

# *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.

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# Partner Portal Frequently Asked Questions

## PARTNER PORTAL WEBSITE

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

<https://mshda.partnerinhousing.com/View/Security/Login.aspx>

- OR -

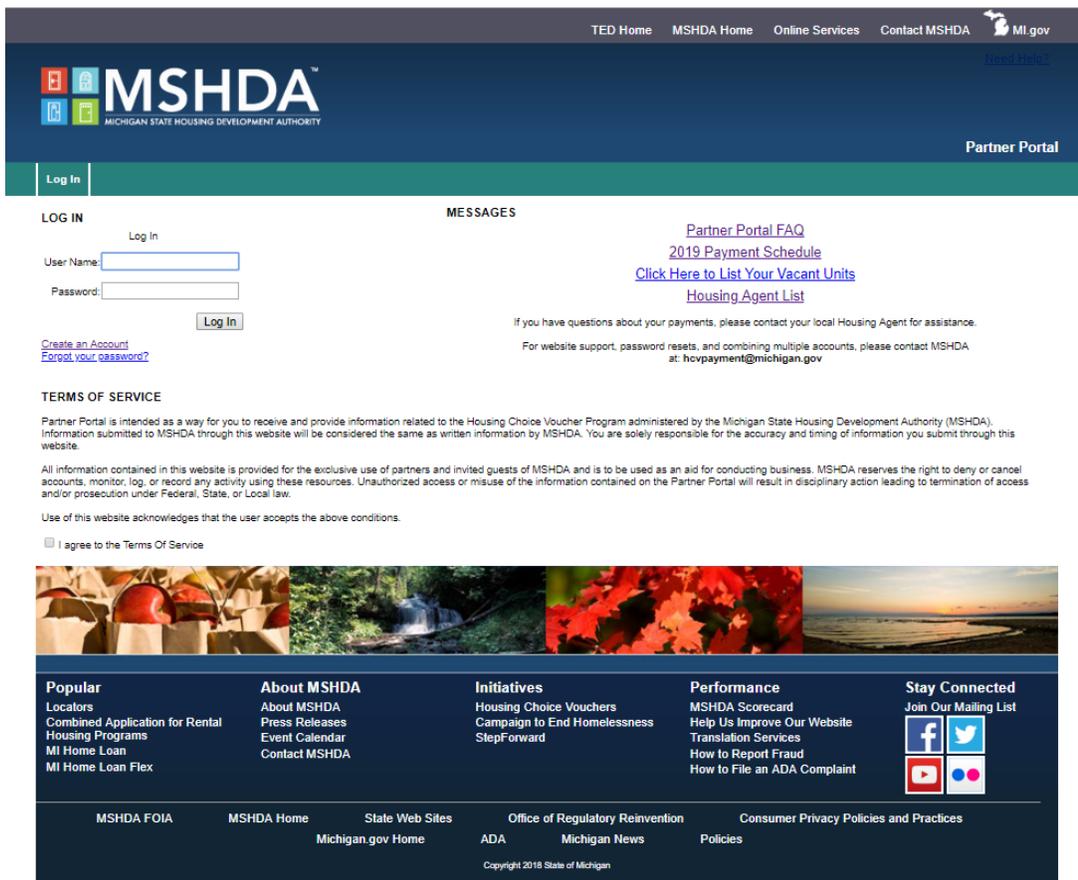


Go to [www.michigan.gov/mshda](http://www.michigan.gov/mshda) and select the button.

**Click Here For  
Partner Portal**

➤ On the Landlord page, select the button.

The login page is shown below:



The screenshot shows the MSHDA Partner Portal login page. At the top, there is a navigation bar with links for 'TED Home', 'MSHDA Home', 'Online Services', 'Contact MSHDA', and 'MI.gov'. The MSHDA logo is prominently displayed on the left, and 'Partner Portal' is indicated on the right. Below the navigation bar, there is a 'Log In' button. The main content area includes a 'LOG IN' section with fields for 'User Name' and 'Password', and a 'Log In' button. To the right of the login fields, there are links for 'Partner Portal FAQ', '2019 Payment Schedule', 'Click Here to List Your Vacant Units', and 'Housing Agent List'. Below the login section, there is a 'TERMS OF SERVICE' section with a checkbox for 'I agree to the Terms Of Service'. At the bottom of the page, there is a footer with various links and social media icons.

