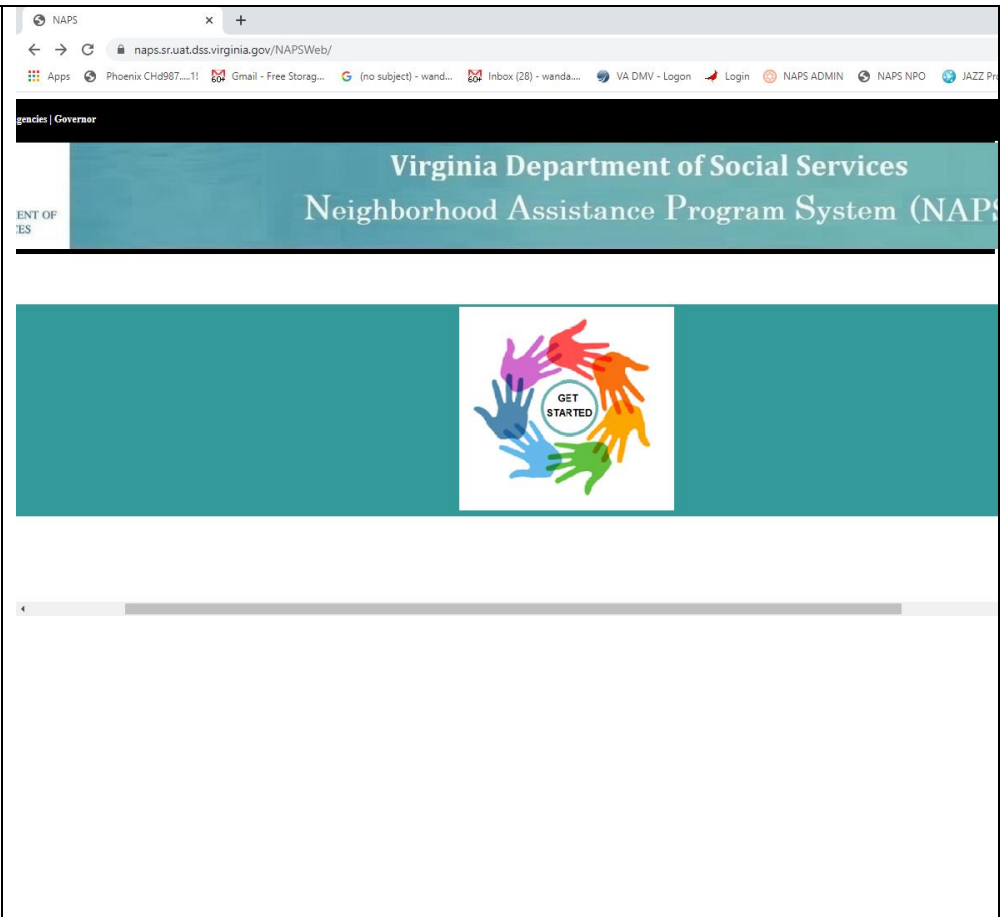


**Virginia Department of Social Services (VDSS)  
Neighborhood Assistance Program (NAP) Online Database  
Instructions to Create User ID and Password**

