



## Partner Portal User Guide

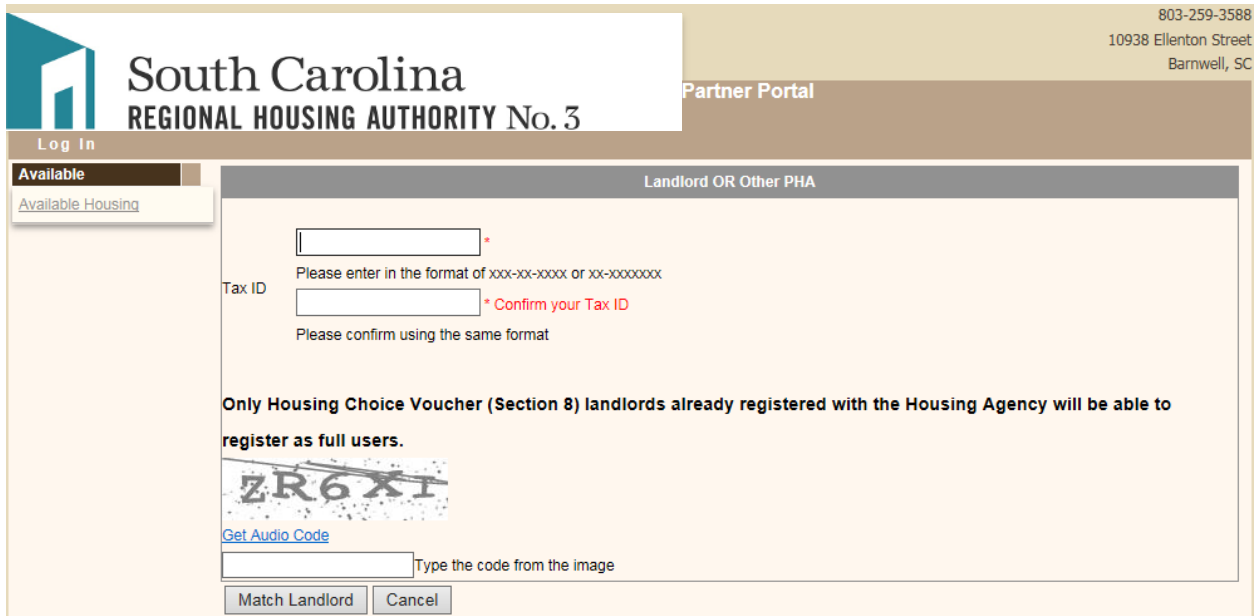
The Partner Portal is designed to be a main communication point for all Housing Choice Voucher (HCV) Program Landlords. Access to payment information, including annual 1099-MISC statements, as well as Landlord unit information and requests is available through the Portal.

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 by 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](mailto: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.

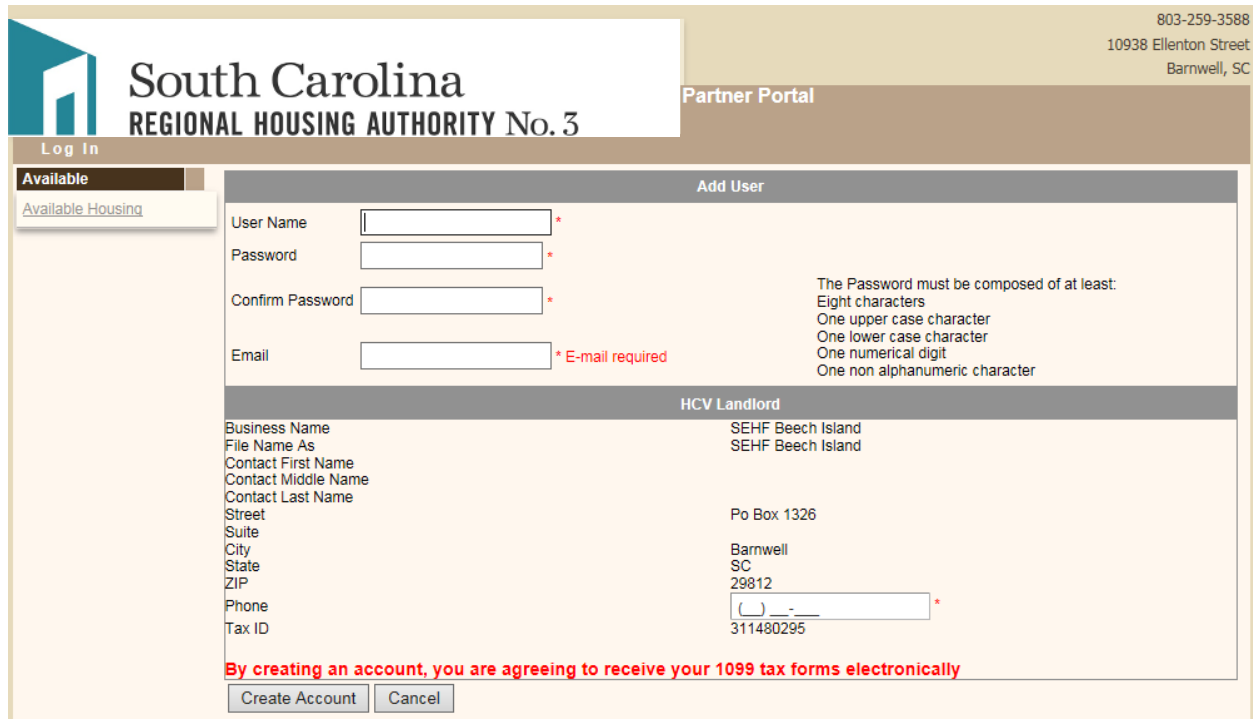
**Figure 1 (Log In)**



**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.



The screenshot shows the 'Add User' form in the Partner Portal. The header includes the South Carolina Regional Housing Authority No. 3 logo and contact information: 803-259-3588, 10938 Ellenton Street, Barnwell, SC. The form has a 'Log In' button and a 'Available Housing' link. The 'Add User' section contains fields for User Name, Password, Confirm Password, and Email. The Password field has a red asterisk and a list of requirements: Eight characters, One upper case character, One lower case character, One numerical digit, and One non alphanumeric character. The Email field has a red asterisk and the text '\* E-mail required'. Below these fields is a section for 'HCV Landlord' information, including Business Name, File Name As, Contact First Name, Contact Middle Name, Contact Last Name, Street, Suite, City, State, ZIP, Phone, and Tax ID. The form also includes a red warning message: 'By creating an account, you are agreeing to receive your 1099 tax forms electronically'. At the bottom are 'Create Account' and 'Cancel' buttons.

