



CRHA  
CHESAPEAKE, VIRGINIA

CHESAPEAKE REDEVELOPMENT AND  
HOUSING AUTHORITY

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PARTNER PORTAL **LANDLORD** USER GUIDE

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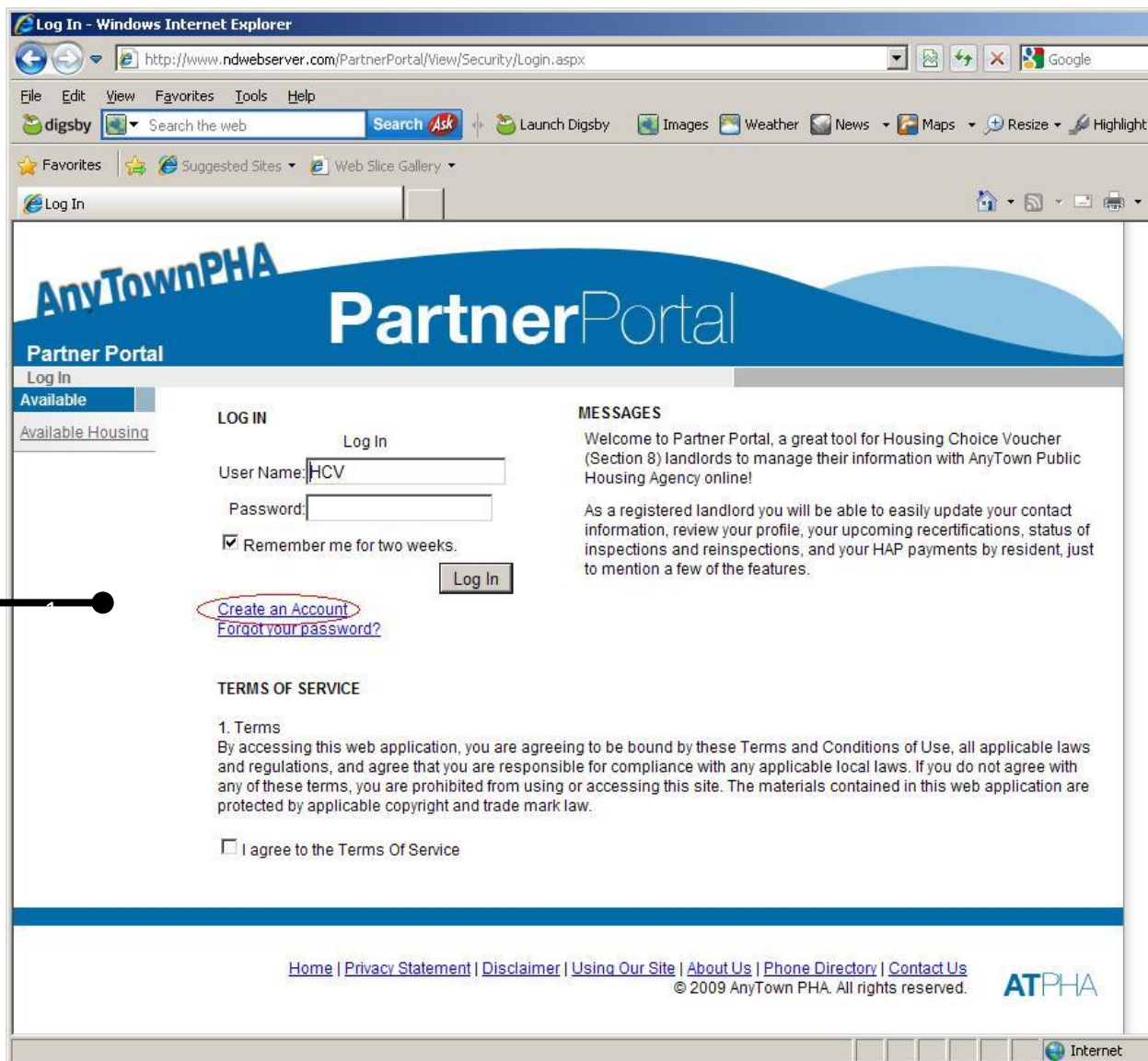
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# Partner Portal – Landlord User Guide

