South Carolina
REGIONAL HOUSING AUTHORITY No. 3

Partner Portal User Guide

The Partner Portal is designed to be a main communication point for all Housing Choice Voucher (HCV) Program Landlords. Access to payment information, including annual 1099-MISC statements, as well as Landlord unit information and requests is available through the Portal.

Whereas the Portal is available 24/7, SC Regional Housing Authority No. 3 (SCRHA3) does not provide support for the Partner Portal 24/7. Most, if not all of your questions, can be answered be reviewing this document. SCRHA3 is typically staffed Monday through Friday, 8:00 AM EST until 4:30 PM EST, except major holidays. If you are still having issues after reviewing this document, please contact us at info@scrha3.org. We will respond to your request within 2 business days.

Creating an Account

1. To Create an Account and log in to Partner Portal - First Time Setup.
2. Open an Internet browser and go to the URL http://scrha3.org/landlord-portal/.
3. On the main login page, click the "Create an Account" link. You will be taken to the page as shown in **Figure 2** below.

Figure 1 (Log In)

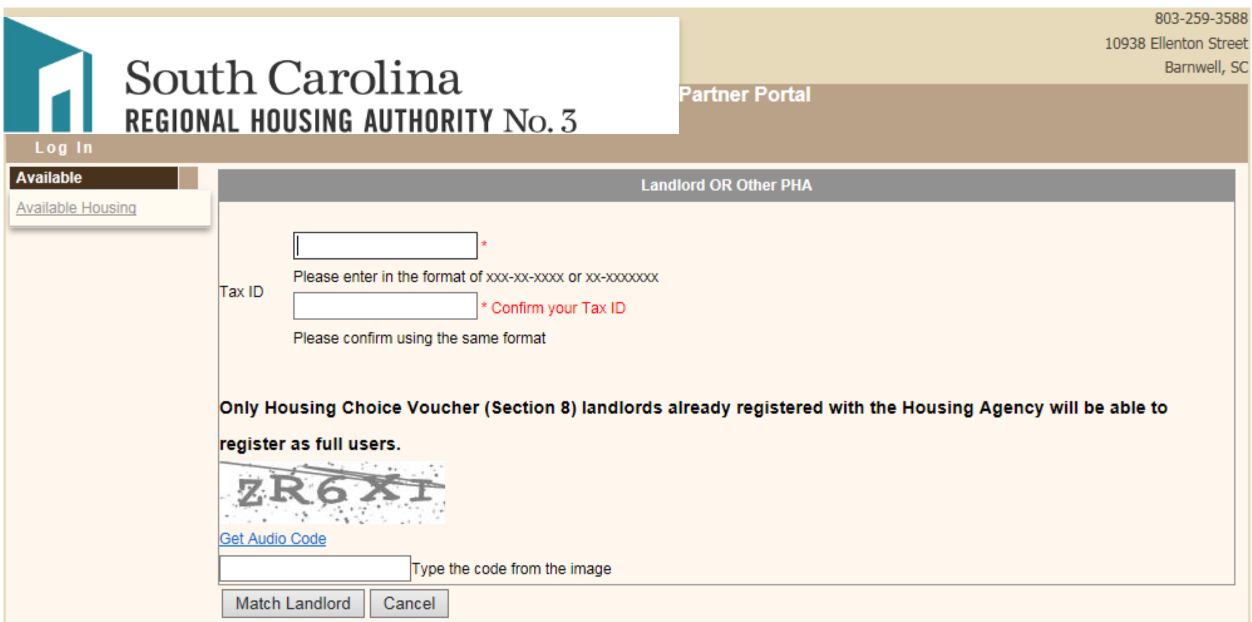


Figure 2 (Register for Account)

4. Fill in your tax ID twice. Depending on what you registered with the Authority, this could be your federal tax ID or your social security number.
5. Type the code from the image at the bottom of the screen.
6. Click the "Match Landlord" button.

If your landlord information is found, you will be taken to the Add User page, **Figure 3**. In the event your Landlord information cannot be found, you will receive popup message informing you to contact the Housing Authority. Please verify your tax ID before contacting the Housing Authority.

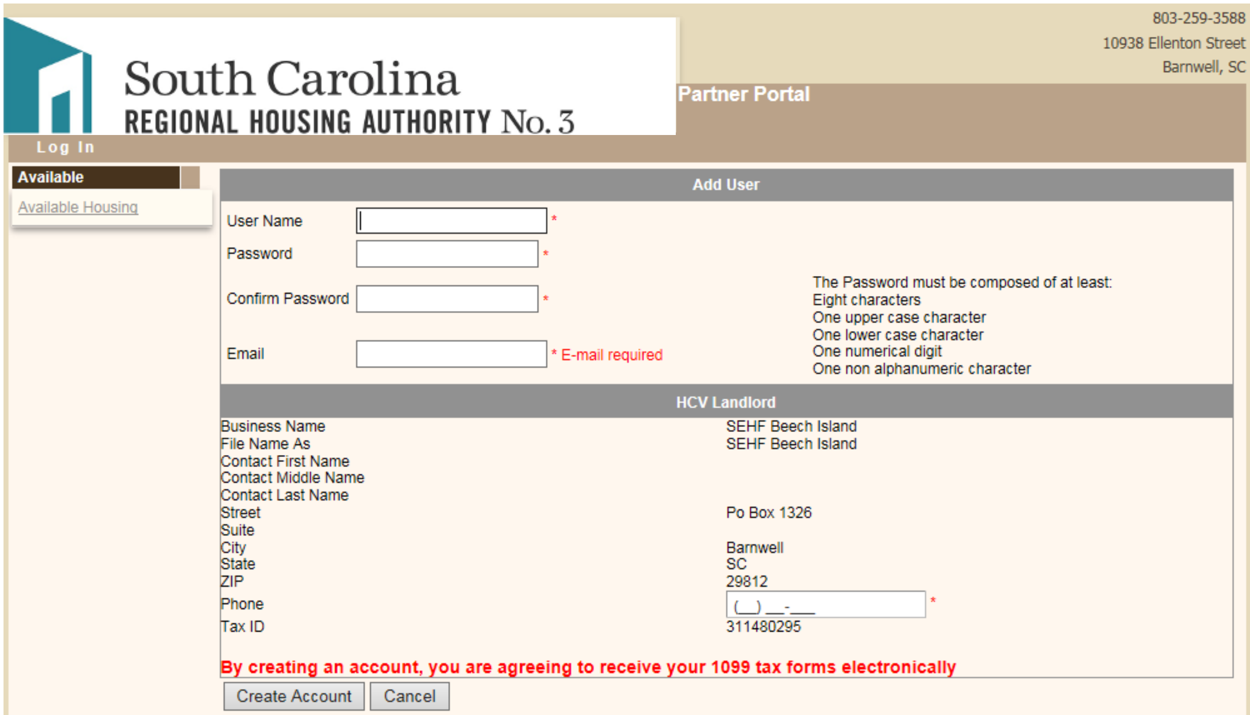


Figure 3 (Add User)

7. Choose a username and enter it in the “User Name” box.
8. Choose a login password and enter it in the “Password” box. The rules for passwords are listed to the right of the box.
9. Enter the password you chose in the “Confirm Password” box.
10. Enter the email address you want the Authority to use to contact you in the “Email” box. **It is your responsibility to keep this up to date.**
11. Complete any other information the screen requests (i.e., your phone number) and click the “Create Account” button.

Note: Your account will require approval before you can log in. You will receive an email once your account has been approved.

Login to Partner Portal

Once you have received an email confirming that your account has been approved, you may login.

1. Open an Internet browser and go to the URL http://scrha3.org/landlord-portal/. You should see the screen as shown in **Figure 4**.
2. Enter your username in the "User Name" box.
3. Enter your password in the "Password" box.
4. Place a check mark in the "I agree to the Terms of Service" check box at the bottom of the screen. You must check this box in order to log in.
5. Click on the "Log In" button.

