

Partner Portal – Landlord User Guide

1. Create Account and Login to Partner Portal

- a. Go to the URL where the Partner Portal is hosted to create an account, login and start using the partner portal.
- b. From the main login page, click the ‘Create an Account’ link.

The screenshot shows a Windows Internet Explorer browser window displaying the login page for the AnyTownPHA Partner Portal. The address bar shows the URL: <http://www.ndwebserver.com/PartnerPortal/View/Security/Login.aspx>. The browser's menu bar includes File, Edit, View, Favorites, Tools, and Help. The search bar contains the text "Search the web" and "Search Ask". The browser's status bar shows "Log In".

The main content area of the page features a blue header with the "AnyTownPHA" logo and the text "Partner Portal". Below the header, there is a "Log In" section with a "Log In" button. The "Log In" section includes a "User Name:" field with the text "HCV" and a "Password:" field. A checkbox labeled "Remember me for two weeks." is checked. Below the "Log In" button, there are two links: "Create an Account" (circled in red) and "Forgot your password?".

To the right of the "Log In" section, there is a "MESSAGES" section with the following text: "Welcome to Partner Portal, a great tool for Housing Choice Voucher (Section 8) landlords to manage their information with AnyTown Public Housing Agency online! As a registered landlord you will be able to easily update your contact information, review your profile, your upcoming recertifications, status of inspections and reinspections, and your HAP payments by resident, just to mention a few of the features."

Below the "MESSAGES" section, there is a "TERMS OF SERVICE" section with the following text: "1. Terms By accessing this web application, you are agreeing to be bound by these Terms and Conditions of Use, all applicable laws and regulations, and agree that you are responsible for compliance with any applicable local laws. If you do not agree with any of these terms, you are prohibited from using or accessing this site. The materials contained in this web application are protected by applicable copyright and trade mark law." A checkbox labeled "I agree to the Terms Of Service" is present.

At the bottom of the page, there is a footer with the following text: "Home | Privacy Statement | Disclaimer | Using Our Site | About Us | Phone Directory | Contact Us © 2009 AnyTown PHA. All rights reserved." The "ATPHA" logo is also present in the footer.

c. This will take you to the create account page:

Windows Internet Explorer
http://www.ndwebservice.com/PartnerPortal/View/Login/CreateAccount.aspx

