

e-snaps APR Help: Authorized Representative Changes

- Do you need to change your Authorized Representative to access your grant's APR in *e-snaps*? (For example, your organization's Authorized Representative who was responsible for submitting the APR, has left the organization)

If you answered "yes" to the question above, then you must formally request a change in Authorized Representative to gain access to your grant's APR in *e-snaps*. **This is mandatory.**

** Note: A formal letter is only required when a new Authorized Representative cannot gain access to the profile containing the SF-424 and previous APRs. The following are two situations in which the new Authorized Representative does not need to submit a formal letter:

1. The new Authorized Representative is already linked to the applicant's profile in *e-snaps* (i.e., the SF-424) and, therefore, already has access to the APR.
2. A former Authorized Representative (or other registrant with access to the APR) is able to add the new Authorized Representative as a registrant to the applicant's profile in *e-snaps*.

In both cases, remember to update the contact information on the relevant screens.

After your request is reviewed, approved, and processed by HUD Headquarters, the Virtual Help Desk will notify you that you have been granted access your agency's applicant profile. Access to your agency's profile will allow you to gain access to your APR.

Your formal letter of request must be scanned and electronically submitted to the HRE Virtual Help Desk. Please refer to the following specific instructions:

- (1) Address the letter to :

U.S. Department of Housing and Urban Development
Office of Special Needs Assistance Programs
451 7th Street, SW
Washington DC, 20410

- (2) Explain the need for substitution and indicate the letter serves as formal written notice.
- (3) Provide your Applicant Name, Applicant Number (usually the DUNS#), and CoC Number.
- (4) Provide the **former** Authorized Representative's name.
- (5) Identify and provide the **new** Authorized Representative's name and contact information (e-mail address, phone number, and mailing address).

(6) Provide the **new** Authorized Representative *e-snaps* user ID (***Note:** If you have not created an *e-snaps* user profile, you must do so at: <http://www.hud.gov/esnaps>). Do not provide the password with the authorization letter.

(7) Obtain the signature of a ranking member within your organization.

(8) Scan and submit the signed letter to the [HRE Virtual Help Desk](#). (On the Help Desk form, be sure to select “APR” as the “Program/System”; “Using *e-snaps*” as the question topic; and “*e-snaps* administrative” as the subtopic.) If you don’t have scanning capabilities, contact the Virtual Help Desk and further instructions will be provided.

Note: It is recommended that individuals requiring access to previous years’ APRs through new *e-snaps* user profiles **complete these steps well before your APR is due**. After the Help Desk receives your authorization letter, requested changes will be made in approximately 2 business days. You will be notified by the Help Desk when the process is complete.