



## Registering in the AHP Online System

***Registration in the AHP Online System is for sponsors ONLY – not members.***

- Members have a different registration process and should contact their Customer Security Administrator (CSA) or call FHLBank Pittsburgh at 1-800-288-3400, option 2.
- Each person at a sponsoring organization should have their **own** unique user ID and password.
- Each person should only have **one** user ID and password.



If you are unsure if you have a user ID, or if you forget your user ID,  
**DO NOT RE-REGISTER IN THE SYSTEM**

Contact the Community Investment Department at  
1-800-288-3400, option 4

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- Bank4Banks® is only compatible with Internet Explorer.
- **Consultants**: You must register yourself with your consulting agency, NOT with the agency you are currently working with as a consultant.
- AHP Online is highly sensitive and secure. It's important to remember your log in information so you do not get locked out of the system.

### Step 1)

Visit [www.fhlb-pgh.com](http://www.fhlb-pgh.com) and click on the Bank4Bank® Login button on the upper right hand corner. A new window will appear. Click where the green arrow indicates to register (Click [here](#) to register)

Bank4Banks	Hours of Operation	Community Investment
<b>Site Hours:</b> Monday - Friday (Including FHLBank Holidays): 7:30 a.m. - 7 p.m. Saturday: 7:30 a.m. - 11 p.m. Sunday: 9 a.m. - 11 p.m.	<b>Affordable Housing Program</b> <b>During Funding Round:</b> Monday - Saturday: 6 a.m. - 11:30 p.m. Open on FHLBank holidays <b>Pre/Post Funding Round:</b> Monday - Friday: 7:30 a.m. - 5 p.m. Closed on FHLBank holidays <b>First Front Door</b>	Monday - Saturday: 6 a.m. - 11:30 p.m. Open on FHLBank holidays Monday - Friday: 7:30 a.m. - 5 p.m. Closed on FHLBank holidays Sunday - Saturday: 6:00 a.m. - 11:30 p.m. Open on FHLBank holidays

### Step 2)

Complete the information required as indicated by the asterisk (\*). Enter the zip code and hit the green Look up box.

**1** User Information   **2** Security Questions   **3** AHP Service Agreement   **4** Review and Submit   **5** Confirmation

Enter Profile Information for the New User:

Salutation:\*    Address Line 1:\*

First Name:\*    Address Line 2:

Middle Initial:    Zip:\*    ←

Last Name:\*    City:

Title:\*    County:

E-mail:\*    State:

Confirm Email:\*

Cell Phone Number:

Work Phone Number:\*  Extn:

Fax Number:\*

Login information

Login ID:\*     Password:\*     Confirm Password:\*

\* Asterisk indicates required field.

Next   Cancel

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**For sponsors outside of Delaware, Pennsylvania or West Virginia, you must contact Community Investment at 1-800-288-3400, option 4, to give us your address before saving this page**

For sponsors outside of Delaware, Pennsylvania or West Virginia, email [amanda.frikker@fhlb-pgh.com](mailto:amanda.frikker@fhlb-pgh.com) and provide the full mailing address of your organization.

### Step 3)

When you have successfully entered your zip code information and hit lookup, the city, county and state will populate as indicated by the yellow arrow. Next, create a unique log in and password. Note the password requirements below. Click Next.

**FHLBank**  
**Community Investment User Registration**

1 User Information   2 Security Questions   3 AHP Service Agreement   4 Review and Submit   5 Confirmation

Enter Profile Information for the New User:

Salutation:*	<input type="text" value="Ms"/>	Address Line 1:*	<input type="text" value="601 Grant Street"/>
First Name:*	<input type="text" value="Janie"/>	Address Line 2:	<input type="text"/>
Middle Initial:	<input type="text"/>	Zip:*	<input type="text" value="15219"/> <input type="button" value="Lookup"/> ?
Last Name:*	<input type="text" value="Smith"/>	City:	PITTSBURGH ←
Title:*	<input type="text" value="Executive Director"/>	County:	ALLEGHENY ←
E-mail:*	<input type="text" value="jan.krider@fhlb-pgh.com"/>	State:	PA ←
Confirm Email:*	<input type="text" value="jan.krider@fhlb-pgh.com"/>	<b>Login Information</b>	
Cell Phone Number:	<input type="text"/>	Login ID:*	<input type="text" value="janiesmith"/> ?
Work Phone Number:*	<input type="text" value="4122222222"/> Extn: <input type="text"/>	Password:*	<input type="password" value="....."/> ? ←
Fax Number:*	<input type="text" value="4125555555"/>	Confirm Password:*	<input type="password" value="....."/>

\* Asterisk indicates required field.