File Edit View Favorites Tools Help

Search the web Search Ask Launch Digsby Images Weather News Maps Options

Favorite Suggested Sites Web Blue Gallery

Create Account

AnyTownPHA Partner Portal

Log In Available Available Housing

Add User

User Name *

Password *

Confirm Password *

Email *

Landlord

Business Name *

Contact First Name *

Contact Middle Name

Contact Last Name *

Street *

Suite

City *

State

ZIP *

Phone *

Extension

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

HLQKW
Type the code from the image

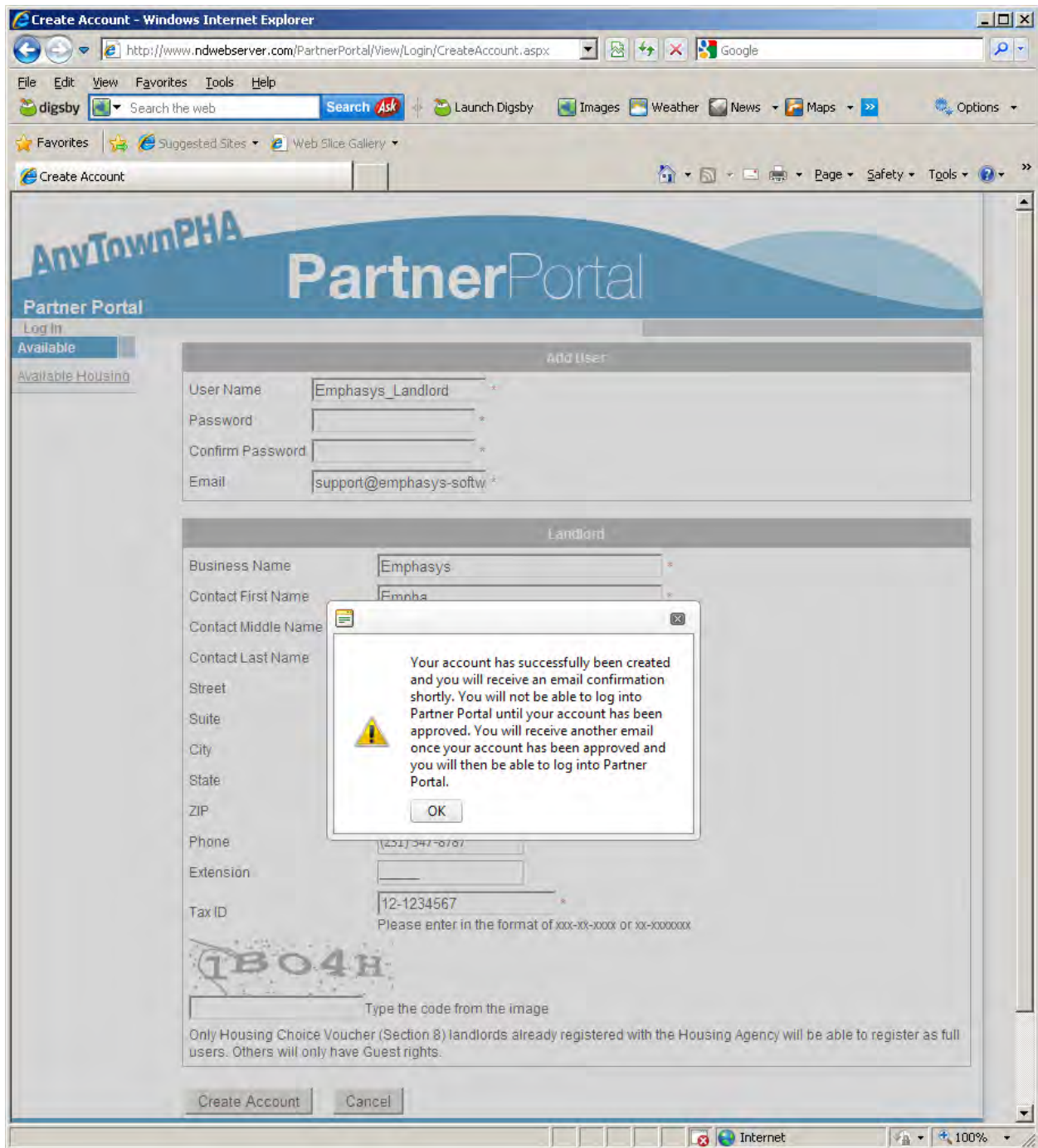
Only Housing Choice Voucher (Section 8) landlords already registered with the Housing Agency will be able to register as full users. Others will only have Guest rights.

Create Account Cancel

Done Internet 100%

d. Fill in the information for a new login and click the “Create Account” button.

e. If your PHA requires account approval, you will then receive a message that looks like this:

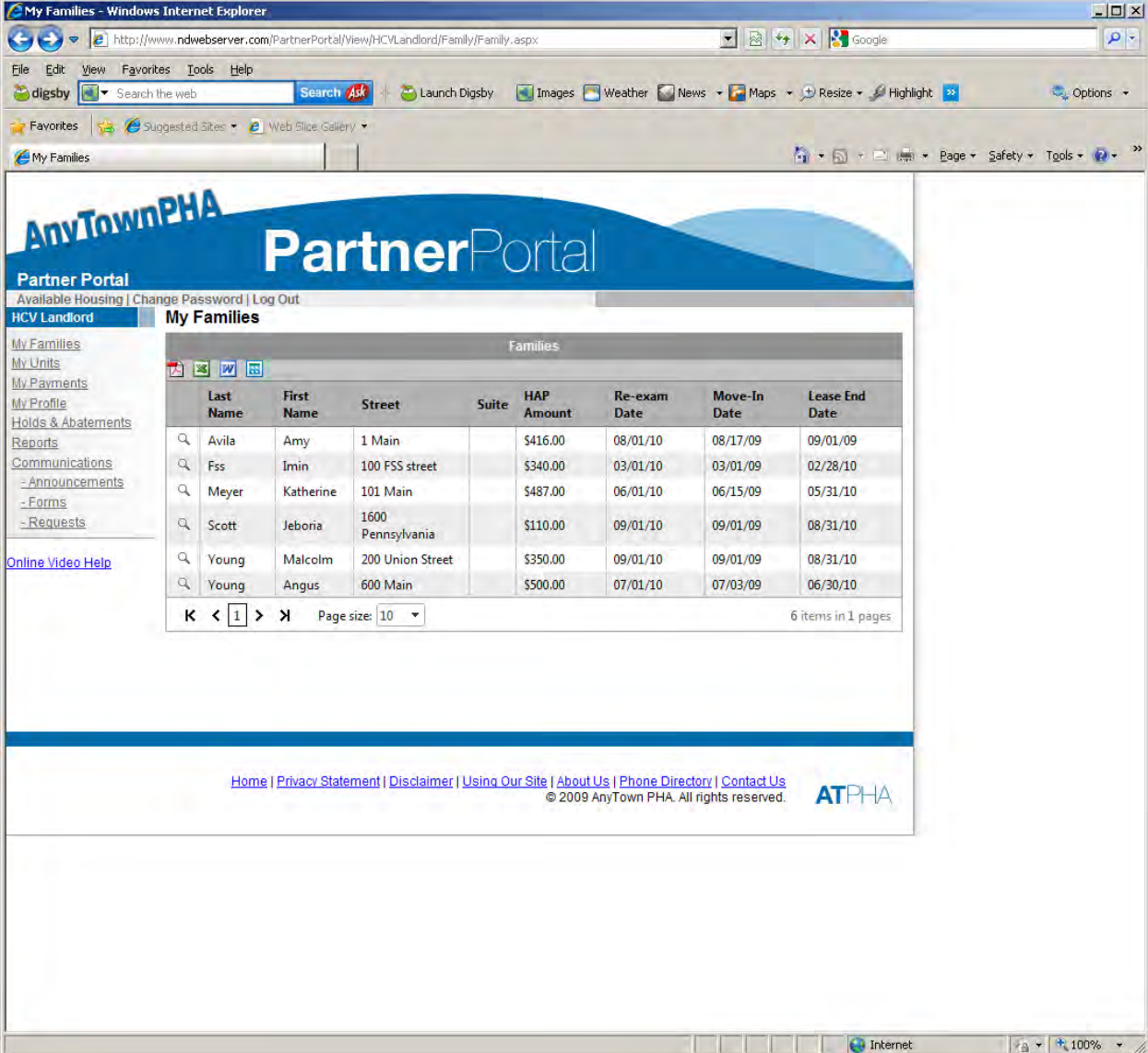


f. This message tells you that your account has been created, and you will receive a couple email messages. One telling you of your account info, the other informing you the account has been approved. Once your account is approved, you may go back to the same screen, login, and start using Partner Portal.

- g. If the PHA does not require internal account approval, you would see a slightly different message and be able to start using Partner Portal right away (after the first email confirmation).