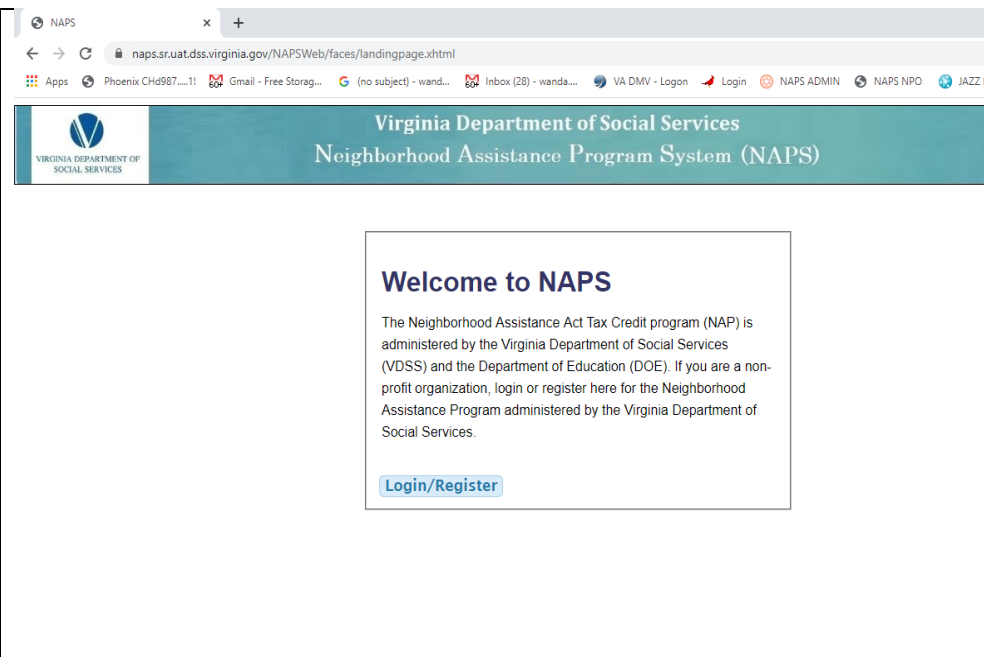
**The database is ONLY to be used by an organization submitting an application for NAP tax credits to the Virginia Department of Social Services.**

**NOTE:**

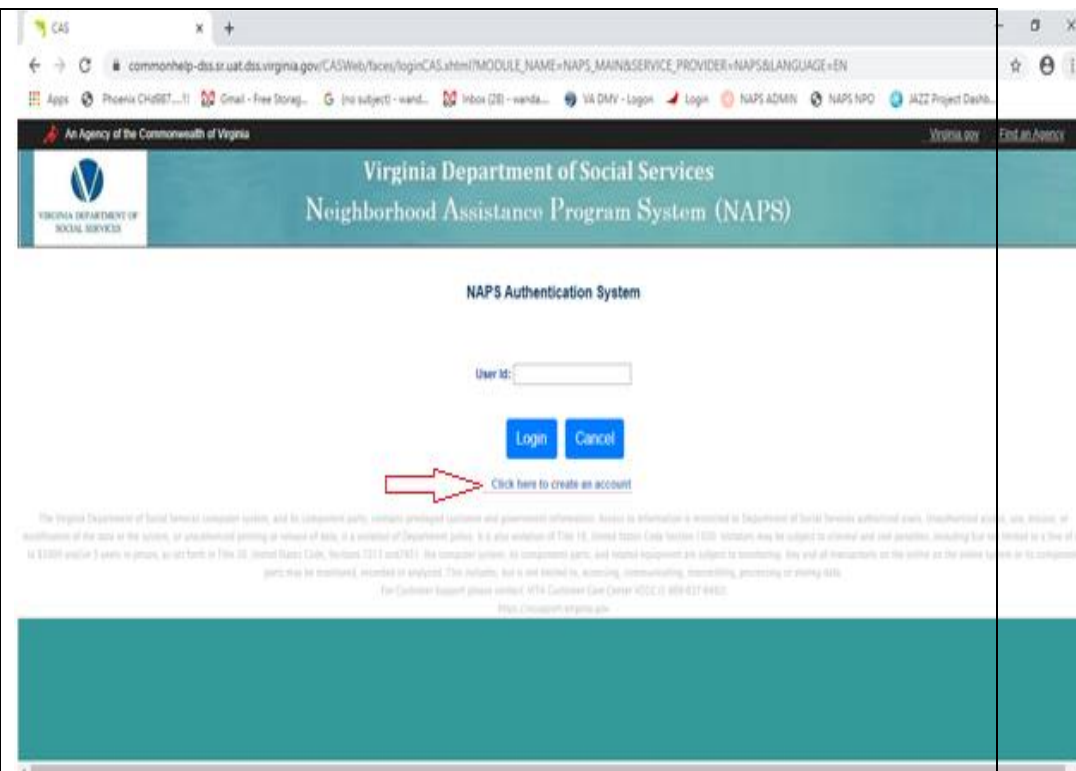
- ✓ NAP database use access information is **confidential** and should NOT be shared with another user.
  - ✓ The user account is assigned to a specific employee of the organization.
  - ✓ The account is made “inactive” when the employee has left the organization or no longer needs access to the NAP database.
  - ✓ To access the NAP database, a new employee must create a user account and connect their user account to the organization.
  - ✓ The organization’s profile must be updated to add the new user as a NAP contact person.
  - ✓ Each organization is limited to two active database user accounts.
- Go to:  
<https://naps.dss.virginia.gov/NAPSWeb/faces/landingpage.xhtml>
  - Click on “**Get Started**”



