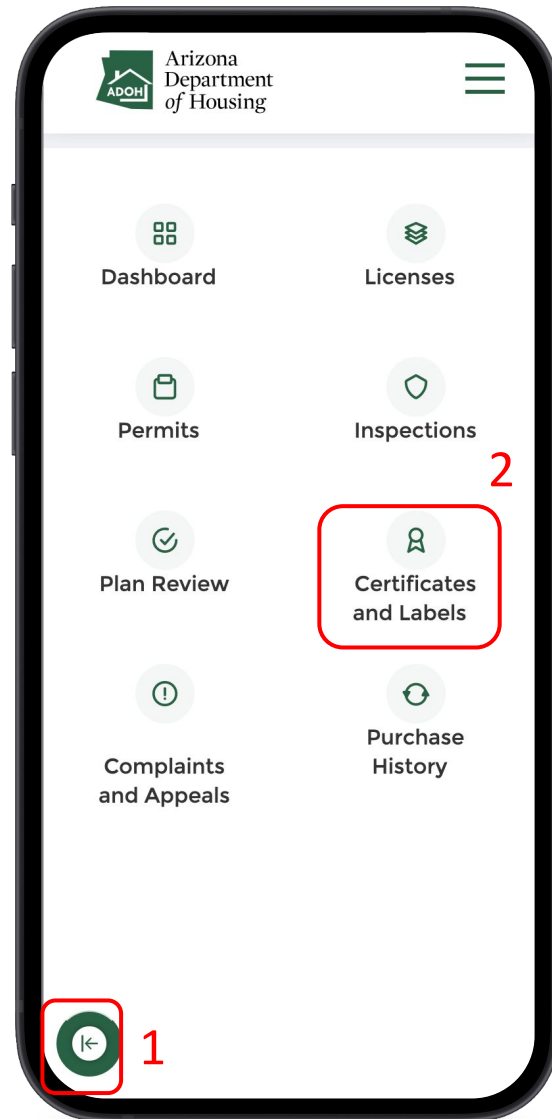
Key Points

- Once you submit the application, you will receive a notification email from MHBD confirming the application request was received
- Apart from the notification email, you will also receive a payment confirmation email with Payment Receipt attached



Submit Certificate Reports

Submit Certificate Reports



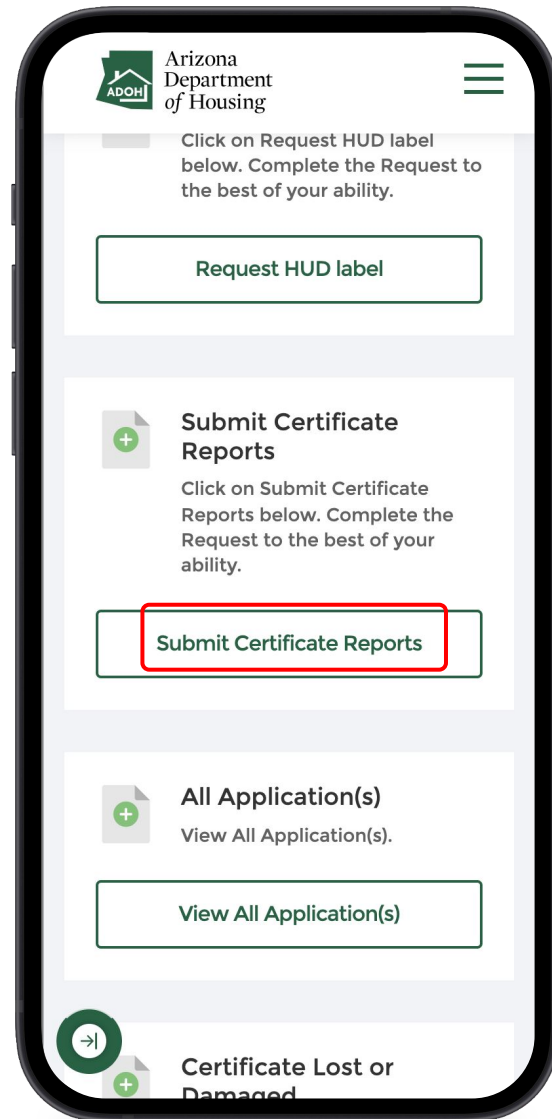
Instructions

1. Click the **toggle menu**
2. Click the **Certificates and Labels tab**

Key Points

No key points.

Submit Certificate Reports



Instructions

Click on the **Submit Certificate Reports** button.

Key Points

The certificate report needs to be submitted on first day of every month. If the report is not submitted by the 5th or the 15th, MHBD staff will create a citation and the user has to pay \$50 as fine.

Contractors will not be charged a fine for late report submissions.

