



# NMIAD Funding Portal Tribal Infrastructure Funding User Guide

Instructions on how to submit a funding application.

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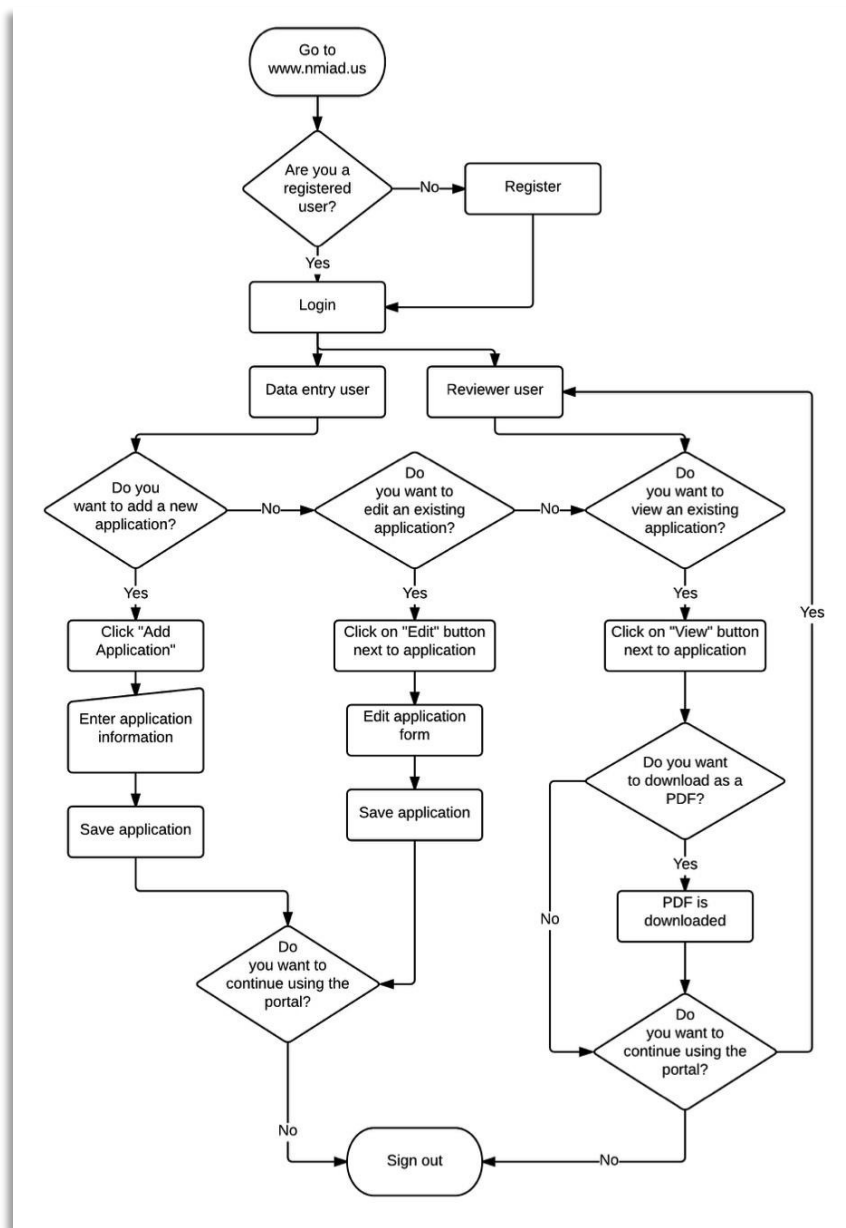
## GENERAL COMMENTS

### REQUIREMENTS

To access the TIF application portal, you will need:

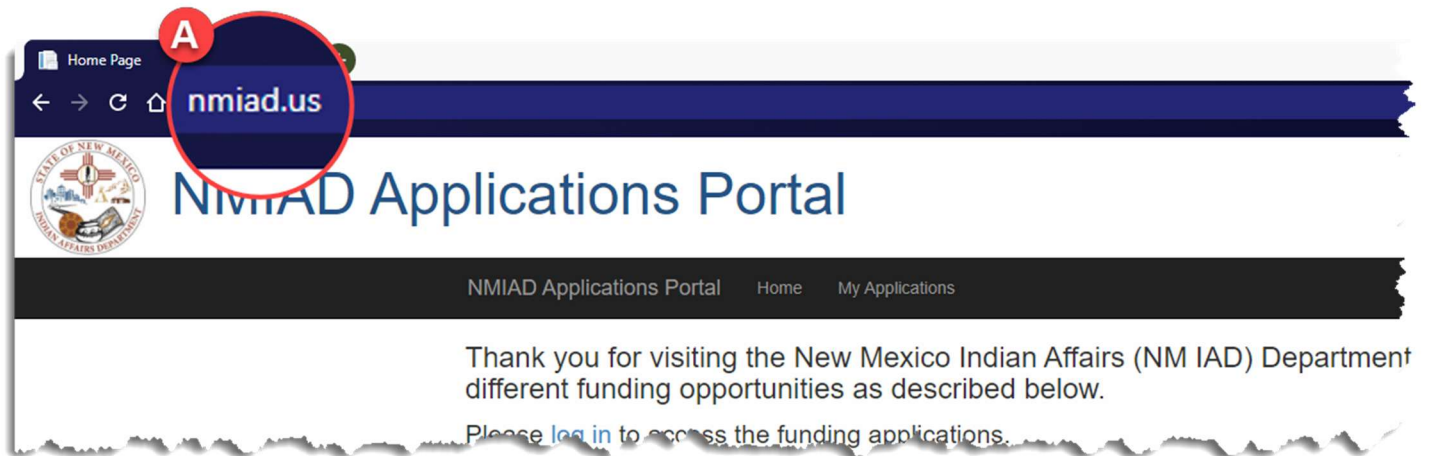
- A computer with access to the internet
- An internet browser, such as Microsoft Internet Explorer, Chrome, or Firefox to access web-based TIF portal
- Adobe Acrobat Reader to view PDF of information submitted.

