WILMINGTON HOUSING AUTHORITY

LANDLORD PORTAL USER GUIDE

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Introduction

Purpose: To provide instruction on how to create an account, navigate through the functionality, and review information contained on the Wilmington Housing Authority's Partner Portal website.

Objective of this instruction: At the end of this session users will be able to:

- Create a Partner Portal account.
- Navigate the website.
- Understand the information provided on the Partner Portal.

Frequently Asked Questions:

1. What is the Partner Portal?

   The partner portal is a new system designed for WHA to more effectively communicate information to landlords of its Housing Choice Voucher program. The Partner Portal is designed to be available 24 hours a day, 7 days per week.

2. Why do I need to do this?

   Access to this new system will allow landlords to view a one year history of payments, inspection results, as well as the occupancy history for all of their listed properties. This implementation is designed to increase the availability of property and payment information for landlords.

3. How does it work?

   Transactions and information are completed in our Tenant/Property Management application. Information will be gathered and transferred to the Partner Portal on a daily basis. Approved landlords will be able to login into the Partner Portal via the WHA website and access current information concerning their properties.

4. How often does this process need to be completed?

   This account only needs to be created once. Users determine the frequency of their visits to the Partner Portal. The information is updated nightly; so check often.

Create Account and Login to Partner Portal

1. Access the Partner Portal

   Link: http://wilmington.partnerinhousing.com

2. Click on "Create an Account" and check confirming that you agree to the "Terms of Service"

3. Enter user information – The * fields are mandatory.

Partner Portal

Landlord OR Other PHA

Tax ID

Please enter in the format of xxx-xx-xxxx or xx-xxxxxxx

* Confirm your Tax ID

Please confirm using the same format

Only Housing Choice Voucher (Section 8) landlords already registered with the Housing Agency will be able to register as full users.

QERIG

Get Audio Code

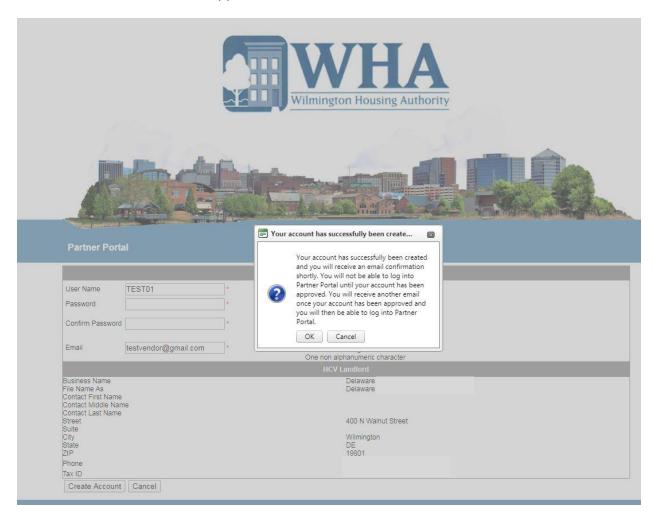Type the code from the image

Match Landlord   Cancel

4. Enter the TIN/SSN associated with your landlord account. Include the dashes.

5. Confirm the landlord account number.

6. Complete the CAPTCHA section. This ensures that a person, not an automated system is completing the information

7. The landlord account information and email associated will appear on the screen. Create a user name and password (follow instructions). Choose "Create Account".

8. Please be aware that more than one user can be assigned to the same landlord account – simply change the email address when registering.

Partner Portal

Add User		
User Name	[ ] *	
Password	[ ] *	The Password must be composed of at least:
Confirm Password	[ ] *	Eight characters One upper case character One lower case character
Email	testvendor@gmail.com *	One numerical digit One non alphanumeric character

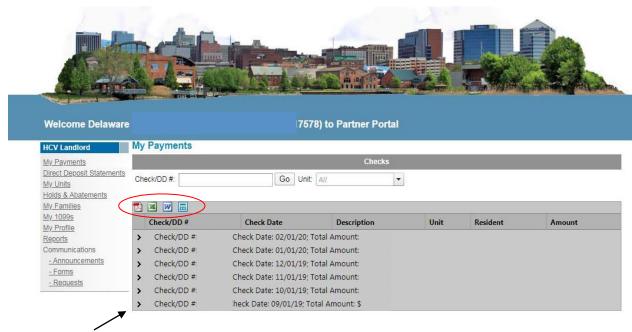| HCV Landlord	
Business Name	Delaware
File Name As	Delaware
Contact First Name	
Contact Middle Name	
Contact Last Name	
Street	400 N Walnut Street
Suite	
City	Wilmington
State	DE
ZIP	19801
Phone	(302) 429-0000
Tax ID	123400000

[Create Account] [Cancel]

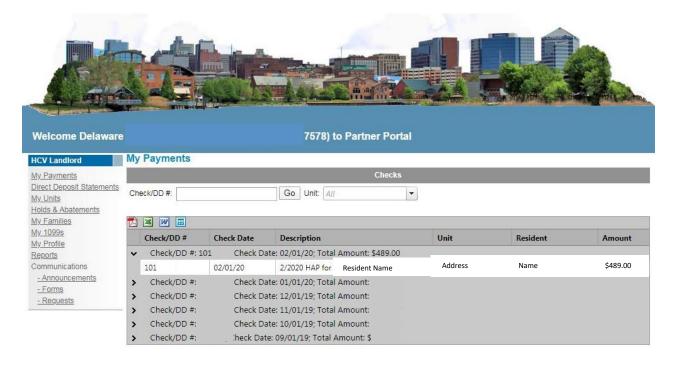9. You will receive an acknowledgement that your user account request has been submitted to WHA for approval.