Submit Certificate Reports



Instructions

1. Select the **License Number** from the drop-down
2. Click **Next**

Key Points

The certificates that need to have reports to submitted will be available in the list.

Submit Certificate Reports

Certificate Report

Click on the arrow near the certificate name to enter for certificate.

∨ AZI-002720

No activity

Type of work performed

Site Prep / Excavation

Pad construction and compaction

Grading and drainage

Foundation System

Footings

Stem Wall

Retaining wall

Skirting (Part of Foundation)

Piers and column supports

Anchoring

Drainage from under building

Building Structural Connections

Section to section assembly, alignment, and connection

Manufactured Home Marriage Line

Plumbing

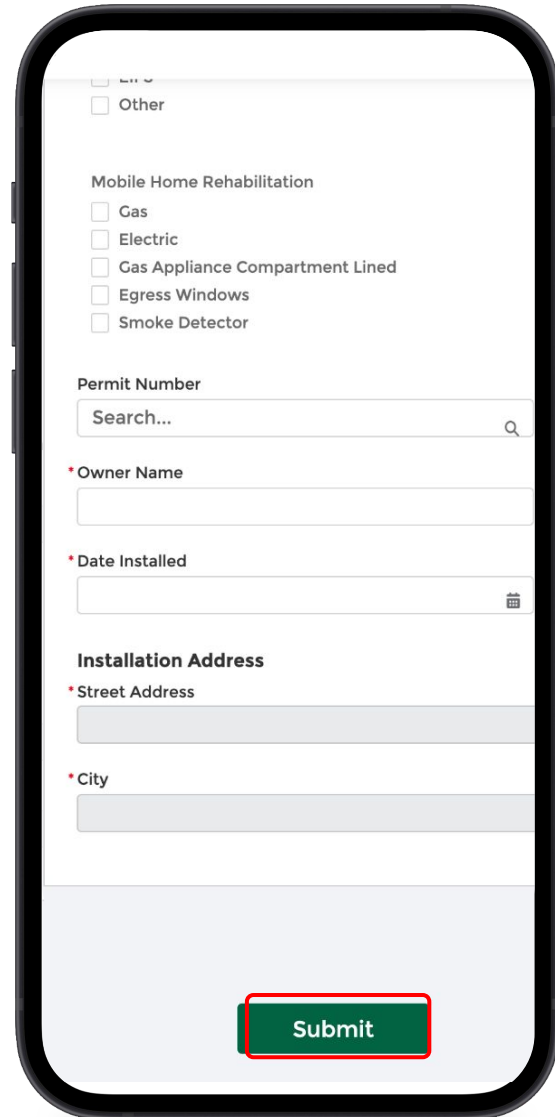
Instructions

1. Select the type of work performed
2. Check the **No activity** box if activities have not been performed on the certificate
3. As per the statute you are supposed to report the use of certificate whether you have performed activity or not

Key Points

The fields are displayed based on the type of license.

Submit Certificate Reports



The image shows a smartphone screen displaying a form for submitting certificate reports. The form includes several sections:

- At the top, there are two checkboxes: "Other" (unchecked) and "Mobile Home Rehabilitation" (checked).
- Under "Mobile Home Rehabilitation", there are five sub-checkboxes: "Gas", "Electric", "Gas Appliance Compartment Lined", "Egress Windows", and "Smoke Detector".
- A "Permit Number" field with a search icon and a magnifying glass icon.
- A required field for "Owner Name" marked with a red asterisk.
- A required field for "Date Installed" marked with a red asterisk and a calendar icon.
- An "Installation Address" section with two required fields: "Street Address" and "City", both marked with red asterisks.
- A green "Submit" button at the bottom, highlighted with a red border.

Instructions

Populate all the reporting details for the certificate and click **Submit**.