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**Password requirements:**

- Must have at least 8 characters
- Must contain at least 1 alpha
- Must contain at least 1 numeric
- Must contain at least 1 of the following: \$, #, &

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### Step 4)

Choose from the list of security questions and submit your answers and click next.

**FHLBank**  
**Community Investment User Registration**

1 ✓ User Information   2 Security Questions   3 AHP Service Agreement   4 Review and Submit   5 Confirmation

Please answer the Security Questions of your choice:

Security Question 1:	<input type="text" value="Favorite (or dream) vacation location"/>
Answer 1:*	<input type="text" value="Beach"/>
Security Question 2:	<input type="text" value="Name of your first pet"/>
Answer 2:*	<input type="text" value="Puppy Dog"/>
Security Question 3:	<input type="text" value="What was your high school mascot?"/>
Answer 3:*	<input type="text" value="Eagle"/>

\* Asterisk indicates required field.

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### Step 5)

Read and accept the Bank4Banks® AHP Services Agreement. Click I Agree as indicated by the yellow arrow and then click Next.

**Community Investment User Registration**

1 ✓ User Information    2 ✓ Security Questions    3 AHP Service Agreement    4 Review and Submit    5 Confirmation

Please agree to AHP Service Agreement by clicking on I Agree at the bottom of the page.\*

**Sponsors and Consultants**

**Bank4Banks®**  
**AHP Services Agreement**

This Bank4Banks® AHP Services Agreement ("Agreement") is made as of the date executed by sponsor/consultant ("AHP Participant") through Bank4Banks.

**RECITALS**

WHEREAS, the AHP Participant desires to enter and prepare Affordable Housing submission to the Bank by a Bank member; and

WHEREAS, as set forth herein the Bank agrees to permit the AHP Participant to use the Bank4Banks® site.

NOW, THEREFORE, intending to be legally bound hereby and incorporate foregoing and the mutual covenants herein contained and for further good and

**1. Definitions**

"Authorized Representative" shall mean one or more of AHP Participant's officers, employees, agents, or representatives, as indicated on the Authorization Form (as provided by the Bank and referenced below) as revised, modified, or amended from time to time, authorized by AHP Participant to use the Bank4Banks® AHP Services provided under this Agreement.

"Information" shall mean any application format or AHP data provided to AHP Participant by the Bank from time to time via the Bank's Website, as hereafter defined.

"Internet" shall mean the world-wide network of computers commonly understood to provide some or all of the following features, among others: electronic mail, file transfer through file transfer protocols, telnet access to local and remote computers, user net newsgroups, gopher access to information on local and remote computers, wide area information service, and world wide web access.

Intending to be legally bound hereby, AHP Participant accepts all of the terms, conditions and obligations set forth in this Agreement.

I Agree     I Disagree

\* Asterisk indicates required field.

Back    Next    Cancel

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### Step 6)

Confirm the information is correct and type the text of the image in the white box as indicated by the yellow arrow, then click next.

**Community Investment User Registration**

1 ✓ User Information    2 ✓ Security Questions    3 ✓ AHP Service Agreement    4 Review and Submit    5 Confirmation

Salutation: Ms.    Address Line 1: 601 Grant Street    Text on Image: \*

First Name: Janie    Address Line 2:   

Middle Initial:    Zip: 15219

Last Name: Smith    City: PITTSBURGH

Title: Executive Director    County: ALLEGHENY

E-mail: megan.krider@fhlb-pgh.com    State: PA

Cell Phone Number:    Login Information

Work Phone Number: 4122222222 Extn:    Login ID: janiesmith

Fax Number: 4125555555

\* Asterisk indicates required field.

