WHEDA

GETTING TO KNOW LOLA

LOLA (Low Income Housing Tax Credit OnLine Application) is required for creation and submission of all LIHTC applications to WHEDA.

System Requirements:

- Internet Explorer v. 5.5 or later.
- Temporarily disable "pop-up" blocking software on your computer to avoid getting "runtime" errors in LOLA's Section Instructions/Tips. Refer to help instructions for your popup blocking software for disabling instructions.

Delegated Administrator (DA) Account Setup/Maintenance:

- **Consider who the Delegated Administrator (DA)** for your organization's account **will be**. This individual will setup and maintain all LIHTC applications for a company and assign other users rights to applications. Therefore, an outside consultant is generally not the designated DA. However, the consultant may be assigned as a user.
- **Signup** for **eWHEDA Services**. This page is also available through the **eWHEDA Login** link in the top menu bar on all pages on the WHEDA web site.
- **Select and print the DA Agreement** for Online Tax Credit Application (LOLA).
- **Complete and sign the form**. Fax to WHEDA at 608.261.5928.
- Once WHEDA has set up the account, **an email notification is sent** to the DA with instructions for activating your organization's account.
- DA **must** activate their account **within 3 calendar days** of receiving the confirmation email. Within eWHEDA, click on "Manage My Account" to edit profile information or change account password.

  Important: Be sure to keep your email address current in your account information.

User Account Setup/Maintenance by DA:

- Click on **eWHEDA Login** located in the top menu bar on the WHEDA web site.
- Enter your **Login** and **Password**.
- Either **select LOLA** from a list of applications offered (if you are signed up for other eWHEDA applications) or you will be directed automatically to LOLA.
- **Select "Manage Other Users"**; then select "Add User" to setup users.
- **DAs assign** users read-only, full, edit only, or no **access** by application.
- Click on "Project Assignments" to **assign user security** per application. "User Status" allows the DA to make users "Active" or "Inactive".
- Annually, WHEDA will send the DA a list of users to verify for accuracy.

Application Creation by DA:

- DAs **create** competitive or tax-exempt (noncompetitive) **applications** on the "Application and Management Selection" page. Users are not allowed to create applications.
- Once an application is **designated competitive or tax-exempt** it cannot be changed.
- DA **assigns other users** to the application if desired.

User Application Access:

- Click on **eWHEDA Login** located in the top menu bar on the WHEDA web site.
- Enter your **Login** and **Password**.
- Either **select LOLA** from a list of applications offered (if you are signed up for other eWHEDA applications) or you will be directed automatically to LOLA.
- Click on "App No" to **open the application**.
- The list of applications show on the page automatically defaults to the current cycle year only. To view applications in a previous cycle year select the desired year, or 'Any' to view all years, from the Program Cycle drop-down and select the Search button.

Application Data Entry:

- **Complete the application** at your own pace.
- **Utilize Section Instructions, Tips and links** to other needed documents.
- **Save** your work frequently. *IMPORTANT: Your session will "timeout" after 20 minutes of inactivity.*
- **Coordinate application usage.** Only one person should work in an application at any given time.
- LOLA assists you in accurately calculating development costs, credit amount, NOI and cash flow.
- As application sections are correctly completed, the red "x" on the left side of the screen will turn to a green checkmark.
- When your application is complete, green checkmarks should replace the red "x" for each page on the sidebar.
- If you have completed a section but the red "x" remains there is an error in the information entered on the page. Hover the cursor over the red "x" to see the error message(s).
- Upon submittal of an application, there are additional validations that occur. The system will display messages explaining the errors it has found. An application cannot be submitted until all errors are fixed.
- *Do not click the "Submit" button if all checkmarks are green, unless you are ready to electronically submit your application.*

Application Submission:

- Click on **"Print"** at the top of the LOLA screen and **"Display Print Page"** to view/print a preview of your application. Review the printed information to be sure data is accurate.
- **To submit** your application electronically, click on **"Submit"**.
- **LOLA will instruct user** to print a copy of the final application, attach exhibits, sign the application certification, and submit a paper copy to WHEDA.
- *The application process is incomplete until a signed, completed paper application and accompanying required documentation is submitted to WHEDA by the application deadline date.*
- After the conclusion of an application cycle, WHEDA reserves the right to delete unsubmitted applications from the system.

Contact Us:

Phone: 1.800.334.6873 (8:00 a.m. – 5:00 p.m. Monday-Friday)
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