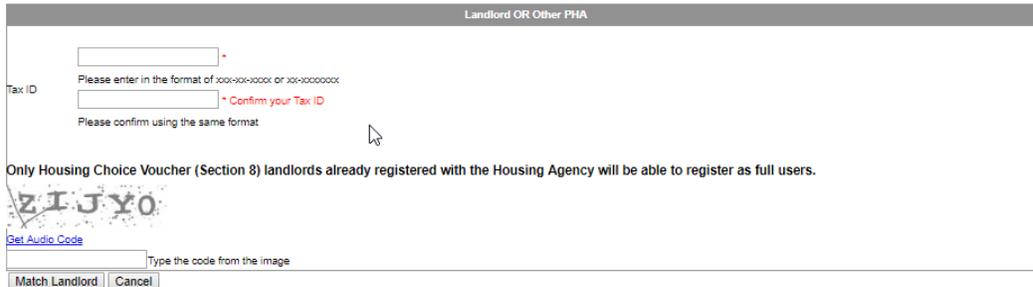
# Partner Portal

## 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) and fill in the Captcha box



Landlord OR Other PHA

Tax ID  \*  
Please enter in the format of xxx-xx-xxxx or xxx-xxxxxx

\* Confirm your Tax ID  
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.

**ZIJYO**

[Get Audio Code](#)

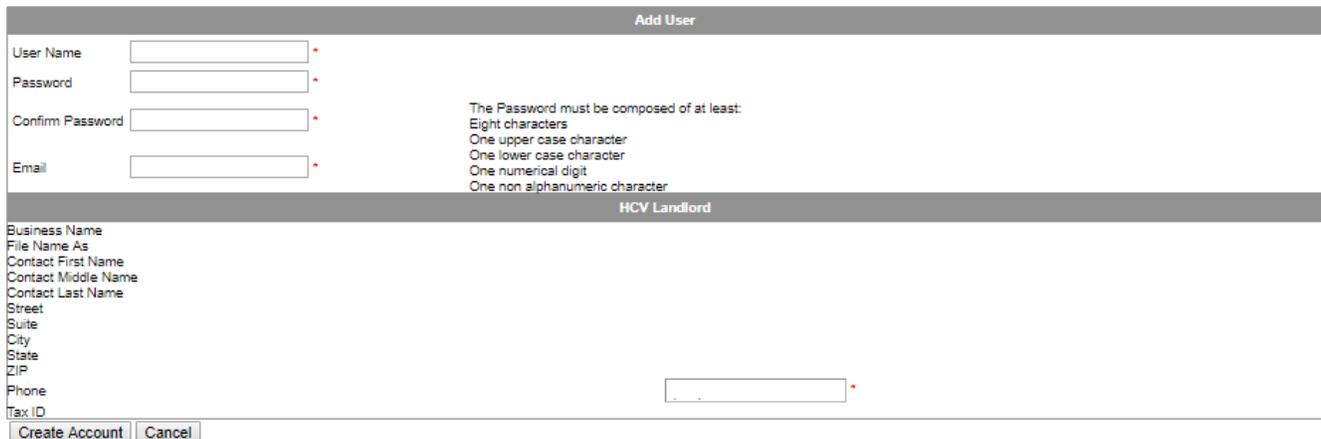
Type the code from the image

### 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  \*

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

HCV Landlord

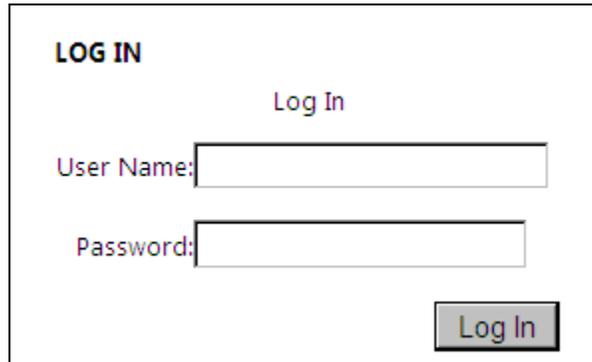
Business Name  
File Name As  
Contact First Name  
Contact Middle Name  
Contact Last Name  
Street  
Suite  
City  
State  
ZIP  
Phone  \*  
Tax ID

# Partner Portal

## Frequently Asked Questions

### LOGGING IN

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



The screenshot shows a login form titled "LOG IN". At the top center, there is a link labeled "Log In". Below this, there are two input fields: "User Name:" followed by a text box, and "Password:" followed by a text box. At the bottom right of the form, there is a button labeled "Log In".

