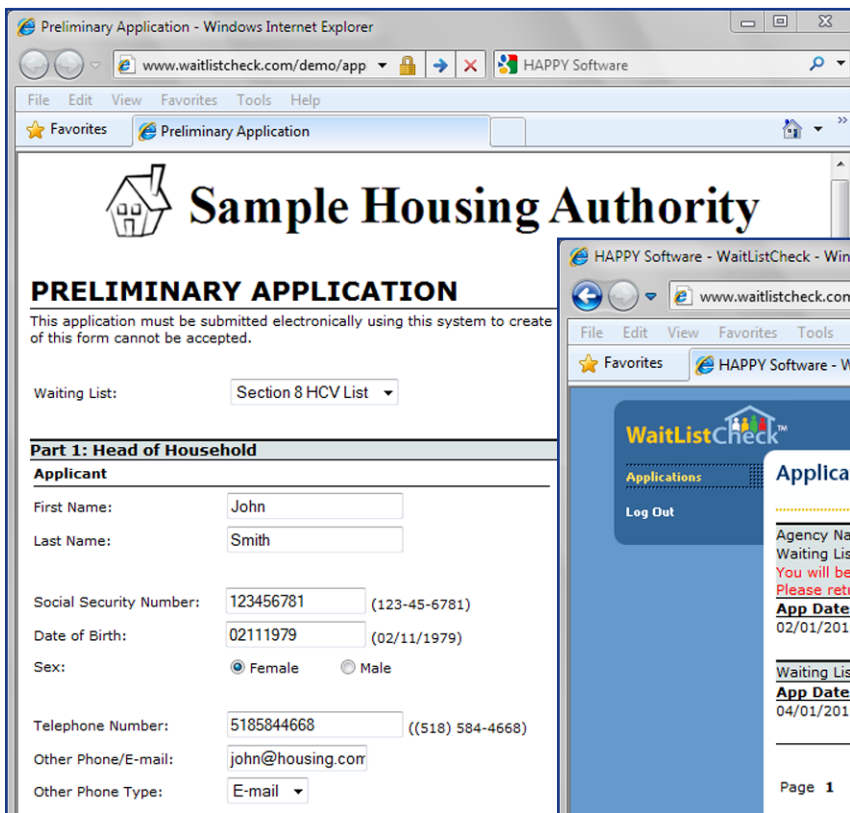


## WaitListCheck

WaitListCheck is the revolutionary, automated system for online waiting list management. WaitListCheck allows agencies to accept applications online and provide applicants with the status information they want, without your agency ever having to pick up the phone.



**PRELIMINARY APPLICATION**

This application must be submitted electronically using this system to create of this form cannot be accepted.

Waiting List:

**Part 1: Head of Household**

**Applicant**

First Name:

Last Name:

Social Security Number:  (123-45-6781)

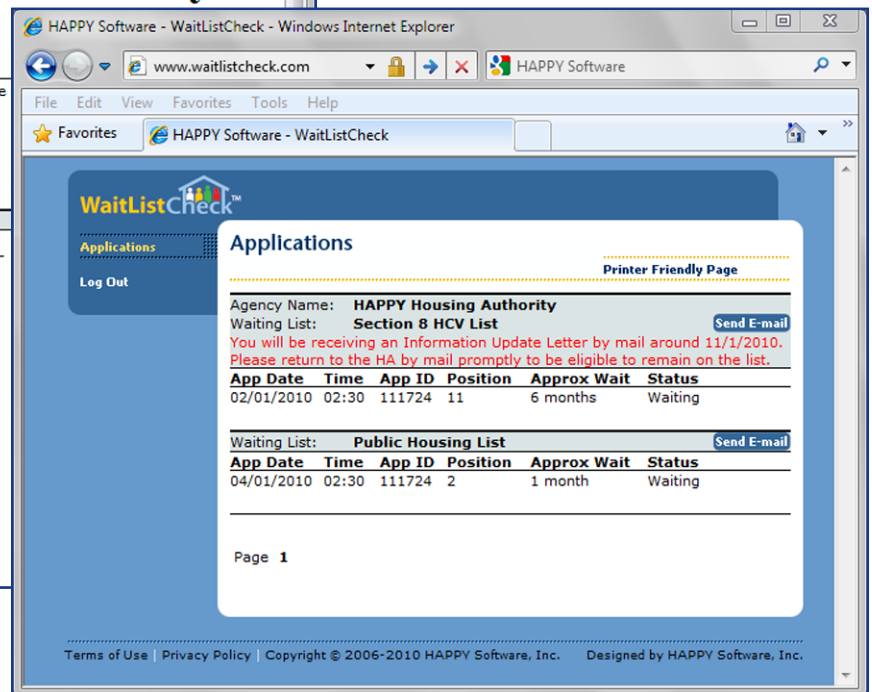
Date of Birth:  (02/11/1979)

Sex:  Female  Male

Telephone Number:  ((518) 584-4668)

Other Phone/E-mail:

Other Phone Type:



**Applications**

[Printer Friendly Page](#)

Agency Name: **HAPPY Housing Authority**

Waiting List: **Section 8 HCV List** [Send E-mail](#)

You will be receiving an Information Update Letter by mail around 11/1/2010. Please return to the HA by mail promptly to be eligible to remain on the list.

