



# **PROPERTY OWNER ON-LINE SERVICE**

## **USER GUIDE**

# Table of Contents

<b>Create an Account &amp; Login</b>	<b>3</b>
<b>View Your Families</b>	<b>6</b>
<b>View Your Units</b>	<b>7</b>
<b>View Your Payments</b>	<b>8</b>
<b>View Holds and Abatements</b>	<b>9</b>
<b>Communications</b>	<b>11</b>

# Property Owner On-Line Service

## Also Known As: Partner Portal

### Landlord User Guide

#### Step 1

1. **Create Account and Login to Property Owner On-Line Service (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.

https://partners.ourpha...

# Welcome to the Worcester Housing Authority

Partner Portal  
Log In

**LOG IN**  
Log In  
User Name: WHA  
Password: \*\*\*\*\*  
Log In  
[Create an Account](#)  
[Forgot your password?](#)

**MESSAGES**  
Welcome to Worcester Housing Authority's Property Owner On-Line Services!  
Click on the following link for the [Property Owner Online Services User Guide](#)  
You will be able to registration for this service effective December 1, 2013, if you have already submitted your Direct Deposit/On-Line Service agreement. If you have not already submitted your agreement, you may contact our office at 508-635-3148 for a form to be sent to you.  
**PLEASE DOUBLE CHECK YOUR E-MAIL ADDRESS WHEN REGISTERING!**

**TERMS OF SERVICE**  
Terms of Service - To be read and acknowledged  
The Worcester Housing Authority's (WHA) Housing Choice Voucher Program will assess an annual fee according to the schedule below to each landlord (individual tax ID's) for unlimited access to the Property Owner On-Line Services.  
The remittance will be deducted from the Housing Assistance Payment (HAP) on January 1, 2014, and on the same date each year.  
Landlords who register subsequent to January 1, 2014, will be assessed the annual fee from their first Housing Assistance Payment, regardless of the date.  
No warranties, expressed or implied, are provided for the completeness or accuracy of the data herein, or for its use or interpretation. Use of this site acknowledges that the user accepts The Worcester Housing Authority's Housing Choice Voucher Program liability disclaimer.  
**Annual Fee Schedule**  
3 or fewer units\* \$ 45  
4-50 units \$ 60  
More than 50 units \$100  
\*Note: The number of units is based on federal tax ID number. If a property owner has several separate corporations with individual tax ID number for which he/she receives HAP payments, a separate fee will be assessed for each ID number  
☒ I agree to the Terms Of Service  
[HOME](#)

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

The screenshot shows a web browser window titled "Create Account - Windows Internet Explorer". The address bar shows the URL: <http://www.ndwebserver.com/PartnerPortal/View/Login/CreateAccount.aspx>. The page features a large header "Welcome to the Worcester Housing Authority" and a "Partner Portal" section with "Log In" and "Available" links. The "Available" link is highlighted, and a sidebar on the left lists "Available Housing". The main content area is titled "Add User" and contains two sections: "User" and "Landlord". The "User" section has fields for "User Name" (Emphasys\_Landlord), "Password" (masked with dots), "Confirm Password" (masked with dots), and "Email" (emphasys-softwared.com). The "Landlord" section has fields for "Business Name" (Emphasys), "Contact First Name" (Empha), "Contact Middle Name" (empty), "Contact Last Name" (Sys), "Street" (101 Main), "Suite" (100), "City" (Potoskey), "State" (MI), "ZIP" (49770-1001), "Phone" ((231) 347-8787), "Extension" (empty), and "Tax ID" (12-1234567). A CAPTCHA image with the code "HLQKW" is displayed, followed by the instruction "Type the code from the image". Below the CAPTCHA, a note states: "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." At the bottom, there are "Create Account" and "Cancel" buttons. A black arrow points to the "Create Account" button.

Create Account - Windows Internet Explorer

<http://www.ndwebserver.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 Slice Gallery

Create Account

Page Safety Tools

# Welcome to the Worcester Housing Authority

Partner Portal

Log In

Available

Available Housing

Add User

User Name: Emphasys\_Landlord

Password: .....

Confirm Password: .....

