

**REDEVELOPMENT AGENCY DISSOLUTION WEB APPLICATION  
FREQUENTLY ASKED QUESTIONS**

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**A. LOGIN**

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**1. What is the web address for the Redevelopment Agency Dissolution Web Application (RAD App)?**

The RAD App web address is: <https://rad.dof.ca.gov/rad-sa>. Should the agency forget the link, it can always be found on Finance’s Redevelopment Agency Dissolution webpage, under the Recognized Obligations Payment Schedules link: <http://www.dof.ca.gov/redevelopment/>.

**2. I have not been able to log in to the RAD App website to access the ROPS template.**

The RAD App is designed to run on Chrome, Firefox, and Internet Explorer (IE) 9 or above. If your web browser version is IE 8 or below, it will not support some features of the RAD App (i.e., logging in and downloading ROPS). Users can check their web browser version by selecting “Help” from the web browser menu bar. Then select “About Internet Explorer.” A window will pop up, identifying the web browser version installed on the user’s computer.

If you continue to experience login problems, try resetting the password. The agency’s RAD App contacts can access the RAD App webpage to reset the password. Once the password has been reset, an e-mail will be sent to the contacts specifying the agency’s assigned username and a new temporary password to login.

**3. I'm unable to login to the RAD App website. I can open the login page, enter my username and password, but nothing happens when I click the "Sign In" button, except for a message at the lower left hand corner of the window screen stating "Error on page" or "Done but with errors."**

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## **B. USERNAME AND PASSWORD**

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**1. The agency has not received Finance’s e-mail with the assigned username and password. Can Finance resend the information?**

No, the agency’s RAD App contacts should perform the password reset option located on the login page to obtain the username and a new temporary password.

**2. Can Finance resend the agency’s assigned username and password used during the last ROPS period?**

In order to retrieve agency username and password, the agency’s RAD App contacts should perform the password reset option located on the login page.

**3. I do not have the agency’s username and password to log into the RAD App.**

The agency’s RAD App contacts share the same username and password. If the contacts do not have the login information, they can access the RAD App webpage to complete the Reset the Password option located on the login page. Once completed, the contacts will receive an e-mail specifying the assigned username and a new temporary password to log in.

**4. Can Finance reset the agency’s password?**

Finance does not have the capability to reset passwords. The agency’s RAD App contacts should reset the password. The password reset option is located on the RAD App login page.

**5. When I try to reset the password by entering the agency name and primary contact e-mail, nothing happens.**

After you reset the password, the window will refresh and take you back to the login screen. Check your inbox or **junk** e-mail folder for the RAD App password reset e-mail.

**6. I have reset the password, but I still cannot log in using the username and new password; and/or I get a “401: Unauthorized” error when I attempt to log in.**

A “401: Unauthorized” error will show on screen when the user incorrectly types the username and/or new password. Try copying and pasting the username and password from the e-mail into the applicable text box on the login screen.

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## C. GENERAL ROPS QUESTIONS

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- 1. The agency has received a Finding of Completion and is now allowed to request funding for sponsoring-entity loans, LMIHF loans, and/or use excess bond proceeds. On the ROPS template, why are these line item rows “red,” designating it as not an enforceable obligation? I cannot enter in requested funding amounts.**

The red row reflects the previous decision made by Finance when the item was last reviewed. If the agency contends funding should be allowed, the agency can request funding on the ROPS. The **ROPS template does not restrict** the agency from entering a requested amount for line items. If Finance determines that the line item is an enforceable obligation, then the item’s row color will no longer be red on a subsequent ROPS template.

- 2. The agency retired items during the prior ROPS period and they are now excluded from the prepopulated ROPS. The agency has decided the items should not have been retired. How can we reinstate them?**

Send an email to [RedevelopmentAdministration@dof.ca.gov](mailto:RedevelopmentAdministration@dof.ca.gov) for the items to be unretired. Please state the agency name and your request to unretire ROPS items in the subject line, and the specific Item Numbers to be unretired in the message. The agency will need to download a new Annual or Last and Final ROPS template after the changes are made.

- 3. Our ROPS template has errors. Who should we contact at Finance?**

Send an email to [RedevelopmentAdministartion@dof.ca.gov](mailto:RedevelopmentAdministartion@dof.ca.gov). Please state the agency name and the problem in the subject line, and briefly describe the issue in the body of the message.

- 4. The agency uses Excel 1997-2004 (XLS) version of excel. We are unable to download the ROPS template in this version in RAD App.**

Beginning January 1, 2016, RAD App will only accept the XLSX format. Please contact your information systems specialist for further assistance.

- 5. The Oversight Board approved the Annual and Last and Final ROPS on the same resolution. Should we submit the same resolution in RAD App under each tab?**

Yes, the agency should submit the same resolution under both tabs for the submission process to be completed.

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## D. ANNUAL ROPS TEMPLATE

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- 1. When is the due date for submission of Annual ROPS through RAD App?**

The agency must submit their Annual ROPS through RAD App no later than February 1. A late submission is subject to penalties outlined in HSC section 34177 (m) (1) (B).