- Click on **“Login/Register”**



- Click on **“New to NAPS? Click here to create an account”**
  - ✓ Click on new to NAPS if you are a new user requesting access to the VDSS NAP database.



## STEP 1

- Create a User ID
- Create a Password
- Enter the following:
  - ✓ First Name
  - ✓ Middle Initial
  - ✓ Last Name
  - ✓ Email Address
  - ✓ Phone Number (Enter only numbers beginning with the area code)
- Answer all Security Questions
- Create a new security question.
- Click on **“Submit”**
- Exit out of the NAP database.
  - ✓ A system generated email will be sent to you to activate your user account.
  - ✓ Click on the web link listed in the email to complete your registration.

## STEP 2 – THIS STEP MUST BE COMPLETED FOR ACCESS TO THE DATABASE

### Connecting the user account to the organization

- Click on **“Go to Neighborhood Assistance Program”**

The screenshot shows a web browser window with the URL [commonhelp-dss.sr.uat.dss.virginia.gov/CASWeb/faces/loginCAS.xhtml](http://commonhelp-dss.sr.uat.dss.virginia.gov/CASWeb/faces/loginCAS.xhtml). The page title is "Create a New Account". Below the title, there is a heading "Please fill out all the information requested on this page. Fields marked \* are required." The form contains several input fields: "User Id\*", "Password\*", "Re-enter Password\*", "First Name\*", "Middle Initial:", "Last Name\*", "Email Address:", "Confirm Email Address:", and "Phone Number:". To the right of the "User Id" and "Password" fields, there are instructions: "Your user id must be between 6-30 characters and can have a combination of characters from a-z, A-Z, 0-9 or special characters such as ! \* @ # % ^" and "Your password must be between 6-16 characters and contain at least 1 uppercase letter, 1 lowercase letter, 1 number, and 1 special character such as ! \* @ # % ^". A note at the bottom of the form states: "If you forget your password, NAPS can email you a temporary password. If you choose to provide an email address, an email with an account activation link will be sent to your email address. Your account will not be activated until you click on the account activation link."

The screenshot shows the security questions section of the registration form. It contains five questions, each with a "Question # 1\*" through "Question # 5\*" label and an "Answer # 1\*" through "Answer # 5\*" label. Each question is followed by a dropdown menu labeled "Select a Question:" and an input field for the answer. A note at the top right of this section states: "Your answers to all secret questions must be at least 2 characters long whereas your question at the bottom must be at least 10 characters. All answers and your question are NOT case sensitive." At the bottom of the form, there are "Submit" and "Cancel" buttons.

donotreply@dss.virginia.gov

to me ▾

Please click the following link or copy and paste the link in a browser to activate your NAPS account.

[https://commonhelp-dss.sr.uat.dss.virginia.gov/CASWeb/faces/RegistrationVerify.xhtml?id=1b2f27ee-d8bd-461e-be82-d0e91d1593&SERVICE\\_PROVIDER=NAPS&](https://commonhelp-dss.sr.uat.dss.virginia.gov/CASWeb/faces/RegistrationVerify.xhtml?id=1b2f27ee-d8bd-461e-be82-d0e91d1593&SERVICE_PROVIDER=NAPS&)

This is a system generated message. Please do not reply to this email.

...

