

U S E R M A N U A L

for

ONLINE LICENSING

of

**DEALERS, SALESPERSON, BROKERS AND
MANUFACTURERS**

Virginia Manufactured Housing Licensing

And

Transaction Recovery Fund Regulations

13 VAC 6-20

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A. User Login for access to licensing program

1. Go to www.dhcd.virginia.gov/licenses access the online licensing system.
2. Users will need to logon to the system to have the ability to apply for licensure.
 - a. Fig 1 shows the login screen. All items with the red * is required information
 - 1) First time users to the online system you will need to perform the following:
 - a) Click “**New User**” as noted in fig 1; system will take you to *Check for Previous User Records* fig 3
 - b) Then proceed to section “**C - New User Login**” of this user’s manual to create your profile.
 - 2) Returning users to the online system will go to section “**B - Existing User Login**” and proceed.
 - 3) If you have forgotten your password click on “**Forgot Password**” as noted in fig. 1 and proceed to section “**D - Password Reminder**” of this user’s manual

LOG IN SCREEN

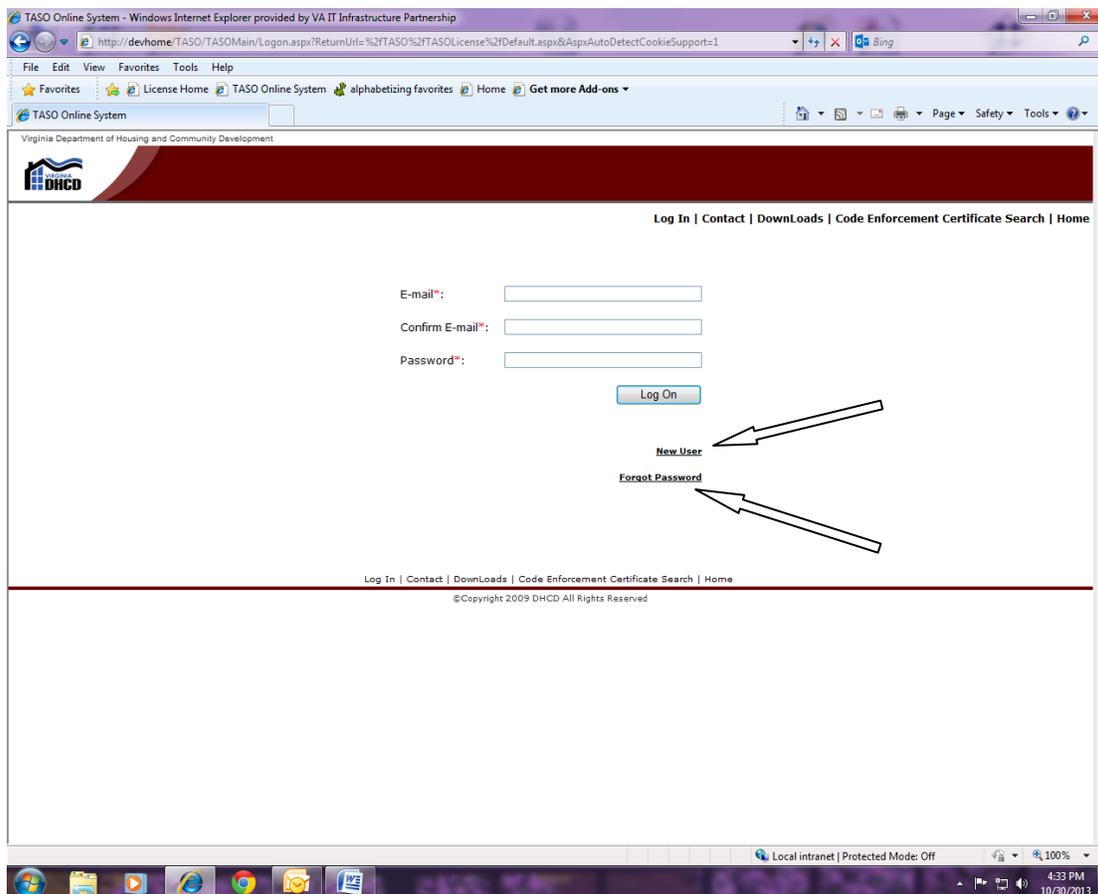


Fig. 1

B. Existing User Login

1. Enter your email address and password as noted in Fig. 1
 - a. All items with the red * is required information
 - b. Once information has been supplied click “Log On”.
2. The system will take you to the “**Registration Selections**” screen as seen by fig 2
 - a. Select the “**Manufactured Housing License Online Registration**”

ONLINE REGISTRATION SELECTION

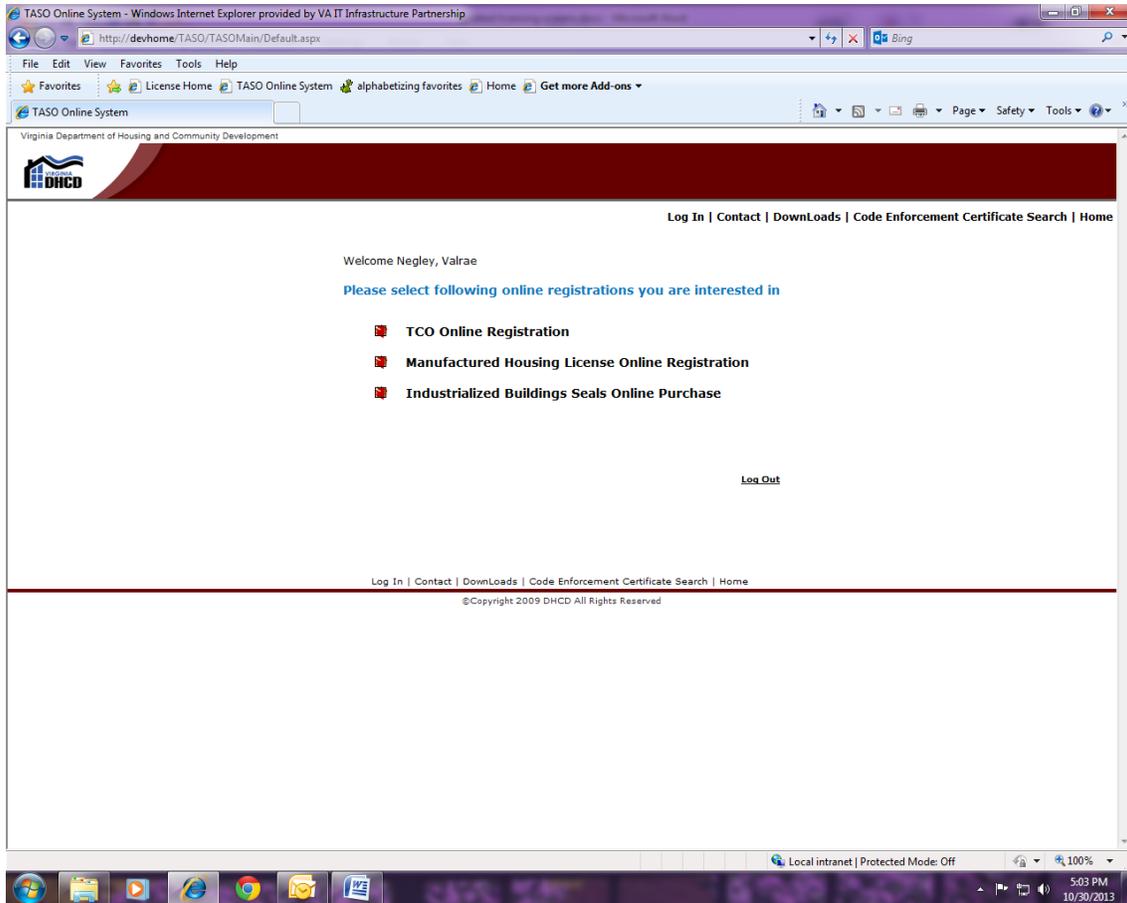


Fig 2

- b. The system will then display the “*Welcome to the Department of Housing and Community Development*” page as noted on fig 5 and confirm you are on the License Online Registration System. Your name will appear in the upper right hand corner.