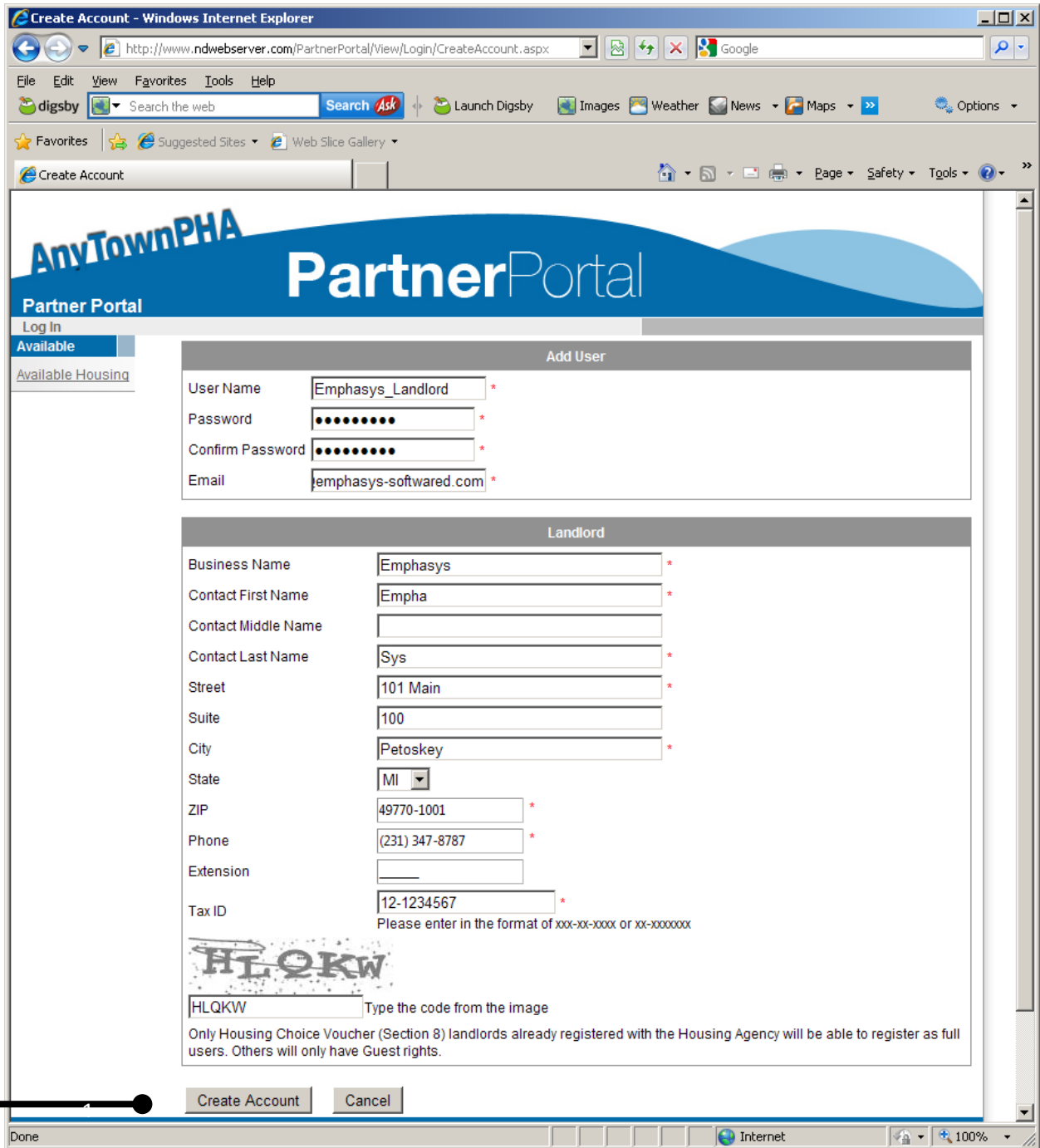
## Step 1

### 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.

