# **Enterprise**

## FAQ: ENTERPRISE GREEN COMMUNITIES CERTIFICATION PORTAL

Last updated January 25, 2022

## Q. Which browser should I use?

A. We recommend Chrome for the fastest processing.

## Q. How do I access the certification portal?

A. Existing users:

- Access the Green Communities certification portal by going to the community login page at <u>https://www.e360community.com.</u>
- If you are an existing user, you can login to the portal with your username and password and select "Login." You will then have access to the certification projects that you have created or to which you have been given access.
- If you have access to the Enterprise LIHTC Community portal and you would like access to the
  Enterprise Green Communities portal, you do not need to register or create a new account.
  Instead, email certification@enterprisecommunity.org to request access to the Green portal
  and be sure to specify in your request that you have an existing LIHTC portal account.

#### B. New users:

- If you are a new user, you will need to request access to the portal and create an account.
- Visit the Green Communities certification portal by going to the community login page at https://www.e360community.com.
- Select "click the link here" to register, and follow the prompts to request a new account in the Green Communities certification portal:

Log in here to access the Enterprise e360 Community. Need an account? Contact us using the Help page for assistance.					
Looking to request for our Gr	een Community access? Click the link here.				
Username:					
Password:					
Forgot Us	ername   Forgot Password   Help Login				

1

•	Once in the registration page, you will be prompted to complete New User Registration
	information.

* First Name		* Last Name	
* Title			
* E-mail 😣	You will be able to update yo	ur password after registrat	ion
* Username 😣	Your Username can contain r	numbers and letters only.	
* Password 😣		* Confirm Password	
* Phone			
* Organization Name			
* Organization Street			
* Organization City			
* Organization State			
* Organization Zip Code			
* Organization Type	-None		•
* Organization Sub Type	-None *		
* Organization Website			
	All the fields marked	d with * are required.	
	Reg	ister	

- Please check for spelling errors and complete all the required (\*) information. Please make your request complete and accurate so that we can efficiently review and accept your request.
- Your registration will be submitted to Enterprise staff, who will then approve your registration request. *Please note that users who request community access will not receive an automatic notification that they have access.*
- Once the community access request has been granted, users may log in to the certification portal to create projects or access existing projects, based on the permissions they have been given.

#### Q. How do I create a certification project?

A. After your Green Community access request has been accepted, navigate to the landing page for Developments – Green:

Select "Developments - Green" tab in the menu and you will enter the Green Certification Details page:

Enterpri	ise'						Account: Contact:	Search for Acco	- ·	Welcome Jo     Developr
🛪 Home 関 Developm	nents - Green 🥕 Tools & Infor	nation +								
Green Certification Details	Green Portfolio Overview	Certification	n Map							
New Certification Show	w 25 ¢ entries								Search:	
Action	Certification Name	Project Owner Name	Project Developer Name	Cert. Street Address	•	City State	Certification Status	Date of Last	Total/Intended Points	Pending Waiver Requests
	ð)	Marta					In			

- Select "New Certification" and follow the prompts to create your project. You will be guided through a series of questions about your project.
- Please be sure to accurately complete the certification type prompts; once the project has been created, no edits to the certification type can be made.

## Q. How do I access a certification project in the portal and what permissions are available?

## A. Users who create a project:

- Permissions for project owners: A user who creates a certification project in the portal will automatically be entered into the system as the project owner. Project owners will have full access to view and edit the projects they created. They are also able to view "collaborations" (application review feedback that indicates required additional information for project submittals). Project owners will also receive notifications (email notifications of changes in project review status).
- Granting permissions to other team users: Project owners can invite other team users to a project with either Read Only or View/Edit access.
  - If the invited user has a Green Community portal account, that person will be able to see the certification (Read Only) or see and edit the certification (View/Edit) based on the type of access granted by the project owner.
  - If the invited user does not have a Green Community portal account, that person will
    receive an automatic notification to create an account and request access to the portal.
    Once access has been approved (within one business day), they will be able to log in to
    the portal and see the certification project (Read Only) or see and edit the certification
    project (View/Edit) based on the type of access granted by the project owner.