WELCOME TO DHCD REGISTRATION SYSTEM

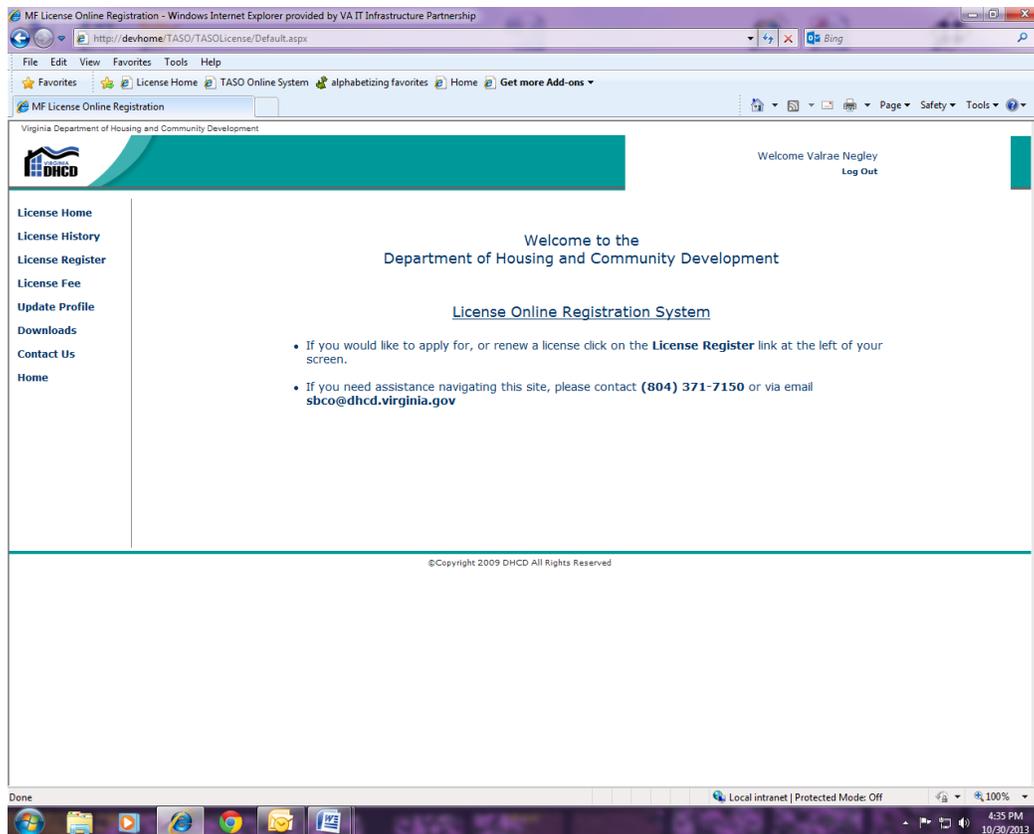


Fig 5

- c. On the left side of the screen of fig 5 there are several functions that you may select from:
- 1) License Home = takes you back to fig 5 screen when you are in other areas of the registration processes.
 - 2) License History = to review past licenses held
 - 3) License Register = to apply for licensing for new, renewal or reinstatements
 - 4) License Fees = to confirm licensing fees
 - 5) Update Profile = modify your profile
 - 6) Down Loads = review downloaded information for supplied for licensing
 - 7) Contact Us = contact information for DHCD
 - 8) Home = will take you back to fig 2 screen for online registration.
- d. To apply for licensing, select “**License Register**” as seen in fig 5. This will take you to the *Manufactured Housing License Applications Process* section “E” of this manual., Fig 6

C. New User Login and Check for Previous User Records

1. Fig 3 is the user confirmation screen.

CHECK PREVIOUS USER RECORDS

TASO Online System - Windows Internet Explorer provided by VA IT Infrastructure Partnership

http://devhome/TASO/TASOMain/NewSignIn.aspx

File Edit View Favorites Tools Help

License Home TASO Online System alphabetizing favorites Home Get more Add-ons

TASO Online System

Virginia Department of Housing and Community Development

DHCD

Log In | Contact | Downloads | Code Enforcement Certificate Search | Home

Check for Previous User Records

Last Name*:

Drivers License Number*:

SSN/FEIN: - -

Submit

Log In | Contact | Downloads | Code Enforcement Certificate Search | Home

©Copyright 2009 DHCD All Rights Reserved

Done Local intranet | Protected Mode: Off 100%

12:04 PM 10/31/2013

Fig 3

2. This is to confirm that there are no existing records in the system for you.
 - a. Please note your social security number is only used to search for an existing profile. This is optional information and not required.
 - b. Supply all information, items with the red * is required information
3. If no records are found, the system will take you to the “**Profile**” screen to be completed and submitted Fig. 4
 - a. Under “**Work Information**”, “*I work for**” will always be check marked as “*Other*” for those that do not work for State or Local Governmental agencies.

PROFILE

Please complete or verify the information below, and click the "Submit" button.

Authentication:

E-mail*:

Confirm E-mail*:

Password*:

Confirm Password*:

Secret Question*:

Answer*:

General Information:

Salutation:

First Name*: Middle Initial:

Last Name*:

Drivers License*:

Gender: Male Female

Work Information:

I work for*: VA State, Local Code Enforcement Office
 Other

Job Title*:

Title Begin Date*:

Work Address 1*:

Work Address 2:

City*:

State*: Zip Code*: -

Work Phone*: - - Ext:

Fax: - -

Company Website:

Personal Contact Information:

Home Address:

City:

State: Zip Code: -

Home Phone: - -

Cell Phone: - -

Fig 4

4. Once the profile is completed and *Submitted* the system will send you an e-mail confirming your have successfully created your account Fig 7
5. While still on the registration system it will then take you to the “**Registration Selections**” screen as seen in fig 2
 - a. Select “**Manufactured Housing License Online Registration**”
6. The system will then take you to the *Manufactured Housing License Applications Process*, see section “E” of this manual. (fig 6)

E-MAIL NOTIFICATION

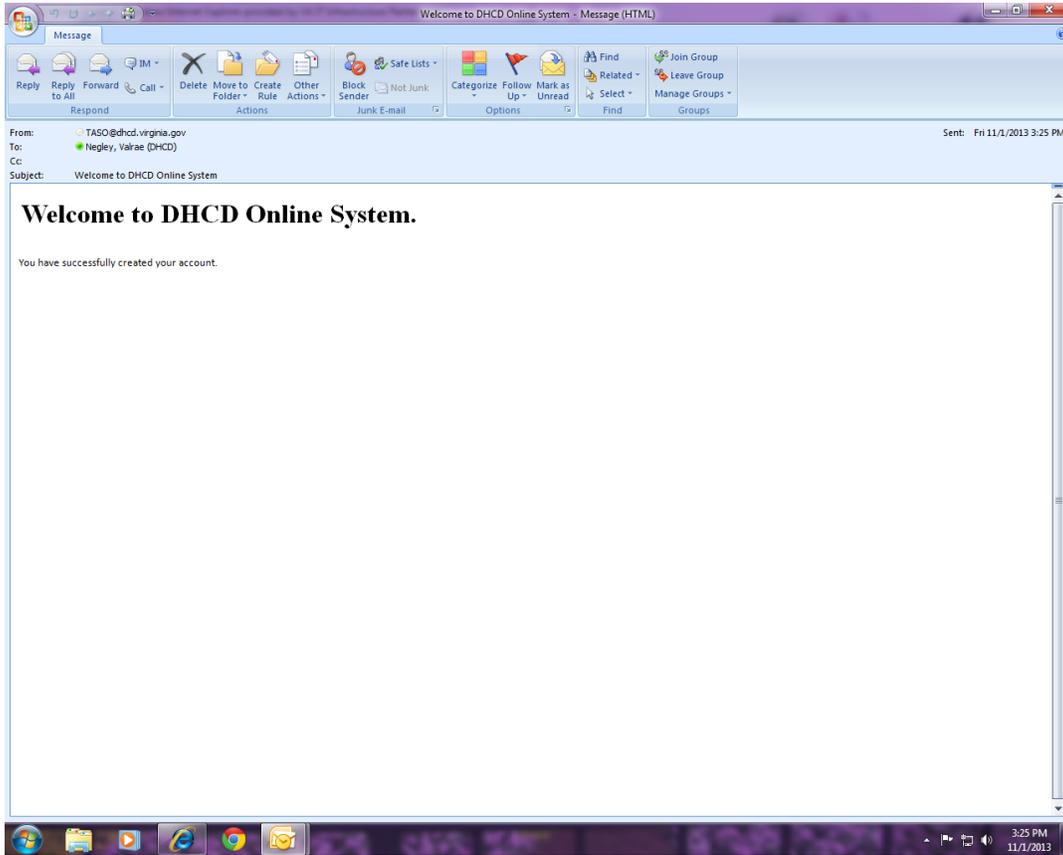


Fig 7

D. Password Reminder (forgot password)

1. Enter your email, select a secret question and enter your answer to the selected question which you used to initially sign up for the online system as shown in Fig.8. If your entries match our database an email with your password will be sent to you.