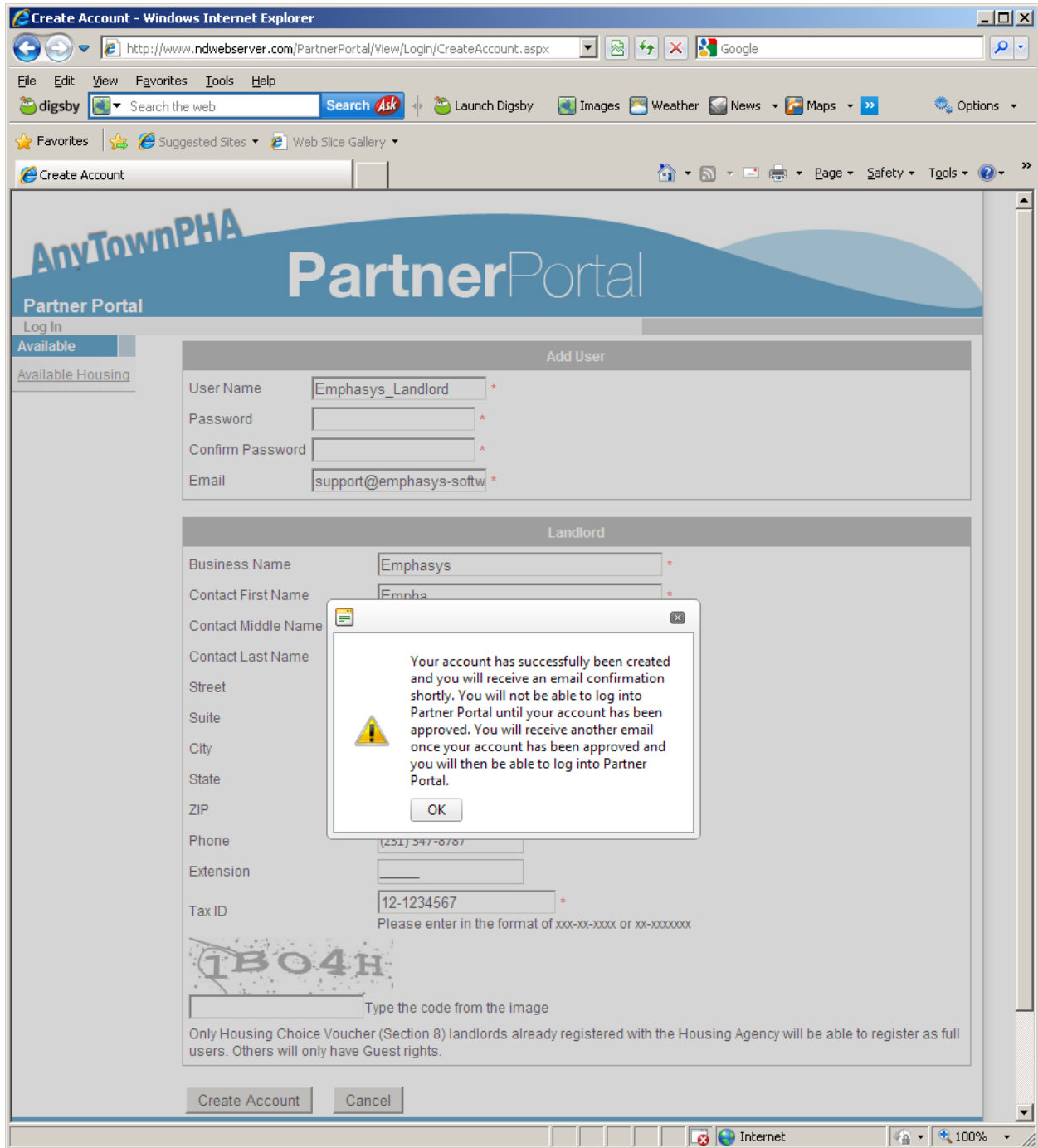


- c. This will take you to the create account page:



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 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:

The screenshot shows a web browser window displaying the 'My Families' page of the AnyTownPHA Partner Portal. 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 titled 'Families' with the following data:

	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

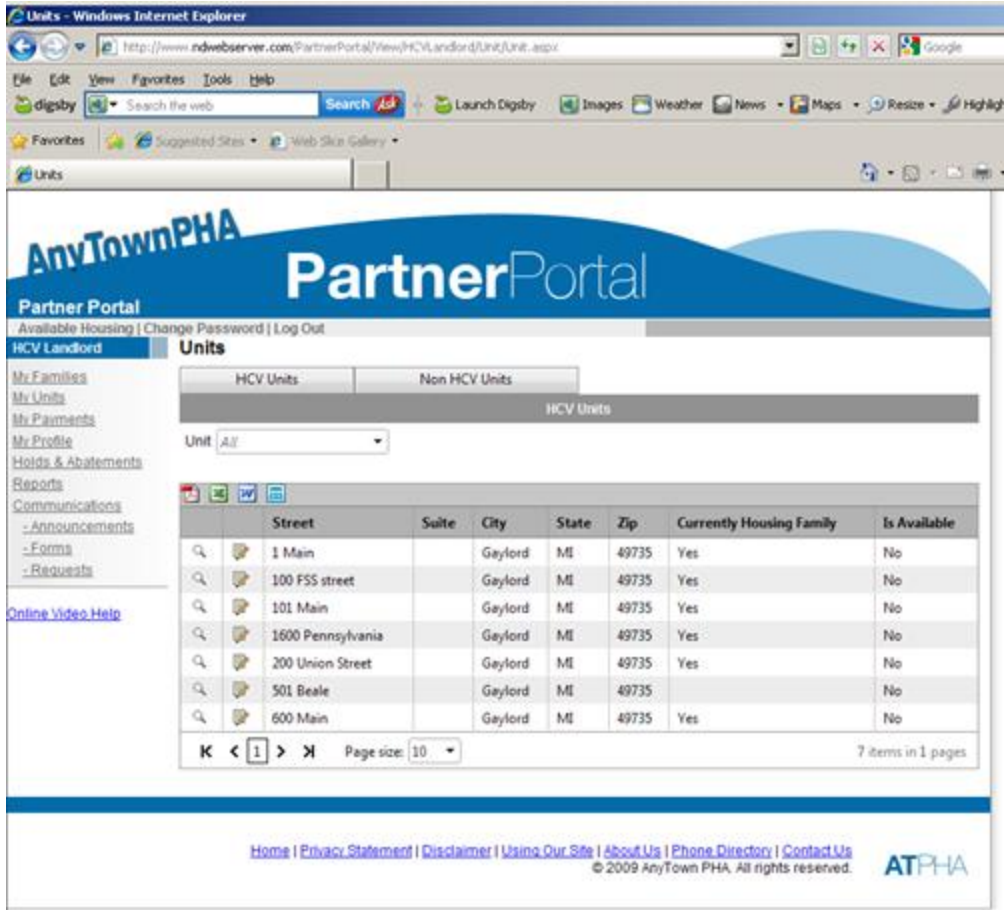
At the bottom of the table, there is a navigation bar with 'Page size: 10' and '6 items in 1 pages'. The footer of the page includes links for 'Home', 'Privacy Statement', 'Disclaimer', 'Using Our Site', 'About Us', 'Phone Directory', and 'Contact Us', along with the ATPHA logo and copyright notice: '© 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 'AnyTown PHA Partner Portal'. The page title is 'Units - Windows Internet Explorer'. The URL is 'http://www.ndwebserver.com/PartnerPortal/View/HCV/Landlord/Unit.aspx'. The page features a navigation menu on the left with links such as '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 tabs 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 seven rows of unit information. 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 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		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.



