



SEATTLE HOUSING AUTHORITY

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LANDLORD PORTAL USER GUIDE

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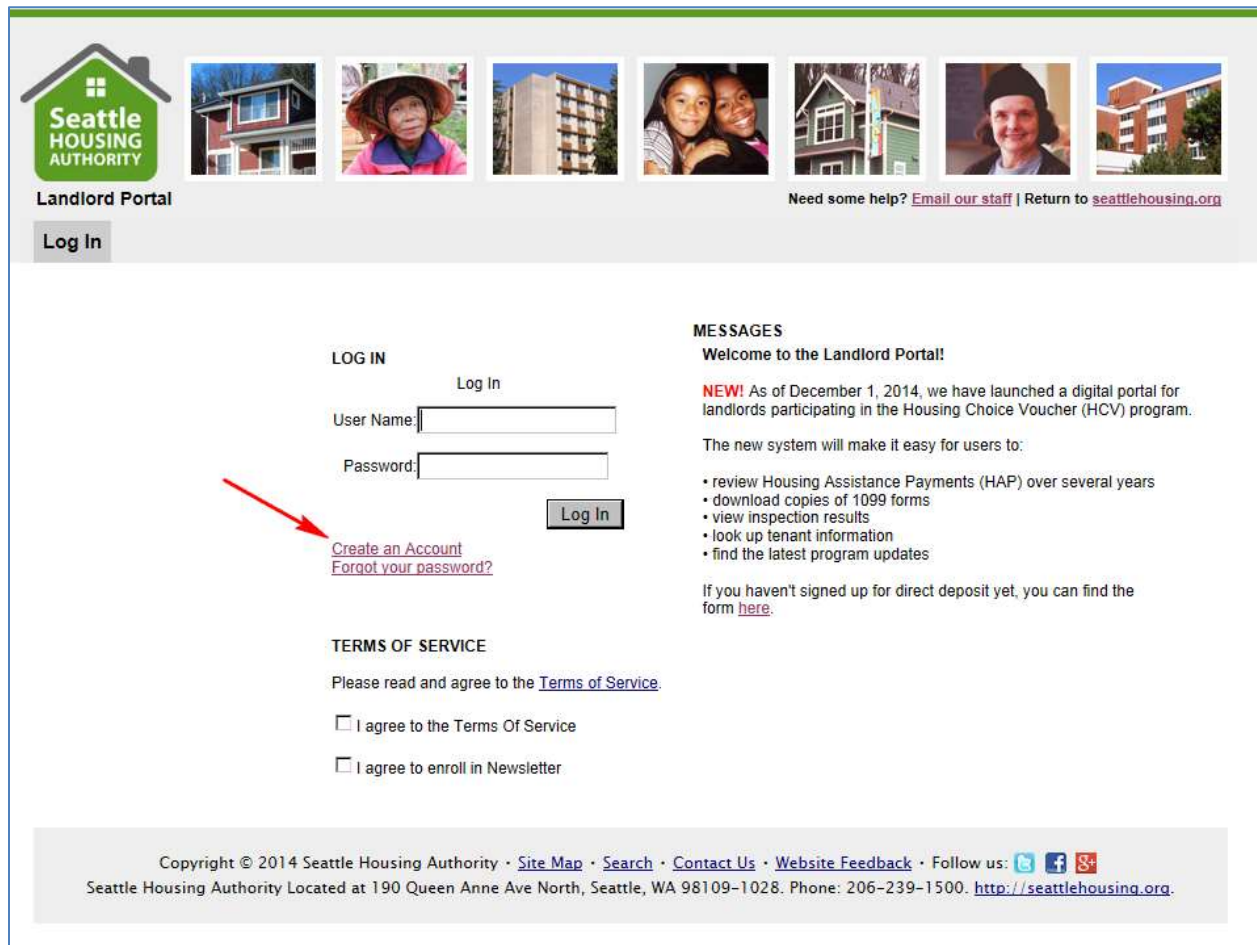
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# Landlord Portal – Landlord User Guide

## Step 1

### 1. Create Account and Login to the Landlord Portal

- a. Open up a browser window and go to (<https://landlordportal.seattlehousing.org/>) to create an account, login and start using the portal.
- b. From the main login page, click the “Create an Account” link.



