

Maine Local Fiscal Recovery Program Management Portal User Guide

This User Guide is meant to provide Maine Non-Entitlement Units of local government (NEUs) assistance in navigating the state's Local Fiscal Recovery Program Management Portal. As part of the American Rescue Plan Act (ARPA) program the portal, is being used to administer distributions of funds to NEUs. The guide provides step-by-step instructions to log into the portal and how to submit a request for payment. If you require additional assistance after reviewing this User Guide, please email our support team at maine.arpasupport@hornellp.com.

Additional information can also be found on the state's website: https://www.maine.gov/dafs/arpa/neuportal

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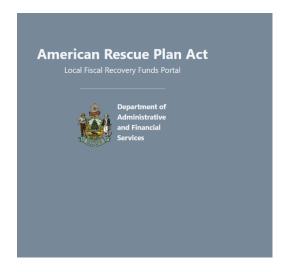
Logging in

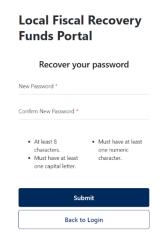
First Time Login

1. You should have received an email from NoReply-OutSystems@hornellp.com. Click the 'Define Password' link at the bottom of this email, and you will be directed to the portal to create your personal password.



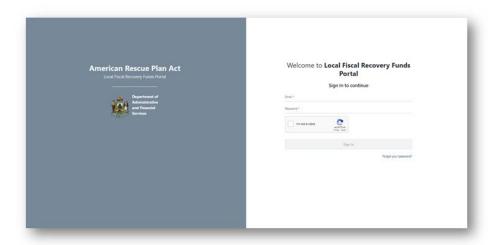
- 2. This password must contain at least 8 characters, with at least one capital letter and one numeric character. Enter the chosen password in both the 'New Password' and 'Confirm New Password' fields.
 - a. If all requirements have been met, you will be redirected to the main login page.
 - b. If a requirement has not been met, an error message will notify you of what change is required.







3. Once redirected to the login page, enter your email and password, check the reCAPTCHA control and then click 'Sign In'.



4. This will redirect you to the second stage of the two-step verification process in which you will receive an email, containing a verification code. You will have a maximum of five minutes to enter this code in the appropriate field and click 'Validate Code'.

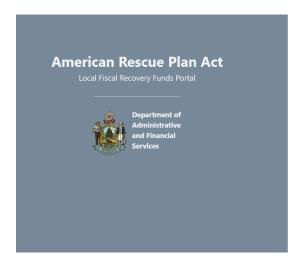


5. If you are unable to locate the email from NoReply-OutSystems@hornellp.com to complete the initial login, please follow the instructions listed in the 'Reset Your Password' section below.



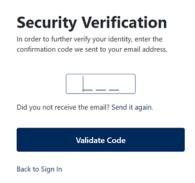
Subsequent Logins

- 1. For all subsequent logins, please use the following link: https://horne2.outsystemsenterprise.com/PM_Maine/Login
 - a. Enter your email and password, check the reCAPTCHA control and click 'Sign in'.





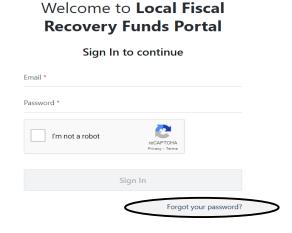
2. This will redirect you to the second stage of the two-step verification process in which you will receive an email from NoReply-OutSystems@hornellp.com containing a verification code. You will have a maximum of five minutes to enter this code to the appropriate field and click 'Validate Code'.





Reset Your Password

- 1. If you cannot locate the initial login email or need to reset an existing password, use the following link: https://horne2.outsystemsenterprise.com/PM_Maine/Login.
- 2. Click the 'Forgot your password?' link in the bottom right corner.



3. This will redirect you to a password recovery page. Enter your email and click 'Recover password'.

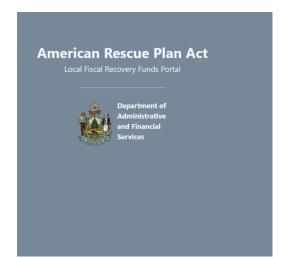




- 4. If the provided email address is registered in the portal you will receive an email.
 - a. To add a new email address or a different portal user, please contact maine.arpasupport@hornellp.com for assistance.
 - b. In the new email you will receive from NoReply-OutSystems@hornellp.com, click 'New password' link at the bottom of the email, and you will be directed to the portal to create your personal password. Upon completion you will be redirected to the main login page.