App Date	Time	App ID	Position	Approx Wait	Status
02/01/2010	02:30	111724	11	6 months	Waiting

Waiting List: **Public Housing List** [Send E-mail](#)

App Date	Time	App ID	Position	Approx Wait	Status
04/01/2010	02:30	111724	2	1 month	Waiting

Page 1

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### Online Application Collection

- Eliminate the need to manually collect and enter application data
- Error-checking ensures accuracy
- Review applications before adding them to your waiting list
- Instantly view applications online
- Set application open and close dates

### Easily Customizable

- Designated application website
- Customizable application
  - Include your agency's logo
  - Add up to 10 of your questions
  - Use different questions for different waiting lists
- Configurable preferences
- Customizable confirmation

### Waiting List Status

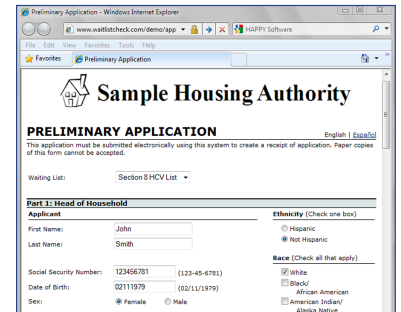
- 24/7 access to status information
- Eliminate phone inquiries
- Optionally display estimated wait times and position number
- Upload data from multiple lists
- Replace costly IVR systems
- Automate documentation of address and family changes

# WaitListCheck Demo Instructions

Try it out for yourself and see how easily your applicants can easily apply and get the status information they need. To view a guided demonstration, visit: [www.happysoftware.com/demo/waitlistcheck](http://www.happysoftware.com/demo/waitlistcheck).

## Online Application Collection System:

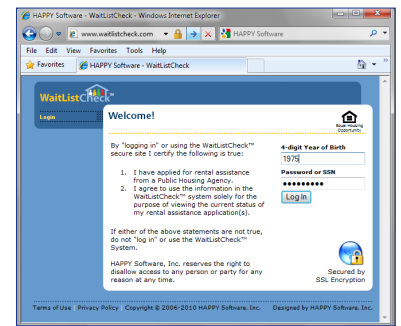
1. Go to [www.waitlistcheck.com/application](http://www.waitlistcheck.com/application)
2. Choose to complete the application in English or Spanish.
3. Enter required sample data and click "Submit".
4. View receipt with instructions for checking status.



The screenshot shows a web browser window displaying the 'Sample Housing Authority' Preliminary Application form. The form is titled 'PRELIMINARY APPLICATION' and includes a 'Waiting List' dropdown set to 'Section 8/HCV List'. The 'Part 1: Head of Household' section contains the following fields: 'Applicant' (John Smith), 'Ethnicity' (Hispanic), 'Race' (White), 'Social Security Number' (123456781), 'Date of Birth' (02/11/1975), and 'Sex' (Male). The form also includes a 'Login' button and a 'Terms of Use' link.

## Online Application Status System:

1. Go to [www.waitlistcheck.com](http://www.waitlistcheck.com)
2. Enter the following information to log in as a sample applicant:
  - Year of Birth: 1975
  - Social Security Number: 123456781
3. View the page that displays sample waiting list status information.



The screenshot shows the 'Welcome!' login page for the WaitListCheck system. It includes a 'Login' button and a '4-digit Year of Birth' field with the value '1975'. The page also contains a 'Password or SSN' field with a masked password '\*\*\*\*\*' and a 'Login' button. The page footer includes 'Terms of Use', 'Privacy Policy', and 'Copyright © 2006-2010 HAPPY Software, Inc. Designed by HAPPY Software, Inc.'

## IVR Phone System:

Applicants can also check their status over the telephone using our optional IVR phone system. To test the IVR system:

1. Dial 1-800-376-5058
2. When prompted, enter the following sample applicant information:
  - Social Security Number: 123456781
  - Year of Birth: 1975



## Technical Information:

The WaitListCheck system consists of two parts:

- Online Application System
- Website for displaying applicant status information



Secured by  
SSL Encryption

The WaitListCheck system is entirely self-contained and requires no hardware or additional third-party software to be installed or maintained. The website is protected using industry standard SSL (Secure Socket Layer) technology and is hosted on dedicated servers in a secure data center. Data transferred from your Waiting List to the Web is accomplished via SSH (Secure Shell), an industry standard method for reliably transferring files between computers over Wide Area Networks (Outbound Port 22 needs to be open to allow this). All files to be transferred are first automatically compressed and encrypted with 256-bit encryption. All data transfer is performed automatically at night with no necessary user intervention. Data presented on the Web is maintained in an industry-standard SQL database. All sensitive data, including Social Security Numbers, is encrypted at the database field level with 128 bit encryption. The upload/download of waiting list information to/from HAPPY Software to WaitListCheck is completely automated. The upload/download from third-party systems must be performed manually.

Product specifications subject to change – 10/10