### WORKFLOW



## PORTAL INSTRUCTIONS

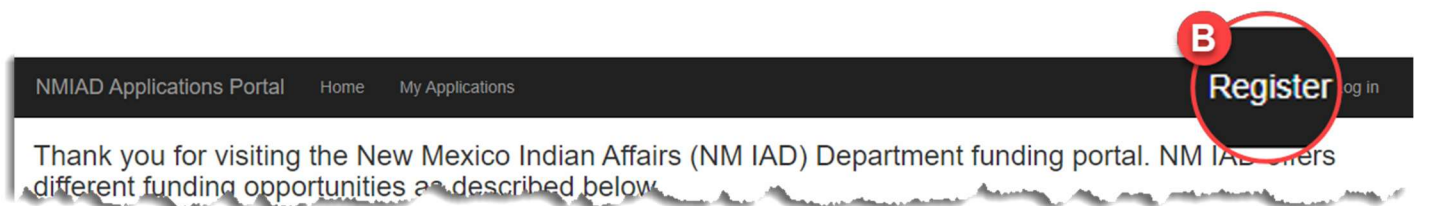
To access the TIF Application Portal (TAP), enter <https://www.nmiad.us/> in the address bar of your internet browser. The letter **A** in the figure below identifies the Internet browser address bar.



### FIRST TIME USERS

As a first-time user of this portal, you will have to register.

To access the registration page, click on **REGISTER** located on the top right area of the screen as identified by the letter **B** in the figure below.



## Register

To set up an account on the portal, complete the registration page by entering your name, organization, contact information, email and a password (see form below) then clicking the **REGISTER** button to submit your information. You only need to register only once. After you set up your account you can go directly to the log in screen.

NOTE: Your email address will serve as your portal username.

### Register.

Create a new account

First Name

Last Name

Organization

Address

City

State

Select State ▼

Zip Code

Office Telephone

Cell Phone

Email

Password

Confirm password

Register

## Logging in to the Portal

Once you have set up an account you can log into the portal.

1. Click **LOG IN** on the top right of the screen, as identified by the letter **C** in the figure below.
2. Enter your username (the email address used to create your account) – letter D
3. Enter your password – letter E
4. Click on the **LOG IN** button to gain access to the portal – letter F

**NOTE:** For the system to retain your log in information, check the “Remember Me” box – letter **G**.

The screenshot shows the NMIAD Applications Portal login interface. At the top, a dark navigation bar contains the text 'NMIAD Applications Portal', 'Home', and 'My Applications'. On the right side of this bar, there are links for 'Register' and 'Log in'. A red circle with the letter 'C' highlights the 'Log in' link. Below the navigation bar, a message reads: 'Thank you for visiting the New Mexico Indian Affairs (NM IAD) Department funding portal. NM IAD offers different funding opportunities as described below.' The main content area features the NMIAD logo on the left and the title 'NMIAD Applications Portal' in large blue text. Below the title is another dark navigation bar with the same links. The login section is titled 'Log in.' and includes the instruction 'Use a local account to log in.' There are two input fields: 'Email' (labeled with a red circle 'D') and 'Password' (labeled with a red circle 'E'). Below these fields is a checkbox labeled 'Remember me?' (labeled with a red circle 'G'). A 'Log in' button (labeled with a red circle 'F') is positioned below the checkbox. At the bottom of the login section, there are two links: 'Register as a new user' and 'Forgot your password?'.

You are encouraged to download the **Application Questions** as well so you can gather and organize the requested information before entering the information into the portal.


## APPLICATION DASHBOARD

Once you log in, you are shown the application dashboard. If this is the first time you are logging on to the system, then there will not be any applications listed. Once you start adding applications, they will be listed on this page.

You can download the TIF Portal User Guide from this page as well by clicking **TIF Portal User Guide** located below the list of applications.

- To start an application, click the link **CLICK HERE TO BEGIN APPLICATION** – letter H

❓ To edit an existing application, click the edit  next to the corresponding application you want to edit.






❓ To download a PDF of the responses you provided, click the PDF icon  next to the corresponding application.

❓ To delete an application, click on the delete icon  next to the corresponding application you want to delete.