Email: emphasys-softwared.com

Landlord

Business Name: Emphasys

Contact First Name: Empha

Contact Middle Name:

Contact Last Name: Sys

Street: 101 Main

Suite: 100

City: Potoskey

State: MI

ZIP: 49770-1001

Phone: (231) 347-8787

Extension:

Tax ID: 12-1234567

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

HLQKW

Type the code from the image

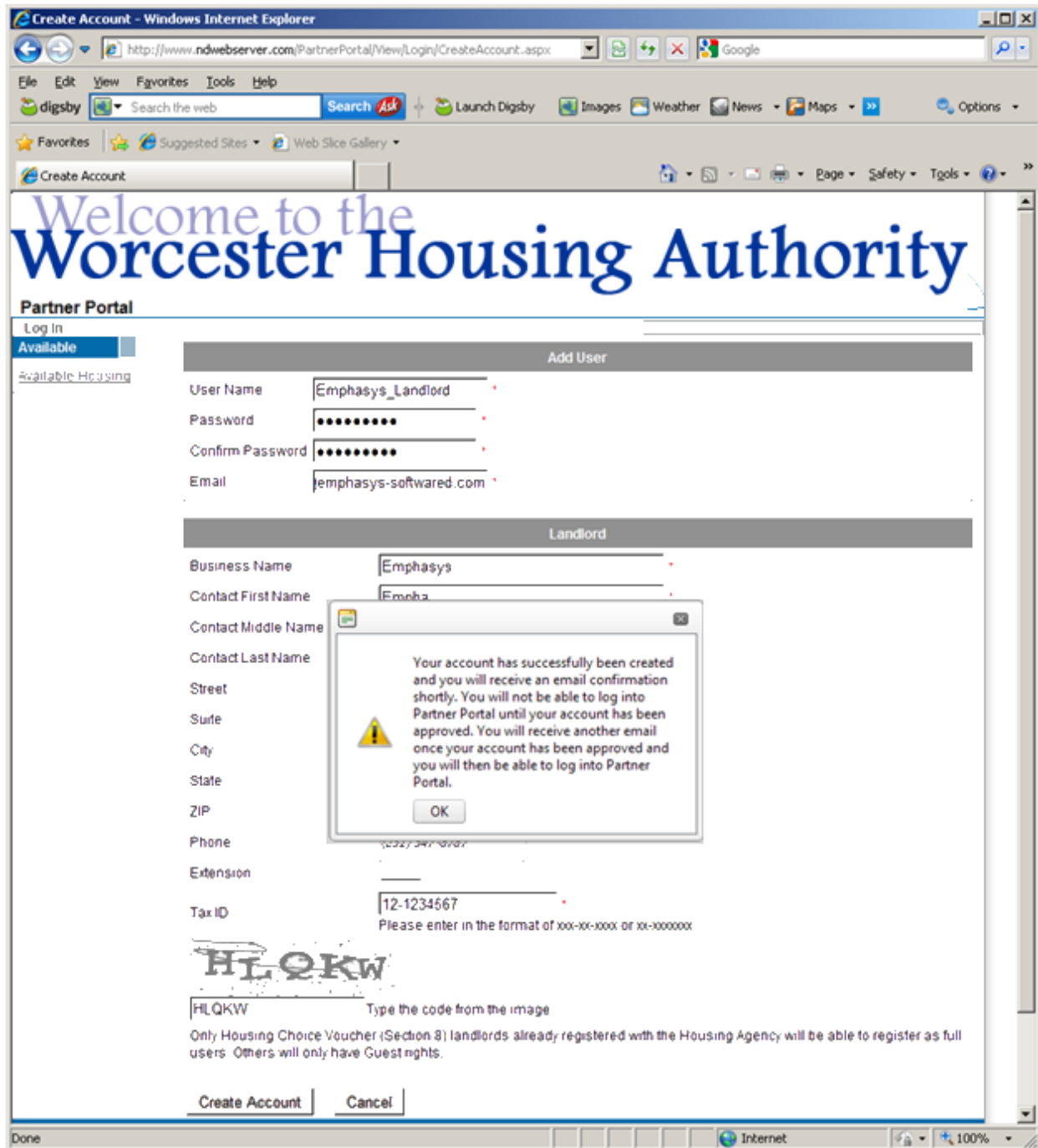
Only Housing Choice Voucher (Section 8) landlords already registered with the Housing Agency will be able to register as full users. Others will only have Guest rights.