Figure 3 (Add User)

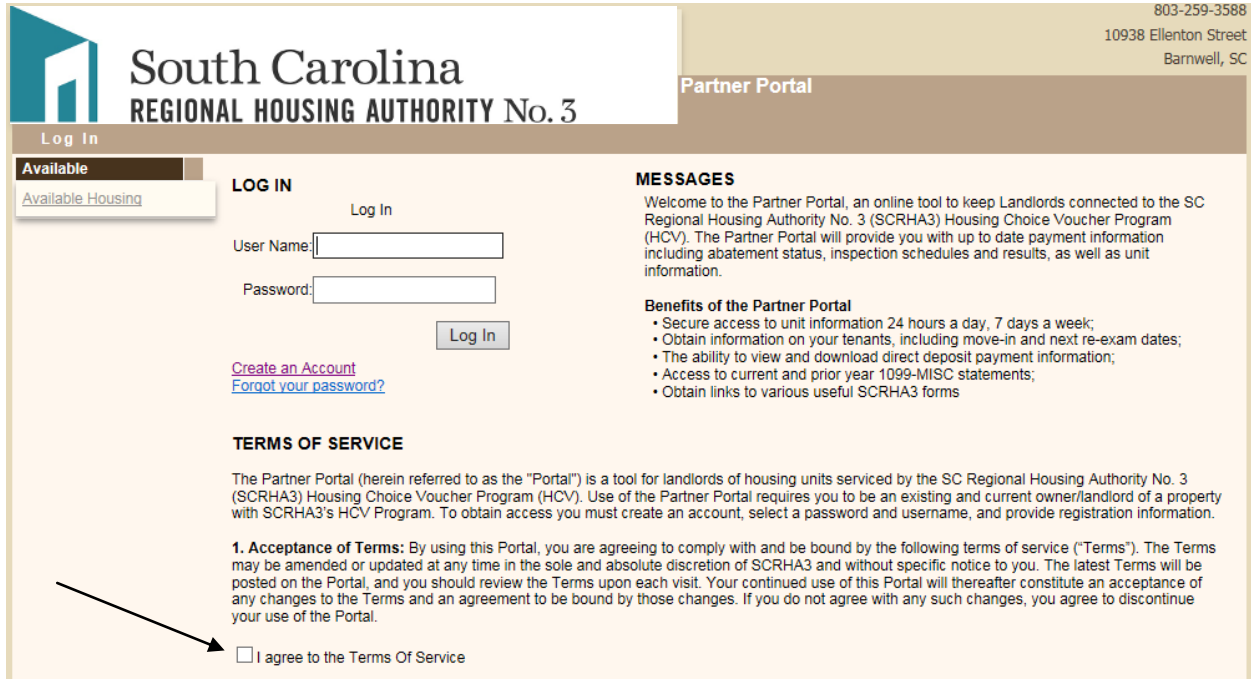
7. Choose a username and enter it in the "User Name" box.
8. Choose a login password and enter it in the "Password" box. The rules for passwords are listed to the right of the box.
9. Enter the password you chose in the "Confirm Password" box.
10. Enter the email address you want the Authority to use 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.



South Carolina  
REGIONAL HOUSING AUTHORITY No. 3

803-259-3588  
10938 Ellenton Street  
Barnwell, SC

Partner Portal

Log In

Available  
Available Housing

**LOG IN**

Log In

User Name:

Password:

Log In

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

**MESSAGES**

Welcome to the Partner Portal, an online tool to keep Landlords connected to the SC Regional Housing Authority No. 3 (SCRHA3) Housing Choice Voucher Program (HCV). The Partner Portal will provide you with up to date payment information including abatement status, inspection schedules and results, as well as unit information.

**Benefits of the Partner Portal**

- Secure access to unit information 24 hours a day, 7 days a week;
- Obtain information on your tenants, including move-in and next re-exam dates;
- The ability to view and download direct deposit payment information;
- Access to current and prior year 1099-MISC statements;
- Obtain links to various useful SCRHA3 forms

**TERMS OF SERVICE**

The Partner Portal (herein referred to as the "Portal") is a tool for landlords of housing units serviced by the SC Regional Housing Authority No. 3 (SCRHA3) Housing Choice Voucher Program (HCV). Use of the Partner Portal requires you to be an existing and current owner/landlord of a property with SCRHA3's HCV Program. To obtain access you must create an account, select a password and username, and provide registration information.


**1. Acceptance of Terms:** By using this Portal, you are agreeing to comply with and be bound by the following terms of service ("Terms"). The Terms may be amended or updated at any time in the sole and absolute discretion of SCRHA3 and without specific notice to you. The latest Terms will be posted on the Portal, and you should review the Terms upon each visit. Your continued use of this Portal will thereafter constitute an acceptance of any changes to the Terms and an agreement to be bound by those changes. If you do not agree with any such changes, you agree to discontinue your use of the Portal.

☐ I agree to the Terms Of Service

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.



