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emphasys
SOFTWARE

Partner Portal Frequently Asked Questions (FAQ)

1. What is Partner Portal

Partner Portal is an online tool that allows Housing Choice Voucher (Section 8) housing providers to review information about their payments and tenants at their convenience, without having to call or visit our office. Partner Portal is located at: tinyurl.com/HACLBPartnerPortal.

2. How do I register/create a new account as a housing provider?

1. Click on the Create an Account link.
2. Enter your Tax ID (also known as Federal Employer Identification Number or (FEIN).
3. Press the 'Match Housing providers' Button'.
4. Verify the information displayed on the screen.
5. Enter your desired username, password, and email address.

Select the 'Create Account' button to create your Partner Portal

3. How do I register/create a new account as a property manager?

To create a new account as a property manager and/or agent, please contact our team at HA-Owners@longbeach.gov.

PLEASE BE ADVISED: You will not be able to log into Partner Portal until your account has been approved. You will receive an email within 3-5 business days notifying you that your account has been approved. You will then be able to log into Partner Portal.

3. Who can register?

Only active Housing Choice Voucher (Section 8) housing providers, owners, landlords, and/or property managers can create new accounts.

4. How is Partner Portal useful to me as a housing provider?

As a registered housing provider, you will be able to use Partner Portal to review your profile, a list of your Section 8 HCV or PBV tenants, and your HAP payments by tenant for the prior 12 months. Additionally, you will be able to see upcoming HQS inspections, inspection results, and reexamination dates. Forms, current announcements, and newsletters regarding the Housing Authority will also be available for you to read and/or download.

5. How can I change my password?

Once logged in, click on the "Change Password" link on the bar at the top of the page. Enter your current password once, and then your desired new password twice to confirm. Click on the "Change Password" button to submit your request. To best secure your account, you will be required to create passwords which are longer than 8 characters in length and combine letters, numbers and special characters. 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.

6. I forgot my password. Can I recover it?

Click on the "Forgot your Password?" link on the log in page. Enter either your username or email and then click on the "Send Password" button. A new password will be sent to the email you used to register. You can change this password by following the steps on the previous question.

7. I know my password but still can't log in. What can I do?

Your user account has most likely been locked out as a result of too many unsuccessful log-in attempts. This can happen if you are not typing the correct password or if the CAPS Lock on your keyboard is on. Remember that your password is case sensitive. Please contact us at HA-Owners@longbeach.gov so we can unlock your account for you.

8. How can I find information about my tenants?

Log in first and then click on the "My Families" link to the left. You will see a list showing general information about your tenants. By clicking on the magnifying glass icon to the left you will see more details like head of household information and unit characteristics.

10. How can I find information about the rented units?

Log in first and then click on the "My Units" link to the left. You will see a list showing general information about your units. By clicking on the magnifying glass icon to the

left you will see more details about the unit and dates of upcoming and past inspections.

11. How can I advertise my available units?

We have partnered with Affordable Housing to provide housing providers with a free Section 8 compliant listing service for your units. There is no limit to the number of properties you can list, and you can include photos of your unit. You can begin at www.affordablehousing.com. In addition, our team manages a local listing exclusive to our Section 9 families. You can add your available unit by completing the form here.

12. How can I find information about my HAP payments?

Log in first and then click on the "My Payments" link to the left. You will see a list showing general information about your HAP payments organized by check number. The list can be filtered by check number, a particular unit address (by clicking on the down arrow of the "Unit" drop down menu) or by a date range. By clicking on the arrow to the left you will be able to expand the list and see more details for each check.

13. How can I review my own profile information?

Log in first and then click on the "My Profile" link to the left. You will see general contact information about your user profile on Partner Portal. For your protection, changes to your information cannot be made online; but you can submit a Request through the Partner Portal. To request a change, click on the "Requests" link to the left, click the "Create New Request". Use the drop-down box at the "Request Type" field and select "Change Personal Information" option. Enter the changes to your address, and/or phone number. Complete your request by clicking "Send Request". After submitting your request, you will be notified if your request has been approved, denied, or if additional information is required.

14. How can I find information about my tenant's payment holds or abatements?

Log in first and then click on the "Holds & Abatements" link to the left. 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.

15. How do I read announcements from the Housing Choice Voucher Program Office?

From the Partner Portal log-in page, you will find links to our most recent announcements and Newsletters. From within Partner Portal, click on the "Communications" link on the left. Please note the primary mode of communication is through our Partners in Housing Newsletter. You can sign up for our mailing list here.

16. How do I download forms from the Housing Choice Voucher Program Office?

Log in first and then click on the "Forms" link to the left under the "Communications" section. You will see a list of available forms from the Housing Choice Voucher office. This list can be sorted by title description by clicking on the column title. Click on the download to download the form(s) you are interested in. The icons on top will allow you to convert the forms listing to a variety of formats and download it to your computer.

17. I have other questions. Who can I contact for support?

For any support or general questions related to housing providers, please contact our team at HA-Owners@longbeach.gov or (562) 570-5352.