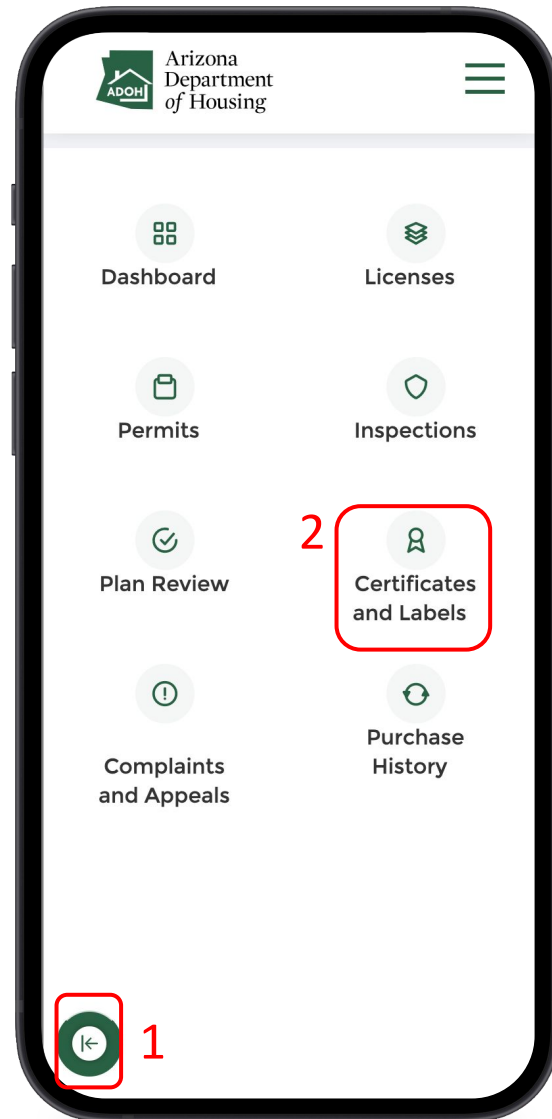
Key Points

No key points.



Certificates Lost or Damaged

Certificate Lost or Damaged



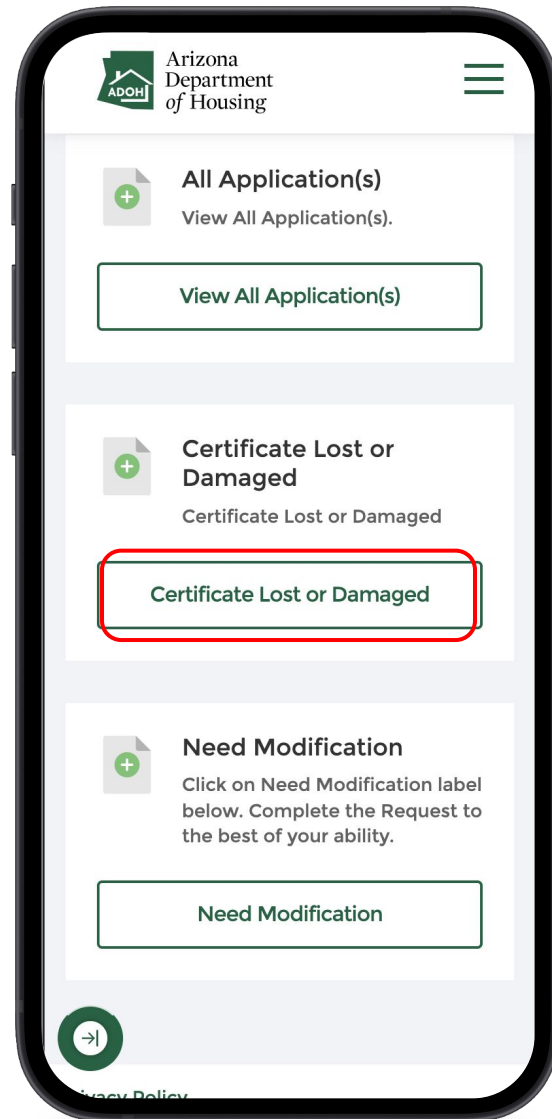
Instructions

1. Click the **toggle menu**
2. Click the **Certificates and Labels tab**

Key Points

No key points.

Certificate Lost or Damaged



Instructions

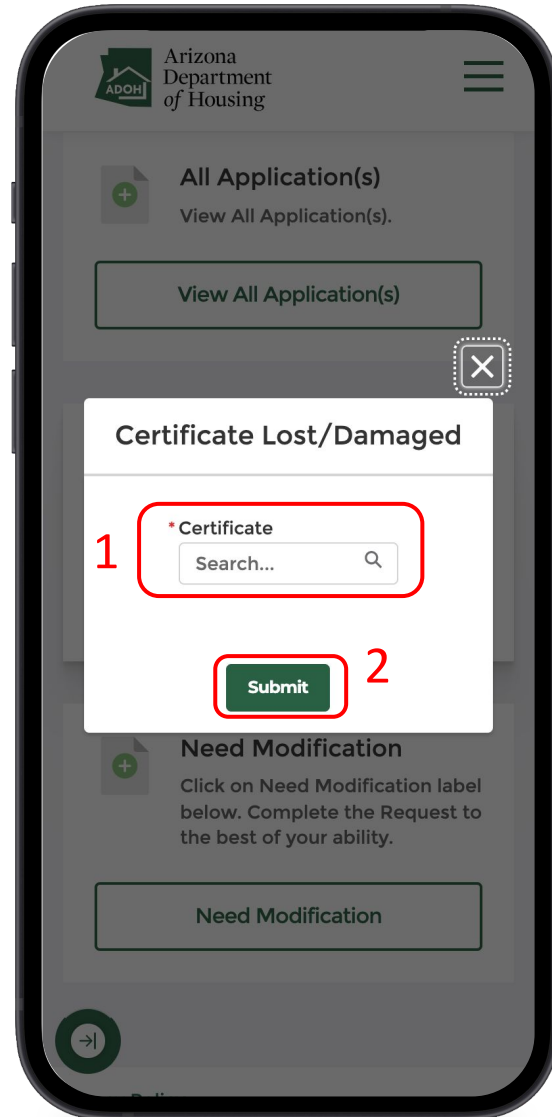
Click the **Certificate Lost or Damaged** button.



