



# HamptonRHA Partner Portal **Landlord** User Guide

HamptonRHA does not provide 24 / 7 support for Partner Portal. We are typically staffed Monday through Friday from 8 – 4:30 PM. If you have reviewed this document and continue to have issues, please contact us at: [portalsupport@hamptonrha.com](mailto:portalsupport@hamptonrha.com). For Section 8 questions you cannot resolve through Partner Portal call 757-727-1111. For Inspection questions you cannot resolve through Partner Portal call 757-727-2699.

You will choose your own Partner Portal Username. Enter it here in case you forget:

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## Table of Contents

<b>First-time Setup</b>	<b>2</b>
<b>Log In to Partner Portal</b>	<b>4</b>
<b>Forgot Username or Password</b>	<b>5</b>
<b>Change Password</b>	<b>5</b>
<b>Change Email Address</b>	<b>5</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>10</b>

HamptonRHA provides landlords with secure, online access to their account through Partner Portal. After signing up with the steps below, landlords can view information about their payments, tenants, and inspections at their convenience. Landlords can also update information, notify us of repairs, and reschedule inspections without the need to visit or call our office.

## First Time Setup

2

1. From a computer with an internet connection, open a browser and go to <https://hamptonrha.partnerinhousing.com>. You can also access the Partner Portal by visiting the Landlord page of our web site and clicking the link for Partner Portal.
2. From the main login page, click the **'Create an Account'** link to arrive at the screen below. On this screen, enter your Tax ID twice. Depending on what you registered with HamptonRHA it could be either your federal tax ID or your social security number. Note: be sure to type the hyphens between numbers. Type the security code from the image in the third field and click the **'Match Landlord'** button.

Figure 1 – Match Landlord

3. Complete all fields marked with a red asterisk **"\***". The User Name can contain letters, numbers, symbols and spaces. Choose a username that is easy to remember because you will need it to access the system. The password requirements are specified on the form. Enter a valid, working email address the Partner Portal can use to contact you. It is your responsibility to keep this up to date. The Portal will use this email in case you forget your

password and to send you updates on requests you make through the system. Click the **'Create Account'** button.

Figure 2 -- Create Account

**HAMPTON**  
REDEVELOPMENT AND HOUSING AUTHORITY

Log In

**Add User**

User Name  \*

Password  \*

Confirm Password  \*

Email  \*

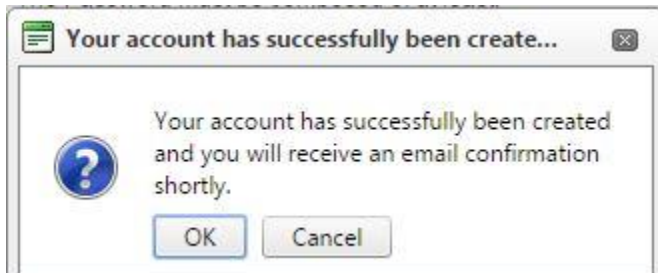
The Password must be composed of at least:  
Eight characters  
One upper case character  
One lower case character  
One numerical digit  
One non alphanumeric character

**HCV Landlord**

Business Name	Hampton RHA
File Name As	Hampton RHA
Contact First Name	
Contact Middle Name	
Contact Last Name	
Street	P O Box 280
Suite	
City	Hampton
State	VA
ZIP	23669
Phone	<input type="text" value="(757) 727-1119"/> *
Tax ID	546026882

**By creating an account, you are agreeing to enroll into our newsletters**

Figure 3 – Account Confirmation



Watch for an email from us at the email address you provided for confirmation your account has been created. Please keep this email address up-to-date. Our system makes it very easy to change your password or email address at any time. Links to change them appear along the top of the screen after you login.

## Log In to HamptonRHA's Partner Portal

1. From a computer with an internet connection, open a browser and go to <https://hamptonrha.partnerinhousing.com>. You can also access the Partner Portal by visiting the Landlord page of our web site and clicking the link for Partner Portal.
2. Enter your username and password. The username is something you chose when you created your account. The username may contain letters, numbers, and symbols including spaces. The password must be at least 8 characters and include at least one capital letter, one number, and one symbol. If you do not remember your username or your password, click the "Forgot your password?" link at the bottom of the logon screen and enter the email address you signed up with. The system will email your username and a new password.

