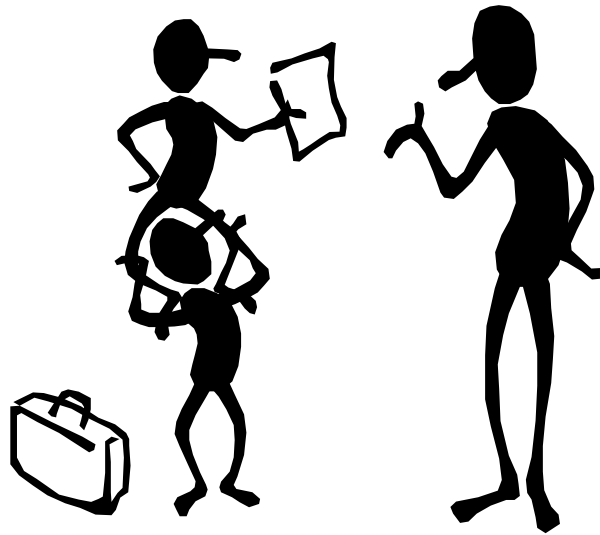


**WELCOME TO THE ALLEGHENY COUNTY HOUSING
AUTHORITY'S PARTNER PORTAL**




With the Partner Portal, you will be able to manage your account on line. You will have access to list your vacancies (and remove them when rented), schedule an HQS inspection without calling the Inspector (and report completion of repairs), update contact information, review your profile, upcoming re-certifications and view your Housing Assistance Payments.

Your first step to entering Partner Portal is to click on the link on our website. It will be located under the Programs and Services tab.

You will need to create an account. Once you have clicked on the "Create an Account" link, you will see a page that looks like this:

Add User	
User Name	<input type="text"/> *
Password	<input type="password"/> *
Confirm Password	<input type="password"/> * Passwords Must Match
Email	<input type="text"/> * Valid E-mail required

Landlord	
Business Name	<input type="text"/> *
Contact First Name	<input type="text"/> *
Contact Middle Name	<input type="text"/>
Contact Last Name	<input type="text"/> *
Street	<input type="text"/> *
Suite	<input type="text"/>
City	<input type="text"/> *
State	<input type="text"/> ▼
ZIP	<input type="text"/> - <input type="text"/> - <input type="text"/> *
Phone	<input type="text"/> () - <input type="text"/> - <input type="text"/> *
Extension	<input type="text"/>
Tax ID	<input type="text"/> *Please enter in the correct format. Please enter in the format of xxx-xx-xxxx or xx-xxxxxxx
	
<input type="text"/>	Type the code from the image

Complete the form in its entirety and type the code from the image.

You will receive an email following the successful completion of the account:

This is an automated email from an email account that doesn't accept incoming mail. Please do not reply to this email.

This message is to confirm that you have attempted to create a Partner Portal account at Allegheny County Housing Authority. However, you will not be able to log into Partner Portal until your account has been approved.

Your request will be sent to the Housing Choice Voucher Department and will be reviewed for approval. When you receive your approval, you will receive another email:

This is an automated email from an email account that doesn't accept incoming mail. Please do not reply to this email.

Once you have been approved for Partner Portal, you will receive this email:

You registered for an account at our Partner Portal site. We have good news. Your account has been verified and approved and you can now use it. In order to do so, you need to use this information below:

(example) Login: ben

URL: <http://applications.achsng.com/PartnerPortal>

It will give you the login name that you have chosen. At this point you are ready to begin using the Partner Portal.

On the following pages, we will begin to explore all the ways to use Partner Portal.

Log onto Partner Portal. If you forget your password, you will be able to have an email sent to you with a new password. Word of caution: Only submit once. Even though it will show another code do not assume it has not gone through. Check your email prior to re-submission.

You will see a menu on the side of the page:

HCV Landlord

- [My Families](#)
- [My Units](#)
- [My Payments](#)
- [My Profile](#)
- [Holds & Abatements](#)
- [Reports](#)
- [Communications](#)
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Just click on the area you would like to explore. For example:
My Families

Families



Last Name	First Name	Street	Suite	HAP Amount	Re-exam Date	Move-In Date	Lease End Date
---------------------------	----------------------------	------------------------	-----------------------	----------------------------	------------------------------	------------------------------	--------------------------------

[1](#)

Page size:

select

4 items in 1 pages

Rabbit	Bunny	545 Carrot St.		\$365.00	09/01/12	09/01/11	08/31/12
Punxsutawney	Phil	1 Shadow Rd.		\$409.00	10/01/12	09/16/01	
Valentine	Saint	6952 Heart Street		\$123.00	07/01/12	07/01/11	06/30/12
Claus	Santa	398 North Pole		\$625.00	12/01/12	12/22/06	11/30/07

As you can see from the above chart, it will list all your tenants along with their addresses, and rent amounts. You can also see when your tenant should have a new re-examination and possible change in rent. Click on the magnifying glass next to the name of your tenant and you will see a screen such as this:

[View My Information](#)

[Requests](#)

Family

Family	Unit Address	Unit Characteristics
Last Name Rabbit	Street 545 Carrot St.	Bedrooms 2
First Name Bunny	Suite	Sleeping Rooms 0
HAP \$365.00	City Wilkinsburg	Full Bathrooms 0
Re-exam Date 9/1/2012	State PA	Half Bathrooms 0
Move-in Date 9/1/2011	ZIP 15221	

Family



[Last Name](#)

[First Name](#)

[Age](#)

[Relation](#)

1

Page size:

select

2 items in 1 pages

Rabbit	Bunny	39	Head
Rabbit	Peter	19	Other Adult

When you click on “My Units” you will see a listing of all your units that have been on the program.