**South Carolina**  
REGIONAL HOUSING AUTHORITY No. 3

803-259-3588  
10938 Ellenton Street  
Barnwell, SC

Available Housing
Change Password
Change Email
Log Out

**HCV Landlord**

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**My Payments**


**Checks**

Check/DD #:  Go Unit: All

Check Date:  to  Go

Payment Group All

Check/DD #	Check Date	Description	Unit	Resident	Amount	Payment Group
<div style="display: flex; align-items: center;"> <span style="font-size: 1.2em; margin-right: 5px;">&gt;</span> <span>Check/DD #: 304; Check Date: 10/01/16; Total Amount: \$1,656.00</span> </div>						
<div style="display: flex; align-items: center;"> <span style="font-size: 1.2em; margin-right: 5px;">&gt;</span> <span>Check/DD #: 003; Check Date: 09/01/16; Total Amount: \$1,656.00</span> </div>						



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**My Payments**

**Checks**

Check/DD #:  Go Unit: All

Check Date:  to  Go

Payment Group All

Check/DD #	Check Date	Description	Unit	Resident	Amount	Payment Group
<div style="display: flex; align-items: center;"> <span style="font-size: 1.2em; margin-right: 5px;">v</span> <span>Check/DD #: 304; Check Date: 10/01/16; Total Amount: \$1,656.00</span> </div>						
304	10/01/16	10/2016 HAP for	14 Preferred St	D Coy	\$369.00	Default Payment Group
304	10/01/16	10/2016 HAP for	12 Preferred St	D Troy	\$311.00	Default Payment Group
304	10/01/16	10/2016 HAP for	32 Preferred St	P Summer	\$343.00	Default Payment Group
304	10/01/16	10/2016 HAP for	25 Preferred St	J Hallmark	\$293.00	Default Payment Group
304	10/01/16	10/2016 HAP for	13 Preferred St	A Black	\$340.00	Default Payment Group
<div style="display: flex; align-items: center;"> <span style="font-size: 1.2em; margin-right: 5px;">&gt;</span> <span>Check/DD #: 003; Check Date: 09/01/16; Total Amount: \$1,656.00</span> </div>						

## Partner Portal User Guide

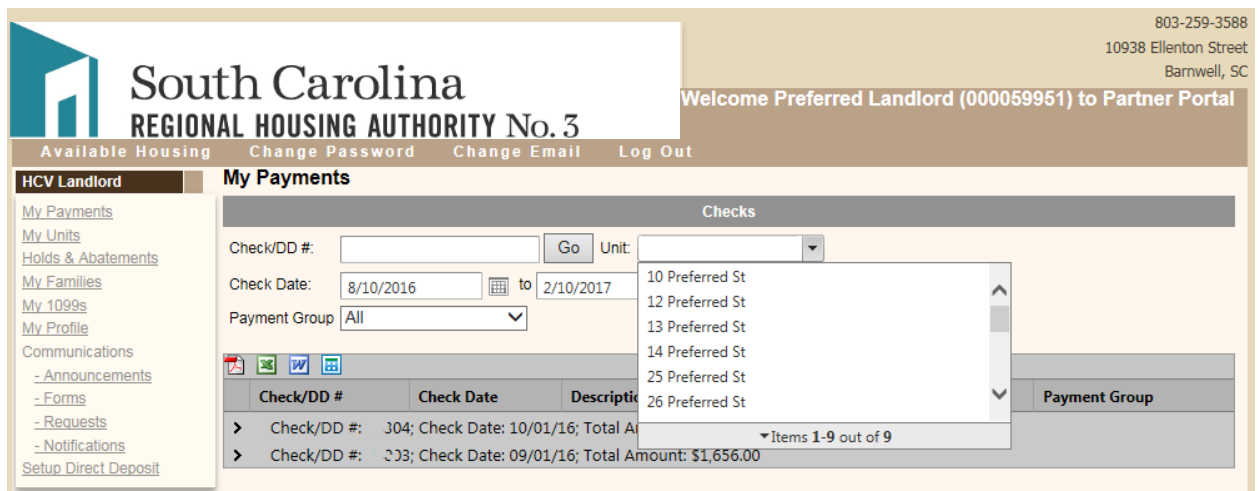
### Search Options:

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.

Check/DD #:

- 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.



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10938 Ellenton Street  
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Welcome Preferred Landlord (000059951) to Partner Portal

Available Housing Change Password Change Email Log Out

**HCV Landlord**

**My Payments**

My Payments  
My Units  
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**Checks**

Check/DD #:   Unit:

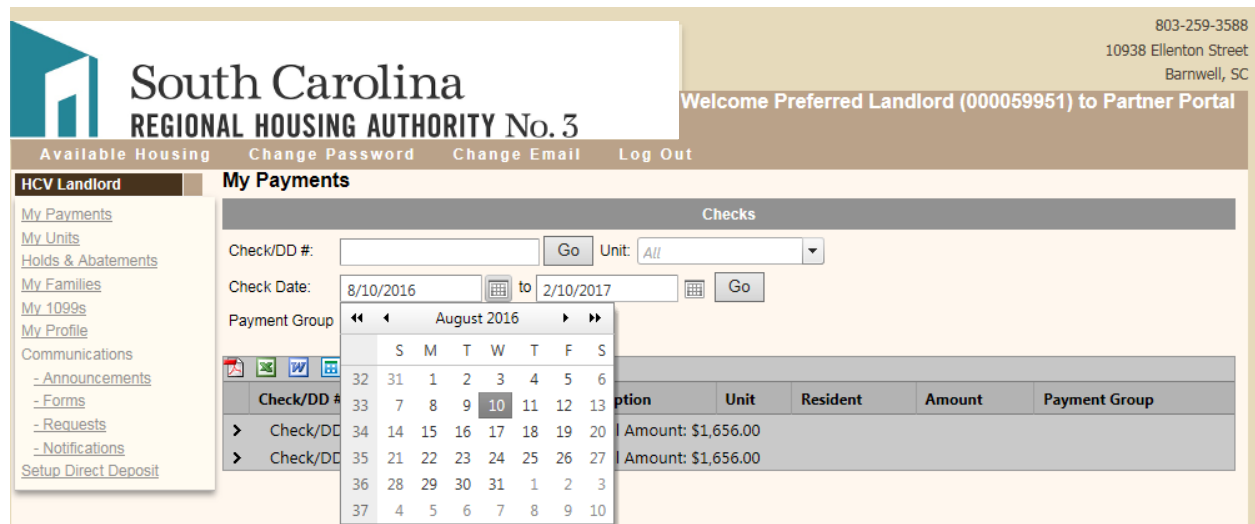
Check Date: 8/10/2016 to 2/10/2017

Payment Group: All

Check/DD #	Check Date	Description	Payment Group
> Check/DD #: 304; Check Date: 10/01/16; Total Amount: \$1,656.00			
> Check/DD #: 303; Check Date: 09/01/16; Total Amount: \$1,656.00			

Items 1-9 out of 9

- 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.