Key Points

As soon as the certificate is indicated as lost or damaged, the system will automatically change the status of the certificate to Invalid. From that date on, there will not be any reports due for that particular certificate.

Certificate Lost or Damaged



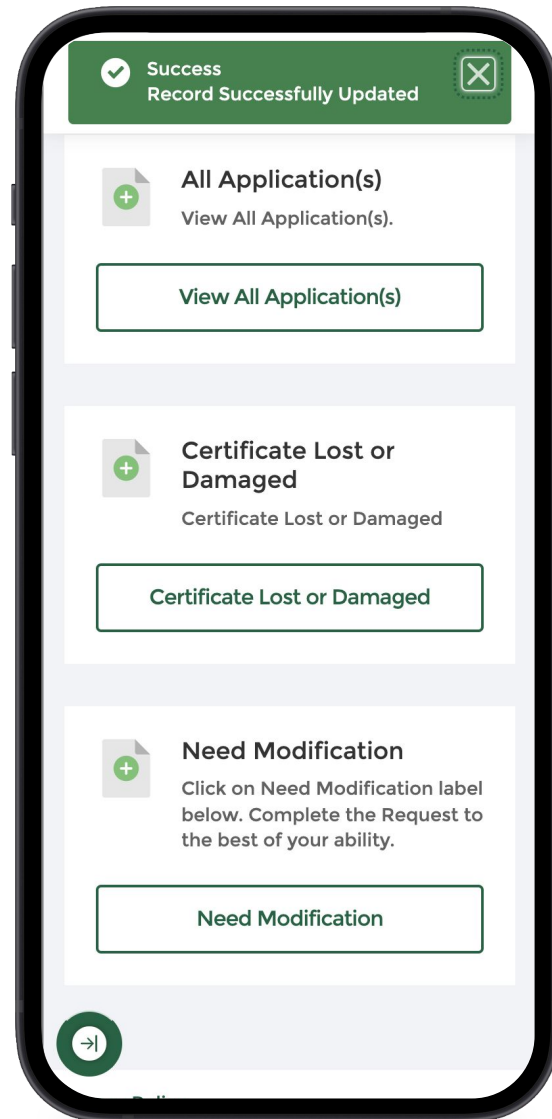
Instructions

1. Search for the certificate from the drop-down list
2. Click **Submit button**

Key Points

No key points.

Certificate Lost or Damaged



Instructions

You can see a green success message on the top of the screen to indicate the record has been updated as lost or damaged.

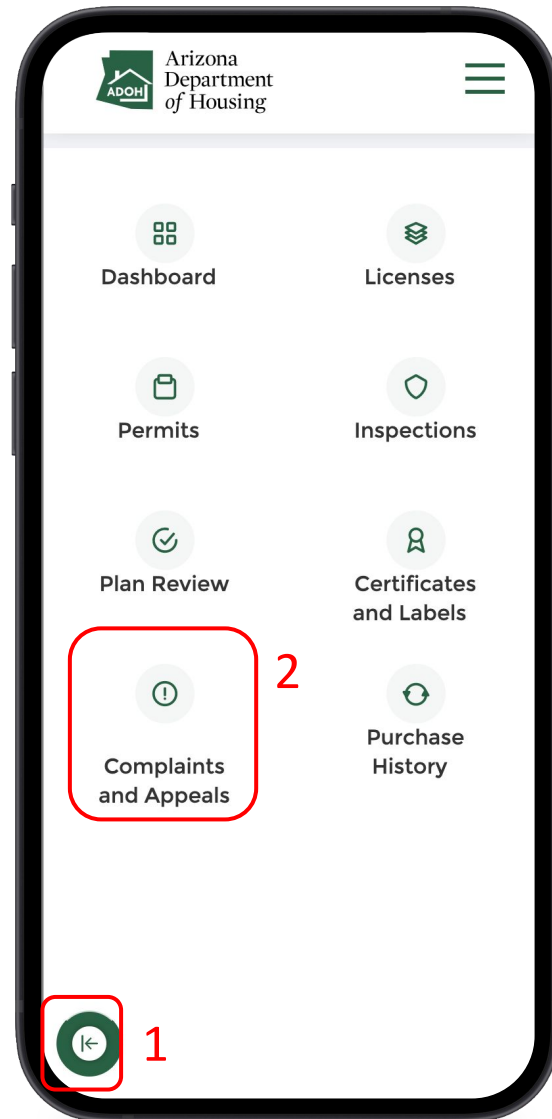
Key Points

No key points.