## 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 the 'My Payments' section of the AnyTownPHA Partner Portal. The page title is 'AnyTownPHA PartnerPortal'. The navigation menu on the left includes links for 'My Families', 'My Units', 'My Payments', 'My Profile', 'Holds & Abatements', 'Reports', 'Communications', and 'Online Video Help'. The 'My Payments' section is active, displaying a search form for checks. The search form includes a 'Check/DD #' field, a 'Go' button, a 'Unit' dropdown menu, and a 'Check Date' range selector from 6/29/2009 to 12/29/2009. Below the search form 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					

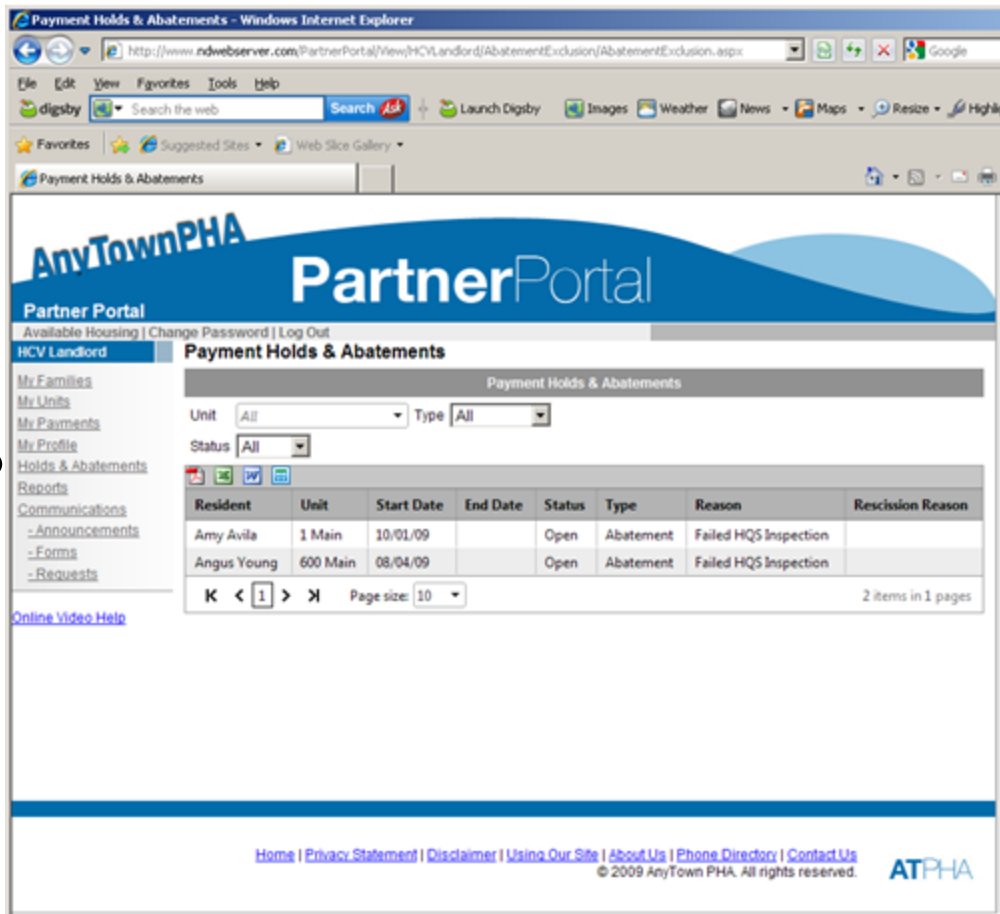
The footer of the page includes links for 'Home', 'Privacy Statement', 'Disclaimer', 'Using Our Site', 'About Us', 'Phone Directory', and 'Contact Us', along with the copyright notice '© 2009 AnyTown PHA. All rights reserved.' and the ATPHA logo.