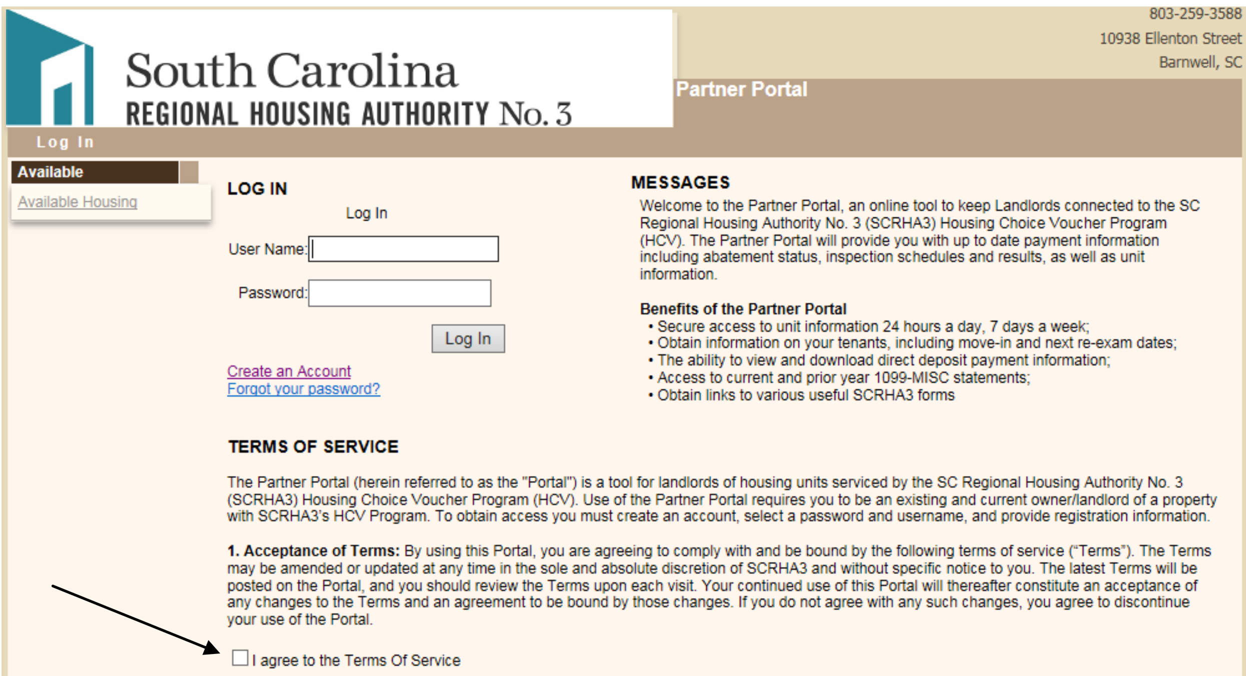
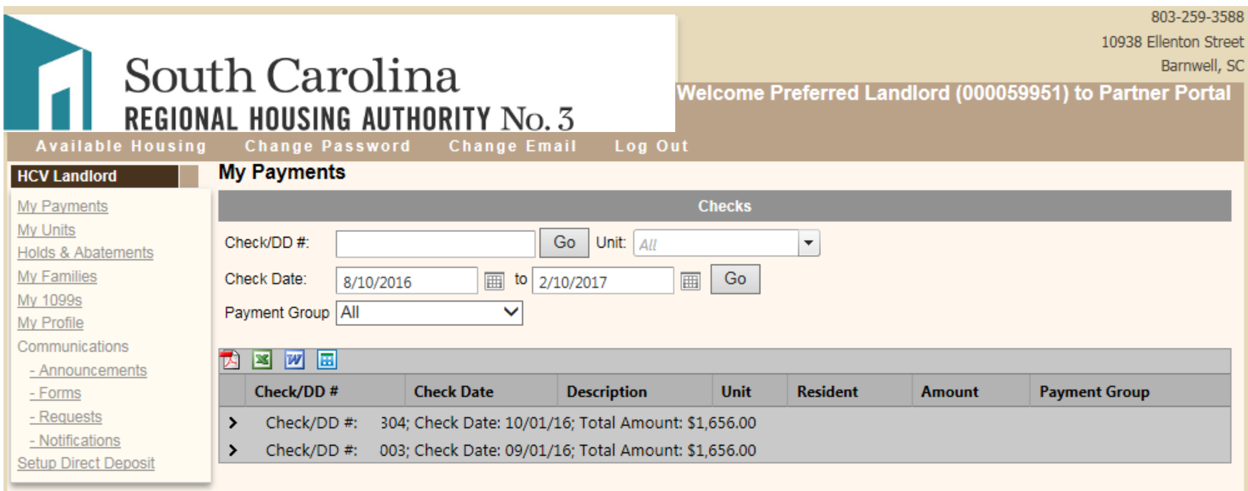
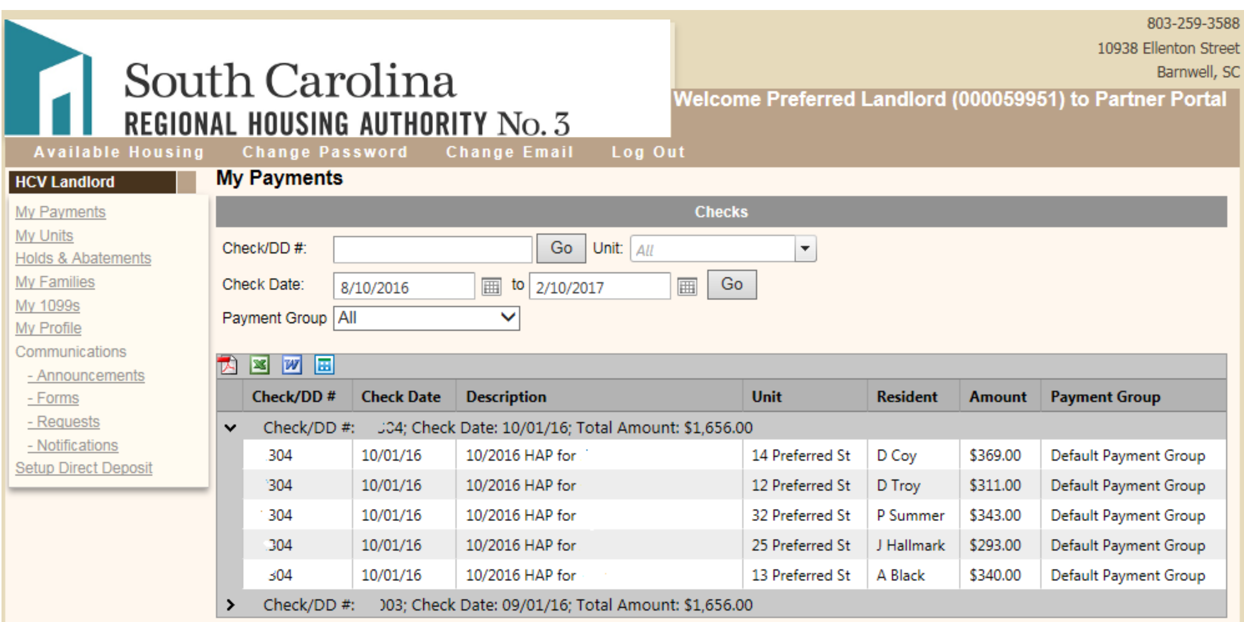


Figure 4 (Log In)

HCV Landlord – My Payments

1. Click on the "My Payments" link in the left side menu to search for and view your payments by check or direct deposit number (Check/DD #).
2. By clicking on the ">" (arrow) beside the Check/DD #, you can drill down to the detailed line items that make up the total, including HAP paid as well as the resident assigned to each unit.
3. To export the payment information to PDF, Excel, or Word format, click on the appropriate icon displayed above the Check/DD # grid.



