Owner Portal User Guide

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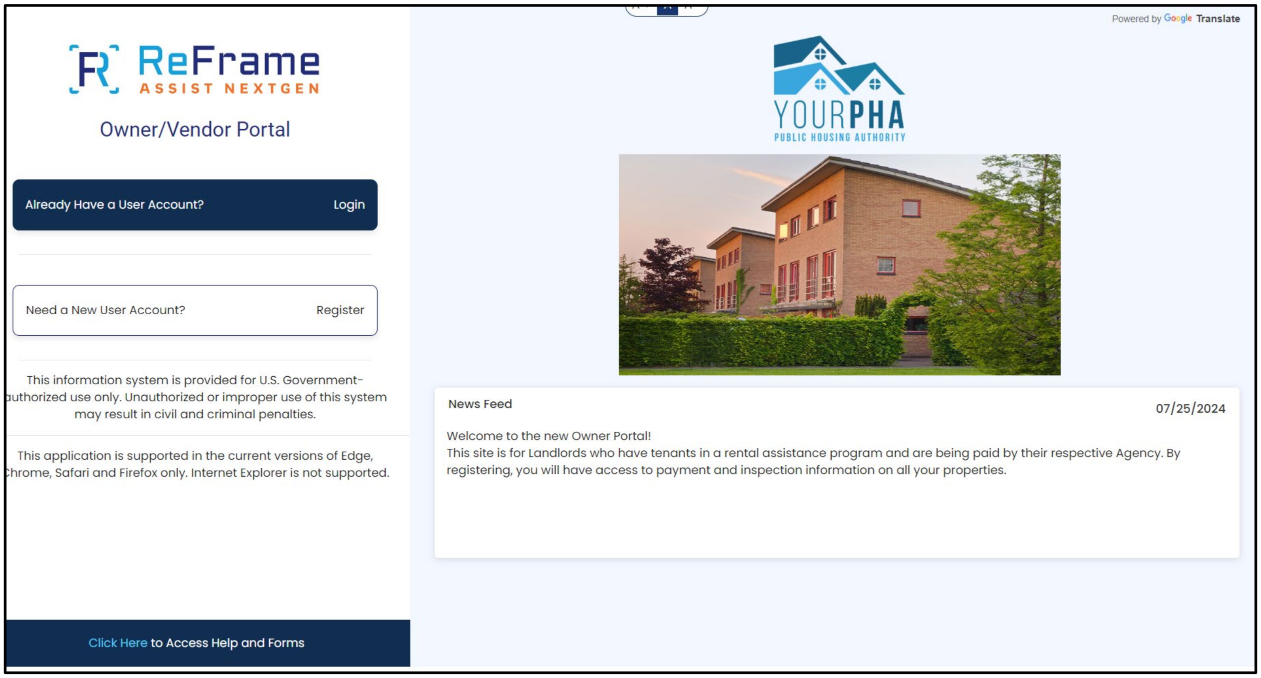
Owner Portal

Create New Account

Website Navigation

1. Navigate to the website.

   The Registration page is displayed.



