

Partner Portal

Frequently Asked Questions

Partner Portal is an online tool that allows MSHDA Housing Choice Voucher (HCV) Program landlords to review information about their payments and tenants at their convenience, without having to call or visit your local Housing Agent office or MSHDA.

All landlords who are participating in the MSHDA HCV Program can create an account.

DOCUMENT CONTENTS

1. Partner Portal Website
2. Create Your Account
3. Logging In
4. Forgot Your Password
5. Change Your Password
6. I Know My Password, But I Cannot Log-In
7. Landlords With Multiple Tax ID Numbers
8. Icon/Symbol Chart
9. View Your Profile
10. View Your Payment Information
11. Export Payment Detail
12. Payment Groups
13. View Your Families
14. View Your Units
15. Payment Holds and Abatements
16. View Announcements
17. Download Forms
18. Who Can Assist Me With Further Questions?

Partner Portal Frequently Asked Questions

PARTNER PORTAL WEBSITE

The login page for Partner Portal is located on the following URL:

<https://partner.mshda.cgi-bps.com>

- OR -



Go to www.michigan.gov/mshda and select the button.

**Click Here For
Partner Portal**

➤ On the Landlord page, select the button.

The login page is shown below:

A screenshot of the MSHDA Partner Portal login page. The page header includes the MSHDA logo, the text "Michigan State Housing Development Authority", and the "Partner Portal" title. There is a "Log In" link in the top left and a "Need Help?" link in the top right. The main content area has a "LOG IN" section with a "Log In" label, a "User Name:" field, a "Password:" field, and a "Log In" button. Below this are links for "Create an Account" and "Forgot your password?". A "TERMS OF SERVICE" section follows, containing a paragraph of text and a checkbox labeled "I agree to the Terms Of Service". The footer of the page reads "Copyright © 2001-2011 State of Michigan".

Partner Portal

Frequently Asked Questions

CREATE YOUR ACCOUNT

Press the “*Create an Account*” link on the login page. You will be linked to the new account page. *All the textboxes followed by asterisks are required fields*

- Enter your tax-id number. (FEIN/SSN)

Landlord OR Other PHA

Tax ID *

Please enter in the format of xxx-xx-xxxx or xx-xxxxxxx

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.

Match Landlord
Cancel

Add User section

- Create your username. Your username is case-sensitive. You cannot generate one already in use.
- Your e-mail address cannot already be in use.
- Create your password. Passwords require a minimum of eight characters, a combination of letters and numbers, and are case sensitive.

HCV Landlord section

- Confirm your contact information listed in this section. Update telephone number is necessary.

Add User

User Name *

Password *

Confirm Password *

Email *

HCV Landlord

Business Name

File Name As

Contact First Name

Contact Middle Name

Contact Last Name

Street

Suite

City

State

ZIP

Phone *

Tax ID

Create Account
Cancel

Partner Portal Frequently Asked Questions

LOGGING IN

- Enter your username in the textbox.
- Enter your password in the textbox.

LOG IN

Log In

User Name:

Password:

Remember: Your password is case-sensitive.

- Read the Terms of Service.
- Mark the checkbox to agree to the Terms of Service.

TERMS OF SERVICE

Partner Portal is intended as a way for you to receive and provide information related to the Housing Choice Voucher Program administered by the Michigan State Housing Development Authority (MSHDA). Information submitted to MSHDA through this website will be considered the same as written information by MSHDA. You are solely responsible for the accuracy and timing of information you submit through this website.

All information contained in this website is provided for the exclusive use of partners and invited guests of MSHDA and is to be used as an aid for conducting business. MSHDA reserves the right to deny or cancel accounts, monitor, log, or record any activity using these resources. Unauthorized access or misuse of the information contained on the Partner Portal will result in disciplinary action leading to termination of access and/or prosecution under Federal, State, or Local law.

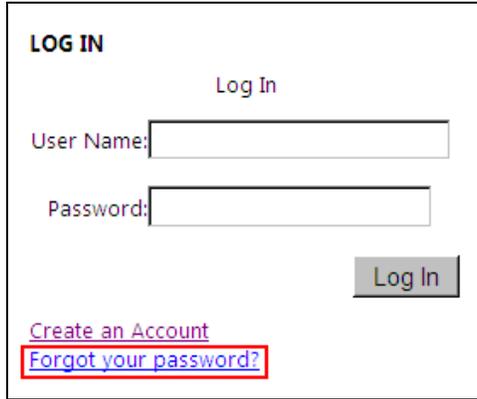
Use of this website acknowledges that the user accepts the above conditions.