**2. Our Annual ROPS template is missing the Prior Period Adjustment (PPA) form. When will the PPA form be made available?**

The PPA form will be included in the ROPS 18-19 period for which the agency will report actual expenditures for ROPS 15-16A and ROPS 15-16B. Instructions on how to complete the form will be included in the Annual ROPS instructions for that period.

**3. The agency would like to submit an amended Annual ROPS. How is this done and when is the due date for submission?**

The Oversight Board must make a finding that the revision is necessary for payment of approved enforceable obligations. The agency should email the approved resolution and amended Annual ROPS to [RedevelopmentAdministration@dof.ca.gov](mailto:RedevelopmentAdministration@dof.ca.gov) no later than October 1, 2016. The format of the amended Annual ROPS will be provided by Finance at a later date.

**4. Can the agency amend an Annual ROPS to add new line items?**

No, the agency may only amend the amount requested for payment for approved enforceable obligations.

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**E. LAST AND FINAL ROPS TEMPLATE**

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**1. How can I download the Last and Final ROPS template from RAD App?**

The Last and Final ROPS download, validation, and submission process is the same as the Annual ROPS. The template can be downloaded from the Last and Final ROPS tab in RAD App. Follow the steps on pages 4 and 5 of the RAD App instructions for details.

**2. Our agency does not meet all the requirements of HSC section 34191.6 (a) for submission of the Last and Final ROPS. Are we allowed to download the Last and Final ROPS template?**

All agencies are allowed to download the Last and Final ROPS template. However, agencies should ensure eligibility as specified in HSC section 34191.6 (a). Finance will only accept Last and Final ROPS that meet the conditions at the time of submission.

**3. The Last and Final ROPS template accommodates 30 ROPS periods to 45-46B. Our agency has obligations beyond 45-46. Can the agency add more columns to agree with their obligations final due date of payments?**

Agency should not change the template to add more columns as this may cause validation errors. Send an email to [RedevelopmentAdministartion@dof.ca.gov](mailto:RedevelopmentAdministartion@dof.ca.gov) with a clear subject line stating that problem for Finance assistance.

**4. Our agency would like to submit an amended Last and Final ROPS. How should the amended ROPS be submitted?**

The agency should email the approved Oversight Board resolution and amended Last and Final ROPS to [RedevelopmentAdministration@dof.ca.gov](mailto:RedevelopmentAdministration@dof.ca.gov) with a clear subject line stating it is an amended ROPS. Finance has 100 days to approve or deny the agency's request. It should be noted only two amendments are allowed pursuant to HSC section 34191.6 (b) (2). The format of the amended Last and Final ROPS will be provided by Finance at a later date.

**5. Our agency would like to add new line items on the Last and Final ROPS. Is this acceptable?**

Agency may submit a Last and Final ROPS if the remaining obligations have been previously approved for payment by Finance pursuant to HSC section 34177 (m) or (o). Therefore adding new line items is not allowed unless they are for winding down costs pursuant to HSC section 34177.3 (b).

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**F. AGENCY CONTACTS**

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**1. The RAD App contacts are out of the office and I have to complete the ROPS but do not have the login information. Can Finance send the agency's username and password from the last ROPS?**

For security reasons, Finance is unable to provide the agency's login information. The user should contact the agency's RAD App contacts for the login information. If the login information has been forgotten or misplaced, the agency's RAD App contacts should access the RAD App webpage to reset the password. Once the password has been reset, an e-mail will be sent to the contacts specifying the agency's assigned username and a new temporary password.

**2. I am one of the RAD App contacts and the primary contact is no longer with the agency. I need to reset the username and password to access the ROPS template. How do I obtain this information?**

The agency's RAD App contacts share the same login information. Either one of the contacts can reset the password, which is located on the login page. Once you have reset the password, you will also receive an e-mail specifying the username and a temporary password. The agency should update the contact information for new staff after signing in.

**3. I am the new RAD App contact for the successor agency. How do I get set-up as a new user?**

The agency's RAD App contacts share the same username and password. You should contact the agency's other RAD App contacts for the shared login information. If the contacts do not have the login information, access the RAD App to reset the password.

**4. Can Finance update the agency's information to add me as a new RAD App contact?**

The agency is responsible for updating agency contact information in the RAD App. The current RAD App contacts should log into the RAD App to update the agency's contact information.

**5. Can I be added to the agency's contacts for the ROPS?**

The RAD App only supports two RAD App contacts per agency. You should contact your current RAD App contact to determine whether the contact information should be updated.

**6. How do I subscribe to the ROPS email list (LISTSERV) so I can receive informational emails from Finance?**

Both primary and secondary RAD App contacts are automatically subscribed to the ROPS email list. Please ensure your contact information is up to date. If you are not receiving these emails, check your spam folder or contact your information systems specialist to ensure they are not being blocked by your email server.