

# Owner Portal User Guide



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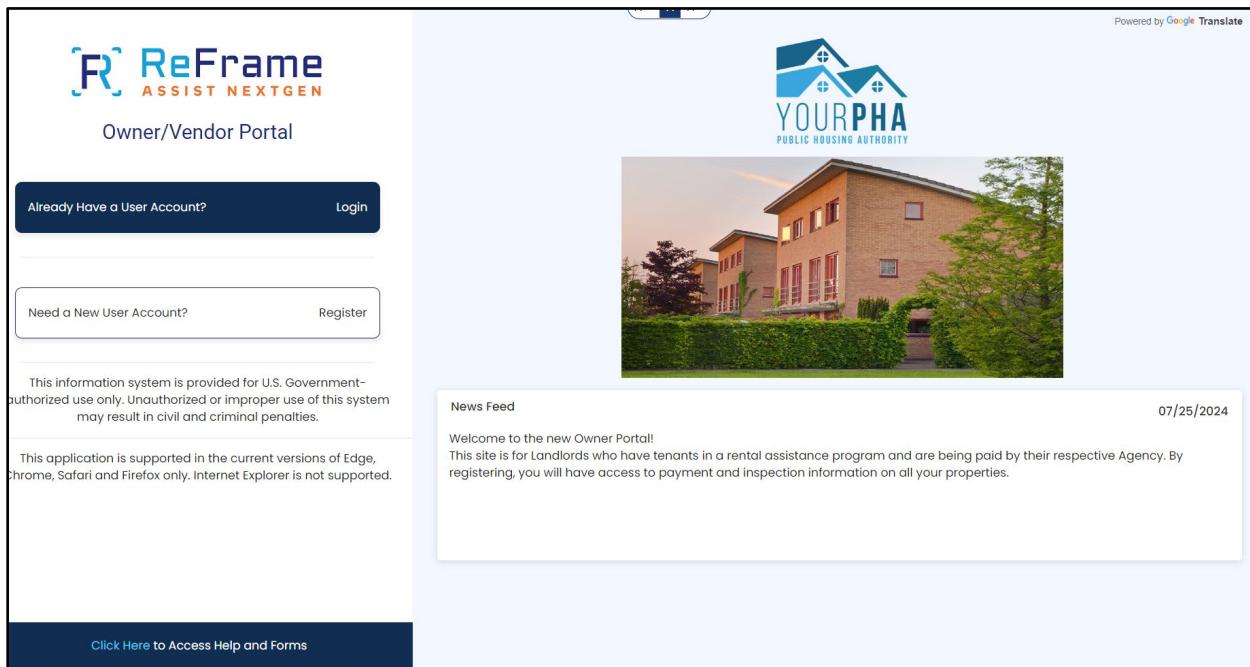
# Owner Portal

## Create New Account

### Website Navigation

1. Navigate to the website.

The Registration page is displayed.



The image shows two side-by-side screenshots of website interfaces. On the left is the ReFrame Owner/Vendor Portal registration page. It features a logo for 'ReFrame ASSIST NEXTGEN' and a 'Owner/Vendor Portal' title. Below this is a dark button with the text 'Already Have a User Account?' and 'Login'. Underneath is another button with 'Need a New User Account?' and 'Register'. A note about government-authorized use and a note about browser support (Edge, Chrome, Safari, Firefox) are visible. At the bottom is a 'Click Here to Access Help and Forms' button. On the right is the YOURPHA Public Housing Authority website. It has a logo for 'YOURPHA PUBLIC HOUSING AUTHORITY' and a photograph of a brick apartment building. Below the photo is a 'News Feed' section with a welcome message, the date '07/25/2024', and a note about the site's purpose for landlords.

2. If you already have an email login and password, Click **Login**.
3. If you have not set up your account, click **Register** to proceed.

# Registration

4. Enter the last 4 digits of your tax ID number, Owner Name and email address.

Enter both the Tax ID and Owner name exactly as displayed on your W-9.

5. Click **Verify**.



(A + A A -)

Login > Registration

Registration for Access Test PHA-2 Owner/Vendor Portal

To register for an account, you will need the following:

- A valid Federal Tax Identification number from your W-9 filed with the Agency.
- Enter the Last 4 of the Tax ID and the Name exactly as it is displayed on the W9.
- Your contact email address on file with the Agency.
- If you do not have a W9 on file, you will need to contact the Agency Call Center at 833-4VT-ERAP (833-488-3727).

