



## **Landlord Portal User Guide**

# **PHAnetwork – Landlord Portal Guide**

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*Hampden Technologies, Inc.*



# Landlord Portal User Guide

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## 1 Introduction

### 1.1 Scope and Purpose

The purpose of this document is to present the general instructions for working with the PHAnetwork Landlord Portal system. Please note that this document may change frequently so make sure to download the latest version when available.

## 2 About the Landlord Portal

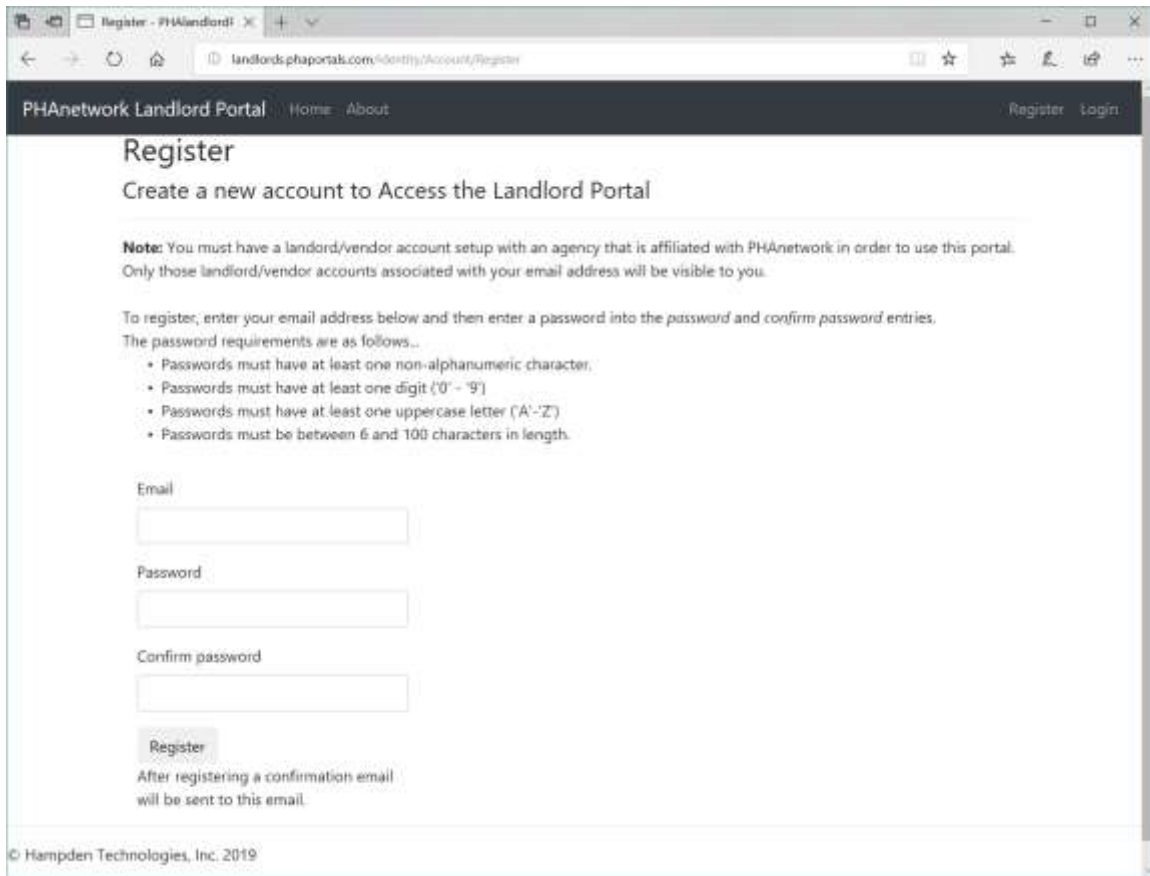
The PHAnetwork landlord portal is designed to allow landlords receiving housing assisted payments from qualified Housing Agencies to view recent payments received through direct deposit. In order to utilize the landlord portal, you must first have an active landlord account with an agency that uses PHAnetwork to produce their landlord Housing Assisted Payments (HAP). Secondly, the Public Housing Agency must also have *opted* in to the Landlord Portal enabling landlords to register for reviewing payment information.

If your property is under a HAP agreement with a Public Housing Agency and they are using PHAnetwork, make sure that they have opted in to the Landlord Portal. Also, please make sure that they have an up-to-date email address for your landlord account. The email address is both your portal *sign-in* and the link that will identify you in the PHAnetwork HAP system.

## 3 Using the Landlord Portal

### 3.1 Registering as a New User

In order to login to the PHAnetwork Landlord portal, you must first register as a new user. To do this navigate to <http://landlords.phaportals.com>. From there, click the **[Register]** button. The following screen will appear.



