



FAQ: ENTERPRISE GREEN COMMUNITIES CERTIFICATION PORTAL

Last updated January 25, 2022

Q. Which browser should I use?

A. We recommend Chrome for the fastest processing.

Q. How do I access the certification portal?

A. Existing users:

- Access the Green Communities certification portal by going to the community login page at <https://www.e360community.com>.
- If you are an existing user, you can login to the portal with your username and password and select “Login.” You will then have access to the certification projects that you have created or to which you have been given access.
- If you have access to the Enterprise LIHTC Community portal and you would like access to the Enterprise Green Communities portal, you do not need to register or create a new account. Instead, email certification@enterprisecommunity.org to request access to the Green portal and be sure to specify in your request that you have an existing LIHTC portal account.

B. New users:

- If you are a new user, you will need to request access to the portal and create an account.
- Visit the Green Communities certification portal by going to the community login page at <https://www.e360community.com>.
- Select “click the link here” to register, and follow the prompts to request a new account in the Green Communities certification portal:

Enterprise

Log in here to access the Enterprise e360 Community.
Need an account? Contact us using the Help page for assistance.

Looking to request for our Green Community access? Click the link here.

Username:

Password:

[Forgot Username](#) | [Forgot Password](#) | [Help](#)

- Once in the registration page, you will be prompted to complete New User Registration information.

* First Name	<input type="text"/>	* Last Name	<input type="text"/>
* Title	<input type="text"/>		
* E-mail	<input type="text"/>		
	<small>You will be able to update your password after registration</small>		
* Username	<input type="text"/>		
	<small>Your Username can contain numbers and letters only.</small>		
* Password	<input type="text"/>	* Confirm Password	<input type="text"/>
* Phone	<input type="text"/>		
* Organization Name	<input type="text"/>		
* Organization Street	<input type="text"/>		
* Organization City	<input type="text"/>		
* Organization State	<input type="text"/>		
* Organization Zip Code	<input type="text"/>		
* Organization Type	--None--		
* Organization Sub Type	--None--		
* Organization Website	<input type="text"/>		

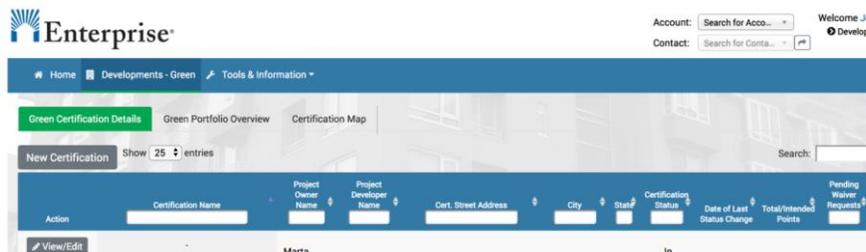
All the fields marked with * are required.

- Please check for spelling errors and complete all the required (*) information. Please make your request complete and accurate so that we can efficiently review and accept your request.
- Your registration will be submitted to Enterprise staff, who will then approve your registration request. *Please note that users who request community access will not receive an automatic notification that they have access.*
- Once the community access request has been granted, users may log in to the certification portal to create projects or access existing projects, based on the permissions they have been given.

Q. How do I create a certification project?

A. After your Green Community access request has been accepted, navigate to the landing page for Developments – Green:

Select “Developments – Green” tab in the menu and you will enter the Green Certification Details page:



- Select “New Certification” and follow the prompts to create your project. You will be guided through a series of questions about your project.
- Please be sure to accurately complete the certification type prompts; **once the project has been created, no edits to the certification type can be made.**

Q. How do I access a certification project in the portal and what permissions are available?

A. Users who create a project:

- **Permissions for project owners:** A user who creates a certification project in the portal will automatically be entered into the system as the project owner. Project owners will have full access to view and edit the projects they created. They are also able to view “collaborations” (application review feedback that indicates required additional information for project submittals). Project owners will also receive notifications (email notifications of changes in project review status).
- **Granting permissions to other team users:** Project owners can invite other team users to a project with either Read Only or View/Edit access.
 - If the invited user has a Green Community portal account, that person will be able to see the certification (Read Only) or see and edit the certification (View/Edit) based on the type of access granted by the project owner.
 - If the invited user does not have a Green Community portal account, that person will receive an automatic notification to create an account and request access to the portal. Once access has been approved (within one business day), they will be able to log in to the portal and see the certification project (Read Only) or see and edit the certification project (View/Edit) based on the type of access granted by the project owner.