- Click on “Get Started”
- Click on “Login/Register”
- Enter the User ID
- Click on “Login”
- Enter the password.
- Click on “Login”
- Review the Terms of Service
- Check (v) “I agree to the Terms of Service”.
- Click on “Submit”
- Enter the Organization’s Federal Tax ID Number
- Click On “Search”

**Previous NAP Organization with VDSS**

- ✓ The organization’s name will automatically populate in the **Non-Profit organization name** field.
  - Confirm the federal ID number is correct if the organization’s name does not populate.
  - **STOP – DO NOT CONTINUE** if the federal ID number is correct and the organization’s name does not populate in the **Non-Profit organization name** field.
  - Contact the NAP administrator at [nap@dss.virginia.gov](mailto:nap@dss.virginia.gov) to research the issue.
    - The NAP administrator will contact you when the issue has been resolved.
- ✓ Enter an email address.
- ✓ Enter a phone number.

The screenshot shows the NAPS web application interface. At the top, the browser address bar displays the URL [naps.sr.uat.dss.virginia.gov/NAPSWeb/](https://naps.sr.uat.dss.virginia.gov/NAPSWeb/). The page header includes the Virginia Department of Social Services logo and the text "Neighborhood Assistance Program System (NAPS)". A central banner features a graphic of hands in various colors (blue, purple, red, orange, yellow, green) arranged in a circle, with a white circle in the center containing the text "GET STARTED".

Below the banner, the page content includes a navigation menu with "Home", "View", "Help", and "Logout" options. A "Signed in as: Wanda Stevenson" notification is visible in the top right corner. The main heading reads "Welcome to the Neighborhood Assistance Program (NAP)". The text below explains that users need to provide organization information and contact details to complete their profile. A checkbox labeled "I agree to the Terms of Service" is present, followed by "Submit" and "Cancel" buttons.

At the bottom of the screenshot, a "Non-Profit Organization Profile" section is shown. It includes a search function: "Search for your non-profit organization:" with a text input field containing "56-1234567" and "Search" and "Clear" buttons. A note states: "Note: If your non-profit organization is not found in the NAPS system, please enter the name of your non-profit organization in the information section below." Below this, a form titled "Complete the following information:" contains fields for:
 

- \* Non-Profit Organization Name: Test Organization 24
- \* User ID: test20201
- \* First Name: Wanda
- \* Last Name: Stevenson
- \* Email: [empty field]
- \* Phone#: [empty field]

 "Submit" and "Cancel" buttons are located at the bottom of this form.

- Click on “**Submit**”
  - ✓ A system generated email will be sent to you after the NAP Administrator has reviewed and approved your user access request.
  - ✓ Review and approval of the request may take up to three business days.
  - ✓ If you do not receive an approval email within three business days, send an email to [nap@dss.virginia.gov](mailto:nap@dss.virginia.gov).

**New organization** – An organization that has not participated in the VDSS NAP program will be required to complete the profile data, description and mission pages; and upload the organization’s 501 (c) (3) documentation.

- ✓ Confirm the federal ID number is correct.
- ✓ Enter the organization’s name as listed on the 501 (c) (3) document or the name change document in the **Non-Profit organization name** field.
- ✓ Enter an email address.
- ✓ Enter a phone number (Enter only numbers beginning with the area code).

- Click on “**Submit**”

**New organization** –

Enter the profile data:

- ✓ The date the organization received their 501(c) (3) designation
- ✓ Mailing Address
- ✓ Suite/Room/Unit/FI/etc.
- ✓ City
- ✓ State
- ✓ Zip code
- ✓ Phone # (Enter only numbers beginning with the area code).
- ✓ Fax # (Enter only numbers beginning with the area code).
- ✓ City/County of Main Office
- ✓ Web Address

If this is your first time logging in to NAPS, you will need to submit a request to access your non-profit organization's profile. Complete the following steps and click the submit button. An email will be sent to you after the decision has been made.

**Non-Profit Organization Profile**

Search for your non-profit organization:

\* Enter the Federal Tax ID Number, click search:

Note: If your non-profit organization is not found in the NAPS system, please enter the name of your non-profit organization in the information section below.

Complete the following information:

\* Non-Profit Organization Name:

\* User ID:

\* First Name:

\* Last Name:

\* Email:

\* Phone#:

## USER ACCESS REQUEST - NAPS Inbox x



**donotreply@dss.virginia.gov**

8:52 AM (0 minutes ago)

to me ▾

Dear User,

Your User Request has been Approved. You will now be able to log on to NAPS system with your Password.