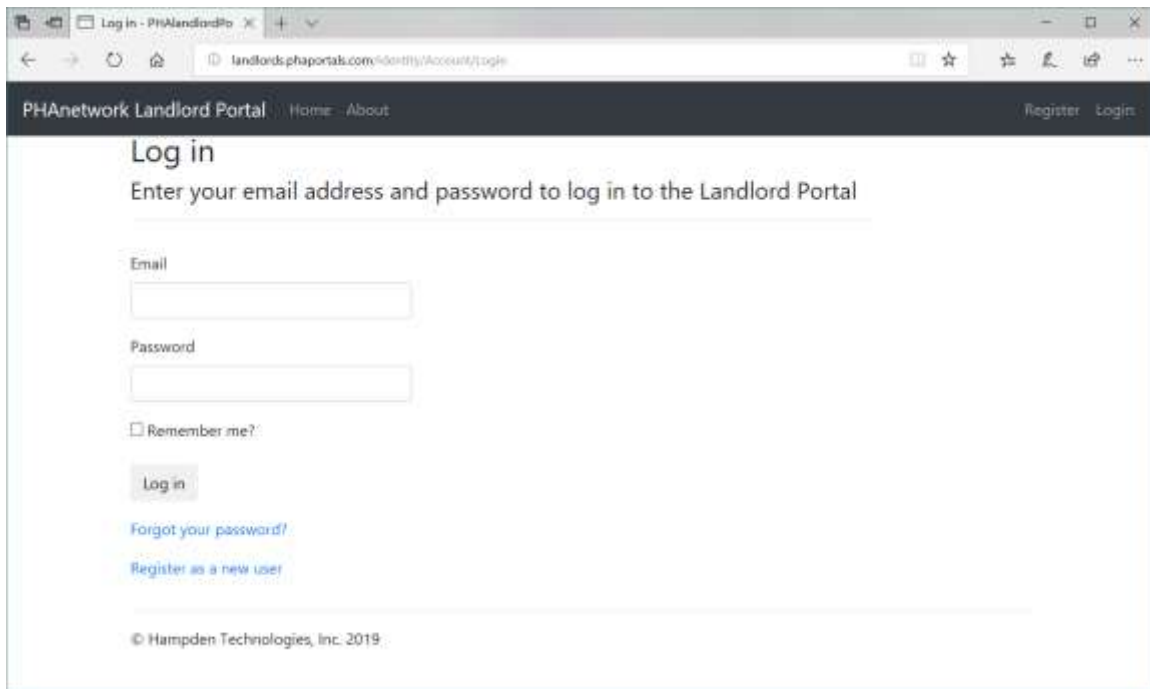
The screenshot shows a web browser window with the address bar displaying "landlords.phaportal.com/identity/Account/Register". The page title is "PHAnetwork Landlord Portal" with links for "Home" and "About". In the top right corner, there are links for "Register" and "Login". The main heading is "Register" with the subtext "Create a new account to Access the Landlord Portal". A note states: "Note: You must have a landlord/vendor account setup with an agency that is affiliated with PHAnetwork in order to use this portal. Only those landlord/vendor accounts associated with your email address will be visible to you." Below this, instructions say: "To register, enter your email address below and then enter a password into the password and confirm password entries. The password requirements are as follows..". A bulleted list of requirements follows: "• Passwords must have at least one non-alphanumeric character.", "• Passwords must have at least one digit ('0' - '9')", "• Passwords must have at least one uppercase letter ('A'-'Z')", and "• Passwords must be between 6 and 100 characters in length." The form contains three input fields labeled "Email", "Password", and "Confirm password". Below the "Password" field is a "Register" button. A message below the button reads: "After registering a confirmation email will be sent to this email." The footer of the page says "© Hampden Technologies, Inc. 2019".

Enter your email address and then enter your password twice. Passwords must conform to the requirements shown above. After entering this information, click the **[Register]** button. This will initiate the registration, and a confirmation email will be sent to you.

Next, you should check your email (within 10 minutes of registering) for a message from the PHAnetwork landlord portal. You may need to check your junk mail in case your email client blocks it or thinks that it is spam. Within the body of the email, there is a link to confirm your registration. Click on this link and your registration will be complete.

### 3.2 Logging In

After you have successfully registered as a user, you can sign in with your email address and the password that you provided. To login, click the **Login** button at the top/right area of the page. You will see the following page appear.

The screenshot shows a web browser window with the URL 'landlords.phaportal.com/identity/Account/login'. The page has a dark header with 'PHAnetwork Landlord Portal' on the left and 'Home About Register Login' on the right. The main content area is titled 'Log in' and contains the instruction 'Enter your email address and password to log in to the Landlord Portal'. Below this are two input fields for 'Email' and 'Password'. A checkbox labeled 'Remember me?' is positioned below the password field. A 'Log in' button is located below the checkbox. Two links, 'Forgot your password?' and 'Register as a new user', are displayed below the button. At the bottom of the page, the copyright notice '© Hampden Technologies, Inc. 2019' is visible.

Enter your email address and password in the provided boxes. If you would like your browser to remember your login and password, click the **Remember Me** box to check it. (NOTE: You should not choose this option if you are on a shared computer or a public computer). Click the **[Log in]** button to proceed.

### 3.2.1 If you Forgot Your Password

In the event that you have forgotten your password, click the ***Forgot Password?*** button and then enter your email address and click the **[Submit]** button. A link will be emailed which will allow you to reset your password.