NMIAD Applications Portal
Home
My Applications

### My Applications

Start New Application:

Application Type	Project Name	Applicant	Application Year	Edit	PDF	Delete
TIF	Project 1	name@email.com	2021			
TIF	Project 2	name@email.com	2021			
TIF	Project 3	name@email.com	2021			

## STARTING A NEW APPLICATION

- Click the dropdown next to **START NEW APPLICATION** and select **TIF**.

My Applications

Start New Application: Select Application Type ▼  
Select Application Type

Application Type	Project Name	Applicant	Application Year	Edit	PDF	Delete
SCP	Test SCP Project I@#\$	sonja@Kipevolving.com	2020			
TIF	Test project2	sonja@Kipevolving.com	2021			
TIF	Test project	sonja@Kipevolving.com	2020			

## TIF APPLICATION PAGES

The application is one continuous form.

### General Layout

Each section of the application is identified by a colored bar with the section title. Shown below is the header marking the Project Readiness section of the TIF application.

PROJECT READINESS

Always present on the page is access to the **SAVE APPLICATION** button.

New Mexico Indian Affairs Department

Administrative Services Division

Tribal Infrastructure Fund Application (TIFA)

Please complete this application in its entirety and attach a cover letter signed by your Tribal Leader or organization officer. Press the "Save Application" button at the conclusion of every section to save your application.

Save Application

Save frequently!

### Entering information

You will interact with the TIF portal be either entering information into a text box, clicking a check box, selecting from a list, selecting from different options provided, or browsing for a file to upload.

### Example of a text box:

To enter information, click in the box below or next to the question.

Describe in detail the health, safety and/or welfare concerns to be addressed with the project, and provide relevant, reliable data in support (0-15 points available):



**Example of a check box:**

A check box may be located before or after the question. Click the check box if the question applies to your project.

Is the tribal entity currently in compliance with Executive Order 2013-006?

☐ Yes ☐ No

**Example of a list:**

When available, a pre-defined list of options is provided to you. In this example it is the list of counties. Click on the blue button next to the window to view the list.

i. Select the source of the funding:

Select a Fund Source

Select a Fund Source

Bureau of Indian Affairs (BIA)

Chapter Funds

Continental Divide Electric Company (CDEC)

CWSRF (Clean Water State Revolving Fund)

Drinking Water State Revolving Loan Fund (DWSRLF)

Federal Highway Administration (FHWA)

Indian Health Service

NASDHA

New Mexico Water Trust Board (WTB)

NMDOT LGRF (Local Government Road Funds)

NMFA LGPF (Local Government Project Funds)

Other

Tribal Funds

Tribal Transportation Funds

U.S. Bureau of Reclamation (USBR)

USDA-RD

**Example of file upload:**

When there is opportunity to upload a file, you will see a button to **Choose File**. When you click on that button, a file explorer window will open in which you will locate the file you want to upload. Once you have selected the file, click **Upload File** to add that document to your application. You can upload as many files as you deem necessary. The files can be any format however the PDF file format is recommended.

Using this upload control, upload the ICIP project summary report as part of the supporting documentation.

Choose File

No file chosen

Upload File



**Example of adding budget or match items:**

There are a couple places where you will be required to enter a list of items, e.g., budget components or matching funds. In this case, enter or select the item, enter the corresponding value, then click the button to add to the table. The item will appear on the side of the form.

**For cash match:**

a. State each source of the cash match:

*Please enter each funding source separately after selecting a funding source, entering a date and dollar amount click the "Add to Funding Table" button below.*

i. Select the source of the funding:

Select a Fund Source ▼

ii. The date the funds were or will be secured:

iii. The dollar amount:

Fund Source	Fund Amount	Date Secured	Delete
Tribal Funds	2500	1/4/2021	

**APPLICATION SECTIONS****Declaration Section**

Only federally recognized Native American entities can submit TIF funding applications. Respond to the items on the declaration page accordingly by clicking on the boxes in front of each declaration and acknowledging your answers by signing with your email address and position.

Once filled out, scroll down to the next section **TRIBE & PROJECT INFO.**

**DECLARATION**

- ☐ I declare that we are federally recognized Indian nation, tribe, pueblo, or in the case of the Navajo Nation, a chapter. Check box if applicable.
- ☐ I declare that the proposed project we are seeking funding for is fully endorsed and supported by the tribal leadership as a current critical infrastructure need and is included in the 2027-2031 ICIP. Check box if applicable.
- ☐ I declare that we are able to receive and administer TIF grant funds should the project be funded. Check box if applicable.
- ☐ I, the undersigned, declare that I am authorized to represent the tribe for which the funding application is being submitted. Check box if applicable.

Signed by (enter email):

Position:

**Tribe & Project Information**

In this section, please provide information about your entity such as entity name, the county the project is located within, and the type of project the TIF funding is to be used for.

Other required information in this page includes the legislative districts (House and Senate) your entity is located within and Executive Order 2013-006 compliance confirmation. In addition, please enter the project title, ICIP number, estimated total project cost and the amount of TIF funding being requested.

Please make sure to upload your ICIP project list as part of your supporting documentation.