2. If you already have an email login and password, Click **Login**.

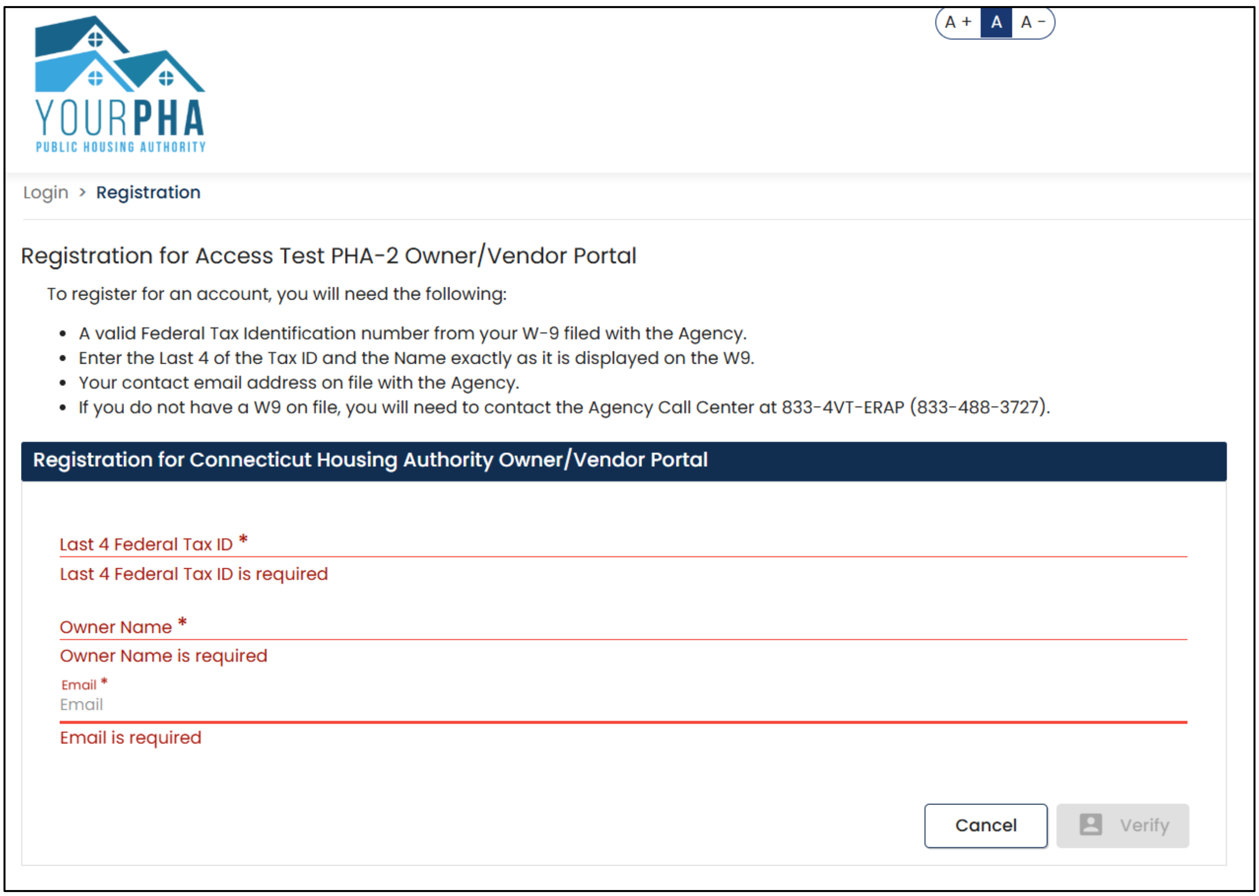
3. If you have not set up your account, click **Register** to proceed.

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**.



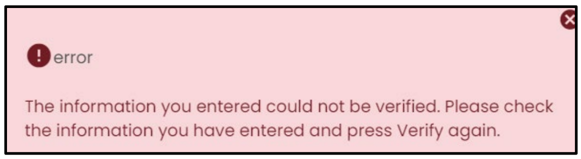
System Messages

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

1. Make sure that your information was entered correctly.

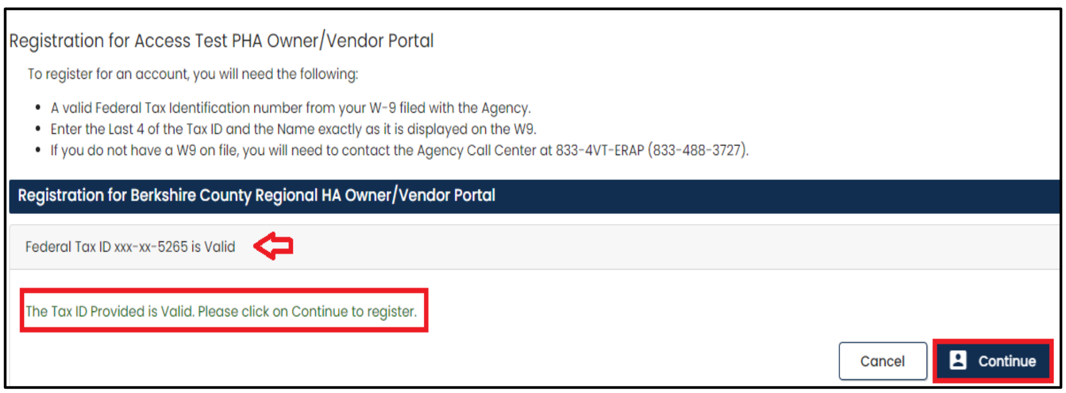
2. Make any necessary changes.