E-mail*:	<input type="text"/>
Confirm E-mail*:	<input type="text"/>
Secret Question*:	<input type="text" value="Select a question"/>
Answer*:	<input type="text"/>
<input type="button" value="Get Password"/>	

Fig 8

E. Manufactured Housing License Applications Process

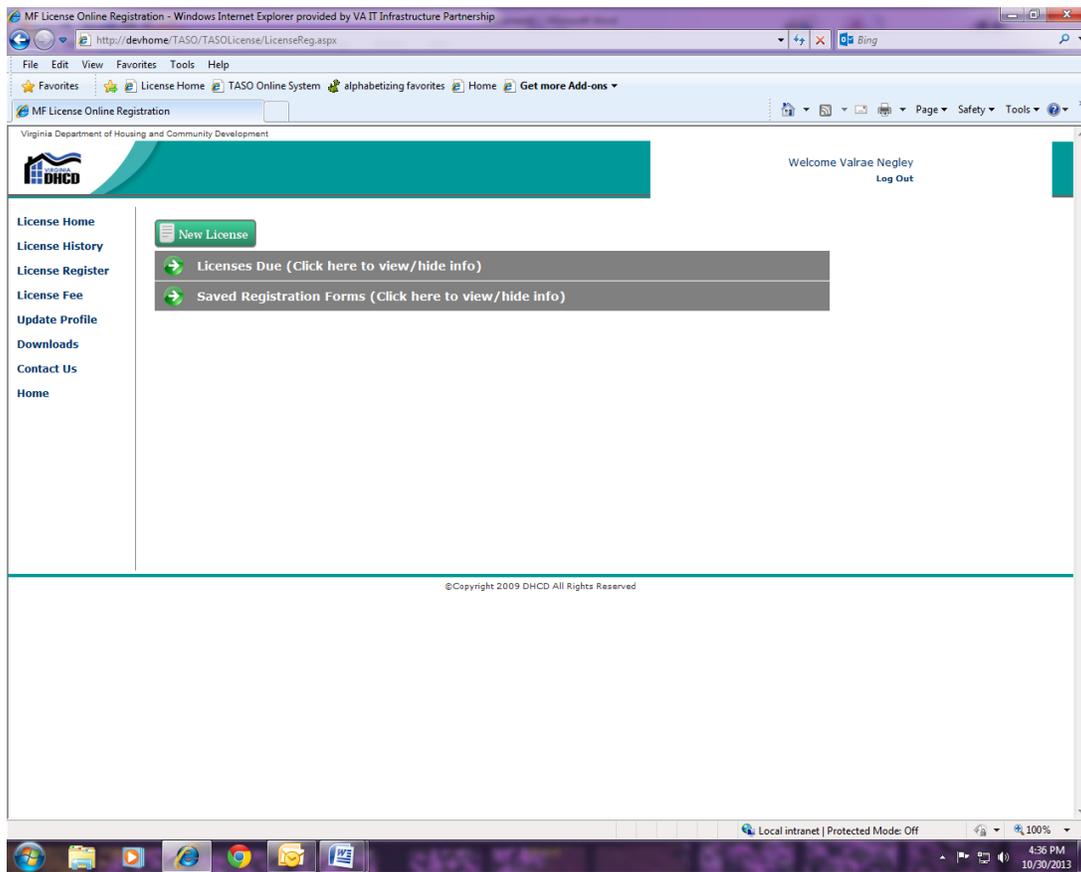


Fig 6

1. There are three operations that may be performed on this page (fig 6).
 - a. **New License**. this is where the selection is made to apply for a license
 - b. **Licensing Due**. Displays existing licensing that is set for renewal or reinstatement
 - c. **Saved Registration Forms**. Forms saved while you were processing application and did not finish and you have placed on hold.
2. To apply for an **Initial License** you will click on “*New License*” (Fig 6)
 - a. Next you will select the “*License Type*” you wish to apply for (see fig 9)
 - b. The type of license being applied for will be one of the following: Broker, Dealer, Manufacturer, Salesperson, or Special Licensing
 - i. For a sample view of a *license type* applications see:
 - 1) Broker License fig. 10-1 & 10-2
 - 2) Dealer License fig 11-1 and 11-2
 - 3) Manufactures License fig 12-1 thru 12-3
 - 4) Salesperson License fig 13-1 and 13-2
 - 5) Special License fig 14

- c. The next step is to specify that you are applying for *sub type* license “*Initial*”.

LICENSE TYPE SELECTION

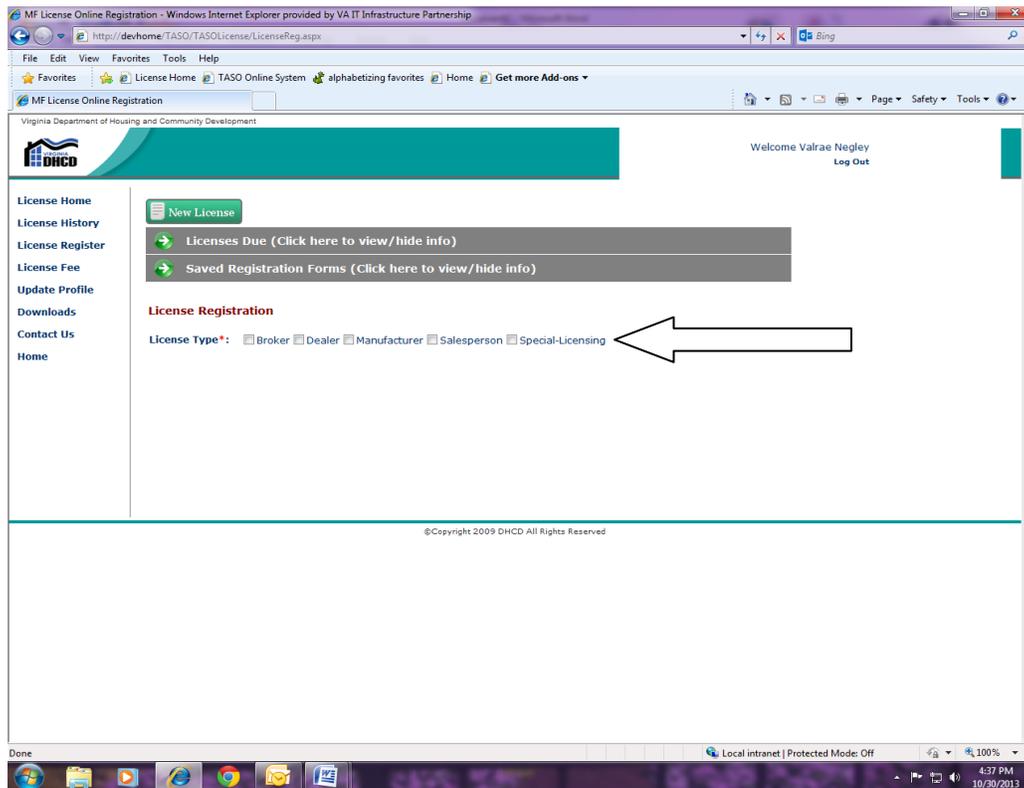


Fig 9

3. To apply for either **Renewal** or **Reinstatement** license your will click on “*License Due*” or you can choose “*New License*” (Fig 6 & 6-1)
- Renew application:** for existing licensing you will click “*Licenses Due*” locate the one to be renewed and click on the “*Renew*” button and fill out application (fig 6-1). You can also use the “*New License*” button to apply for the license to be renewed choose “*license type*”: Broker, Dealer, Salesperson, or Manufacturer; under “*Sub Type*” you will select “*Renewal*” and fill out application. The system will prompt you as to what license number you wish to renew, click on that license number to confirm { **note:** if existing license number does not appear in list please contact our office for assistance }
 - Reinstatement application:** Reinstatement applications are those licenses that are over 30 days past its expiration date and not over a year from the expiration date. For existing licensing you will click “*Licenses Due*” locate the one to be reinstated and click on the “*Reinstatement*” button and fill out application. You can also use the “*New License*” button to apply for the license to be reinstated; choose “*license type*”: Broker, Dealer, Salesperson, or Manufacturer; then under “*Sub Type*” you will select “*Reinstatement*” and fill out application. The system will prompt you as to what license number you wish to reinstate, click on that license number to confirm { **note:** if existing license number does not appear in list please contact our office for assistance }

4. Now complete the application and submitted it with your payment. Once you have selected the appropriate *license type* and specified the *sub type* the system will automatically post the **Total Amount** due for the license being applied for.