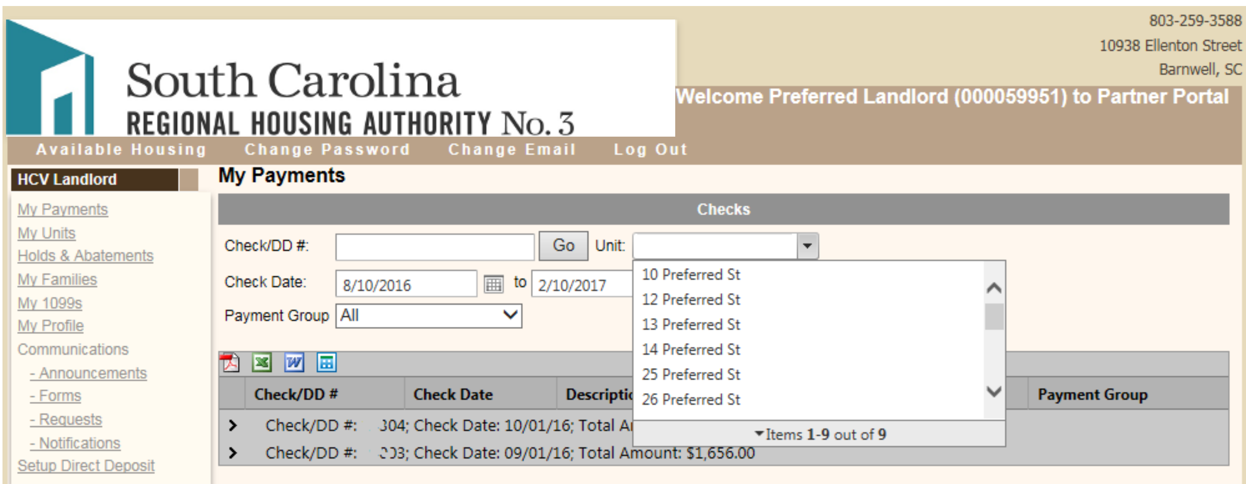


Search Options:

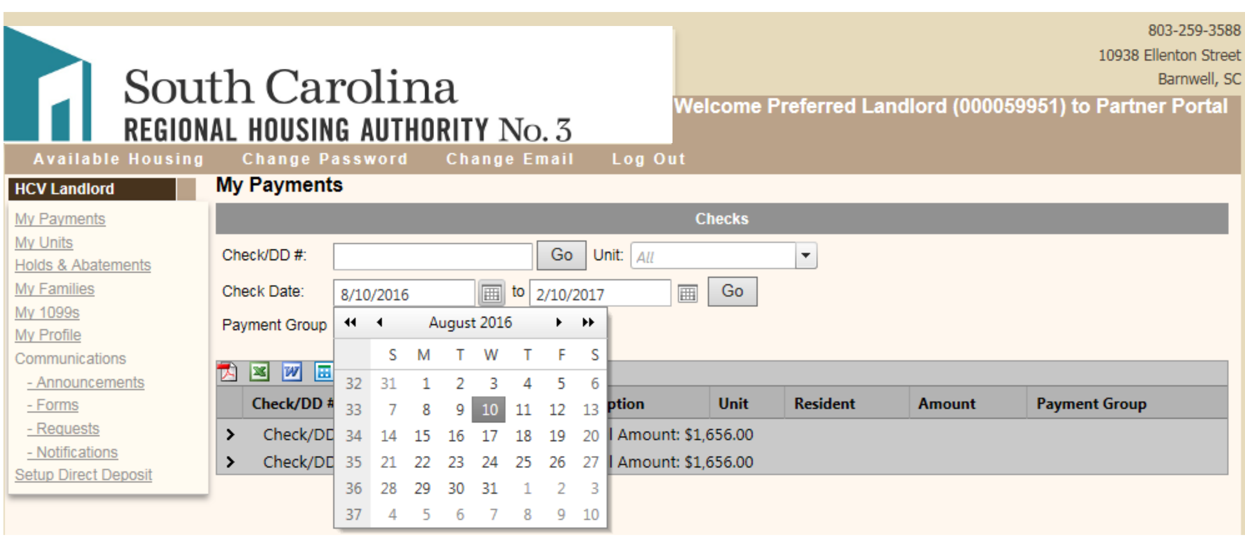
You may search for payments by a check/direct deposit number, a specific unit, or a date range.

- To search by check/direct deposit number, enter the check number in the box beside "Check/DD #" and click the "Go" button.

- To search by unit, click on the dropdown menu button to display a listing of your units. Click on a unit from the list and the payment information will be displayed for that unit only.