Back    Submit    Cancel

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## Step 7)

Review the final information and click finish. After 30 minutes, a system generated email will be sent to the email address you provided with the next steps.

**FHLBank**  
Community Investment User Registration

1 ✓ User Information   2 ✓ Security Questions   3 ✓ AHP Service Agreement   4 ✓ Review and Submit   5 ✓ Confirmation

**Information**

- Your account has been successfully created! It will take 30 minutes to process the provided information. You will be notified by email when the process is complete.

Salutation:	Ms.	Address Line 1:	601 Grant Street
First Name:	Janie	Address Line 2:	
Middle Initial:		Zip:	15219
Last Name:	Smith	City:	PITTSBURGH
Title:	Executive Director	County:	ALLEGHENY
E-mail:	megan.krider@fhlb-pgh.com	State:	PA
Cell Phone Number:		Login Information	
Work Phone Number:	4122222222 Extn:	Login ID:	janiesmith
Fax Number:	4125555555		

After 30 minutes, a system generated email will be sent to the email address you provided with further instructions.

Finish

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## Step 8)

After 30 minutes, once you receive your system generated email, go back to the FHLBank Home Screen and click the Bank4Banks® Login Button.

https://www.fhlb-pgh.com/

**FHLBank** PITTSBURGH  
Serving Members. Strengthening Communities.

Bank4Banks® Login | Contact Us

Financials & Capital   Products   Impact   Public Policy Network   About Us   Resources

**Congratulations to our New Blueprint Communities®!**

On Feb. 6, three new Delaware communities joined the initiative to revitalize neighborhoods.

www.fhlb-pgh.com

01/ **Who We Are**

Founded as a cooperative by Congress in 1932, we assure the flow of credit to our members and support their housing finance and community lending businesses. Our products and services enhance our membership's ability to conduct business and vitalize their communities.

Total Assets, Member Institution and Employee statistics are as of Sept. 30, 2016.

304   215   \$95.8B   \$266M

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Step 9)

CAREFULLY, enter your user ID and password in the fields indicated by the green arrow and click login once.

**BANK 4 BANKS.com**

If you have an FHLBank token please enter your PIN+Token. Otherwise enter your Password. ?

User or Token ID:

PIN+Token or Password:

**Login**

Token users:  
Trouble logging in or using your token? Click [here](#) to reset your PIN or order a new token through the self-service console.

Community Investment:  
Sponsor/Consultant: Forgot your password? Click [here](#) to reset. Not yet registered? Click [here](#) to register.  
First Front Door users: Forgot your Password? Call Community Investment Department at 1-800-288-3400, option 4.

Bank4Banks		Community Investment	
<b>Site Hours:</b>		<b>Affordable Housing Program</b>	
Monday - Friday (including FHLBank Holidays):	7:30 a.m. - 7 p.m.	<b>During Funding Round:</b>	Monday - Saturday: 6 a.m. - 11:30 p.m. Open on FHLBank holidays
Saturday:	7:30 a.m. - 11 p.m.	<b>Pre/Post Funding Round:</b>	Monday - Friday: 7:30 a.m. - 5 p.m. Closed on FHLBank holidays
Sunday:	9 a.m. - 11 p.m.	<b>First Front Door</b>	
<b>Transaction Hours (Excludes FHLBank Holidays):</b>			Sunday - Saturday: 6:00 a.m. - 11:30 p.m. Open on FHLBank holidays
Account to Account Transfers:	Monday - Friday: 7:30 a.m. - 5 p.m.		
Electronic Funds Transfers (Wires):	Monday - Friday: 8:30 a.m. - 4 p.m.		
Advances and Letters of Credit (LOCs):	Monday - Friday: 9:30 a.m. - 4 p.m.		
Safekeeping Transactions:	Monday - Friday: 7:30 a.m. - 2:30 p.m.		
<small>For assistance, please contact Product Delivery at 1-800-288-3400, option 2 between the hours of 7:30 a.m. to 5:00 p.m., Monday through Friday, with the exception of FHLBank holidays.</small>			

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**BANK 4 BANKS.com**

If you have an FHLBank token please enter your PIN+Token. Otherwise enter your Password. ?

