

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 Jackson Housing Authority (JHA) offices. Partner Portal is located at: <http://jacksonha.partnerinhousing.com/>

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

Click on the Create an Account link. Enter your JHA account number (Entity ID) and the last four numbers of your Social Security Number (SS#) or Tax ID (also known as Federal Employer Identification Number or (FEIN). Press the 'Match Landlord' Button'. Verify the information displayed on the screen. Enter your desired user name, password, and email address. Select the 'Create Account' button to create your Partner Portal account.

3. Who can register?

Only Housing Choice Voucher (Section 8) landlords.

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 tenants, and your HAP payments by tenant for the prior 24 months. Additionally, you will be able to see upcoming HQS inspections, inspection results and reexamination dates. JHA forms and current announcements regarding the Jackson Housing Authority will also be available for you to read and/or download, and you will be able to subscribe to the Owner Newsletter by providing your email address.

5. How can I change my password?

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 user name 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 by calling 731-422-1671 ext. 103 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. The icons on top will allow you to convert your data to a variety of formats and download it to your computer. By clicking on the magnifying glass icon to the left you will see more details like head of household entity ID and unit characteristics.

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

10. 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. The icons on top will allow you to convert your data to a variety of formats and download it to your computer. By clicking on the arrow to the left you will be able to expand the list and see more details for each check.

11. 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 your changes in writing to JHA using the Address Change Form, located on the Partner Portal or by contacting Steven Monroe – 731-422-1671 ext 119.

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

13. 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 Owners Newsletters. From within Partner Portal, click on the "Communications" link on the left. You will also have the option to subscribe to the Owner Newsletter by submitting your email address.

14. 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.

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

For Partner Portal technical support, please call 731-422-1671 ext 103. You may email your questions to: belam@jacksonha.com

For HCV Program support for Owners, please call 731-422-1671 ext 119. You may email your questions to smonroe@jacksonha.com

For general questions about Jackson Housing Authority, please call: 731-422-1671 ext 100.