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**.



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.**

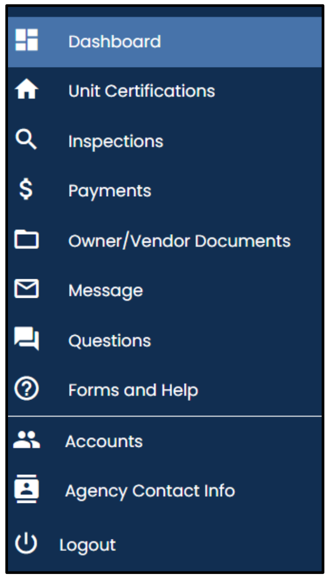
Login

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

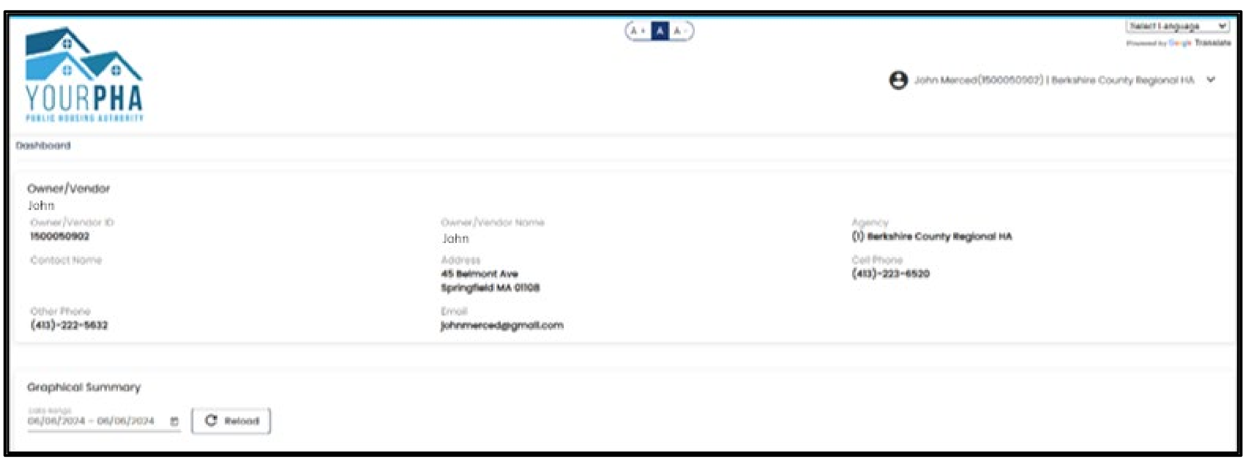
- Email address
- Password

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.



Unit Certifications

Viewing Units

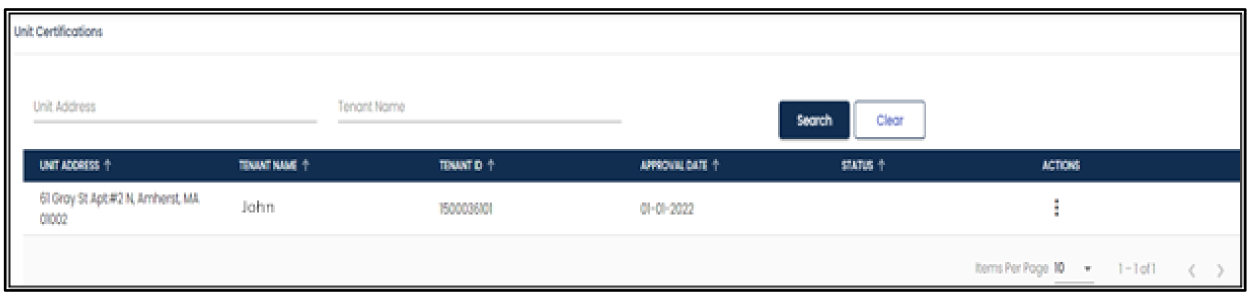
Your tenant must first apply and be eligible for the program before you are able to complete this process.

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.