PHAnetwork Landlord Portal | Home | About | Register | Login

## Log in

Enter your email address and password to log in to the Landlord Portal

Email  
bob@hampdentech.com

Password  
\*\*\*\*\*

☐ Remember me?

Log in

[Forgot your password?](#)

[Register as a new user](#)

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http://landlords.phaportals.com/identity/Account/Login

After logging in, your agency list will appear. This list will include each Housing Agency that you currently have an active landlord account with, and that has *opted* in to the Landlord Portal. To select an agency, you can either click on the agency name or click on the open file icon to the right. The *Landlord Home* page is shown below.

PHAnetwork Landlord Portal | Home | Landlord Home | About | Hello bob@hampdentech.com | Logout

## Your Agency List

[Add New Agency](#)

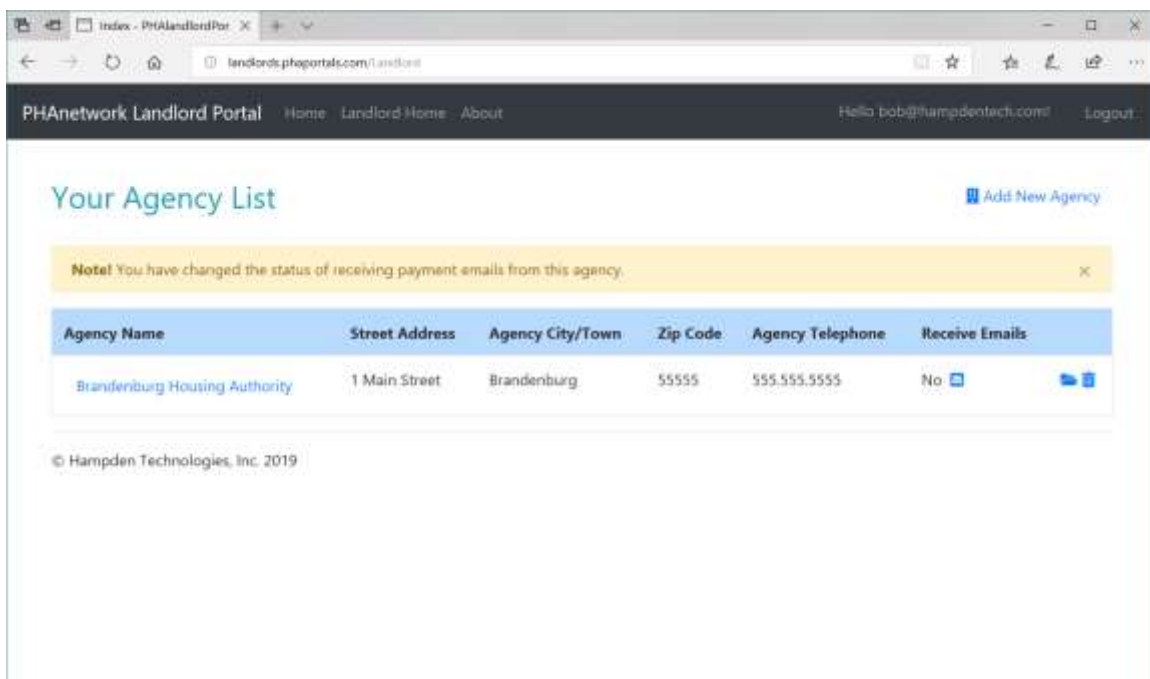
Agency Name	Street Address	Agency City/Town	Zip Code	Agency Telephone	Receive Emails
Brandenburg Housing Authority	1 Main Street	Brandenburg	55555	555.555.5555	Yes 

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### 3.2.2 Opting Out of Monthly Emails

Now that you have access to the landlord portal and can view your payments, you can *opt-out* of the monthly emails that are sent from the Housing Agency. To do this, click the email icon under the **Receive Emails** column. This acts as a toggle, so if the current setting is **Yes**, clicking in the email icon will change it to **No**. If the current setting is **No**, then clicking on the email icon will set it to **Yes** and will enable the monthly emails.

In the previous screen image, the setting is set to **Yes**. After clicking on the email icon, the following page will appear.