**Seattle HOUSING AUTHORITY**

Landlord Portal

Log In

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**LOG IN**

Log In

User Name:

Password:

[Create an Account](#)

[Forgot your password?](#)

**MESSAGES**

**Welcome to the Landlord Portal!**

**NEW!** As of December 1, 2014, we have launched a digital portal for landlords participating in the Housing Choice Voucher (HCV) program.

The new system will make it easy for users to:

- review Housing Assistance Payments (HAP) over several years
- download copies of 1099 forms
- view inspection results
- look up tenant information
- find the latest program updates

If you haven't signed up for direct deposit yet, you can find the form [here](#).

**TERMS OF SERVICE**

Please read and agree to the [Terms of Service](#).

I agree to the Terms Of Service

I agree to enroll in Newsletter

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- c. This will take you to the create account page. Enter your Tax ID/Social Security Number in the proper format (XX-XXXXXXX or XXX-XX-XXXX), confirm the number and click “Match Landlord”.

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Landlord Portal

Log In

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**Landlord OR Other PHA**

Tax ID  \*

Please enter in the format of XXX-XX-XXXX or XX-XXXXXXX

\*

Please confirm using the same format

Only Housing Choice Voucher (Section 8) landlords already registered with the Housing Agency will be able to register as full users. Others will only have Guest rights.

- d. If you have an existing owner/landlord record in our system, you will be taken to the “Add User” page. Create a user name for your portal account, create and confirm a portal account password and enter your email address. You may also enter your phone number if it is incorrect or if we do not currently have one listed for you.

When you are finished, click “Create Account”.

**Add User**

User Name  \*

Password  \*

Confirm Password  \*

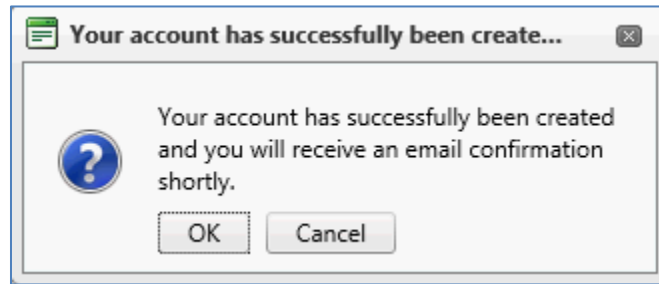
Email  \*

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

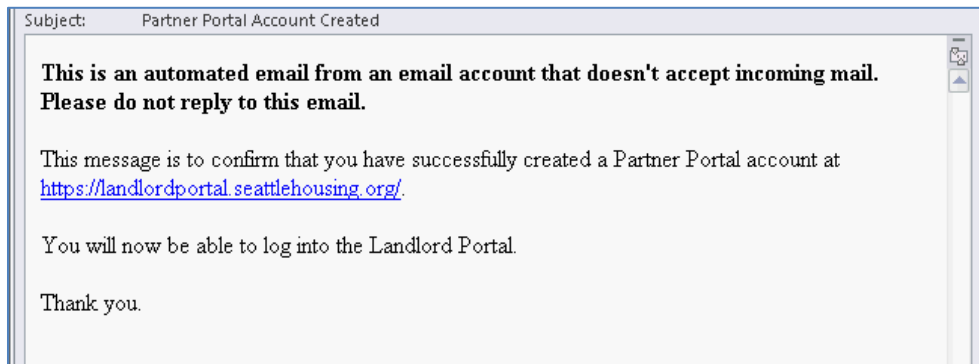
**Other PHA**

Business Name JOE SMITH  
 File Name As SMITH, JOE  
 Contact First Name JOE  
 Contact Middle Name  
 Contact Last Name SMITH  
 Street 123 MAIN ST  
 Suite  
 City SEATTLE  
 State WA  
 ZIP 98118  
 Phone  \*  
 Tax ID 123456789

e. You will then receive a pop-up message that looks like this:



The following confirmation will be sent to your email address:



f. You may now log into the Landlord Portal using your newly-created portal user name and password. You will be asked to confirm your email address the first time you log in to the Landlord Portal only.