I agree to the Terms Of Service

Partner Portal Frequently Asked Questions

FORGOT YOUR PASSWORD

If you don't remember your password, press the "Forgot your Password?" link on the login page.



LOG IN

Log In

User Name:

Password:

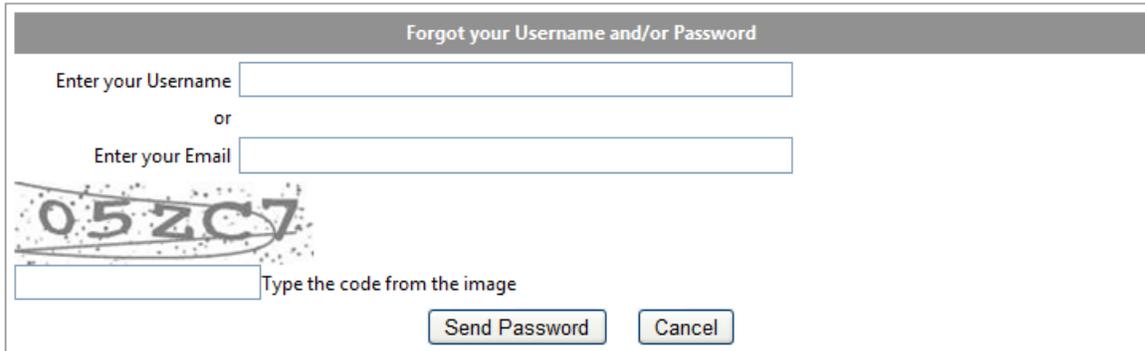
Log In

[Create an Account](#)

[Forgot your password?](#)

You will be linked to the "Forgot you Username and/or Password" page, as shown below:

Forgot your Username and/or Password



Forgot your Username and/or Password

Enter your Username

or

Enter your Email

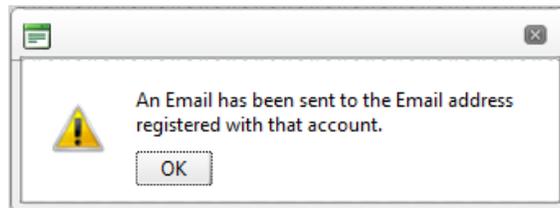


Type the code from the image

Send Password Cancel

Enter your username or e-mail address and enter the letters/numbers from the Captcha image into the textbox below the image.

After your username or e-mail address is validated, a new password will be sent your e-mail address.



You will receive a system generated password in the e-mail message as shown below:

Your UserName is: Sample Landlord
Your NEW Password is: \$B;o*bJuAXi.ij

Copy the password and paste it into the "Password" textbox of the login page. Do not include leading or trailing blank spaces when copying the generated password.

Partner Portal

Frequently Asked Questions

CHANGE YOUR PASSWORD

To change your password after logging in, press the “Change Password” link in the top-left corner of the screen below the MSHDA logo.



If you are changing your password after previously forgetting it, paste the system generated password into the “Current Password” textbox. Enter your new password into the “New Password” and “Confirm New Password” textboxes.

Enter your current password once and your new password twice to confirm.

Click on the “Change Password” button to submit your request.

Passwords require a minimum of eight characters, a combination of letters and numbers, and are case sensitive.

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.



Partner Portal

Frequently Asked Questions

I KNOW MY PASSWORD, BUT I CANNOT LOG IN

Your user account has most likely been locked out as a result of too many unsuccessful log-in attempts.

Remember your password is case sensitive so if you type the incorrect password or your CAPS lock is on it can create a failed log-in attempt.

Please email hcvpayment@michigan.gov including your name, username, and tax-id number to have your account unlocked.



Partner Portal

Frequently Asked Questions

LANDLORDS WITH MULTIPLE TAX ID NUMBERS

Partner Portal maintains landlord records based on Tax ID number (SSN or FEIN). In some cases an account holder will need to have access to multiple accounts with different Tax ID numbers. You have the option to create an account for each Tax ID number or you can contact MSHDA at hcvpayment@michigan.gov to set up one username and password to view all account.

