



HCVP Landlord Portal User Guide

April 28, 2016

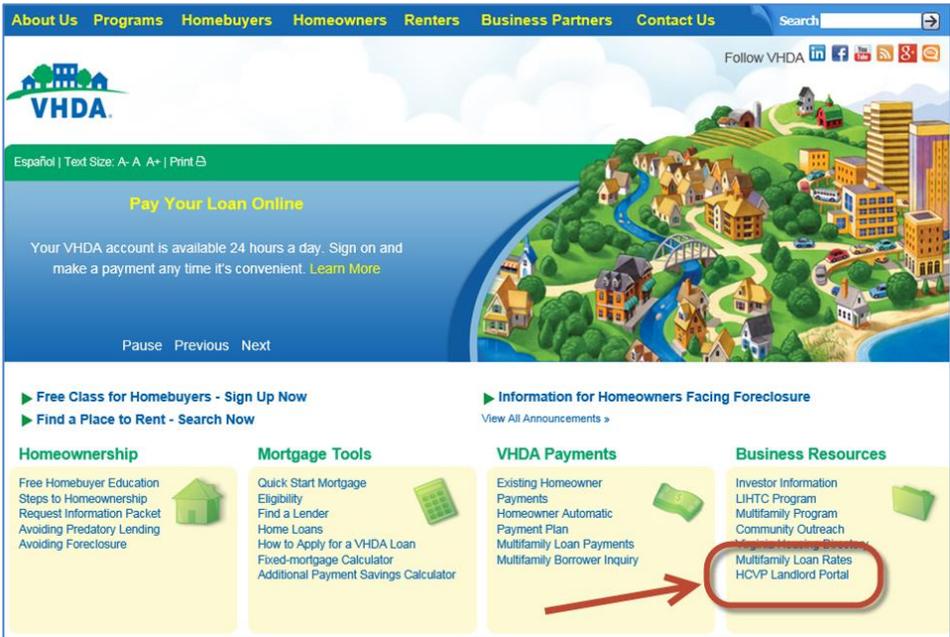
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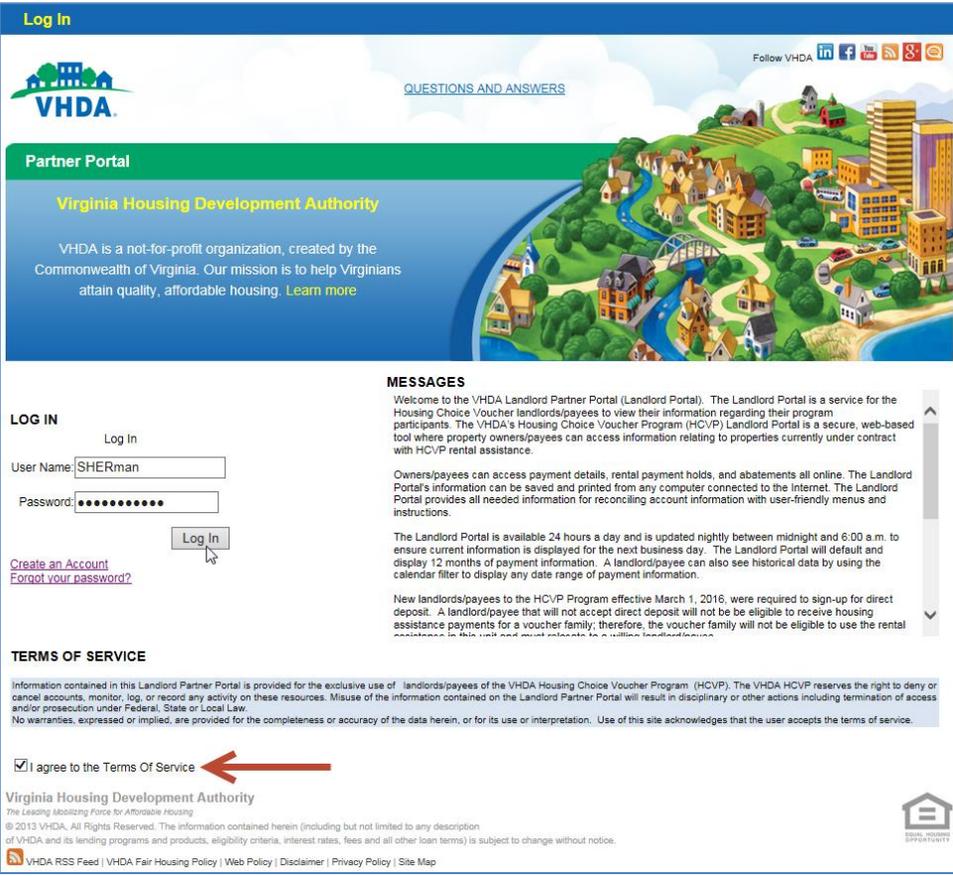
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1. Logging In

