

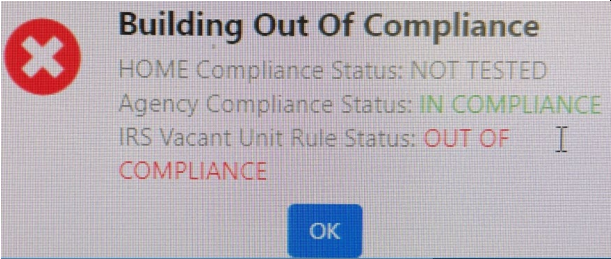
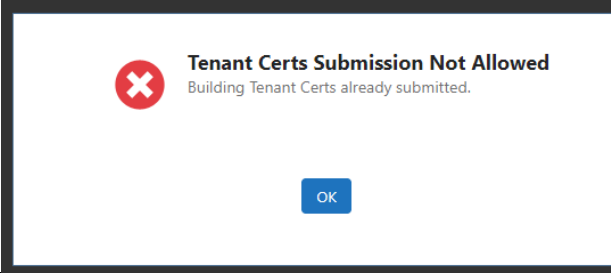
Emphasys FAQ

Updated 1/18/22

Question	Response
Since we can't enter a recert into a closed reporting period, do we submit the tenant certs without the late recert, change the reporting period and move forward?	Late recerts should not be entered into a closed reporting period. The recert should be entered into the reporting period it was completed.
When will recently placed-in-service properties be available in Emphasys?	Recently placed in service properties will be available in Emphasys once data is finalized. No noncompliance will be issued for late tenant transactions entered on these properties.
Will Emphasys allow for periods that go from 12/1/2020 to 4/30/2021 instead of just monthly reporting so that multiple people working on multiple periods can update quickly?	No. Reporting periods will be monthly.
How can we get access to missing properties in our portfolio?	Submit the GA ID, property name & address and the effective date of management to bfdemphasys@dca.ga.gov
Do the HUD tenant transactions need to be uploaded/input into the system (i.e. – interim certifications, gross rent change, etc.)? If the property decides to input their HUD transactions just for historical information, will it cause any problems with compliance testing?	Yes, but only transactions that occurred within the reporting period being processed at the moment. Tenant activity can only be entered going forward no older historical activity can be entered.
If a unit has both tax credits and HOME, which funding should be selected for the 'Owner's Designation' – HOME (since this is the most restrictive of the two) or Multiple Low-Income Restrictions ?	You should select the most restrictive funding; however, please make sure the unit has been marked as LIHTC <u>and</u> HOME floating in the Unit Definition screen by clicking the Unit Definition button.
When inputting the GA ID# in the 3 rd party software for upload, does it matter if the GA ID# has a dash or not for the xml file?	Yes, the dash must be included in the GA ID# to match the ID# in our database. The BIN (building number) cannot have dashes, as per the specifications of the NAHMA and Emphasys XML standards supported.

When we start reporting should we start reporting for this year or from when the Mitas system was taken offline?	Start reporting from the period last entered into Mitas. Management companies who were current in Mitas would start at the point when Mitas became inactive, December 10, 2020. You will need to run the LIHTC/HOME Annual Occupancy report to get information regarding the last transaction listed in the system for each unit.
What versions of software will Emphasys allow?	Emphasys supports NAHMA XML Version 5.
Are manual transactions only for records that did not upload appropriately or is it required for any new move in at a property?	Transactions can be entered manually at any time if you are using a 3rd party software to upload transactions. Manual entries are not required for a new move in for companies using a 3rd party software.
Is the HOME information under unit definition specific to GHFA funding or should it be marked regardless of the lender?	Funding specific to GHFA should only be marked.
Will I be able to go back to a previous reporting period to input a missing transaction after I've submitted the building?	No. If you submitted transactions for March 2021 you will not be able to go back and input missing transactions for February 2021. Please be sure that all transactions for the month you are inputting tenant data is completed before you change over to the next reporting period.
Can we complete and submit the TIC in the system for tenant file reviews?	No. Please continue using your existing TIC until this function becomes available.
Will we continue to have a grace period for monthly tenant data submissions?	Yes. DCA will continue to extend flexibility as all parties continue to learn how to use Emphasys. All managers should attempt to submit previous month tenant data no later than the 10 th of the next month, but DCA is aware that this is not always possible.
Does the contact information for the head of household need to be completed?	Yes, the tenant contact information is needed for residential concern responses.
Can I skip a reporting period if there are no tenant data to report?	Yes. You can move forward to another reporting period, but you will not be able to go back to that skipped reporting period to enter missing tenant data.