Figure 4 – Partner Portal Log In Screen

Log In

**LOG IN**

Log In

User Name: \*

Password:

Log In

[Create an Account](#)  
[Forgot your password?](#)

## Forgot Username or Password

1. From a computer with an internet connection, open a browser and go to <https://hamptonrha.partnerinhousing.com>. You can also access the Partner Portal by visiting the Landlord page of our web site and clicking the link for Partner Portal.
2. Click the “Forgot your password?” link located below the fields for User Name and Password.
3. Enter either your Partner Portal username or the email address you provided when creating your Partner Portal account and press the “Send Password” button.
4. Watch for an email showing the username of your Partner Portal account and a new password. New passwords are a mix of letters, numbers, and symbols. Portal users will probably want to change their new password to something easier to remember.

5

Figure 5 – Forgot Username or Password

### Forgot your Username and/or Password



Forgot your Username and/or Password

Enter your Username

or

Enter your Email

ED JG 2

Type the code from the image

Send Password Cancel

## Change Password

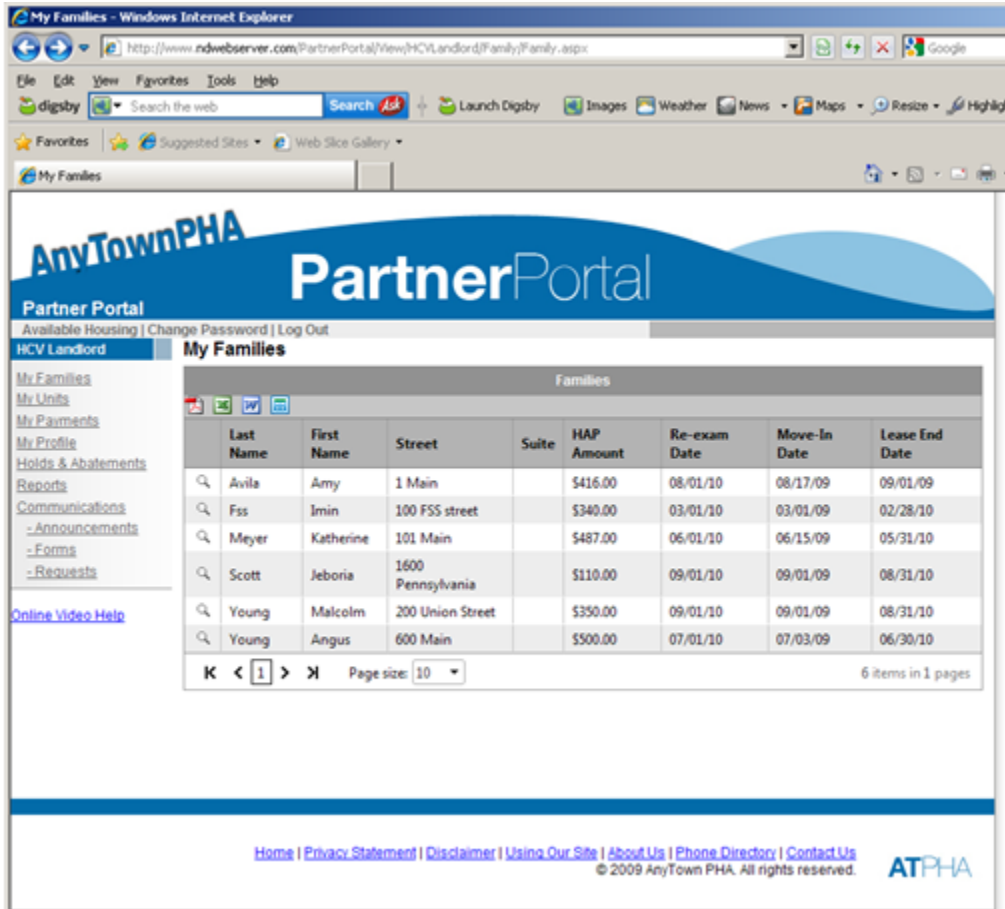
A “Change Password” link is located near the top of every screen. Click it and then enter the current password and then the new password you choose twice. Remember passwords must be at least 8 characters and include at least one capital letter, one number, and one symbol. Click the “Save” button and Partner Portal will update the password for your account.

## Change Email

A “Change Email” link is located near the top of every screen. Click it and then enter your new email address two times as prompted. Click the “Save” button and Partner Portal will update the email address associated with your account.