**Important:** At this point you can save what you have entered by clicking the **SAVE** button at the top of the page.

Scroll down to proceed to the next section **CRITICAL NEED.**

## New Mexico Indian Affairs Department Administrative Services Division

### Tribal Infrastructure Fund Application (TIFA)

Please complete this application in its entirety and attach a cover letter signed by your Tribal Leader or organization officer. Press the "Save Application" button at the conclusion of every section to save your application.

Save Application

#### TRIBE & PROJECT INFO

Tribal Entity:

If your tribe is not listed, please contact IAD at (505) 476-1600.

New Mexico county wherein project is located:

Project Type:

Legislative District:

[View information on legislative districts.](#)

Senate: ☐ House: ☐

#### EXECUTIVE ORDER 2013-006 COMPLIANCE

[View Executive Order document](#)

Is the tribe currently in compliance with NMSA 1978, § 6-3B-1 et. seq.?

☐ Yes ☐ No

Project Title (100 characters):

Total estimated project cost:

Total amount of TIF funding requested:

Provide the 2027-2031 ICIP identification number for the project (20 characters)

(Please note, projects not listed on the ICIP are ineligible for consideration)

If you haven't yet saved your application, please do so NOW.

Using this upload control, upload the ICIP project summary report as part of the supporting documentation.

No file chosen

Critical Need

In this section, please provide information on what health, safety and welfare concerns will be addressed by the specific infrastructure improvement.

CRITICAL NEED

[View information about Critical Need](#)

There are a total of 30 points available for this section.

Are there safety or health issues that this project will address?

I

How will this project improve the quality of life and help the overall community welfare?

How many people or homes are affected and impacted?

What studies have been done to recommend a solution?

What data and analysis have been completed to justify the critical need for this project?

Project Readiness

In this section, please provide information on the planning, design, and/or construction activities that have been completed as they apply to the project. Provide a description of the activities that have been completed, that will be completed, the anticipated timeframe and budgetary requirements.

**For planning project application:****PROJECT READINESS**[View information about Readiness](#)

There are a total of 30 points available for this section.

Select all the components of the project that have already been completed:

- ☐ Pre-planning activities
- ☐ Public outreach/meetings
- ☐ Preliminary engineering reports (PERs)
- ☐ Feasibility studies
- ☐ Asset inventories and asset management plans
- ☐ Land use planning
- ☐ GIS/mapping
- ☐ Preliminary analysis (e.g. preliminary modeling, preliminary hydraulic analysis, drainage studies, etc.)
- ☐ Research/literature review
- ☐ Gathering design data
- ☐ Appraisal level cost estimate
- ☐ Legal efforts (securing water rights, memorandum of agreements, etc.)
- ☐ Archaeological and environmental surveys or clearances
- ☐ Surveying (permission to survey, legal and topographic surveys)
- ☐ Right-of-way, Easements
- ☐ Permits
- ☐ Other (provide detailed information below in the narrative)

**Describe in detail all of the components of the project that you have already completed. This may include (but is not limited to) the following (as applicable):***Pre-Planning Activities:* Endorsement by tribal leadership, community outreach, preliminary coordination with internal departments and external agencies*Planning:* Community input, coordination and collaboration, feasibility studies, preliminary engineering reports, conceptual designs, financial and business feasibility studies*Land Approval:* Boundary surveys of required land (for easements, rights of way, or new facilities), documented tribal approval for the land use, documented approval from government agencies for the land use OR state that the project renovates or rehabilitates an existing facility*Surveys, Studies, and Clearances:* Topographic surveys, geotechnical studies and reports, environmental studies/reports/clearances, cultural resources studies/reports/clearances, Clean Water Act and other permits, utility assessments (for new buildings), other necessary permits and licenses*Engineering design:* State the percentage of completeness*Construction:* Describe any aspects or phases of construction which are already complete
**Describe in detail all of the components of the project that you will complete using this funding. This may include (but is not limited to) the following (as applicable):***Pre-Planning Activities:* Endorsement by tribal leadership, community outreach, preliminary coordination with internal departments and external agencies*Planning:* Community input, coordination and collaboration, feasibility studies, preliminary engineering reports, conceptual designs, financial and business feasibility studies*Land Approval:* Boundary surveys of required land (for easements, rights of way, or new facilities), documented tribal approval for the land use, documented approval from government agencies for the land use OR state that the project renovates or rehabilitates an existing facility*Surveys, Studies, and Clearances:* Topographic surveys, geotechnical studies and reports, environmental studies/reports/clearances, cultural resources studies/reports/clearances, Clean Water Act and other permits, utility assessments (for new buildings), other necessary permits and licenses*Engineering design:* State the percentages of design that will be completed with this funding*Construction:* Describe any phases of construction that will be completed with this funding
**Provide a timeline showing the completion of all steps described above:**

**Detailed budget showing project costs:**

a. Provide a detailed budget that reflects all of the components described in question 2, as well as associated costs such as construction management and project management by entering each budget component separately. After entering a budget component and dollar amount click the "Add to Budget Table" button below.

i. List the budget component:

**Project Component****Budget****Total Amount:** \$0.00

ii. The dollar amount:

**Add to Budget Table**

b. State who developed the detailed budget:

c. Briefly describe the qualifications of the person or entity that developed the detailed budget:

Check the box if this planning project has documented Tribal Council or Chapter Leadership support. ☐Check the box if this planning project has documented community support. ☐

**For design project application:**

**PROJECT READINESS**

[View information about Readiness](#)

There are a total of 30 points available for this section.