To grant access to a project to someone else, the project owner should include the basic contact information for that new contact in the "optional team member" field on the project overview tab. Then, select the type of access desired (Read Only or View/Edit) from the Access Level dropdown. Select the "Add Another Team Member" button on the project overview tab:

OPTIONAL TEAM MEMBER This is me:				
First Name			Last Name	
Organization			Title	
Phone Number			Email Address	
Role		\$	Active	0
Access Level	✓ None Read Only View/Edit	2	Primary	Remove
Optional	ADD ANOTHER TEAM MEMBER			

## A. Users who did not create a project:

- Individuals may **request access** to a project they did not create in the portal in either of these two ways:
  - **Via project owner**: Ask the project owner (the person who created the project in the portal) to grant you either Read Only or View/Edit access.
  - Via certification mailbox: Email the certification mailbox
    - (certification@enterprisecommunity.org) a request to be associated with an existing project. Note that before granting this access, the Green Communities team will verify that this access is appropriate with the project owner (the person who created the project in the portal). If you are not already a member of the Green Communities certification portal, please first ensure that you have access to the certification portal via <u>https://www.e360community.com</u> and follow the prompts to create an account as necessary. Once your access has been approved for a portal account (within one business day), email the certification mailbox (certification@enterprisecommunity.org) to request to be associated with an existing project.
- Receiving email notifications of changes in project review status: Any user who would also like
  to receive email notifications for when a particular certification project changes review status
  should email the certification team at <u>certification@enterprisecommunity.org</u>. In your request,
  include your full name, company affiliation, project name, and request to receive project
  notifications.

Please note the following for all users:

- All users with Ready Only or View/Edit access to a certification project will be able to see the collaboration comments for the project (the comments left after a certification review).
- When a project has been submitted to Enterprise for review, the ability to edit projects will be temporarily suspended until the review is complete.

## Q. Why am I having trouble logging in?

A. Multiple accounts:

• For users with accounts in more than one community at Enterprise, please verify you are using the correct log in/email for your Green Community certification portal account.

B. Multiple emails associated to your accounts:

Please verify that you are using the correct email address to log in. Some users create an
account with an email address that can be shared among team members; some users create an
account using their own email. When signing on to the portal, please verify that you are using
the correct email for the account you intend to be using. Project access is linked to unique email
addresses.

#### Q. I'm logged in but can't see all my certification projects?

A. Please explore the following options:

• First, verify that you are logged into the Green Community portal rather than a different Enterprise portal (such as LIHTC). If you are logged in to the <u>www.e360.community.org</u> portal but cannot see the Green Certification tab, you are not logged in to the Green Community portal. Log in to the Green Community portal, or, please create an account and then request access to the Green Certification community at <u>www.e360.community.org</u>.

• If you are logged in to the Green Community portal but are not able to see a certification project, request either Read Only or View/Edit access for that project from the project owner (the person that created that project in the portal).

• Certifications are linked to email addresses, which are linked to internal contact records. The email address you used to register for the Green Communities portal is what we use as the unique identifier for your account. When you sign in for an account, you will only see projects associated with that email address. If you try to set up an account using another email address, or try logging in with a different email, you may not be able to see the same projects. It is very important to always use the same username each time you log in to the portal to avoid confusion and to be able to access the projects and information associated with your account.

• **Please avoid creating multiple accounts**. Please first verify you are using the correct email/log in for your project and verify if there is an existing account.

## Q. How do I upload documents?

**A.** Users with View/Edit access can edit project certification applications including uploading documents. Please note that when projects have been submitted for review, Edit access will be suspended until the review is complete.

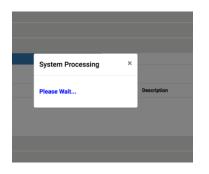
To upload a document for a specific criterion:

• Select the criterion for which the document is required and open the criteria drop down, see screenshot, below:

Intended Method				
How will this action be implemented? The project team has created design and construction docu				If you cannot meet this mandatory criterion you may submit a waiver request, order to evaluate the waiver request, you must provide a detailed explanation of
Provide additional information below	mentao		v	the extenuating circumstances that proclude the project from fully complying with this mandatory oriterion.
The design team has used and noted in the proje	ct manual that Enterpris	e green communities is a ba	asis of design.	To maintain the technical integrity of the Criteria, waivers are granted on a limited basis. If your waiver requrest is approved, the waiver is only applicable to this project and its unique circumstances.
Documentation	EDEC DUCE N	IMBER / PLAN TYPE		REQUEST WAVER NOW >
Project Plans and Specifications				housest mover now a
CHAMPON	Project	Manual		
All	*			
•	•			
REQUIREMENTS				
COMPLIANCE				
* DOCUMENTS				
Upload Fi	le(s)			Download File(s)
Choose Files No file chosen				
Name	Туре		Description	
		No files selected		

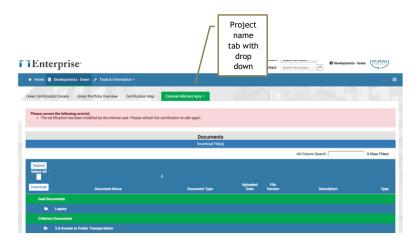
- Open the "documents" dropdown and navigate to the "Upload Files" section, highlighted in blue above.
- Choose the file you want to upload
- Select the Upload Now button (see screenshot, below):

IMPORTANT: Wait until "system processing" is complete:



- Please note that there is no drag and drop functionality within the portal.
- If, while uploading a document, you encounter an error message or the system hangs, there are two options to complete the document upload. One option is to refresh your browser. The other is to close the project using the certification project name tab and selecting "close" from the

dropdown menu. This will likely correct any error messages or system glitches including enabling the Upload Now button to reappear in each criterion. (Hot tip: refreshing the browser will take you out of your project, however if you instead right click and select "reload frame" it will refresh only the project that you are working on.)



• After closing the project, you will automatically be taken back to the Green Certification Details screen, shown below.

🖷 Home 🔳	Developments - Green 🥕 Tools & Info	mation -							
Green Certificat	ion Details Green Portfolio Overview	Certification	Мар	F		1			III
New Certificati	on Show 25 9 entries						Search		X Clear Filter
	Certification Name -	Project Owner Name	Project Developer Name	Cert. Street Address	• ay •	States 1 Status	Date of Last Total/Intended Status Change Points	Pending Walver Requester Expedited	Energy Model Approved <sup>®</sup> HPD P
				No matchin	ng records found				
	D entries (filtered from 3,015 total entries)								Previous N

## Q. How do I know my document has uploaded?

**A.** To check whether or not a document has been successfully uploaded for a criterion, select the "Download File" tab (highlighted in blue in the second screenshot below, adjacent to the "Upload File" tab). The names of files saved with this criterion will be listed there.