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.

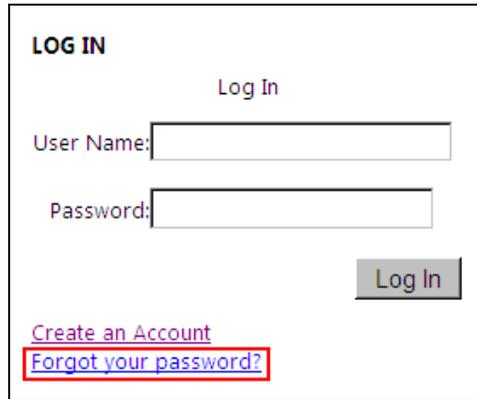
I agree to the Terms Of Service

# Partner Portal

## Frequently Asked Questions

### FORGOT YOUR PASSWORD

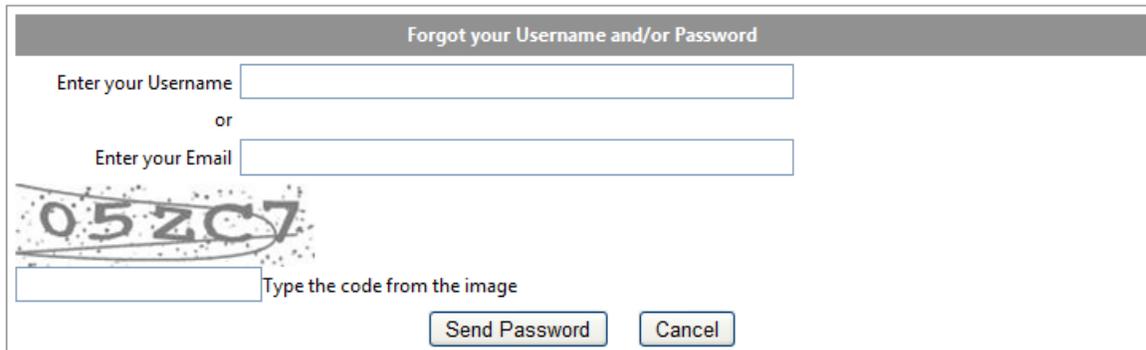
If you don't remember your password, press the "Forgot your Password?" link on the login page.



The screenshot shows a login form titled "LOG IN". It includes a "Log In" link at the top, a "User Name:" label with an input field, a "Password:" label with an input field, and a "Log In" button. Below the password field, there are two links: "Create an Account" and "Forgot your password?". The "Forgot your password?" link is highlighted with a red box.

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

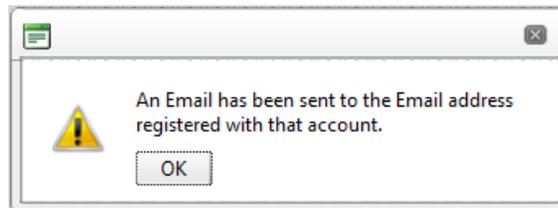
### Forgot your Username and/or Password



The screenshot shows a form titled "Forgot your Username and/or Password". It has two input fields: "Enter your Username" and "Enter your Email", with "or" between them. Below the email field is a CAPTCHA image showing the code "05ZC7". A text box below the CAPTCHA says "Type the code from the image". At the bottom are "Send Password" and "Cancel" buttons.

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](mailto: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](mailto: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.