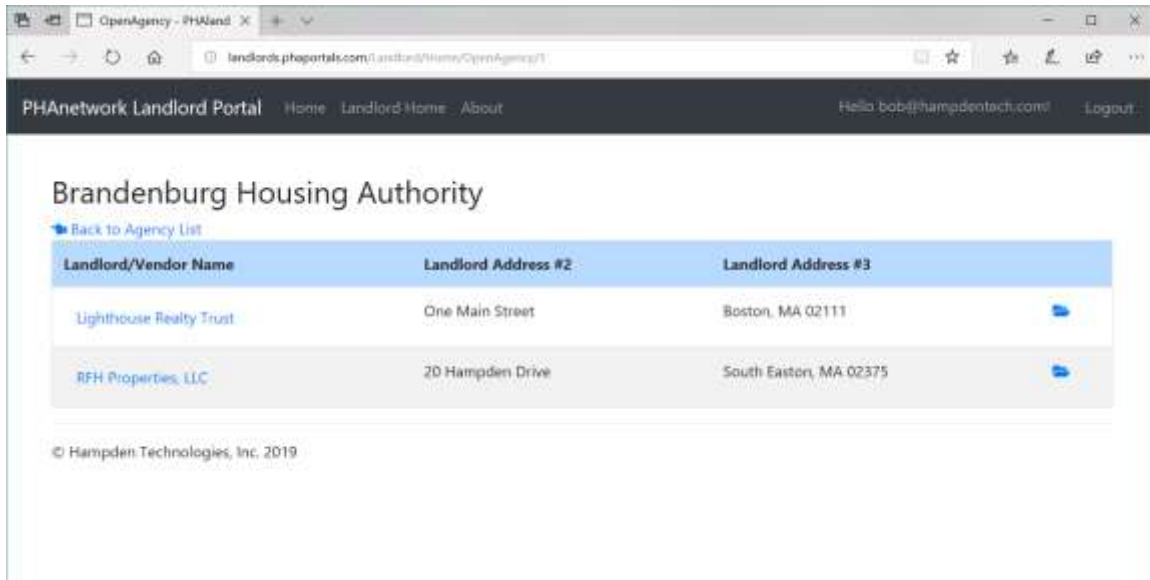


The message tells you that the status of receiving payment emails from the agency has been changed and the new value appears as **No**. You can click the small **X** in the message banner to make the message go away.

### 3.2.3 Viewing your Landlord List

Chances are, you will only have a single landlord account with the selected agency. However, if you have multiple properties under different LLC's or Realty Trusts, then you may see more than one landlord appear. The following page shows an example of what you may see when selecting an Agency.

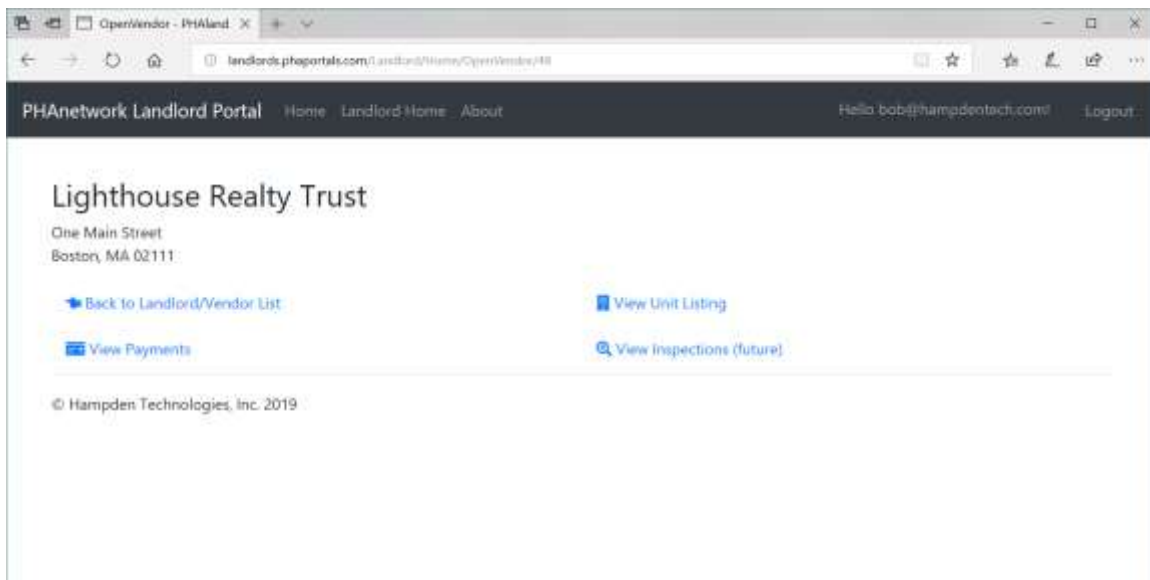




The landlord shows two landlord accounts. This means that for the selected agency, the email address used to login is associated with each of these landlord accounts.

### 3.2.4 Viewing Information for a Landlord

To view information for a landlord, you can either click on the landlord name or you can click on the open file folder at the end of the row. When you do, a page similar to the following will appear.



This is the main menu for the selected landlord. From here you can...

- View Payments
- View a Unit Listing

- View Scheduled Inspections (future release)
- Return to the Landlord/Vendor Account list

### 3.2.5 Viewing Payment History

When you click on **View Payments**, a page similar to the following will appear.

PHAnetwork Landlord Portal Home Landlord Home About Hello bob@hampdentech.com Logout

## RFH Properties, LLC - View Payments

[Back to Landlord/Vendor](#)

Starting Date: 01/01/2017 Ending Date: 07/01/2019 [Refresh Payments](#)

[Print Preview](#)

Payment Date	Payment Type	Description	Check Number	Payment Amount
01/01/2017	Online Payment	Payment of HAP(s)	0	\$979.00
04/04/2017	Payment by Check	Payment of HAP(s)	1019	\$979.00
05/01/2017	Online Payment	Payment of HAP(s)	0	\$979.00
09/01/2017	Online Payment	Payment of HAP(s)	0	\$979.00
10/02/2017	Online Payment	Payment of HAP(s)	0	\$979.00
10/23/2017	Online Payment	Payment of HAP(s)	0	\$1,958.00
04/02/2018	Online Payment	Payment of HAP(s)	0	\$979.00
07/01/2019	Online Payment	Payment of HAP(s)	0	\$979.00
Total of Payments Shown				\$8,811.00

In this example, I have gone back to view payments for a specific range by setting the Starting date to 01/01/2017 and the ending date to 07/01/2019. I then clicked **[Refresh Payments]** to look for any payments in this range, and the list appeared as shown.

