



PARTNER PORTAL FAQs (Frequently Asked Questions)

What is Partner Portal?

Partner Portal is an online tool that allows Housing Choice Voucher (Section 8) Program property owners (landlords) and managers to review their information and that of their tenants, without having to make unnecessary calls or visits to the Saint Paul Public Housing Agency (Saint Paul PHA) offices. ***Participants in the Partner Portal will also be able to sign up for direct deposit.***

How do I register/create a new account?

Go to <https://www.stpha.org/partnerportal.html> and click on the “Create an Account” link. Fill in the forms with your information (User Name, Password, Email, etc) and make sure that all required fields marked with asterisks are complete, then click on the "Create Account" button. The direct deposit authorization form is available to be downloaded from the communications section under “Forms” once you are logged into the portal.

Who can register?

Only Housing Choice Voucher Program property owners and managers who are already registered with the Saint Paul PHA can create new accounts. You have to enter your Tax ID (also known as Federal Employer Identification Number or FEIN) to register for the Partner Portal. You must also have an email address.

How is the Partner Portal useful to me as a landlord?

When you enroll in the Partner Portal you will be able to review your profile, your tenant's information, and upcoming re-certifications, status of inspections and re-inspections, and your HAP payments by resident. You will also be able to download forms and read current announcements regarding the Saint Paul PHA Housing Choice Voucher Program. Partner Portal participants will also be eligible for direct deposit.

What is the fee for using the Partner Portal?

The landlord portal is free for owners who wish to participate.

I've signed up for direct deposit. What's next?

We will generate a “prenote” to send to the bank for account verification which takes up to 5 business days to clear. Once the account has been verified, we will start depositing your funds to your account. Please note that files are submitted to the bank on the 1st working day of each month and funds will be available within 3 business days of the submission.

Is it mandatory that a landlord sign up for the Partner Portal?

No, it is not mandatory for a landlord to sign up for the Partner Portal. ***However, in order for the***

landlord to have direct deposit of their HAP payments, they must sign up for the Partner Portal.

How can I change my password?

After logging into Partner Portal, click on the "Change Password" link located in the middle left of the screen. Enter your current password once, and then your desired new password twice to confirm. Click on the "Change Password" button to submit your request. We strongly recommend the use of passwords which are longer than 8 characters in length and combine letters, numbers and special characters for your own security. 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.

I forgot my password. How can I recover it?

Click on the "Forgot your Password?" link on the log-in page. Enter either your Username or Email, enter the verification code shown on the page, 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.

I know my password but still can't log in. What can I do?

Make sure that you are typing the correct password and Caps Lock is not active on your keyboard. If you are still unable to log in, then your user account has been locked as a result of too many unsuccessful log-in attempts. Please contact us by calling 651-298-5105 or via email Partner.Portal@stpha.org so your account can be unlocked by a Partner Portal Administrator.

How can I find information about my tenants/families?

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, family members, move-in date, and unit characteristics.

How can I find information about my 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.

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 or a particular unit address. 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.

How can I find 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 the Partner Portal. You will not be able to make changes to your information.

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 (Hold/Exclusion 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.

How do I read announcements from the Housing Choice Voucher Program Office?

Log in first and then click on the "Announcements" link to the left under the "Communications" section. You will see a list showing the latest announcements from the Saint Paul PHA. This list can be sorted by title, text content or date (timestamp) by clicking on the corresponding column titles. The icons on top will allow you to convert this information to a variety of formats and download it to your computer.

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 Saint Paul PHA. This list can be sorted by title description by clicking on the column title. Click on the download icon to download the forms 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.

How do I obtain additional help using Partner Portal?

An owner User Guide also is published on the Saint Paul PHA website. You may view or download the guide by referring to the Partner Portal information page at www.stpha.org. If you still have questions that are not answered either in the User Guide or in this FAQ page read the next question.

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

For questions related to vendor information required for registration, and HCV program inquiries, please contact us by calling 651-298-5105 or via email at Partner.Portal@stpha.org .

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