- To grant access to a project to someone else, the project owner should include the basic contact information for that new contact in the “optional team member” field on the project overview tab. Then, select the type of access desired (Read Only or View/Edit) from the Access Level dropdown. Select the “Add Another Team Member” button on the project overview tab:

OPTIONAL TEAM MEMBER
This is me: []

First Name [] Last Name []

Organization [] Title []

Phone Number [] Email Address []

Role [] Active

Access Level -- None --
Read Only
View/Edit

Primary

Optional

A. Users who did not create a project:

- Individuals may **request access** to a project they did not create in the portal in either of these two ways:
 - **Via project owner:** Ask the project owner (the person who created the project in the portal) to grant you either Read Only or View/Edit access.
 - **Via certification mailbox:** Email the certification mailbox (certification@enterprisecommunity.org) a request to be associated with an existing project. Note that before granting this access, the Green Communities team will verify that this access is appropriate with the project owner (the person who created the project in the portal). If you are not already a member of the Green Communities certification portal, please first ensure that you have access to the certification portal via <https://www.e360community.com> and follow the prompts to create an account as necessary. Once your access has been approved for a portal account (within one business day), email the certification mailbox (certification@enterprisecommunity.org) to request to be associated with an existing project.
- **Receiving email notifications of changes in project review status:** Any user who would also like to receive email notifications for when a particular certification project changes review status should email the certification team at certification@enterprisecommunity.org. In your request, include your full name, company affiliation, project name, and request to receive project notifications.

Please note the following for all users:

- All users with Ready Only or View/Edit access to a certification project will be able to see the collaboration comments for the project (the comments left after a certification review).
- When a project has been submitted to Enterprise for review, the ability to edit projects will be temporarily suspended until the review is complete.

Q. Why am I having trouble logging in?

A. Multiple accounts:

- For users with accounts in more than one community at Enterprise, please verify you are using the correct log in/email for your Green Community certification portal account.

B. Multiple emails associated to your accounts:

- Please verify that you are using the correct email address to log in. Some users create an account with an email address that can be shared among team members; some users create an account using their own email. When signing on to the portal, please verify that you are using the correct email for the account you intend to be using. Project access is linked to unique email addresses.

Q. I'm logged in but can't see all my certification projects?

A. Please explore the following options:

- First, verify that you are logged into the Green Community portal rather than a different Enterprise portal (such as LIHTC). If you are logged in to the www.e360.community.org portal but cannot see the Green Certification tab, you are not logged in to the Green Community portal. Log in to the Green Community portal, or, please create an account and then request access to the Green Certification community at www.e360.community.org.
- If you are logged in to the Green Community portal but are not able to see a certification project, request either Read Only or View/Edit access for that project from the project owner (the person that created that project in the portal).
- Certifications are linked to email addresses, which are linked to internal contact records. The email address you used to register for the Green Communities portal is what we use as the unique identifier for your account. When you sign in for an account, you will only see projects associated with that email address. If you try to set up an account using another email address, or try logging in with a different email, you may not be able to see the same projects. It is very important to always use the same username each time you log in to the portal to avoid confusion and to be able to access the projects and information associated with your account.
- **Please avoid creating multiple accounts.** Please first verify you are using the correct email/log in for your project and verify if there is an existing account.

Q. How do I upload documents?

A. Users with View/Edit access can edit project certification applications including uploading documents. Please note that when projects have been submitted for review, Edit access will be suspended until the review is complete.

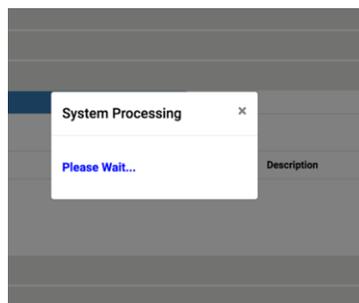
To upload a document for a specific criterion:

- Select the criterion for which the document is required and open the criteria drop down, see screenshot, below:

The screenshot shows a web form titled "1.19 Criteria Documentation". It has several sections: "Intended Method" with a text input field; "Documentation" with a dropdown menu set to "Project Plans and Specifications" and a text input field for "Project Manual"; and "Documents" with a dropdown menu set to "All". Below these is a table with columns "Name", "Type", and "Description". The table is currently empty, with the text "No files selected" centered below it. A blue button labeled "Upload Now" is at the bottom left of the table area.