Each payment in the range of dates is shown including the date of the payment, the payment type (should be Online Payment), the description of the payment, the check number (if applicable) and the payment amount. To the right of each payment, there is an additional icon that will allow you to view the details of a payment. When you click that icon, a page similar to the following will appear showing the details that make up a payment.

PHAnetwork Landlord Portal | Home | Landlord Home | About | Hello bob@hampdentech.com | Logout

## RFH Properties, LLC - Payment Details

[Back to Payment List](#)

**Payment Date:** 10/23/2017  
[Print Preview](#)

Tenant Name	Unit/Apt. Address	Payment Amount
Anita Coleman	81 Spring Street 2 North Easton	\$629.00
Anita Coleman	81 Spring Street 2 North Easton	\$629.00
Felix P. Drayton	61 Benson Street Lakeville	\$350.00
Felix P. Drayton	61 Benson Street Lakeville	\$350.00
<b>Total</b>		<b>\$1,958.00</b>

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This screen shows the breakdown of the payment made on 10/23/2017, including the tenant name, the unit address and the payment amount.

### 3.2.6 Getting a Report of Payment Details

If you would like to create a report that you can print for the payment details, click on the **Print Preview** button above the **Tenant Name** column. This will generate a Portable Document Format (PDF) report that you can download, save, print, etc. The following page shows an example of the report generated from the above payment details.

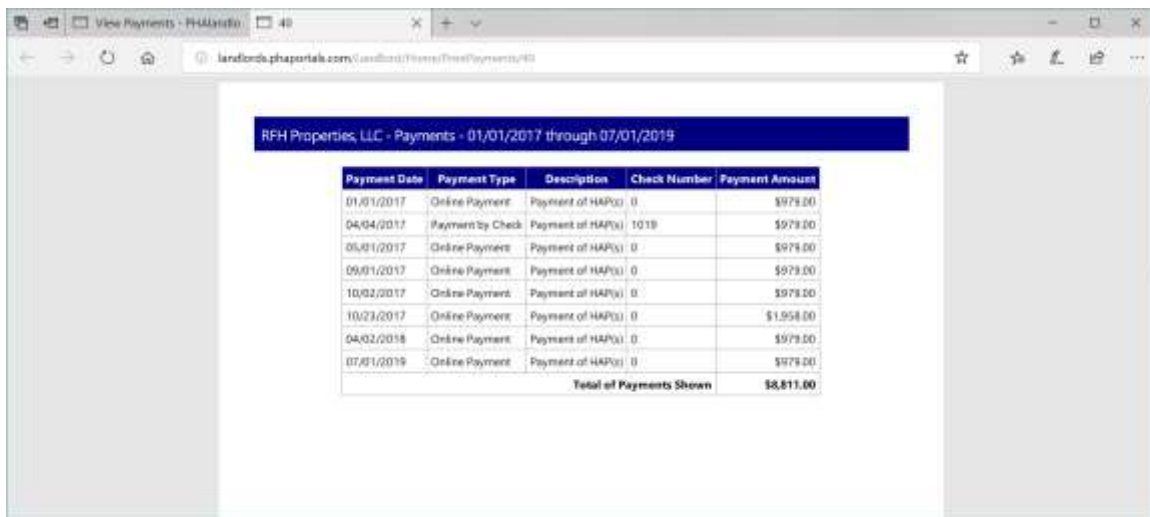
RFH Properties, LLC - Payment Date 10/23/2017

Tenant Name	Unit/Apt. Address	Payment Amount
Anita Coleman	81 Spring Street 2 North Easton	\$629.00
Anita Coleman	81 Spring Street 2 North Easton	\$629.00
Felix P. Drayton	61 Benson Street Lakeville	\$350.00
Felix P. Drayton	61 Benson Street Lakeville	\$350.00
<b>Total of Payments</b>		<b>\$1,958.00</b>

Once you have printed or saved your report, you can close the tab containing the report to return to the Payment Details list. Then, you can click **Back to Payment List** to return to the payment list.

### 3.2.7 Getting a List of Payments as a Report

From the **View Payments** area, you can generate a PDF report of the payments listed. To do this, click the **Print Preview** button just above the **Payment Date** column. When you do, a report will be generated similar to the following.