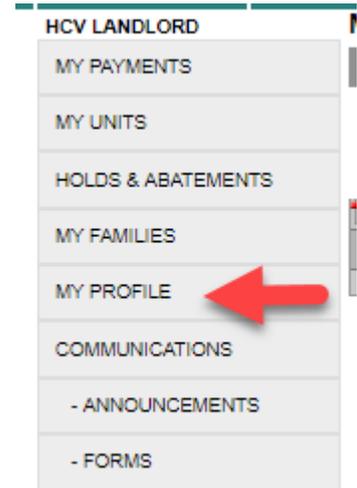
	Show details in new page
	Edit record details or create new record
	Create New
	Expand details on the same page
	Collapse details
	Download file
	Convert to Adobe PDF
	Convert to Microsoft Office Excel
	Convert to Microsoft Office Word
	Convert to comma separated values format

# Partner Portal

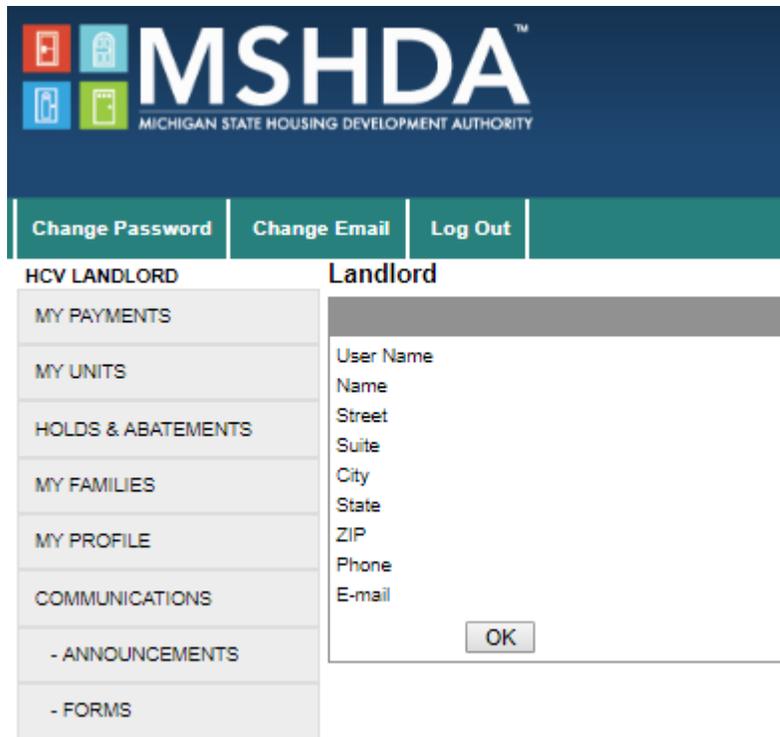
## Frequently Asked Questions

### VIEW YOUR PROFILE

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



Your profile information will appear, as shown below:



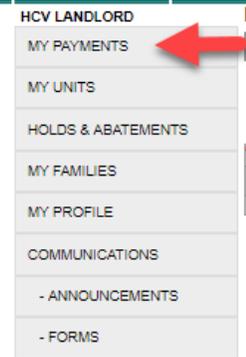
Changes to your contact information cannot be made online; however, all other changes including ownership, tax-id number, and banking information must all be updated by submitting a MSHDA-220 Payee Authorization form to your local Housing Agent.