Partner Portal

Frequently Asked Questions

ICON/SYMBOL CHART

These are common icons and symbols you will see in the Partner Portal.

	Show details in new page
	Edit record details or create new record
	Create New
	Expand details on the same page
	Collapse details
	Download file
	Convert to Adobe PDF
	Convert to Microsoft Office Excel
	Convert to Microsoft Office Word
	Convert to comma separated values format

Partner Portal

Frequently Asked Questions

VIEW YOUR PROFILE

As a HCV Landlord, to view your profile, press the "My Profile" link in the left pane of your account screen.

HCV Landlord

- [My Families](#)
- [My Units](#)
- [My Payments](#)
- [My Profile](#) 
- [Holds & Abatements](#)
- [Communications](#)
- [- Announcements](#)
- [- Forms](#)

Your profile information will appear, as shown below:



The screenshot shows the MSHDA Partner Portal interface. At the top, there is a header with the MSHDA logo and the text "Partner Portal". On the right side of the header, there is a link to "MICHIGAN.GOV Michigan's Official Website". Below the header, there is a navigation bar with "Change Password | Log Out" on the left and "Need Help?" on the right. The main content area is divided into two sections: "HCV Landlord" on the left and "Landlord" on the right. The "HCV Landlord" section contains a list of links: "My Families", "My Units", "My Payments", "My Profile", "Holds & Abatements", "Communications", "- Announcements", and "- Forms". The "Landlord" section contains a form with the following fields: "User Name", "Name", "Street", "Suite", "City", "State", "ZIP", "Phone", "Extension", and "E-mail". There is an "OK" button at the bottom of the form. At the bottom of the page, there is a copyright notice: "Copyright © 2001-2011 State of Michigan".

Changes to your contact information cannot be made online; however, all other changes including ownership, tax-id number, and banking information must all be updated by submitting a MSHDA-220 Payee Authorization form to your local Housing Agent.

Partner Portal

Frequently Asked Questions

VIEW YOUR PAYMENT INFORMATION

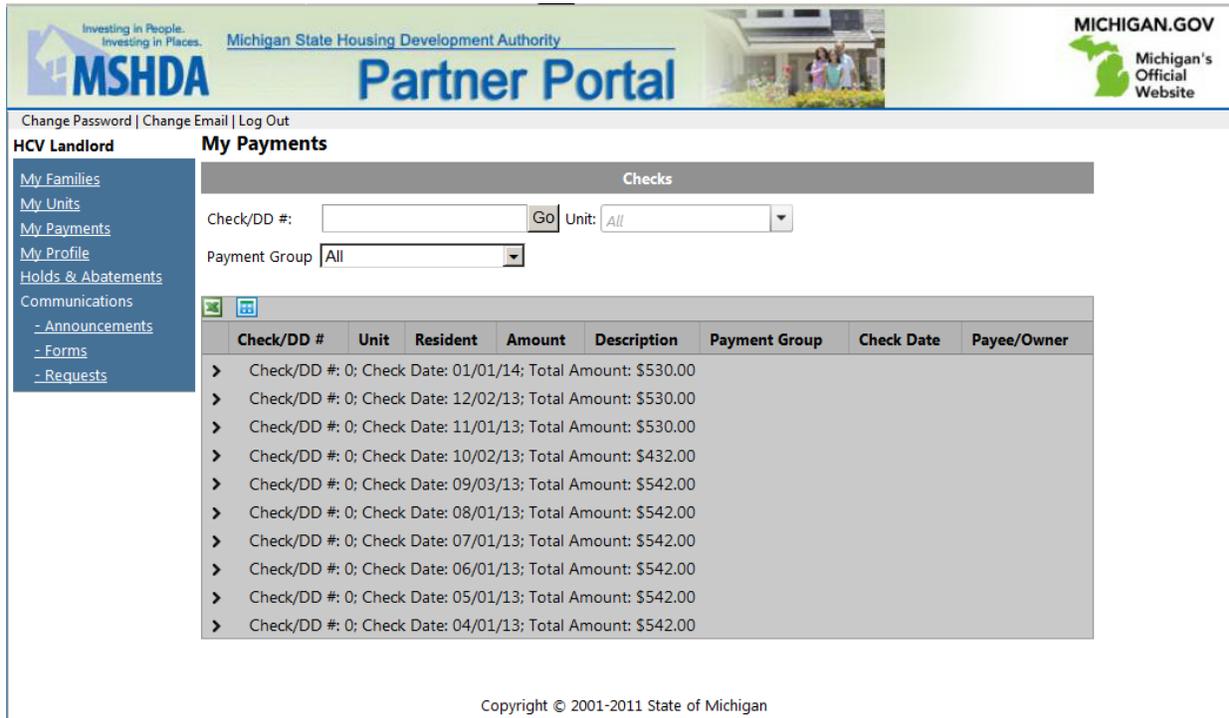
As a HCV landlord, to view your payment information, press the “My Payments” link in the left pane of your account screen.

