



## HOMESTAY PORTAL GUIDE

APRIL 29, 2020

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## 1. Creating an Account – New Homestay Families

The process below is for a homestay family that us **not** currently providing homestay services to this international student program. If the homestay is already providing services to this international student program, see the *Creating an Account – Existing Homestay Families* section of this guide.

### Step 1:

Navigate to the *Secure Homestay Portal* page. This link will be provided by the international student program.

### Step 2:

Click the **Homestay Families Start Here** link (wording may be different depending on configuration).



### Step 3:

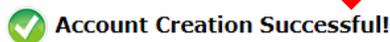
Click the **Create Account** link.



### Step 4:

Enter the required information in the **Account Details** screen.

An **Account Creation Successful** message will appear, notifying the user that an email has been sent. Check junk/spam folders if the email is not received within 15 minutes.



Please check your email inbox for a validation email which require

**Please note you have 24 hours to complete this process.**

Return to [Sign In](#) page.

### **Step 5:**

Check your inbox for a message with subject starting with “User Account Verification”. **Click the link to complete the account creation.** You will get the following message:

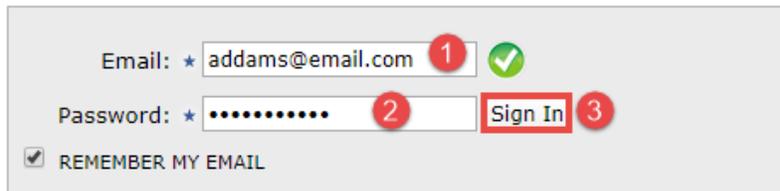


Return to [Sign In](#) page.

Click the Sign In link to return to the sign in page.

### **Step 6:**

Enter the email and password used to create the account and click the Sign In button.

A screenshot of a sign-in form. It has two input fields: "Email: \* addams@email.com" with a red circle '1' and a green checkmark, and "Password: \* [dots]" with a red circle '2'. To the right of the password field is a "Sign In" button with a red circle '3'. Below the fields is a checkbox labeled "REMEMBER MY EMAIL".

### **Step 7:**

Read the TRUE North Privacy Policy and click [I Accept and Agree](#) to proceed to the homestay portal.

**Congratulations! You have created a homestay portal account!**

## 2. Accessing Account – Existing Homestay Families

The process below is for homestay families *already* providing services to this international student program. The valid email address on the homestay record in TRUE North must be used to create this account. Contact the international student program for assistance, if needed.

If the homestay family is not currently providing services to this international student program, see the *Creating an Account – New Homestay Families* section of this guide.

### **Step 1:**

Navigate to the *Secure Homestay Portal* page. This link will be provided by the international student program.

### **Step 2:**

Click the **Homestay Families Start Here** link.

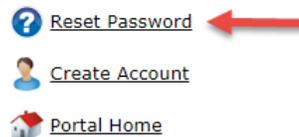


Enter the email address **associated with the homestay account** and password.

**If you do not know your password, proceed with steps 3 to 9.**

### **Step 3:**

Click the **Reset Password** link. **Only click this link once.**



### **Step 4:**

Enter your email address. **This must be the email address on file.** Click the **Reset Password** button. You will see a confirmation message that an email has been sent.

A screenshot of a web form titled "Reset Password". The form contains a text input field labeled "Email Address:" with the value "addams@email.com" and a green checkmark icon to its right. Below the input field are two buttons: "Back" and "Reset Password". A red arrow points to the "Reset Password" button from the right.

### **Reset Password Request Received**

An email has been sent to addams@email.com with instructions on how to reset your password. Please note this request must be used within 12 hours.

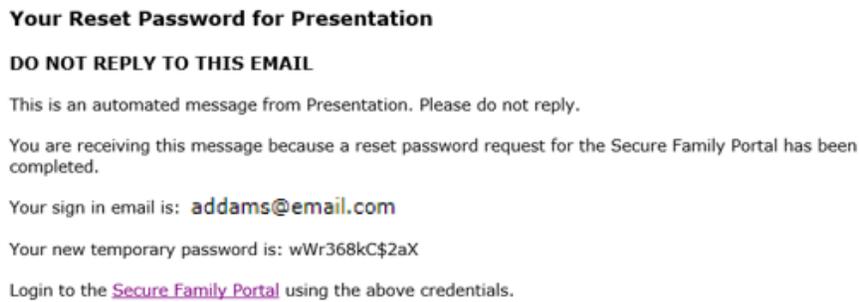
### **Step 5:**

Check your inbox for a message with subject starting with “Password Reset Instructions”. If you do not see this message within five minutes, please check your junk/spam folder. **Click the link to complete the password request.** You will get the following message:



### **Step 6:**

Return to your email inbox and locate a new message with subject which starts with “Your Reset Password for”. **Copy the temporary password to your clipboard or make note of it for logging in.** Click the Sign In link from the message in Step 5.