Complaints and Appeals

Create New Complaint



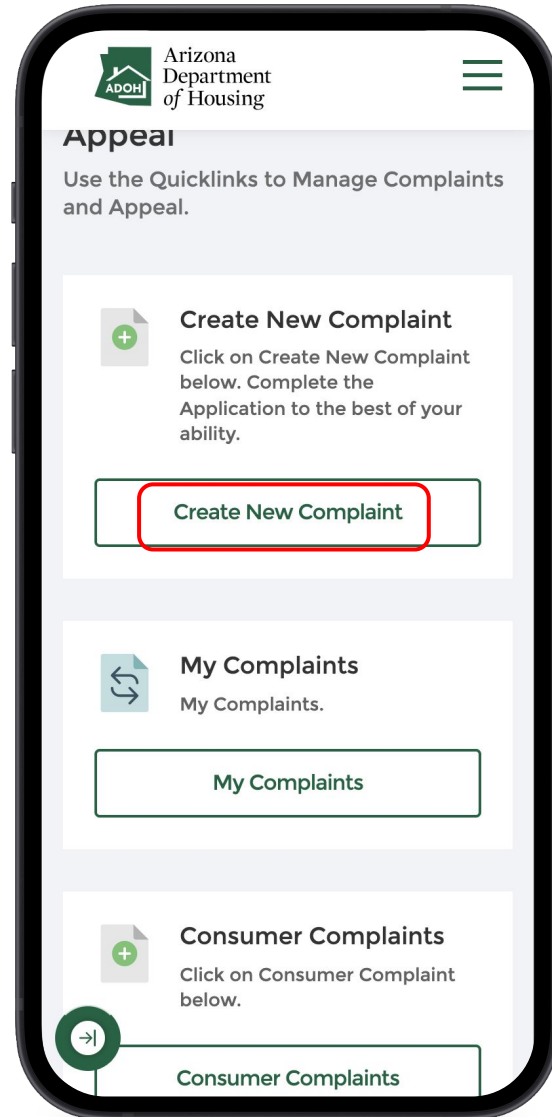
Instructions

1. Click the **toggle menu**
2. Click the **Complaints and Appeals** tab

Key Points

No key points.

Create New Complaint



Instructions

Click the **Create New Complaint** button.

Key Points

No key points.

Create New Complaint

Arizona Department of Housing

Information

Complainant Name
Hitesh Singh

Email
hitesh.singh@mtxb2b.com

Daytime Phone **1**

Work Phone

Mailing Address **2**

Street Address

City

Country
United States

State/Province

Zip/Postal Code

Arizona Department of Housing

Zip/Postal Code

Unit Address

Same as Mailing Address **3**

Street Address

City

Country
United States

State/Province

Zip/Postal Code

Name of Mobile Home Park or Subdivision (If applicable)

4

Back Next Save and Exit

Instructions

1. Populate the complainant's phone numbers
2. Populate the mailing address fields
3. Check the **Same as Mailing address box** if the unit address is same as the mailing address (If not, you need to enter Unit address as well)
4. Click **Next**

Key Points

No key points.

Create New Complaint

Arizona Department of Housing

Licensee Information

Manufacturer License

Search by license number or Search By Manufacturer Name

Search by license number or Search Q

License

Dealer License

Search by license number or Search By Dealer Name

Search by license number or Search Q

License

Installer License

Search by license number or Search By Installer Name

Search by license number or Search Q

1

Arizona Department of Housing

Dealer License

Search by license number or Search By Dealer Name

Search by license number or Search Q

License

Installer License

Search by license number or Search By Installer Name

Search by license number or Search Q

License

Back Next Save and Exit

2

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Instructions

1. Search for Manufacturer License, Dealer License and/or Installer Licenses using the respective search fields
2. Click **Next** to continue

Key Points

- You can associate either of three or all three licenses to the complaint
- You can search by **License Number** or the **Name**

Create New Complaint

Arizona Department of Housing

Identification Information Licensee Information Unit Information

Unit Information

The Unit is
New 1

Serial Number

Purchase Date
mm/dd/yyyy

Installation Date
mm/dd/yyyy 2

Unit Type

- Mobile Home
- Manufactured Home
- FBB
- Park Model
- Other Recreational Vehicle