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:

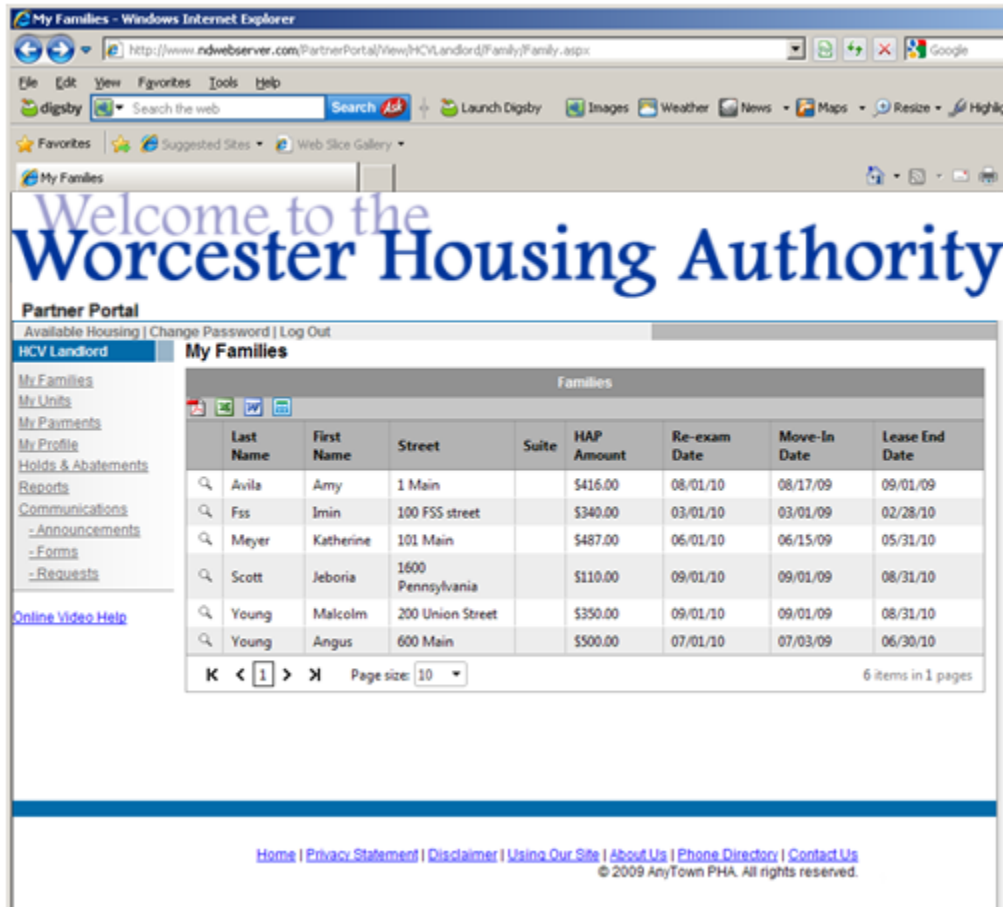


- f. This message tells you that your account has been created, and you will receive a couple email messages. One telling you of your account info, the other informing you the account has been approved. Once your account is approved, you may go back to the same screen, login, and start using Property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

## 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:



My Families - Windows Internet Explorer

http://www.ndwebserver.com/PartnerPortal/ViewHCVLandlordFamily.aspx

Welcome to the Worcester Housing Authority

Partner Portal

Available Housing | Change Password | Log Out

My 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	Jeboria	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

6 items in 1 pages

Home | Privacy Statement | Disclaimer | Using Our Site | About Us | Phone Directory | Contact Us