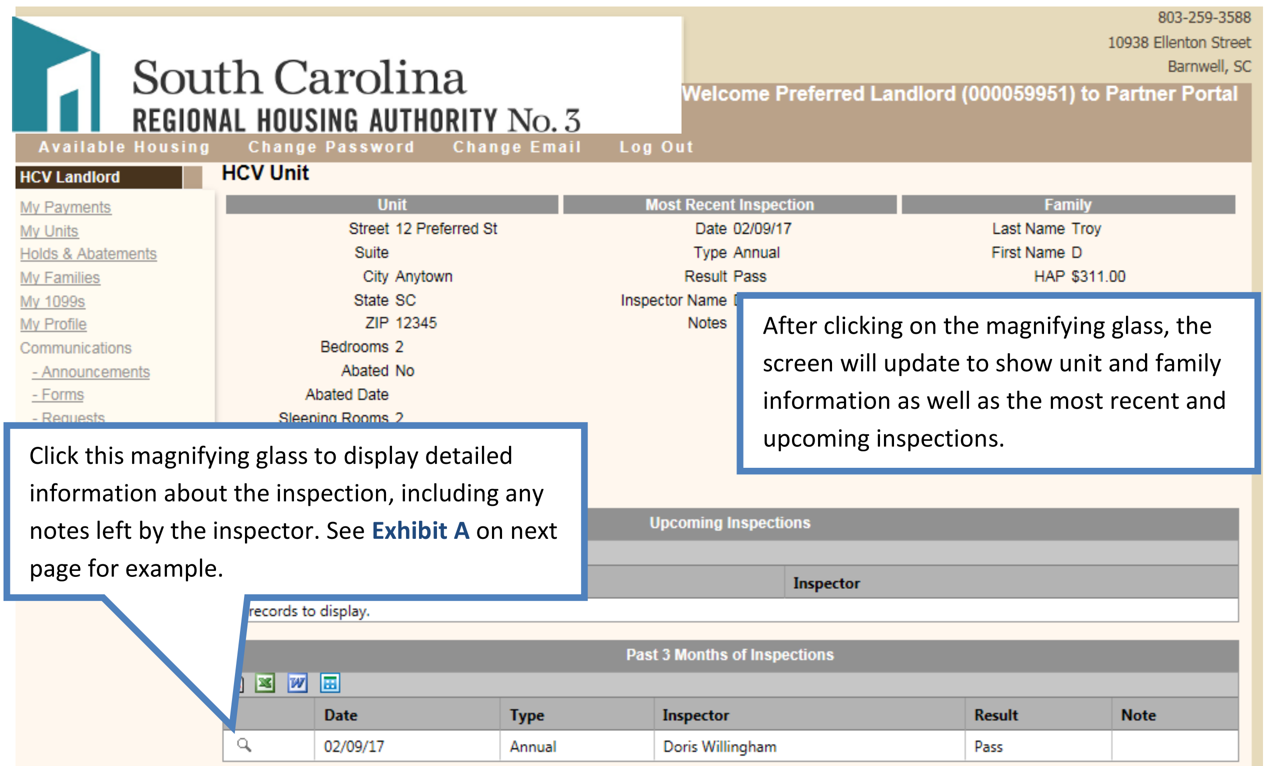


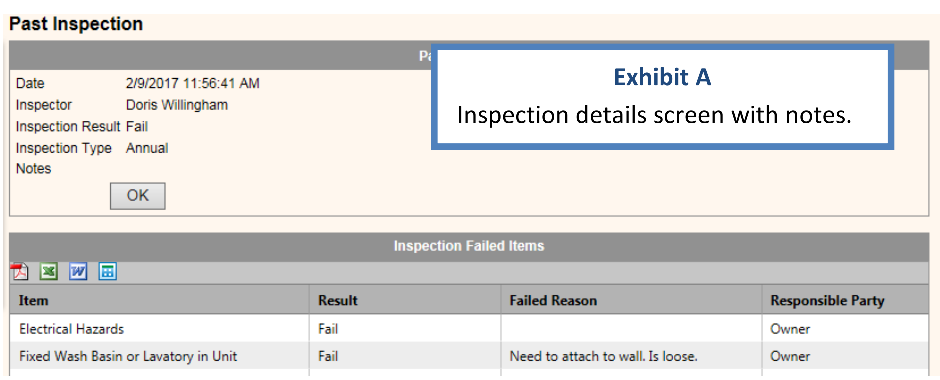
- To search for checks or direct deposits that were issued to you during a specific date range, enter the starting date in the left "Check Date" box and the ending date in the right "Check Date" box. Once you have entered both dates, click the "Go" button. Note: Enter the dates in the format MM/DD/YY or select the dates from the calendar.



HCV Landlord – My Units

1. Click on the “My Units” link on the left side menu to search for and view a listing of your units.
2. Click on the magnifying glass icon to see more detail about the family, including members, etc.
3. To export the unit information to PDF, Excel, or Word format, click on the appropriate icon displayed above the Check/DD # grid.





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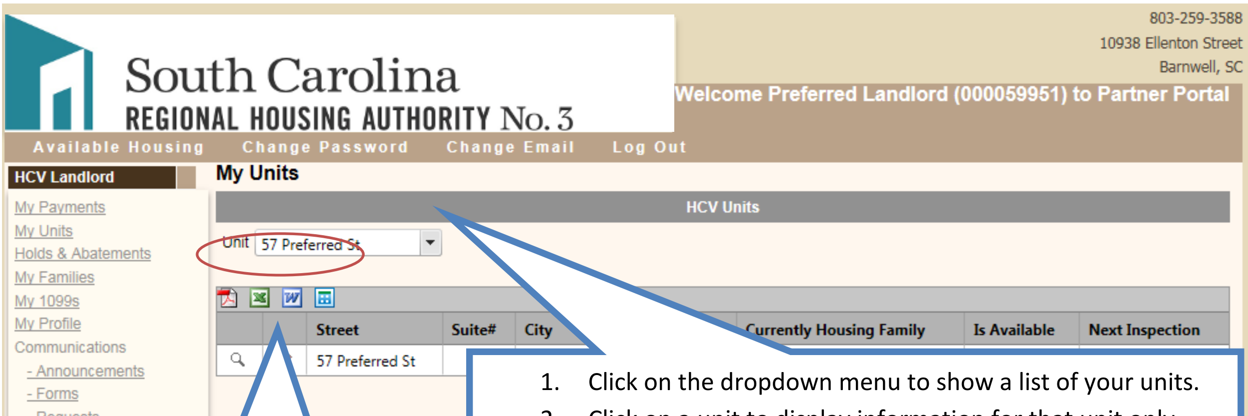


1. Click on the dropdown menu to show a list of your units.
2. Click on a unit to display information for that unit only.
3. Type in "All" to display all units.

Notice that every time this grid is shown in Partner Portal, you have the option export to PDF, Excel, Word, or CSV (comma separated file).

Note: If you have rights to edit units, you may click on the paper and pencil icon to edit the unit available date as shown in **Figure 5** below.

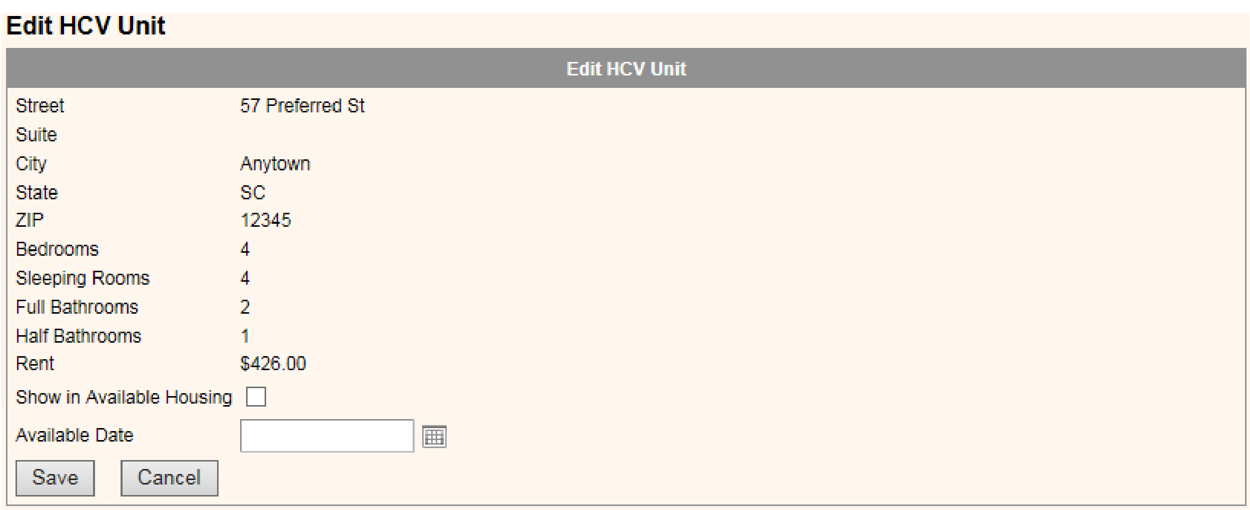
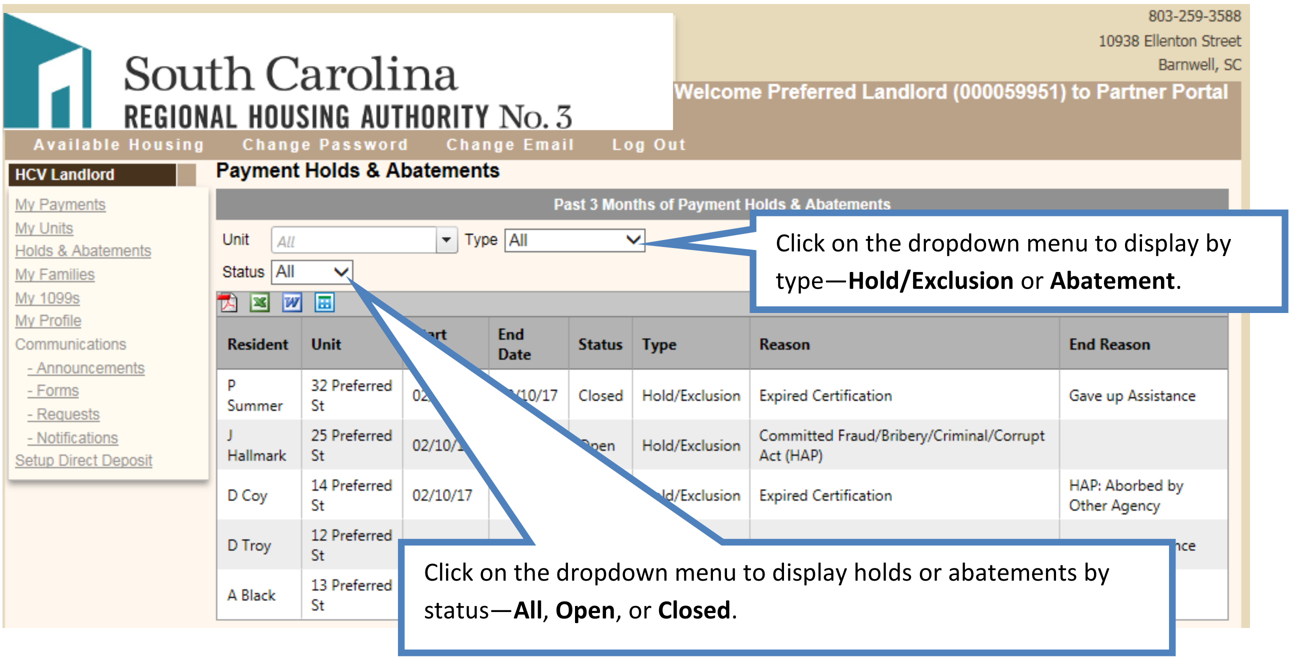