HCV Landlord

- [My Families](#)
- [My Units](#)
- [My Payments](#) 
- [My Profile](#)
- [Holds & Abatements](#)
- [Communications](#)
- [Announcements](#)
- [Forms](#)

As a Managing Agent, to view your payment information for one of your landlord entities, navigate to your “Landlords” page.

You will be linked to your payment information page.



Change Password | Change Email | Log Out

HCV Landlord **My Payments**

Check/DD #: Go Unit:

Payment Group

Check/DD #	Unit	Resident	Amount	Description	Payment Group	Check Date	Payee/Owner
>	Check/DD #: 0; Check Date: 01/01/14; Total Amount: \$530.00						
>	Check/DD #: 0; Check Date: 12/02/13; Total Amount: \$530.00						
>	Check/DD #: 0; Check Date: 11/01/13; Total Amount: \$530.00						
>	Check/DD #: 0; Check Date: 10/02/13; Total Amount: \$432.00						
>	Check/DD #: 0; Check Date: 09/03/13; Total Amount: \$542.00						
>	Check/DD #: 0; Check Date: 08/01/13; Total Amount: \$542.00						
>	Check/DD #: 0; Check Date: 07/01/13; Total Amount: \$542.00						
>	Check/DD #: 0; Check Date: 06/01/13; Total Amount: \$542.00						
>	Check/DD #: 0; Check Date: 05/01/13; Total Amount: \$542.00						
>	Check/DD #: 0; Check Date: 04/01/13; Total Amount: \$542.00						

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Each row in the *Checks* table shows the Direct Deposit number, payment (check) date, and total amount of the payment. Press the black arrow to expand the row and show the individual amounts of the selected payment, as circled below:

Check/DD #	Unit	Resident	Amount	Description	Payment Group	Check Date	Payee/Owner
>	Check/DD #: 0; Check Date: 01/01/14; Total Amount: \$530.00						
>	Check/DD #: 0; Check Date: 12/02/13; Total Amount: \$530.00						
>	Check/DD #: 0; Check Date: 11/01/13; Total Amount: \$530.00						
>	Check/DD #: 0; Check Date: 10/02/13; Total Amount: \$432.00						

Partner Portal

Frequently Asked Questions

EXPORT PAYMENT DETAIL

The payment detail found within the My Payments page can be exported and saved on your computer. To export the payment details select one of the two export formats and save to your computer.

HCV Landlord **My Payments**

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

Checks

Check/DD #: **Go** Unit:

Payment Group

Check/DD #	Unit	Resident	Amount	Description	Payment Group	Check Date	Payee/Owner
<ul style="list-style-type: none"> > Check/DD #: 0; Check Date: 01/01/14; Total Amount: \$530.00 > Check/DD #: 0; Check Date: 12/02/13; Total Amount: \$530.00 							



Microsoft Excel – Note: When exporting to Excel, some rows with details may be hidden.



CSV File – Note: Typically opens in Microsoft Excel with no hidden rows or columns. **(Preferred)**

Partner Portal

Frequently Asked Questions

PAYMENT GROUPS

The Partner Portal separates landlord data by tax-id number (FEIN/SSN). In some cases, there are multiple landlords using the same tax-id number. This could occur when the property is owned by an investment account, MSHDA, trust, or property management company. In addition, some landlords choose to use a separate bank account for each of their units. To increase the ability to sort and filter the payment information for the landlords with these accounts, MSHDA has created payment groups. To filter payments to just one of your payment groups, use the drop down menu on the “My Payments” page.