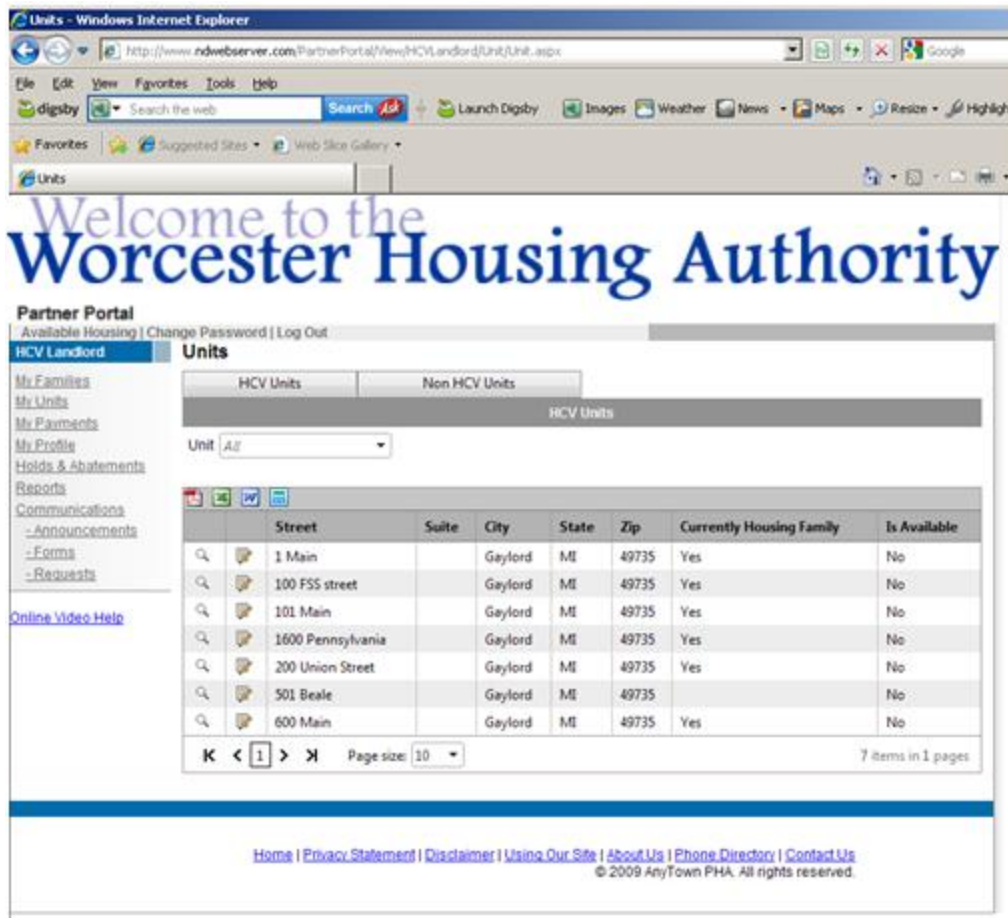
© 2009 AnyTown PHA. All rights reserved.

- 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:



The screenshot shows a web browser window displaying the Worcester Housing Authority Partner Portal. The page title is "Units - Windows Internet Explorer". The URL is <http://www.ndwebserver.com/PartnerPortal/ViewHCVLandlordUnitUnit.aspx>. The page features a large blue header with the text "Welcome to the Worcester Housing Authority". Below the header, there is a "Partner Portal" section with links for "Available Housing", "Change Password", and "Log Out". The "HCV Landlord" tab is selected, and the "Units" sub-tab is active. A left-hand menu contains links for "My Families", "My Units", "My Payments", "My Profile", "Holds & Abatements", "Reports", "Communications", "Announcements", "Forms", and "Requests". A black arrow points to the "My Units" link. The main content area shows a table of units with columns for "Street", "Suite", "City", "State", "Zip", "Currently Housing Family", and "Is Available". The table lists 7 units, all in Gaylord, MI, with zip code 49735. The "Is Available" column shows "No" for all units. The page 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."

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	Yes	No
600 Main		Gaylord	MI	49735	Yes	No

## 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:

The screenshot shows a web browser window titled "My Payments - Windows Internet Explorer". The address bar shows the URL: <http://www.ndwebserver.com/PartnerPortal/View/HCV/Landlord/Check/Check.aspx>. The page header says "Welcome to the Worcester Housing Authority". Below this is a "Partner Portal" section with links for "Available Housing", "Change Password", and "Log Out". The left-hand navigation menu includes links for "HCV Landlord", "My Families", "My Units", "My Payments" (highlighted with a black arrow), "My Profile", "Holds & Abatements", "Reports", "Communications", "Announcements", "Forms", "Requests", and "Online Video Help". The main content area is titled "My Payments" and contains a "Checks" section with search filters for "Check/DD #", "Unit" (set to "All"), and "Check Date" (from 6/29/2009 to 12/29/2009). Below the search filters is a table of payment records.

