

# Owner Portal User Guide



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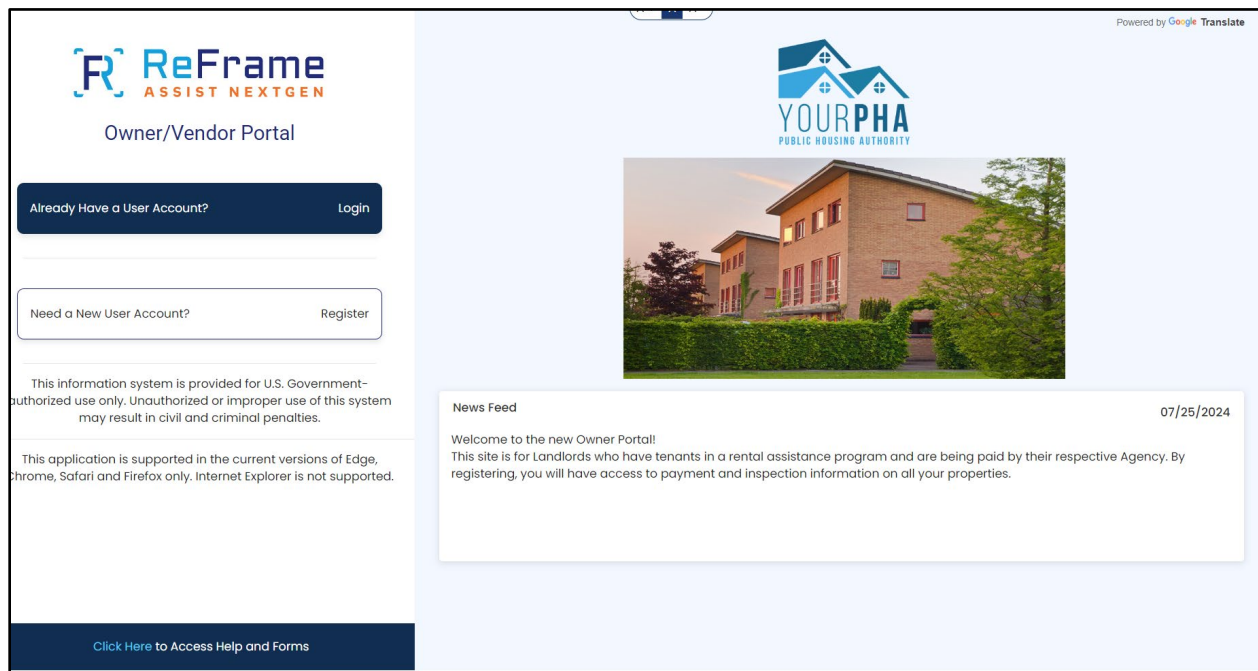
# Owner Portal

## 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**.



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

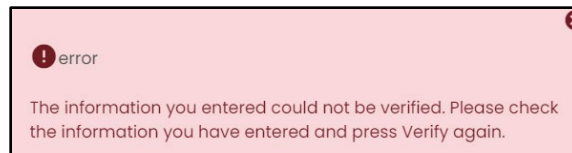
Cancel

 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).

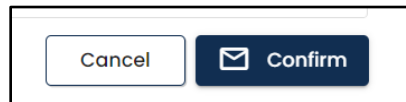
Registration for Berkshire County Regional HA Owner/Vendor Portal