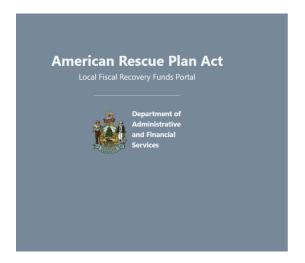
We receive a request to reset the email for this account, please reset your password by clicking on the below reset link.







5. Once redirected to the login page, enter your email and password, check the reCAPTCHA control and click 'Sign In'.





6. This will redirect you to the second stage of the two-step verification process, in which you will receive an email from NoReply-OutSystems@hornellp.com containing a verification code. You will have a maximum of five minutes to enter this code in the appropriate field and click 'Validate Code'.





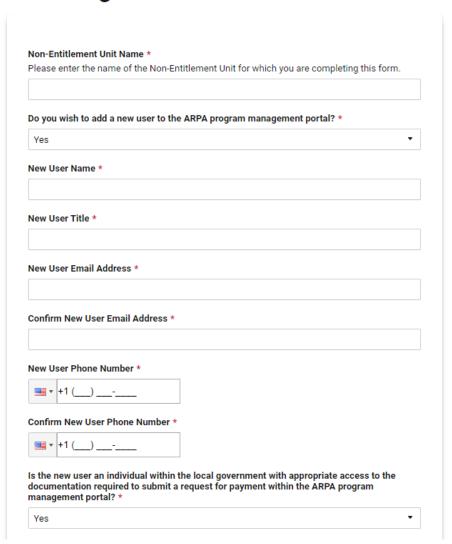
Add/Change Portal User Access Form Instructions

Once you contact maine.arpasupport@hornellp.com for assistance you will receive a new Account Authentication email, click the link to add a new email or portal user. Link -

https://app.smartsheet.com/b/form/100951ab53484ba2af9ac992d5c411a3



Change In Portal User Access Form





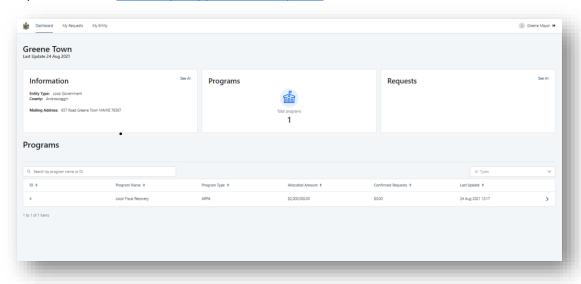
Form Description and Instruction

- 1. **Non-Entitlement Unit Name** Enter the name of the Non-Entitlement Unit for which you wish to make portal user changes.
- 2. **Do you wish to add a new user to the ARPA program management portal?** If you do not wish to add a new user, select "No" and move on to question 3. If you do wish to add a new user, select "Yes" and complete the following items:
 - a. New User Name Enter the full name of the user you wish to add.
 - b. **New User Title** Enter the title of the user you wish to add.
 - c. New User Email Address Enter the email address of the user you wish to add.
 - d. Confirm New User Email Address Re-enter the email address from item 2.c.
 - e. New User Phone Number Enter the 9-digit phone number of the user you wish to add.
 - f. **Confirm New User Phone Number** Re-enter the 9-digit phone number from item 2.e.
 - g. Is the new user an individual within the local government with appropriate access to the documentation required to submit a request for payment within the ARPA program management portal? Select "Yes" if the question is true. Select "No" if the question is false.
- 3. **Do you wish to remove a current user from the ARPA program management portal?** If you do not wish to remove a user, select "No" and move on to question 4. If you do wish to remove a user, select "Yes" and complete the following items:
 - a. Name of User to be Removed Enter the full name of the user you wish to remove.
 - b. Email of User to be Removed Enter the email address of the user you wish to remove.
 - c. Confirm Email of User to be Removed Re-enter the email address from item 3.b.
 - d. **Reason for Removal** Briefly describe the reason for removal of the current user.
 - e. **Date User Access should be Removed** Enter the date you wish for the user to be removed from the portal.
- 4. Non-Entitlement Unit Requester Name Enter your full name.
- 5. Non-Entitlement Unit Requester Title Enter your title.
- 6. Non-Entitlement Unit Requester Email Enter the email address in which the link to the form was received.
- 7. Confirm Non-Entitlement Unit Requester Email Re-enter the email address from item 6.
- 8. **Date of Submission** Enter today's date.
- 9. As a representative of the Non-Entitlement Unit entered above, I certify the contents of this form are complete and accurate, and all users identified herein are authorized for addition to and/or removal from the ARPA program management portal.
 - a. Select "Agree" if the question is true. Select "Decline" if the question is false.
- 10. I certify the new user is an individual within the local government with appropriate access to the documentation required to submit a request for payment within the ARPA program management portal. (This statement will only appear if question 2 is answered "Yes.")
 - a. Select "Agree" if the question is true. Select "Decline" if the question is false.
- 11. **Send me a copy of my responses.** (This is an optional selection for your records.) If selected, enter the email to which you wish to send your application responses.
- 12. Once all questions have been answered, click 'Submit'