Registration for Connecticut Housing Authority Owner/Vendor Portal

Last 4 Federal Tax ID \*

Last 4 Federal Tax ID is required

Owner Name \*

Owner Name is required

Email \*

Email

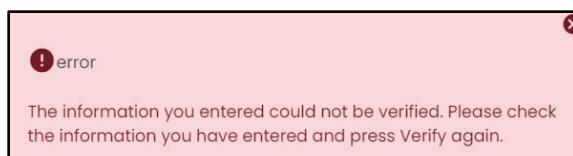
Email is required

Cancel Verify

## System Messages

If your information is not in the system, you will receive the following error message.

1. Make sure that your information was entered correctly.
2. Make any necessary changes.
3. Click **Verify** again.



If your information is in the system, you will receive a message, to confirm that it is valid.

1. To register, click **Continue**.

Registration for Access Test PHA Owner/Vendor Portal

To register for an account, you will need the following:

- A valid Federal Tax Identification number from your W-9 filed with the Agency.
- Enter the Last 4 of the Tax ID and the Name exactly as it is displayed on the W9.
- If you do not have a W9 on file, you will need to contact the Agency Call Center at 833-4VT-ERAP (833-488-3727).

Registration for Berkshire County Regional HA Owner/Vendor Portal

Federal Tax ID xxx-xx-5265 is Valid

The Tax ID Provided is Valid. Please click on Continue to register.

Cancel Continue

## Registered Accounts

1. In the displayed dialog box, confirm that the account displayed is yours.
2. Click **Confirm** to continue.



### Note

- If some information is incorrect, you will be able to update it in the coming steps.
- If the account is not yours, do not proceed. Call the local PHA to report the discrepancy.

## Sign Up

1. To complete registration and sign up for your account, click **Sign Up** and follow the prompts.
2. Enter the following:
  - Your email address
  - A password
3. Select the **Terms of Service Agreement** check box.
4. Click **Sign Up in the blue box.**



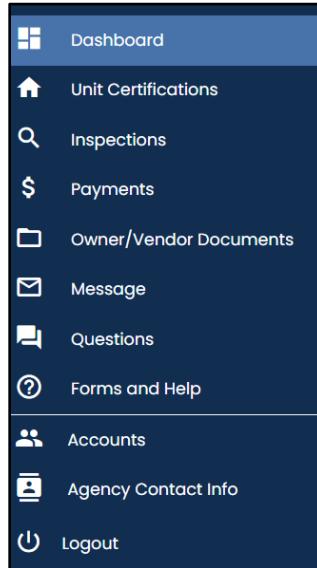
## Login

1. If you have already registered, you will click the Login button and enter the following information:

- Email address
- Password

The Dashboard page is displayed.

# Dashboard



- In the landing page that is now displayed, note the left-hand menu navigation.
- The Main window displays the owner information, including payments that have been processed, pending payments, and totals.

The dashboard page has a white background. At the top left is the 'YOURPHA' logo with 'PUBLIC HOUSING AUTHORITY' underneath. At the top right are 'Select Language' (English, Spanish, French), 'Powered by Google Translate', and a user profile for 'John Merced'. The main content area is divided into sections: 'Owner/vendor' (Name: John, ID: 1500050902, Contact Name: [redacted], Other Phone: (413)-222-5632), 'Owner/vendor Name' (Name: John, Address: 45 Belmont Ave, Springfield MA 01108, Email: johnmerced@gmail.com), and 'Agency' (Name: Berkshire County Regional HA, Cell Phone: (413)-223-6520). At the bottom is a 'Graphical Summary' section with a date range from 06/01/2024 to 06/01/2024, a 'Reload' button, and a small chart icon.

# Unit Certifications

## Viewing Units



Your tenant must first apply and be eligible for the program before you are able to complete this process.

### Note

You will not see your tenant in the portal unless they apply and are deemed eligible.

1. On the main menu, click **Unit Certifications**.
2. In the list, select the applicable units or tenants.

A screenshot of a web-based application titled "Unit Certifications". The interface includes search and filter fields for "Unit Address" and "Tenant Name", with "Search" and "Clear" buttons. Below is a table with columns: UNIT ADDRESS, TENANT NAME, TENANT ID, APPROVAL DATE, STATUS, and ACTIONS. One row is visible: "61 Gray St Apt#2 N, Amherst, MA 01002", "John", "150003601", "01-01-2022", "PENDING", and a three-dot menu icon. At the bottom are pagination controls for "Items Per Page: 10" and "1-1 of 1".