Federal Tax ID xxx-xx-5265 is Valid 

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

## Registered Accounts

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

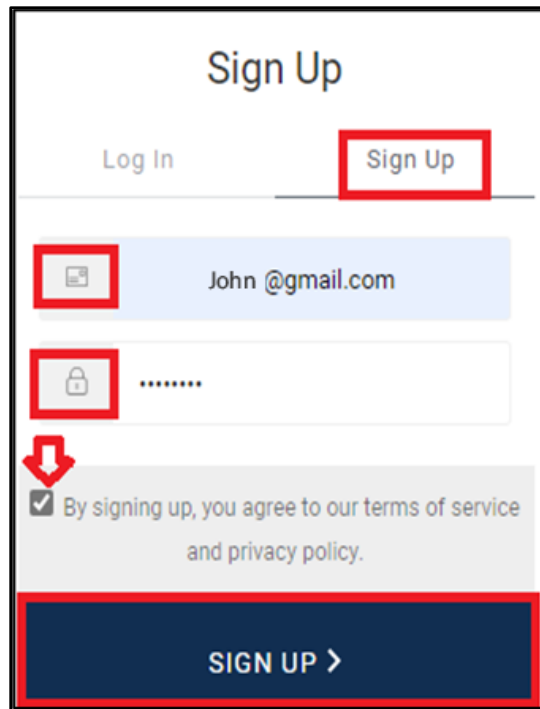


### Note

- 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.**



The image shows a 'Sign Up' form with several red annotations. At the top, the title 'Sign Up' is centered. Below it, there are two buttons: 'Log In' and 'Sign Up'. The 'Sign Up' button is highlighted with a red rectangle. Below the buttons, there are two input fields. The first field contains the email address 'John @gmail.com' and has a red rectangle around its icon. The second field contains a password represented by dots and has a red rectangle around its icon. Below the password field, there is a checkbox with a red arrow pointing to it. The checkbox is checked and contains the text 'By signing up, you agree to our terms of service and privacy policy.' At the bottom of the form, there is a large blue button with the text 'SIGN UP >' and a red rectangle around it.

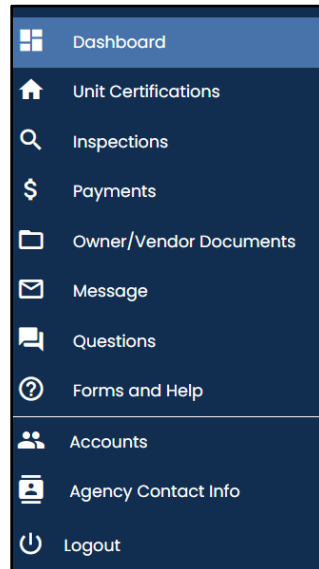
## Login

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

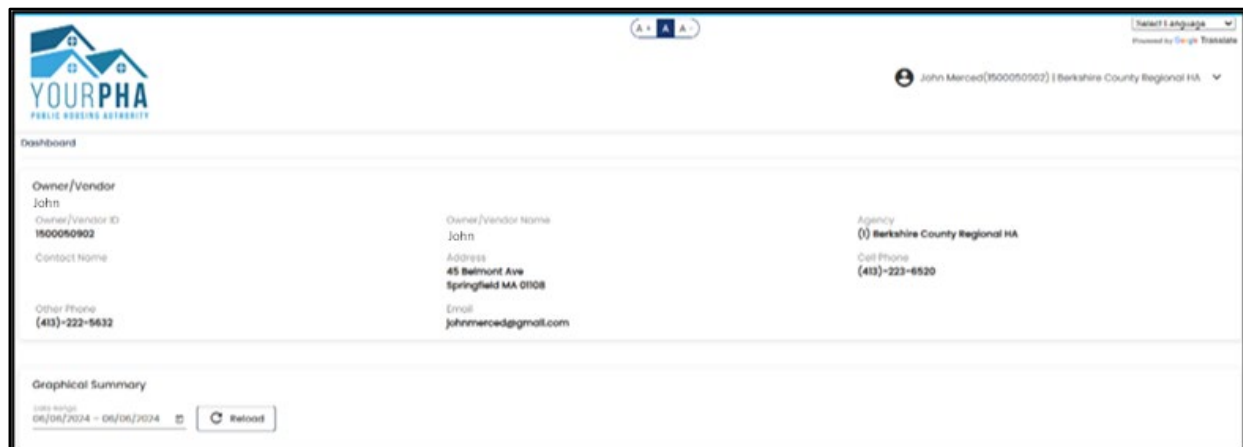
- Email address
- Password

The Dashboard page is displayed.

# Dashboard



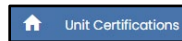
- In the landing page that is now displayed, note the left-hand menu navigation.
- The Main window displays the owner information, including payments that have been processed, pending payments, and totals.