## Step 2

### 2. View your Families

- a. Once you login with the account you've created, you are presented with a list of your housed families:

Seattle HOUSING AUTHORITY

Landlord Portal

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[Change Password](#) [Change Email](#) [Log Out](#)

HCV Landlord


- [My Families](#)
- [My Units](#)
- [My Payments](#)
- [Direct Deposit Statements](#)
- [My 1099s](#)
- [My Profile](#)
- [Holds & Abatements](#)
- [Communications](#)
  - Announcements
  - Forms

### My Families

Families							
	Last Name	First Name	Street	Suite	HAP Amount	Next Re-exam Date	Move-In Date
	Zahut	Pete	555 MAIN ST	101	\$632.00	04/01/15	03/02/95
	Nasium	Jim	1212 PINE ST	105	\$568.00	09/01/15	08/24/00

K < 1 > Page size: 10 2 items in 1 pages

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- b. You may click on the magnifying glass  icon to see more detail about the family, including members, etc.

# Step 3

## 3. View Your Units

- a. Click on the 'My Units' link in the left hand margin menu to view a list of your units:

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Landlord Portal

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[Change Password](#) [Change Email](#) [Log Out](#)

HCV Landlord

- My Families
- My Units**
- My Payments
- Direct Deposit Statements
- My 1099s
- My Profile
- Holdings & Abatements
- Communications
  - Announcements
  - Forms

## Units

RFTA Units

HCV Units

Unit

	Street	Suite#	City	State	Zip	Currently Housing Family	Next Inspection
🔍	1212 PINE ST	105	SEATTLE	WA	98126	Yes	
🔍	555 MAIN ST	101	SEATTLE	WA	98109	Yes	

K < 1 > Page size: 10 2 items in 1 pages

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- b. You may click on the magnifying glass icon to see more detail about the unit, including past and upcoming inspections.

**HCV Landlord**

- [My Families](#)
- [My Units](#)
- [My Payments](#)
- [Direct Deposit Statements](#)
- [My 1099s](#)
- [My Profile](#)
- [Holds & Abatements](#)
- [Communications](#)
- [- Announcements](#)
- [- Forms](#)

## HCV Unit

Unit	Most Recent Inspection	Family
Street 1212 PINE ST	Date 09/15/14	Last Name Nasium
Suite 105	Type Annual	First Name Jim
City SEATTLE	Result Pass	HAP \$568.00
State WA	Inspector Name Ian Spector	
ZIP 98126	Notes	
Bedrooms 1		
Abated No		
Abated Date		
Sleeping Rooms		
Full Bathrooms		
Half Bathrooms		
Contract Rent \$725.00		

**Upcoming Inspections**

Date	Type	Inspector
No records to display.		
K < 1 > K Page size: 10		0 items in 1 pages

**Past 24 Months of Inspections**

	Date	Type	Inspector	Result	Note
🔍	09/15/14	Annual	Ian Spector	Pass	9/15/14...
🔍	09/03/13	Annual	Ian Spector	Pass w/Comment	9/3/13 ...
K < 1 > K Page size: 10					2 items in 1 pages

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- c. You'll notice at the top of this grid, and every grid in the Landlord Portal, you have the ability to export the grid results. Most grids allow downloads to PDF, Excel, Word or CSV, but the financial information under My Payments can only be downloaded to Excel or CSV.



## Step 4

### 4. View your payments

- Click the 'My Payments' link in the left hand margin menu to search for and view a listing of your payments by date, check number, unit address, etc:

HCV Landlord

- [My Families](#)
- [My Units](#)
- [My Payments](#)
- [Direct Deposit Statements](#)
- [My 1099s](#)
- [My Profile](#)
- [Holds & Abatements](#)
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- [- Forms](#)

## My Payments

Checks

Check/DD #:   Unit:

Check Date:  to

Payment Group  Unit Relation

Check/DD #	Unit	Resident	Amount	Description	Payment Group	Check Date	Owner/Payee
▶ Check/DD #: 12345 ; Check Date: 12/01/14; Total Amount: \$1,200.00							
▶ Check/DD #: 54321 ; Check Date: 11/01/14; Total Amount: \$1,200.00							
▶ Check/DD #: 98765 ; Check Date: 10/01/14; Total Amount: \$1,200.00							

- Also, if you click the '>' (arrow) to the left of each check, you can drill down to the detailed line items that make up the total.

