EMPHASYS SOFTWARE

PARTNER PORTAL **LANDLORD** USER GUIDE

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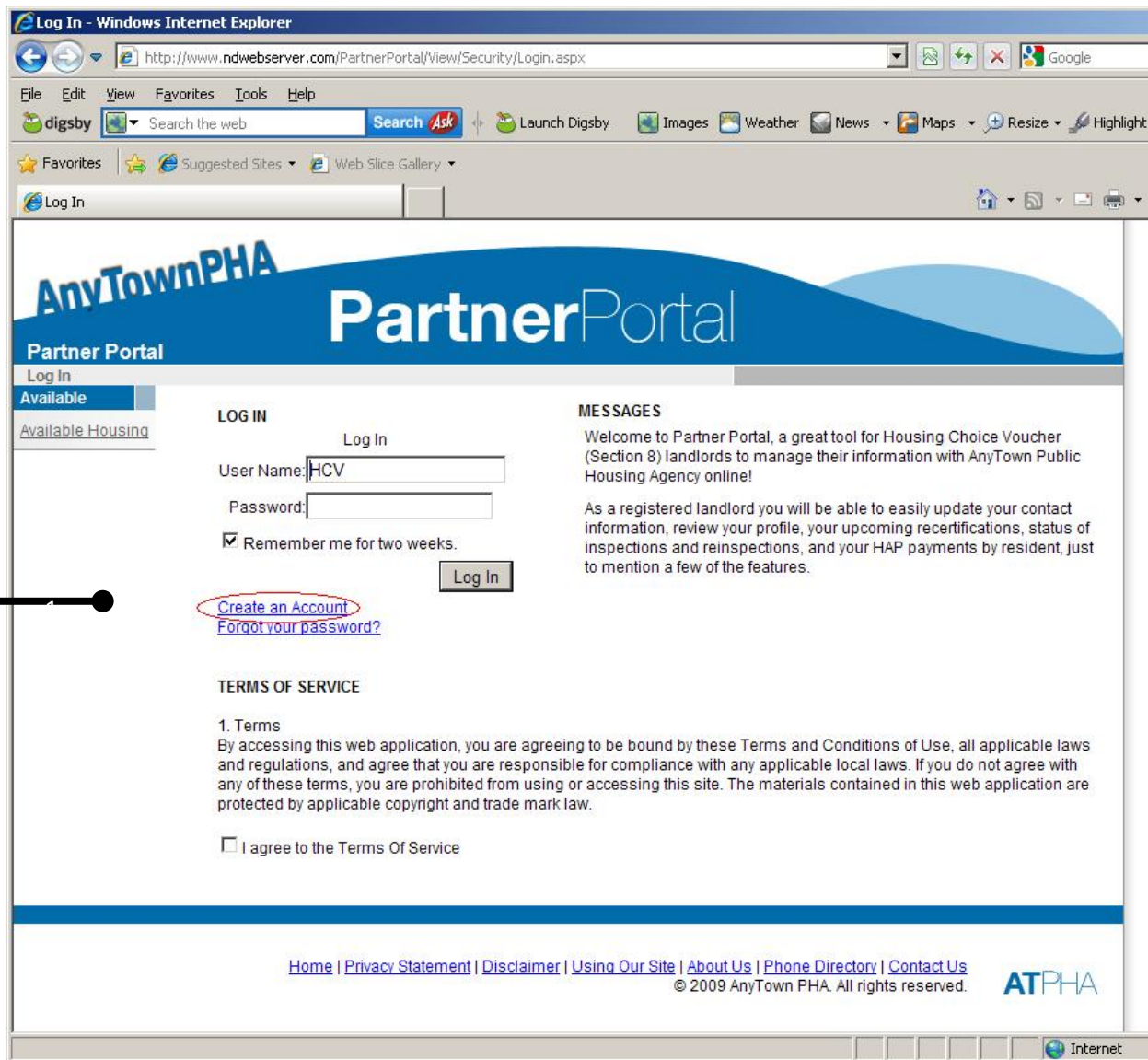
Partner Portal – Landlord User Guide