HCV Landlord

- [My Families](#)
- [My Units](#)
- [My Payments](#)
- [My Profile](#)
- [Holds & Abatements](#)
- [Communications](#)
- [- Announcements](#)
- [- Forms](#)
- [- Requests](#)

My Payments

Checks

Check/DD #: Unit:

Payment Group: 

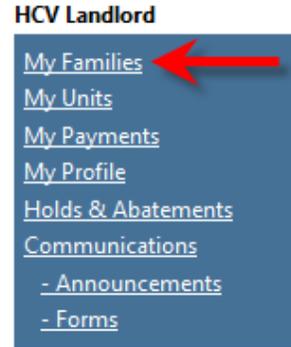
Check/DD #	Unit	Resident	Amount	Description	Payment Group	Check Date	Payee/Owner
> Check/DD #: 0; Check Date: 01/01/14; Total Amount: \$530.00							

Partner Portal

Frequently Asked Questions

VIEW YOUR FAMILIES

As a HCV Landlord, to view your families, press the “My Families” link in the left pane of your account screen.



To view the family information for one of your tenants, select the magnifying glass to the left of the tenant’s name in the *My Families* table, as circled below (intentionally left blank in the example):

My Families

Families								
	Last Name	First Name	Street	Suite	HAP Amount	Re-exam Date	Move-In Date	Lease End Date
								
								
								
								
								
								
								
								
								
								

K < 1 2 3 4 5 6 7 8 9 > Page size: 10 88 items in 9 pages

Partner Portal

Frequently Asked Questions

VIEW YOUR FAMILIES (CONTINUED)

You will be taken to a page that shows the member and unit information for the selected tenant, as shown below (intentionally left blank in the example):

Family

Family	Unit Address	Unit Characteristics
Last Name	Street	Bedrooms
First Name	Suite	Sleeping Rooms
HAP	City	Full Bathrooms
Re-exam Date	State	Half Bathrooms
Move-in Date	ZIP	

Tenant Advisor
Name
Email
Phone

Family			
Last Name	First Name	Age	Relation

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

Partner Portal

Frequently Asked Questions

VIEW YOUR UNITS

As a HCV landlord, to view your units, press the “My Units” link in the left pane of your account screen.

As a Managing Agent, the “Units” link is disabled until one of the landlord entities is selected from the table on the “Landlords” page.

HCV Landlord



The HCV Units table includes a “Currently Housing Family” column that indicates if the unit currently houses a MSHDA HCV participant family. The row says “Yes” if the unit is occupied and is blank if the unit is vacant. Example of page shown below (intentionally left blank in the example):

Units

HCV Units						
Unit	All					
Street	Suite	City	State	Zip	Currently Housing Family	

K < 1 2 3 4 5 6 7 8 9 10 ... > Page size: 10 188 items in 19 pages

Partner Portal

Frequently Asked Questions

VIEW YOUR UNITS (CONTINUED)

To view additional information for one of your units, select the magnifying glass to the left of the unit's address in the HCV Units table, as shown below (intentionally left blank in the example):

Units

HCV Units							
Unit	All						
		Street	Suite	City	State	Zip	Currently Housing Family

You will be taken to a page that shows the family and inspection information for the selected unit, as shown below:



Investing in People.
Investing in Places.

Michigan State Housing Development Authority

Partner Portal



MICHIGAN.GOV
Michigan's Official Website

Change Password | Log Out
[Need Help?](#)

HCV Landlord

- [My Families](#)
- [My Units](#)
- [My Payments](#)
- [My Profile](#)
- [Holds & Abatements](#)
- [Communications](#)
- [- Announcements](#)
- [- Forms](#)

HCV Unit

Unit	Most Recent Inspection	Family
Street	Date	Last Name
Suite	Type	First Name
City	Result	HAP
State	Inspector Name	
ZIP	Notes	
Bedrooms		
Abated		
Abated Date		
Sleeping Rooms		
Full Bathrooms		
Half Bathrooms		
Contract Rent		

Upcoming Inspections

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

Past Inspections

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

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Partner Portal

Frequently Asked Questions

PAYMENT HOLDS AND ABATEMENTS

There are many reasons a payment hold may be placed on your account, but the most common are:

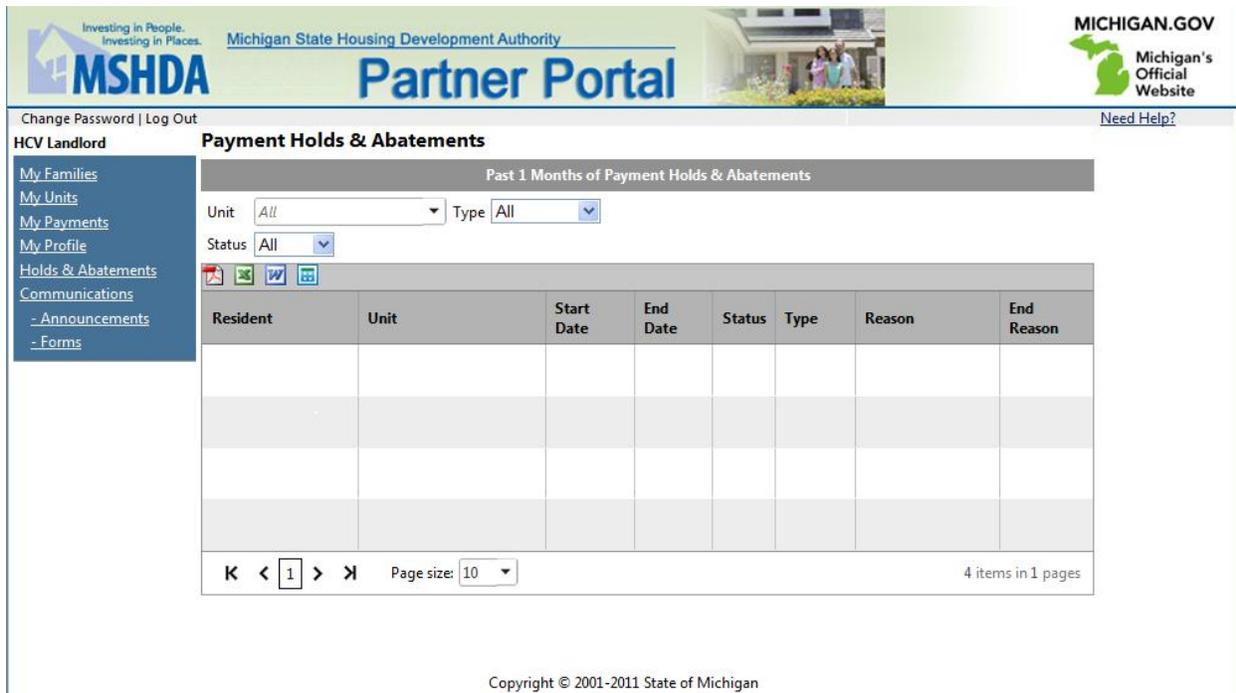
- Your tenant is moving out; or
- MSHDA requires information from your office to allow for payment.

An abatement will be placed on your unit if the unit fails two inspections. You will be notified each time the unit fails and what needs to be fixed to allow for payments to be re-instated. If the repairs are not made in the timeframe provided, the tenant will be allowed to move and payments will not be re-instated.

As a HCV landlord, to view your units, press the “Holds & Abatements” link in the left pane of your account screen.

HCV Landlord

- [My Families](#)
- [My Units](#)
- [My Payments](#)
- [My Profile](#)
- [Holds & Abatements](#) 
- [Communications](#)
- [Announcements](#)
- [Forms](#)



Change Password | Log Out Need Help?

HCV Landlord **Payment Holds & Abatements**

Past 1 Months of Payment Holds & Abatements

Unit: Type:

Status:



Resident	Unit	Start Date	End Date	Status	Type	Reason	End Reason

K < 1 > K Page size: 10 4 items in 1 pages

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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.

