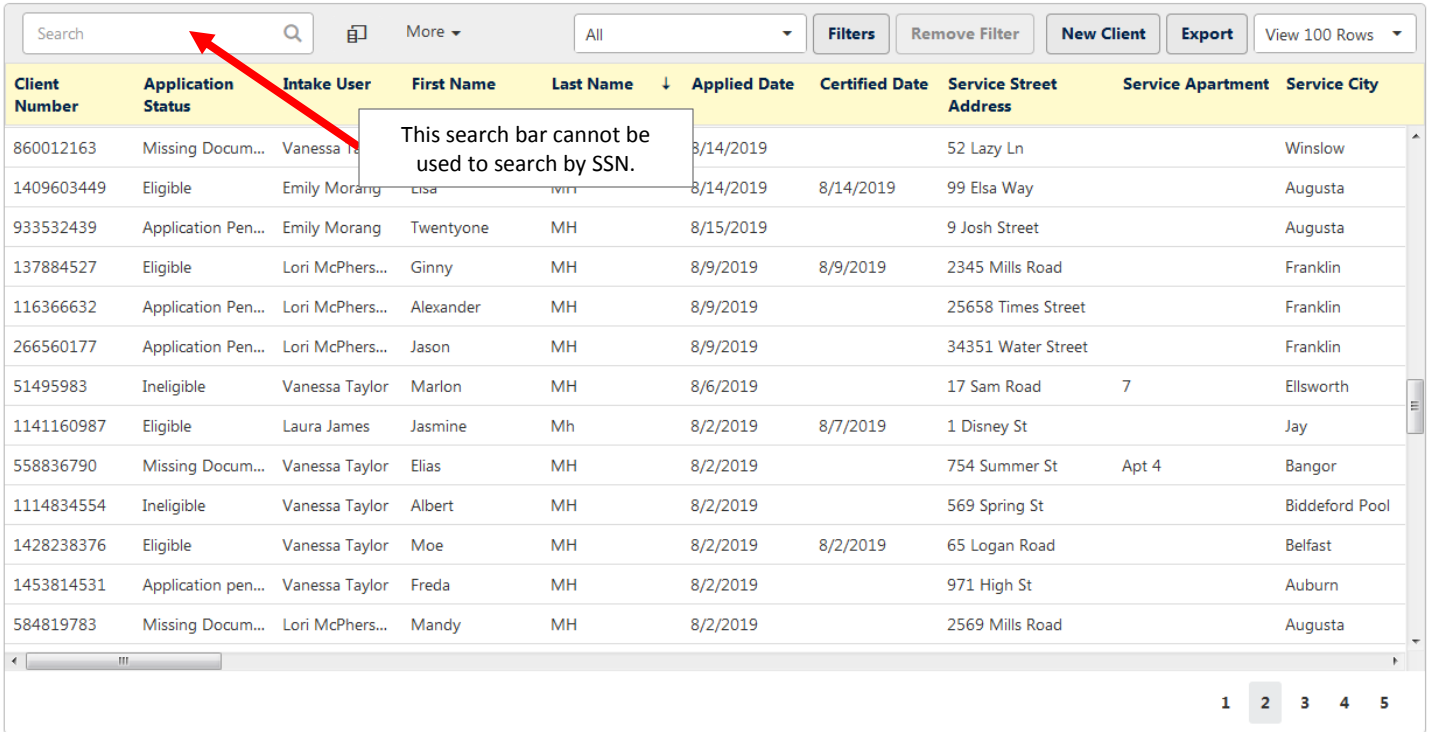


How to Filter (Search) for an Applicant by SSN

For security purposes, the Client Screen in HEAP Cloud does not list Applicant Social Security Numbers (SSN). For this reason, an Applicant's application cannot be located using the 'Search' feature on the client screen.