Step 1

1. **Create Account and Login to Partner Portal**
    a. Open up a browser screen and go to the URL (internet address) 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.

   c. This will take you to the create account page:
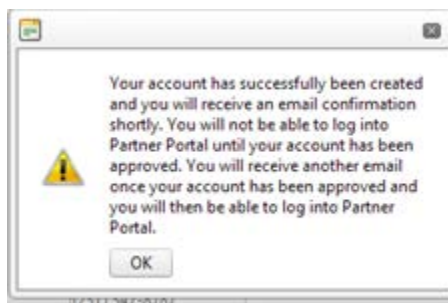
Landlord OR Other PHA

Tax ID   [   ] *
           Please enter in the format of xxx-xx-xxxx or xx-xxxxxxx
           [   ] *
           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. Others will only have Guest rights.

[Match Landlord] [Cancel]

d. Fill in the information for a new login and click the "Match Landlord" button.

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

Your account has successfully been created and you will receive an email confirmation shortly. You will not be able to log into Partner Portal until your account has been approved. You will receive another email once your account has been approved and you will then be able to log into Partner Portal.

[OK]

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 Housing Authority 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).

Step 2

2. View your Families

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

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

Step 3

3. View Your Units

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

    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.

Step 4

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:

    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.

Step 5

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:

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.