# 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.

A screenshot of the "Unit Certifications" web interface. It features a search bar with "Unit Address" and "Tenant Name" fields, and "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 with the address "61 Gray St Apt#2 N, Amherst, MA 01002", tenant name "John", and tenant ID "1500036101". The approval date is "01-01-2022". The actions column contains a vertical ellipsis. At the bottom right, it says "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	1500036101	01-01-2022		⋮

### 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 \*.

The screenshot shows a web form with three tabs: 'Questions' (highlighted with a red box), 'Certification', and 'Documents'. Below the tabs is a section titled 'Household Information' with a dark blue header. The form contains the following fields:

- Length of Residence \***: A text input field with a red asterisk and the text 'Length of Residence is required' below it.
- Has anyone in the HH ever applied for GA in the past? \***: A radio button question with 'Yes' and 'No' options.
- Please list any assistance for which your HH has applied.**: A text input field with a dropdown arrow on the right.

A 'Next' button with a right arrow icon is located at the bottom right of the form.

## 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 \* 



Clear Sign

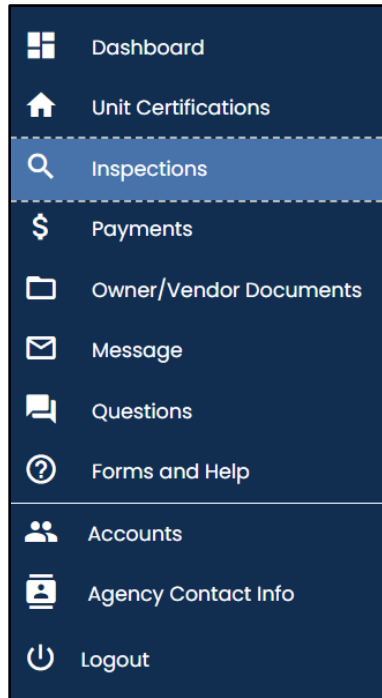
 Submit

## 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.

The screenshot shows a web application interface with three tabs: 'Questions', 'Certification', and 'Documents'. The 'Documents' tab is selected and highlighted with a red box. Below the tabs is an 'Upload File' section. On the left, under 'Owner/ Vendor Files', there is a list of document types with checkboxes. 'Other Landlord Documentation' is selected. To the right of this list is a 'Document Sub Type' section with two options: 'Address Change Request' (selected) and 'Certified Mail'. On the right side of the upload area, there is a dashed box containing the text 'Drag here the document to upload or' and a 'Choose file to upload' button with a 'Browse for file' button next to it. At the bottom of the interface, there is a table header with columns: 'FILE NAME', 'DATE UPLOADED', 'DESCRIPTION', and 'ACTIONS'. Below the header, there are two tabs: 'Uploaded Documents' and 'Received Documents'.

# Inspections



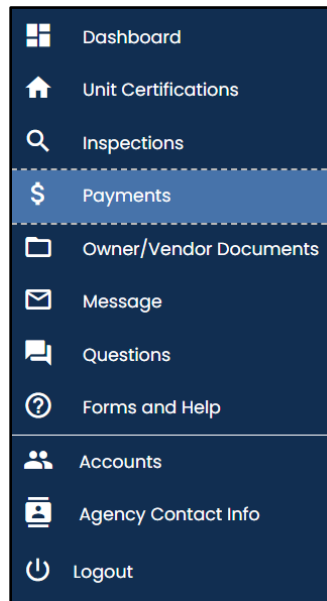
The Inspection records are displayed for all active and inactive accounts. They date back up to three years.

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.

AGENCY ↑	ACCOUNT ID ↑	TENANT NAME ↑	UNIT ID ↑	INSPECTION ADDRESS	DATE SCHEDULED ↓	DATE INSPECTED ↑	INSPECTION TYPE ↑	INSPECTION RESULT ↑	GRADE ↑	PROGRAM CODE ↑
(1) TEST	1500050902	John	1500029521	61 Gray St #2 N Amherst MA 01002 MA, 01002	10-06-2022		(IM) Initial Inspection			L

# 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.

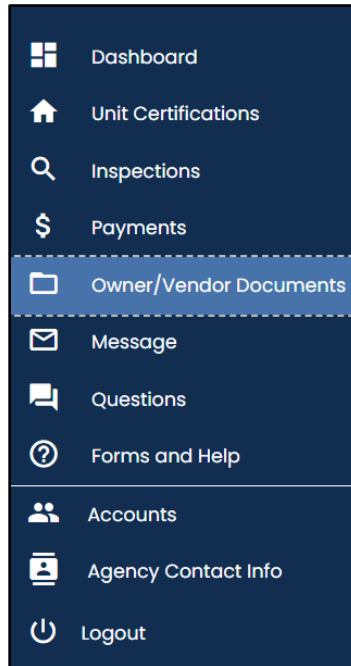
1. Payment history dates back up to two years. You can search by filtering the results by any date.