Figure 5 (Edit Unit)

HCV Landlord – Holds & Abatements

1. Click on the “Holds & Abatements” link on the left side menu to view holds and abatements by unit, type, or status.



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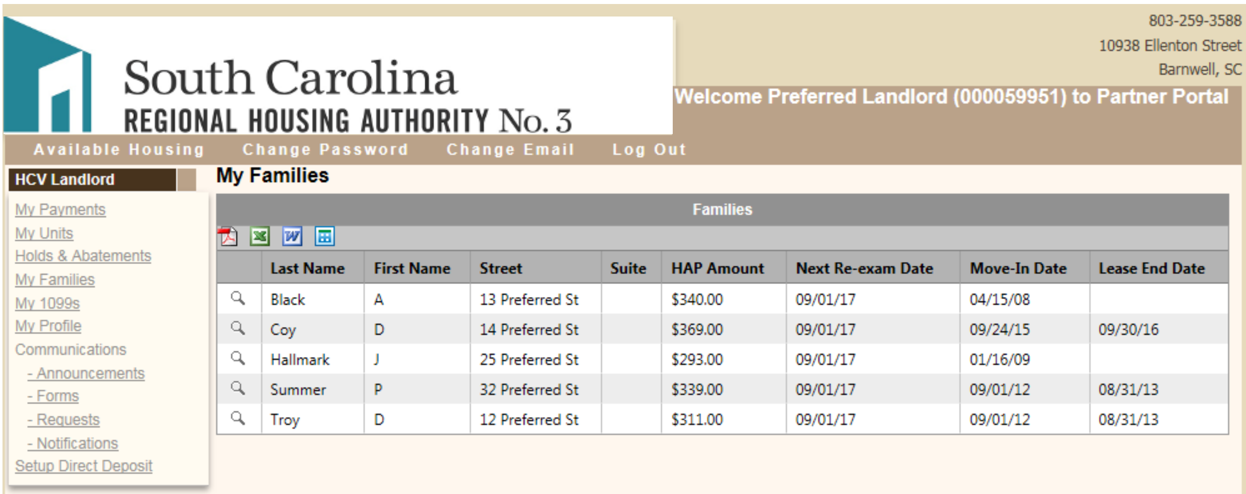
HCV Landlord – My Families

1. Click on the "My Families" link on the left side menu to search for and view a listing of your tenants and their family members. Preferred
2. You may click on the magnifying glass icon to see more detail about the family, including unit characteristics, members, etc.



803-259-3588
10938 Ellenton Street
Barnwell, SC

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Welcome Preferred Landlord (000059951) to Partner Portal

Available Housing | Change Password | Change Email | Log Out

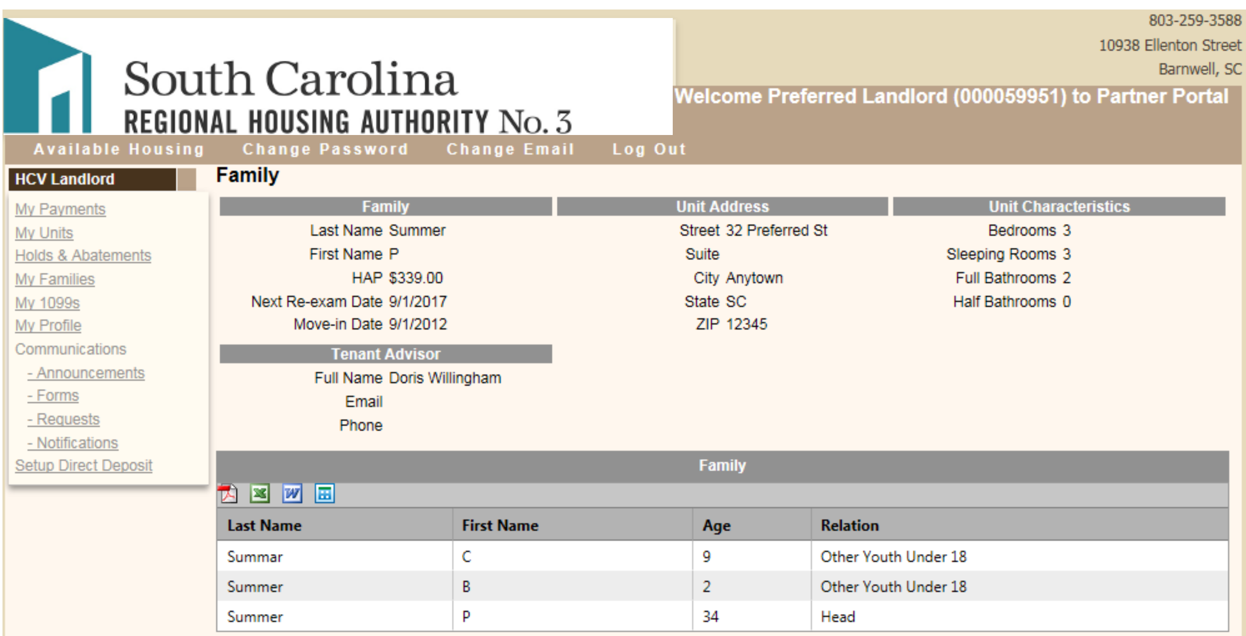
HCV Landlord

My Payments
My Units
Holds & Abatements
My Families
My 1099s
My Profile
Communications
- Announcements
- Forms
- Requests
- Notifications
Setup Direct Deposit

My Families

Families

	Last Name	First Name	Street	Suite	HAP Amount	Next Re-exam Date	Move-In Date	Lease End Date
	Black	A	13 Preferred St		$340.00	09/01/17	04/15/08	
	Coy	D	14 Preferred St		$369.00	09/01/17	09/24/15	09/30/16
	Hallmark	J	25 Preferred St		$293.00	09/01/17	01/16/09	
	Summer	P	32 Preferred St		$339.00	09/01/17	09/01/12	08/31/13
	Troy	D	12 Preferred St		$311.00	09/01/17	09/01/12	08/31/13



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Family

Family	Unit Address	Unit Characteristics
Last Name Summer	Street 32 Preferred St	Bedrooms 3
First Name P	Suite	Sleeping Rooms 3
HAP $339.00	City Anytown	Full Bathrooms 2
Next Re-exam Date 9/1/2017	State SC	Half Bathrooms 0
Move-in Date 9/1/2012	ZIP 12345	

Tenant Advisor

Full Name Doris Willingham
Email
Phone

Family

Last Name	First Name	Age	Relation
Summar	C	9	Other Youth Under 18
Summer	B	2	Other Youth Under 18
Summer	P	34	Head