ow was this action implemented?						mandatory criterion you may	
The project team has conducted one or more integ fere there any changes during construction? If		ions" If abanaas ossurre	od describe them	Ŧ		alver request, you must provid stances that preclude the proj terion.	
rere unere any changes during construction? It	none, write no benat	ions. Il changes occurre	eu, describe trem.			tenion. al integrity of the Criteria, wai	
					limited basis. If your wa	al integrity of the Criteria, was alver requrest is approved, the nique circumstances.	waiver is only applic
ocumentation ICATION IN PROJECT DOCUMENTS		SPEC PAGE NUMBER / PLA			REQUEST WAIVER NOV		
	*		N I TIPE		REQUEST RECEIPTON		
WA MARCN		Narrative					
Ireen Building Specialist	· ·						
REQUIREMENTS							
COMPLIANCE							
* DOCUMENTS							
1	Ipload File(s)				Download File	(8)	
	(u)					(0)	
hoose Files No file chosen							
Name		Туре		Description			
			No files selected				
1.1a Goal Setting			No mes selected				
Iphoad Now * 1.1a Goal Setting ded Method was this action implemented?			No files selected				
<ul> <li>1.1a Goal Setting</li> <li>nded Method</li> <li>w was this action implemented?</li> </ul>	stive design me		NO THE'S SELECTED		If you cannot no the state of the walker with	andatory criterion you may sub	amit a waiver request
1.1 a Goal Setting nded Method w was this action implemented? The project team has conducted one or more integr		ons." If changes occurred		•	order to evaluation investment of the externation in the sector of the s	anflatory criterion you may suit er request, you mad provide a noes that precide the project or.	mit a waiver reques detailed explanation from fully complyin
1.1 a Goal Setting nded Method w was this action implemented? The project team has conducted one or more integr		ons." If changes occurred		•	order to evaluation the externation takes with this mand or of the takes of	er request, you must provide a noes that preclude the project ion. integrity of the Criteria, waiver	detailed explanation from fully complyin a are granted on a
1.1.a Goal Setting nded Method w was this action implemented? he project team has conducted one or more integ re there any changes during construction? If n		ons." If changes occurred		•	order to evaluation the externation takes with this mand or of the takes of	er request, you must provide a noes that preclude the project ion.	detailed explanation from fully complyin a are granted on a
"1.1a Goal Setting nded Method was this action implemented? he project tam he sockated one or more integr re there any changes during construction? If <i>n</i> cumentation		ons." If changes occurred	I, describe them.	•)	order to evaluation the externation takes with this mand or of the takes of takes o	er request, you must provide a noes that preclude the project ion. integrity of the Criteria, waiver	detailed explanation from fully complyin a are granted on a
1.1.8 Goal Setting nded Method was bis action implemented? In project team has conducted one or more integer are there any charges during construction? If in commentation			I, describe them.	•	order to evaluate the externation of the externation of the with this mand of the this mand of the maintenance of the	er request, you must provide a noes that preclude the project ion. integrity of the Criteria, waiver	detailed explanation from fully complyin a are granted on a
1.1.a Goal Setting cheld Method was this action implemented? The project tam has acconducted one or more intege re there any changes during construction? If in conservement acconducts A	ione, write "No Deviatio	SPEC PAGE NUMBER / PLAN	I, describe them.	•	order to evaluate the externation of the externation of the with this mand of the this mand of the maintenance of the	er request, you must provide a noes that preclude the project ion. integrity of the Criteria, waiver	detailed explanation from fully complyin a are granted on a
1.1.3 Goal Setting Index Mathod was Site Schoin Inglemented? The majorit series has conducted one or more integra tensors inductor adving construction? If in conservation A A	ione, write "No Deviatio	SPEC PAGE NUMBER / PLAN	I, describe them.	•	order to evaluate the externation of the externation of the with this mand of the this mand of the maintenance of the	er request, you must provide a noes that preclude the project ion. integrity of the Criteria, waiver	detailed explanation from fully complyin a are granted on a
1.1 a Goal Betting     dee Method     was the action implemented?     here any changes during construction? If r     currentation     access response resource construction     A     mon     mon	ione, write "No Deviatio	SPEC PAGE NUMBER / PLAN	I, describe them.	•	order to evaluate the externation of the externation of the with this mand of the this mand of the maintenance of the	er request, you must provide a noes that preclude the project ion. integrity of the Criteria, waiver	detailed explanation from fully complyin a are granted on a
* 1.1.8 Goal Setting ched Method was this action implemented?? In project team has conducted one or more integer the terre any changes during construction? If in unmentation many setting to the setting of the setting of the setting action of the setting of the setting of the setting of the setting action of the setting of the setting of the setting of the setting action of the setting	ione, write "No Deviatio	SPEC PAGE NUMBER / PLAN	I, describe them.	•	order to evaluate the externation of the externation of the with this mand of the this mand of the maintenance of the	er request, you must provide a noes that preclude the project ion. integrity of the Criteria, waiver	detailed explanation from fully complyin a are granted on a
1.1.8 Goal Setting ched Method was this action implemented?? In project team has conducted one or more integer the three any changes during construction? If in construction integer to the set of the set of the set of the set many set of the set of the set of the set of the set many set of the set many set of the set of	ione, write "No Deviatio	SPEC PAGE NUMBER / PLAN	I, describe them.	•	order to evaluate the externation of the externation of the with this mand of the this mand of the maintenance of the	er request, you must provide a noes that preclude the project ion. integrity of the Criteria, waiver	detailed explanation from fully complyin a are granted on a
1.1.a Goal Setting check Mathod was the action implemented? In the project term is also conducted one or more integer the tere any changes during construction? If in commentation and a manager toolaters A A meno meno menously by the setting REQUIREMENTS COMPLIANCE DOCUMENTS	<ul> <li>No Deviation</li> <li>No Deviation</li> </ul>	SPEC PAGE NUMBER / PLAN	I, describe them.	•	ender to evaluate the second s	or Highest you must provide a root of the projection of the pro	detailed explanation from fully complyin a are granted on a
r 1.1a Goal Setting ded Method was this action implemente?? The project team has conducted one or more integer the Bare any changes during construction? If if commentation across im-pacted toolsettins A. A. A. A. A. A. A. A. A. A.	- ) - ) stoad File(s)	SPEC PAGE NUMBER / PLAN	I, describe them.	+ +	order to evaluate the externation of the externation of the with this mand of the this mand of the maintenance of the	or Highest you must provide a root of the projection of the pro	detailed explanation from fully complying a are granted on a
1.1.a Goal Setting ded Methol was situ action implemented? in page tare has acconducted one or more intege in there any changes during construction? If if ummertation Grave means toologies A A A A COMPLIANCE CO	one, write "No Deviation - ) - ) 	Internet Manager / Plant	d, describe them.	Uploaded Date	Andre in ending the international of the the international of the the international of the the international of the the international of the Descentional File(M File Version	or regional, you must provide a more than provide the provide the provide construction of the Charline wakes and the Charline water and the Charli	detailed explanation that for high comparison a new particul on a here is only applicable Update Fi
1.1.8 Goal Setting deef Method ves stils action implemented? wes still action implemented? in the state of the state of the state of the state is an ensemption of the state of the state of the state of the state of the state of the state of the state is an ensemption of the state of the state of the state is an ensemption of the state of the state of the state is an ensemption of the state of the state of the state is a state of the state of the state of the state of the state is a state of the state of the state of the state of the state is a state of the st	one, write "No Deviation - ) - ) 	Internet Manager / Plant	l, describe them.		norte to enable suit the name to the product the to the product the to the product the RECORD MODE Constrained Filler()	or regional, you must provide a more than provide the provide the provide construction of the Charline wakes and the Charline water and the Charli	detailed explanation tions fully comploin a see granted on a her is only applicate