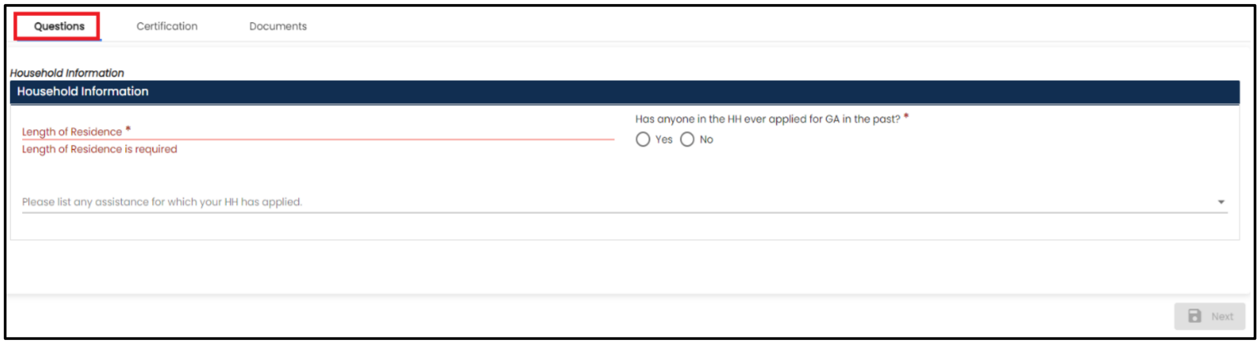
Note

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

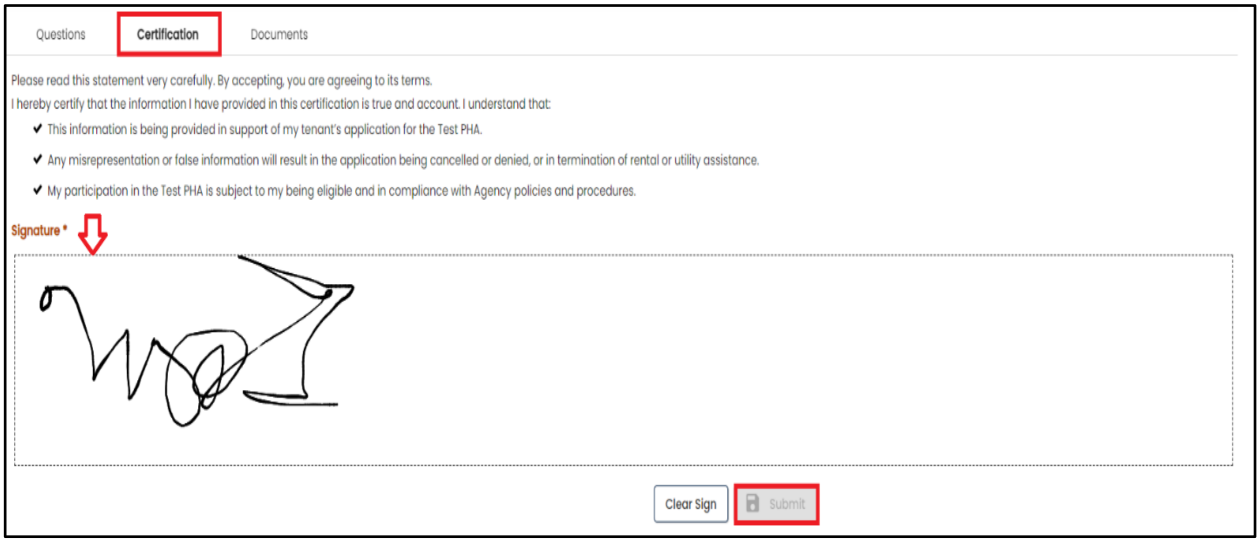
1. After the unit is chosen, fill out any owner questions, if any.

   All mandatory fields are marked with an asterisk *.



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.



Documents

1. In the **Documents** tab, you can upload documents related to the unit or specific tenant such as leases or other information.