Select all the components of the project that have already been completed:

- ☐ Location and feasibility studies
- ☐ Architectural drawings and plans
- ☐ Engineering design (plans, specifications, design calculations, analysis, modeling, etc.)
- ☐ Milestone design submittals, QA/QC, and external review and revisions
- ☐ Archaeological and environmental surveys or clearances
- ☐ Field data collection
- ☐ Surveying (permission to survey, legal and topographic surveys)
- ☐ Rights-of-way, Easements
- ☐ Permits
- ☐ Zoning or design activities necessary for energy efficient buildings
- ☐ Preparation of bidding and contract documents
- ☐ Other (provide detailed information below in the narrative)

**Describe in detail all of the components of the project that you have already completed. This may include (but is not limited to) the following (as applicable):**

*Pre-Planning Activities:* Endorsement by tribal leadership, community outreach, preliminary coordination with internal departments and external agencies

*Planning:* Community input, coordination and collaboration, feasibility studies, preliminary engineering reports, conceptual designs, financial and business feasibility studies

*Land Approval:* Boundary surveys of required land (for easements, rights of way, or new facilities), documented tribal approval for the land use, documented approval from government agencies for the land use OR state that the project renovates or rehabilitates an existing facility

*Surveys, Studies, and Clearances:* Topographic surveys, geotechnical studies and reports, environmental studies/reports/clearances, cultural resources studies/reports/clearances, Clean Water Act and other permits, utility assessments (for new buildings), other necessary permits and licenses

*Engineering design:* State the percentage of completeness

*Construction:* Describe any aspects or phases of construction which are already complete

**Describe in detail all of the components of the project that you will complete using this funding. This may include (but is not limited to) the following (as applicable):**

*Pre-Planning Activities:* Endorsement by tribal leadership, community outreach, preliminary coordination with internal departments and external agencies

*Planning:* Community input, coordination and collaboration, feasibility studies, preliminary engineering reports, conceptual designs, financial and business feasibility studies

*Land Approval:* Boundary surveys of required land (for easements, rights of way, or new facilities), documented tribal approval for the land use, documented approval from government agencies for the land use OR state that the project renovates or rehabilitates an existing facility

*Surveys, Studies, and Clearances:* Topographic surveys, geotechnical studies and reports, environmental studies/reports/clearances, cultural resources studies/reports/clearances, Clean Water Act and other permits, utility assessments (for new buildings), other necessary permits and licenses

*Engineering design:* State the percentages of design that will be completed with this funding

*Construction:* Describe any phases of construction that will be completed with this funding

**Provide a timeline showing the completion of all steps described above:**

**Detailed budget showing project costs:**

a. Provide a detailed budget that reflects all of the components described in question 2, as well as associated costs such as construction management and project management by entering each budget component separately. After entering a budget component and dollar amount click the "Add to Budget Table" button below.

i. List the budget component:

**Project Component Budget Delete**

**Total Amount: \$0.00**

ii. The dollar amount:

[Add to Budget Table](#)

b. State who developed the detailed budget:

c. Briefly describe the qualifications of the person or entity that developed the detailed budget:

Check the box if the programming of the design project included community input. ☐

Check the box if there is a Right of Way or Easement for the design project. ☐

Has the site been cleared through Tribal Historic Preservation Office for the design project? ☐

Is there a land survey (legal description) for the design project? ☐



**For construction project application:****PROJECT READINESS**[View information about Readiness](#)

There are a total of 30 points available for this section.

Select all the components of the project that have already been completed:

- ☐ Demolition and/or the design and planning process
- ☐ Preparation of bidding and contract documents
- ☐ Bidding and procurement
- ☐ Construction of utilities
- ☐ Construction of a structure or space including fixtures and other built-ins (not including furnishings or moveable equipment)
- ☐ Purchase and installation of modular and prefabricated buildings
- ☐ Commissioning a building for energy efficient green building standards

**Describe in detail all of the components of the project that you have already completed. This may include (but is not limited to) the following (as applicable):**

*Pre-Planning Activities:* Endorsement by tribal leadership, community outreach, preliminary coordination with internal departments and external agencies

*Planning:* Community input, coordination and collaboration, feasibility studies, preliminary engineering reports, conceptual designs, financial and business feasibility studies

*Land Approval:* Boundary surveys of required land (for easements, rights of way, or new facilities), documented tribal approval for the land use, documented approval from government agencies for the land use OR state that the project renovates or rehabilitates an existing facility

*Surveys, Studies, and Clearances:* Topographic surveys, geotechnical studies and reports, environmental studies/reports/clearances, cultural resources studies/reports/clearances, Clean Water Act and other permits, utility assessments (for new buildings), other necessary permits and licenses