Website Navigation Overview

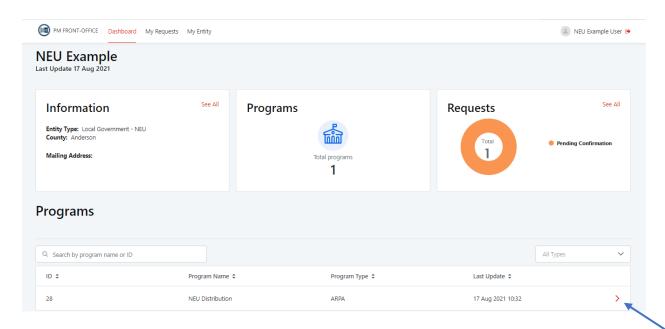
- 1. When you have successfully logged in to the portal you will be on the "Dashboard" tab for your entity. This includes information on the program(s) for which your entity is registered as well as a summary of requests submitted by your entity.
- 2. On the "My Requests" tab, you will have the ability to submit a new request for payment, view previously submitted request(s) and see the status of requests.
- 3. On the "My Entity" tab you may view current information regarding your entity. If any of the information is not correct, please contact maine.arpasupport@hornellp.com for assistance.





New Payment Request

1. When you have successfully logged in to the portal you will be on the entity's dashboard. The bottom section of the dashboard lists the programs in which your entity is registered. Clicking the arrow to the right of the program will take you to the program's dashboard. There, you will have the ability to submit a new request for payment, view your previously submitted request(s) and see the status of requests.



2. Click the 'New Payment Request' button located on the upper right side of the page to begin your application.

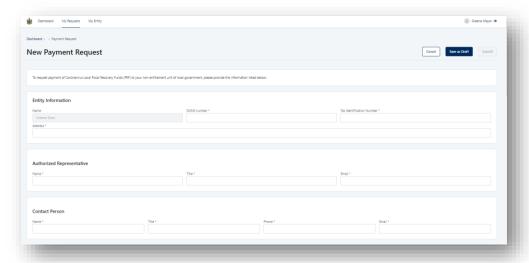


- 3. You will be prompted with a Declination Question.
 - a. If you wish to receive funding, please select No and click 'Submit'. This will open the Payment Request Form to begin your application.
 - b. If you wish to decline funding, please select Yes, and a signature box will display. You may either draw or upload a signature, then click 'Submit'.





4. Fill out the information requested in the "New Payment Request" form.



- a. Please provide your NEU's total annual budget in the "Total Budget" field.
- b. To upload supporting documentation in the "Budget Information" section of the request, browse to the document or drag and drop the document in the box labelled "Drop a file here or browse," add a short document description, and click 'Upload'. You may upload multiple documents in this section.



