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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.
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”.

![Create Account Page](image)

![Add User Page](image)

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 Form](image)
e. You will then receive a pop-up message that looks like this:

![Image of pop-up message]

The following confirmation will be sent to your email address:

![Image of email confirmation]

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:

   ![Image of My Families screen](image)
   
   b. You may click on the magnifying glass icon to see more detail about the family, including members, etc.
3. View Your Units
   a. Click on the ‘My Units’ link in the left hand margin menu to view a list of your units:
b. You may click on the magnifying glass icon to see more detail about the unit, including past and upcoming inspections.

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
   a. 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:

   ![My Payments Table]

   b. 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.

   ![My Payments Table with Details]
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:

<table>
<thead>
<tr>
<th>Resident</th>
<th>Unit</th>
<th>Start Date</th>
<th>End Date</th>
<th>Status</th>
<th>Type</th>
<th>Reason</th>
<th>End Reason</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jim Nashim</td>
<td>121 2 Pine St 106</td>
<td>08/31/14</td>
<td>09/11/14</td>
<td>Closed</td>
<td>Hold/Exclusion</td>
<td>Pending MWCA</td>
<td>Family Moved</td>
</tr>
<tr>
<td>Dolly Lama</td>
<td>2028 Vision St</td>
<td>08/25/14</td>
<td>08/28/14</td>
<td>Closed</td>
<td>Hold/Exclusion</td>
<td>Generic Reason</td>
<td>Other</td>
</tr>
<tr>
<td>Pete Zaho</td>
<td>555 Main St 101</td>
<td>08/04/14</td>
<td>08/13/14</td>
<td>Closed</td>
<td>Hold/Exclusion</td>
<td>Pending Signed Contract</td>
<td>Lease/Contract Received</td>
</tr>
<tr>
<td>Art Dealer</td>
<td>2530 Lilac Blvd</td>
<td>05/02/14</td>
<td>05/12/14</td>
<td>Closed</td>
<td>Hold/Exclusion</td>
<td>Pending Signed Contract</td>
<td>Lease/Contract Received</td>
</tr>
</tbody>
</table>

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:
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:

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