*Engineering design:* State the percentage of completeness

*Construction:* Describe any aspects or phases of construction which are already complete

**Describe in detail all of the components of the project that you will complete using this funding. This may include (but is not limited to) the following (as applicable):**

*Pre-Planning Activities:* Endorsement by tribal leadership, community outreach, preliminary coordination with internal departments and external agencies

*Planning:* Community input, coordination and collaboration, feasibility studies, preliminary engineering reports, conceptual designs, financial and business feasibility studies

*Land Approval:* Boundary surveys of required land (for easements, rights of way, or new facilities), documented tribal approval for the land use, documented approval from government agencies for the land use OR state that the project renovates or rehabilitates an existing facility

*Surveys, Studies, and Clearances:* Topographic surveys, geotechnical studies and reports, environmental studies/reports/clearances, cultural resources studies/reports/clearances, Clean Water Act and other permits, utility assessments (for new buildings), other necessary permits and licenses

*Engineering design:* State the percentages of design that will be completed with this funding

*Construction:* Describe any phases of construction that will be completed with this funding

**Provide a timeline showing the completion of all steps described above:**

**Detailed budget showing project costs:**

a. Provide a detailed budget that reflects all of the components described in question 2, as well as associated costs such as construction management and project management by entering each budget component separately. After entering a budget component and dollar amount click the "Add to Budget Table" button below.

i. List the budget component:

**Project Component Budget Delete**

**Total Amount:      \$0.00**

ii. The dollar amount:

**Add to Budget Table**

b. State who developed the detailed budget:

c. Briefly describe the qualifications of the person or entity that developed the detailed budget:

Check the box if the construction project is "shovel ready" with 100% construction documents. ☐

What other funding is allocated for this construction project?

Can this construction project be phased? If so, what is the phasing plan?

Capacity Page

CAPACITY

There are a total of 25 points available for this section.

What project management capacity is available to manage this project? Please provide a short narrative on your capacity to ensure the projects get completed on time.

What is your technical capacity to manage this project? Please provide technical resources that are available for this project.

What is the administrative and grant management capacity? Who will do the Capital Project System (CAPS) reporting? How will the budget be tracked? Who will manage and maintain the project files?

Upload the most recent three (3) months of Capital Project Management System (CPMS) or CAPS reports for active and/or completed TIF funded projects for the past two (2) years.

Choose File No file chosen

Upload File

Check box if the tribe has not had an active TIF project in the past two (2) years. ☐

Additional expenditure and compliance documentation will be provided to the Project Review Committee by IAD.



## Leveraging Page

In this section, please provide information on the sources and amounts of matching funds and in-kind support.

### LEVERAGING

[View information about Leveraging](#)

There are a total of 15 points available for this section.

What is the overall budget for the complete project?

Use the upload control below to upload the SOV (Schedule of Values) for the construction project.

No file chosen

What are the site development costs?

How will FF&E (furniture, fixtures, and equipment) be paid for?

For large projects, is there a phasing plan? ☐

**What other funds have been allocated for this project?**

a. State each source of the funds:

Please enter each funding source separately after selecting a funding source, entering a date and dollar amount click the "Add to Funding Table" button below.

i. Select the source of the funding:

ii. The date the funds were or will be secured:

**Fund Source Fund Amount Date Secured Delete**

iii. The dollar amount:

b. Calculated total of all sources of cash match from above: **\$0.00**

c. Percentage of cash match compared to the overall cost of the project (total cash match / overall project cost): **0.00%**

**What are the in-kind services and costs that are allocated for this project?**

a. Describe each:

i. Source of in-kind support in detail (e.g., staff time for project management, staff time for grant administration, land):

ii. The detailed method by which the dollar amount of this in-kind support was calculated (e.g., 40 hours at \$15/hr = \$600):

b. Enter the total value of all sources of in-kind support:

c. Percentage of in-kind support compared to the overall cost of the project (total in-kind support / overall project cost): **0.00%**

d. Percentage cash match plus the percentage in-kind support: **0.00%**

## Supporting Documents

In this section, you can upload supporting documents that will support your request for TIF funding. You can upload as many files as you deem necessary, but you can upload only one file at a time. The files can be any format however the PDF file format is recommended.

Finally, to submit your application, click the **SUBMIT APPLICATION FOR APPROVAL** button.

SUPPORTING DOCUMENTS

### Supporting Documents

In this section you shall upload any appropriate supporting documents associated with the project.

Documents to include: easements, right of way, water rights, existing professional service contracts, purchase orders and other contracts, plans, specifications, designs, preliminary engineering reports, feasibility studies, environmental documents, planning reports, cost estimates, bid tabulations, ICIP, CPMS reports, mandates, asset management plan, population and household, and proof of match. Use the upload control below.


No file chosen

## Submitting the Application

Save your application.

Before submitting your application, download a PDF version and review your responses. To download a PDF, click on **MY APPLICATIONS** on the dark bar along the top.



To download a PDF of the responses you provided, click the PDF icon  next to the corresponding application.