A screenshot of a web interface for 'Payments'. At the top, the word 'Payments' is displayed in a blue font. Below it is a section titled 'Search Payment History'. Under this title, there is a 'Date Range' label followed by a calendar icon and a text input field. To the right of the input field are two buttons: a dark blue button with a white 'X' icon and the text 'Clear', and a light blue button with a circular arrow icon and the text 'Refresh'.

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.

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A

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Select Language

Powered by Google Translate

Hudson Property(1500050898) | Connecticut Housing Authority

Owner/Vendor 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 \*

☐ Fixed Asset Image
☐ Citizenship Documentation
☐ Direct Deposit Form
☐ Lease Verification
☐ Landlord W9 Form

Drag here the document to upload or

Choose file to upload

Browse for file

Uploaded Documents
 Received Documents

FILE NAME ↑	DATE UPLOADED ↓	DESCRIPTION ↑	ACTIONS
No Records Found.			

Items Per Page 10
0 of 0

## Message

A vertical sidebar menu with a dark blue background and white text. The menu items are: Dashboard (with a grid icon), Unit Certifications (with a house icon), Inspections (with a magnifying glass icon), Payments (with a dollar sign icon), Owner/Vendor Documents (with a folder icon), Message (with an envelope icon and highlighted with a dashed border), Questions (with a speech bubble icon), Forms and Help (with a question mark icon), Accounts (with a group of people icon), Agency Contact Info (with a person and phone icon), and Logout (with a power button icon).

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

1. Select any dates to search for messages.

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Message

Search Message

Date Range

05/08/2024 – 06/07/2024

✕

Clear

↺

Refresh

Message

🔍

Search

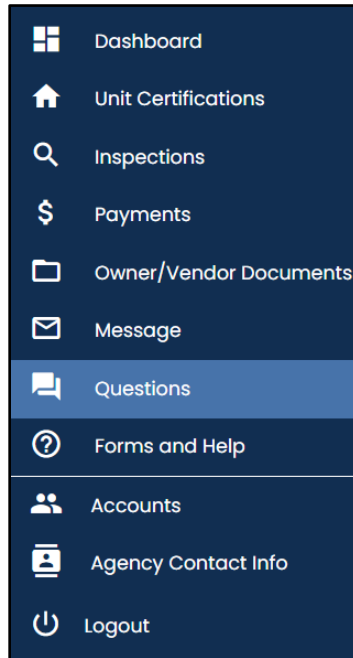
2. To send a message, click the **New Message** button.
3. Enter the required fields. Click **Send Message**.

✉

New Message

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

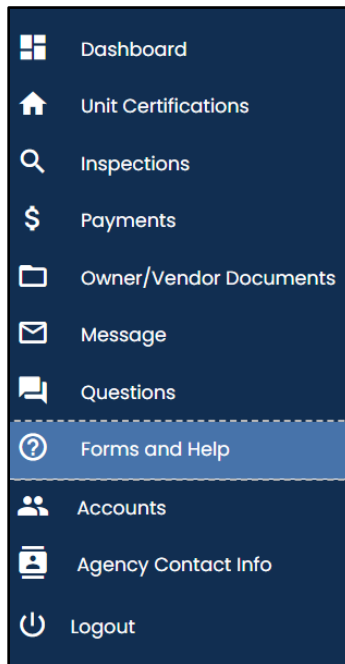
# Questions



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

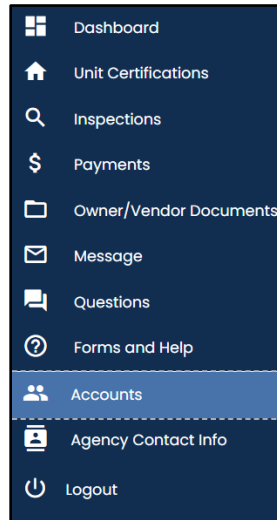


On the **Forms and Help** page, you will find various useful forms.