1.1. Logging In with a Created Account

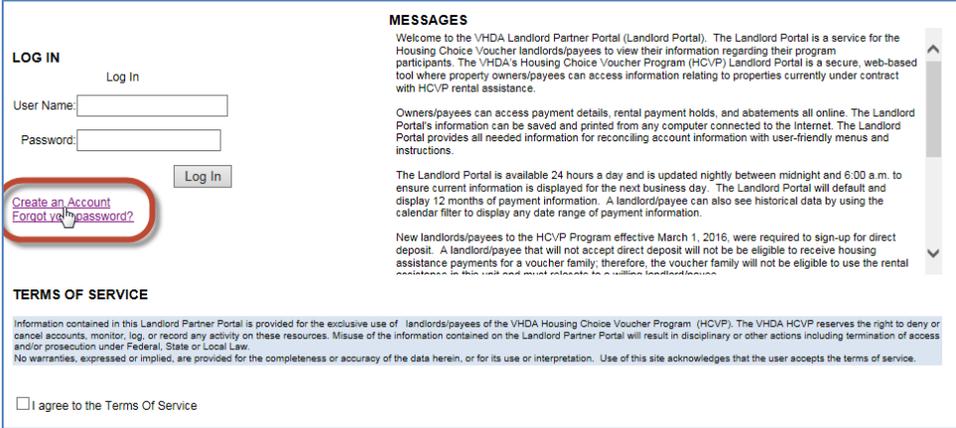
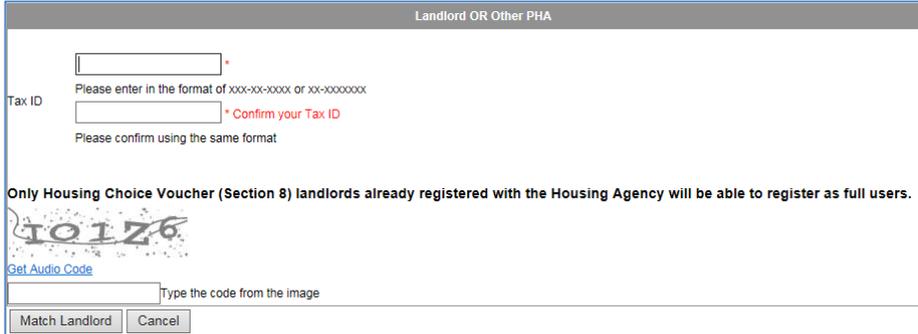
If you have created an account for the Landlord Portal, log in using the following steps.

Step	Action
1	<p>In your web browser, visit https://vhda.partnerinhousing.com/View/Security/Login.aspx.</p> <p>You can also locate the Landlord Portal by going to http://www.vhda.com/ and locating the HCVP Landlord Portal link under the Business Resources section.</p>  <p>The screenshot shows the VHDA website homepage. At the top, there is a navigation menu with links for 'About Us', 'Programs', 'Homebuyers', 'Homeowners', 'Renters', 'Business Partners', and 'Contact Us'. Below the menu is a search bar and social media icons. The main content area features a 'Pay Your Loan Online' banner. Below the banner, there are several sections: 'Free Class for Homebuyers - Sign Up Now', 'Find a Place to Rent - Search Now', 'Information for Homeowners Facing Foreclosure', 'Homeownership', 'Mortgage Tools', 'VHDA Payments', and 'Business Resources'. The 'Business Resources' section is highlighted with a red circle and a red arrow pointing to the 'HCVP Landlord Portal' link.</p>