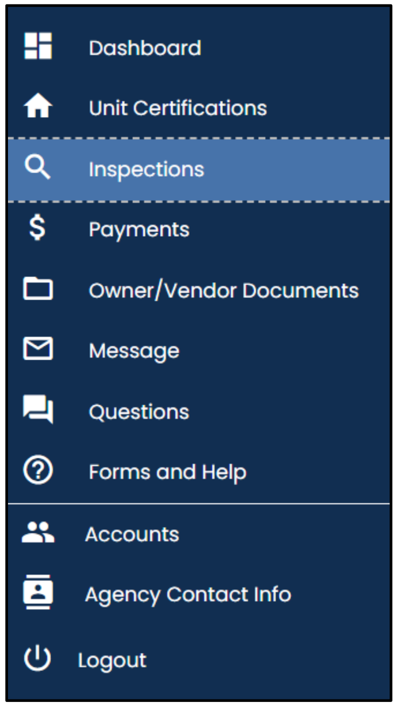
2. In the **Document type** area, click a document type.

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.

Inspections

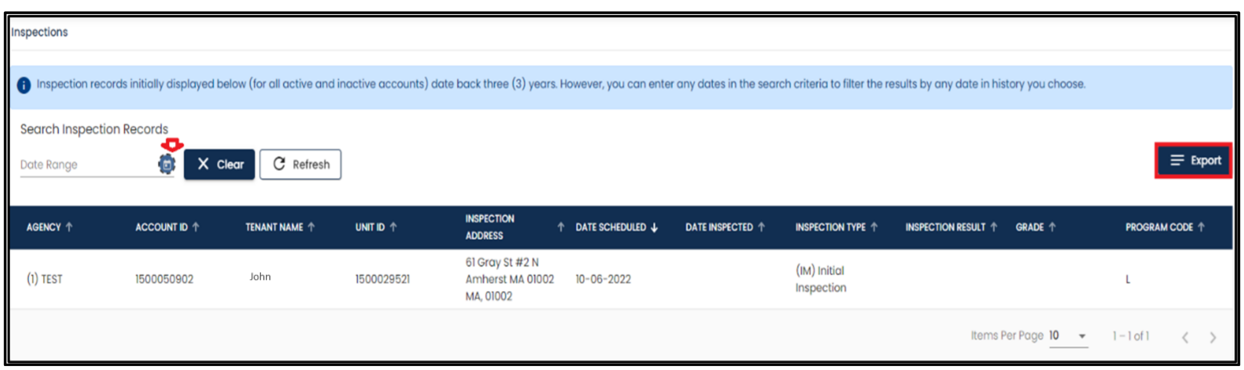


The Inspection records are displayed for all active and inactive accounts.
They date back up to three years.

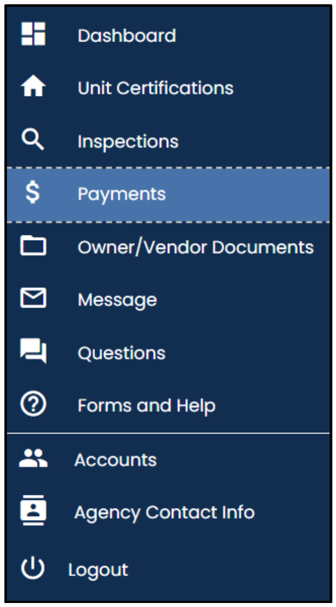
1. Enter any date in the search criteria. You can filter the results by any date.

2. To export the data, click **Export**.

   The data is now available in an Excel spreadsheet file.