# Partner Portal

## Frequently Asked Questions

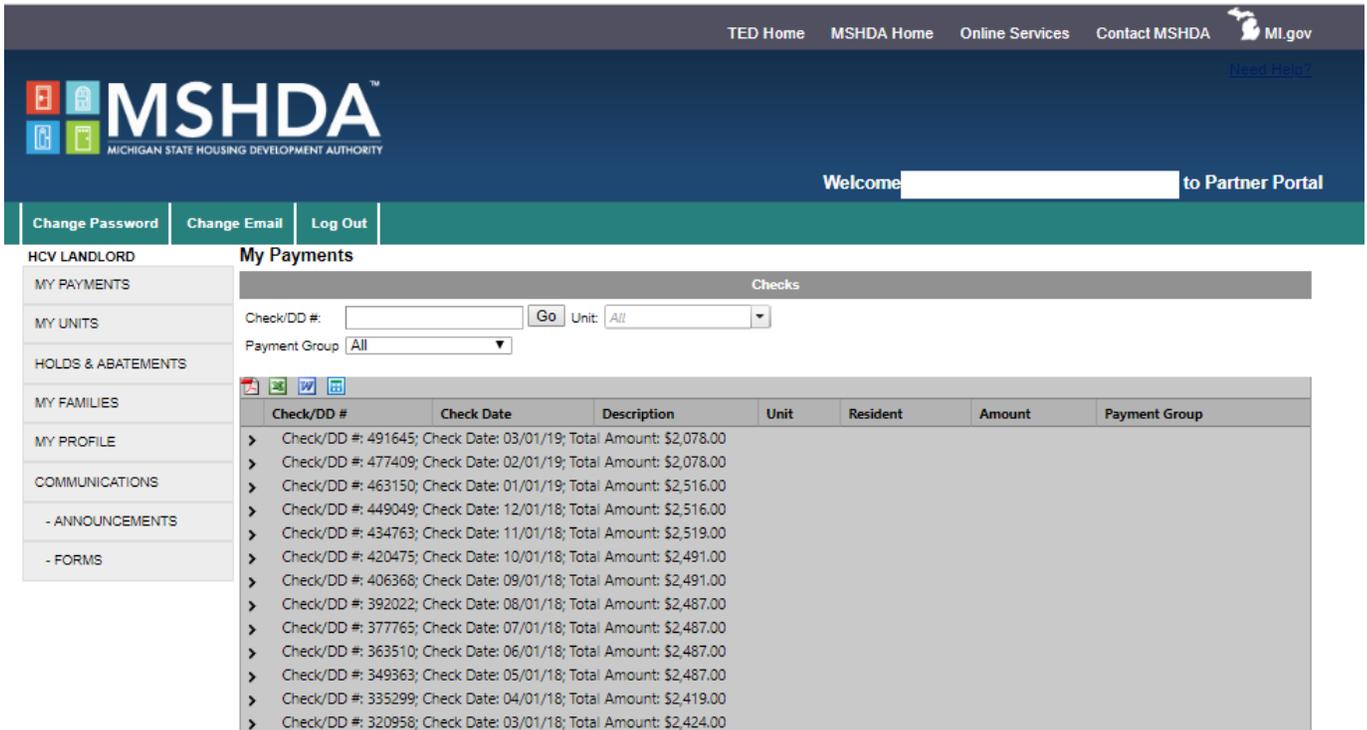
### VIEW YOUR PAYMENT INFORMATION

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



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](#) | [MY UNITS](#) | [HOLDS & ABATEMENTS](#) | [MY FAMILIES](#) | [MY PROFILE](#) | [COMMUNICATIONS](#) | [- ANNOUNCEMENTS](#) | [- FORMS](#)

TED Home | MSHDA Home | Online Services | Contact MSHDA | MI.gov

Welcome [Name] to Partner Portal

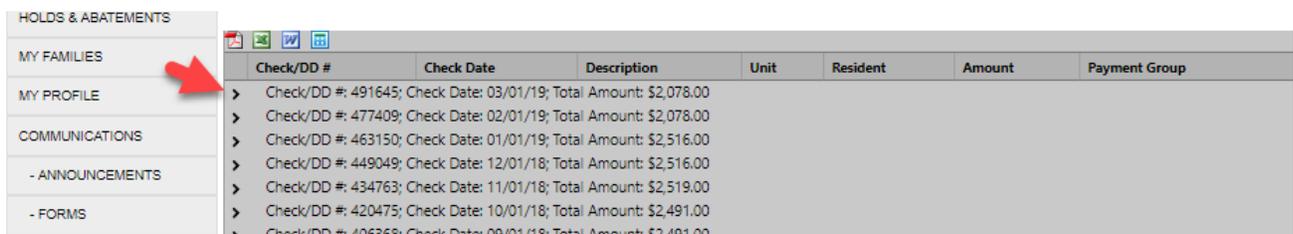
### My Payments

Check/DD #:  Go Unit:

Payment Group:

Check/DD #	Check Date	Description	Unit	Resident	Amount	Payment Group
> Check/DD #: 491645; Check Date: 03/01/19; Total Amount: \$2,078.00						
> Check/DD #: 477409; Check Date: 02/01/19; Total Amount: \$2,078.00						
> Check/DD #: 463150; Check Date: 01/01/19; Total Amount: \$2,516.00						
> Check/DD #: 449049; Check Date: 12/01/18; Total Amount: \$2,516.00						
> Check/DD #: 434763; Check Date: 11/01/18; Total Amount: \$2,519.00						
> Check/DD #: 420475; Check Date: 10/01/18; Total Amount: \$2,491.00						
> Check/DD #: 406368; Check Date: 09/01/18; Total Amount: \$2,491.00						
> Check/DD #: 392022; Check Date: 08/01/18; Total Amount: \$2,487.00						
> Check/DD #: 377765; Check Date: 07/01/18; Total Amount: \$2,487.00						
> Check/DD #: 363510; Check Date: 06/01/18; Total Amount: \$2,487.00						
> Check/DD #: 349363; Check Date: 05/01/18; Total Amount: \$2,487.00						
> Check/DD #: 335299; Check Date: 04/01/18; Total Amount: \$2,419.00						
> Check/DD #: 320958; Check Date: 03/01/18; Total Amount: \$2,424.00						

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:



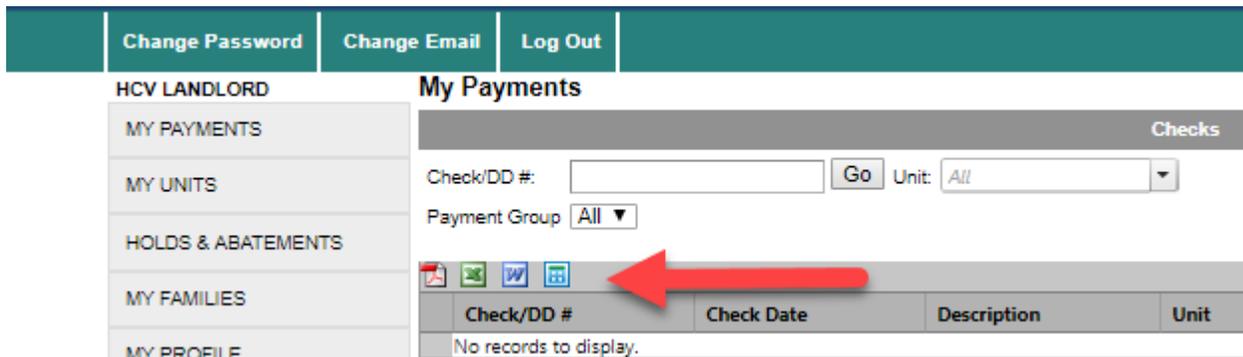
Check/DD #	Check Date	Description	Unit	Resident	Amount	Payment Group
> Check/DD #: 491645; Check Date: 03/01/19; Total Amount: \$2,078.00						
> Check/DD #: 477409; Check Date: 02/01/19; Total Amount: \$2,078.00						
> Check/DD #: 463150; Check Date: 01/01/19; Total Amount: \$2,516.00						
> Check/DD #: 449049; Check Date: 12/01/18; Total Amount: \$2,516.00						
> Check/DD #: 434763; Check Date: 11/01/18; Total Amount: \$2,519.00						
> Check/DD #: 420475; Check Date: 10/01/18; Total Amount: \$2,491.00						
> Check/DD #: 406368; Check Date: 09/01/18; Total Amount: \$2,491.00						

# 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 export formats and save to your computer.



The screenshot shows the 'My Payments' section of the Partner Portal. At the top, there are navigation links: 'Change Password', 'Change Email', and 'Log Out'. Below these, the user is identified as 'HCV LANDLORD'. The 'My Payments' section includes a sidebar with links for 'MY PAYMENTS', 'MY UNITS', 'HOLDS & ABATEMENTS', 'MY FAMILIES', and 'MY PROFILE'. The main content area is titled 'My Payments' and features a search bar for 'Check/DD #' with a 'Go' button and a 'Unit' dropdown menu set to 'All'. Below the search bar is a 'Payment Group' dropdown menu set to 'All'. A red arrow points to the export icons: a document icon, a Microsoft Excel icon, a Microsoft Word icon, and a CSV icon. Below the icons is a table header with columns: 'Check/DD #', 'Check Date', 'Description', and 'Unit'. The table currently displays 'No records to display.'



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.

Change Password		Change Email		Log Out	
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**HCV LANDLORD**

- MY PAYMENTS
- MY UNITS
- HOLDS & ABATEMENTS
- MY FAMILIES
- MY PROFILE

### My Payments

Checks

Check/DD #:   Unit: All ▾

Payment Group All ▾ 






Check/DD #	Check Date	Description	Unit
No records to display.			