LICENSES DUE

Virginia Department of Housing and Community Development

Welcome Larry
Log Out

License Home
License History
License Register
License Fee
Update Profile
Downloads
Contact Us
TASO Home

New License

Licenses Due (Click here to view/hide info)

License #	Company Name	License type	Sub type	Expiry Date	
D-2013-00016	CMH Homes, Inc. dba Clayton Homes #85	Dealer	Renewal	2/15/2014	Renew
D-2013-00008	CMH Homes, Inc. dba Clayton Homes #1015	Dealer	Renewal	2/6/2014	Renew
D-2012-00153	CMH Homes Inc. dba Oakwood Homes #717	Dealer	Renewal	12/16/2013	Renew
D-2012-00152	CMH Homes, Inc. dba Clayton Homes #313	Dealer	Renewal	9/3/2013	Reinstatement
D-2012-00137	CMH Homes, Inc. dba Clayton Homes #347	Dealer	Renewal	9/17/2013	Reinstatement
D-2012-00117	CMH Homes, Inc. dba Clayton Homes #631	Dealer	Renewal	8/23/2013	Reinstatement
D-2012-00100	CMH Homes Inc dba Clayton Homes #100	Dealer	Initial	6/7/2013	Reinstatement

Fig 6-1

5. NOTE:
 - a. For all applications the system will not accept your application if there is missing information. The system will prompt you in reference to the missing required information so that you may complete the licensing application process.
 - b. MANUFACTURERS: for initial licensing only, there is an option to split the transaction recovery fund licensing fee it will be noted on the system for you.
6. After completing the licensing application the last step is the confirm that you have read and agree with the “**Statement of Compliance**” fig 15 this will be found on the bottom of your screen above the save button. Click next to proceed
7. The “**License Registration**” fig 16 will now display. This is a very good place to review your submittal information. If it is correct click next if not correct click back and correct as needed.
8. If the License Registration information was correct you have now clicked next. This will display the “**License Payment**” screen fig 17.
 - a. This is where you will choose your payment method either cash, check or credit card.

- 1) If you choose cash or check the system will generate a “**Payment Ticket**” this will be required to be attached with your payment. Fig 18
- 2) If you choose credit card payment the system will require your card information.
- b. The system will also require confirmation for the billing information.
 - 1) This information will be pulled from your profile for your work address or home address which ever you choose
 - 2) If you do not want to use this information choose “**Other**” and fill in the alternate information.
- c. Once this information has been supplied click “**Next**”
9. The system will send you a confirmation email Fig 19.
10. Once the electronic application has been reviewed and approved by the SBCO and your payment has been received and processed,
 - a. An approval email will be sent with the license instruction on how to print the new license and post it on the wall in your office.
11. You can go on line to view your *license history* at any time fig 20
12. All you need to do is log on to system see section “**B. Existing User Login**” to review your *license history*

F. If You Are Unable To Complete Your Application

1. You will see on the bottom of the pages of the application there is a *save* button, see fig 10-2 example. This permits you to save the information you have posted to the system without having to start over; you are able to complete it at a later date.
 - a. To access the saved application you would as seen in fig 6 select ***Saved Registration Forms*** and access the licensing form saved and continue with process

G. Attaching Required Documents To The Application

1. Where the system asks for documents you will need to down load/attach them from your computer system. This is performed by clicking on the browser button as seen in fig 10-2 example, once on your system locate the attachment and attach.