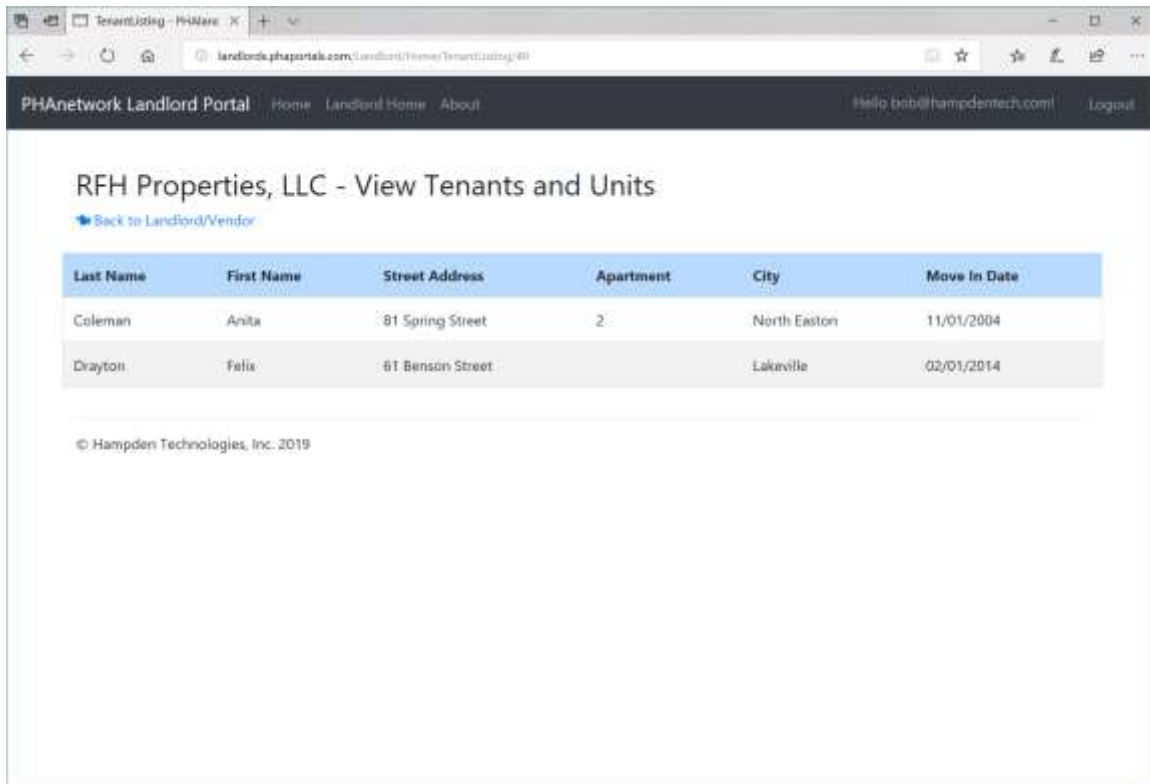
Payment Date	Payment Type	Description	Check Number	Payment Amount
01/01/2017	Online Payment	Payment of HAP(s) 0		\$979.00
04/04/2017	Payment by Check	Payment of HAP(s) 1019		\$979.00
05/01/2017	Online Payment	Payment of HAP(s) 0		\$979.00
09/01/2017	Online Payment	Payment of HAP(s) 0		\$979.00
10/02/2017	Online Payment	Payment of HAP(s) 0		\$979.00
10/23/2017	Online Payment	Payment of HAP(s) 0		\$1,958.00
04/02/2018	Online Payment	Payment of HAP(s) 0		\$979.00
07/01/2019	Online Payment	Payment of HAP(s) 0		\$979.00
Total of Payments Shown				\$8,811.00

You can save the generated report to your computer or you can send it to the printer. When you are done, close the tab containing the report to return to the **View Payments** area.

Once you are done viewing payments, click the **Back to Landlord/Vendor** button to return to the Landlord Menu area.

### 3.2.8 Viewing a Unit Listing

You can view a list of active tenants and apartments by clicking on the **View Unit Listing** option. When you do, a page similar to the following will appear.



This page will show each active tenant currently associated with your landlord account along with their address and the date they moved-in. Once you are done viewing your Tenant/Unit list, click **Back to Landlord/Vendor** to return to the Landlord Main Menu.