<p>Is it best to wait and submit all building data till the end of the month for the reporting period?</p>	<p>Yes, this is highly recommended because once you submit your transactions for a reporting period you will not be able to go back and make corrections or input missing transactions. Also, all properties with HOME funding, whether HOME only or HOME combined with Tax Credit, must submit all buildings per reporting period even if there are no tenant data to report for each building.</p>
<p>Do market units have to be input into the system?</p>	<p>Yes. For the tenant's name, you will input 'Market Rate Tenant' and select 'Market Rate' for the unit designation.</p>
<p>Can a property complete all tenant recertifications on the 1st day of the month instead of the anniversary of the move-in date?</p>	<p>Properties required to perform recertifications for other HUD funded programs such as PBRA/USDA/RD can submit a request to mirror the LIHTC/HOME certification dates with the other program.</p>
<p>If a management company takes over a property with years of missing transactions, how far back do they have to go to be compliant with reporting?</p>	<p>Please contact hfdemphasys@dca.ga.gov to discuss how to get back into compliance.</p>
<p>What are non-federal wages?</p>	<p>Non-taxable wages of which no taxes are withheld.</p>
<p>How do I enter income/certification waivers into the system?</p>	<p>Waivers are entered into Emphasys by DCA. Please contact DCA if an income/certification waiver is needed.</p>
<p>When mapping xml is it really NAHMA 5.0 you use or is it a COL system?</p>	<p>You can use either. The COL is Emphasys' own XML standard, but Emphasys also supports NAHMA 5.0. If you are having problems with NAHMA 5.0, try uploading with Emphasys' COL.</p>
<p>How do we report and resolve user issues?</p>	<p>Common issues can usually be resolved by reviewing the Multifamily XML Upload Error Messages located in the appendix of the DCA Emphasys Manual. Non-common issues should be reported by the super user to hfdemphasys@dca.ga.gov.</p>
<p>Are tenant data submissions conducted the same for HOME and Tax Credit properties?</p>	<p>No. For properties with HOME funding (whether HOME only or combined with Tax Credits), all buildings must be submitted for each reporting period. All buildings must be submitted even if there are no transactions for one or more of the buildings for the reporting period.</p>

<p>Can the property adjust the number of bedrooms in each unit?</p>	<p>No. Please send the GA ID#, Property Name, Unit #, adjusted # of Bedrooms and Square Feet of the new bedroom size.</p>
<p>Why does a LI unit show as a Market Unit for the 'System Designation' even though the 'Owner's Designation' is listed as LIHTC?</p>	<p>The system automatically changes a LI unit to Market if the household income is over the income limit and/or the unit's gross rent is over the rent limit. You will need to click the 'Income & Rent Test' button for the unit and/or run the 'Household Income & Rent Limits Status' report for the building.</p>
<p>Do I need to email hfdemphasys@dca.ga.gov or any DCA staff if I receive a message 'Building Out Of Compliance' or 'Tenant Certs Submission Not Allowed'?</p>  	<p>No. When you see that message, the building automatically goes into a queue and DCA staff are prompted to review. DCA staff will reach out to the property's Super User regarding these issues.</p>
<p>If a property has submitted all units but realizes they need to unsubmit the units, can all the units be unsubmitted at the same time?</p>	<p>Yes. Once the 'Ready All Units' button is clicked it will automatically change to 'Unready All Units'. Clicking 'Unready All Units' will unsubmit all of the units in the building.</p>
<p>When do we select the 'Non-Qualified Students' box?</p>	<p>Do not click the box. The selection was for an older version of the system.</p>
<p>Is there a test portal that can be used for practicing inputting data into the system?</p>	<p>Unfortunately, the system does not have a test portal.</p>
<p>When do I select the 'Overwrite existing Unit Activity' box when uploading tenant data into the system?</p>	<p>The 'Overwrite existing Unit Activity' box is checked when there are upload failures or errors from a previous tenant data upload that has been corrected.</p>

<p>Can I make corrections to tenant data in the system (i.e. – DOB, income, rent, etc.)</p>	<p>Yes, but only if the unit has not been submitted to DCA and posted. You will not be able to change the move-in date or last cert date, even if the unit has not been submitted. To change the dates:</p> <ol style="list-style-type: none">1) If the unit has not been submitted, you will need to delete the transaction and reupload or reenter.2) If the unit has been submitted, you will need to send a request to hfdemphasys@dca.ga.gov and include the GA ID#, Property Name, Unit # and the information that needs correction
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