- 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 displaying the 'Partner Portal' for 'AnyTownPHA'. The page title is 'Payment Holds & Abatements'. The left-hand navigation menu includes links for 'My Families', 'My Units', 'My Payments', 'My Profile', 'Holds & Abatements', 'Reports', 'Communications', and 'Online Video Help'. The 'Holds & Abatements' link is highlighted with a black arrow. The main content area shows a table of payment holds and abatements with columns for Resident, Unit, Start Date, End Date, Status, Type, Reason, and Rescission Reason. The table contains two rows of data. Below the table is a pagination control showing 'Page size: 10' and '2 items in 1 pages'. The footer contains links for 'Home', 'Privacy Statement', 'Disclaimer', 'Using Our Site', 'About Us', 'Phone Directory', and 'Contact Us', along with the 'ATPHA' logo and copyright information.

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	

- 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.

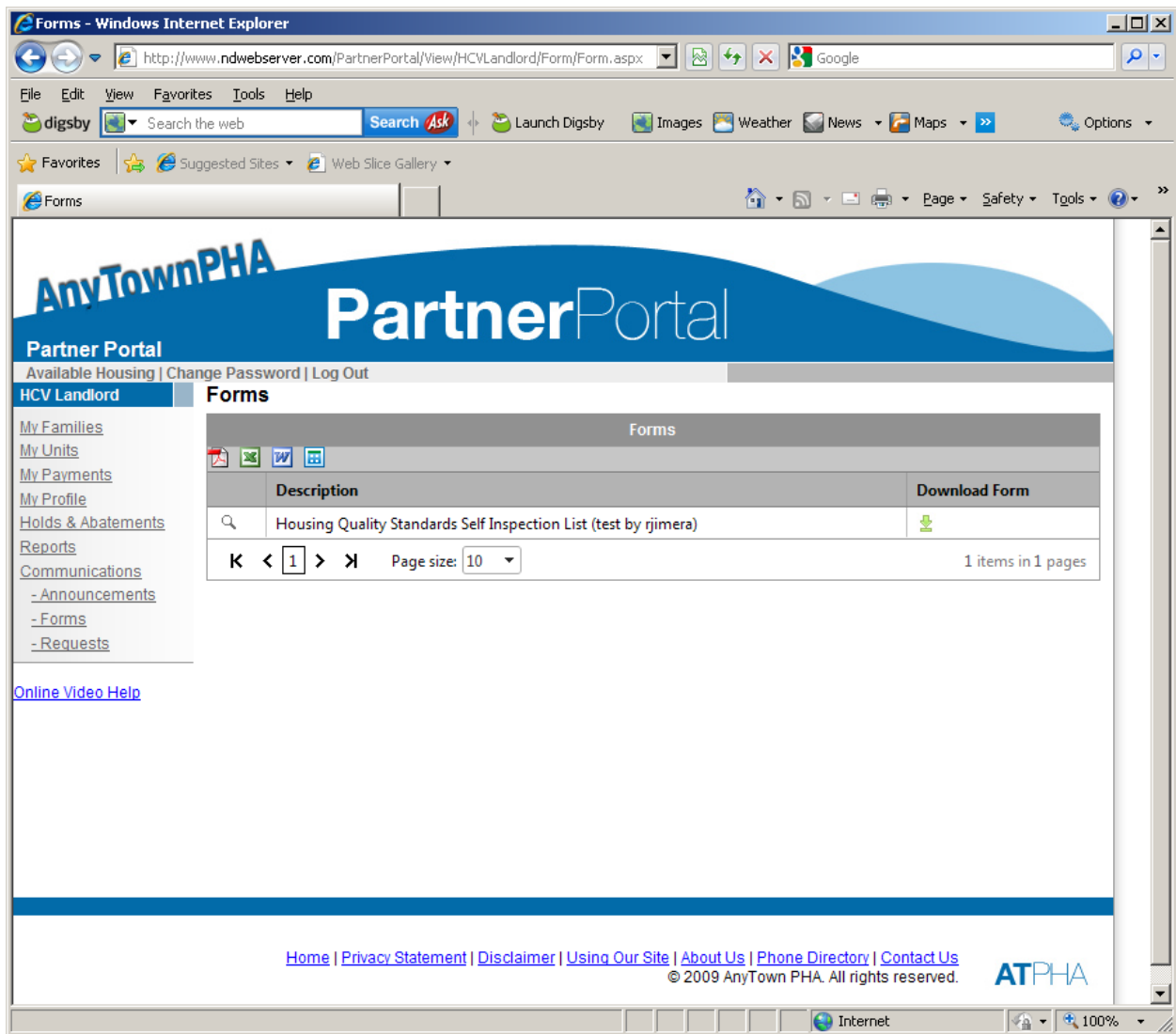
### Payment Holds & Abatements

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 > X				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):