# View Your Families

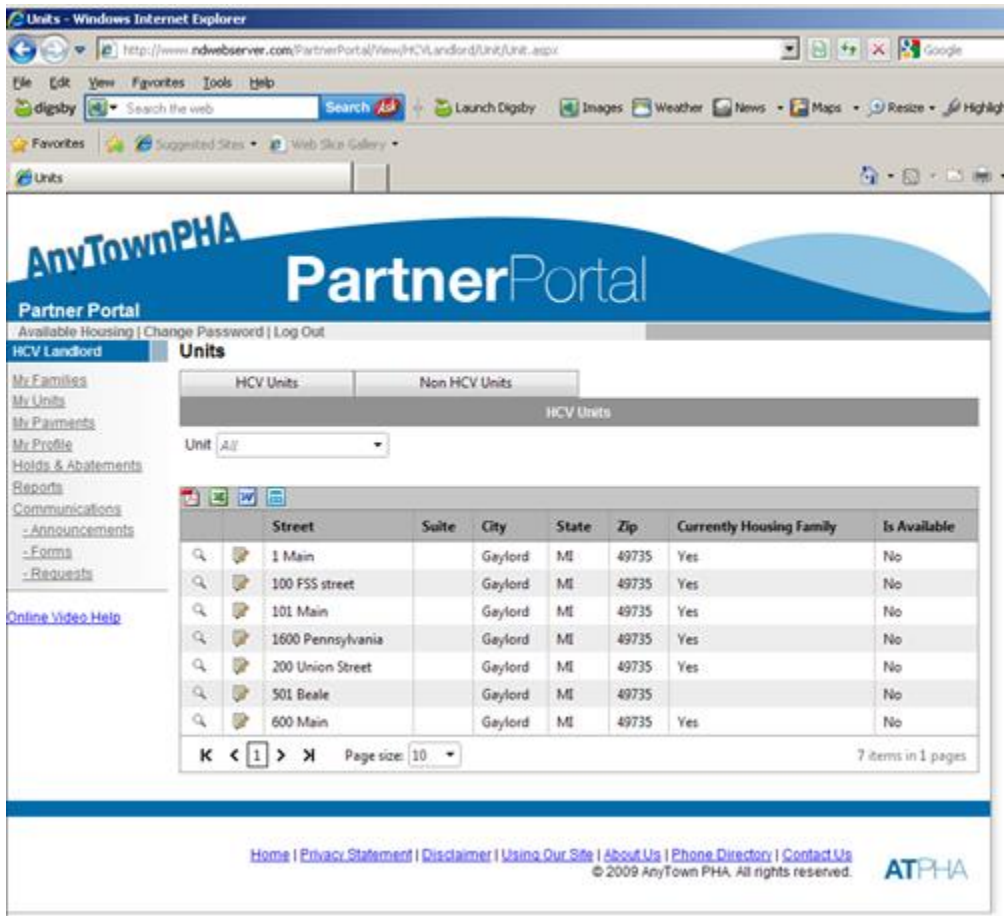
1. On the “My Families” screen you are presented with a list of your tenants and their family members.



2. Click the magnifying glass icon to see more detail about the family, including members, recertification dates, move-in dates, etc. Clicking the back button on your browser returns you to the list of families in our system. There may be multiple pages of your families to display.

## View Your Units

1. Click on the “My Units” link in the left margin to view a list of your units in our portal.





The screenshot shows a web browser window displaying the AnyTownPHA 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 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 a search bar and a table of units. The table has columns for "Street", "Suite", "City", "State", "Zip", "Currently Housing Family", and "Is Available". The table contains seven rows of unit information, all located in Gaylord, MI, with zip code 49735. The "Is Available" column shows "No" for all units.

