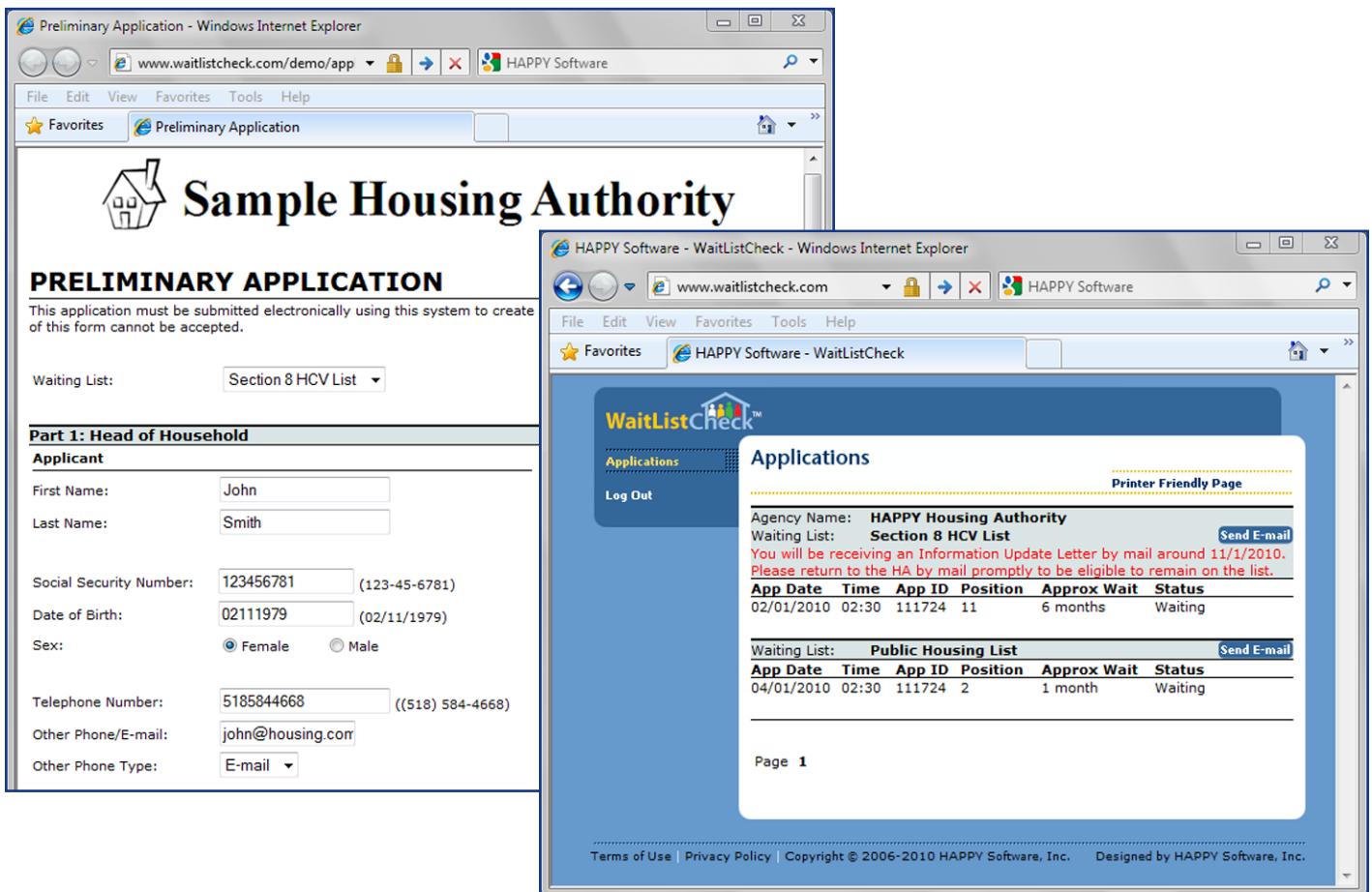


WaitListCheck

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

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
- Set application open and close dates
- Error-checking ensures accuracy
- Review applications before adding them to your waiting list
- Instantly view applications online

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

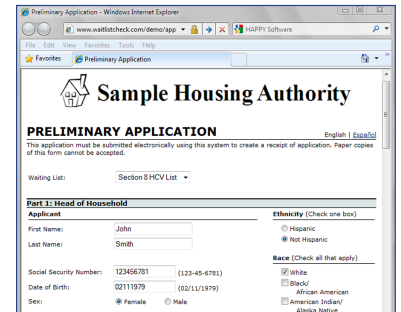
- 24/7 access to status information
- Eliminate phone inquiries
- Optionally display estimated wait times and position number
- Upload data from multiple lists
- Replace costly IVR systems
- Automate documentation of address and family changes

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.

Online Application Collection System:

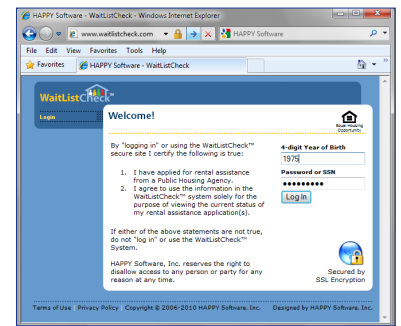
1. Go to www.waitlistcheck.com/demo
2. Choose to complete the sample application in English or Spanish.
3. Enter required sample data and click "Submit".
4. View receipt with instructions for checking status.



The screenshot shows a web browser window displaying the 'Preliminary Application' form for the 'Sample Housing Authority'. The form is titled 'PRELIMINARY APPLICATION' and includes a 'Waiting List' dropdown set to 'Section 8 HOV List'. The 'Part 1: Head of Household' section contains the following fields: 'Applicant' (John Smith), 'Ethnicity' (Hispanic), 'Social Security Number' (123456781), 'Date of Birth' (02/11/1975), and 'Sex' (Male). There are also checkboxes for 'Race' (White, Black, African American, American Indian/Alaska Native).

Online Application Status System:

1. Go to 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 '1975' entered. Below the login fields, there are two numbered instructions: 1. 'I have applied for rental assistance from a Public Housing Agency.' and 2. 'I agree to use the information in the WaitListCheck™ system solely for the purpose of viewing the current status of my rental assistance application(s).' There is also a 'Log In' button and a 'Secured by SSL Encryption' logo.

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 and securely 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 – 2/11