2. View your Families

- a. Once you login with the account you've created, you are presented with a list of your housed families:



The screenshot shows the 'My Families' page in the AnyTownPHA PartnerPortal. The page features a navigation menu on the left with links for 'My Families', 'My Units', 'My Payments', 'My Profile', 'Holds & Abatements', 'Reports', 'Communications', and 'Online Video Help'. The main content area displays a table of family information. The table has the following columns: Last Name, First Name, Street, Suite, HAP Amount, Re-exam Date, Move-In Date, and Lease End Date. The table lists six families:

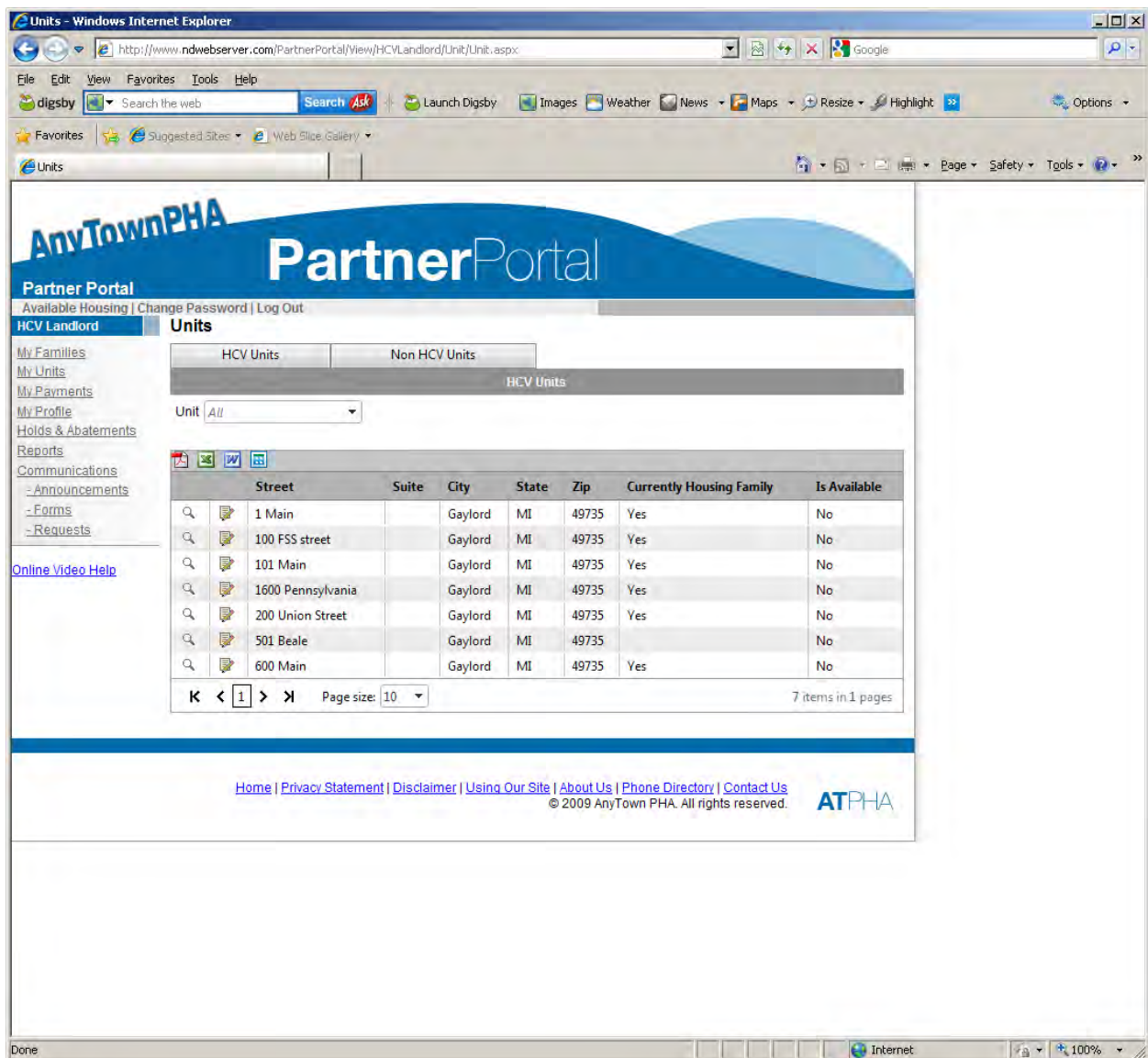
Last Name	First Name	Street	Suite	HAP Amount	Re-exam Date	Move-In Date	Lease End Date
Avila	Amy	1 Main		\$416.00	08/01/10	08/17/09	09/01/09
Fss	Imin	100 FSS street		\$340.00	03/01/10	03/01/09	02/28/10
Meyer	Katherine	101 Main		\$487.00	06/01/10	06/15/09	05/31/10
Scott	Jeboia	1600 Pennsylvania		\$110.00	09/01/10	09/01/09	08/31/10
Young	Malcolm	200 Union Street		\$350.00	09/01/10	09/01/09	08/31/10
Young	Angus	600 Main		\$500.00	07/01/10	07/03/09	06/30/10