**Authentication Error**

User or Token ID:

PIN+Token or Password:

**Login**

Token users:  
Trouble logging in or using your token? Click [here](#) to reset your PIN or order a new token through the self-service console.

Community Investment:  
Sponsor/Consultant: Forgot your password? Click [here](#) to reset. Not yet registered? Click [here](#) to register.  
First Front Door users: Forgot your Password? Call Community Investment Department at 1-800-288-3400, option 4.

Bank4Banks		Community Investment	
<b>Site Hours:</b>		<b>Affordable Housing Program</b>	
Monday - Friday (including FHLBank Holidays):	7:30 a.m. - 7 p.m.	<b>During Funding Round:</b>	Monday - Saturday: 6 a.m. - 11:30 p.m. Open on FHLBank holidays
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Sunday:	9 a.m. - 11 p.m.	<b>First Front Door</b>	
<b>Transaction Hours (Excludes FHLBank Holidays):</b>			Sunday - Saturday: 6:00 a.m. - 11:30 p.m. Open on FHLBank holidays
Account to Account Transfers:	Monday - Friday: 7:30 a.m. - 5 p.m.		
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<small>For assistance, please contact Product Delivery at 1-800-288-3400, option 2 between the hours of 7:30 a.m. to 5:00 p.m., Monday through Friday, with the exception of FHLBank holidays.</small>			

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If you receive this message more than two (2) times, you will be locked out of the system. You must call the Community investment Department to unlock your account.

## Step 10)

Once you've successfully logged in, you must attach yourself to an organization. It may already exist in the system if your organization has submitted an AHP application previously. If you are certain that your organization has never submitted an AHP application, the skip to step 14.

To determine if your organization is already registered in the system, click "Select another organization" as indicated by the green arrow, then click next.

The screenshot shows the FHLBank user interface. At the top, the user is logged in as 'Ann Killian' and the current date is 'February 14, 2017 at 8:02 AM EST'. The navigation bar includes 'My Applications', 'My Projects', and 'Profile'. The main heading is 'Organization' with a dropdown arrow. Below this is a progress bar with five steps: 1. Select Organization, 2. Organization Information, 3. Service Area, 4. Review & Submit, and 5. Confirmation. Step 1 is active. The main content area says 'Select an option below.\*' and has two radio button options: 'Select another organization.' and 'Create new organization.'. A green arrow points to the first option. At the bottom right, there are 'Next' and 'Cancel' buttons. A note at the bottom left states '\* Asterisk indicates required field.'

## Step 11)

Type in your organization's name. Careful! Sometimes it could be registered under a similar name or an acronym. If you double register an organization, it can cause errors in the system. The organization name will only appear if you search exactly as it is registered in the system. Example: "The Southern Housing Coalition" is the name of the organization but in the system it is "Southern Housing Coalition". If you type "the" first and click search, it will produce no results.

Enter the name of your organization and click search.

The screenshot shows the FHLBank user interface, similar to the previous one. The progress bar is the same. The main content area says 'Select an option below.\*' and has two radio button options: 'Select another organization.' (which is selected) and 'Create new organization.'. A green arrow points down to the 'Select another organization.' option. Below the radio buttons is a text input field labeled 'Organization Name' with the text 'Test' entered. To the right of the input field are 'Search' and 'Reset' buttons. Below the input field, there is a note: 'Please enter a partial or full organization name and click search.' At the bottom right, there are 'Next' and 'Cancel' buttons. A note at the bottom left states '\* Asterisk indicates required field.'

## Step 12)

Find the correct organization, select it and click next. If your organization does not appear, you can search under another name or skip to step 14.