	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

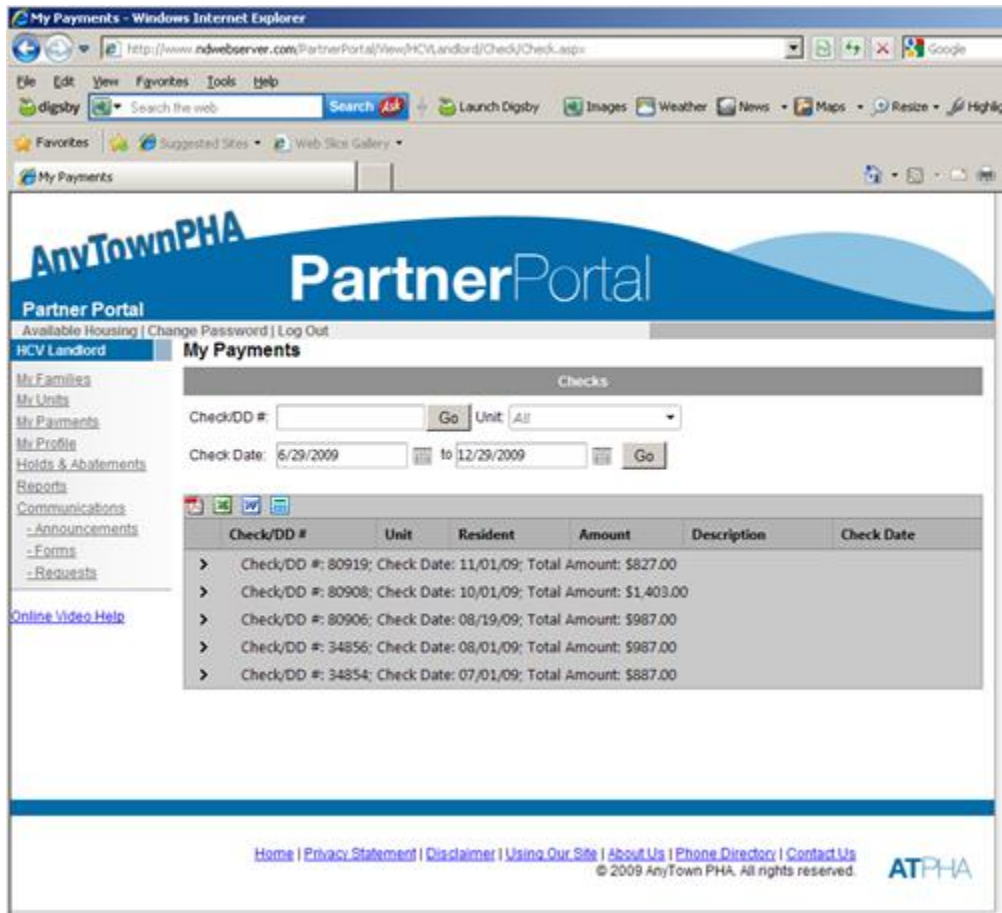
Page size: 10 7 items in 1 pages

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2. Click the magnifying glass  icon for more detail about the unit including upcoming and past inspections. Clicking the back button on your browser returns you to the list of units in our system. There may be multiple pages of your units.
3. You may click the paper and pencil  icon to edit the unit availability date.

## View your payments

1. Past payments are shown by check/direct deposit number upon successful log in or after clicking “My Payments” in the left margin.



2. Click the '>' (arrow) to the left of each check to drill-down and view the line items that make up the total.
3. Search fields on the My Payments screen like the ones pictured below allow you search by a specific unit or a date range.

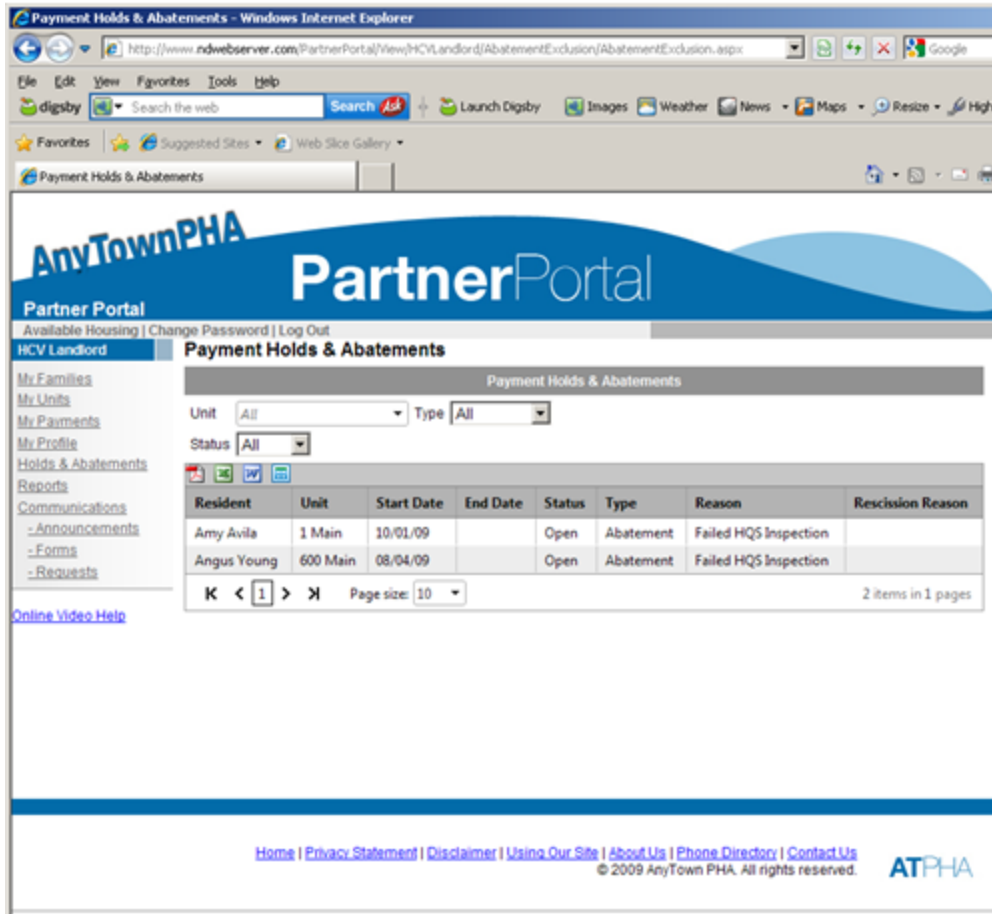
Check/DD #:  Go Unit:

Check Date:  to  Go



# View Holds and Abatements

1. Click “Holds and Abatements” in the left margin to view payment holds and abatements by unit, type or status. If you have more than one item in the list, you can re-sort the list by clicking the name of a column heading such as Resident, Unit, Status, etc.




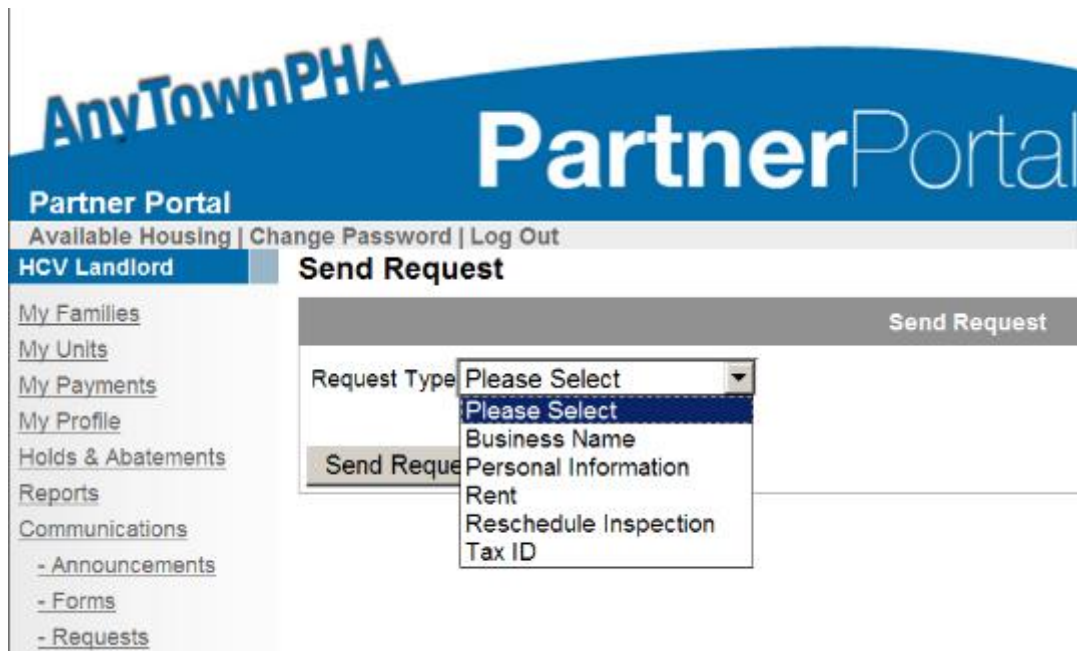
2. At the top of this grid, and every grid in partner portal, you have the ability to export to PDF, Excel, Word, or CSV.

## Payment Holds & Abatements



## Communications

1. There are three types of communication available for the landlord
  - a. Announcements screen will list any news and announcements from HamptonRHA
  - b. Forms screen may include Landlord forms. Please note this are also available on the Landlords and Section 8 pages of our web site.
  - c. Requests
2. Landlords may submit requests directly through the portal. We encourage you to use this feature for the fastest response. Options include updating your business name, contact information, rent increase, and notifying us of rent issues or repairs.
3. To submit a request from the Send Request screen, click the new button , choose a request type from the pull-down, complete the requested information, and click or tap the Send Request button. Note: the New Request button icon looks like a sheet of paper with a highlight on the upper, left corner. Landlords are limited to three (3) requests at a time.



4. 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

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