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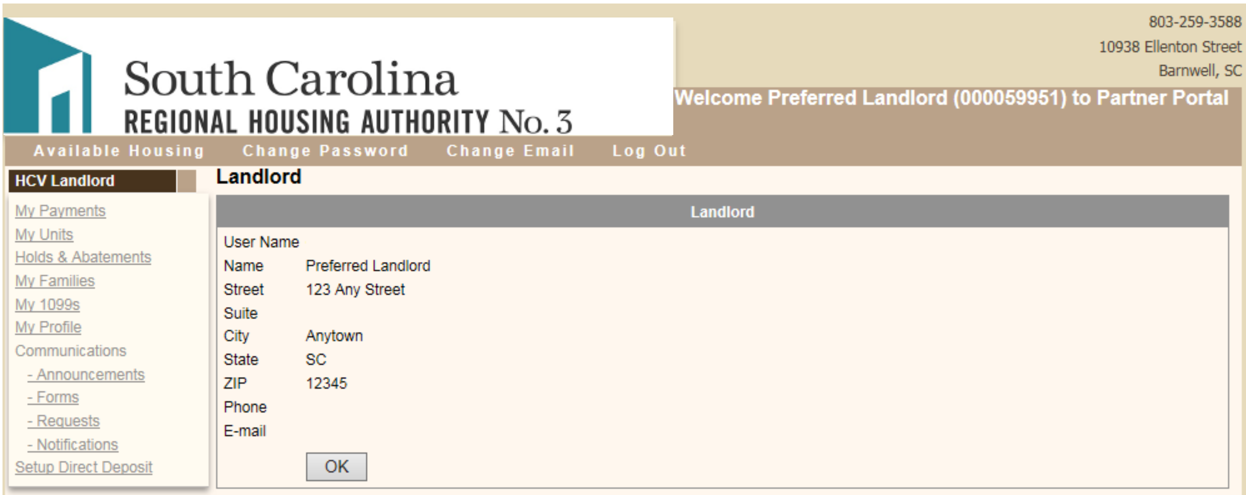
HCV Landlord – My 1099s

1. Click on the "My 1099s" link on the left side menu to search for and view a listing of your 1099s for prior years.
2. Click on the ">" (arrow) icon to drill down to the detailed line item for the 1099 and to download the 1099-MISC form.
3. Click on the green down arrow icon to download the 1099-MISC form to PDF. Depending on how your Internet browser is setup you may see a pop box similar to the one in **Figure 6** asking if you want to "open or save" the file. Once you open the file, you should see Copy B of your 1099-MISC form.

Figure 6 (Popup Box)

HCV Landlord – My Profile

1. Click on the "My Profile" link to view what SCRHA3 has on file regarding your profile.
2. The following information will be displayed:
   a. User Login
   b. Name
   c. Address
   d. Phone
   e. E-mail



Note: If your information is incorrect, please submit a request through the “Requests” link, explained later in this document. You may change your email address through the “Change Email” link.

HCV Landlord – Communications

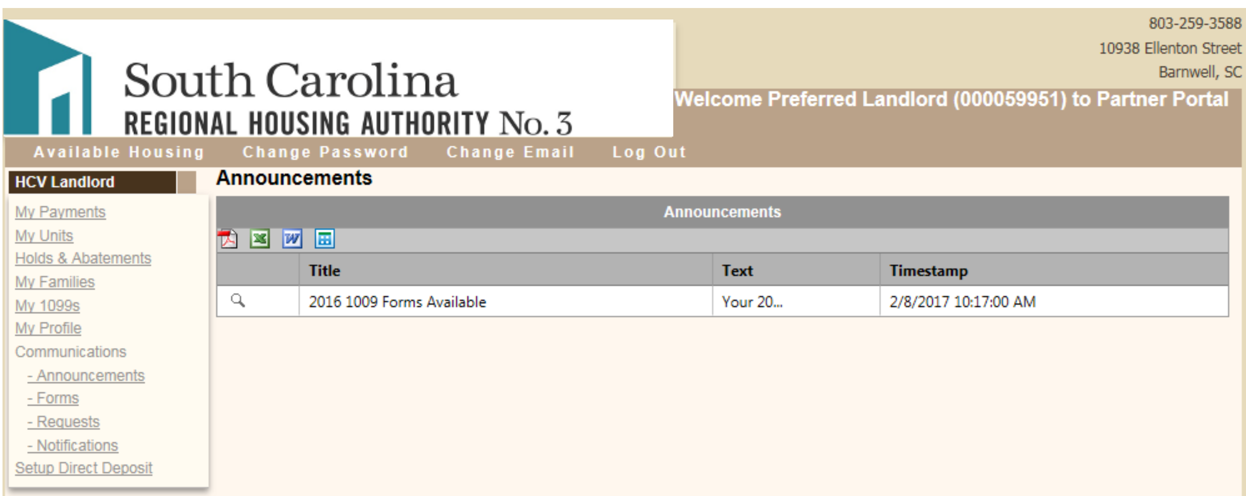
There four type of communications available in Partner Portal. Each will be explained in more detail later in this document.

Announcements	Allows you to view any announcements the Housing Authority has made.
Forms	Allows you to download any forms the Housing Authority has made available.
Requests	Allows you to make and submit requests for change of name, tax ID, etc.
Notifications	Allows you to choose which events you will be notified of.

1. Announcements

A. Click on the "Announcements" link on the left side menu to view any announcements the Housing Authority has made to Landlords.

B. Click on the magnifying glass icon to see view more details about the announcement.



Forms

A. Click on the “Forms” link on the left side menu to view and download any forms the Housing Authority has made available.

B. Click on the green down arrow icon to download the form. Depending on how your Internet browser is setup you may see a pop box similar to the one **Figure 7** asking if you want to “open or save” the file.

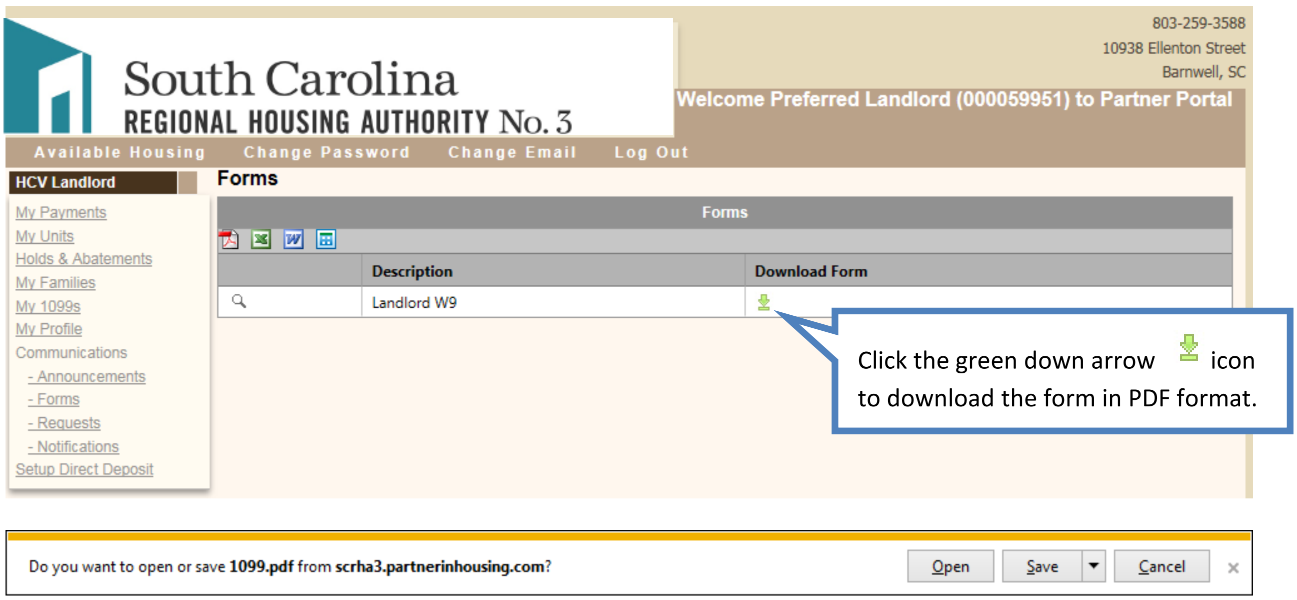


Figure 7 (Popup Box)

2. Requests

A. Click on the “Requests” link on the left side menu to make requests. A screen similar to the one in **Figure 8** will be displayed.