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**HCV Landlord**

**My Payments**

My Payments  
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Setup Direct Deposit

**Checks**

Check/DD #:   Unit: All

Check Date: 8/10/2016 to 2/10/2017



Payment Group: All


August 2016

S	M	T	W	T	F	S
32	31	1	2	3	4	5
33	7	8	9	10	11	12
34	14	15	16	17	18	19
35	21	22	23	24	25	26
36	28	29	30	31	1	2
37	4	5	6	7	8	9

Check/DD #	Check Date	Description	Unit	Resident	Amount	Payment Group
> Check/DD #: 304; Check Date: 10/01/16; Total Amount: \$1,656.00						
> Check/DD #: 303; Check Date: 09/01/16; Total Amount: \$1,656.00						

## 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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**HCV Landlord** **HCV Unit**

My Payments  
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Unit	Most Recent Inspection	Family
Street 12 Preferred St Suite City Anytown State SC ZIP 12345 Bedrooms 2 Abated No Abated Date Sleeping Rooms 2	Date 02/09/17 Type Annual Result Pass Inspector Name Notes	Last Name Troy First Name D HAP \$311.00

After clicking on the magnifying glass, the screen will update to show unit and family information as well as the most recent and upcoming inspections.

Click this magnifying glass to display detailed information about the inspection, including any notes left by the inspector. See [Exhibit A](#) on next page for example.

Upcoming Inspections

Inspector

records to display.

Past 3 Months of Inspections

Date	Type	Inspector	Result	Note
02/09/17	Annual	Doris Willingham	Pass	

### Past Inspection

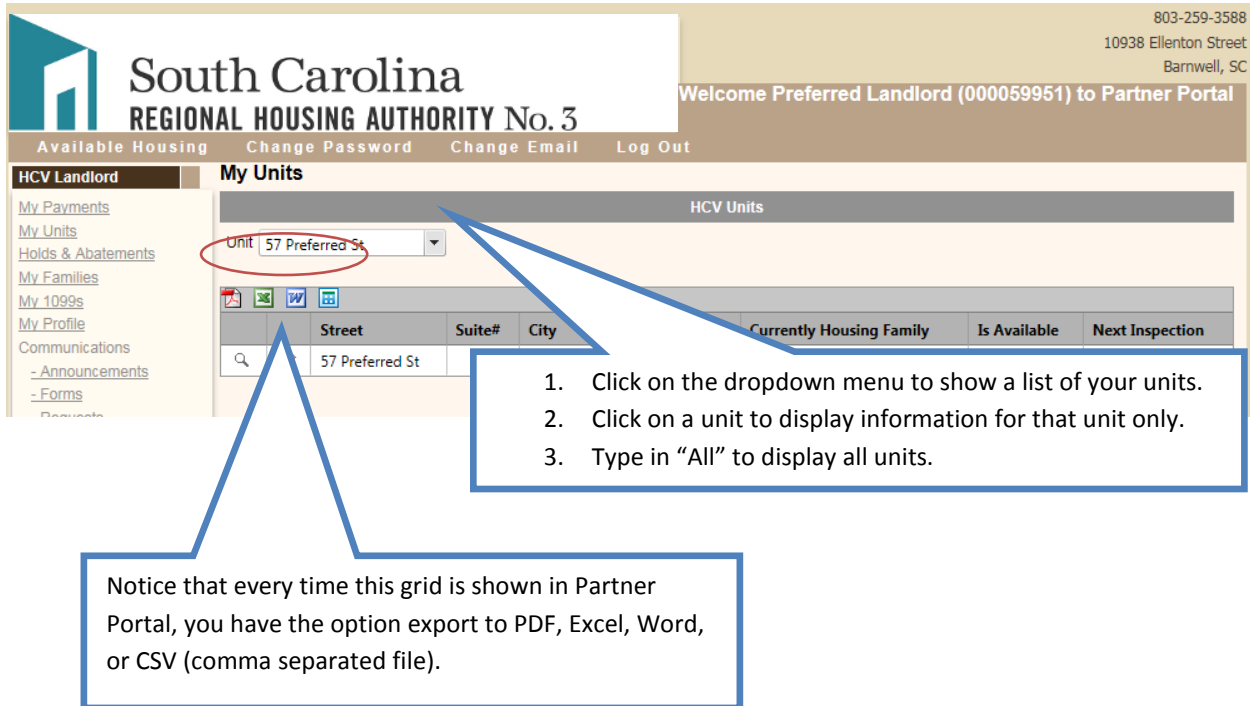
Date 2/9/2017 11:56:41 AM  
Inspector Doris Willingham  
Inspection Result Fail  
Inspection Type Annual  
Notes

OK

**Exhibit A**  
Inspection details screen with notes.

Inspection Failed Items

Item	Result	Failed Reason	Responsible Party
Electrical Hazards	Fail		Owner
Fixed Wash Basin or Lavatory in Unit	Fail	Need to attach to wall. Is loose.	Owner



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**HCV Landlord** **My Units**


Unit: 57 Preferred St

Export icons: PDF, Excel, Word, CSV

Street	Suite#	City	Currently Housing Family	Is Available	Next Inspection
57 Preferred St					

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.

**Edit HCV Unit**

Edit HCV Unit

Street	57 Preferred St
Suite	
City	Anytown
State	SC
ZIP	12345
Bedrooms	4
Sleeping Rooms	4
Full Bathrooms	2
Half Bathrooms	1
Rent	\$426.00
Show in Available Housing	<input type="checkbox"/>
Available Date	<input type="text"/> 

**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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**Payment Holds & Abatements**

Past 3 Months of Payment Holds & Abatements


Unit  Type  Status


Click on the dropdown menu to display by type—Hold/Exclusion or Abatement.

