



## **LANDLORD PORTAL INSTRUCTIONS**

### **ACCESSING THE SITE**

To get to the Landlord Access site, visit <https://myportal.ivha.org> and click on *Landlord Login*.

### **REGISTERING**

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

- 1) Landlord Registration Code
- 2) A valid email address

Once you have those two items follow the steps below.

- Click on "*Click here to Register*"
- Fill in your contact details and account details.
- Click *Register*.

Once you are registered you will be able to do the following:

- Update your bank account information
- View your ledger
- View your unit inspection result
- View Tenant caseworker information
- Update your contact information.

## **LOGGING IN AND VIEWING STATEMENTS**

To view a particular statement, click on the *My Ledger* icon. This will show you a list of payments that have been issued during the date range. You may adjust the date range to fit your needs.

### **FAQ**

#### **Q) How do I acquire the Landlord Registration Code?**

**A)** Contact Ruben Ramos at 760-351-7000 ext:122 for a copy of your Landlord registration letter. You may also email at rramos@ivha.org

#### **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 Jesus Diaz 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.