B. Click the *New Document* icon. This will take you to the Send Requests screen as shown in **Figure 9** below.

C. Click the drop down menu to show a list of Request Types.

D. Select your request type from the list as shown in **Figure 10**.

E. Complete the required fields and click the “Send Request” button (**Figure 11**).

Figure 8 (My Requests)

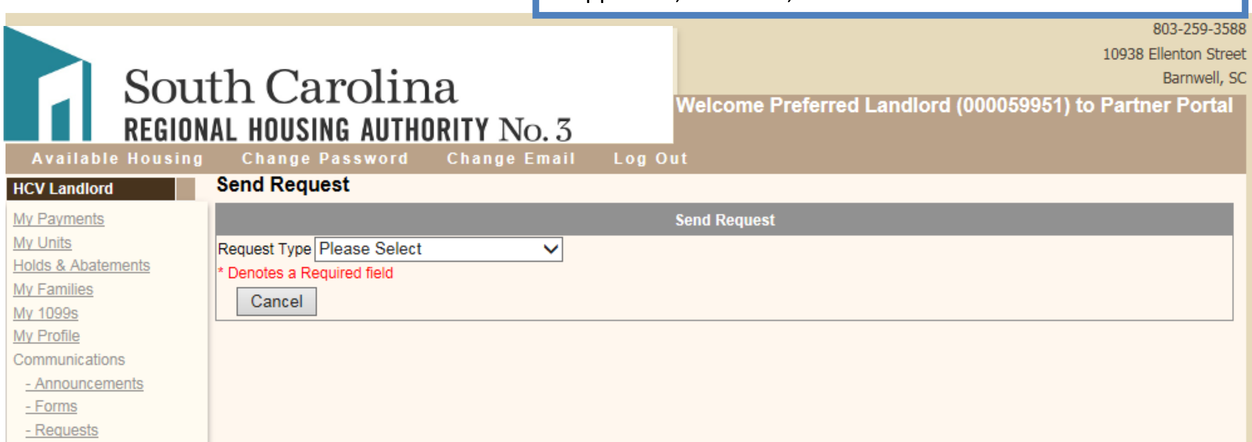


Figure 9 (Send Request)

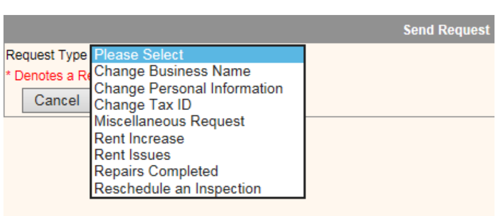


Figure 10 (Request Types)

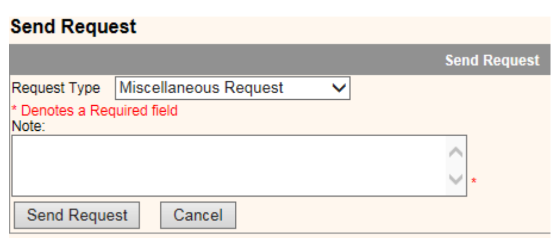


Figure 11 (Send Request Button)

To View Request Details

1. Click on the magnifying glass icon under the New Document icon (see **Figure 12**) to view the details of your request, including any Housing Authority notes.
2. You should see a screen similar to **Figure 13** below.

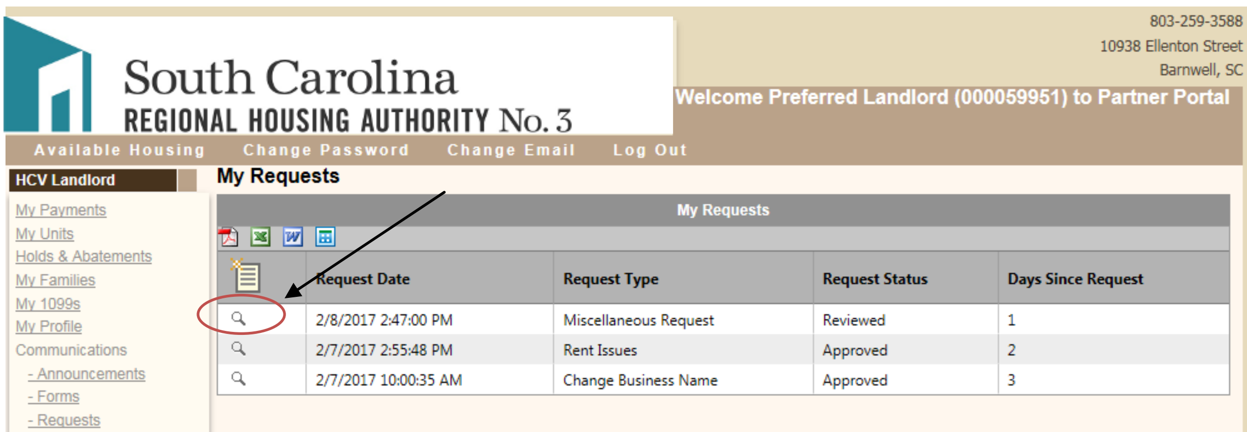


Figure 12 (My Requests)

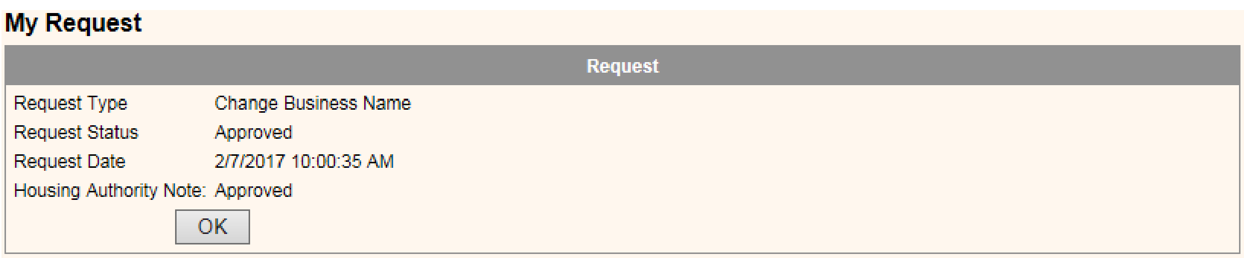


Figure 13 (Request Detail)

Table 1 below outlines the types of requests you may make in Partner Portal.

Change Business Name	To change or correct your business name.
Change Personal Information	To change your personal information such your address or phone number.
Change Tax ID	To make a request to change your tax ID.
Rent Issues	To request any issues you might have in regards to the unit or tenant.
Miscellaneous Request	To make any other requests not covered in the other choices.
Repairs Completed	To let HCV inspector know that repairs to a unit have been completed. Only available if a unit failed prior inspection.

Table 1 (Request Types)

After a request has been submitted, the Housing Authority will review your request and either approve or deny. Once your request has been approved or denied, the status will change from “Active” to “Approved” or “Denied.” Miscellaneous Requests will change from a status of “Active” to a status of “Reviewed” once they have been reviewed by the HA. You will receive an email once the HA has changed the status of your request.

3. Notifications

A. Click on the “Notifications” link on the left side menu to select which events you will be notified of. This will take you to the screen as shown in **Figure 14** below.

B. Place a check mark in the box beside the issue/action you wish to be notified of. To remove a selection, click the box again to uncheck.

C. **Be sure** to click the Save icon next to “Actions” once you have made your selections; otherwise, your selections will not be saved.

