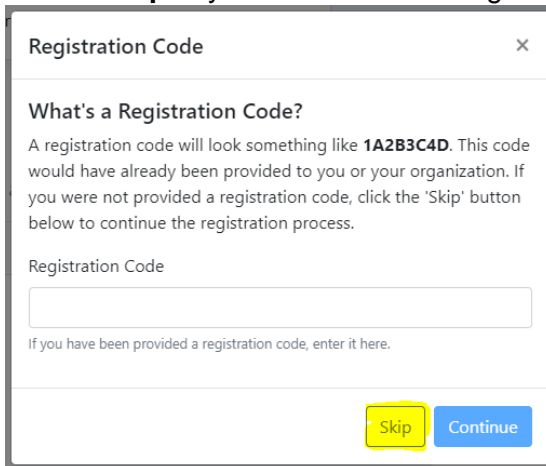# OneStopApp FAQs for Healthy Homes

This is a guide to help people who are experiencing difficulties in using the OneStopApp for the Healthy Homes Certificate of Compliance. Please scroll through the document to find answers to your questions.

New Users

How Do I register for OneStop?

To register for a new account, you can begin by navigating to
https://onestopapp.nola.gov/Account/Register.aspx

1. Select "**Skip**" if you do not have a Registration Code.

2. If you need an email address, you can register for one at websites such as https://gmail.com , https://mail.yahoo.com , or https://login.live.com
   a. A guide to creating an email address can be found here.
3. Enter your contact information and create a password.
4. Verify that all the information you've entered is correct
5. After verifying that all the entered information is correct, select Register
   a. If you need to report a problem, please send an email to onestopapp@nola.gov.

You should get a verification email shortly after. Click the link in the verification email will complete your registration and return you to the One Stop App, where you can begin applying, paying, or searching.

What if I Didn't Get My Verification Email?

If it's been several minutes and you still haven't received your verification email, check your spam or junk folders for a message from **noreply@nola.gov**. If you don't find it there, go to the OneStopApp login and enter your username and password. That will give you a new opportunity to resend the email. If the problem continues, please notify us at onestopapp@nola.gov with a

screenshot of the issue.

Login Issues

What if I Forgot My Password?
If you remember your username, you can have a new, random password emailed by clicking on the "Forgot Password" link on the log in page, or by clicking here. If you aren't sure of your username, you can have it emailed to you by clicking the "Forgot User Name" link and entering the email address you used when you set up your account.

What if I Forgot My Username?
You can have your username emailed to you by clicking on the "Forgot Username" link on the login page, or by clicking here. You only need to know the email address you registered with.

What if My New Password Doesn't Work?
New passwords are a random string of characters and are case-sensitive (i.e. whether a letter is upper- or lower-case matters). Double-check that you are entering the password correctly. If you're using copy-and-paste, make sure you're not picking up anything before or after the password, like blank spaces.

You can also have another new password sent by going to the "Forgot Password" link. Whenever you request a new password, it will replace the old ones.

If the problem persists, check that you're using the correct username – you can verify the username you registered with by using the Forgot User Name link.

Address Issues

What if I Can't Find My Address in the Application Location Search?
If your address doesn't show up in the Location search, first double-check the spelling. Also, check the following:

- Try leaving off the street type (e.g. Court, Lane, Alley). Many variations on abbreviations are accepted, but some abbreviations of less common street types may not be recognized.

- For numbered streets, **First** through **Ninth** Streets are spelled out (**First St, Second St, Third St,** etc. instead of 1st St, 2nd St, 3rd, etc.). **10th** and above are numeric.

- Some streets have formal, legal names that are spelled differently than as seen on many street signs. For instance, Saigon Drive is spelled **Sai Gon Drive.**

If you still can't find your address after verifying the spelling and abbreviations, you may need to request a new address. (See below for how to request a New Address.)

Can I Request a New Address (Or Remove an Address) Online?

It's not possible at present to file a Change of Address request online.

If you need to request the creation of a new address or the removal of an existing address (e.g. if you're changing a double to a single-family home), **please fill out the change of address application** and scan the completed form to us at onestopapp@nola.gov.

We will verify that the requested address is appropriate for that location and notify other agencies such as 911, Entergy, and Sewerage and Water Board.

Documents

Errors Uploading Documents!

The most frequent cause of errors while uploading a document is the size of the document itself. If the files you would like to upload are too big, you can attach one or more files that is less than the size limit and click the "Save" button in the web form before attaching additional documents.