Resident	Unit	Start Date	End Date	Status	Type	Reason	End Reason
P Summer	32 Preferred St	02/10/17	02/10/17	Closed	Hold/Exclusion	Expired Certification	Gave up Assistance
J Hallmark	25 Preferred St	02/10/17	02/10/17	Open	Hold/Exclusion	Committed Fraud/Bribery/Criminal/Corrupt Act (HAP)	
D Coy	14 Preferred St	02/10/17	02/10/17	Closed	Hold/Exclusion	Expired Certification	HAP: Absorbed by Other Agency
D Troy	12 Preferred St	02/10/17	02/10/17	Open	Hold/Exclusion	Expired Certification	
A Black	13 Preferred St	02/10/17	02/10/17	Closed	Hold/Exclusion	Expired Certification	

Click on the dropdown menu to display holds or abatements by status—All, Open, or Closed.

## 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.



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**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

## HCV Landlord – My 1099s


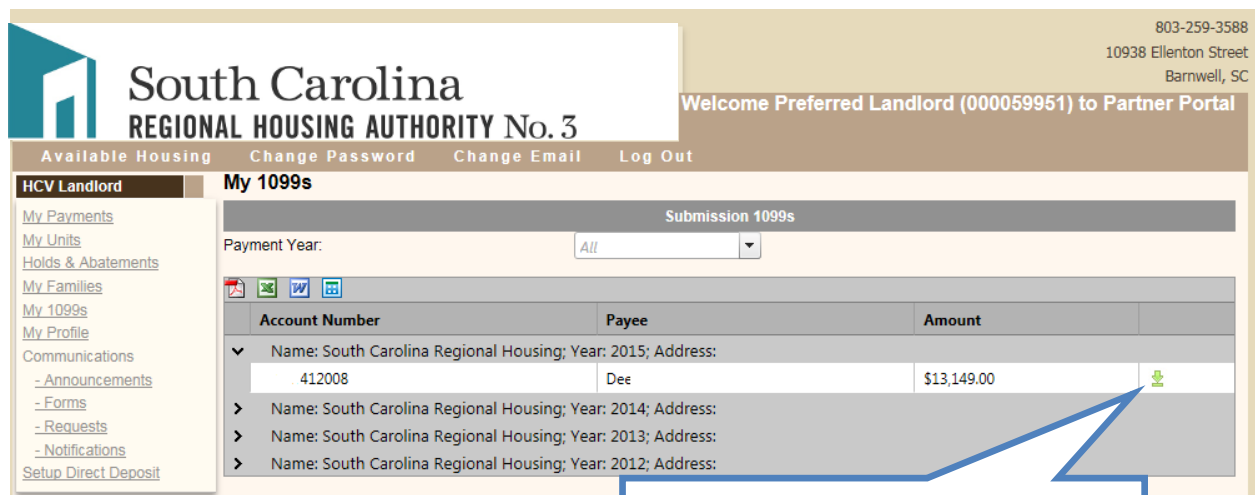
1. Click on the “My 1099s” link on the left side menu to search for and view a listing of your 1099s for prior years.
2. Click on the “>” (arrow) icon to drill down to the detailed line item for the 1099 and to download the 1099-MISC form.
3. Click on the green down arrow  icon to download the 1099-MISC 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)



South Carolina  
REGIONAL HOUSING AUTHORITY No. 3

803-259-3588  
10938 Ellenton Street  
Barnwell, SC


Welcome Preferred Landlord (000059951) to Partner Portal


Available Housing Change Password Change Email Log Out

**HCV Landlord** **My 1099s**

Submission 1099s

Payment Year: All

Account Number	Payee	Amount	
412008	Dee	\$13,149.00	
Name: South Carolina Regional Housing; Year: 2015; Address:			
> Name: South Carolina Regional Housing; Year: 2014; Address:			
> Name: South Carolina Regional Housing; Year: 2013; Address:			
> Name: South Carolina Regional Housing; Year: 2012; Address:			


Click the green down arrow  icon to download your 1099-MISC Copy B form in PDF format.

## 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



## Partner Portal User Guide



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**Landlord**

**Landlord**

User Name  
Name Preferred Landlord  
Street 123 Any Street  
Suite  
City Anytown  
State SC  
ZIP 12345  
Phone  
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.

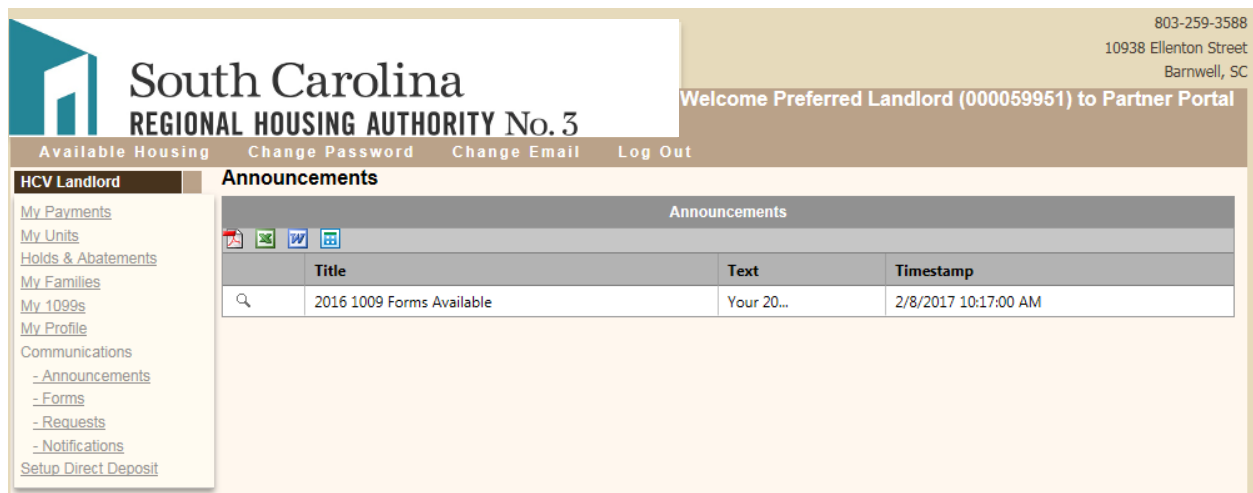
## HCV Landlord – Communications

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


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

### 1. Announcements

- Click on the “Announcements” link on the left side menu to view any announcements the Housing Authority has made to Landlords.
- Click on the magnifying glass  icon to see view more details about the announcement.