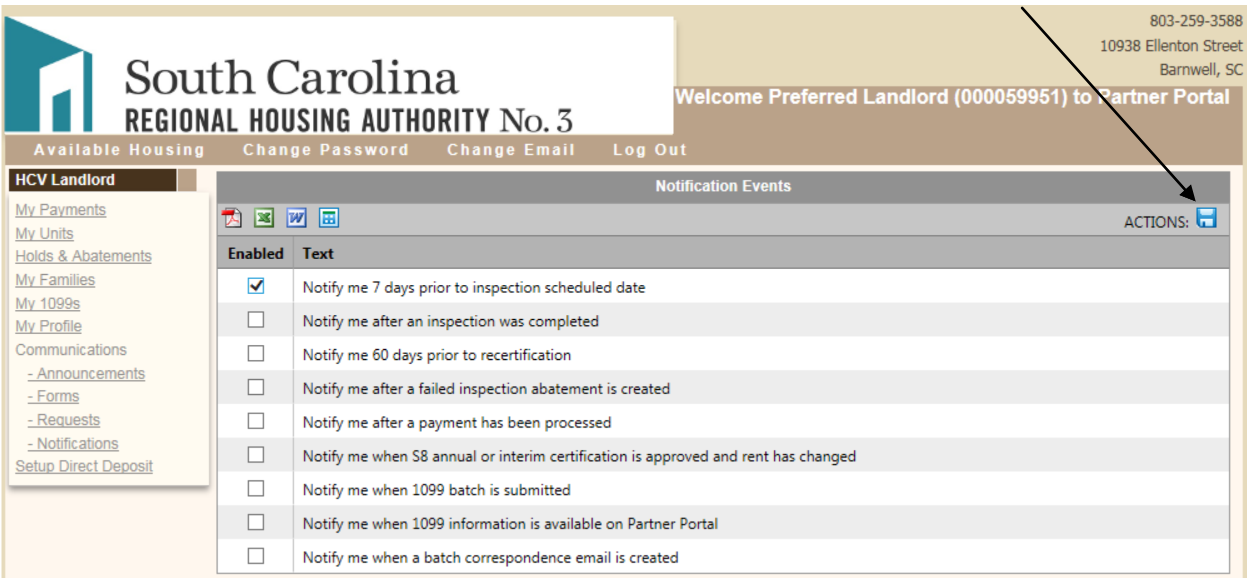


Figure 14 (Notification Events)

HCV Landlord – Setup Direct Deposit

1. Click on the “Setup Direct Deposit” link on the left side menu to setup your bank information for direct deposit. SCRHA3 requires all landlords to use direct deposit. Paper checks will no longer be issued.
2. Select or enter the following information on the screen displayed, **Figure 15**.
    a. **Payment Group:** Select “Default Payment Group” unless otherwise informed.
    b. **Account Type:** Select either “Checking Account” or “Savings Account,” depending on where you want your payment deposited to.
    c. **ABA/Transit Number:** Enter your 9 digit routing number.
    d. **Account Number:** Enter your checking or savings account number.
    e. **ACH Individual ID:** Enter an indentifying number for the transaction. Unless your bank instructs otherwise, you may enter your name or the number “1.”
    f. **ACH Individual Name:** Enter your business name or your own name.
3. Click the “Sign Up” button to complete the sign up process.
4. A popup box will confirm your action and inform you that “any changes will need to be made in person at the Housing Authority offices.”

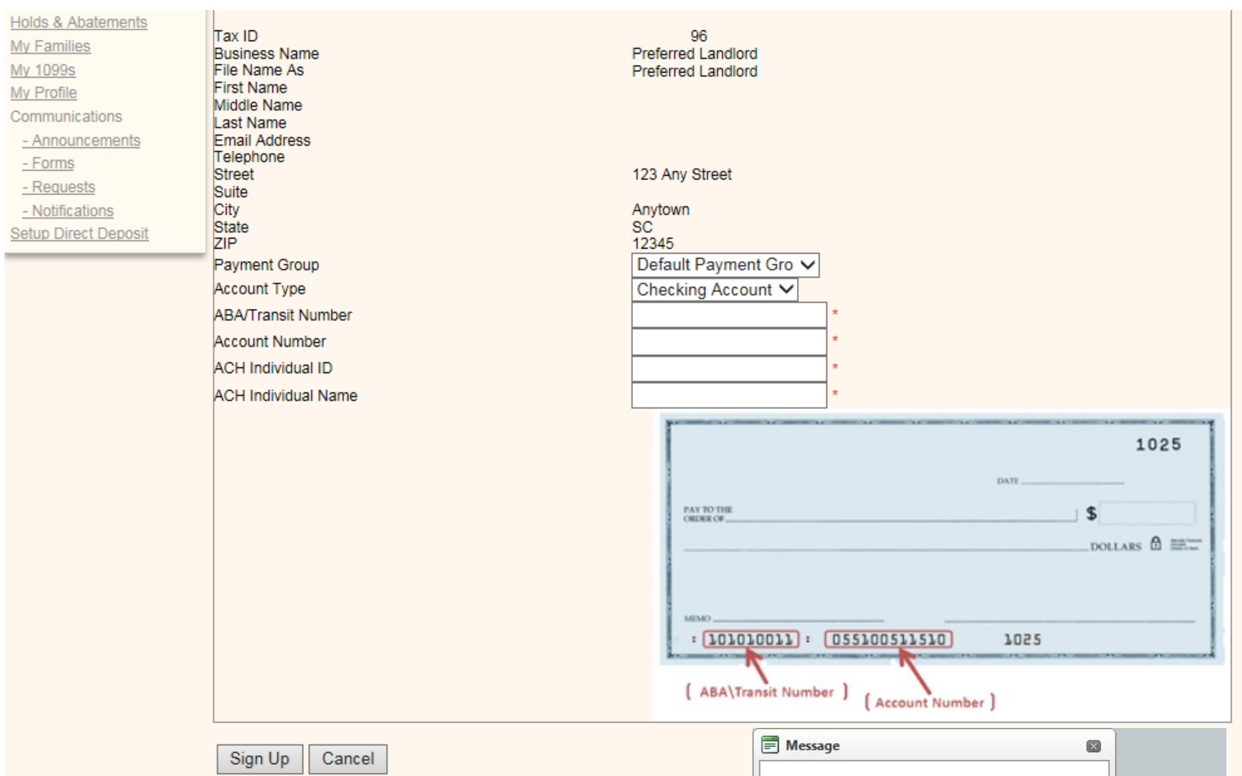
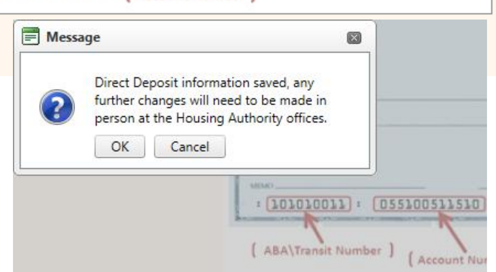


Figure 15 (Direct Deposit Sign Up)



The popup box displayed after clicking “Sign Up” button.

Notes on Direct Deposit Setup

Once your direct deposit information is received, the Housing Authority will send a pre-note transaction to the bank to confirm your bank information is correct. It may take 1 to 2 pay periods before your payment starts being direct deposited into your account. You will receive a paper check until then.

If you receive a popup box on the Setup Direct Deposit page (see **Figure 16**), it means your bank account information is already on file with the Housing Authority. For security purposes, you will need to contact the Housing Authority to update your account information. It is your responsibility to notify the Housing Authority in advance before your bank account is closed or when your bank account information has changed. Unless otherwise notified, we will continue to submit payments to the bank account on file.

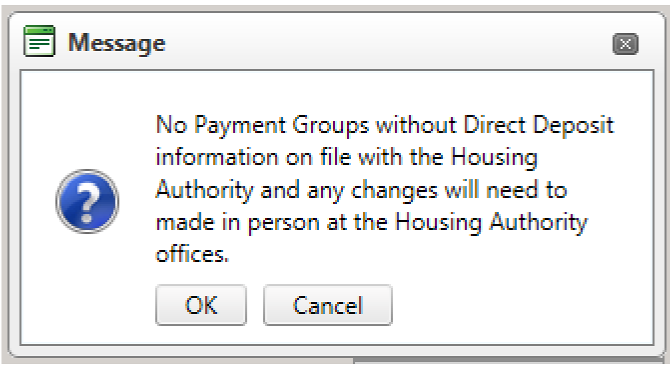


Figure 16