Ann Killian | Logout Current as of February 14, 2017 at 8:02 AM EST  
Home | Messages (0) | Guides/Info

My Applications My Projects Profile

### Organization ?

1 Select Organization 2 Organization Information 3 Service Area 4 Review & Submit 5 Confirmation

Select an option below.\*

Select another organization.  
 Create new organization.

Organization Name

Select	Organization Name	City	State
<input type="radio"/>	Ann's 2nd Test	PITTSBURGH	PA
<input type="radio"/>	Ann's Test Organization	PITTSBURGH	PA
<input type="radio"/>	Testa Companies	CUYAHOGA FALLS	OH

\* Asterisk indicates required field.

## Step 13)

Confirm the information is correct or make any needed adjustments and click next.

Ann Killian | Logout Current as of February 14, 2017 at 8:11 AM EST  
Home | Messages (0) | Guides/Info

My Applications My Projects Profile

### Organization ?

1 ✓ Select Organization 2 Organization Information 3 Service Area 4 Review & Submit 5 Confirmation

#### Organization Information

Organization Name\*   
Organization Type\*   
Phone Number\*   
Fax Number\*   
Website

#### Mailing Address

Address Line1\*   
Address Line2   
ZIP\*  ZIP+4\*   ?  
City   
County   
State

Services Provided\*

Affordable Housing Development  Employment Training  Other   
 Architectural/Engineering  Financial Literacy  
 Consulting  Health Care Services  
 Counseling Services (mental health)  Housing Counseling (pre and post)  
 Counseling Services (residential support)  Job Training/Welfare to Work  
 Counseling Services (substance abuse)  Legal  
 Day Care/Youth Programs  Property Management  
 Education  Special Needs Housing  
 Elderly Services  Primarily serving women, minorities or the disabled

\* Asterisk indicates required field.

↓

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## Step 14)

If you know that you need to create a new organization, select create new organization and click next.

Ann Killian | Logout Current as of February 14, 2017 at 8:02 AM EST  
Home | Messages (0) | Guides/Info

My Applications My Projects Profile

### Organization ?

1 Select Organization 2 Organization Information 3 Service Area 4 Review & Submit 5 Confirmation

Select an option below.\*

Select another organization.

Create new organization. ←

\* Asterisk indicates required field. Next Cancel

## Step 15)

Complete the screen answering the required questions as indicated by the asterisk (\*). Type in the zip code and the plus 4 and click look up. Note: if you your organization is outside of Delaware, Pennsylvania or West Virginia, you must contact us to input your information. Send an email to [amanda.frikker@fhlb-pgh.com](mailto:amanda.frikker@fhlb-pgh.com) with your organization's address. You must do this before proceeding. Once the information is entered, click next.

Ann Killian | Logout Current as of February 14, 2017 at 8:57 AM EST  
Home | Messages (0) | Guides/Info

My Applications My Projects Profile

### Organization ?

1 Select Organization 2 Organization Information 3 Service Area 4 Review & Submit 5 Confirmation

**Organization Information**

Organization Name\* New Housing Organization

Organization Type\* Not-for-Profit Organization

Phone Number\* 4122222222

Fax Number\* 4125555555

Website

**Mailing Address**

Address Line1\* 601 Grant Street

Address Line2

ZIP\* 15219 ZIP+4 4419 LookUp ? ←

City

County

State

**Services Provided\***

Affordable Housing Development  Employment Training

Architectural/Engineering  Financial Literacy

Consulting  Health Care Services

Counseling Services (ment)

Counseling Services (resid)

Counseling Services (subst)

Day Care/Youth Programs

Education

Elderly Services

\* Asterisk indicates required field. Next Cancel

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For sponsors outside of Delaware, Pennsylvania or West Virginia, you must contact Community Investment at 1-800-288-3400, option 4 to give us your full address before saving this page.

## Step 16)

Answer the questions on the screen and uses the arrows to indicate your service area if you serve multiple states. When complete, click next.