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					

At the bottom of the page, there are links for "Home", "Privacy Statement", "Disclaimer", "Using Our Site", "About Us", "Phone Directory", and "Contact Us". A copyright notice at the bottom right reads: "© 2009 AnyTown PHA. All rights reserved."

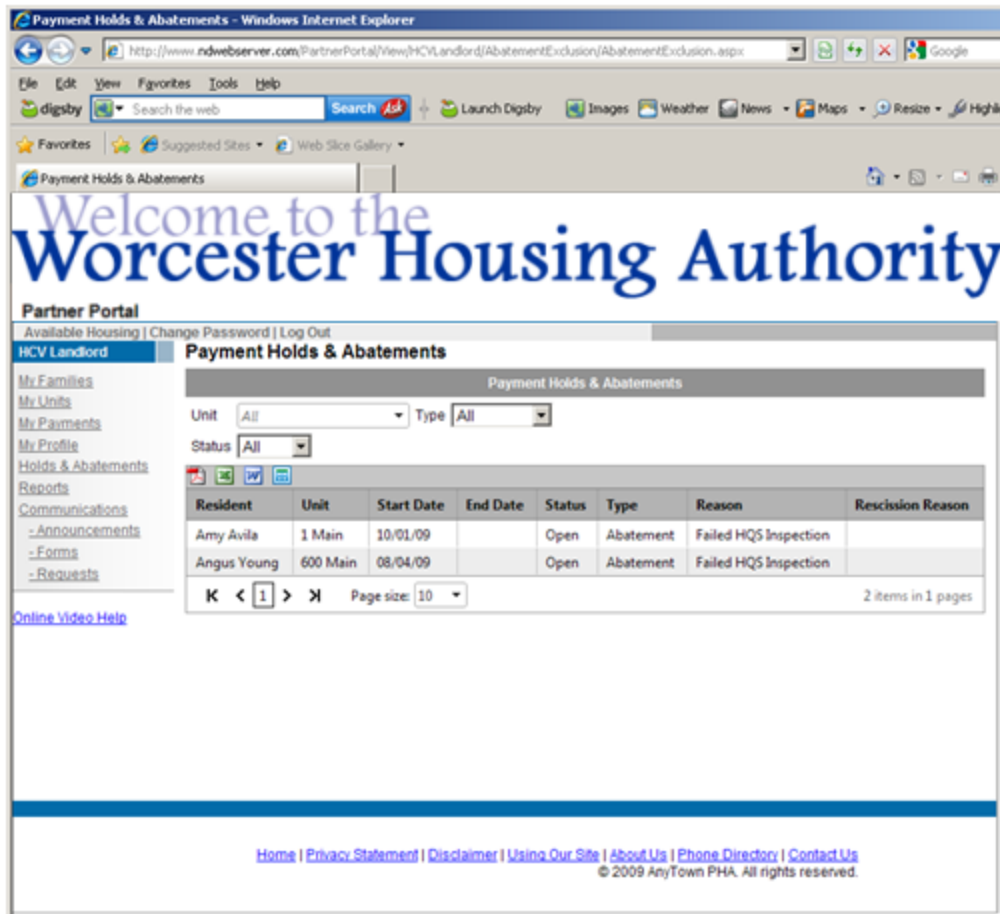
- b. Also, if you click the '>' (arrow) to the left of each check, you can drill down to the detailed line items that make up the total.



## 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:



The screenshot shows a web browser window titled "Payment Holds & Abatements - Windows Internet Explorer". The address bar shows the URL: <http://www.ndwebserver.com/PartnerPortal/View/HCV/Landlord/AbatementExclusion/AbatementExclusion.aspx>. The page header features the "Worcester Housing Authority" logo and the "Partner Portal" section with links for "Available Housing", "Change Password", and "Log Out".

The left-hand navigation menu includes the following links: "Mr Families", "My Units", "My Payments", "My Profile", "Holds & Abatements", "Reports", "Communications", "- Announcements", "- Forms", "- Requests", and "Online Video Help". A black arrow points to the "Holds & Abatements" link.