BROKER LICENSE

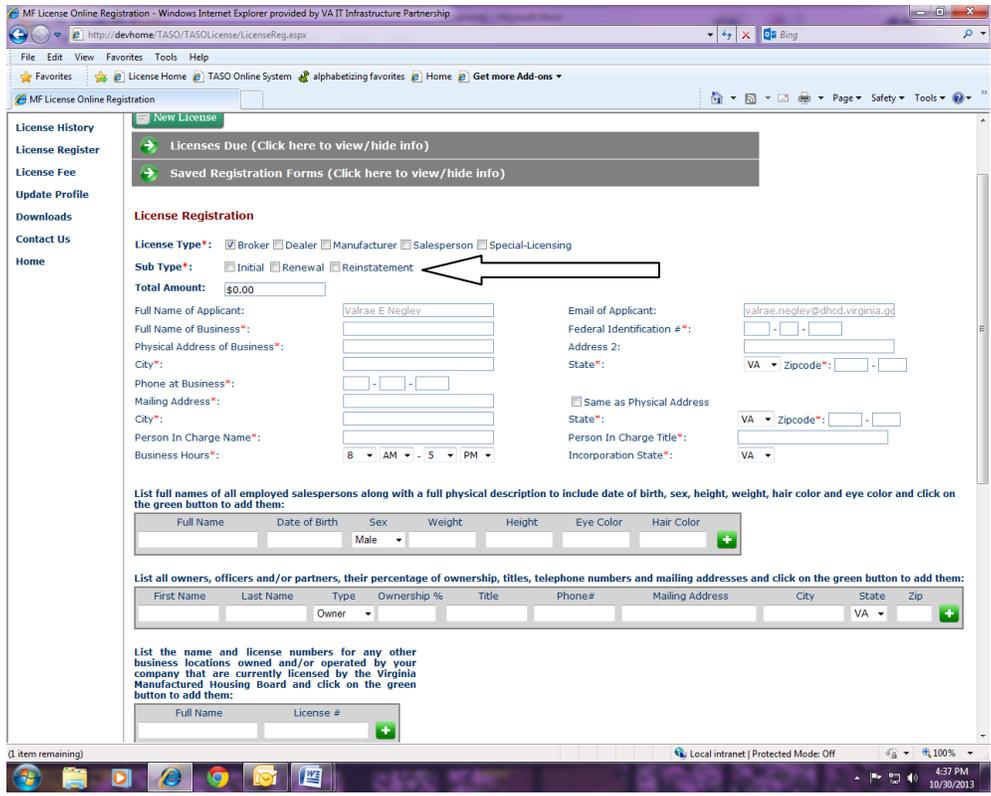


Fig 10-1

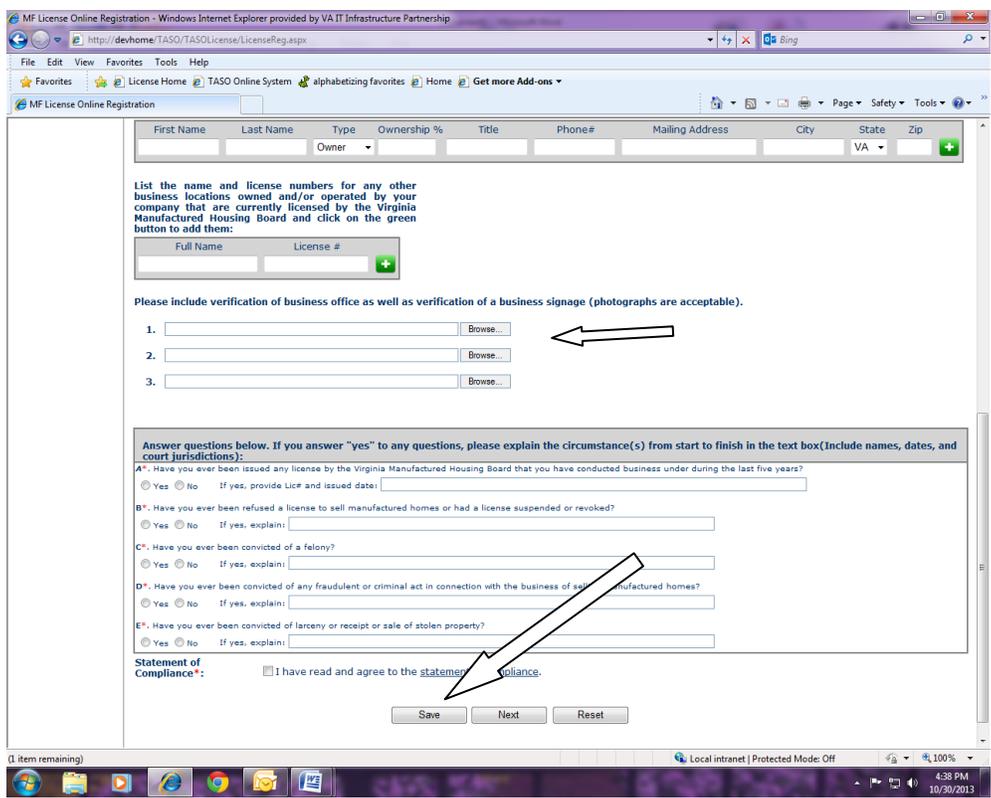


Fig 10-2

DEALER LICENSE

MF License Online Registration - Windows Internet Explorer provided by VA IT Infrastructure Partnership

http://devhome/TASO/TASOLicense/LicenseReg.aspx

File Edit View Favorites Tools Help

MF License Online Registration

Virginia Department of Housing and Community Development

Welcome Valrae Negley
Log Out

License Home
License History
License Register
License Fee
Update Profile
Downloads
Contact Us
Home

New License

Licenses Due (Click here to view/hide info)

Saved Registration Forms (Click here to view/hide info)

License Registration

License Type*: Broker Dealer Manufacturer Salesperson Special-Licensing

Sub Type*: Initial Renewal Reinstatement

Total Amount: \$0.00

Full Name of Applicant: Valrae E Negley
 Full Name of Business*:
 Physical Address of Business*:
 City*:
 Phone at Business*:
 Mailing Address*:
 City*:
 Person In Charge Name*:
 Business Hours*: 8 AM - 5 PM

Email of Applicant: valrae.negley@dhcd.virginia.gov
 Federal Identification #*:
 Address 2:
 State*: VA Zipcode*:
 Same as Physical Address
 State*: VA Zipcode*:
 Person In Charge Title*:
 Incorporation State*: VA

List full names of all employed salespersons along with a full physical description to include date of birth, sex, height, weight, hair color and eye color and click on the green button to add them:

Full Name	Date of Birth	Sex	Weight	Height	Eye Color	Hair Color
		Male				

List all owners, officers and/or partners, their percentage of ownership, titles, telephone numbers and mailing addresses and click on the green button to add them:

First Name	Last Name	Type	Ownership %	Title	Phone#	Mailing Address	City	State	Zip
		Owner						VA	

Fig 11-1

MF License Online Registration - Windows Internet Explorer provided by VA IT Infrastructure Partnership

http://devhome/TASO/TASOLicense/LicenseReg.aspx

File Edit View Favorites Tools Help

MF License Online Registration

First Name	Last Name	Type	Ownership %	Title	Phone#	Mailing Address	City	State	Zip
		Owner						VA	

List the name and license numbers for any other business locations owned and/or operated by your company that are currently licensed by the Virginia Manufactured Housing Board and click on the green button to add them:

Full Name	License #

List the name and license numbers for all manufacturers in Virginia you are currently doing business with and click on the green button to add them:

Full Name	License #

Please include verification of business office as well as verification of a business signage (photographs are acceptable).

- Browse...
- Browse...
- Browse...

Answer questions below. If you answer "yes" to any questions, please explain the circumstance(s) from start to finish in the text box (include names, dates, and court jurisdictions):

A*. Have you ever been issued any license by the Virginia Manufactured Housing Board that you have conducted business under during the last five years?
 Yes No If yes, provide Lic# and issued date:

B*. Have you ever been refused a license to sell manufactured homes or had a license suspended or revoked?
 Yes No If yes, explain:

C*. Have you ever been convicted of a felony?
 Yes No If yes, explain:

D*. Have you ever been convicted of any fraudulent or criminal act in connection with the business of selling manufactured homes?
 Yes No If yes, explain:

E*. Have you ever been convicted of larceny or receipt or sale of stolen property?
 Yes No If yes, explain:

Statement of Compliance*: I have read and agree to the statement of compliance.