Where Do I Download My Permit or License?

If your Healthy Homes Certificate of Compliance has been issued, you can find the PDF by going to the "Your Account" menu, selecting "Your Items", and finding the "Download" link below the permit or license address.

You can also download a permit or license if you are not logged in to the One Stop App if you know the permit/license number, reference code, or address by searching for it and using the "Download" link below the permit or license address.

If you know your permit or license has been paid for and issued and you cannot find it in the Download links, please email us at onestopapp@nola.gov.

Draft Application

What Does "Draft Application" Mean?

If your permit or license application status says, "Draft Application", that means that you have not yet completed and submitted the application. Like a draft email, you can start an application and save it if you're not ready to finish it and submit/send it right away.

As long as your application status is "Draft Application", it will not appear to us to begin the approval process. You will still be able to edit it by clicking the "Edit" link below your license or permit title (next to "Print Summary" and "Add to Watch List").

To submit your application, click the "Edit" link, check that all required fields (with a red asterisk) are completed, and click the "Submit" button at the bottom of the page. If nothing required is missing, that will open a Verification or Attestation form. Typing your name into the bottom of the

Verification or Attestation form is the same thing as signing your application. When you submit the Verification or Attestation form, your permit or license status will change to "Application Submitted", and it will be visible to our reviewers.

If you are missing any required information when you try to submit, you will be notified of what needs to be corrected. Once you have corrected the problem, click the "Submit" button again to complete your application.

Please note: "View & Print" and "Save Changes" do *not* submit your application to us. You can click those buttons at any time and still be able to edit your application before submitting.

Paying Online

Can I Pay for My Permit If I Wasn't the One Who Applied for It?

Yes, you can pay for any permit as long as it is:

1. Ready to be paid for.
2. You are logged in to the One Stop App.
   a. You may need to register first if you don't already have a One Stop App account. You should be able to download your permit or license pdf on completion of the payment. If not, please contact us.

How Do I Pay for My Permit/License?

For Healthy Homes Certificates, you will only have to pay a fee for late registration or reinstatement. Your permit or license will be payable once it reaches "Approved" status.

Once your permit or license has been approved, you will get an email notification. When you log into the One Stop App and go to the "Your Items" page, you will see a "Pay Fees" link directly below your permit/license address. Clicking that link will add your fee(s) to a shopping cart. If you have more than one item ready for payment, you can return to Your Items and add up to 10 fees to your cart.

If you are not the original applicant, or if you filed in person at City Hall, you can still pay for a permit or license online. You must be logged in as a user to pay, but you don't need to be the user who created the application. You can find the permit or license that you want to pay for by using the "Search a number, name or address" text box, and then click the "Pay Fees" link as above.

On the shopping cart page, you can enter your Visa/MasterCard/Discover card number, expiration date, and security code. If your billing address is the same as the mailing address you used when you registered, you can click the "Pay Now" button. If you are using a card with a different billing address, please make sure to click the "Specify my billing information" button.

As soon as your permit or license is paid for, you will be able to download the document.

I Got An "AVS Mismatch" Error When I Tried to Pay

If you received the following message after trying to pay:

There was a problem submitting your payment. Please correct the issue and try again. Authorize.net message was: The transaction has been declined because of an AVS mismatch. The address provided does not match billing address of cardholder.

Your credit card billing address did not match your One Stop App mailing address.

To use a card with a different address from your One Stop App mailing address, click the "Specify my billing information" button just above the "Pay now" button on the checkout page.

To change your default One Stop App mailing address, click on your username at the top of any page where it says **"Hello, [username]!"**.

What Kinds of Payment Do You Take Online?

We can take Visa, MasterCard, and Discover online. Please note that there is a 2.45% convenience charge on all credit card payments.

When I Try to Pay, The Checkout Page Says "One Or More of the Permits Selected Is Not Eligible for Payment"

Permit and Occupational License fees are only payable online once the permit has reached the status "Permit Approved" or the License has reached the status "Approved". You can view the latest status of your application on Your Items page. If you have fees are payable, you will see a "Pay Fees" link directly under your permit address or license type.

When I Try to Pay, The Website Redirects Me to A "Welcome" Page

You must be registered and logged in to make a payment. If you've already registered, you can log in on the Welcome page. There's also a Register link at the top of the page.