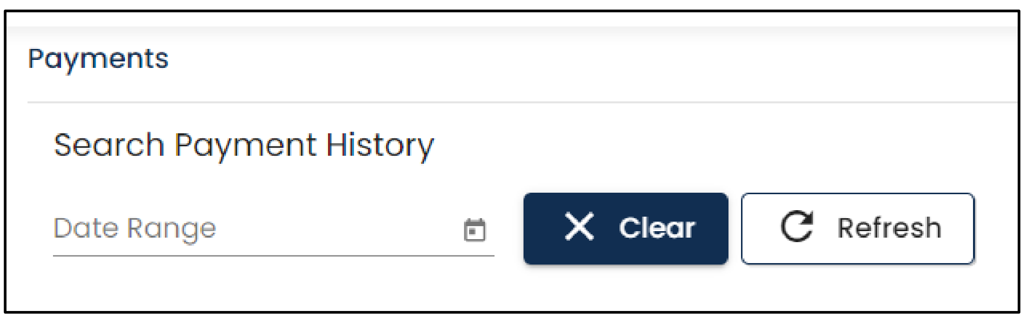


Payments



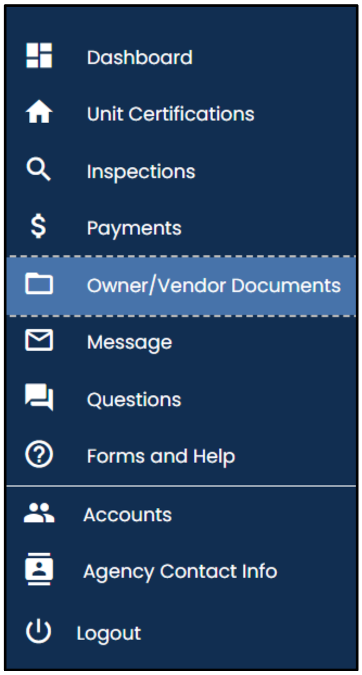
In the Payments page, the owner or landlord can view information regarding Payments.
All payments will be listed on the menu after they are approved and scheduled.
This will include the amount and information about the tenant.

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



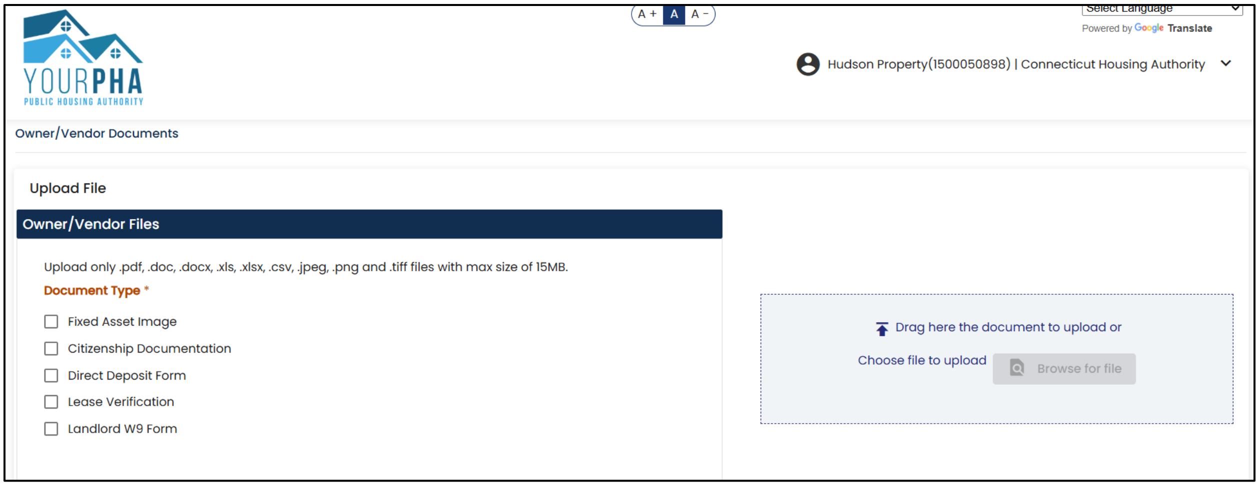
2. To export the payment listing into an Excel spreadsheet file, click **Export**.