The screenshot shows the Partner Portal interface. At the top right, contact information is listed: 803-259-3588, 10938 Ellenton Street, Barnwell, SC. A welcome message reads: "Welcome Preferred Landlord (000059951) to Partner Portal". Below this is a navigation bar with links: Available Housing, Change Password, Change Email, and Log Out. On the left, a sidebar menu for "HCV Landlord" includes links for My Payments, My Units, Holds & Abatements, My Families, My 1099s, My Profile, and Communications (with sub-links for Announcements, Forms, Requests, and Notifications), and Setup Direct Deposit. The main content area is titled "Announcements" and displays a table with one announcement:

	Title	Text	Timestamp
	2016 1009 Forms Available	Your 20...	2/8/2017 10:17:00 AM




This screenshot shows the details of the announcement selected in the previous view. The header and navigation elements are identical. The main content area is titled "Announcement" and displays the following information:

Title	2016 1009 Forms Available
Text	Your 2016 1099-MISC forms are available for download.
Timestamp	2/8/2017 10:17:00 AM

An "OK" button is located at the bottom of the announcement details box.

## Partner Portal User Guide

### 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.



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10938 Ellenton Street  
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Welcome Preferred Landlord (000059951) to Partner Portal

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**HCV Landlord**

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**Forms**

Description	Download Form
Landlord W9	

Click the green down arrow  icon to download the form in PDF format.




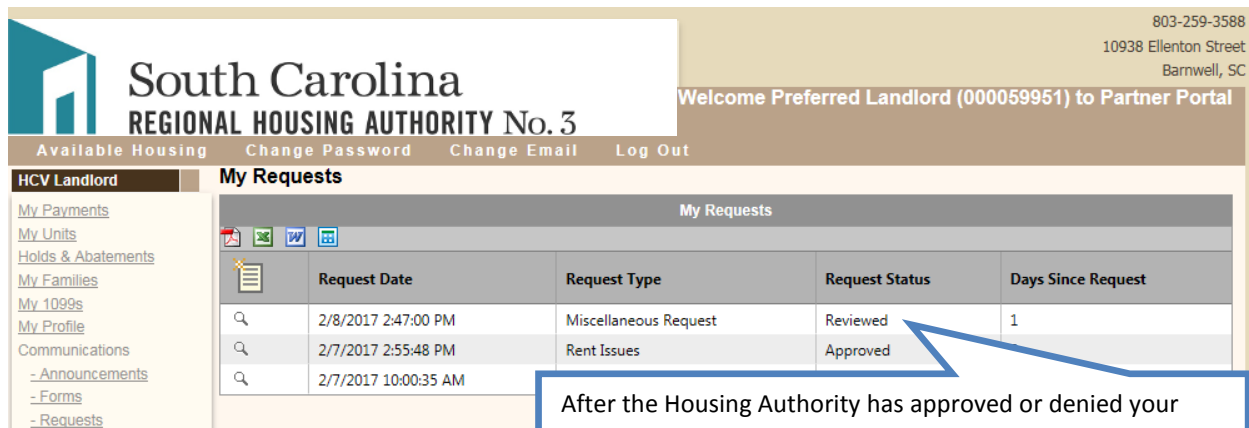
Do you want to open or save 1099.pdf from scrha3.partnerinhousing.com?

Open Save Cancel X

**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**).



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Available Housing Change Password Change Email Log Out

HCV Landlord

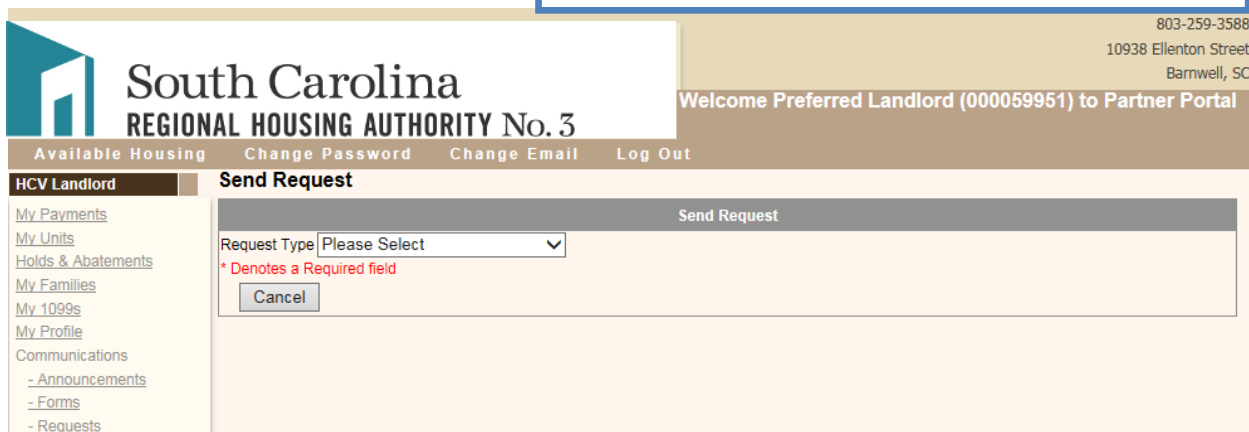
My Requests

	Request Date	Request Type	Request Status	Days Since Request
	2/8/2017 2:47:00 PM	Miscellaneous Request	Reviewed	1
	2/7/2017 2:55:48 PM	Rent Issues	Approved	
	2/7/2017 10:00:35 AM			

My Payments  
My Units  
Holds & Abatements  
My Families  
My 1099s  
My Profile  
Communications  
- Announcements  
- Forms  
- Requests

After the Housing Authority has approved or denied your requests, the status will change from “Active” to “Approved,” “Denied,” or “Reviewed.”