The screenshot shows a web browser window displaying the AnyTownPHA Partner Portal. The page title is "Forms" and the URL is "http://www.ndwebservice.com/PartnerPortal/View/HCVLandlord/Form/Form.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 "Communications" section is expanded, showing sub-links for "Announcements", "Forms", and "Requests". The main content area displays a table of forms with the following structure:

Description	Download Form
Housing Quality Standards Self Inspection List (test by rjimera)	

The table also includes a search bar, navigation controls (K, <, 1, >, X), a page size dropdown set to 10, and a status message "1 items in 1 pages". The footer contains 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.

- 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.

My Requests - Windows Internet Explorer

http://www.ndwebservice.com/PartnerPortal/View/HCVLandlord/Request/MyReque

File Edit View Favorites Tools Help

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

Favorites Suggested Sites Web Slice Gallery

My Requests

# AnyTownPHA PartnerPortal

Partner Portal

Available Housing | Change Password | Log Out

HCV Landlord **My Requests**

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


Online Video Help

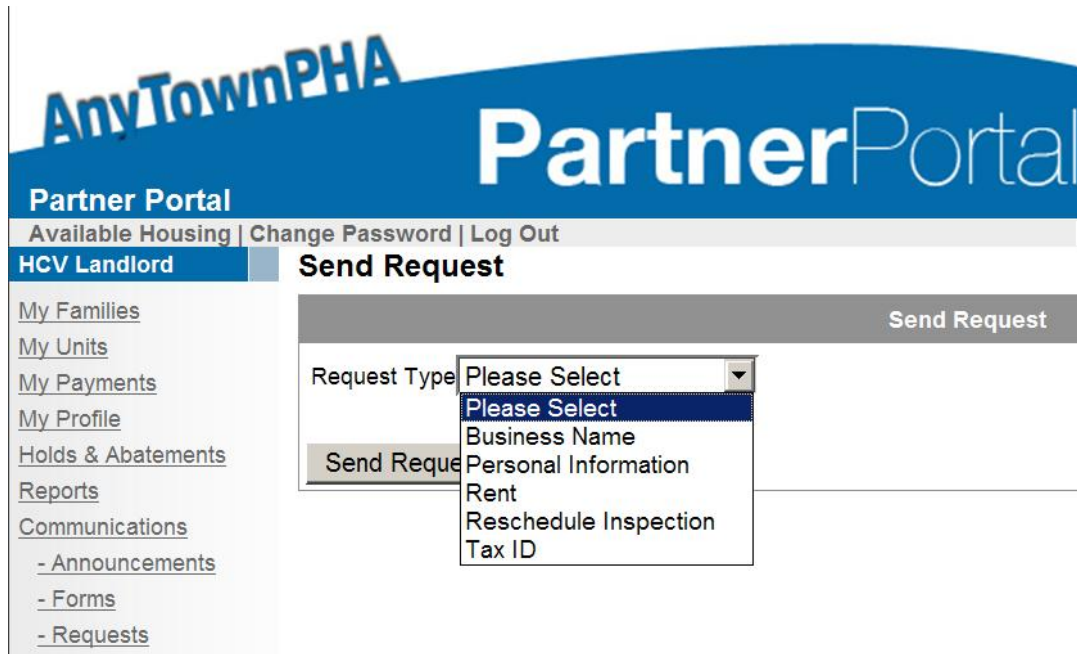
My Requests				
	Request Date	Request Type	Request Status	Days Since Requested
🔍	11/12/2009 11:31:44 AM	Rent	Active	54
🔍	11/12/2009 9:30:37 AM	Tax ID	Active	54
🔍	9/14/2009 3:58:21 PM	Rent	Active	113