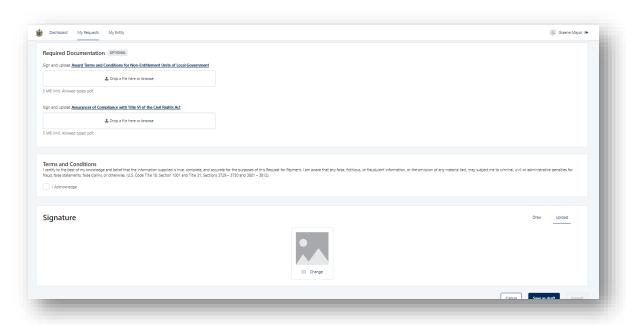


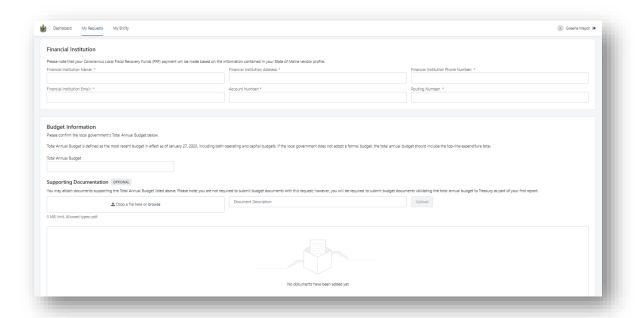
i. If you need to remove any documents after they have been uploaded, you may do so by clicking on the minus symbol.





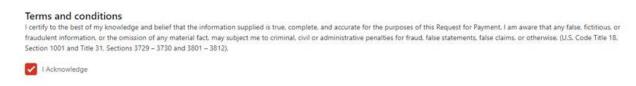
- c. To upload documents in "Required Documentation" section, browse to the document or drag and drop the document in the box labelled "Drop a file here or browse." The name of the document should now appear in the box, the upload will be complete once the form is submitted.
 - i. Repeat the steps above to replace a previously selected file.







5. After completing required fields and uploading all required documents, please read the Term and conditions then, check the "I acknowledge" at the bottom of the page.



6. To complete the application, add a signature to the document. You may either upload an electronic copy of your signature or draw a signature in the box.

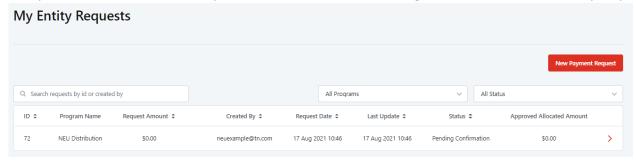


7. Once the form has been signed, click "Submit" to begin processing your application. If the form is not complete, you may 'Save as draft' and complete it later.

Please note: selecting "Save as draft" does not submit your request. You must return to the form and click 'Submit' to begin processing.



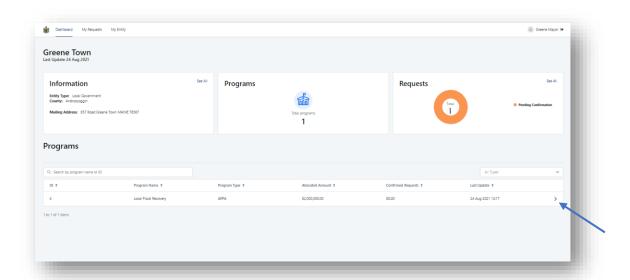
8. Once you submit or save the form, you will see a confirmation message and be returned to the "My Requests" tab.



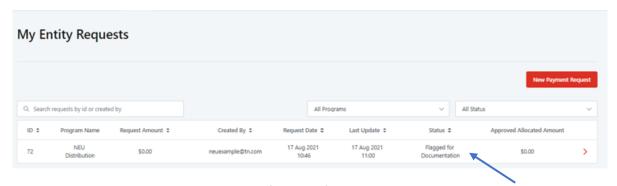


Editing a Request Flagged for Documentation

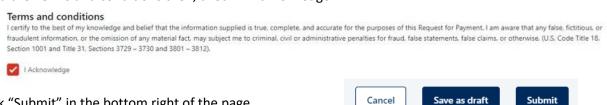
- During the review process, your request for payment may be flagged for additional documentation. If this happens, a coordinator will notify you via email and provide details on the additional information required.
- To access a previously submitted request, navigate to the program dashboard using the arrow to the right of the program name.



Requests requiring action from the entity will be marked as "Flagged for Documentation" in the status column of the Payment Requests section. Click the arrow to the right of this request to open the request for editing.



- Once all requested changes have been made, perform the following steps to resubmit the request:
 - a. Read the Terms and conditions then, check "I Acknowledge".



b. Click "Submit" in the bottom right of the page.