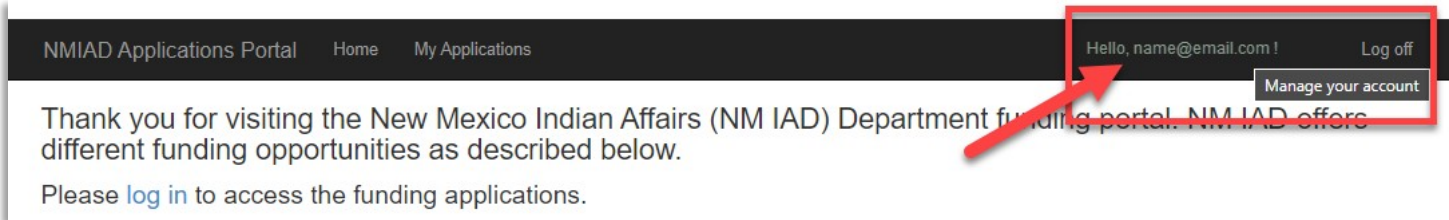
When you are ready to submit your application, edit your application and click the **SUBMIT APPLICATION** button.

Application Submission

## OTHER PORTAL ELEMENTS

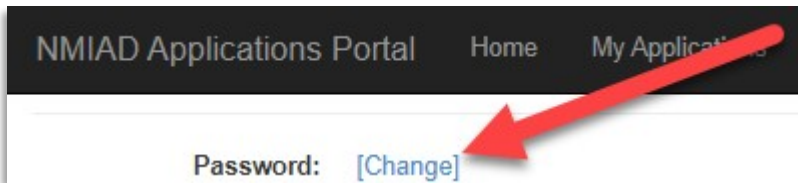
### Account Management

After you log in, you can change your password by clicking on **HELLO, <YOUR EMAIL>!** located on the dark bar along the top as shown in the figure below.



To change your password:

1. Click on **[CHANGE]**
2. On the next screen, enter the current password then enter a new password and re-enter for confirmation
3. Click the **CHANGE PASSWORD** button to submit password change