Save Next Reset

Fig 11-2

MANUFACTURER LICENSE

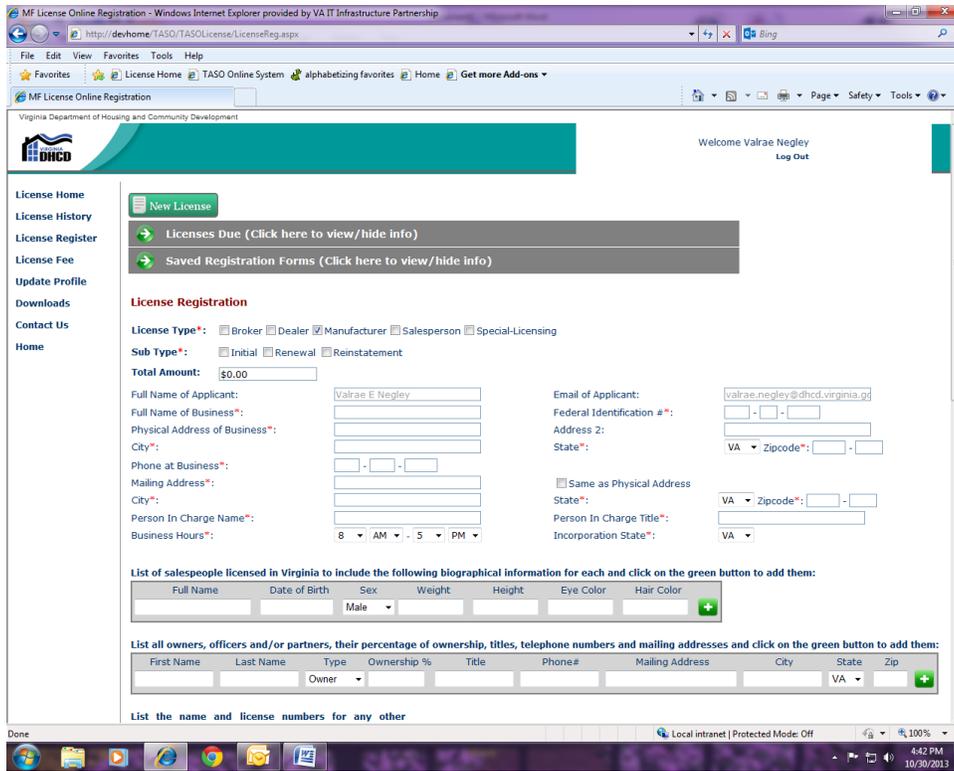


Fig 12-1

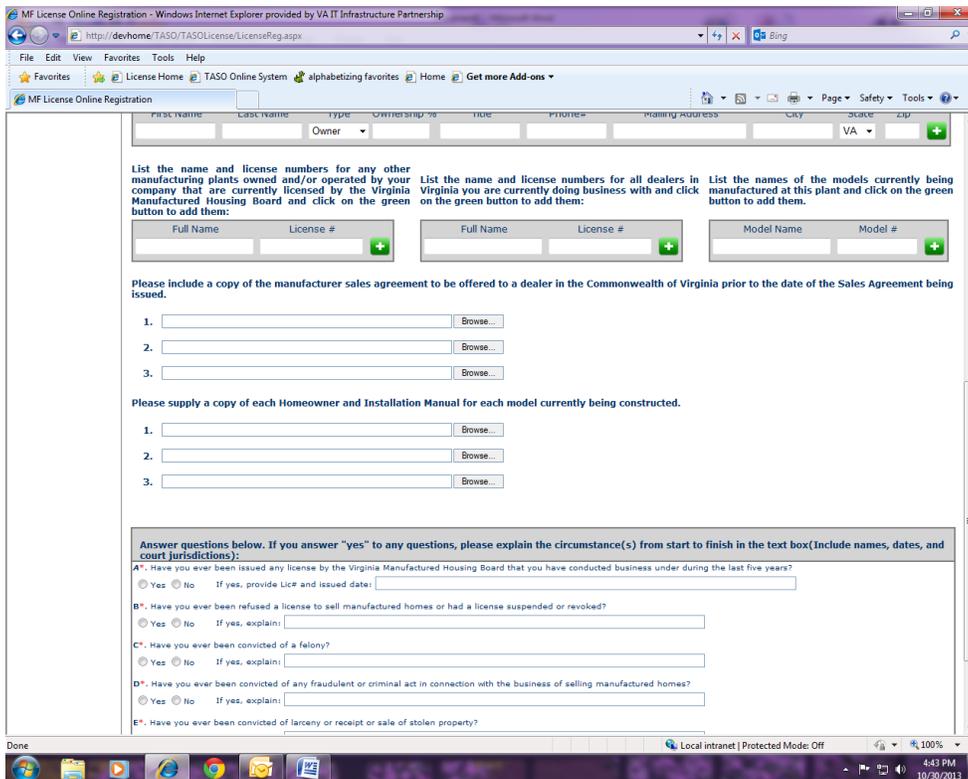


Fig 12-2

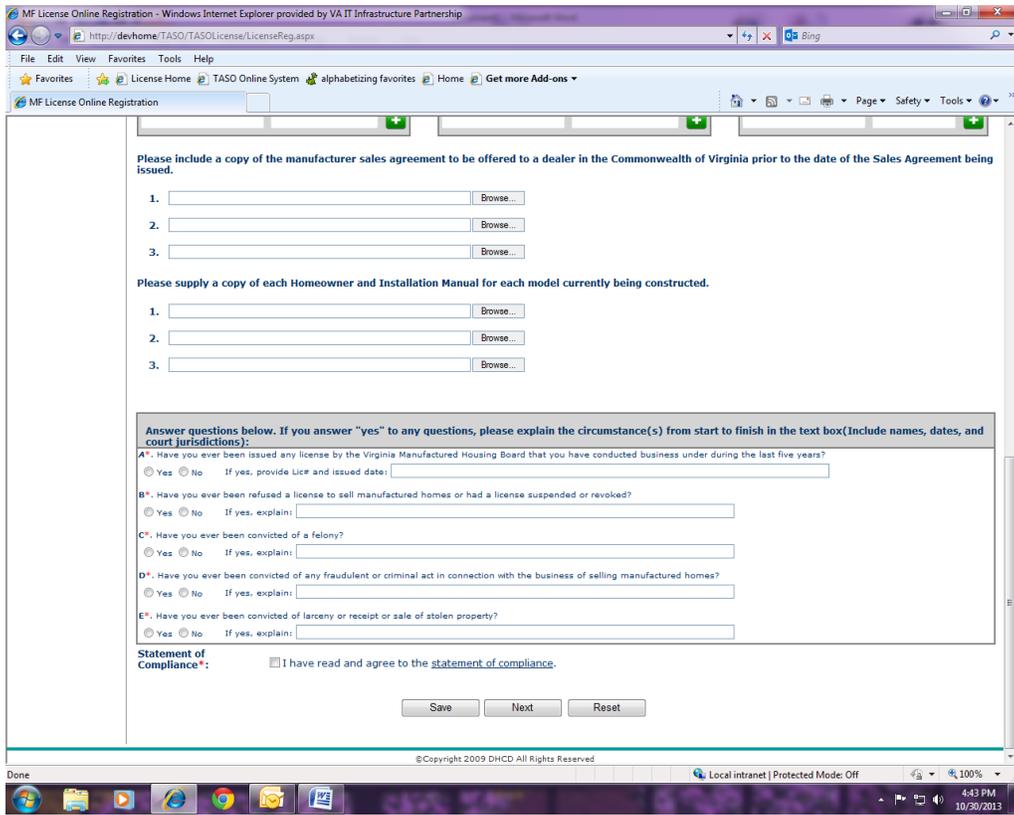


Fig 12-3

SALESPERSON LICENSE

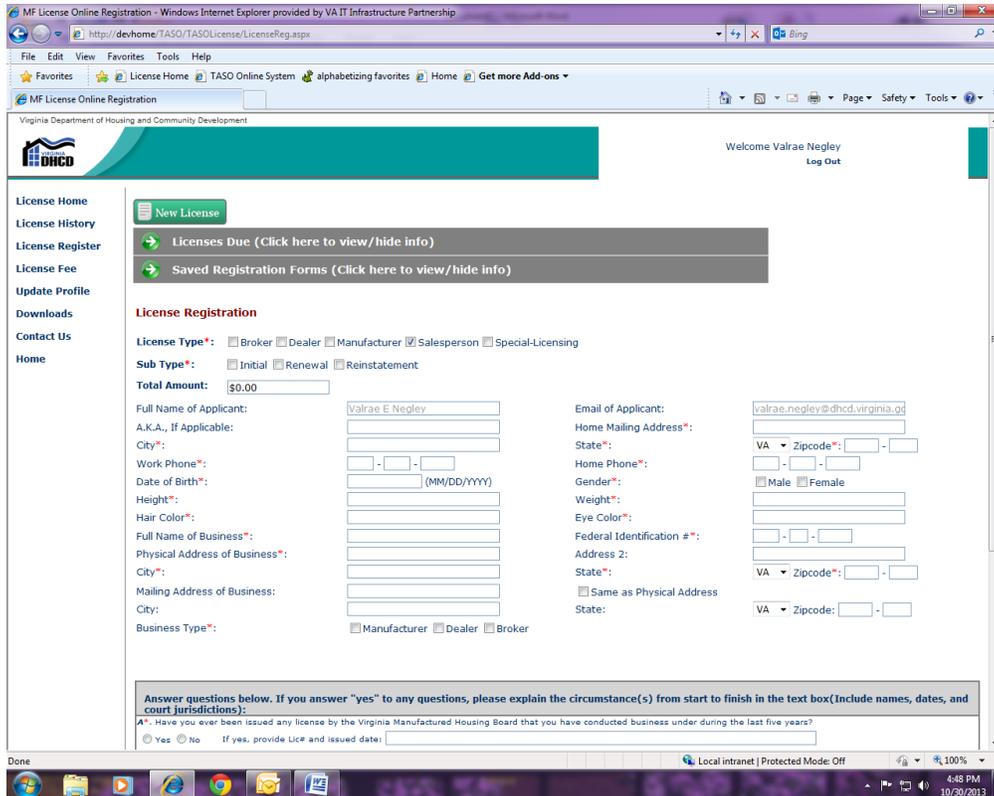