**Figure 8 (My Requests)**



South Carolina REGIONAL HOUSING AUTHORITY No. 3

Welcome Preferred Landlord (000059951) to Partner Portal

Available Housing Change Password Change Email Log Out

HCV Landlord

Send Request

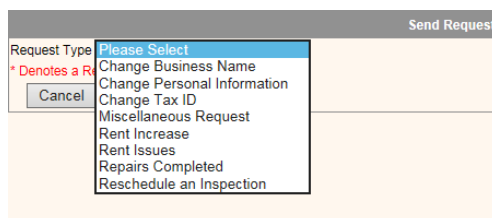
Request Type Please Select

\* Denotes a Required field

Cancel

My Payments  
My Units  
Holds & Abatements  
My Families  
My 1099s  
My Profile  
Communications  
- Announcements  
- Forms  
- Requests

**Figure 9 (Send Request)**



Send Request

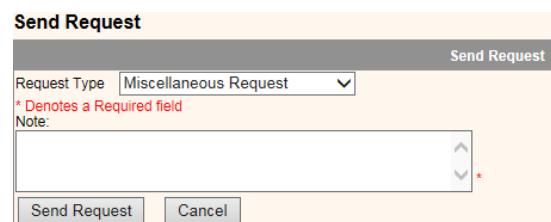
Request Type Please Select

\* Denotes a Required field

Cancel

- Change Business Name
- Change Personal Information
- Change Tax ID
- Miscellaneous Request
- Rent Increase
- Rent Issues
- Repairs Completed
- Reschedule an Inspection

**Figure 10 (Request Types)**



Send Request

Request Type Miscellaneous Request


\* Denotes a Required field

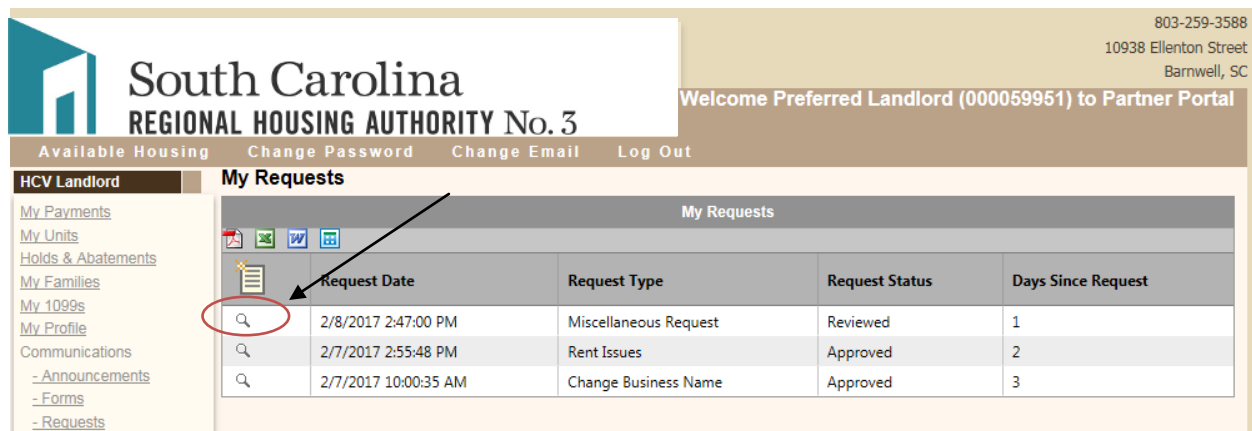
Note:

Send Request Cancel

**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.


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

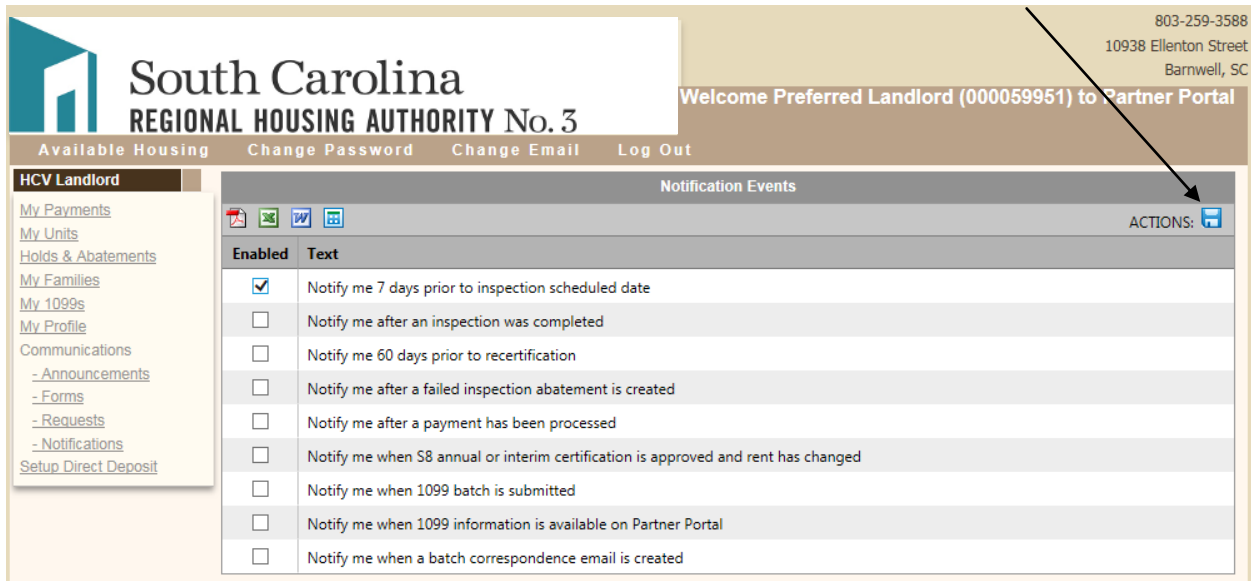
**Table 1 (Request Types)**

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.