HCV Landlord

- [My Families](#)
- [My Units](#)
- [My Payments](#)
- [Direct Deposit Statements](#)
- [My 1099s](#)
- [My Profile](#)
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- [- Forms](#)

## My Payments

Checks

Check/DD #:   Unit:

Check Date:  to

Payment Group  Unit Relation

Check/DD #	Unit	Resident	Amount	Description	Payment Group	Check Date	Owner/Payee
▶ Check/DD #: 12345 ; Check Date: 12/01/14; Total Amount: \$1,200.00							
12345	555 MAIN ST, 101	PETE ZAHUT	\$568.00	12/2014 HAP for PETE ZAHUT	Default Payment Group	12/01/14	Both
12345	1212 PINE ST, 105	JIM NASIUM	\$632.00	12/2014 HAP for JIM NASIUM	Default Payment Group	12/01/14	Both
▶ Check/DD #: 54321 ; Check Date: 11/01/14; Total Amount: \$1,200.00							
▶ Check/DD #: 98765 ; Check Date: 10/01/14; Total Amount: \$1,200.00							

# Step 5

## 5. View Holds and Abatements

- a. You may click the 'Holds and Abatements' link in the left hand margin menu to view payment holds and abatements by unit, type or status:

The screenshot shows the 'Payment Holds & Abatements' page. On the left is a navigation menu with items like 'My Families', 'My Units', 'My Payments', 'Direct Deposit Statements', 'My 1099s', 'My Profile', 'Holds & Abatements', 'Communications', '- Announcements', and '- Forms'. The main content area has a title 'Payment Holds & Abatements' and a subtitle 'Past 24 Months of Payment Holds & Abatements'. Below the subtitle are filters for 'Unit' (All), 'Type' (All), and 'Status' (All). There are icons for PDF, Excel, Word, and CSV. A table follows with columns: Resident, Unit, Start Date, End Date, Status, Type, Reason, and End Reason. The table contains four rows of data.

Resident	Unit	Start Date	End Date	Status	Type	Reason	End Reason
JIM NASIUM	1212 PINE ST 105	08/31/14	09/11/14	Closed	Hold/Exclusion	Pending MWCA	Family Moved
DOLLY LLAMA	2020 VISION ST	08/25/14	08/28/14	Closed	Hold/Exclusion	Generic Reason	Other
PETE ZAHUT	555 MAIN ST 101	06/04/14	06/13/14	Closed	Hold/Exclusion	Pending Signed Contract	Lease/Contract Received
ART DEALER	2530 LILAC BLVD	05/02/14	05/12/14	Closed	Hold/Exclusion	Pending Signed Contract	Lease/Contract Received

- b. You'll notice at the top of this grid, and every grid in the Landlord Portal, you have the ability to export the grid results to PDF, Excel, Word or CSV:

This screenshot is identical to the one above, but with a red circle highlighting the export icons (PDF, Excel, Word, CSV) located above the table header.

## Step 6

### 6. Communication

- a. There are two types of communication available for the landlord
  - i. Announcements
  - ii. Forms
- b. Here is a view of the screen where forms published by SHA may be available for download:

The screenshot displays the Seattle Housing Authority Landlord Portal. At the top left is the Seattle Housing Authority logo. To its right is a row of eight small images: a house, a person in a hat, a building, two women, a house, a woman, and another building. Below the logo is the text 'Landlord Portal' and three buttons: 'Change Password', 'Change Email', and 'Log Out'. To the right of these buttons is the text 'Need some help? [Email our staff](#) | Return to [seattlehousing.org](#)'. On the left side of the page is a navigation menu with the following items: 'HCV Landlord', 'My Families', 'My Units', 'My Payments', 'Direct Deposit Statements', 'My 1099s', 'My Profile', 'Holds & Abatements', 'Communications', '- Announcements', and '- Forms'. The main content area is titled 'Forms' and contains a table with the following structure:

Forms	
Description	Download Form
Owner update form	

Below the table is a pagination bar with the text 'K < 1 > X Page size: 10' and '1 items in 1 pages'.

- c. Announcements are available if SHA has published any for viewing by the landlord.