Fig 13-1

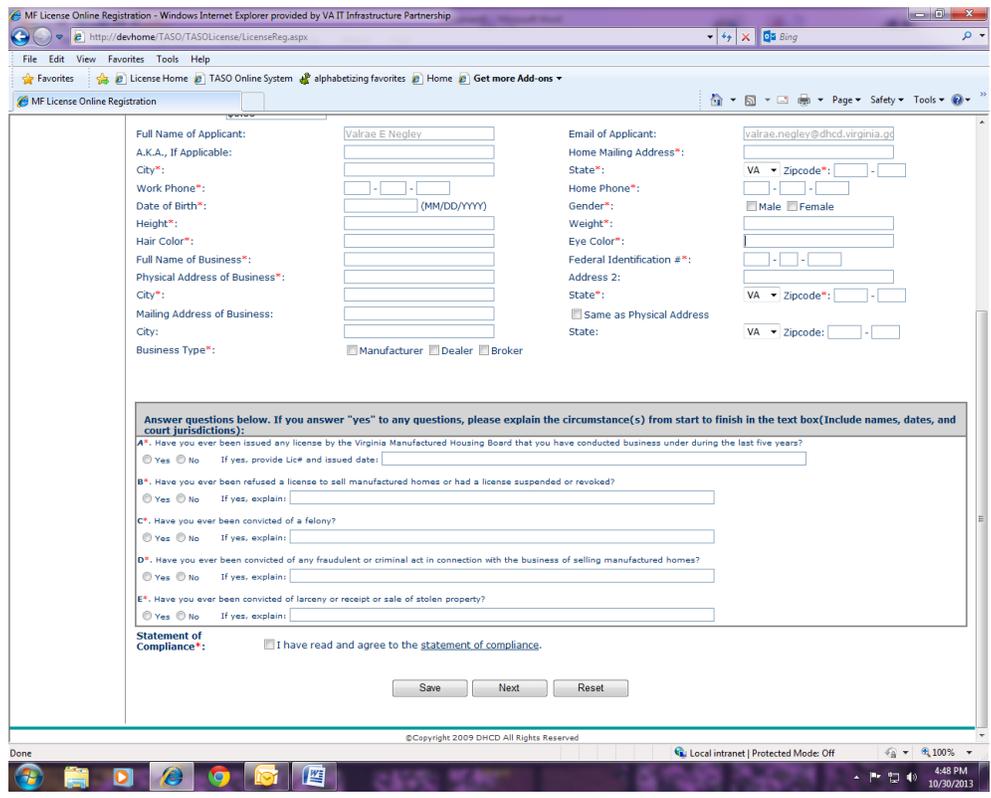


Fig 13-2

SPECIAL LICENSING

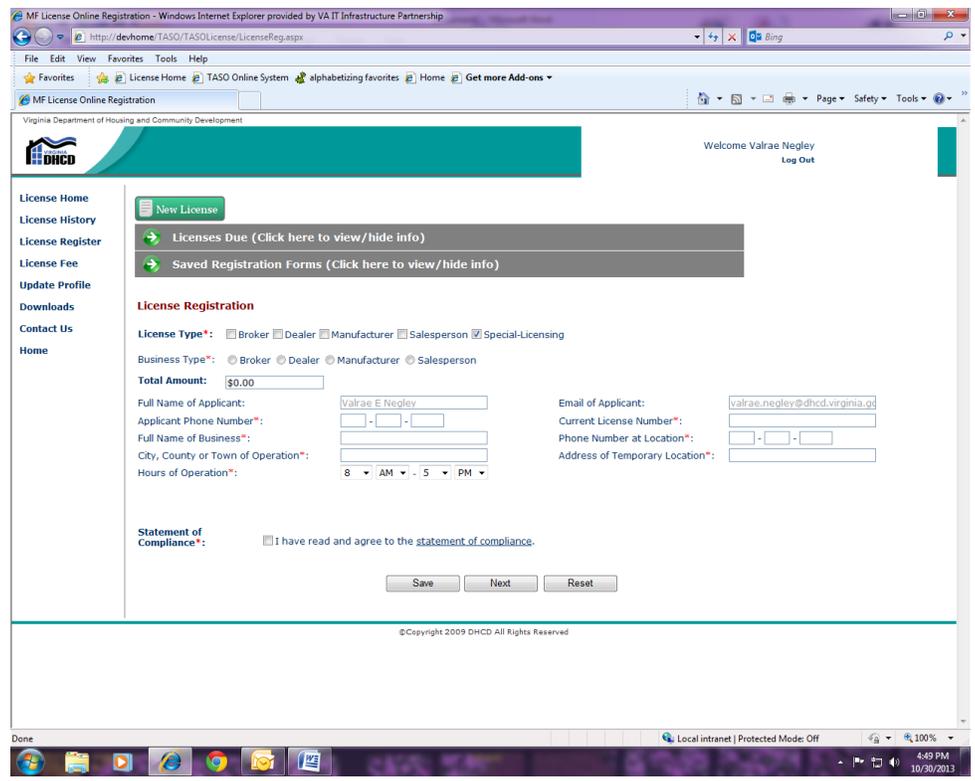


Fig 14

STATEMENT OF COMPLIANCE

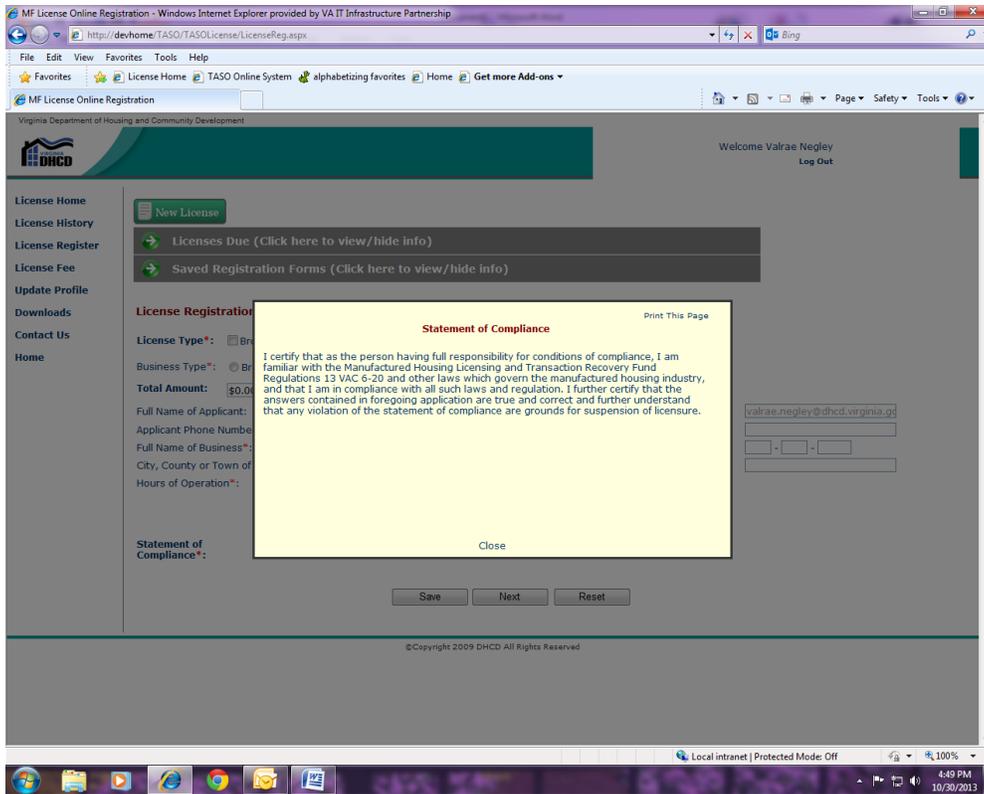


Fig 15

LICENSE REGISTRATION

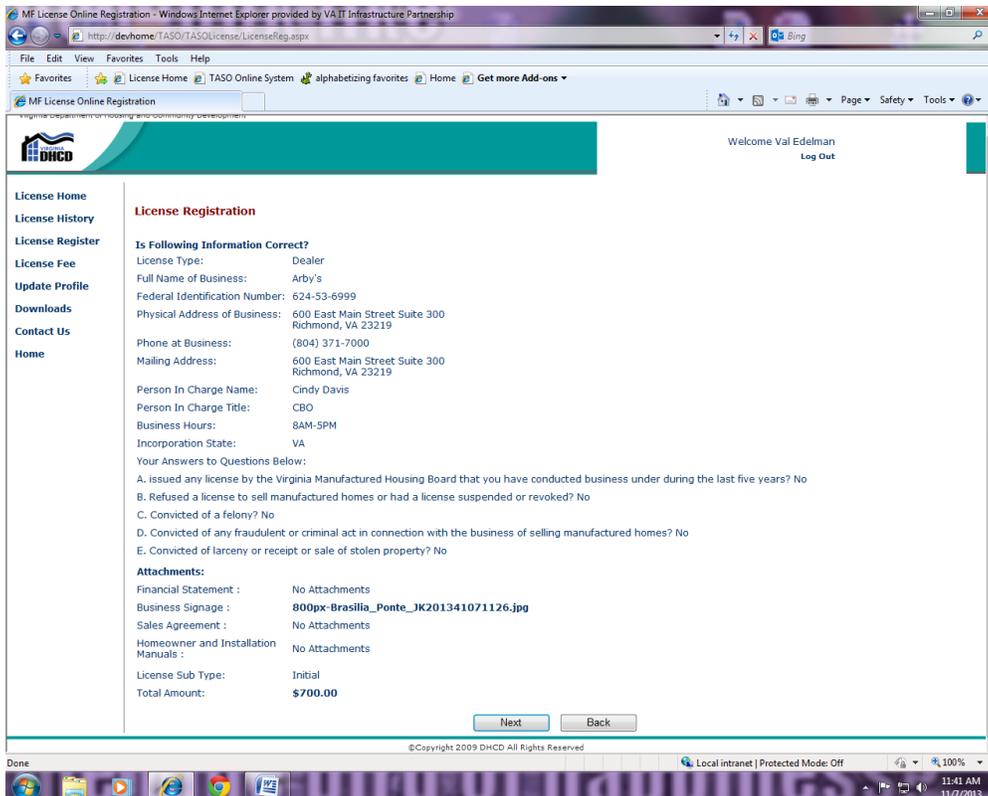