At the bottom of the page, there are links for 'Home', 'Privacy Statement', 'Disclaimer', 'Using Our Site', 'About Us', 'Phone Directory', and 'Contact Us'. The footer also includes the copyright notice '© 2009 AnyTown PHA. All rights reserved.' and the ATPHA logo.

- b. You may click on the magnifying glass icon to see more detail about the family, including members, etc.

3. View Your Units

- a. Click on the 'My Units' link in the left hand margin menu to view a list of your units:



The screenshot shows a web browser window displaying the 'AnyTown PHA Partner Portal'. The page title is 'Units' and the URL is 'http://www.ndwebserver.com/PartnerPortal/View/HCV/Landlord/Unit/Unit.aspx'. The page features a navigation menu on the left with links for 'My Families', 'My Units', 'My Payments', 'My Profile', 'Holds & Abatements', 'Reports', 'Communications', and 'Online Video Help'. The main content area is titled 'Units' and includes a filter for 'HCV Units' and 'Non HCV Units'. A dropdown menu for 'Unit' is set to 'All'. Below this is a table listing units with columns for 'Street', 'Suite', 'City', 'State', 'Zip', 'Currently Housing Family', and 'Is Available'. The table contains six rows of data. At the bottom of the page, there are links for 'Home', 'Privacy Statement', 'Disclaimer', 'Using Our Site', 'About Us', 'Phone Directory', and 'Contact Us', along with the 'ATPHA' logo and copyright information.

Street	Suite	City	State	Zip	Currently Housing Family	Is Available
1 Main		Gaylord	MI	49735	Yes	No
100 FSS street		Gaylord	MI	49735	Yes	No
101 Main		Gaylord	MI	49735	Yes	No
1600 Pennsylvania		Gaylord	MI	49735	Yes	No
200 Union Street		Gaylord	MI	49735	Yes	No
501 Beale		Gaylord	MI	49735		No
600 Main		Gaylord	MI	49735	Yes	No

- b. If you have rights to edit units, you may click the paper and pencil icon to edit the unit information, including the availability date.

4. View your payments

- a. You may click the 'My Payments' link in the left hand margin menu to search for and view a listing of your payments by date, check number, unit address, etc:

AnyTownPHA Partner Portal

Available Housing | Change Password | Log Out

HCV Landlord | **My Payments**

My Families
My Units
My Payments
My Profile
Holds & Abatements
Reports
Communications
- Announcements
- Forms
- Requests
[Online Video Help](#)

Checks

Check/DD #: Go Unit:

Check Date: to Go

Check/DD #	Unit	Resident	Amount	Description	Check Date
> Check/DD #: 80919; Check Date: 11/01/09; Total Amount: \$827.00					
> Check/DD #: 80908; Check Date: 10/01/09; Total Amount: \$1,403.00					
> Check/DD #: 80906; Check Date: 08/19/09; Total Amount: \$987.00					
> Check/DD #: 34856; Check Date: 08/01/09; Total Amount: \$987.00					
> Check/DD #: 34854; Check Date: 07/01/09; Total Amount: \$887.00					

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- b. Also, if you click the '>' (arrow) to the left of each check, you can drill down to the detailed line items that make up the total.