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

Forms and Help
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.



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.

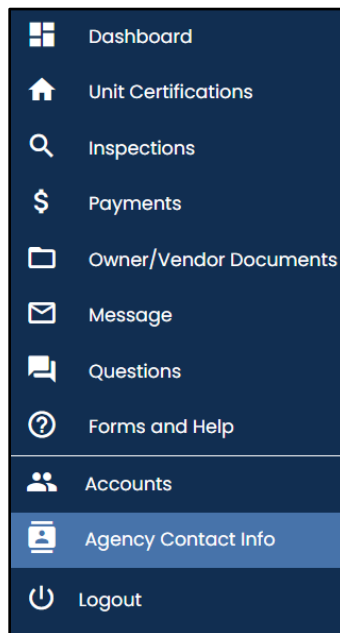
Linked accounts are now displayed on the menu.



### 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

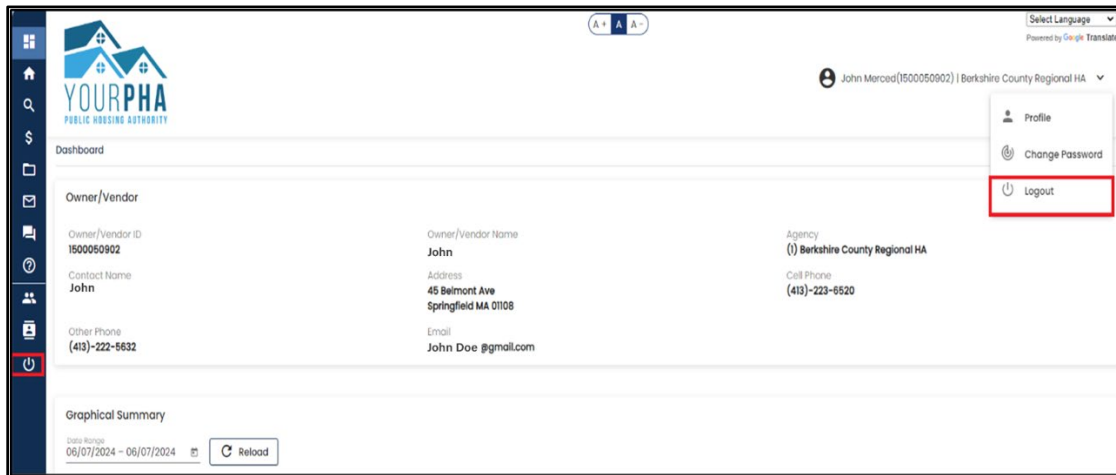


On this page, you will find contact information of the local PHA.