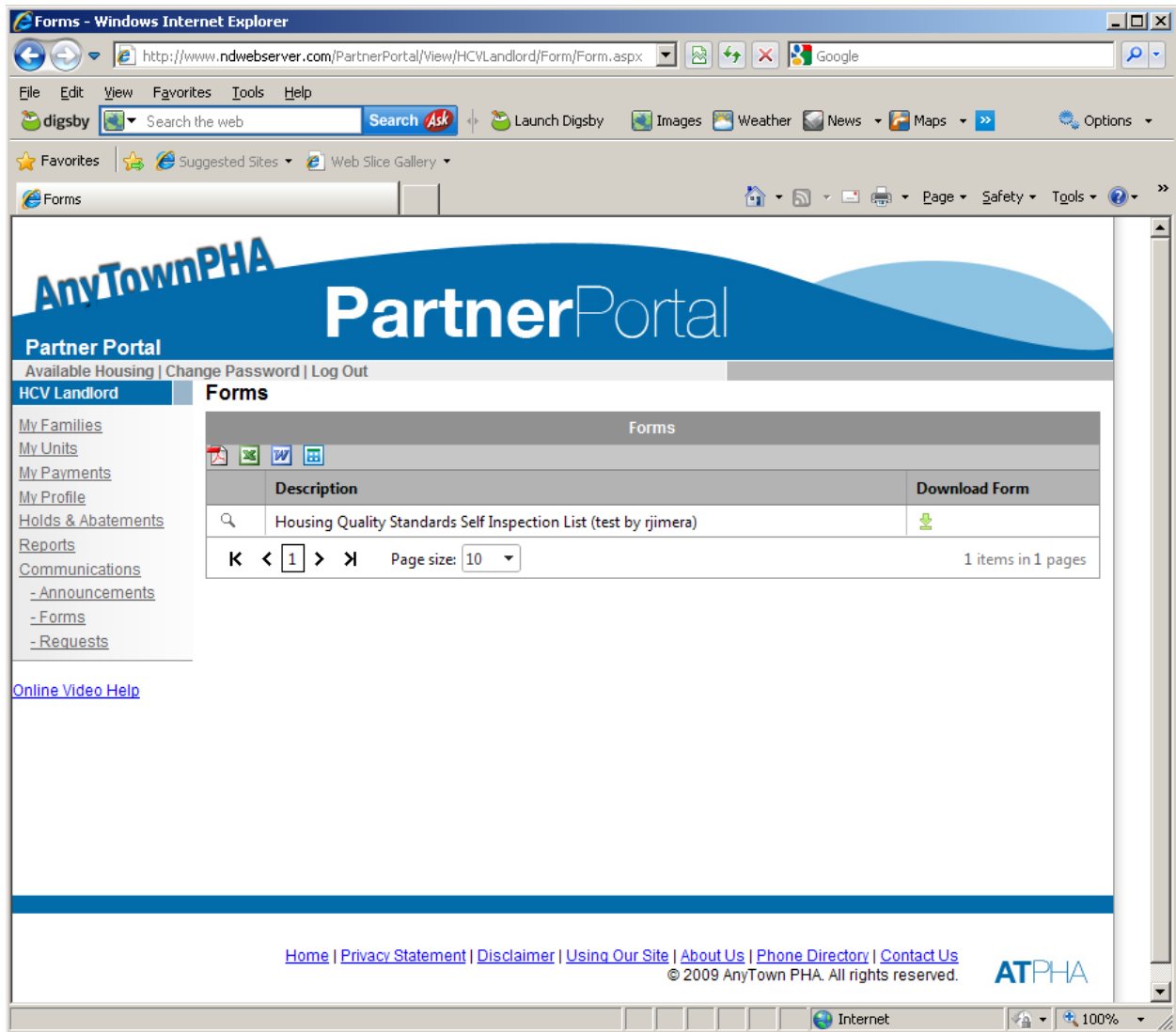**Payment Holds & Abatements**

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

Step 6

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.

AnyTownPHA

PartnerPortal

Partner Portal

Available Housing | Change Password | Log Out

HCV Landlord

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

Online Video Help

My Requests

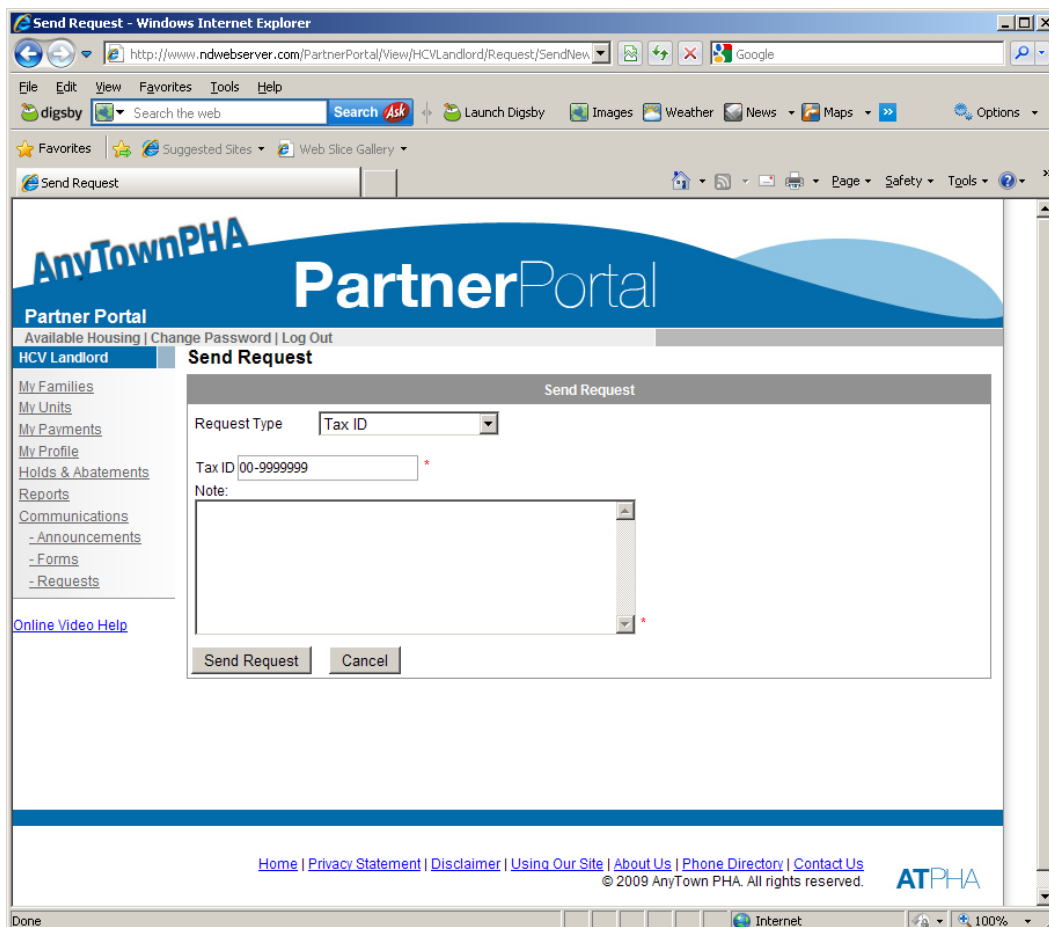|	My Requests			
	Request Date	**Request Type**	**Request Status**	**Days Since Requested**
🔍	11/12/2009 11:31:44 AM	Rent	Active	54
🔍	11/12/2009 9:30:37 AM	Tax ID	Active	54
🔍	9/14/2009 3:58:21 PM	Rent	Active	113