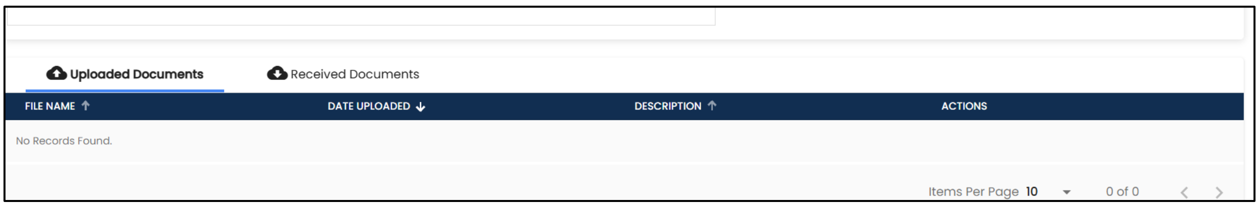
Owner/Vendor Documents



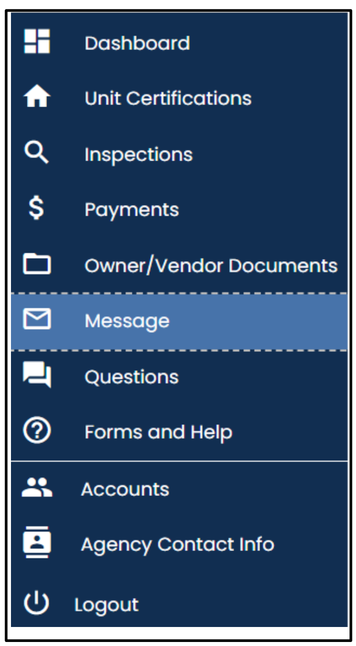
On this page, the owner or vendor can upload documents.

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.





Message



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

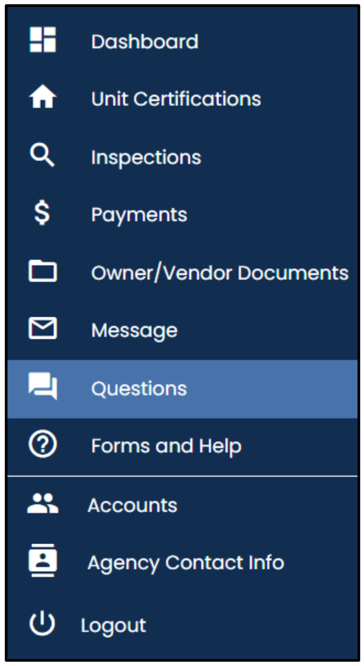
1. Select any dates to search for messages.

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.

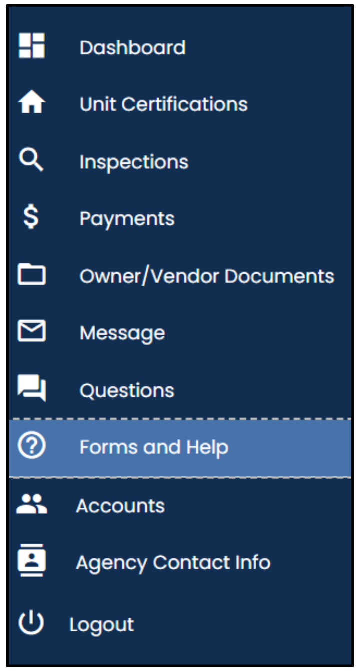
Questions



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

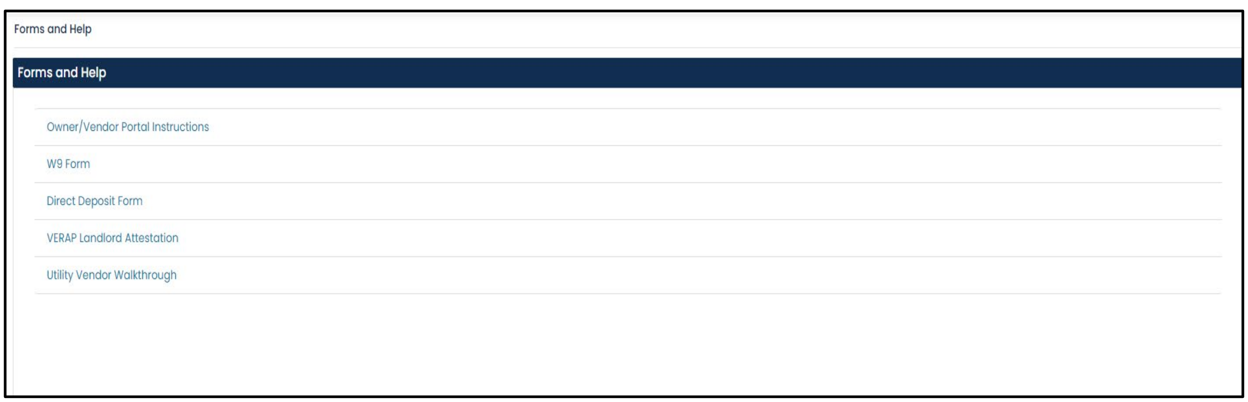
- Answer any unanswered questons that you may see here.