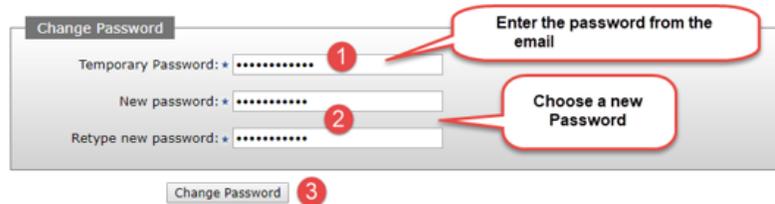


### **Step 7:**

Login using your **email address** and **temporary password** copied from the email in Step 6.

### **Step 8:**

Change your password by entering the “temporary” password from the email in Step 6, and a new password of your choosing. Click the **Change Password** button.



Click **Continue**.



### **Step 9:**

Read the TRUE North Privacy Policy and click **I Accept and Agree** to proceed to the homestay portal.

**Congratulations! You have created a homestay portal account!**

### 3. Navigation Menus

The top menu bar provides access to topics of information for the family.



**Home:** Displays quick links for application instruction, creating a new application, or viewing previously submitted applications.

#### Application:

- View applications instructions for preparing an application.
- Create, view and edit applications in progress.

**Note:** In **View Applications**, *pay attention to expired applications that indicate they will be auto-deleted! Once deleted, they cannot be retrieved.*

**Account:** Ability for the user to change a password, access online help and sign out of the homestay portal.

When moving between menus, or returning to a previous screen, use the “breadcrumb” trail, or the

 button, rather than the internet browser back button.



## 4. The Home Page

- **Application Instructions:** Provide guidelines and expectations for applying and outline documentation that must be submitted with the application. It is important to note that these guidelines and expectations can vary by international student program.
- **Create New Application:** Begin a new homestay application.
- **View Applications:** View existing applications in progress or submitted. This is an important screen to pay attention to! It provides the status of applications, allows you to resume working on an application, as well as warnings about applications soon to be deleted due to non-completion.

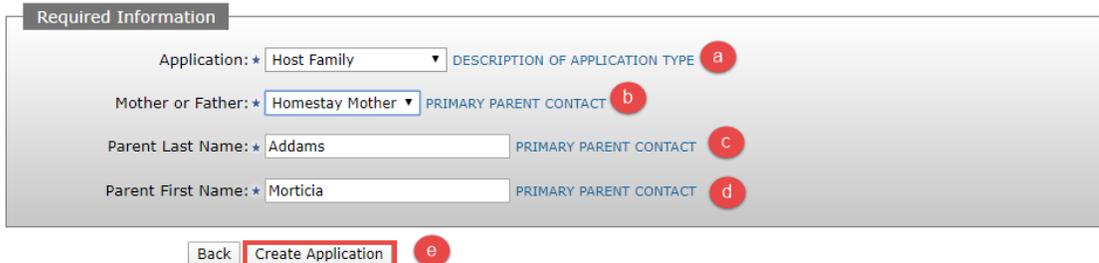
## 5. Creating an Application

Online applications can only be created for homestay families that are not already associated with this international student program. One homestay parent must be identified as the “Primary Parent” and should be the person most easily contacted and available for the student.

1. On the **Home** page, click on and read **Application Instructions**. When done, click the  button or click **Home** in the top menu bar to return to the Home page.
2. Click on **Create New Application**.
  - a. **Application:** Select the application type (if more than one).
  - b. **Mother or Father:** Select the parent type for the primary homestay parent.
  - c. **Parent Last Name:** Enter the last name of the primary parent.
  - d. **Parent First Name:** Enter the first name of the primary parent.
  - e. Click **Create Application** to enter the application form.

To create a new application, you must complete the following required fields.

**IMPORTANT:** Do not enter names in UPPERCASE. Please use correct capitalization:

**Note that applications expire and may be auto deleted after the expiry date! Observe the number of days within which the application must be completed.**

Different buttons appear at the bottom of each section.

- **Back:** Takes the agent to *Applications > View Applications*. Once *Create Application* has been clicked in the application process, all in-progress and declined student applications appear here.
- **Save & Go Previous:** Saves the information entered in the current section and returns to a previous section.
- **Update:** Saves updated information in the current section.
- **Save & Go Next:** Saves the information in the current section and moves forward to the next section.



- Sections of the application will be displayed for completion. The number of sections and information requested can vary by international student program.
- Complete the information in each section and use **Save & Go Next** at the bottom of the section to move to the next section. Once this is done, completed section numbers will turn green to show that they are complete.

**This application must be completed within 10 days.**

All fields with \* are required.

| Section |
|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| 1       | 2       | 3       | 4       | 5       | 6       | 7       | 8       | 9       | 10      | 11      | 12      | 13      |

**Section 2 of 13 - Host Parent 1**

Host Parent 1 is the primary contact for the host family.

Mother or Father: Homestay Mother

First Name: Morticia

Last Name: Addams

Birthdate: \* October 23, 1976

Email: \* addams@email.com

Cell Phone: 250-666-5678

Work Phone:

Work Extension:

First Language: \* Italian

Second Language: English

Occupation: \* Scary Mother Extraordinaire

Religion:  IF ANY RELIGIOUS AFFILIATIONS

Back Save & Go Previous Update **Save & Go Next**