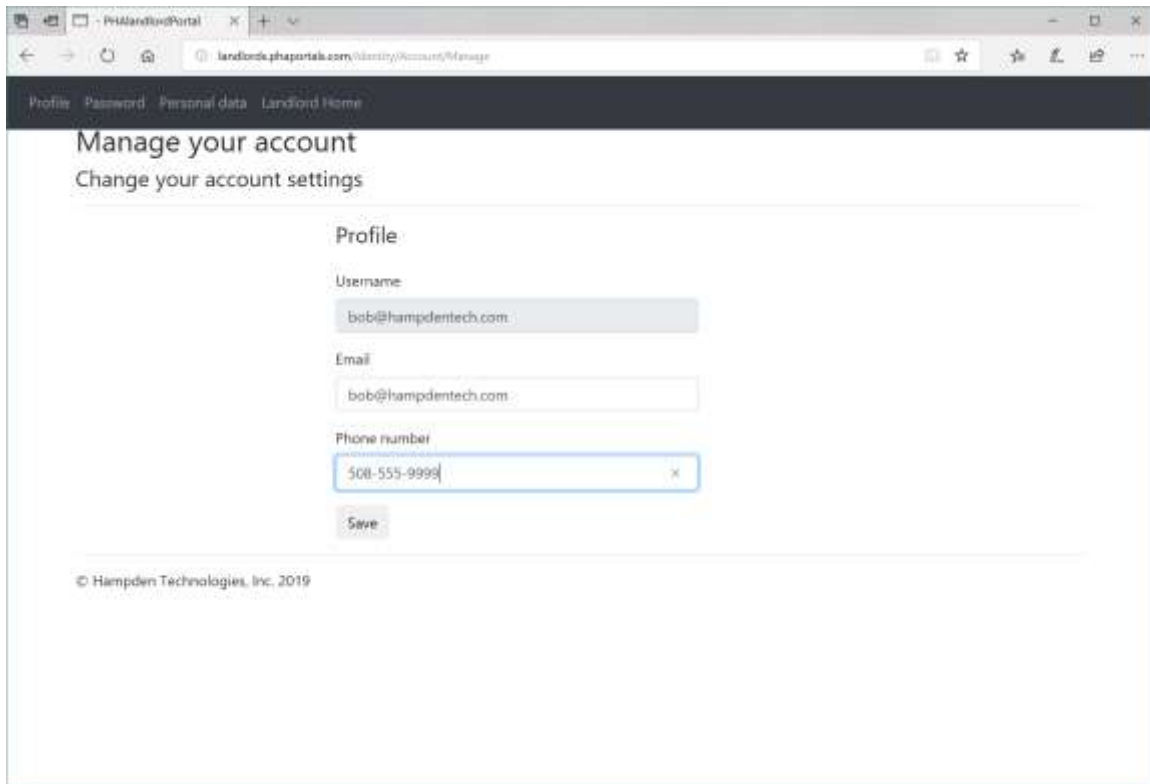
### 3.2.9 Viewing Inspections (future)

A future update will include the ability to view any pending or completed Section 8 HQS inspections done by the agency. You will also be able to view the results of each inspection and download and/or print an inspection report.

Once you are done working with the Landlord information, click **Back to Landlord/Vendor List** to return to the Landlord Selection area.

## 3.3 Viewing/Updating Account Information

You can view your current account information by clicking on your email address on the heading area of any page when signed in. When you do, a page similar to the following will appear.

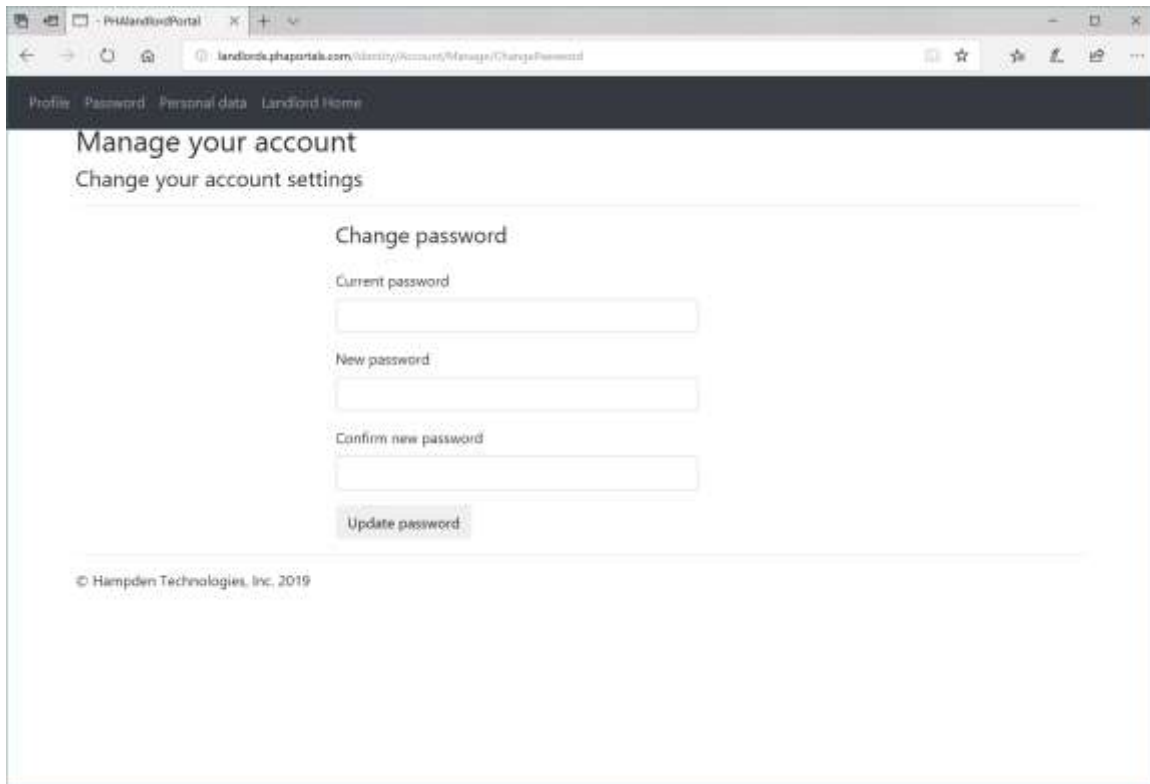


The screenshot shows a web browser window with the URL `landlord.phaportals.com/identity/Account/Manage`. The page has a dark header with navigation links: [Profile](#), [Password](#), [Personal data](#), and [Landlord Home](#). The main heading is "Manage your account" with a subheading "Change your account settings". Below this is a "Profile" section containing three input fields: "Username" (disabled, showing `bob@hampdentech.com`), "Email" (showing `bob@hampdentech.com`), and "Phone number" (showing `508-555-9999` with a clear button). A "Save" button is at the bottom of the form. The footer text is "© Hampden Technologies, Inc. 2019".