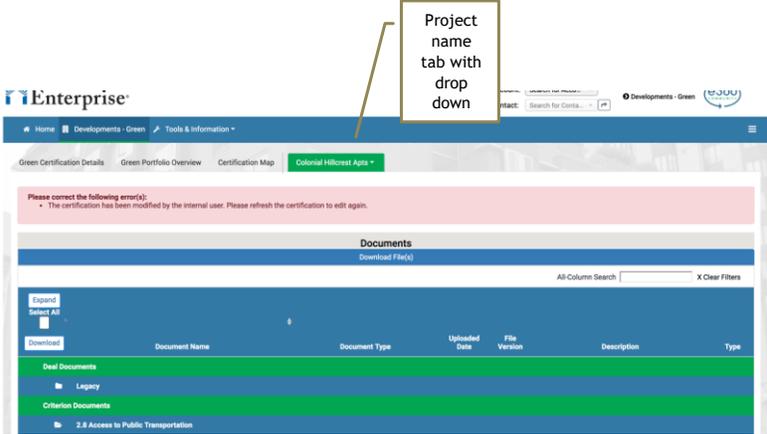
- Open the “documents” dropdown and navigate to the “Upload Files” section, highlighted in blue above.
- Choose the file you want to upload
- Select the Upload Now button (see screenshot, below):

IMPORTANT: Wait until “system processing” is complete:



- Please note that there is no drag and drop functionality within the portal.
- If, while uploading a document, you encounter an error message or the system hangs, there are two options to complete the document upload. One option is to refresh your browser. The other is to close the project using the certification project name tab and selecting “close” from the

dropdown menu. This will likely correct any error messages or system glitches including enabling the Upload Now button to reappear in each criterion. (Hot tip: refreshing the browser will take you out of your project, however if you instead right click and select “reload frame” it will refresh only the project that you are working on.)



- After closing the project, you will automatically be taken back to the Green Certification Details screen, shown below.



Q. How do I know my document has uploaded?

A. To check whether or not a document has been successfully uploaded for a criterion, select the “Download File” tab (highlighted in blue in the second screenshot below, adjacent to the “Upload File” tab). The names of files saved with this criterion will be listed there.

* 1.1a Goal Setting

Intended Method

How was this action implemented?
 The project team has conducted one or more integrative design me...
 Were there any changes during construction? If none, write "No Deviations." If changes occurred, describe them.

Documentation

LOCATION IN PROJECT DOCUMENTS: N/A
 SPEC PAGE NUMBER / PLAN TYPE: Narrative

CHAMPION: Green Building Specialist

REQUIREMENTS
 COMPLIANCE
 DOCUMENTS

Upload File(s) Download File(s)

Choose Files No file chosen

Name	Type	Description
No files selected		

Upload Now

* 1.1a Goal Setting

Intended Method

How was this action implemented?
 The project team has conducted one or more integrative design me...
 Were there any changes during construction? If none, write "No Deviations." If changes occurred, describe them.

Documentation

LOCATION IN PROJECT DOCUMENTS: N/A
 SPEC PAGE NUMBER / PLAN TYPE: Narrative

CHAMPION: Green Building Specialist

REQUIREMENTS
 COMPLIANCE
 DOCUMENTS

Upload File(s) Download File(s)

Download	Document Type	Uploaded Date	File Version	Description	Update File
101 Q Street Goal Setting 1.1a Goal Setting and Integrated Design Charlotte, 101 Q.docx	Goal Setting	1/22/2019	1		Update

EXEMPTIONS
 RATIONALE

Q: How can I delete documents?

A. Documents can be deleted from each criterion. After a document has been uploaded to a criterion, toggle to the Download Files tab and select the trashcan icon (see screenshot). Portal users can also replace out of date or incorrect documents by navigating to the "Download Files" section and clicking the "update" button next to a file that you would like to replace (see screenshot, blue Update button on far right).

2.4 Compact Development

Intended Method

How will this action be implemented?

The project exceeds the residential density x3 (dwelling units/acre) ...

Provide additional information below

80,863 sq ft/ 94 units = 50.6 units/acre, which exceeds the 2.02 units/acre density by 3x of the project's block as shown on

Documentation

LOCATION IN PROJECT DOCUMENTS: Project Plans | SPEC PAGE NUMBER / PLAN TYPE: A-001

CHAMPION: Architect

REQUIREMENTS

COMPLIANCE

DOCUMENTS

Download	Document Type	Uploaded Date	File Version	Description	Update File
11 Park Drive Wyandanch Cert - 308415 MISC 2.4_Compact Development Documentation_Wyandanch Rising.pdf	MISC	6/3/2019	1		Update
11 Park Drive Wyandanch Cert - 308415 MISC LIRR Ronkonkoma Branch Schedule.pdf	MISC	6/3/2019	1		Update
11 Park Drive Wyandanch Cert - 308415 MISC 2.4_Compact Development Documentation_11 Park Drive Wyandanch.pdf	MISC	6/11/2019	1		Update

Q: How do I submit my project?