Forms and Help

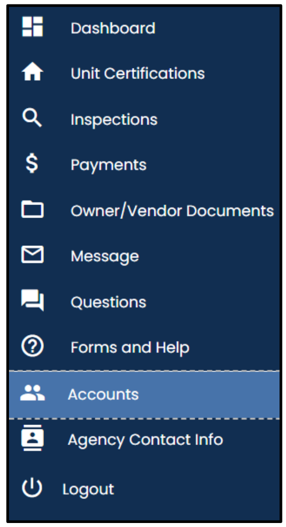


On the **Forms and Help** page, you will find various useful forms.

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



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.

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

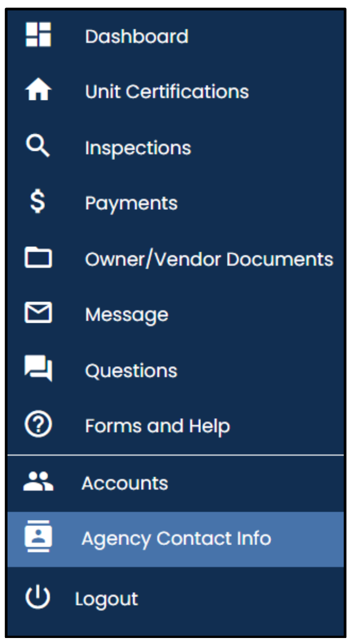
You can edit specific details on the Accounts page.

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



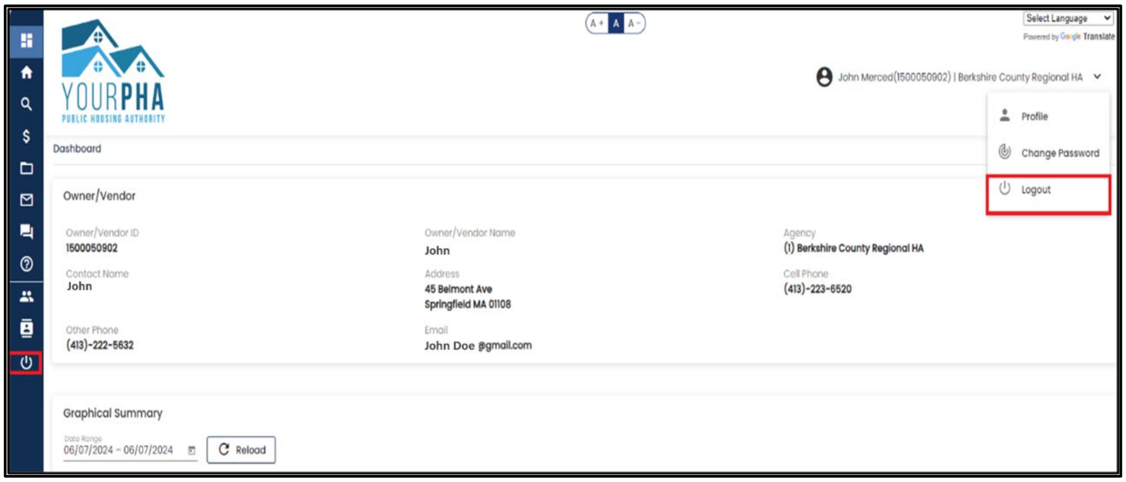
On this page, you will find contact information of the local PHA.

Logout

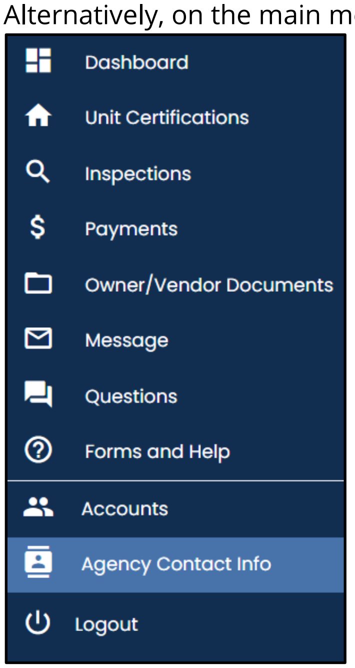
Logging Out

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

2. Click Logout.



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.

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**.