Fig 16

LICENSE PAYMENT



Fig 17

LICENSE PAYMENT COUPON FOR NON CREDIT CARD PAYMENTS

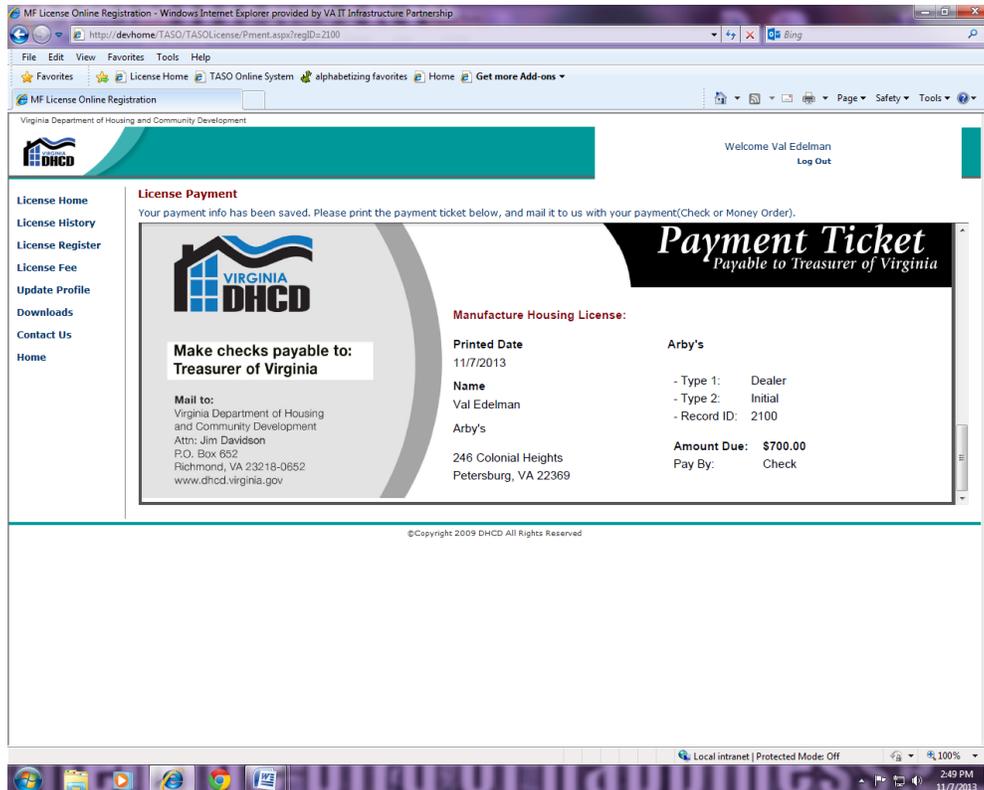


Fig 18

EMAIL CONFIRMATION

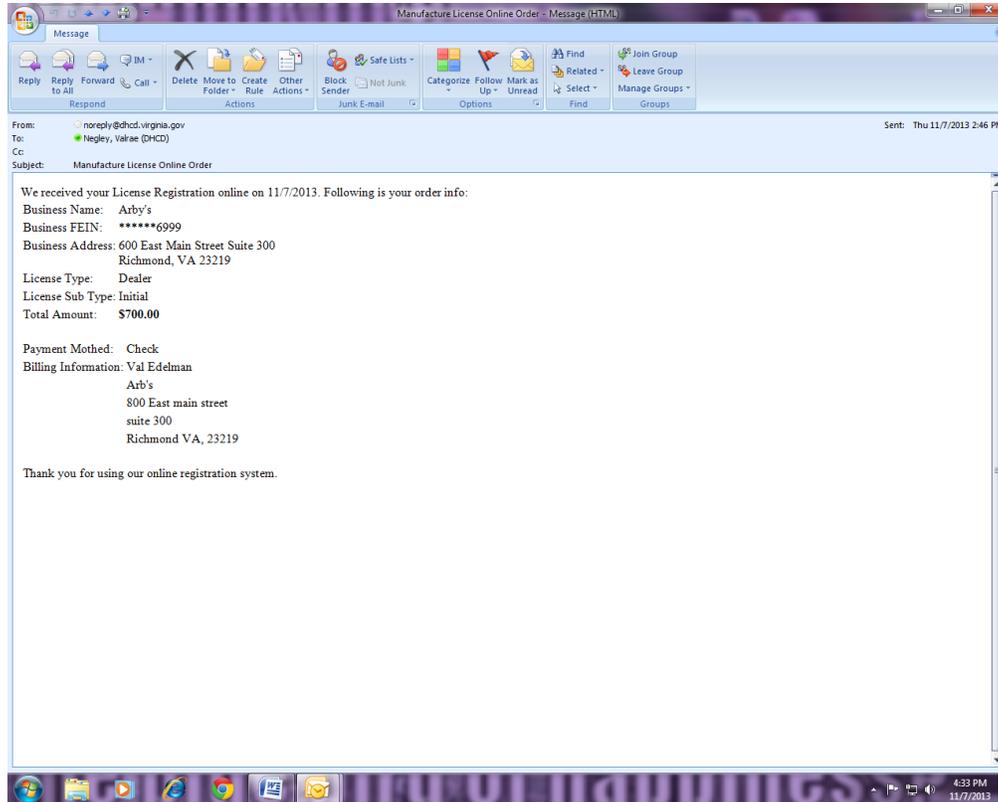


Fig 19

LICENSE HISTORY

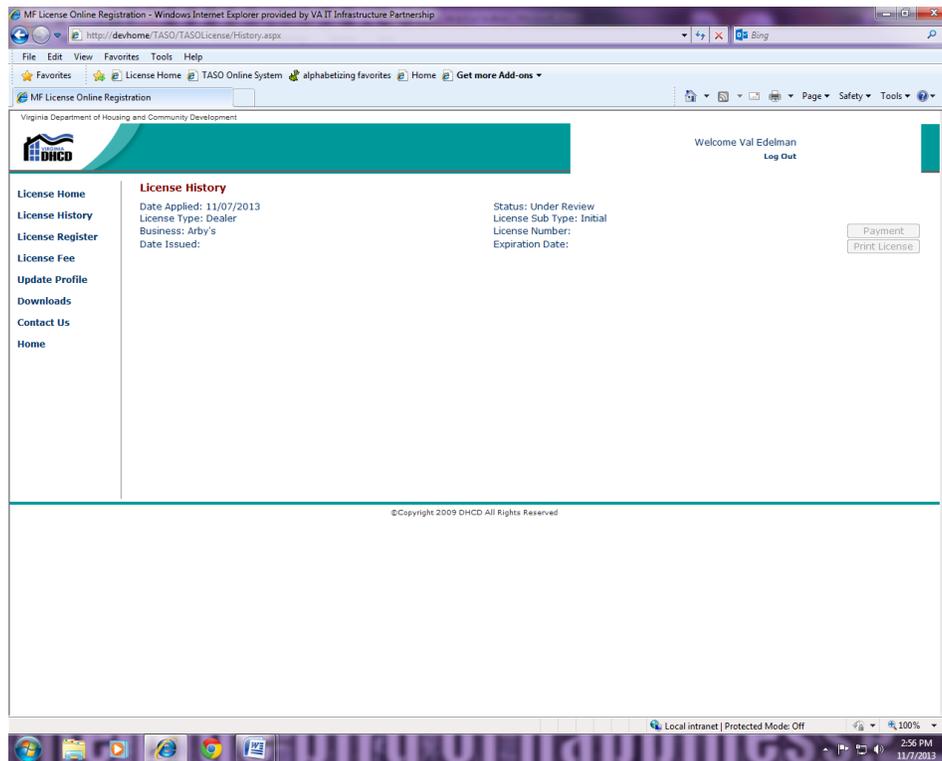


Fig 20