5. View Holds and Abatements

- a. You may click the 'Holds and Abatements' link in the left hand margin menu to view payment holds and abatements by unit, type or status:

Payment Holds & Abatements - Windows Internet Explorer

http://www.ndwebservice.com/PartnerPortal/View/HCVLandlord/AbatementExclusion/AbatementExclusion.aspx

File Edit View Favorites Tools Help

Search the web Search Ask

Launch Digsby Images Weather News Maps Resize Highlight Options

Payment Holds & Abatements

AnyTownPHA Partner Portal

Available Housing | Change Password | Log Out

HCV Landlord **Payment Holds & Abatements**

My Families
My Units
My Payments
My Profile
Holds & Abatements
Reports
Communications
- Announcements
- Forms
- Requests

Online Video Help

Payment Holds & Abatements

Unit All Type All

Status All

Resident	Unit	Start Date	End Date	Status	Type	Reason	Rescission Reason
Amy Avila	1 Main	10/01/09		Open	Abatement	Failed HQS Inspection	
Angus Young	600 Main	08/04/09		Open	Abatement	Failed HQS Inspection	

K < 1 > Page size: 10 2 items in 1 pages

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b. You'll notice at the top of this grid, and every grid in partner portal, you have the ability to export to PDF, Excel, Word, or CSV.

