



AHP Online Guide Account Log-in Support

I. Introduction

An AHP award requires the Member and Sponsor to provide timely reporting on the status of the project. Compliance reporting begins in the calendar year following the award and remains a requirement through the end of the project's retention period (i.e., five years for Homeownership owner occupied purchase projects and 15 years for Rental projects).

All representations and commitments made in the approved AHP application will be continuously evaluated and confirmed through project completion reporting and Long-Term Monitoring for Rental projects. All compliance reporting obligations and disbursement requests are completed in [AHP Online](#).



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This guide will provide additional support for logging into our AHP Online system. Each Member or Sponsor must have at least one registered user in AHP Online.

The Federal Home Loan Bank of Des Moines (the Bank) has several online guides to assist Members, Sponsors and Input contacts with instructions on how to navigate AHP Online once an AHP award has been made. Guides are available for Disbursement, Semi-Annual Progress Reports, Extensions, Project Completion and Long-Term Monitoring. Users are encouraged to always access the guides through the Bank's public website at <https://www.fhlbdm.com/products-services/affordable-housing/>. It is updated periodically to provide the most current information.

Pursuant to the Code of Federal Regulations (12 C.F.R. Part 1291), the Bank's Affordable Housing Program Implementation Plan (the Plan) sets forth certain policies, guidelines, and requirements applicable to the Bank's AHP. The Plan is subject to revision annually; the calendar year in which an AHP award is made determines the year of the Plan that governs the award. Plans from recent years may be accessed at <https://www.fhlbdm.com/products-services/affordable-housing/>.

II. Account Log-In Support

The AHP Online login page may be found at <https://ahp.fhlbdm.com/>. Enter your User ID and Password to enter AHP Online.

IMPORTANT: AHP participants that registered in AHP Online in prior years should not register again, unless they are now associated with a different AHP Project Sponsor or consultant organization. One user ID and password can be used for multiple applications by the same organization.

AHP Sponsors: Passwords are required to be changed every 180 days and will typically expire after 18 months of inactivity.

AHP Members: Passwords are required to be changed every 180 days and will typically expire after six months of inactivity.

When a password expires, the AHP Online User will be prompted to change their password at the time of login. If a password is forgotten, the AHP Online User may reset it through AHP Online by clicking on the ***Forgot your password?*** Link.



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Password

Login

AHP Sponsors

Create a User ID*

Forgot your User ID?

Forgot your password?

AHP Members

Forgot your password?

Need access to AHP Online?

Click here & follow the instructions if you have troubles logging into your AHP Online account.

AHP Sponsors: If you have previously created a User ID, please log in using that User ID. Do not create a new User ID for each Funding Round. Passwords are required to be changed every 180 days and will turn

Password requirements:

- Contain a minimum of fifteen characters.
- Contain a minimum of one lower and one upper case character.
- Contain at least one numeric character (0-9), preferably embedded within the password instead of at the end.
- Not contain any of the user's account name.
- Not to be similar to the previous five passwords.

Please contact the Service Desk at 800.544.3452, ext. 2555 if the ***Forgot your Password?*** steps are unsuccessful.

For assistance or questions about an AHP project or the AHP program, please contact Community Investment at 800-544-3452, ext. 2400, or email communityinvestment@fhlbdm.com.

III. Key Definitions And Roles

Project Sponsor (aka Sponsor)

The Project Sponsor is the organization responsible for and conducting the AHP project. Sponsors that are a nonprofit organization, a state or political subdivision of a state, a state housing agency, a local housing authority, a Native American Tribe, an Alaskan Native Village, or the government entity for Native Hawaiian Homelands are considered in awarding points. Other entities, including for-profits, may sponsor an application and receive AHP funding but cannot receive points for such sponsorship. The Bank does not recognize co-sponsors.

Lead Sponsor Contact

The Lead Sponsor Contact is an employee of the Project Sponsor organization, or of an entity that wholly owns and/or controls the Project Sponsor organization, who has the knowledge and authority to respond to inquiries and make decisions related to this



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application and project.

At least one (1) and at most two (2) Lead Sponsor Contacts from the same organization must be assigned for each application.

Input Contact

An Input Contact may be an employee or representative of the Project Sponsor organization, or a consultant or representative of another organization working with the Project Sponsor. Consultants and representatives of non-sponsor organizations should always be identified as an Input Contact. An individual may be identified as an Input Contact for multiple applications.

The Input Contact may initiate and work on a project's Application, Disbursement, Semi-Annual Progress Report, Extension, Project Completion Report and/or Long-Term Monitoring requirements. However, AHP Online requires that the Lead Sponsor Contact complete the final certification or final submission for these various workflows in AHP Online.

An Input Contact is unable to edit contact screens. AHP Online allows at most three (3) Input Contacts for any application.

Input Contacts will have access to all modules in AHP Online, including uploaded personal identifiable information (PII), unless a Lead Sponsor Contact unchecks the Input Contact

Member

The Member is the FHLB member institution identified as the member sponsor. The Member participates in and supports the application for an AHP project by a Project Sponsor. For an application to be complete it must be approved by the Member's AHP Authorized User.

Authorized AHP User (aka Member Contact)

A Member Contact is an employee of the Member who is assigned by the Member's eAdvantage User Administrator to have AHP Online access, allowing the Authorized AHP User to "Member Approve" an AHP application or disbursement. AHP Authorized Users should reference the [AHP Online: Guide for Member Applicants](#) for further instruction. AHP Online allows at least one and at most three Member Contacts.

eAdvantage

eAdvantage is the Member's exclusive integrated reporting system to the Bank. This system contains real-time reporting, point-in-time statement reporting, and transaction functions. This system will be used by the Member to establish an AHP Authorized User, and it will provide the Member access to the AHP Online application and disbursement.

IV. Helpful Hints

AHP Online Minimum Supported System Requirements

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The following minimum supported system requirements are necessary to access and use AHP Online. If these requirements are not met, users may not be able to log into the site or access all the functionality that their role would otherwise allow:

- Browser: Google Chrome® or Microsoft Edge®.
- Operating System: Microsoft® Windows
- Display: a recommended monitor display setting of 1024 x 768.
- Other software, such as Adobe® Acrobat®/Reader® to view and print Portable Document Format (PDF) files.
- Microsoft® Excel® to download Excel spreadsheets.

The AHP Online hours are between 6:30 a.m. and midnight CT every day, including weekends and holidays. The FHLB reserves the right to modify hours of operation and/or interrupt service at any time without prior notice to its customers if business or technology dictates the disruption. AHP Online is programmed with AHP Participants' protection in mind and will automatically log the user out if the page has been inactive for 30 minutes.