Step	Action
<p>2</p>	<p>Enter your user name and password credentials in the provided fields. Check the Terms of Service box before continuing.</p>  <p>Log In</p> <p>Partner Portal</p> <p>Virginia Housing Development Authority</p> <p>VHDA is a not-for-profit organization, created by the Commonwealth of Virginia. Our mission is to help Virginians attain quality, affordable housing. Learn more</p> <p>LOG IN</p> <p>Log In</p> <p>User Name: <input type="text" value="SHERman"/></p> <p>Password: <input type="password" value="••••••••"/></p> <p><input type="button" value="Log In"/></p> <p>Create an Account Forgot your password?</p> <p>TERMS OF SERVICE</p> <p><input checked="" type="checkbox"/> I agree to the Terms Of Service</p> <p>Virginia Housing Development Authority The Leasing Mobilizing Force for Affordable Housing</p> <p>© 2013 VHDA. All Rights Reserved. The information contained herein (including but not limited to any description of VHDA and its lending programs and products, eligibility criteria, interest rates, fees and all other loan terms) is subject to change without notice.</p> <p>VHDA RSS Feed VHDA Fair Housing Policy Web Policy Disclaimer Privacy Policy Site Map</p> <p>MESSAGES</p> <p>Welcome to the VHDA Landlord Partner Portal (Landlord Portal). The Landlord Portal is a service for the Housing Choice Voucher landlords/payees to view their information regarding their program participants. The VHDA's Housing Choice Voucher Program (HCVP) Landlord Portal is a secure, web-based tool where property owners/payees can access information relating to properties currently under contract with HCVP rental assistance.</p> <p>Owners/payees can access payment details, rental payment holds, and abatements all online. The Landlord Portal's information can be saved and printed from any computer connected to the Internet. The Landlord Portal provides all needed information for reconciling account information with user-friendly menus and instructions.</p> <p>The Landlord Portal is available 24 hours a day and is updated nightly between midnight and 6:00 a.m. to ensure current information is displayed for the next business day. The Landlord Portal will default and display 12 months of payment information. A landlord/payee can also see historical data by using the calendar filter to display any date range of payment information.</p> <p>New landlords/payees to the HCVP Program effective March 1, 2016, were required to sign-up for direct deposit. A landlord/payee that will not accept direct deposit will not be eligible to receive housing assistance payments for a voucher family; therefore, the voucher family will not be eligible to use the rental assistance in this case and must relocate to a willing landlord/owner.</p>
<p>3</p>	<p>Click Log In.</p>

1.2. Creating an Account

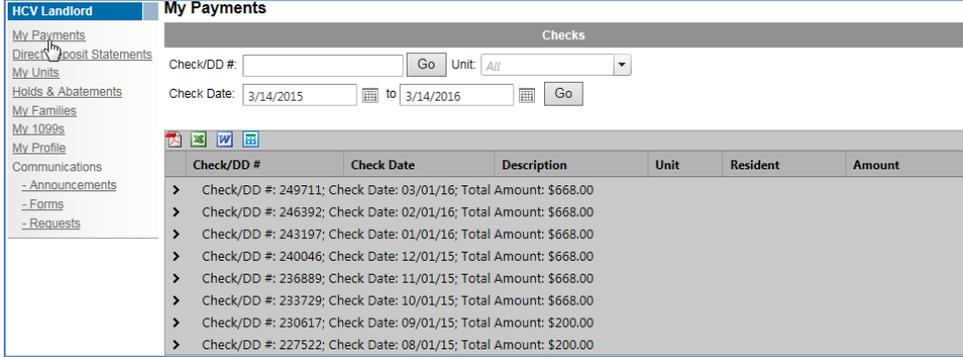
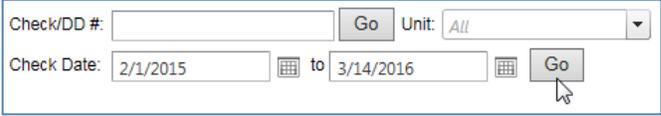
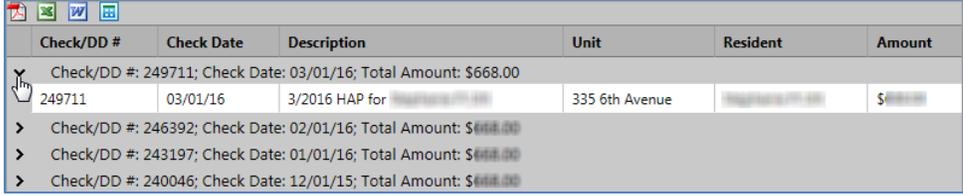
Only landlords already receiving payments from the VHDA Housing Choice Voucher Program will be able to register as users.

Step	Action
1	<p>In your web browser, visit https://vhda.partnerinhousing.com/View/Security/Login.aspx and click Create an Account.</p>  <p>The screenshot shows a login page with a 'LOG IN' section containing 'User Name' and 'Password' fields, a 'Log In' button, and two links: 'Create an Account' and 'Forgot your password?'. To the right is a 'MESSAGES' section with several paragraphs of text. At the bottom is a 'TERMS OF SERVICE' section with a checkbox for 'I agree to the Terms Of Service'.</p>
2	<p>The Create Account page appears. Enter your Tax ID.</p>  <p>The screenshot shows the 'Create Account' page titled 'Landlord OR Other PHA'. It has two input fields for 'Tax ID' with a red asterisk and the instruction 'Please enter in the format of xxx-xx-xxxx or xx-xxxxxxx'. Below the fields is a CAPTCHA image with the code '10176' and a 'Get Audio Code' link. At the bottom are 'Match Landlord' and 'Cancel' buttons.</p>
3	Type the confirmation letters as shown on screen.
4	Click Match Landlord .
5	When you receive email confirmation that your account is created, you can log in and begin using the Landlord Portal.