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Internet   100%

e. If you click the new button [icon] it takes you to the new request screen, where you can send specific requests to the PHA

f. Select the type of request you wish to make:
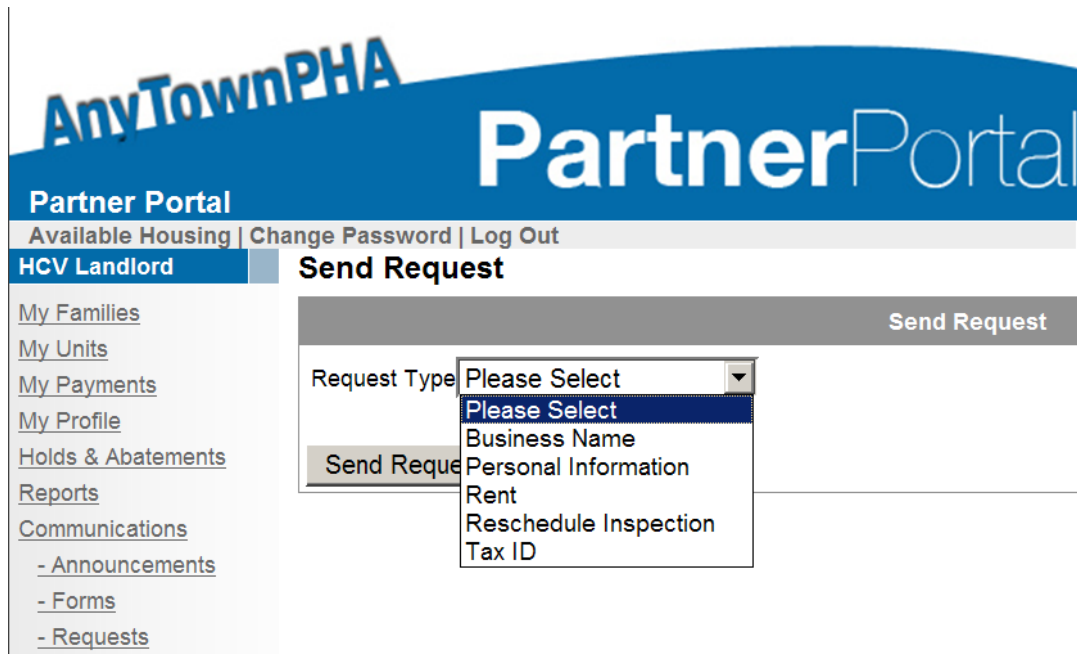
g. (this example is for Tax ID):

h. Once you have completed entering your request, all your requests will be displayed in the screen and you will be able to view the status of your requests.

i. After the housing authority has approved or denied your request, the status will change from "active" to "approved" or "denied".