The first information that appears is your Profile section. From here, you can update your email address if necessary and you can change your phone number. Please note however, that you cannot change your username. If you have a new email address, you would need to register again using the new email address.

### 3.3.1 Changing Your Password

You can change your password by clicking on the **Password** link (after opening your account by clicking on your email address.) When you do, you will see the following page.

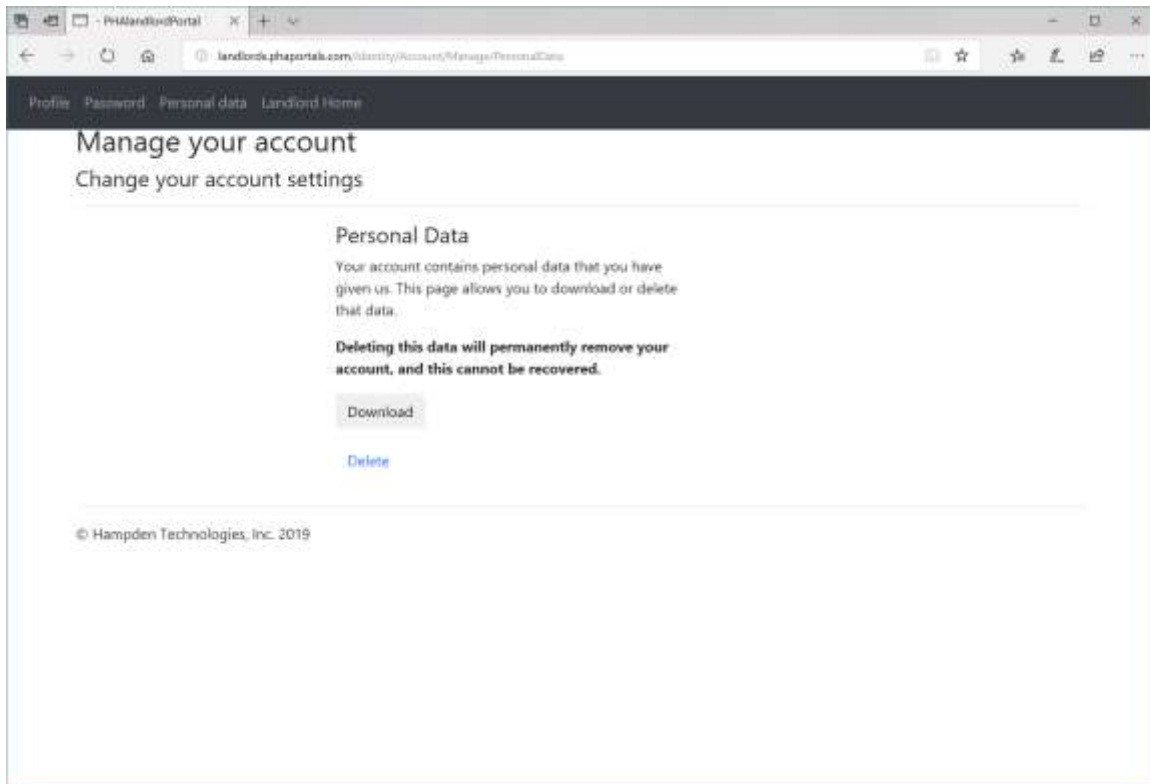
A screenshot of a web browser window showing the 'Manage your account' page. The browser's address bar displays 'landlord.phaportals.com/identity/Account/Manage/ChangePassword'. The page has a dark navigation bar with links: 'Profile', 'Password', 'Personal data', and 'Landlord Home'. Below the navigation bar, the main heading is 'Manage your account' with a sub-heading 'Change your account settings'. The 'Change password' section contains three input fields: 'Current password', 'New password', and 'Confirm new password'. Below these fields is an 'Update password' button. At the bottom of the page, there is a copyright notice: '© Hampden Technologies, Inc. 2019'.

Enter your current password and then enter your new password twice to confirm that it matches. Please note that the password requirements outlined in section 3.1 earlier apply to your new password.

Once you have entered your new password and have confirmed the new password, click the **[Update password]** button.

### 3.3.2 Managing your Personal Data

The personal data collected through the Landlord Portal is very minimal and is basically just your email address and an optional telephone number. However, you have the option of downloading this information to save on your computer and you can also delete the personal data from the Landlord Portal. When you click the **Personal Data** button under the user account area (by clicking on your email address), the following page will appear.



Click the **[Download]** button to download a copy of your personal data. You will be prompted to save this somewhere on your computer.

Click the **[Delete]** button to delete your personal data from the Landlord Portal. Please note that this cannot be recovered once it has been deleted.

Click **Landlord Home** to return to the Landlord Home Page.