# 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 blocked out in the example):

Change Password
Change Email
Log Out

HCV LANDLORD

MY PAYMENTS

MY UNITS

HOLDS & ABATEMENTS

MY FAMILIES

MY PROFILE

COMMUNICATIONS

#### My Families

Families							
	Last Name	First Name	Street	Suite	HAP Amount	Next Re-exam Date	Move-In Date
🔍					\$560.00	09/01/19	09/01/04
🔍					\$561.00	12/01/19	12/01/04
🔍					\$458.00	11/01/19	11/01/14
🔍					\$499.00	04/01/19	04/01/15

# 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):

Change Password				Change Email				Log Out											
HCV LANDLORD				Family															
MY PAYMENTS				Family				Unit Address				Unit Characteristics							
MY UNITS				Last Name				First Name				Bedrooms							
HOLDS & ABATEMENTS				HAP				Next Re-exam Date				Sleeping Rooms							
MY FAMILIES				Move-in Date				Tenant Advisor				Full Bathrooms							
MY PROFILE				Full Name				Email				Half Bathrooms							
COMMUNICATIONS				Phone				Family											
- ANNOUNCEMENTS				Family								Family							
- FORMS				Last Name				First Name				Age				Relation			
												Head							

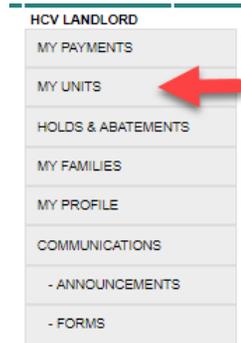
# Partner Portal

## 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.



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):

HCV LANDLORD		My Units																																																																																										
MY PAYMENTS		HCV Units																																																																																										
MY UNITS		Unit <input type="text" value="All"/>																																																																																										
HOLDS & ABATEMENTS		<div style="display: flex; align-items: center;"> <span>🖨</span> <span>📄</span> <span>📧</span> <span>📅</span> </div> <table border="1"> <thead> <tr> <th>Street</th> <th>Suite#</th> <th>City</th> <th>State</th> <th>Zip</th> <th>Currently Housing Family</th> <th>Next Inspection</th> </tr> </thead> <tbody> <tr><td>🔍</td><td></td><td></td><td>MI</td><td></td><td>Yes</td><td></td></tr> <tr><td>🔍</td><td></td><td></td><td>MI</td><td></td><td>Yes</td><td></td></tr> <tr><td>🔍</td><td></td><td></td><td>MI</td><td></td><td>Yes</td><td></td></tr> <tr><td>🔍</td><td></td><td></td><td>MI</td><td></td><td>Yes</td><td></td></tr> <tr><td>🔍</td><td></td><td></td><td>MI</td><td></td><td>No</td><td></td></tr> <tr><td>🔍</td><td></td><td></td><td>MI</td><td></td><td>No</td><td></td></tr> <tr><td>🔍</td><td></td><td></td><td>MI</td><td></td><td>No</td><td></td></tr> <tr><td>🔍</td><td></td><td></td><td>MI</td><td></td><td>No</td><td></td></tr> <tr><td>🔍</td><td></td><td></td><td>MI</td><td></td><td>No</td><td></td></tr> <tr><td>🔍</td><td></td><td></td><td>MI</td><td></td><td>No</td><td></td></tr> <tr><td>🔍</td><td></td><td></td><td>MI</td><td></td><td>No</td><td></td></tr> </tbody> </table>							Street	Suite#	City	State	Zip	Currently Housing Family	Next Inspection	🔍			MI		Yes		🔍			MI		Yes		🔍			MI		Yes		🔍			MI		Yes		🔍			MI		No		🔍			MI		No		🔍			MI		No		🔍			MI		No		🔍			MI		No		🔍			MI		No		🔍			MI		No	
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# Partner Portal