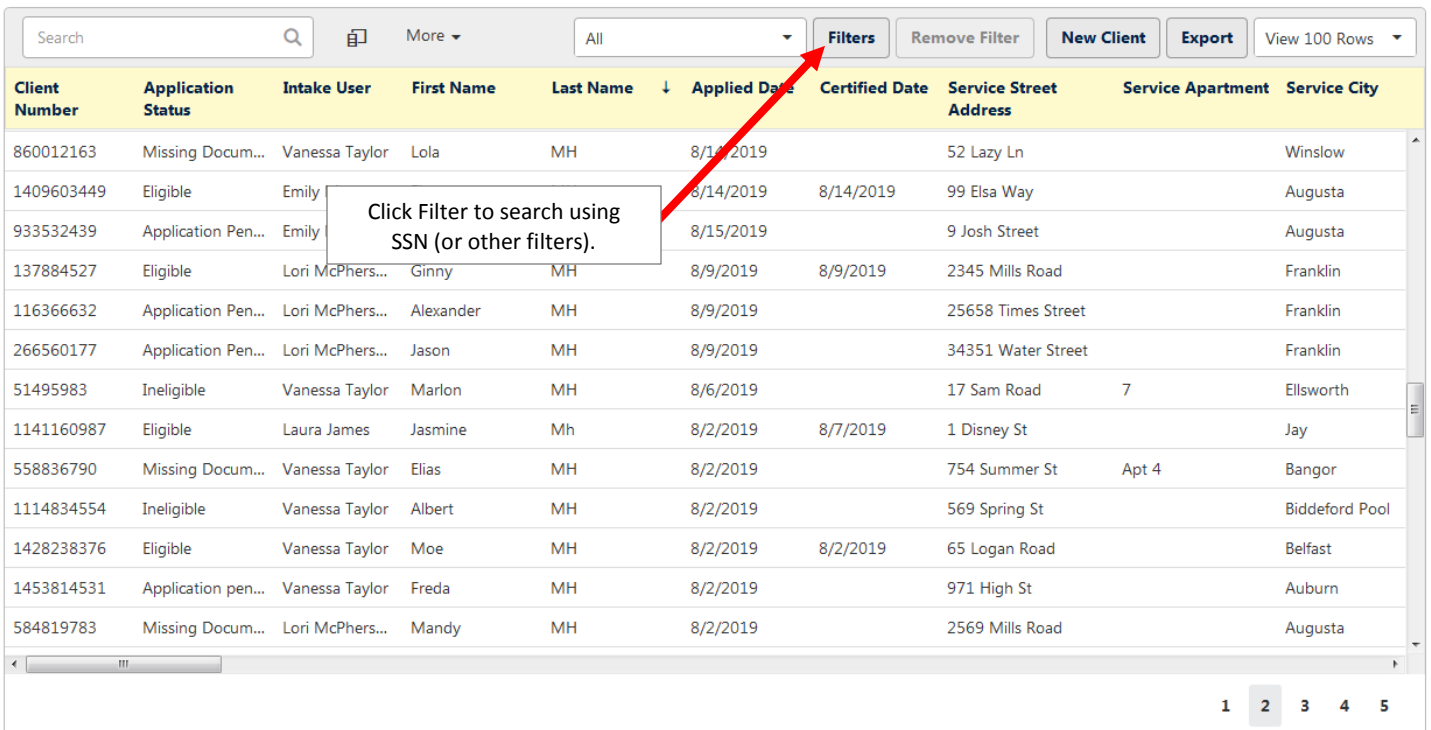


This search bar cannot be used to search by SSN.

Client Number	Application Status	Intake User	First Name	Last Name	Applied Date	Certified Date	Service Street Address	Service Apartment	Service City
860012163	Missing Docum...	Vanessa Taylor	Lola	MH	8/14/2019		52 Lazy Ln		Winslow
1409603449	Eligible	Emily Morang	Lisa	MH	8/14/2019	8/14/2019	99 Elsa Way		Augusta
933532439	Application Pen...	Emily Morang	Twentyone	MH	8/15/2019		9 Josh Street		Augusta
137884527	Eligible	Lori McPhers...	Ginny	MH	8/9/2019	8/9/2019	2345 Mills Road		Franklin
116366632	Application Pen...	Lori McPhers...	Alexander	MH	8/9/2019		25658 Times Street		Franklin
266560177	Application Pen...	Lori McPhers...	Jason	MH	8/9/2019		34351 Water Street		Franklin
51495983	Ineligible	Vanessa Taylor	Marlon	MH	8/6/2019		17 Sam Road	7	Ellsworth
1141160987	Eligible	Laura James	Jasmine	Mh	8/2/2019	8/7/2019	1 Disney St		Jay
558836790	Missing Docum...	Vanessa Taylor	Elias	MH	8/2/2019		754 Summer St	Apt 4	Bangor
1114834554	Ineligible	Vanessa Taylor	Albert	MH	8/2/2019		569 Spring St		Biddeford Pool
1428238376	Eligible	Vanessa Taylor	Moe	MH	8/2/2019	8/2/2019	65 Logan Road		Belfast
1453814531	Application pen...	Vanessa Taylor	Freda	MH	8/2/2019		971 High St		Auburn
584819783	Missing Docum...	Lori McPhers...	Mandy	MH	8/2/2019		2569 Mills Road		Augusta

In order to search for an application using a Household member's SSN, the 'Filter' feature will be used.

Click the 'Filters' button at the top of the Client Screen.



Click Filter to search using SSN (or other filters).