A: Complete all required fields and upload all required supplemental documents. If you receive any red validation errors such as that in the screenshot, below, the prompts and complete the information or documents being requested:

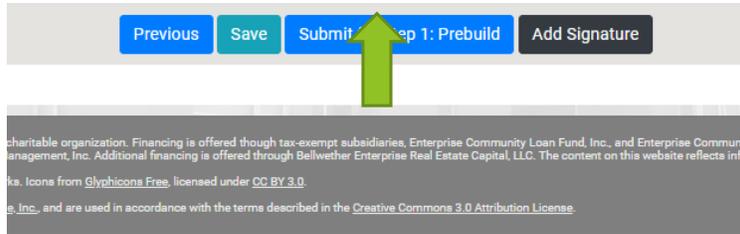
Validation Error

- Criteria Compliance
 - 3-SITE IMPROVEMENTS
 - 3.7 Reducing Heat Island Effect: Paving
 - Location in project documents is required

Previous Save Submit for step 1: Prebuild Add Signature

Community Partners, Inc., a national Section 501(c)(3) charitable organization. Financing is offered through tax-exempt subsidiaries, Enterprise Community Loan Fund, Inc., and Enterprise Community Investment, Inc.

Finally, navigate to the Signatures page under the Project Name tab in the menu bar and select the **Submit** button:



Q: What does "In Progress" mean?

A: "In Progress" status indicates that you have not yet submitted your project for review. To submit your project for review, complete all required fields and upload all required supplemental documents. Navigate to the Signatures page under the Project Name tab in the menu bar and select the Submit button.

Q: How can I see comments left from a certification review?

A: All users with access to a Green Communities certification project in the portal can see review comments for the project. To view the comments, scan the Criteria Compliance section of your application for red collaboration bubbles. If users have questions about review comments they have received, please email the certification mailbox (certification@enterprisecommunity.org) for the quickest response.

Q: How long does it take to review my project?

A: Prebuild and Postbuild reviews each take up to 30 days after an application is submitted and also if your project is recalled for additional information. **Please factor these timeframes into your planning if you anticipate requiring certification for a closing or other funding requirement.**

Certification Two-Phase Process:

Prebuild (Phase 1)

Due 30 days prior to a project's construction start date. The required criteria information and supplemental documents are submitted online via the Certification Portal and reviewed by our team within 30 days of submission. A Prebuild approval notice is sent to the account holder via email.

Postbuild (Phase 2)

Due within 60 days of a project's construction completion. The required criteria information and supplemental documents are submitted online via the Certification Portal and reviewed by our team within 30 days of submission. A Certification approval notice is sent to the account holder via email.

Commented [OS1]: Simplify language

Certification Status

Project Status	Definition
<p>In Progress</p>	<ul style="list-style-type: none"> The project team has registered the project in the portal and is working on the initial submission. The project has not been submitted for review.
<p>PREBUILD Submitted for Prebuild Review</p>	<ul style="list-style-type: none"> The project team has submitted the project to Green Communities for review. Projects are reviewed in the order they are submitted, with responses provided in no more than 30 days.
<p>PREBUILD Additional Information Needed For Prebuild Review</p>	<ul style="list-style-type: none"> The project has been reviewed by Green Communities and additional clarification or documents have been requested in the portal. The project team must resubmit the project in order for the new information to be reviewed in no more than 30 days.
<p>PREBUILD Approved for Prebuild</p>	<ul style="list-style-type: none"> The project has been reviewed by Green Communities and approved for Prebuild (Step 1). The project team does not need to submit any additional information until construction has been completed
<p>POSTBUILD Submitted For Postbuild Review</p>	<ul style="list-style-type: none"> The project has been submitted by the project team to Green Communities for review. Projects are reviewed in the order they are submitted, with

	responses provided in no more than 30 days.
POSTBUILD Additional Information Needed For Postbuild Review	<ul style="list-style-type: none"> • The project has been reviewed by Green Communities and additional clarification or documents have been requested in the portal. • The project team must resubmit the project in order for the new information to be reviewed in no more than 30 days.
Certified	<ul style="list-style-type: none"> • The project has been approved as a Green Communities Certified development. • It has completed and been approved through both the Prebuild and Postbuild of Certification.

Q: How can I check on the status of my review?

A: Log in the portal and look at your project dashboard on the Green Certifications Detail page to see the status of your project.

Q: How do I remove a certification project?

A: To remove a project, please email the certification email and request for the project to be removed.

Q: How do I print portions of my application?

A: To print sections of the application, select the desired tab to print and use the following keyboard commands:

PC: Ctl A then Ctl C / P

Mac: Command A, then command C and P