Partner Portal

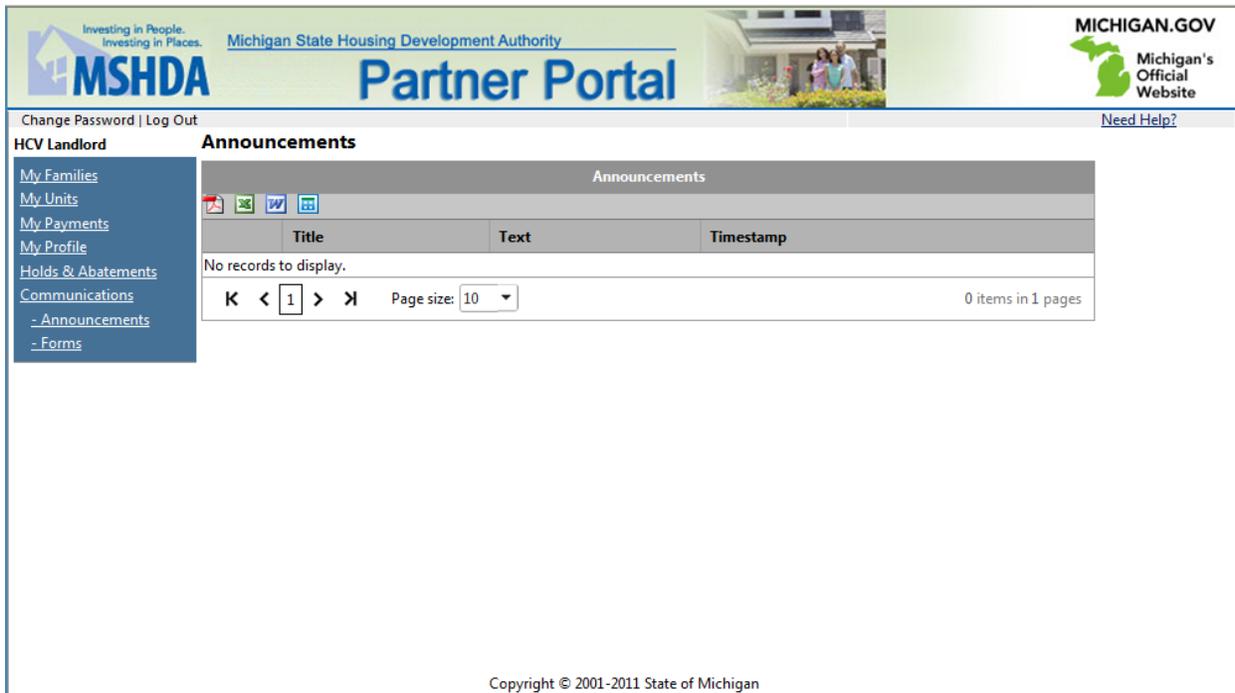
Frequently Asked Questions

VIEW ANNOUNCEMENTS

As a HCV Landlord, to view communications, press the "Announcements" link in the left pane of your account screen.

HCV Landlord

- [My Families](#)
- [My Units](#)
- [My Payments](#)
- [My Profile](#)
- [Holds & Abatements](#)
- [Communications](#)
- [Announcements](#) 
- [Forms](#)



The screenshot shows the MSHDA Partner Portal interface for an HCV Landlord. At the top, there is a navigation bar with the MSHDA logo, the text "Investing in People. Investing in Places. Michigan State Housing Development Authority", and the "Partner Portal" title. On the right, there is a "MICHIGAN.GOV Michigan's Official Website" logo. Below the navigation bar, there are links for "Change Password | Log Out" and "Need Help?".

The main content area is titled "HCV Landlord" and "Announcements". On the left, there is a sidebar menu with the following items: "My Families", "My Units", "My Payments", "My Profile", "Holds & Abatements", "Communications", "- Announcements", and "- Forms".

The "Announcements" section features a table with the following structure:

Announcements			
Title	Text	Timestamp	
No records to display.			
		Page size: 10	0 items in 1 pages

At the bottom of the page, there is a copyright notice: "Copyright © 2001-2011 State of Michigan".

Partner Portal

Frequently Asked Questions

DOWNLOAD FORMS

As a HCV Landlord, to download available forms, press the “Forms” link in the left pane of your account screen, as shown below:

HCV Landlord

- [My Families](#)
- [My Units](#)
- [My Payments](#)
- [My Profile](#)
- [Holds & Abatements](#)
- [Communications](#)
- [- Announcements](#)
- [- Forms](#)

You will be linked to the forms page, as shown below:

Forms

Forms	
Description	Download Form
<input type="text"/>	
<p>K < 1 > » Page size: 10 1 items in 1 pages</p>	

To download a form, press the icon under the “Download Form” column in the row of the selected form, as circled below:

Forms

Forms	
Description	Download Form
<input type="text"/>	
<p>K < 1 > » Page size: 10 1 items in 1 pages</p>	

A File Download box will appear asking you to open or save the file.



Partner Portal Frequently Asked Questions

WHO CAN ASSIST ME WITH FURTHER QUESTIONS?

For ***Partner Portal*** technical support, please email your questions to HCVPayment@michigan.gov .

For HCV Program support, please call your local Housing Agent.