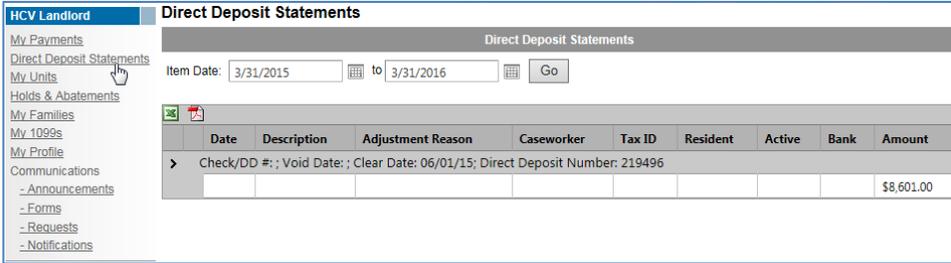
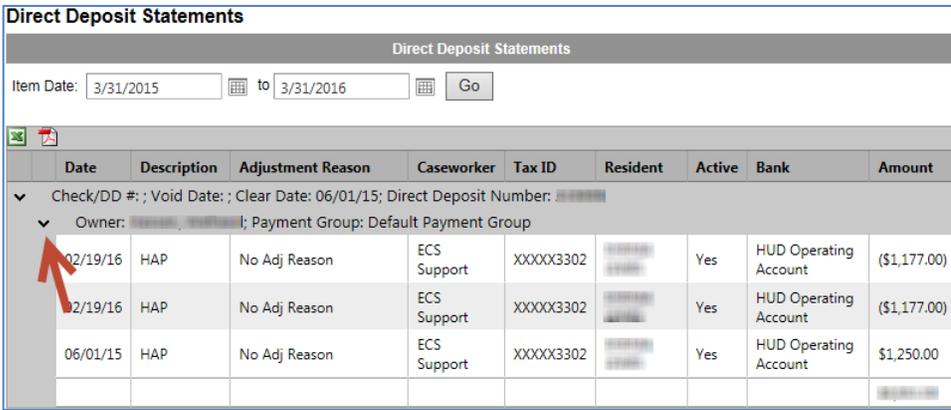
1.3. Resetting a Password

Step	Action
1	<p>In the HCVP Landlord Portal, click Forgot your Password?</p> 
2	<p>Enter either the email address you used or the user name you created when you created your account.</p> <p>Forgot your Username and/or Password</p> 
3	<p>Type the confirmation letters as shown on screen.</p>
4	<p>Click Send Password. If you've entered the information correctly, you will receive an email with password reset instructions.</p>

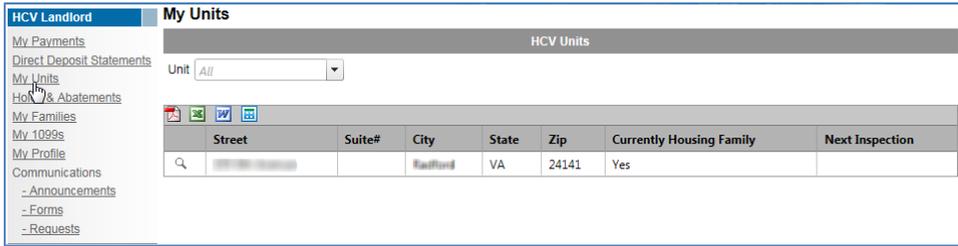
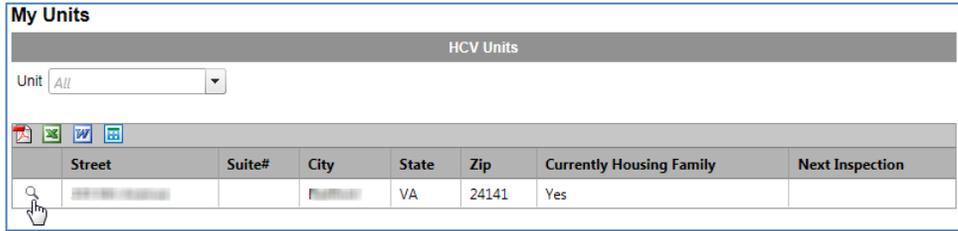
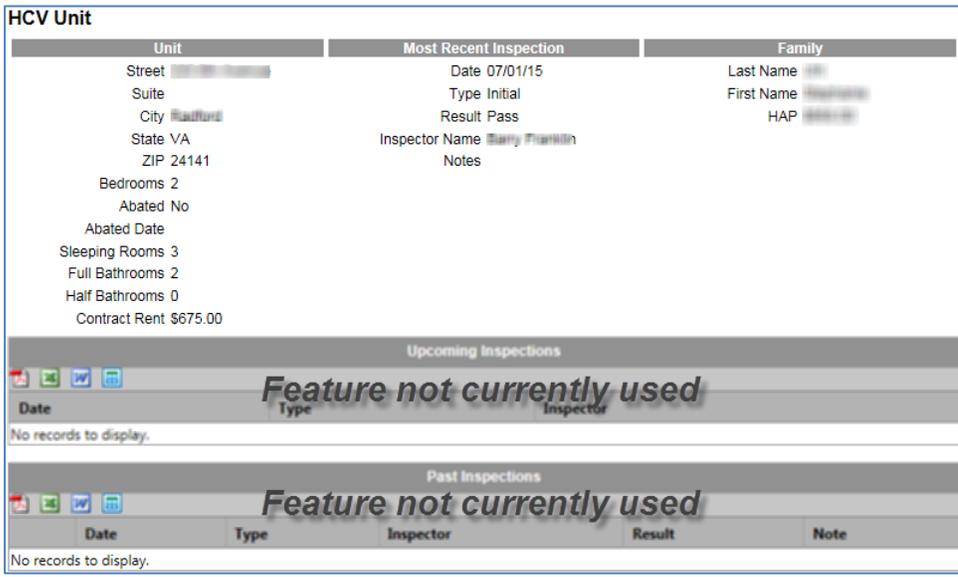
2. Viewing Your Payments