UNIT ADDRESS	TENANT NAME	TENANT ID	APPROVAL DATE	STATUS	ACTIONS
61 Gray St Apt#2 N, Amherst, MA 01002	John	150003601	01-01-2022	PENDING	⋮

### Note

If you do not see all your units listed, it is because your tenant has not applied or has not been deemed eligible yet.

## Questions

1. After the unit is chosen, fill out any owner questions, if any.

All mandatory fields are marked with an asterisk **\***.

Questions      Certification      Documents

*Household Information*

**Household Information**

Length of Residence \*  
Length of Residence is required

Has anyone in the HH ever applied for GA in the past? \*

Yes  No

Please list any assistance for which your HH has applied.

Next

## Certification

1. Click the **Certification** tab if there were any Questions to move on.
2. After you have answered all the required questions, you will need to certify and sign.
3. Click **Submit**.
4. You will need to repeat this process for every tenant that applies.

Questions **Certification** Documents

Please read this statement very carefully. By accepting, you are agreeing to its terms.

I hereby certify that the information I have provided in this certification is true and accurate. I understand that:

This information is being provided in support of my tenant's application for the Test PHA.

Any misrepresentation or false information will result in the application being cancelled or denied, or in termination of rental or utility assistance.

My participation in the Test PHA is subject to my being eligible and in compliance with Agency policies and procedures.

Signature\* 



## Documents

1. In the **Documents** tab, you can upload documents related to the unit or specific tenant such as leases or other information.
2. In the **Document type** area, click a document type.
3. In the **Document Sub Type** area, select one of these codes: **Address Change Request** and **Certified Mail**.
4. Browse for the document.
5. After you upload it, the document will be displayed in the grid.

Questions      Certification      **Documents**

Upload File

Owner/Vendor Files

Upload only .pdf, .doc, .docx, .xls, .xlsx, .csv, .jpeg, .png and .tiff files with max size of 15MB.

**Document Type \***

Assets  
 Audit Inspection  
 Direct Deposit Form  
 Lead of Lead Paint Compliance  
 Other Landlord Documentation  
 Inspection Information  
 Unit Documentation

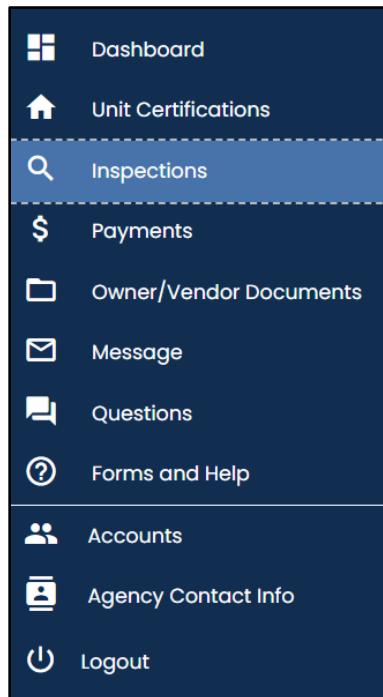
**Document Sub Type \***

Address Change Request     Certified Mail

Drag here the document to upload or  
Choose file to upload    **Browse for file**

FILE NAME ↑      DATE UPLOADED ↓      DESCRIPTION ↑      ACTIONS

# Inspections

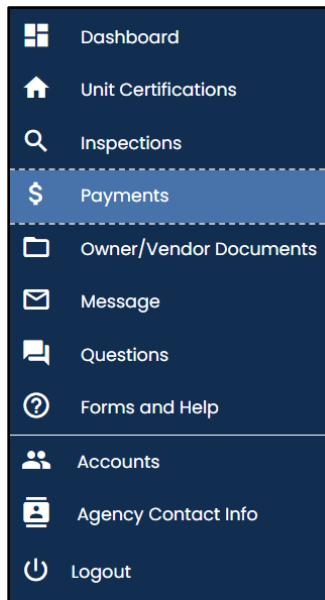


The Inspection records are displayed for all active and inactive accounts. They date back up to three years.

1. Enter any date in the search criteria. You can filter the results by any date.
2. To export the data, click **Export**.