10. This message informs you that your user account has been created; additionally, you will receive two separate email messages providing your user account information and notification that your user account has been approved. Upon receiving the second email, you may return to the login screen at http://wilmington.partnerinhousing.com, login, confirm your email and start using the Partner Portal.

My Payments

1. Once you login into your user account, you are presented with a listing of your payments by check number, check date and total amount. You can view one year of payment history.

2. By clicking on the '>' (arrow) to the left of each check, you can drill down to detailed line items that make up the total. You'll notice at the top of this grid, and every grid in the Partner Portal, you have the ability to export to PDF, Excel, Word, or CSV.

Direct Deposit Statements

1. Click on the "Direct Deposit Statements" link in the left hand margin menu to view a list of your direct deposit statements.

2. By clicking on the '>' (arrows) to the left of each check, you can drill down to the detailed line items that make up the total. You can also retrieve any 1099 activity located in the "My 1099s" link in the left hand margin.

My Units

1. Click on the "My Units" link in the left hand margin menu to view all of the unit data for your active properties.

2. Click on the magnifying glass to see details about each unit including the address, Contract Rent, inspection and family information.

3. You can also get details about inspections by clicking on the magnifying glass (see screen above).

Holds & Abatements

1. Click on the "Holds and Abatements" link in the left hand margin menu to view one year of payment holds and abatements for any of your units.
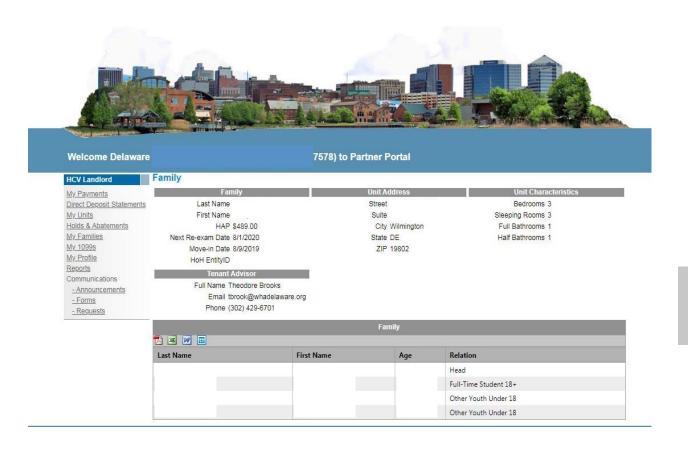
My Families

1. Click on the "My Families" link in the left hand margin menu to view household information for your tenants located in <u>each of your active units</u>.
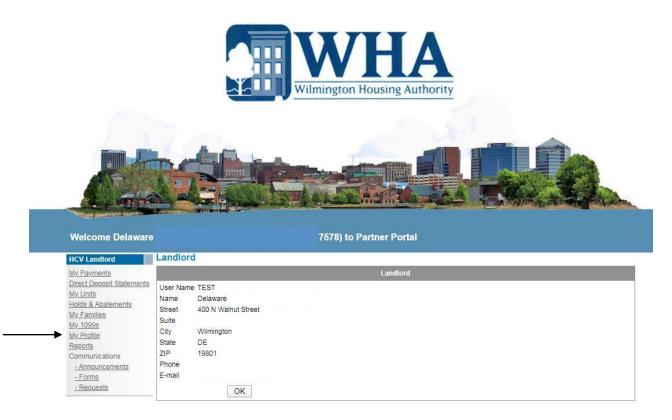

2. Click on the magnifying glass to see more detail about the family including members, unit characteristics and case manager contact information.

My Profile

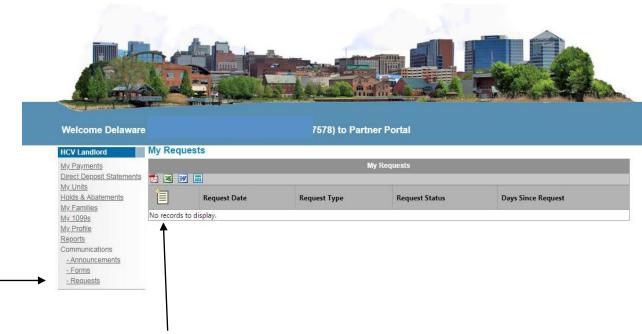1. This will allow you to view the setup information for your system profile.

Communications

1. There are three (3) types of communication available for the landlord:
    a. Announcements
    b. Forms
    c. Requests
2. Please review the announcements on a regular basis to see what has been posted.
3. There are many forms available for your use. To download a form click on the green arrow located on the right hand side of the screen.

4. Requests can be created by the landlord by clicking on the requests link.

5. Click on the new button to send specific requests to WHA. Types of requests include:
    a. Change Business Name
    b. Change Personal Information
    c. Change Tax ID
    d. Miscellaneous Request
    e. Rent Issues
6. Follow the prompts on the screen for your request and provide as much detail as possible so we can best assist you.
7. Once you have completed entering your request, all requests will be displayed on the screen and you will be able to view the status of your requests.
8. After WHA has approved or denied your request, the status will change from "active" to "approved" or "denied".