**South Carolina**  
REGIONAL HOUSING AUTHORITY No. 3

Available Housing Change Password Change Email Log Out


**HCV Landlord**

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

803-259-3588  
10938 Ellenton Street  
Barnwell, SC

Welcome Preferred Landlord (000059951) to Partner Portal

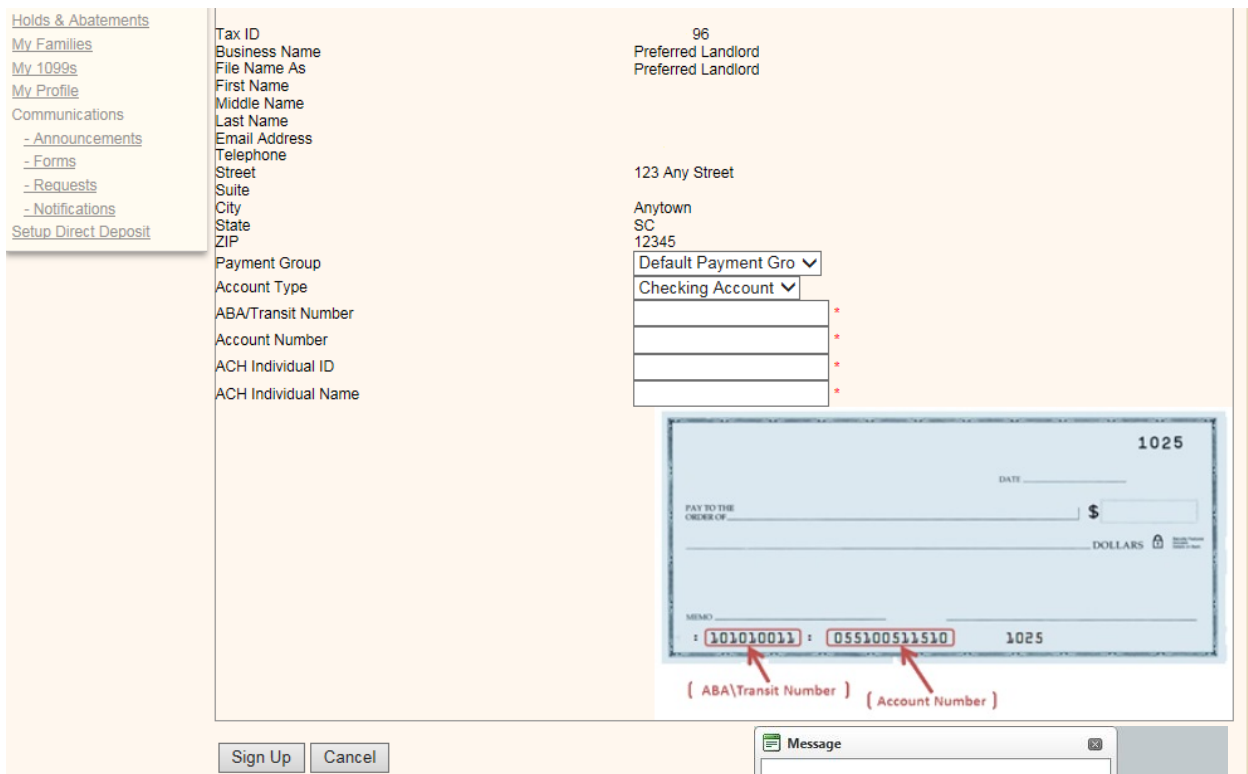
Notification Events	
Enabled	Text
<input checked="" type="checkbox"/>	Notify me 7 days prior to inspection scheduled date
<input type="checkbox"/>	Notify me after an inspection was completed
<input type="checkbox"/>	Notify me 60 days prior to recertification
<input type="checkbox"/>	Notify me after a failed inspection abatement is created
<input type="checkbox"/>	Notify me after a payment has been processed
<input type="checkbox"/>	Notify me when S8 annual or interim certification is approved and rent has changed
<input type="checkbox"/>	Notify me when 1099 batch is submitted
<input type="checkbox"/>	Notify me when 1099 information is available on Partner Portal
<input type="checkbox"/>	Notify me when a batch correspondence email is created

ACTIONS: 

**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.”



**Setup Direct Deposit**

**Personal Information:**  
 Tax ID: 96  
 Business Name: Preferred Landlord  
 File Name As: Preferred Landlord  
 First Name: Preferred Landlord  
 Middle Name: Preferred Landlord  
 Last Name: Preferred Landlord  
 Email Address: Preferred Landlord  
 Telephone: Preferred Landlord  
 Street: 123 Any Street  
 Suite: Preferred Landlord  
 City: Anytown  
 State: SC  
 ZIP: 12345

**Payment Information:**  
 Payment Group: Default Payment Gro  
 Account Type: Checking Account  
 ABA/Transit Number: 101010011  
 Account Number: 055100511510  
 ACH Individual ID: 1025  
 ACH Individual Name: 1025

**Buttons:** Sign Up, Cancel

**Message:**  
 Direct Deposit information saved, any further changes will need to be made in person at the Housing Authority offices.  
 OK, Cancel

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.

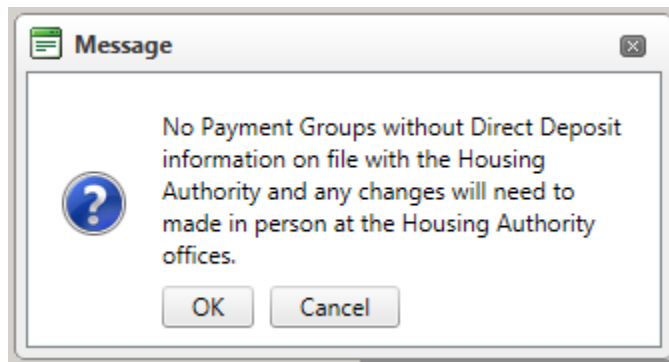


Figure 16