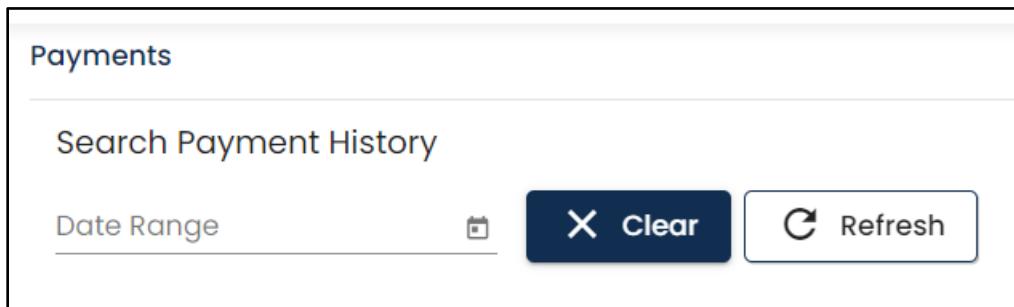
The data is now available in an Excel spreadsheet file.

# Payments



In the Payments page, the owner or landlord can view information regarding Payments. All payments will be listed on the menu after they are approved and scheduled. This will include the amount and information about the tenant.

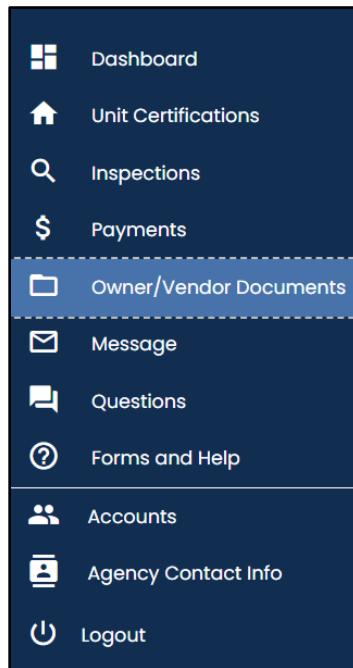
1. Payment history dates back up to two years. You can search by filtering the results by any date.



2. To export the payment listing into an Excel spreadsheet file, click **Export**.



# Owner/Vendor Documents

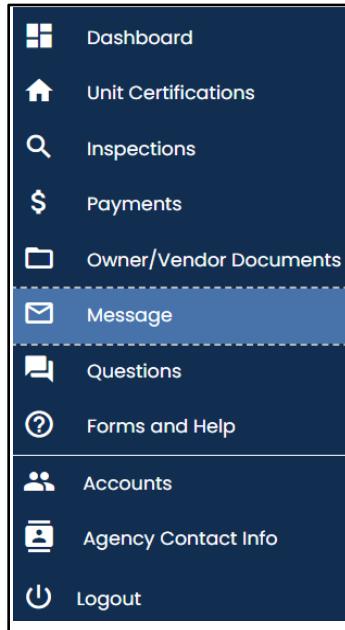


On this page, the owner or vendor can upload documents.

1. Select a Document type and sub code such as **Proof of Ownership**.
2. Browse for the file on your local computer.
3. After you upload the document, it will be displayed in the grid.

Uploaded Documents		Received Documents	
FILE NAME	DATE UPLOADED	DESCRIPTION	ACTIONS
No Records Found.			
Items Per Page: 10 < > 0 of 0			

## Message



On the Message page, you can send and receive messages from the PHA.

1. Select any dates to search for messages.

Message

---

Search Message

Date Range  
05/08/2024 – 06/07/2024



Message

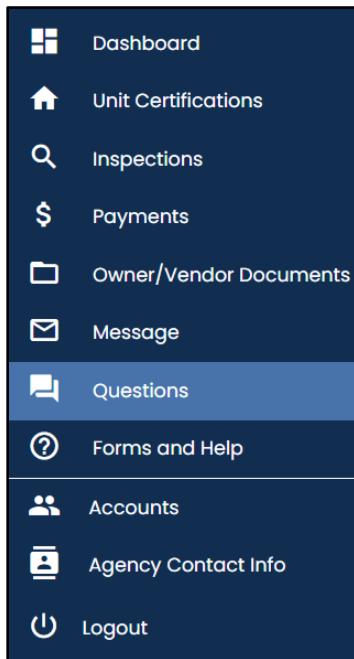


2. To send a message, click the **New Message** button.
3. Enter the required fields. Click **Send Message**.



The owner/landlord can send messages to the case worker that is assigned to their accounts. New messages will appear in the inbox.

