

# **PARTNER PORTAL FAQ**

## **What is Partner Portal?**

Partner Portal is an online tool that allows Housing Choice Voucher Program property owners to review their information and that of their tenants, without having to make unnecessary calls or visits to the Houston Housing Authority (HHA) offices.

## **How do I register/create a new account?**

Log on to <https://partners.ourpha.com/houston> and click on the "Create an Account" link and enter your desired user name, password and email. Fill in the form with your contact information and make sure that all required fields marked with asterisks are complete and submit your request by clicking on the "Send Request" button.

## **Who can register?**

Only Housing Choice Voucher Program owners already registered with HHA can create new accounts. You have to input your Tax ID (also known as Federal Employer Identification Number or (FEIN)) to register for the Partner Portal.

## **How is Partner Portal useful to me as a landlord?**

As a registered owner you will be able to review your profile, your tenant's information, and upcoming re-certifications, status of inspections and re-inspections, and your HAP payments by resident. You will also be able to download forms and read current announcements regarding the HHA Housing Choice Voucher Program.

## **What is the fee for using the Partner Portal?**

For a limited time only, owners may use and gather information from Partner Portal free of charge. Each property owner who is an active user in Partner Portal as of November 15, 2013 will be assessed an annual fee. The annual fee is \$24, and the fee will be deducted from your HAP payment on December 1 of each year beginning December 1, 2013.

## **Is it mandatory that a landlord sign up for the Partner Portal?**

No, it is not mandatory for a landlord to sign up for the Partner Portal. If a landlord does sign up for the Partner Portal, the landlord may opt out at any time by completing an opt out form.

## **How can I change my password?**

Click on the "Change Password" link on the bar at the top of the page. Enter your current password once, and then your desired new password twice to confirm. Click on the "Change Password" button to submit your request. We strongly recommend the use of passwords which are longer than 8 characters in length and combine letters, numbers and special characters for your own security. It is your responsibility to protect your password. Do not share it with other people or write it down where it can be easily found.

## **I forgot my password. How can I recover it?**

Click on the "Forgot your Password?" link on the log-in page. Enter either your user name or email and then click on the "Send password" button. A new password will be sent to the email you used to register. You can change this password by following the steps on the previous question.

### **I know my password but still can't log in. What can I do?**

Make sure that you are typing the correct password and Caps Lock is not active on your keyboard. If you are still unable to log in, then your user account has been locked as a result of too many unsuccessful log-in attempts. Please contact us by calling 713.260.0500 or via email [partnerportalsupport@housingforhouston.com](mailto:partnerportalsupport@housingforhouston.com) so your account can be unlocked by a Partner Portal administrator.

### **What is the meaning of the symbols used?**



Show details in new page



Edit record details or create new record



Expand details on the same page



Collapse details



Download file



Convert to Microsoft Office Excel



Convert to comma separated values format

### **How can I find information about my tenants/families?**

Log in first and then click on the "My Families" link to the left. You will see a list showing general information about your tenants. The icons on top will allow you to convert your data to a variety of formats and download it to your computer. By clicking on the magnifying glass icon to the left you will see more details like head of household entity ID and unit characteristics.

### **How can I find information about my rented units?**

Log in first and then click on the "My Units" link to the left. You will see a list showing general information about your units. The icons on top will allow you to convert your data to a variety of formats and download it to your computer. By clicking on the magnifying glass icon to the left you will see more details about the unit and dates of upcoming and past inspections.

### **How can I find information about my HAP payments?**

Log in first and then click on the "My Payments" link to the left. You will see a list showing general information about your HAP payments organized by check number. The list can be filtered by check number, a particular unit address (by clicking on the down arrow of the "Unit" drop down menu) or by a date range. The icons on top will allow you to convert your data to a variety of formats and download it to your computer. By clicking on the arrow to the left you will be able to expand the list and see more details for each check.

**How can I find my own profile information?**

Log in first and then click on the "My Profile" link to the left. You will see general contact information about your user profile on Partner Portal. You will not be able to make changes to your information.

**How can I find information about my tenant's payment holds or abatements?**

Log in first and then click on the "Holds & Abatements" link to the left. You will see a list showing general information about your tenant's holds and abatements. The list can be filtered by unit address, type (Unit or Abatement) or status (Open or Closed) by clicking on the down arrow of the drop down menus. The icons on top will allow you to convert your data to a variety of formats and download it to your computer.

**How do I read announcements from the Housing Choice Voucher Program Office?**

Log in first and then click on the "Announcements" link to the left under the "Communications" section. You will see a list showing the latest announcements from HHA. This list can be sorted by title, text content or date (timestamp) by clicking on the corresponding column titles. The icons on top will allow you to convert this information to a variety of formats and download it to your computer.

**How do I download forms from the Housing Choice Voucher Program Office?**

Log in first and then click on the "Forms" link to the left under the "Communications" section. You will see a list of available forms from HHA. This list can be sorted by title description by clicking on the column title. Click on the download icon to download the forms you are interested in. The icons on top will allow you to convert the forms listing to a variety of formats and download it to your computer.

**How do I opt out of Partner Portal?**

If you are a registered user for Partner Portal, and decide to opt out at any time, you will have to complete the Partner Portal Opt Out form. The opt out form is located in the communication section under the "Forms" tab.

**How do I obtain additional help using Partner Portal?**

An owner User Guide also is published on the HHA website. You may view or download the guide by referring to the Partner Portal information page at [www.housingforhouston.com](http://www.housingforhouston.com). If you still have questions that are not answered either in the help videos or this page read the next question.

**I have other questions. Who can I contact for support?**

For questions related to vendor information required for registration, and HCV program inquiries, please contact us by calling 713.260.0500 or via email at [partnerportalsupport@housingforhouston.com](mailto:partnerportalsupport@housingforhouston.com)