Private

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Instructions

1. Populate the **Unit Information**
2. Select **Unit Type** from the dropdown list and click **Next**

Key Points

- If you have selected a Unit Type that is not eligible to file a complaint, you will see this note: 'This department does not regulate. If you have made an error please go back and select the correct Unit Type'
- Consumer will be eligible raise a complaint after one year from the unit's date of purchase or installation (whichever date is later)

Create New Complaint

Arizona Department of Housing

Upload Files

Any emails/documents to support your claims

Upload Files

If Seller, upload the listing agreement

1 Upload Files

View Files

2 Back Next Save and Exit

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Instructions

1. Click **Upload Files** and upload supported documents
2. Click **Next**

Key Points

Uploading the Purchase Agreement/Contract and/or Addendum/ Change Order document(s) is mandatory.

Create New Complaint

Arizona Department of Housing

Complaint Details

List issues with the home or building numerically and please write legibly. Provide a brief description of the issue(s).

DO NOT provide lengthy storylines.

Serial No.	Issue Description	Remove
1.	<input type="text"/>	

1

2 Add Issue

3 Back **Next** Save and Exit

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Instructions

1. Describe your issue in the **Issue Description** field
2. Click **Add Issue** if you want to register another complaint/issue individually
3. Click **Next**

Key Points

No key points.

Create New Complaint

Arizona Department of Housing

Consumer Complaint

Identification Information Licensee Information Unit Information

Acknowledgement

1 I hereby give my permission to send a copy of this complaint to the licensee(s) involved, and if this office verifies my complaint, I agree to allow the licensee(s) to make appropriate corrections. By entering my name below I am authorizing the Department to receive my formal complaint and consider it as a form of my signature

2 Name

3 Back Submit

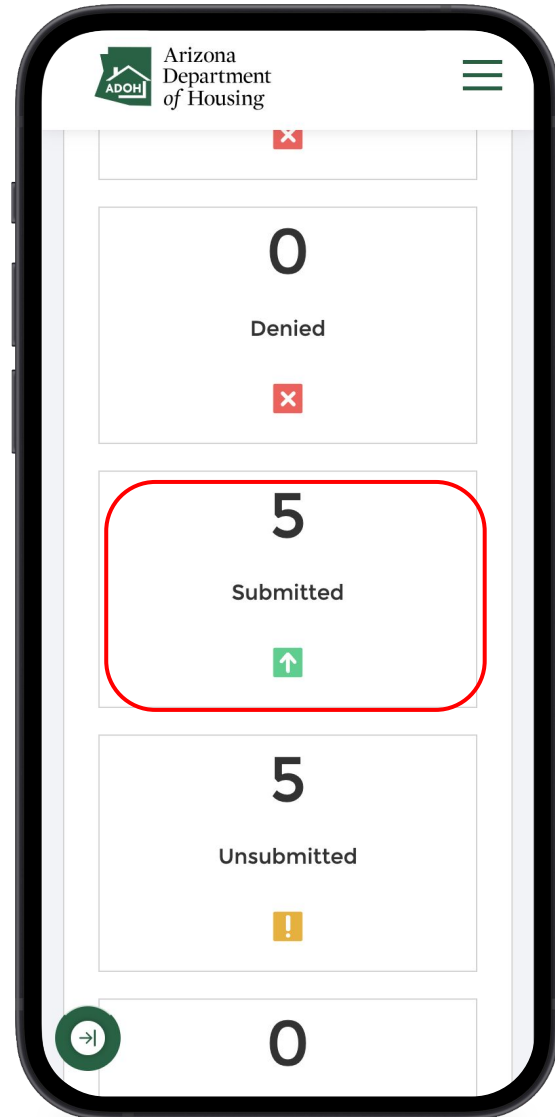
Instructions

1. Check the **Acknowledgement box**
2. Enter your **name** in the space provided
3. Click **Submit** to file the complaint

Key Points

No key points.

Create New Complaint



Instructions

You'll be redirected to the dashboard, scroll down to find the filed complaint under the Submitted tile.