The screenshot shows the FHLBank website interface. At the top, the user is logged in as Ann Killian. The current date and time are February 14, 2017, at 8:59 AM EST. The navigation menu includes My Applications, My Projects, and Profile. The main heading is "Organization". A progress bar at the top indicates five steps: 1. Select Organization (checked), 2. Organization Information (checked), 3. Service Area (current step), 4. Review & Submit, and 5. Confirmation. The form content includes two questions: "Does the organization service the entire United States of America?" with radio buttons for Yes and No (No is selected), and "Does the organization service multiple states?" with radio buttons for Yes and No (Yes is selected). Below these is a "States" section with a "Select States\*" list on the left containing Connecticut, District of Columbia, Federated States of Micronesia, Florida, and Georgia. On the right, a list of states is shown: West Virginia, Pennsylvania, and Delaware. At the bottom right, a large green arrow points down towards the "Next" button. The "Next" button is highlighted in green, along with "Back" and "Cancel" buttons. A note at the bottom left states: "\* Asterisk indicates required field."

## Step 17)

Review the information that was entered and click submit.

The screenshot shows the FHLBank website interface. At the top, the user is logged in as Ann Killian. The current date and time are February 14, 2017, at 9:01 AM EST. The navigation menu includes My Applications, My Projects, and Profile. The main heading is "Organization". A progress bar at the top indicates five steps: 1. Select Organization (checked), 2. Organization Information (checked), 3. Service Area (checked), 4. Review & Submit (current step), and 5. Confirmation. The form content is divided into two columns. The left column, titled "Organization Information", lists: Organization Name: New Housing Organization; Organization Type: Not-for-Profit Organization; Services Provided: Affordable Housing Development, Architectural/Engineering Consulting; Phone Number: 412222222; Fax Number: 412555555; Website: (blank); Mailing Address: 601 Grant Street, PITTSBURGH, PA, 15219-4419. The right column, titled "Service Area", lists: Does the organization service the entire United States of America? no; Does the organization service multiple states? yes; Selected States: West Virginia, Pennsylvania, Delaware. At the bottom right, a large green arrow points down towards the "Submit" button. The "Submit" button is highlighted in green, along with "Back" and "Cancel" buttons.

## Step 18)

To complete the process, click finish.

**FHLBank** Ann Killian | Logout Current as of February 14, 2017 at 9:02 AM EST Home | Messages (0) | Guides/Info

My Applications My Projects Profile

### Organization ?

1 ✓ Select Organization 2 ✓ Organization Information 3 ✓ Service Area 4 ✓ Review & Submit 5 ✓ Confirmation

**Organization Information**

Organization Name: New Housing Organization  
Organization Type: Not-for-Profit Organization  
Services Provided: Affordable Housing Development, Architectural/Engineering Consulting  
Phone Number: 4122222222  
Fax Number: 4125555555  
Website:  
Mailing Address: 601 Grant Street, PITTSBURGH, PA, 15219-4419

**Service Area**

Does the organization service the entire United States of America? no  
Does the organization service multiple states? yes

Selected States

- West Virginia
- Pennsylvania
- Delaware

**Finish**

## Step 19)

Next, you will be taken to the home screen. If you need to be associated with a project, you must contact the community investment department requesting being attached to an existing project or application. Send your request to [amanda.frikker@fhlb-pgh.com](mailto:amanda.frikker@fhlb-pgh.com).

**FHLBank** Ann Killian | Logout Current as of February 14, 2017 at 9:03 AM EST Home | Messages (0) | Guides/Info

My Applications My Projects Profile

### My Applications

You are not associated with any applications from the most current funding rounds.

**Contact Community Investment**  
1-800-288-3400, option 4

**Funding Round Information**  
Application Deadline: August 11, 2016, at 5:00 p.m. Eastern Time;  
Board Approval Date: December 15, 2016. Amount Available: approximately \$23 million. If you have any questions regarding the AHP program, please feel free to contact us at 1-800-288-3400, option 4.

**Hours of Operations**  
Regular hours of operation are from 7:30 am to 5:00 pm Monday through Friday. During the AHP Funding Round, hours of operation are from 6:00 a.m. to 11:30 p.m., every day of the week.

**AHP Implementation Plan**  
[Legal Terms Of Use and Privacy Policy](#)

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