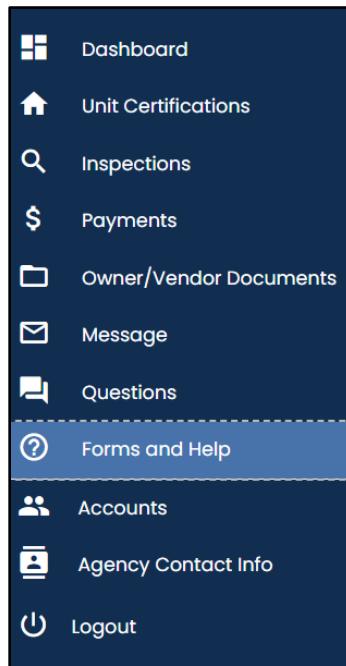
# Questions



The Questions page displays any questions that the PHA wants you to answer.

- Answer any unanswered questions that you may see here.

# Forms and Help



On the **Forms and Help** page, you will find various useful forms.

- Click the name of the form in blue hyperlinked font to view them.

Forms and Help

Forms and Help

[Owner/Vendor Portal Instructions](#)

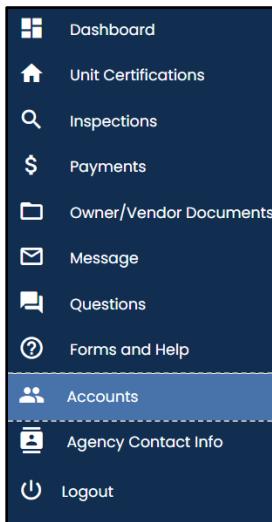
[W9 Form](#)

[Direct Deposit Form](#)

[VERAP Landlord Attestation](#)

[Utility Vendor Walkthrough](#)

# Accounts



1. If you need to link to more than one account, on the main menu, click the **Accounts** icon.
2. Click **Link Another Account**.

Follow the same process as registration.

**+ Link Another Account**

3. Enter the last four of your tax ID and name, exactly as it appears on your W-9.
4. Click **Verify**.
5. After your information has been verified, you will receive a message to confirm that it is valid. Click **Continue**.
6. A dialog box will request you for confirmation of your information again. If the information matches, click **Confirm**.

## Note

You can edit specific details on the Accounts page.

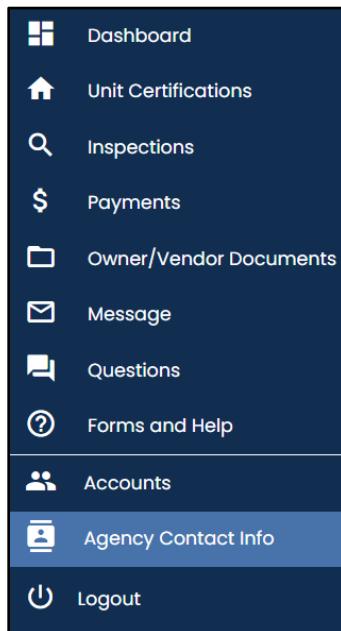
Linked accounts are now displayed on the menu.



**Note**

If you have multiple accounts, you will need to switch accounts to see details of different tenants associated with other accounts.

