**1. What is Partner Portal**

Partner Portal is an online tool that allows Housing Choice Voucher (Section 8) landlords to

review information about their payments and tenants at their convenience, without having to

call or visit the Ithaca Housing Authority offices. Partner Portal is located at:

<https://ithacaha.partnerinhousing.com/>

**2. How do I register/create a new account?**

1. Click on the Create an Account link.
2. Enter your Tax ID **WITH** the dashes (also known as Federal Employer Identification Number or (FEIN).
3. Press the 'Match Landlord' Button’.
4. Verify the information displayed on the screen.
5. Enter your desired username, password, and email address.
6. Select the 'Create Account' button to create your Partner Portal account.

**3. Who can register?**

Only active Housing Choice Voucher (Section 8) landlords can create new accounts.

**4. How is Partner Portal useful to me as a landlord?**

As a registered landlord, 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 18 months. Additionally, you will be able to see upcoming HQS inspections, inspection results and reexamination dates. Forms, current announcements, and newsletters regarding the Ithaca 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 because 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 by calling 607-273-1244 or send us an email at meganw@ithacaha.com 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?**

The Ithaca Housing Authority has partnered with Affordablehousing.com to provide landlords 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. Please keep in mind that this is a third-party website not affiliated with the IHA. For questions or issues with affodablehousing.com please contact them directly.

**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 Ithaca Housing Authority’s Section 8 Department?**

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.

**16. How do I download forms from the Ithaca Housing Authority’s Section 8 Department?**

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 HCV Program support for Owners, please contact Megan Wiiki, Housing Program Manager at: [meganw@ithacaha.com](mailto:meganw@ithacaha.com).

For general questions about the Landlord Portal please email the Ithaca Housing Authority at [receptionist@ithacaha.com](mailto:receptionist@ithacaha.com).