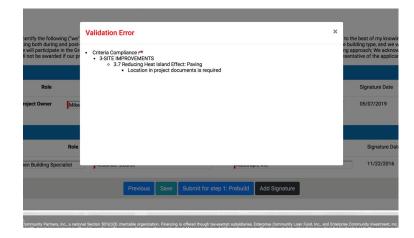
## Q: How can I delete documents?

**A.** Documents can be deleted from each criterion. After a document has been uploaded to a criterion, toggle to the Download Files tab and select the trashcan icon (see screenshot). Portal users can also replace out of date or incorrect documents by navigating to the "Download Files" section and clicking the "update" button next to a file that you would like to replace (see screenshot, blue Update button on far right).

* 2.4 Compact De	velopment							
Intended Method								
How will this action b	be implemented?							
The project exceeds t	the residential density x3 (dwelling units/acre)			*.				
Provide additional inf	formation below							
80,863 sq ft/ 94	units = 50.6 units/acre, which exceeds the 2	.02 units/acre density by 3x of th	e project's block as	shown or				
Documentation	NAENTO	SPEC PAGE NUMBER / PLAN TYPE						
Project Plans	*	A-001						
CHAMPION		n du i						
Architect	*							
* REQUIREMENTS	3							
COMPLIANCE					L .			
* DOCUMENTS	1							
/	Upload File(s)				Download File	(s)		
	Downloa	d		Document Type	Uploaded Date	File Version	Description	Update File
11 Park Dri	ive Wyandanch Cert - 308415 MISC 2.4_Compact 2.4_Compact Development Document	Development Documentation_Wyane Itation_Wyandanch Rising.pdf	danch Rising.pdf	MISC	6/3/2019	1		Update
8	11 Park Drive Wyandanch Cert - 308415 MISC LIRR Ronkonkoma Brar	LIRR Ronkonkoma Branch Schedule. ch Schedule.pdf	pdf	MISC	6/3/2019	1		Update
8 11 Par	11 Berk Drive Weendarch Part - 200415 MISC 2.4. Compare Development Documentation 11 Dark Drive			MISC	6/11/2019	1		Update