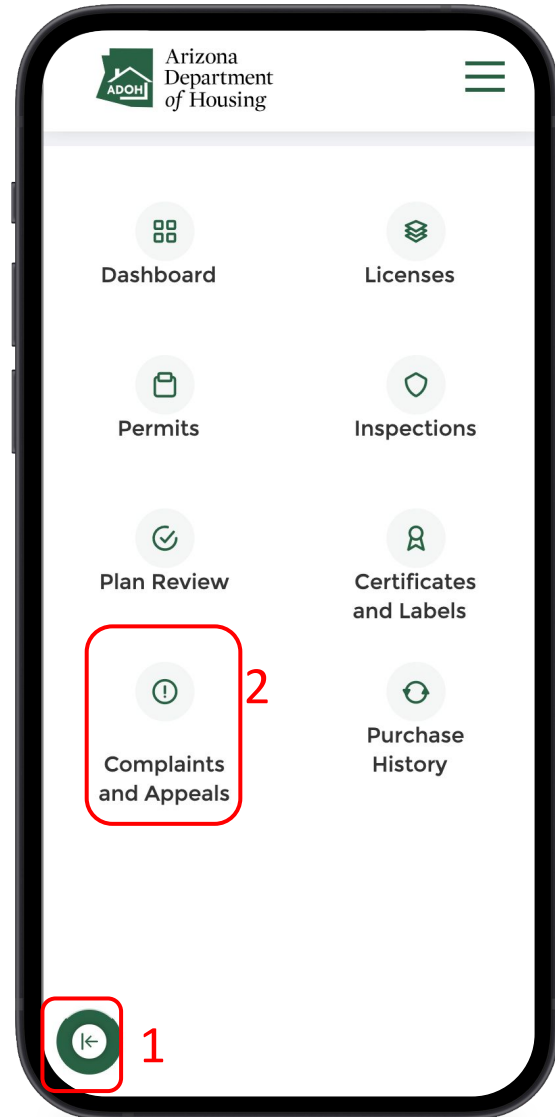
Key Points

No key points.



Consumer Complaints

Consumer Complaints



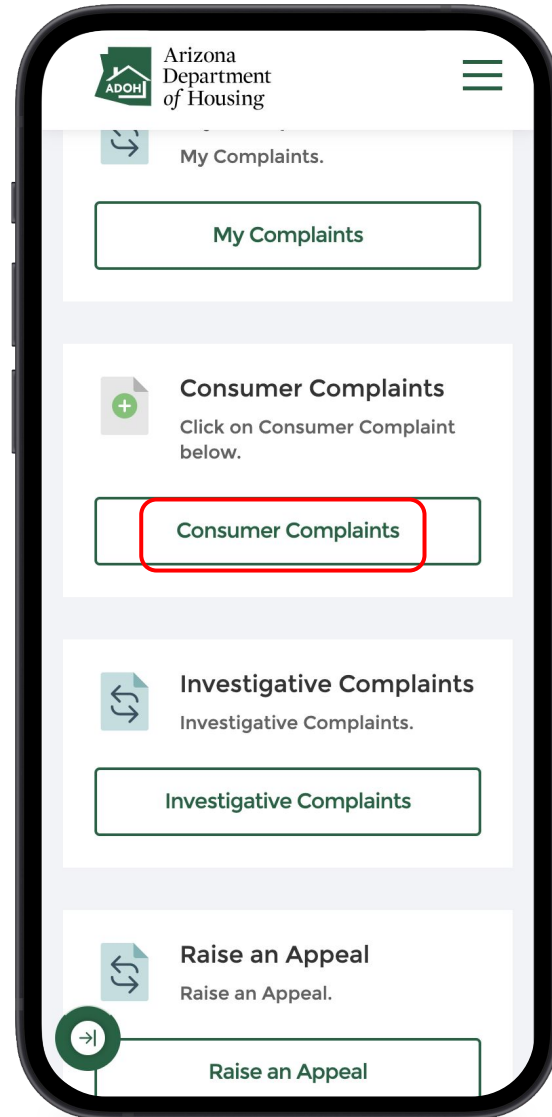
Instructions

1. Click the **toggle menu**
2. Click the **Complaints and Appeals** tab

Key Points

No key points.