Payment Holds & Abatements

Payment Holds & Abatements

Unit *All* Type *All*

Status *All*

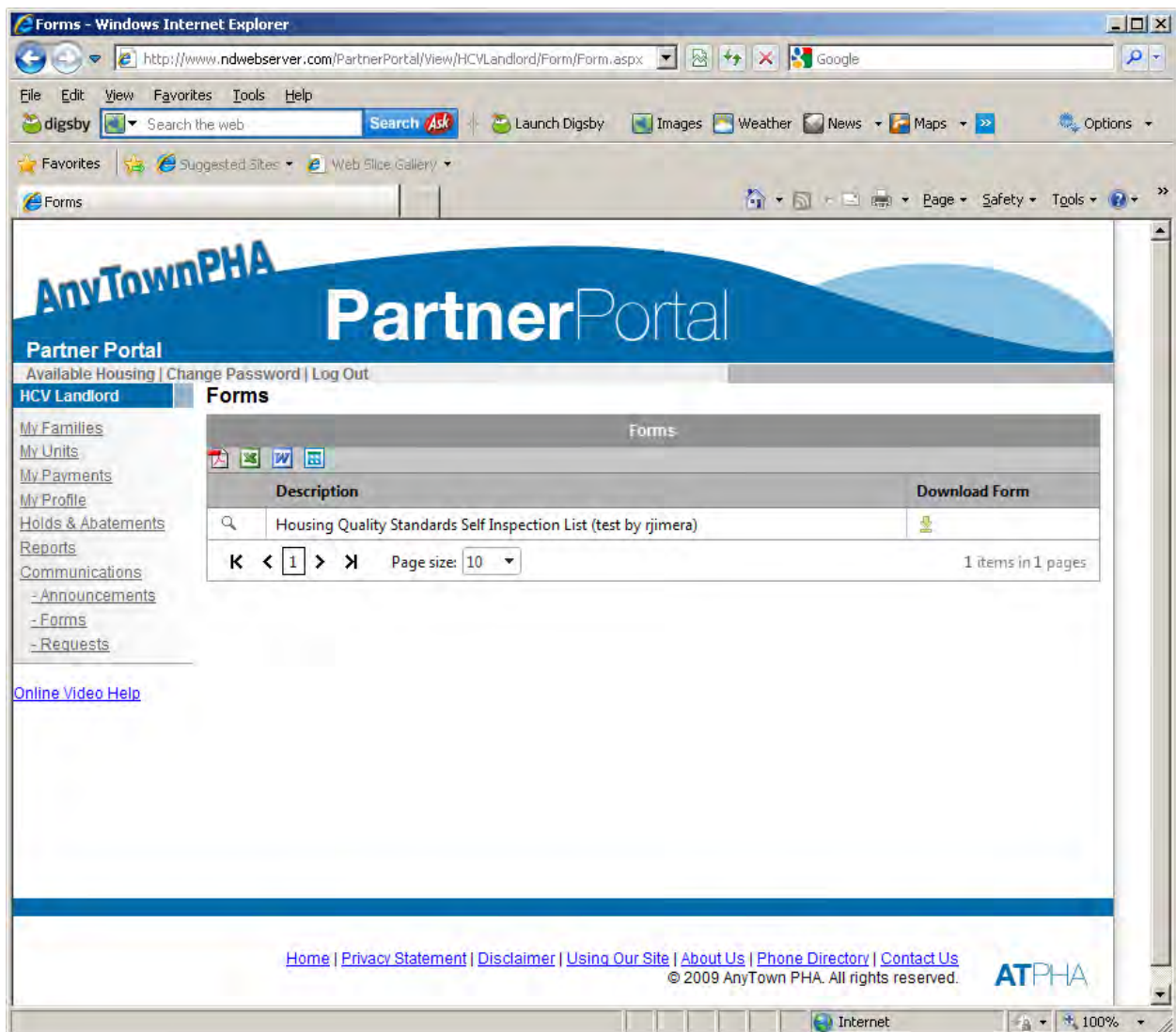


Resident	Unit	Start Date	End Date	Status	Type	Reason	Rescission Reason
Amy Avila	1 Main	10/01/09		Open	Abatement	Failed HQS Inspection	
Angus Young	600 Main	08/04/09		Open	Abatement	Failed HQS Inspection	

K < 1 > Page size: 10 2 items in 1 pages

6. Communication

- a. There are three types of communication available for the landlord
 - i. Announcements
 - ii. Forms
 - iii. Requests
- b. Here is a view of the screen where forms published by the HA may be available for download (example is a HQS Self Inspection form):




- c. Announcements are available if the HA has published any for viewing by the landlord.

d. Requests (if enabled by the HA) can be created by the landlord for the housing authority by clicking on the requests link.

The screenshot shows a Windows Internet Explorer browser window displaying the 'My Requests' page of the AnyTownPHA Partner Portal. The browser's address bar shows the URL: <http://www.ndwebservice.com/PartnerPortal/View/HCVLandlord/Request/MyReque>. The page features a blue header with the 'AnyTownPHA PartnerPortal' logo. Below the header, there are links for 'Available Housing', 'Change Password', and 'Log Out'. The main content area is titled 'My Requests' and contains a table with the following data:

	Request Date	Request Type	Request Status	Days Since Requested
🔍	11/12/2009 11:31:44 AM	Rent	Active	54
🔍	11/12/2009 9:30:37 AM	Tax ID	Active	54
🔍	9/14/2009 3:58:21 PM	Rent	Active	113

Below the table, there are navigation controls: 'K < 1 > K' and 'Page size: 10'. A status message at the bottom right of the table area reads '3 items in 1 pages'. The left sidebar contains a navigation menu with links such as 'My Families', 'My Units', 'My Payments', 'My Profile', 'Holds & Abatements', 'Reports', 'Communications', and 'Requests'. The footer includes links for 'Home', 'Privacy Statement', 'Disclaimer', 'Using Our Site', 'About Us', 'Phone Directory', and 'Contact Us', along with the copyright notice '© 2009 AnyTown PHA. All rights reserved.' and the 'ATPHA' logo.

e. If you click the new button  it takes you to the new request screen, where you can send specific requests to the PHA (this example is for Tax ID):