Units

- [HCV Units](#)
- [Non HCV Units](#)

HCV Units

Unit



Street	Suite	City	State	Zip	Currently Housing Family	Is Available
2064 Beagle Run		Carnegie	PA	15106		No
692 Mutt Ave.		Pittsburgh	PA	15216		No
398 North Pole		Mt. Lebanon	PA	15228	Yes	No
545 Carrot St.		Wilkinsburg	PA	15221	Yes	No

By selecting “My Payments” you will get a copy of your Housing Assistance Payments:

Check/DD #	Unit	Resident	Amount	Description	Check Date
				Check/DD #: 732689; Check Date: 02/01/12; Total Amount: \$1,988.00	
				Check/DD #: 749821; Check Date: 01/01/12; Total Amount: \$1,008.00	
				Check/DD #: 751081; Check Date: 12/01/11; Total Amount: \$1,604.00	
				Check/DD #: 724569; Check Date: 11/01/11; Total Amount: \$1,498.00	
				Check/DD #: 715264; Check Date: 10/01/11; Total Amount: \$3,079.00	
				Check/DD #: 752665; Check Date: 09/01/11; Total Amount: \$1,969.00	
				Check/DD #: 750058; Check Date: 08/01/11; Total Amount: \$1,050.00	
				Check/DD #: 736949; Check Date: 07/01/11; Total Amount: \$1,008.00	

By selecting "Holds and Abatements", you will be able to see if any of your payments are on hold and the reason why.

[Resident](#) [Unit](#) [Start Date](#) [End Date](#) [Status](#) [Type](#) [Reason](#) [End Reason](#)

[12](#)

Page size:

select

11 items in 2 pages

Bunny Rabbit	545 Carrot St.	09/01/11		Closed Abatement	HAP Contracts	
Santa Claus	398 North Pole	07/01/11		Closed Abatement	HAP Contracts	
Santa Claus	398 North Pole	06/01/11		Closed Abatement	HAP-Tenant Moving	
Santa Claus	398 North Pole	04/01/11		Closed Abatement	Failed HQS Inspection	
Santa Claus	398 North Pole	04/01/11		Closed Abatement	Failed HQS Inspection	
Frosty Snowman	421 Snowflake Avenue	12/31/10		Closed Abatement	Generic Reason	
Frosty Snowman	421 Snowflake Avenue	12/22/10		Closed Abatement	Failed HQS Inspection	
Santa Claus	398 North Pole	02/15/10		Closed Abatement	HAP Contracts	
Jack Frost	891 Winter Blvd.	07/01/09	08/24/09	Closed Exclusion	Failed HQS Inspection	Other

If you need to submit a request to the HCVP department, please select “requests”

HCV Landlord

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[Request Date](#)

[Request Type](#)

[Request Status](#)

[Days Since Requested](#)

Click on the paper icon (see above); that will give you a drop down box to select from:

Request Type

You may select from various topics. For example, you may select “Business” from the drop down box. See below:

[Requests](#)

Send Request

Send Request

Request Type

Business Name

Note:

Please change the business name to Beagles R Us.

We will then respond to your request. In this case, we will need further documentation to support the change of the business name (a new W-9) and will advise you of such. Please be advised you must change with the IRS.

Another request would be to change your personal information, such as an address change or telephone number.

Request Type

Street *

Suite

City *

State

Zip *

Phone *

Extension

Note:

Please change telephone number to:

724-555-2013

* A note is required.

As you can see, a note is required in the note field prior to submission.

Send Request

Send Request

Request Type

Unit *

Rent

*

Note:

[Spin](#)
[UpSpin](#)
[Down](#)

Would like rent increase of \$10 per month

Please note all rent increase requests must be received 60 days prior to tenant’s annual re-examination date. The decision will issued to you within 30 days.

Send Request

Send Request

Request Type Reschedule Inspection ▼

Name Please Select ▼ *

Date 6/14/2012 12:00:00 PM ▼ *

2012-06-29

[Open the calendar popup.](#)

<<< June 2012 >>>

	S	M	T	W	T	F	S
	22	27	28	29	30	31	1 2
	23	3	4	5	6	7	8 9
	24	10	11	12	13	14	15 16
	25	17	18	19	20	21	22 23
	26	24	25	26	27	28	29 30
	27	1	2	3	4	5	6 7

Reschedule Date 6/29/2012 2012-06-29-00-0

*

Note:

Out of town

The date listed above is the date you were given by the Inspector. You would receive a letter stating this date. Only use this request if you cannot have someone present at the inspection. The request date must be made a minimum of 72 hours prior to the scheduled inspection date.

You will also have the ability to notify the ACHA Inspector when repairs have been completed.

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Select "Requests"

My Requests

My Requests



[Request Date](#)

[Request Type](#)

[Request Status](#)

[Days Since Requested](#)

Click on the new icon (highlighted above in yellow)

You will see this screen: Send Request

Select the address, completed date, and any notes if you choose. For example, you may wish to have the maintenance man meet the Inspector so you would give his/her name and telephone number

Send Request

Send Request

Request Type Repairs Complete ▼

Unit Please Select ▼*

Open the calendar popup.

[<<< March 2013 >>>](#)

S M T W T F S

9 [24](#) [25](#) [26](#) [27](#) [28](#) [1](#) [2](#)

10 [3](#) [4](#) [5](#) [6](#) [7](#) 8 9

11 10 11 12 13 14 15 16

12 17 18 19 20 21 22 23

13 24 25 26 27 28 29 30

14 31 1 2 3 4 5 6

Completed Date

*

Note:

Meet Mike, maintenance man. Call him on his cell phone @ 412-555-3213

Please note that the completed date must be the current date. We will not accept back dated repairs.

As always, if you have any difficulty, please email us at klongwell@achsng.com.