Thanks,  
NAPS team

This is a system generated message. Please do not reply to this email.

Virginia Department of Social Services

- ✓ NPO Contact 1 information (Executive Director or CEO)
  - Prefix
  - First Name
  - Middle Initial
  - Last Name
  - Suffix
  - Job Title
  - Phone # (Enter only numbers beginning with the area code).
  - Ext.
  - Fax # (Enter only numbers beginning with the area code).
  - Email
- ✓ NPO Contact 2 information, if applicable (person responsible for entering NAP donations).
  - Prefix
  - First Name
  - Middle Initial
  - Last Name
  - Suffix
  - Job Title
  - Phone # (Enter only numbers beginning with the area code).
  - Ext.
  - Fax # (Enter only numbers beginning with the area code).
  - Email
- ✓ Click on **“Description”** - Describe the organization’s programs.
  - Limited to 2000 characters, use additional pages as needed.
  - Upload all additional pages in a PDF format in the **“Attachments”** section.
- ✓ Click on **“Mission”** - List the mission statement.
  - Limited to 1000 characters, use additional pages as needed.
  - Upload all additional pages in a PDF format in the **“Attachments”** section.
- ✓ Click on **“Attachments”**
- ✓

The screenshot shows the 'Profile Data' form in the NAP Online Database. The form is divided into several sections:

- Profile Data:** Includes tabs for Profile Data, Description, Mission, and Attachments. The 'Edit' button is highlighted with a red box.
- Name/ID:** Fields for Name/ID, Federal Tax ID (51-9236844), and NPO Name (Jerry's House).
- Address:** Fields for Mailing Address, Sub/Room/Unit/Floor, City, State (dropdown menu), Zip Code, Phone#, Fax#, City/County of Main Office, and Web Address.
- NPO Contact 1:** Fields for Prefix, First Name, Middle Initial, Last Name, Suffix, Job Title, Phone#, Ext., and Fax#.
- NPO Contact 2:** Fields for Prefix, First Name, Middle Initial, Last Name, Suffix, Job Title, Phone#, Ext., and Fax#.

- ✓ Click on “**Choose File**”
- ✓ Double Click on the selected file.
  - Upload a copy of the organization’s 501(c) (3) documentation.
  - Upload a copy of the name change document if the name of the organization has changed and does not match the 501(c) (3) document.
  - Upload all documents in a PDF format.
- ✓ Click on “**Upload**” to upload the selected document.
  - It may take several minutes to upload the document.
  - The word “**remove**” will be listed after the document name once the document has been uploaded.
- Click on “**Submit**” after the document has been uploaded.
  - ✓ Always review the message at the top left-hand side of the page to ensure the information is saved.
  - ✓ The error must be fixed to continue.
- Click on “**Submit**” after correcting the error.
  - ✓ A message will populate at the top of the screen “**Profile is submitted successfully**” once the information has been submitted.
- Click on “**Log out**”
  - ✓ Review and approval of the request may take up to three business days.
  - ✓ If you cannot sign into your user account within three business days, send an email to [nap@dss.virginia.gov](mailto:nap@dss.virginia.gov).

Profile Data

Profile Data Description Mission Attachments

\* indicates required field

Description

**NPO Description**  
(Describe the organization's programs. Explain how the organization is meeting the requirement of the primarily providing assistance for low-income people in Virginia.)

Edit  
Print  
Submit  
Cancel

Profile Data Description Mission Attachments

\* indicates required field

Mission

**NPO Mission**  
(List the mission statement for the organization and date adopted by Board. Does the mission statement reflect the purpose of the organization? If this is different from the description shown in the audit, review or compilation, please explain.)

Edit  
Print  
Submit  
Cancel

Profile Data

Profile Data Description Mission Attachments

Supporting Documentation

Note: Please submit the Organization's 501(c)(3) documents

File to Upload: [DO NOT USE Instructions for Submitting a Donation 8-2021.pdf](#) [Remove](#)

File to Upload:  No file chosen

File to Upload:  No file chosen

File to Upload:  No file chosen

Edit  
Print  
Submit  
Cancel