## Agency Contact Info

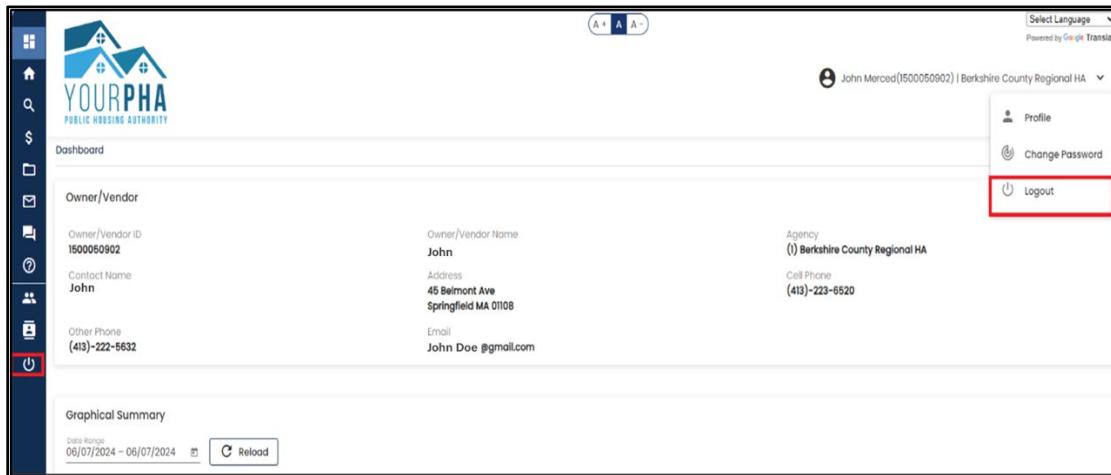


On this page, you will find contact information of the local PHA.

# Logout

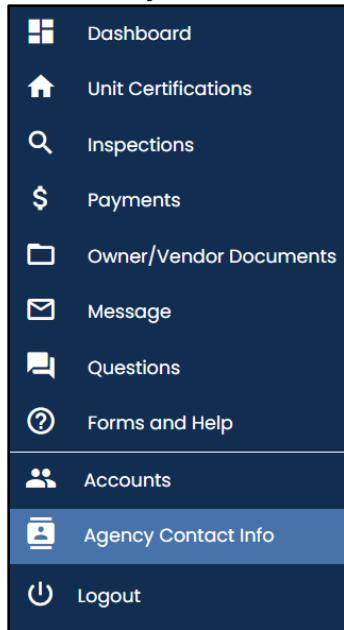
## Logging Out

1. To log out, on the top-right of the page, click the dropdown arrow next to your name.
2. Click Logout.



The screenshot shows the YOURPHA dashboard. At the top right, there is a user profile for "John Merced (1500050902) | Berkshire County Regional HA" with options for "Profile", "Change Password", and a redboxed "Logout". The main content area displays "Owner/Vendor" information: Owner/Vendor ID 1500050902, Contact Name John, Other Phone (413)-222-5632, Owner/Vendor Name John, Address 45 Belmont Ave Springfield MA 01108, Email John.Doe@gmail.com, and Agency (1) Berkshire County Regional HA, Cell Phone (413)-223-6520. At the bottom left is a "Graphical Summary" section with a date range from 06/07/2024 to 06/07/2024 and a "Reload" button. The left sidebar has a dark blue background with white icons and text for various menu items: Dashboard, Unit Certifications, Inspections, Payments, Owner/Vendor Documents, Message, Questions, Forms and Help, Accounts, Agency Contact Info (which is highlighted in blue), and Logout.

Alternatively, on the main menu, click the **Logout** option.



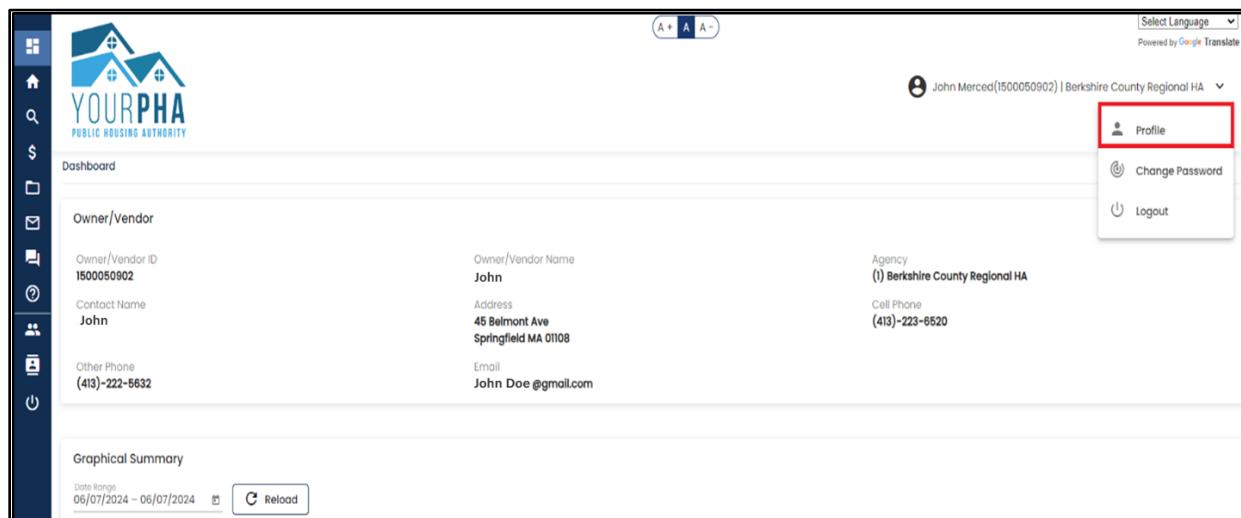
# Update Profile

Your profile contains contact information and notification preferences.