## Q: How do I submit my project?

**A:** Complete all required fields and upload all required supplemental documents. If you receive any red validation errors such as that in the screenshot, below, follow the prompts and complete the information or documents being requested:



9

Finally, navigate to the Signatures page under the Project Name tab in the menu bar and select the **Submit** button:

	Previous	Save	Submit	ep 1: Prebuild	Add Signature	
					nity Loan Fund, Inc., and En LLC. The content on this w	
ks. Icons from <u>Glyph</u>	<u>icons Free</u> , licensed	under <u>CC BY</u>				
<u>e, Inc.</u> , and are used i	in accordance with 1	the terms des	cribed in the <u>Creat</u>	ive Commons 3.0 Attribu	tion License.	

#### Q: What does "In Progress" mean?

A: "In Progress" status indicates that you have not yet submitted your project for review. To submit your project for review, complete all required fields and upload all required supplemental documents. Navigate to the Signatures page under the Project Name tab in the menu bar and select the Submit button.

## Q: How can I see comments left from a certification review?

A: All users with access to a Green Communities certification project in the portal can see review comments for the project. To view the comments, scan the Criteria Compliance section of your application for red collaboration bubbles. If users have questions about review comments they have received, please email the certification mailbox (certification@enterprisecommunity.org) for the quickest response.

## Q: How long does it take to review my project?

A: Prebuild and Postbuild reviews each take up to 30 days after an application is submitted and also if your project is recalled for additional information. Please factor these timeframes into your planning if you anticipate requiring certification for a closing or other funding requirement.

## **Certification Two-Phase Process:**

#### Prebuild (Phase 1)

Due 30 days prior to a project's construction start date. The required criteria information and supplemental documents are submitted online via the Certification Portal and reviewed by our team within 30 days of submission. A Prebuild approval notice is sent to the account holder via email.

#### Postbuild (Phase 2)

Due within 60 days of a project's construction completion. The required criteria information and supplemental documents are submitted online via the Certification Portal and reviewed by our team within 30 days of submission. A Certification approval notice is sent to the account holder via email.

Commented [OS1]: Simplify language

## **Certification Status**

Project Status	Definition
In Progress	<ul> <li>The project team has registered the project in the portal and is working on the initial submission.</li> <li>The project has not been submitted for review.</li> </ul>
PREBUILD Submitted for Prebuild Review	<ul> <li>The project team has submitted the project to Green Communities for review</li> <li>Projects are reviewed in the order they are submitted, with responses provided in no more than 30 days.</li> </ul>
PREBUILD Additional Information Needed For Prebuild Review	<ul> <li>The project has been reviewed by Green Communities and additional clarification or documents have been requested in the portal.</li> <li>The project team must resubmit the project in order for the new information to be reviewed in no more than 30 days.</li> </ul>
PREBUILD Approved for Prebuild	<ul> <li>The project has been reviewed by Green Communities and approved for Prebuild (Step 1).</li> <li>The project team does not need to submit any additional information until construction has been completed</li> </ul>
POSTBUILD Submitted For Postbuild Review	<ul> <li>The project has been submitted by the project team to Green Communities for review.</li> <li>Projects are reviewed in the order they are submitted, with</li> </ul>

	responses provided in no more than 30 days.
POSTBUILD Additional Information Needed For Postbuild Review	<ul> <li>The project has been reviewed by Green Communities and additional clarification or documents have been requested in the portal.</li> <li>The project team must resubmit the project in order for the new information to be reviewed in no more than 30 days.</li> </ul>
Certified	<ul> <li>The project has been approved as a Green Communities Certified development.</li> <li>It has completed and been approved through both the Prebuild and Postbuild of Certification.</li> </ul>

## Q: How can I check on the status of my review?

A: Log in the portal and look at your project dashboard on the Green Certifications Detail page to see the status of your project.

## Q: How do I remove a certification project?

A: To remove a project, please email the certification email and request for the project to be removed.

## Q: How do I print portions of my application?

**A:** To print sections of the application, select the desired tab to print and use the following keyboard commands:

PC: Ctl A then Ctl C / P

Mac: Command A, then command C and P