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 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.

➢ On the Landlord page, select the button.

The login page is shown below:
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)

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.
LOGGING IN

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

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
FORGOT YOUR PASSWORD

If you don’t remember your password, press the “Forgot your Password?” link on the login page.

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

**Forgot your Username and/or Password**

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.
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.
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.
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.
**ICON/SYMBOL CHART**

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

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Search Icon" /></td>
<td>Show details in new page</td>
</tr>
<tr>
<td><img src="image" alt="Edit Icon" /></td>
<td>Edit record details or create new record</td>
</tr>
<tr>
<td><img src="image" alt="Create Icon" /></td>
<td>Create New</td>
</tr>
<tr>
<td><img src="image" alt="Expand Icon" /></td>
<td>Expand details on the same page</td>
</tr>
<tr>
<td><img src="image" alt="Collapse Icon" /></td>
<td>Collapse details</td>
</tr>
<tr>
<td><img src="image" alt="Download Icon" /></td>
<td>Download file</td>
</tr>
<tr>
<td><img src="image" alt="Adobe PDF Icon" /></td>
<td>Convert to Adobe PDF</td>
</tr>
<tr>
<td><img src="image" alt="Excel Icon" /></td>
<td>Convert to Microsoft Office Excel</td>
</tr>
<tr>
<td><img src="image" alt="Word Icon" /></td>
<td>Convert to Microsoft Office Word</td>
</tr>
<tr>
<td><img src="image" alt="CSV Icon" /></td>
<td>Convert to comma separated values format</td>
</tr>
</tbody>
</table>
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.
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.

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:
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.

- 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)
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.
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):

<table>
<thead>
<tr>
<th>Last Name</th>
<th>First Name</th>
<th>Street</th>
<th>Suite</th>
<th>HAP Amount</th>
<th>Re-exam Date</th>
<th>Move-In Date</th>
<th>Lease End Date</th>
</tr>
</thead>
<tbody>
<tr>
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</tbody>
</table>

Page size: 10
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**

<table>
<thead>
<tr>
<th>Family</th>
<th>Unit Address</th>
<th>Unit Characteristics</th>
</tr>
</thead>
<tbody>
<tr>
<td>Last Name</td>
<td>Street</td>
<td>Bedrooms</td>
</tr>
<tr>
<td>First Name</td>
<td>Suite</td>
<td>Sleeping Rooms</td>
</tr>
<tr>
<td>HAP</td>
<td>City</td>
<td>Full Bathrooms</td>
</tr>
<tr>
<td>Re-exam Date</td>
<td>State</td>
<td>Half Bathrooms</td>
</tr>
<tr>
<td>Move-in Date</td>
<td>ZIP</td>
<td></td>
</tr>
</tbody>
</table>

**Tenant Advisor**

<table>
<thead>
<tr>
<th>Name</th>
<th>Email</th>
<th>Phone</th>
</tr>
</thead>
</table>

**Family**

<table>
<thead>
<tr>
<th>Last Name</th>
<th>First Name</th>
<th>Age</th>
<th>Relation</th>
</tr>
</thead>
<tbody>
<tr>
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</tr>
</tbody>
</table>

Page size 10

2 items in 1 pages
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):
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):

<table>
<thead>
<tr>
<th>Street</th>
<th>Suite</th>
<th>City</th>
<th>State</th>
<th>Zip</th>
<th>Currently Housing Family</th>
</tr>
</thead>
</table>

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

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

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

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