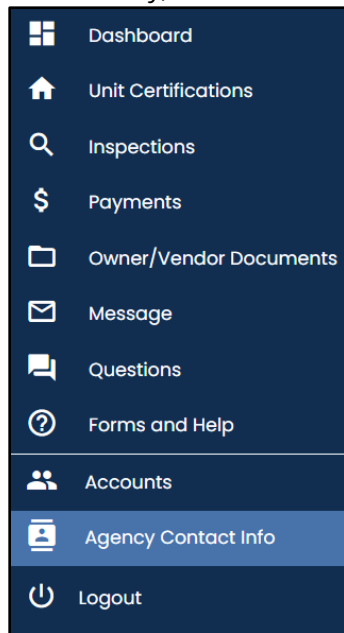
# Logout

## 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.



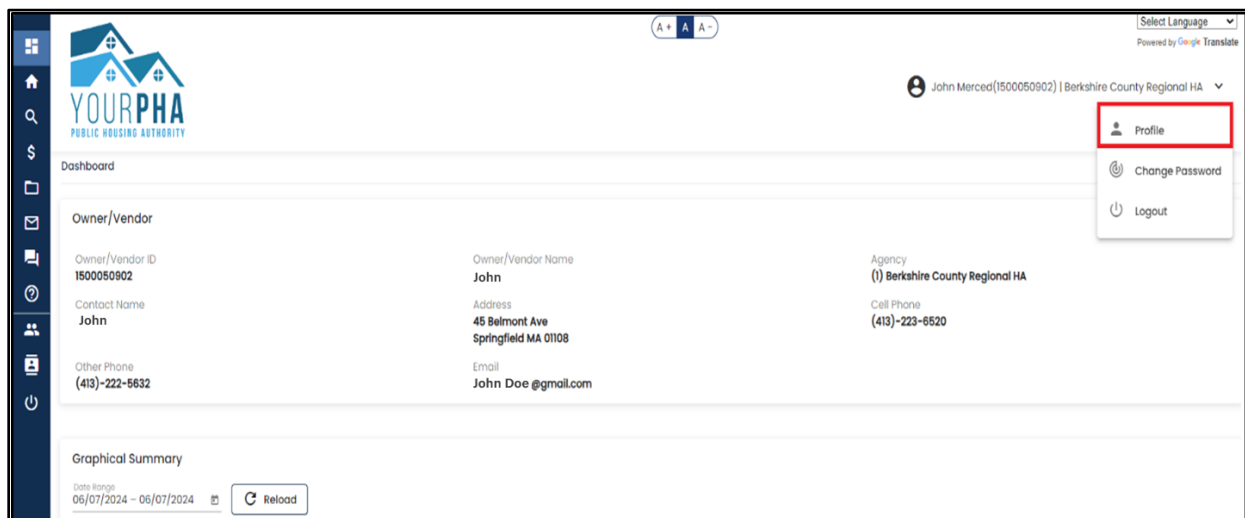
# Update Profile

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.

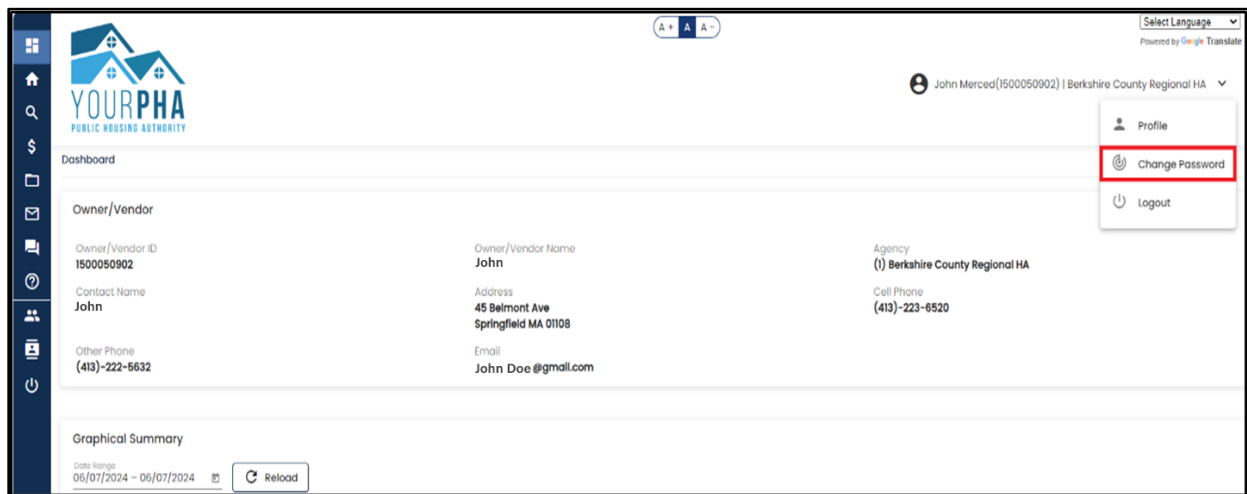
Now, choose from these options: **Email**, **Email and Text**, **Text**, or **No Electronic Notification**.

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**.



The 'Change Password' form contains two input fields: 'New Password' and 'Confirm Password'. Red arrows point to these fields, indicating where the user should enter their new password and confirm it. The form also includes 'Cancel' and 'Save' buttons at the bottom right, with the 'Save' button highlighted by a red box.