K < 1 > X Page size: 10 3 items in 1 pages

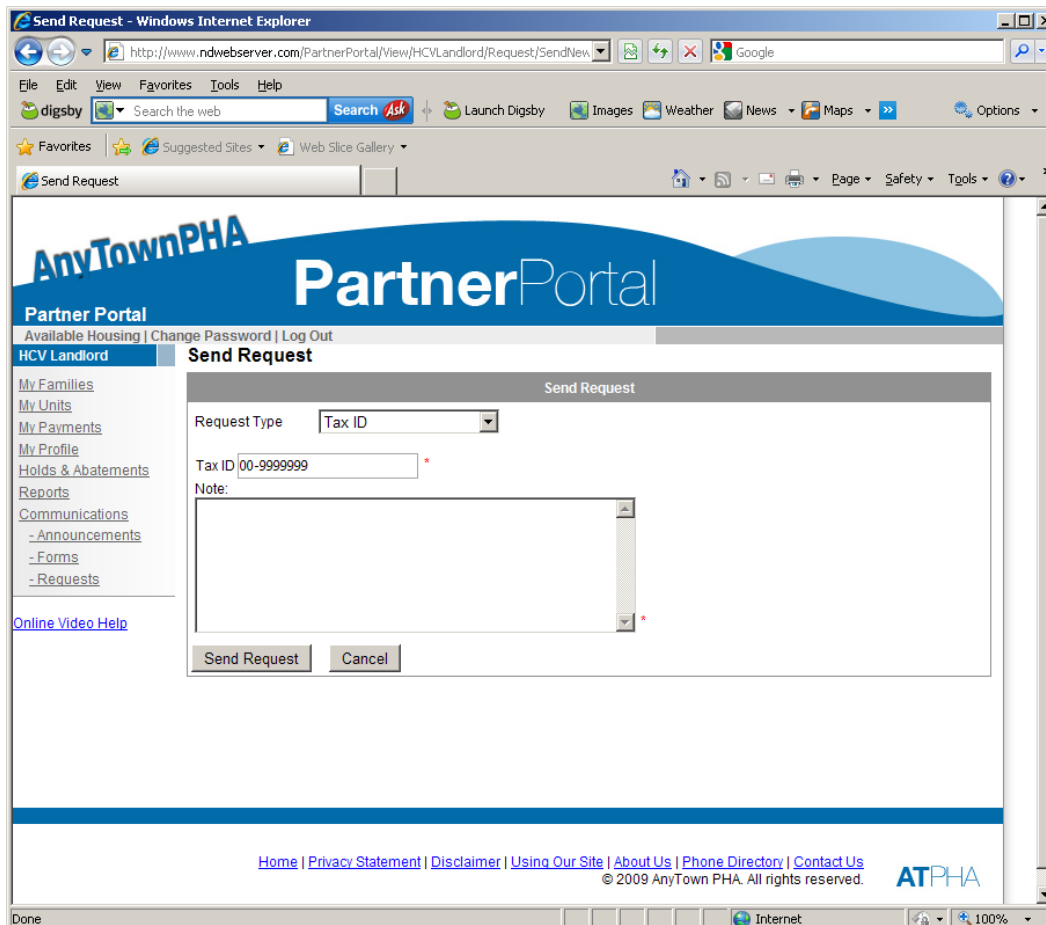
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Internet 100%

- e. If you click the new button  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.

**AnyTownPHA Partner Portal**

Available Housing | Change Password | Log Out

**HCV Landlord** | **My Requests**

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

My Requests				
	Request Date	Request Type	Request Status	Days Since Requested
🔍	4/18/2011 4:31:19 PM	Rent	Active	59
🔍	4/18/2011 4:29:37 PM	Business Name	Active	59
🔍	2/25/2011 10:19:10 AM	Rent	Active	112
🔍	11/3/2010 10:33:14 AM	Rent	Active	226
🔍	11/3/2010 10:31:31 AM	Business Name	Active	226

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