The main content area is titled "Payment Holds & Abatements" and contains a table with the following data:

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	

Below the table, there are navigation controls: "K < 1 > X" and "Page size: 10". 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."





- 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  Type

Status

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 > X

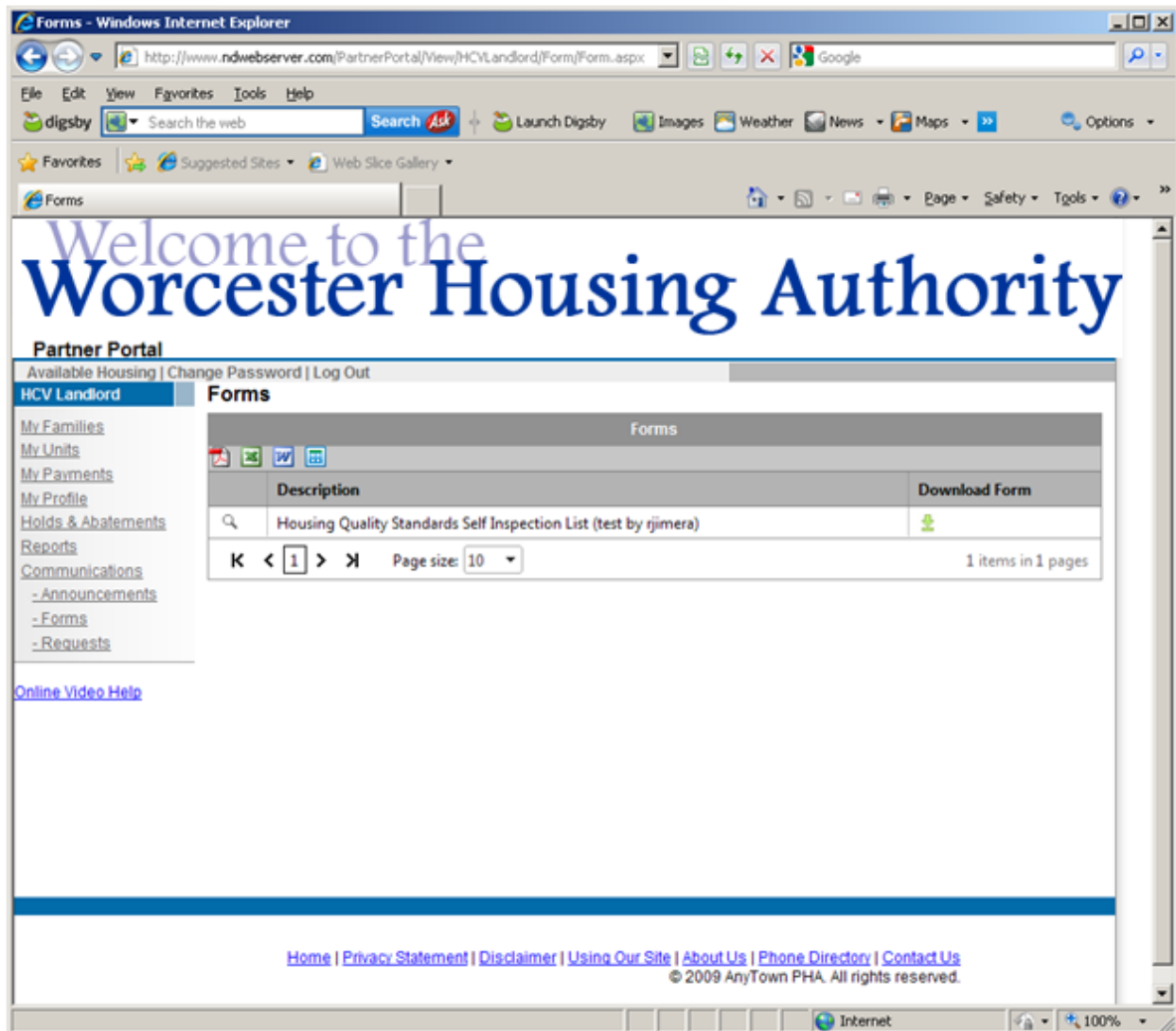
Page size:

2 items in 1 pages

## Step 6

### 6. Communication

- a. There are two types of communication available for the landlord
  - i. Announcements
  - ii. Forms
- 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 (not enabled by the WHA at this time).