Step	Action
1	<p>In the left menu, click My Payments. The list of your payments from all of your units appears.</p> 
2	<p>You can use the fields above the list to search by check or direct deposit number, by unit, or by date.</p> 
3	<p>Click an arrow next to a check/DD number to view details for the payment.</p> 
4	<p>The icons above the list enable you to export that information to one of a variety of formats. Click your choice of format to view/download a report.</p> 

3. Viewing Your Direct Deposit Statements

Step	Action
1	<p>In the left menu, click Direct Deposit Statements. The list of your direct deposit statements appears. You can use the fields above the list to search by date.</p> 
2	<p>Click the arrows as shown to view details for the direct deposit payments.</p> 
3	<p>The icons above the list enable you to export that information to one of a variety of formats. Click your choice of format to view/download a report.</p> 

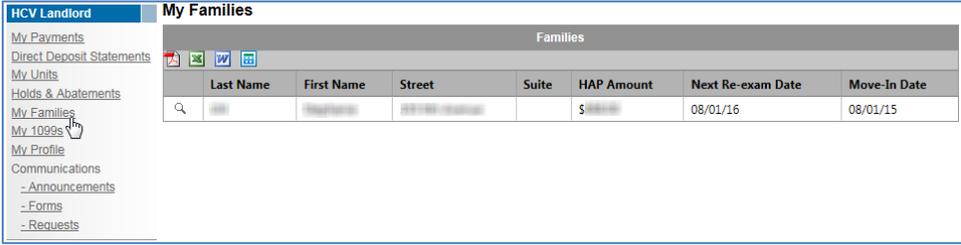
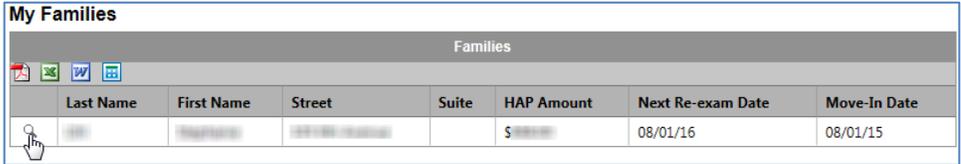
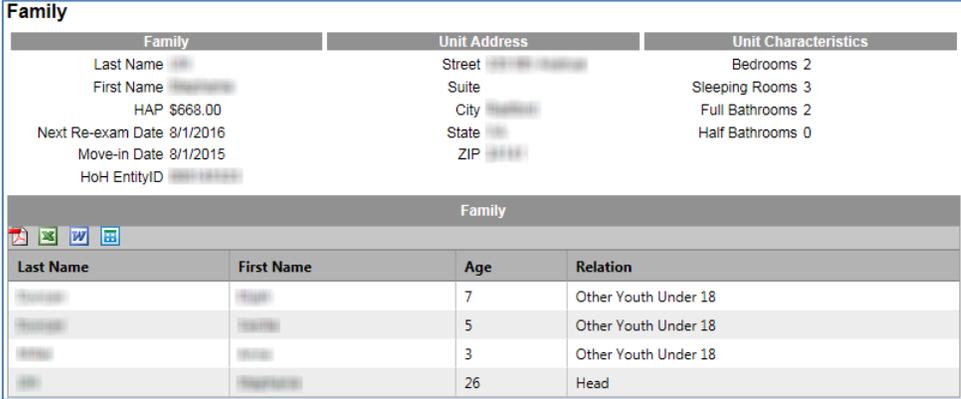
4. Viewing Your Units