1. On the top-right of the page, click the dropdown arrow next to your name.
2. Add or edit any information shown in **Contact Information** and **Mailing Address**.
3. To update your **Notification Preference**, click the dropdown arrow next to notification preference.

Now, choose from these options: **Email**, **Email and Text**, **Text**, or **No Electronic Notification**.

4. After making changes click **Save** to publish your changes.



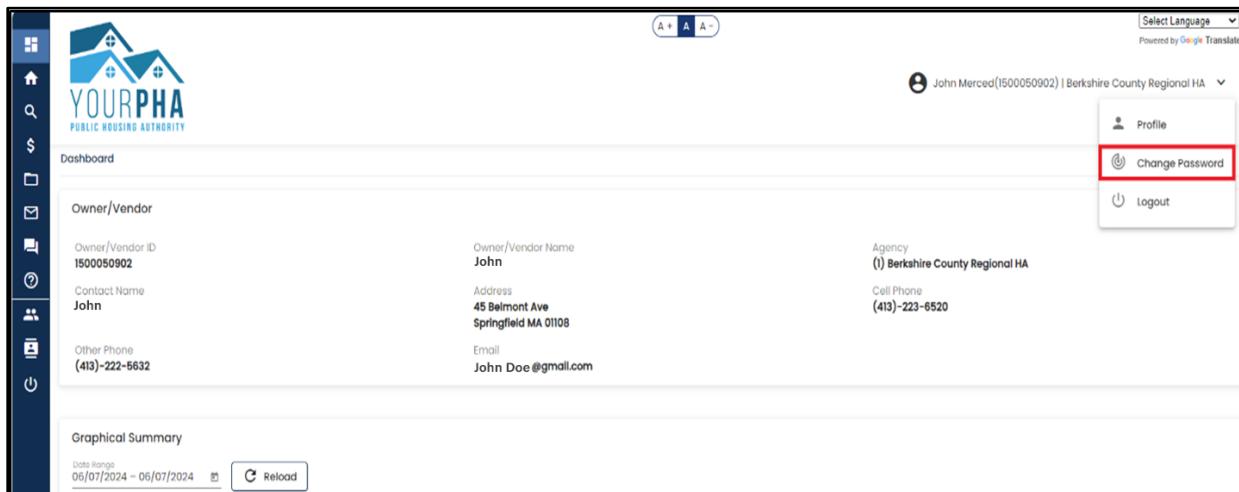
The screenshot shows the YOURPHA dashboard with a sidebar on the left containing icons for Home, Search, Dashboard, Owner/Vendor, Contact, and Logout. The main content area displays the 'Owner/Vendor' section with the following data:

Owner/Vendor ID	Owner/Vendor Name	Agency
1500050902	John	Berkshire County Regional HA
Contact Name	John	
Address	45 Belmont Ave	
	Springfield MA 01108	
Other Phone		Cell Phone
(413)-222-6632	John Doe@gmail.com	(413)-223-6520

Below this, there is a 'Graphical Summary' section with a date range from 06/07/2024 to 06/07/2024 and a 'Reload' button. The top right corner shows a user profile for 'John Merced (1500050902) | Berkshire County Regional HA' with a dropdown menu. The 'Profile' option in this menu is highlighted with a red box.

# Change Password

1. Click the down-arrow in the top right and click **Change Password**.
2. Enter the new password.
3. To confirm, re-enter your password.
4. Click **Save**.



The screenshot shows the YOURPHA Public Housing Authority dashboard. On the right side, there is a user profile section with a dropdown menu. The 'Change Password' option is highlighted with a red box. Below the profile section are buttons for 'Profile', 'Change Password' (which is also highlighted with a red box), and 'Logout'.



The screenshot shows a 'Change Password' modal dialog. It contains two password input fields, both marked with a red arrow pointing to the 'New Password \*' field. The 'Save' button at the bottom right is also highlighted with a red box.