Imperial Valley
**HOUSING
AUTHORITY**

LANDLORD PORTAL INSTRUCTIONS

ACCESSING THE SITE

To get to the Landlord Access site, visit www.ivha.org and click on *Landlord Portal.*

REGISTERING

Before you can log-in you must register. This is one-time only. In order to register you need:

1) A valid email address
2) Your landlord code, located on the first line, top mid-section of your last statement next to Landlord: (enter exactly as it appears on statement).
3) One of your tenant codes, located on your statement stub next to your tenant's name. You only need one code to register (enter exactly as it appears on your statement).

Once you have those three items follow the steps below.

- Click on *Register!*

- Fill in your contact details and account details. Please note your password must be ten (10) characters minimum.

- Click *Register.*

You will receive confirmation of registration on the screen, as well as an email providing your sign-on details.

Once you are registered you can login and see your direct deposit statement information.

LOGGING IN AND VIEWING STATEMENTS

Visit www.ivha.org and click on *Landlord Portal*. Enter your credentials – email and password – and click Sign-In. You will be logged in and presented with a list of your statements by date.

To view a particular statement, click on the eye icon under actions. This will show you a list of payments under that statement date. Each tenant will be listed along with payments associated with them.

FAQ

Q) What if I forget my user name or password?
A) Your username will always be your email address. If you forget the email you used to sign-up, you will have to contact IVHA to confirm the email registered on your account. If you forget your password, click the *Forgot your password?* link on the sign-in page and follow the steps. You will be emailed instructions.

Q) Why do I need an email address?
A) You must have an email address in order to register. This is so that you receive notification when your statement is ready and provide a unique identifier to your account. Each landlord code requires a unique identifier.

Q) How do I get an email address if I don't have one already?
A) You can get an email account – for free – from any number of providers such as Gmail from Google. It only takes a few minutes to sign-up; you can access your email account from any computer that has an Internet connection.

Q) I can't register!
A) You must be registered for direct deposit to view statements online. If you already receive direct deposit and are still unable to register, make sure you are using a valid Landlord Code and Tenant Code for your account.

If you are still unable to register, please contact Catalina Martinez at 760-351-7000, ext. 137 for assistance.

Q) Is there an alternate way for me to get my statements?
A) No. As of September 30, 2014 we will no longer print or mail statements. As of that date, you will have to access your statements ONLY by logging into our website.