Step	Action
1	<p>In the left menu, click My Units. The list of your units appears.</p> 
2	<p>Click the magnifying glass to view details for the unit.</p> 
3	<p>The detailed view provides the address, unit information, inspection information, and more.</p> 
4	<p>The icons above the list enable you to export that information to one of a variety of formats. Click your choice of format to view/download a report.</p> 

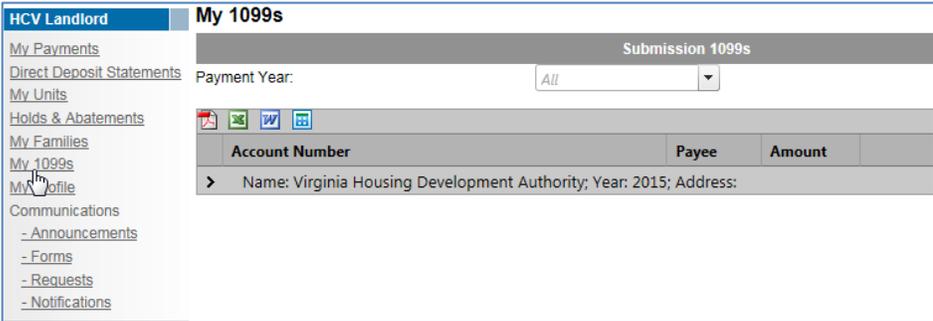
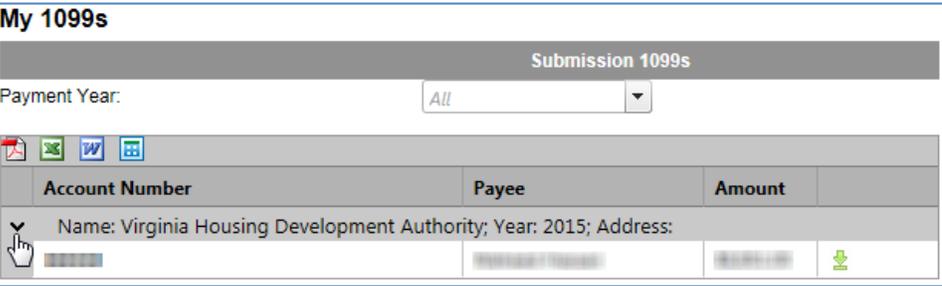
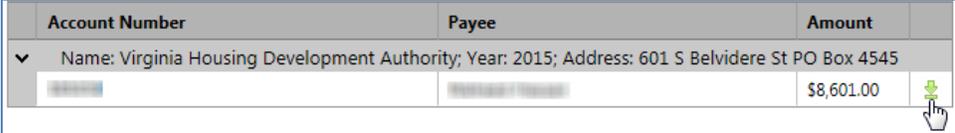
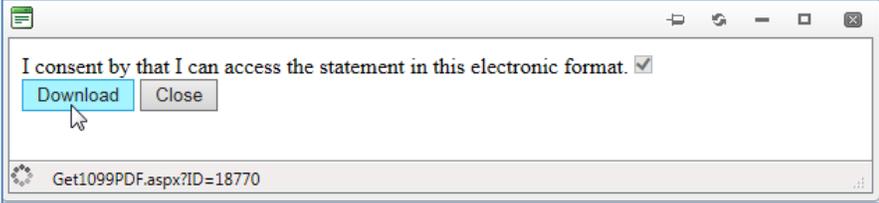
5. Viewing Holds and Abatements

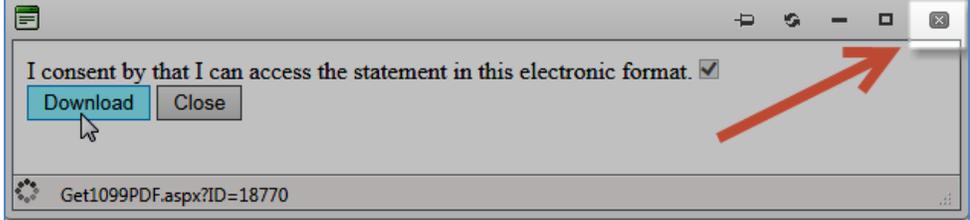
Step	Action
1	<p>In the left menu, click Holds & Abatements.</p>
2	<p>You can use the fields above the list to search by unit, type, or status.</p>
3	<p>The icons above the list enable you to export that information to one of a variety of formats. Click your choice of format to view/download a report.</p>