Current password

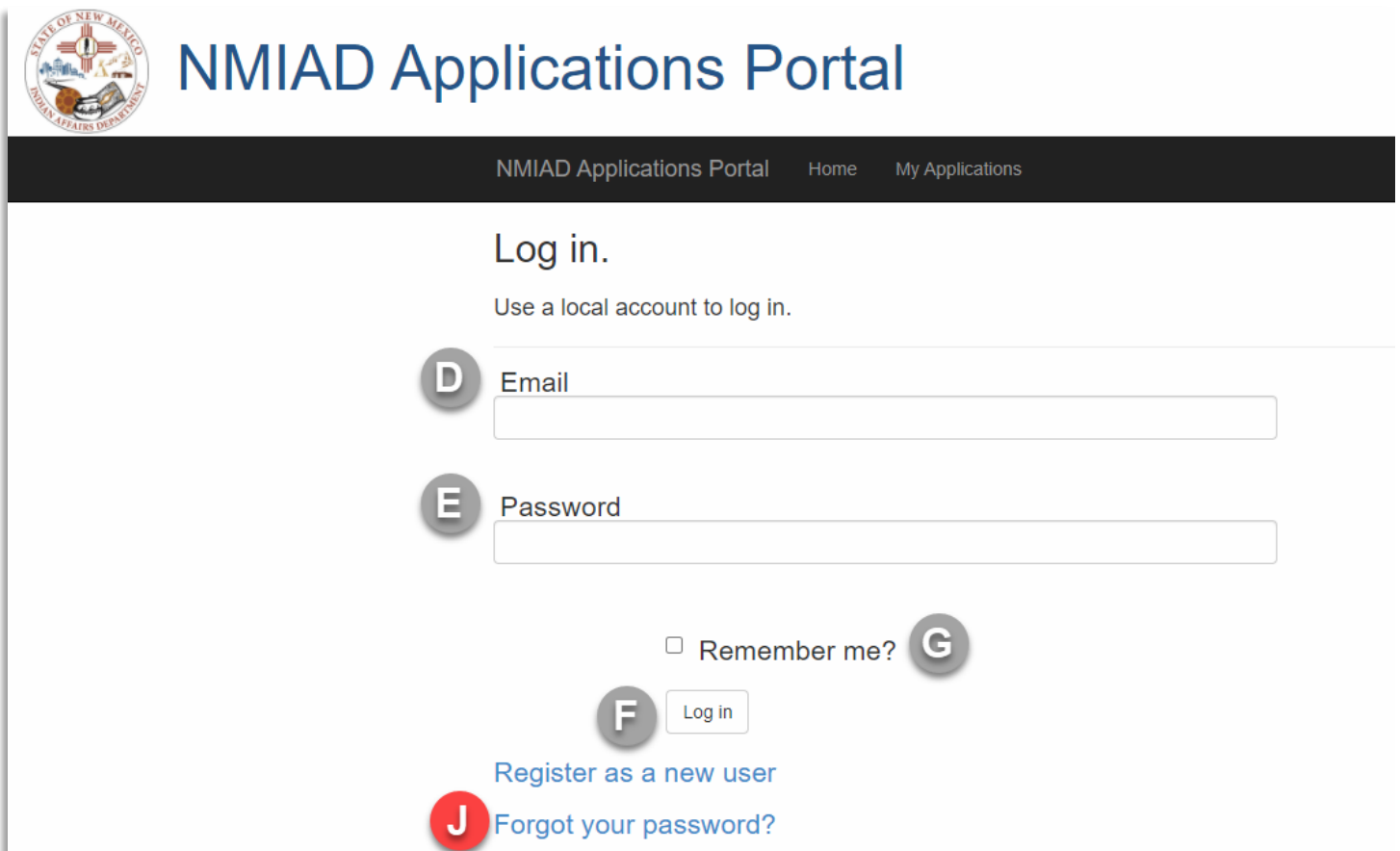
New password

Confirm new password

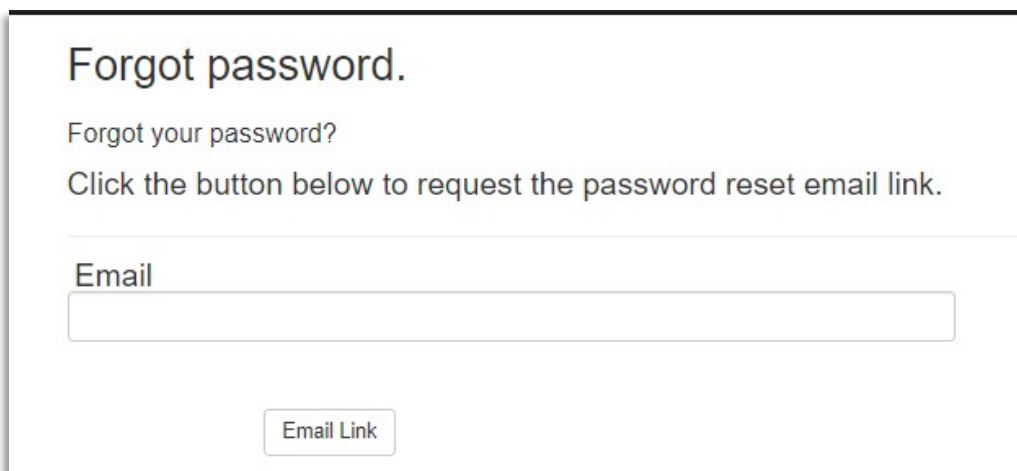
## Password Reset

Should you have forgotten your password, you can request a password reset.

1. Click on **FORGOT YOUR PASSWORD?** - Letter J
2. On the password reset page, enter the email address you registered the account under and click **EMAIL LINK**
3. You will receive an email from support@nmiad.us that includes a link to reset your password
4. Click on the link in your email
5. On the Password Reset page, enter your new password, confirm and click **RESET** to reset your password.



The image shows the NMIAD Applications Portal login page. At the top left is the State of New Mexico Indian Affairs Department logo. The header includes the text 'NMIAD Applications Portal' and navigation links for 'Home' and 'My Applications'. The main content area is titled 'Log in.' and instructs users to 'Use a local account to log in.' There are two input fields: 'Email' (labeled with a grey circle 'D') and 'Password' (labeled with a grey circle 'E'). Below the password field is a checkbox labeled 'Remember me?' (labeled with a grey circle 'G'). A 'Log in' button (labeled with a grey circle 'F') is positioned below the checkbox. At the bottom, there are two links: 'Register as a new user' and 'Forgot your password?' (labeled with a red circle 'J').



The image shows the 'Forgot password.' page. It has a title 'Forgot password.' and a subtitle 'Forgot your password?'. Below this is a text instruction: 'Click the button below to request the password reset email link.' There is a single input field labeled 'Email'. At the bottom, there is a button labeled 'Email Link'.

AllUnread

By Date ▾ ↑

▼ Today

support@nmiad.us

Password Reset

Please reset your password by

10:25 PM

▼ Yesterday

Password Reset

S

support@nmiad.us

To name@email.com

Please reset your password by clicking [here](#).

Reset Password.

Enter your new password

Email

name@email.com

Password

\*\*\*\*\*

Confirm password

Reset

## TROUBLESHOOTING GUIDE

### DATA ENTRY

**Issue:** Sometimes when I save the portal returns to the login screen.

**Answer:** For security reasons, after a time of inactivity the system will log you out therefore requiring you to log back in.

**Issue:** When I save I get an error screen.

**Answer:** Please take a screen shot or print the screen to PDF and email to [support@nmiad.us](mailto:support@nmiad.us)

### ACCOUNT ISSUES

**Issue:** I forgot my password.

**Answer:** See password reset instructions on the previous page.

**Issue:** I requested a password reset and I have not received the email from support@nmiad.us.

**Answer:** Make sure you are using the email address with which you created your TIF portal account.

**Issue:** I requested as password request and I submitted the email address I used to create my TIF portal account. I still have not received the email from support@nmiad.us.

**Answer:** Please email [support@nmiad.us](mailto:support@nmiad.us) directly indicating this problem and you will be contacted with further instructions.