Consumer Complaints



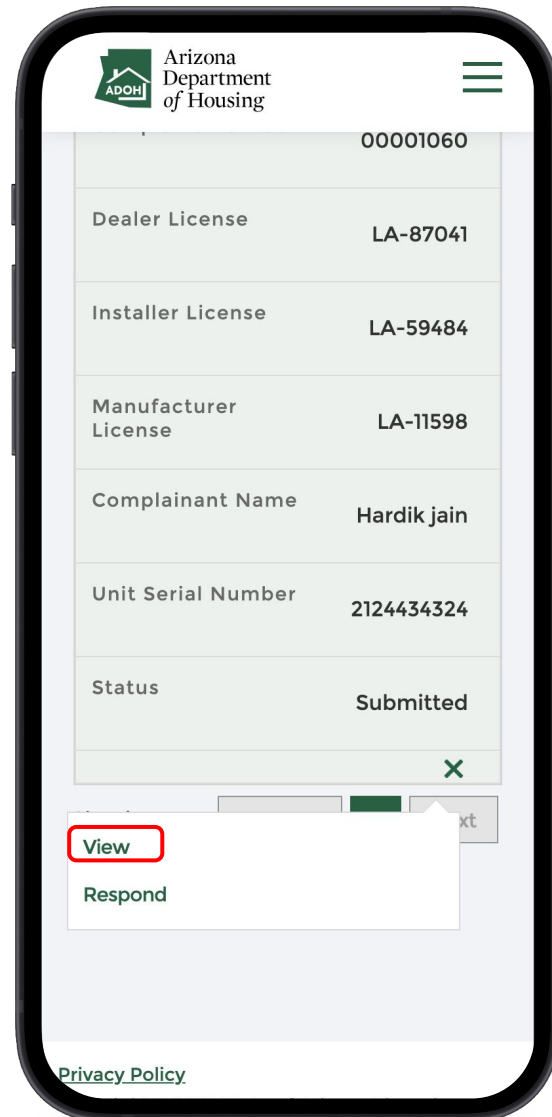
Instructions

Click the **Consumer Complaint** button.

Key Points

No key points.

Consumer Complaints



Instructions

Click on the **Action icon** and select **View** from the list.

Key Points

The consumer can perform following actions from this page:

- View
- Respond
- Request 5-day extension

Consumer Complaints

The screenshot shows the Arizona Department of Housing (ADOH) mobile application interface. At the top, the ADOH logo and name are displayed. Below the header, there are three tabs: "Identification Information", "Licensee Information", and "Unit Information". The "Licensee Information" tab is selected. The main content area is titled "Licensee Information" and contains two sections: "Manufacturer License" and "Dealer License". Each section has a search prompt, a search input field with a blue square icon, and a license number displayed in a gray box. For the Manufacturer License, the search input contains "LA-11598" and the license number is "LA-11598". For the Dealer License, the search input contains "LA-87041" and the license number is "LA-87041".

Instructions

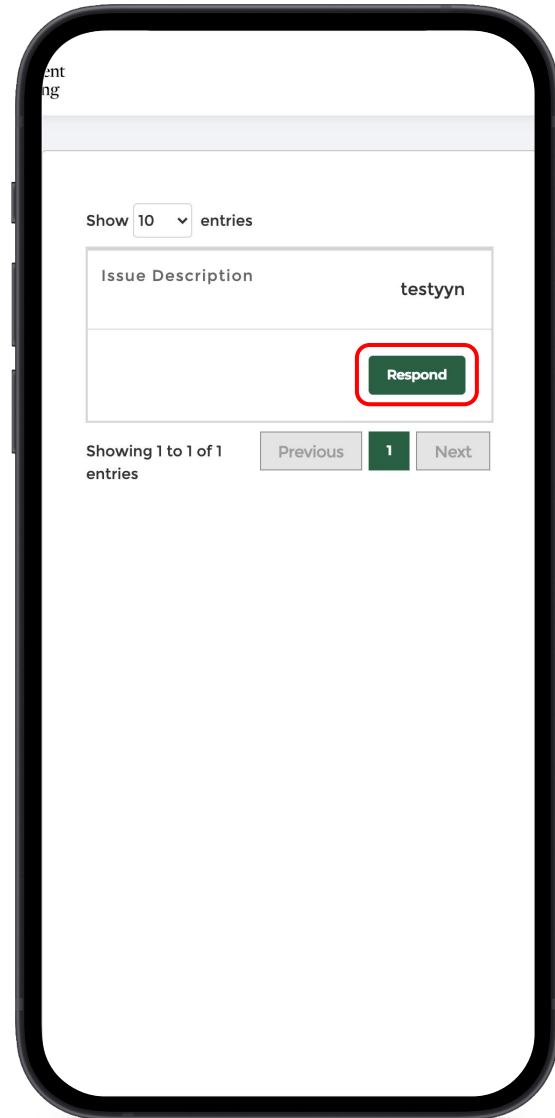
You will be navigated to the complaint application that was filed. To review the details for all the fields, you will need to be in view mode.

You can switch between the sections by clicking on the **page title**.

Key Points

No key points.

Consumer Complaints



Instructions

When you click on the **Respond button**, you will be navigated to a new page to submit your response.

Key Points

No key points.

Consumer Complaints

Arizona Department
ADOH

Complaint Response

Add Response

Issue Response	Upload Action	U
<input type="text"/>	<input type="button" value="Upload Files"/>	

Previous
1 Next
Showing 1 to 1 of 1 entries

Instructions

1. File your response by describing your issue in the **Issue Response** field
2. Click the **Upload Files button** to upload supported documents, if any
3. You can add fields by clicking **Add more response**
4. Click **Submit** to send the response

Key Points

No key points.



Arizona
Department
of Housing

This Concludes the AZ MHBD Mobile Portal User Guide

THANK YOU