6. Viewing Your Families

Step	Action																				
1	<p>In the left menu, click My Families. The list of your tenant families appears.</p>  <p>The screenshot shows the 'HCVF Landlord' portal with a left-hand menu. 'My Families' is highlighted. The main area displays a table titled 'Families' with columns: Last Name, First Name, Street, Suite, HAP Amount, Next Re-exam Date, and Move-In Date. A search icon is visible above the table.</p>																				
2	<p>Click the magnifying glass by a last name to view details for the family.</p>  <p>The screenshot shows the 'My Families' table. A magnifying glass icon is positioned over the search field next to the first entry in the table.</p>																				
3	<p>The detailed view provides the address, unit information, and family member information.</p>  <p>The screenshot shows the detailed 'Family' view. It is divided into three sections: 'Family' (Last Name, First Name, HAP \$668.00, Next Re-exam Date 8/1/2016, Move-in Date 8/1/2015, HoH EntityID), 'Unit Address' (Street, Suite, City, State, ZIP), and 'Unit Characteristics' (Bedrooms 2, Sleeping Rooms 3, Full Bathrooms 2, Half Bathrooms 0). Below these is a table of family members with columns: Last Name, First Name, Age, and Relation.</p> <table border="1" data-bbox="475 1266 1424 1413"> <thead> <tr> <th>Last Name</th> <th>First Name</th> <th>Age</th> <th>Relation</th> </tr> </thead> <tbody> <tr> <td>[Redacted]</td> <td>[Redacted]</td> <td>7</td> <td>Other Youth Under 18</td> </tr> <tr> <td>[Redacted]</td> <td>[Redacted]</td> <td>5</td> <td>Other Youth Under 18</td> </tr> <tr> <td>[Redacted]</td> <td>[Redacted]</td> <td>3</td> <td>Other Youth Under 18</td> </tr> <tr> <td>[Redacted]</td> <td>[Redacted]</td> <td>26</td> <td>Head</td> </tr> </tbody> </table>	Last Name	First Name	Age	Relation	[Redacted]	[Redacted]	7	Other Youth Under 18	[Redacted]	[Redacted]	5	Other Youth Under 18	[Redacted]	[Redacted]	3	Other Youth Under 18	[Redacted]	[Redacted]	26	Head
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[Redacted]	[Redacted]	26	Head																		
4	<p>The icons above the list of families or family members enable you to export that information to one of a variety of formats. Click your choice of format to view/download a report.</p>  <p>The screenshot shows a close-up of the export icons: a PDF icon, an Excel icon (with a hand cursor over it), a Word icon, and a Print icon. Below the icons is the text 'Last Name'.</p>																				

7. Viewing Your 1099s

Step	Action
1	<p>In the left menu, click My 1099s. The list of 1099s from all of your units appears. Note: You can filter by payment year if multiple years are listed.</p> 
2	<p>Click an arrow next to a payment year to view the 1099 for that year.</p> 
3	<p>The icons above the list enable you to export the list to one of a variety of formats. Click your choice of format to view/download a report.</p> 
4	<p>To download the 1099 for the year being viewed, click the Download arrow in the rightmost column of the record's row.</p> 
5	<p>Check the consent box. Click Download twice.</p> 

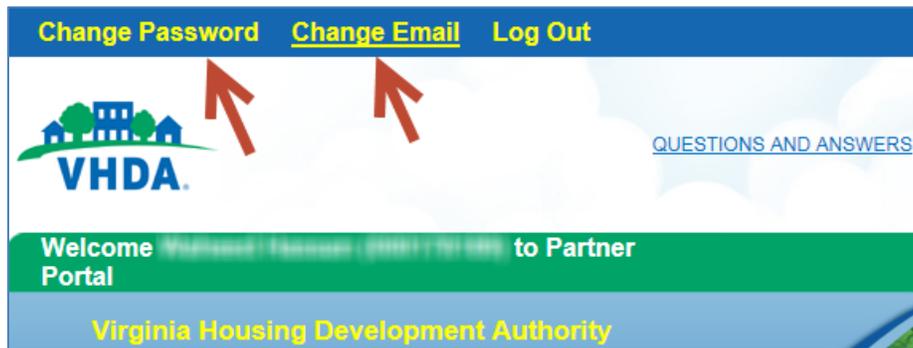
Step	Action
6	<p>When your browser's Open or Save dialog appears, you may either open the PDF file and view it or save it to your computer. (Note: This may vary based on your chosen web browser.)</p> 
7	<p>To close the 1099 Download page in the Landlord Portal, you must click the X button in the upper right corner of the page.</p> 

8. Viewing Your Profile

Click the **My Profile** link in the **HCV Landlord** menu. Your profile information appears. Click **OK** to close.

8.1. Editing Your Profile

To change your password or your email address on record, click the appropriate link at the top of the Landlord Portal site.



To make any other changes to your profile, such as business name, tax ID, or address, you must send a written request with specific details to HCVP, P.O. Box 4545, Richmond, VA 23220 for processing.