Client Number	Application Status	Intake User	First Name	Last Name	Applied Date	Certified Date	Service Street Address	Service Apartment	Service City
860012163	Missing Docum...	Vanessa Taylor	Lola	MH	8/14/2019		52 Lazy Ln		Winslow
1409603449	Eligible	Emily Morang	Lisa	MH	8/14/2019	8/14/2019	99 Elsa Way		Augusta
933532439	Application Pen...	Emily Morang	Twentyone	MH	8/15/2019		9 Josh Street		Augusta
137884527	Eligible	Lori McPhers...	Ginny	MH	8/9/2019	8/9/2019	2345 Mills Road		Franklin
116366632	Application Pen...	Lori McPhers...	Alexander	MH	8/9/2019		25658 Times Street		Franklin
266560177	Application Pen...	Lori McPhers...	Jason	MH	8/9/2019		34351 Water Street		Franklin
51495983	Ineligible	Vanessa Taylor	Marlon	MH	8/6/2019		17 Sam Road	7	Ellsworth
1141160987	Eligible	Laura James	Jasmine	Mh	8/2/2019	8/7/2019	1 Disney St		Jay
558836790	Missing Docum...	Vanessa Taylor	Elias	MH	8/2/2019		754 Summer St	Apt 4	Bangor
1114834554	Ineligible	Vanessa Taylor	Albert	MH	8/2/2019		569 Spring St		Biddeford Pool
1428238376	Eligible	Vanessa Taylor	Moe	MH	8/2/2019	8/2/2019	65 Logan Road		Belfast
1453814531	Application pen...	Vanessa Taylor	Freda	MH	8/2/2019		971 High St		Auburn
584819783	Missing Docum...	Lori McPhers...	Mandy	MH	8/2/2019		2569 Mills Road		Augusta

The 'Filters' pop up box will open.

There is a public filter titled 'SSN Search'. Highlight this line.

Click 'Edit'.

Add Filter [Close] [X]

SSN Search
Ready for Certification (Dan Chartier)
DHLC with Fuel Subsidy (hssupport x)
Eligible Application for Aug month from Aroostook County Action Program Agency (hssupport x)
test global filter (Lori McPherson)

Highlight the Filter name

Click Edit.

Edit **Delete** **Add** **Apply** **Cancel**

The 'Edit Filter' pop up box will open.

Where it says '<enter a value>', enter the SSN that you are searching for. (Note: you can enter the entire SSN or only a partial.)

Edit Filter [Close] [X]

SSN Search

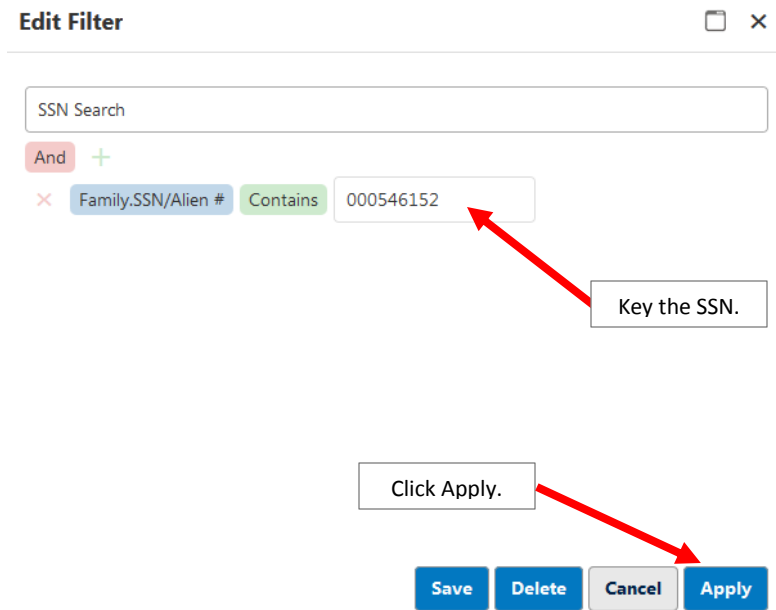
And +

Family.SSN/Alien # Contains <enter a value>

Click in the <enter a value> field and key in the SSN to search for.

Save **Delete** **Cancel** **Apply**

Click 'Apply'.



The pop up box will close and you will be taken back to the Client Screen.

Only the Applications containing the SSN (or partial SSN) that you filtered for will be visible.

To open the Application, double click on the appropriate line.

Client Number	Application Status	Intake User	First Name	Last Name	Applied Date	Certified Date	Service Street Address	Service Apartment	Service City
1091870725	Missing Docum...	Emily Morang	Arthur	MH	7/23/2019		879 Pink Street		Madawaska

Double click the Application line to open the Application.

NOTES:

- You are able to filter for ANY member of the Household; not only the Primary Applicant.
- After using a filter, click 'Remove Filter' to take the filter. Otherwise, you will not see all of the applications in HEAP Cloud.