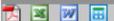
## Frequently Asked Questions

### 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):

HCV LANDLORD		My Units																											
MY PAYMENTS		HCV Units																											
MY UNITS		Unit: All																											
HOLDS & ABATEMENTS																													
MY FAMILIES		<table border="1"> <thead> <tr> <th>Street</th> <th>Suite#</th> <th>City</th> <th>State</th> <th>Zip</th> <th>Currently Housing Family</th> <th>Next Inspection</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> <td>MI</td> <td></td> <td>Yes</td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td>MI</td> <td></td> <td>Yes</td> <td></td> </tr> </tbody> </table>							Street	Suite#	City	State	Zip	Currently Housing Family	Next Inspection				MI		Yes					MI		Yes	
Street	Suite#	City	State	Zip	Currently Housing Family	Next Inspection																							
			MI		Yes																								
			MI		Yes																								
MY PROFILE																													

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

Change Password		Change Email		Log Out	
HCV LANDLORD		HCV Unit			
MY PAYMENTS		Unit		Most Recent Inspection	
MY UNITS		Street		Date 04/12/18	
HOLDS & ABATEMENTS		Suite		Type Annual	
MY FAMILIES		City		Result Pass	
MY PROFILE		State		Inspector Name	
COMMUNICATIONS		ZIP		Notes	
- ANNOUNCEMENTS		Bedrooms			
- FORMS		Abated			
		Abated Date			
		Sleeping Rooms			
		Full Bathrooms			
		Half Bathrooms			
		Contract Rent \$745.00			
		Upcoming Inspections			
					
		Date		Inspector	
		No records to display.			
		Past Inspections			
					
		Date		Inspector	
		Type		Result	
		Inspector		Note	
		04/12/18		Annual	
				Pass	

# Partner Portal

## Frequently Asked Questions

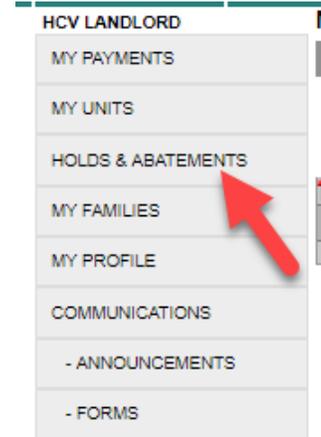
### PAYMENT HOLDS AND ABATEMENTS

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.



Change Password | Change Email | Log Out

HCV LANDLORD

MY PAYMENTS

MY UNITS

**HOLDS & ABATEMENTS**

MY FAMILIES

MY PROFILE

COMMUNICATIONS

- ANNOUNCEMENTS

- FORMS

#### Payment Holds & Abatements

Payment Holds & Abatements

Unit:  Type:

Status:

Resident	Unit	Start Date	End Date	Status	Type	Reason	End Reason
No records to display.							

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.

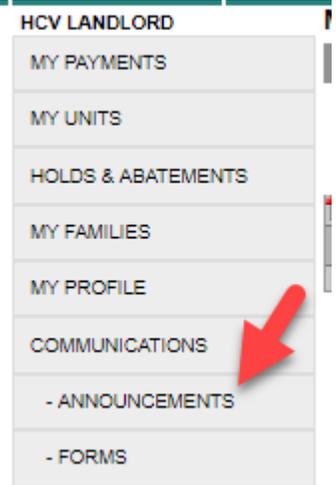
The icons on top will allow you to convert your data to a variety of formats and download it to your computer.

# 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.



Change Password   Change Email   Log Out

**HCV LANDLORD**

- MY PAYMENTS
- MY UNITS
- HOLDS & ABATEMENTS
- MY FAMILIES
- MY PROFILE
- COMMUNICATIONS
  - ANNOUNCEMENTS
  - FORMS

**Announcements**

Announcements

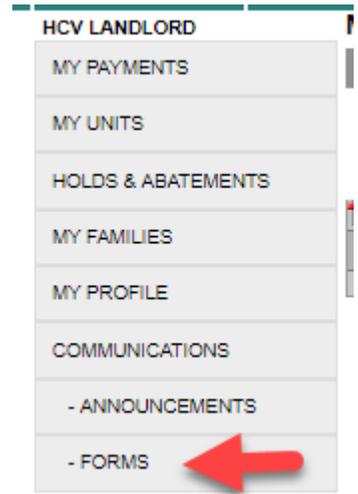
Title	Text	Timestamp
No records to display.		

# 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:



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

#### Forms

Forms	
Description	Download Form
	

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

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
	

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

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](mailto:HCVPayment@michigan.gov) .

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