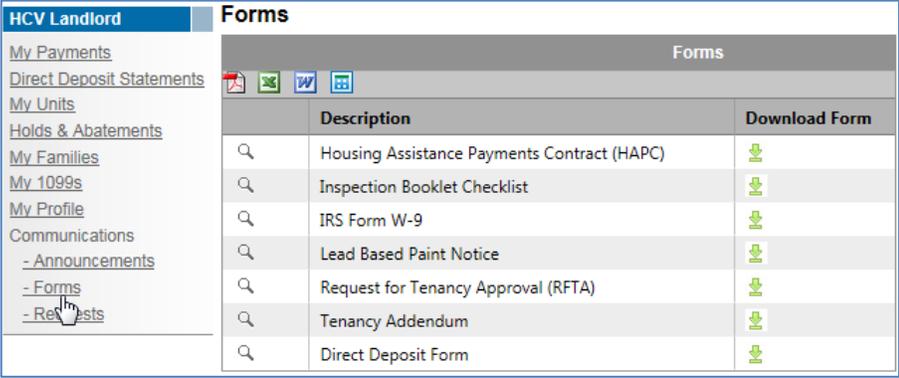
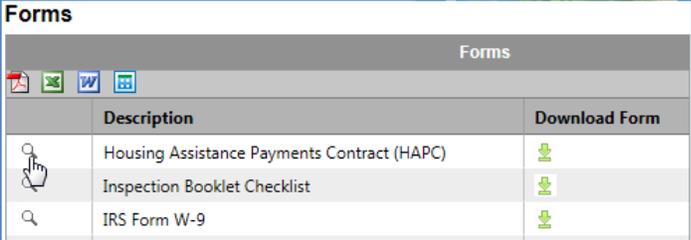
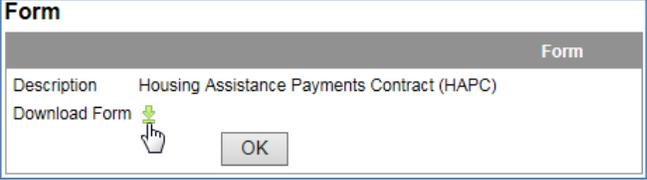
Note: In order to protect your privacy, please do not send confidential personal information or sensitive materials through email. VHDA is not responsible for the security and/or confidentiality of personal information submitted via email.

9. Managing Communications

There are multiple types of communications in the system, but only the **Forms** communication type is used.

- Forms (published by VHDA for use by the landlord)
- Announcements - *not available*
- Requests - *not available*

9.1. Forms

Step	Action																											
1	<p>In the left menu, click Forms. The list of VHDA's forms appears.</p>  <table border="1"> <thead> <tr> <th colspan="3">Forms</th> </tr> <tr> <th></th> <th>Description</th> <th>Download Form</th> </tr> </thead> <tbody> <tr> <td>🔍</td> <td>Housing Assistance Payments Contract (HAPC)</td> <td>📄</td> </tr> <tr> <td>🔍</td> <td>Inspection Booklet Checklist</td> <td>📄</td> </tr> <tr> <td>🔍</td> <td>IRS Form W-9</td> <td>📄</td> </tr> <tr> <td>🔍</td> <td>Lead Based Paint Notice</td> <td>📄</td> </tr> <tr> <td>🔍</td> <td>Request for Tenancy Approval (RFTA)</td> <td>📄</td> </tr> <tr> <td>🔍</td> <td>Tenancy Addendum</td> <td>📄</td> </tr> <tr> <td>🔍</td> <td>Direct Deposit Form</td> <td>📄</td> </tr> </tbody> </table>	Forms				Description	Download Form	🔍	Housing Assistance Payments Contract (HAPC)	📄	🔍	Inspection Booklet Checklist	📄	🔍	IRS Form W-9	📄	🔍	Lead Based Paint Notice	📄	🔍	Request for Tenancy Approval (RFTA)	📄	🔍	Tenancy Addendum	📄	🔍	Direct Deposit Form	📄
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2	<p>Click the magnifying glass to view the form details.</p> 																											
3	<p>Click Download to open or save the file.</p>  <p>Note: File downloads are handled differently depending on which browser you are using.</p>																											

Step	Action
4	<p>When you are finished viewing the form details, click OK to return to the list.</p> <div data-bbox="613 304 1284 495" style="border: 1px solid black; padding: 5px;"><p>Form</p><p style="text-align: right;">Form</p><p>Description Housing Assistance Payments Contract (HAPC)</p><p>Download Form </p><p style="text-align: center;"><input type="button" value="OK"/></p></div>
5	<p>The icons above the list enable you to export that information to one of a variety of formats. Click your choice of format to view/download a report.</p> <div data-bbox="849 606 1047 695" style="border: 1px solid gray; padding: 5px;">    Date </div>