

HamptonRHA Partner Portal Landlord FAQ

Where is it?

<https://hamptonrha.partnerinhousing.com/> or find it on our landlord page at <http://hamptonrha.com/>.

What is it?

Like online banking, Partner Portal provides our landlords with online access to their account. Landlords can view information about payments, tenants, and inspections as well as update information, notify us of repairs, and reschedule inspections without the need to visit or call our office.

I forgot my username or password. What do I do?

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.

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 JG2

Type the code from the image

Send Password Cancel

I know my password, but I cannot log in. What is wrong?

Your user account has most likely been locked out because of too many unsuccessful log in attempts. Remember your password is case sensitive so if you type the incorrect password or your CAPS LOCK is on it will count as a failed log in attempt. Please email portalsupport@hamptonrha.com including your name, username, and tax-id number to have your account unlocked.

How do I change my 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.

How do I change my email address?

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.

I have multiple Tax ID Numbers. Can I have one log in?

Partner Portal maintains landlord records based on Tax ID number (SSN or FEIN). In some cases an account holder will need to have access to multiple accounts with different Tax ID numbers. You have the option to create an account for each Tax ID number or you can contact support at portalsupport@hamptonrha.com to request one username and password to view all your authorized accounts. We will need the company name(s), last 4 digits of the tax ID numbers to be added, your desired username, and email address for the new combined account.

Can I update my company’s address through the portal?

Unfortunately, no. We require a completed W-9 to update the owner’s address. A blank Federal W-9 form is available on the forms page of our web site or directly from: <http://www.hamptonrha.com/documents/W-9.pdf>. The completed form can be mailed to HRHA, PO Box 280, Hampton VA 23669 or emailed as an attachment to hcv@hrha.org.

Where is the full Partner Portal User Manual?

The user manual is available for download here:

http://www.hamptonrha.com/documents/Partner_Portal/Partner%20Portal%20%20Landlord%20User%20Guide.pdf

Who can assist me with further questions?

For Partner Portal technical support, please email your question to portalsupport@hamptonrha.com.

For Section 8/HCV program support including questions about your payments please contact our Section 8 department at 757-727-1111. Our inspections department can be reached at 757-727-2699.