HCVP Landlord Portal
User Guide

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**Please Note:** The screen shots shown in this guide may differ slightly from the website.
Overview

The CMHA HCVP Landlord Portal is a secure area of CMHA’s website where landlords can access information relating to the properties they currently have under contract with a CMHA HCVP tenant.

Landlords are able to access failed inspection items, payment information over the last 2 years, and 1099 information over the past 3 years. All of this information can easily be accessed, saved, and printed from any computer connected to the Internet.

Landlords have the option of being notified by email or text message when a new inspection is scheduled, if their tenant’s portion of the rent has changed, and when a 1099 has been generated and ready for print. They can also submit a change request form via the portal for address and contact information updates.

Inspection extension requests, rent adjustment requests, and other requests, can be submitted online and the status of each request can be viewed directly within the portal.

Landlords can also setup accounts for other users so that another user can maintain the account or view certain information. There is an administration page allowing landlords to setup a user, control which properties the user can view, select which forms the user can submit, as well as other settings.

The Landlord Portal is available any time, day or night, and is updated nightly in order to ensure current information is being displayed.
Accessing the System

In order to access your information within the Landlord Portal, you must first register by entering your Social Security Number, Employer Identification Number, or CMHA vendor number in our secure registration form. To register for a new account, follow the steps below for instant access into the Landlord Portal:

1. Type [http://www.cmha.net/llportal](http://www.cmha.net/llportal) in your Internet browser’s address bar
   a. The portal can also be accessed from the “Housing Programs” menu at the top of the CMHA website, or from the “Landlord Portal” on CMHA’s home page
2. Click the Register link on the left-hand side of the page

![Portal Login](image)

3. Enter your SSN, EIN, or CMHA vendor number (including dashes “-” if applicable) and click the **Authenticate** button (Your SSN/EIN is encrypted within the Landlord Portal)

![Account Information](image)

4. Once authenticated, your vendor name will appear along with a form for you to complete
5. Up to 20 different SSNs, EINs, or CMHA vendor numbers can be entered on the registration page allowing a landlord with multiple CMHA accounts to access all of their information using a single login
6. Once you have completed the form, click the **Register** button to create your account
Logging In to the Landlord Portal

Once you have created your account within the Landlord Portal, you can log back in to your account at any time. To login to your account, follow the steps below:

1. Type [http://www.cmha.net/llportal](http://www.cmha.net/llportal) in your Internet browser’s address bar
   a. The portal can also be accessed from the “Housing Programs” menu at the top of the CMHA website, or from the “Landlord Portal” on CMHA’s home page
2. To login, enter your email address/user name and password in the login form on the left-hand side of the page and click the **Login** button

How to login if you forgot your user name or password

If you forgot your user name or password, follow the steps below to gain access to the Landlord Portal:

1. Click the **Forgot?** link on the left-hand side of the page

2. Click the radio button next to the option that you need help with
   - **Account Recovery**
   - I forgot my password
   - I forgot my user name
3. Follow the instructions that appear based on the option you selected
Editing Your Account Information

1. Login to your Landlord Portal account
2. Click the **Update Account** link on the left-hand side of the page
3. Update the form that appears as necessary
4. Click the **Update Account** button
5. If you update your email address/login ID, password, recovery questions or answers, you will receive an email (if you login with an email address) letting you know that a change has been made to your account

If you receive an email that a change was made to your account, but you did not make the change, please contact HCVP Customer Service at (216) 431-1471.

To change your password, follow the steps below:

1. Follow steps 1 and 2 above
2. Click the **Click here to change your password** link
   a. Complete the form that appears
   b. Click the **Change Password** button (password changes take effect immediately)
Maintaining SSNs, EINs, and Vendor Numbers Associated With Your Account

You can associate an unlimited number of SSNs, EINs, and CMHA vendor numbers with your main account within the portal. You can also assign a default account to load when you login to the portal, as well as removing an SSN, EIN, or CMHA vendor number from your account at any time. In addition, if you created multiple accounts with different user names and passwords, you can combine them into one account.

To modify the SSNs, EINs, or CMHA vendor numbers associated with your account, follow the steps below:

1. Login to your Landlord Portal account
2. Click the Update Account link on the left-hand side of the page
3. Click the tab at the top labelled Maintain Linked Accounts
4. To add a new SSN, EIN, or CMHA vendor number to your account, enter the SSN, EIN, or CMHA vendor number into the box at the top of the screen and click the Authenticate button
5. Once the number is authenticated, click the Add NAME to my account button
6. The newly added name will appear in your account list at the bottom of the page
7. To choose a default account, click the icon in the “Make Default” column
8. To remove an account, click the icon in the “Remove” column
If you created multiple accounts with different user names and passwords, and you now want to combine these accounts into one, follow the steps below:

1. Follow steps 1-3 above
   a. be sure to login to the account you want to use as your main account
2. Enter the user name and password of the account you want to combine with your main account
3. Click the Retrieve Account Information button
4. You will be shown the information associated with that account
5. To combine this account with your main account, click the Combine Accounts button
6. You will receive a message to confirm you wish to combine the account with yours. Click the OK button to proceed
7. This account will now be added to your account list
Switching Between Multiple Accounts

If you have combined multiple accounts into one, follow the instructions below to switch between all of your accounts:

1. Login to your Landlord Portal account
2. Click the **Change Accounts** link on the left-hand side of the page
3. In the box that appears, click the name of the account you would like to load
4. The tabs at the top of the Landlord Portal will now reflect the information relating to the account you selected
Notifications

Landlords have the ability to view their notification items on one page within the portal. These notifications are automatically removed based on the type of notification it is, but you can also delete individual notifications from this page.

Inspection notifications will be removed the day after the inspection has occurred. Rent notifications will be removed 14 days after the notification was posted.

The notifications section is available to all landlords whether you elected to receive email/text notifications or not.

To access notifications, follow the steps below:

1. Login to your Landlord Portal account
2. Click the **Notifications** button on the left-hand side of the page

   ![Notifications Button]

3. A list of your notifications will be displayed
   a. To view the inspection details of a scheduled inspection, click the **🔍** icon next to the row you want to view
   b. If you want to remove a notification item from this screen, click the **🗑️** icon next to the row you want to remove
Notification Manager

The Landlord Portal is setup to notify you when new inspections are scheduled, if your tenant’s portion of the rent has changed, or your 1099 is generated and ready for print. You have the option to receive a text message, email, or both for each type of available notification. All notifications are included in one email and/or text message.

Notification Settings

1. Login to your Landlord Portal account
2. Click the Notifications button on the left-hand side of the page
3. Click the Notification Manager tab
4. Adjust the necessary settings next to the type of notification you would like to receive
   a. Misc Portal Information
      i. This setting allows CMHA to send you non-user specific notifications
      ii. Enabling this option will also allow CMHA to send you a notification when your 1099 is available within the portal
   b. Monthly Landlord Newsletters
      i. This setting allows CMHA to send you the monthly HCVP newsletter to your email address
   c. Changes to Your Tenant’s Rent
      i. You receive a notification when your tenant’s rent will increase or decrease
   d. New Inspections
      i. You receive a notification when a new inspection is scheduled, an inspection has changed, inspection reminders, and results of past inspections. This information is all included in one email.
5. Once you have setup your notification options, click the Save Notification Settings button
Text Message Settings
1. Enter your cell phone number and service provider in the appropriate boxes

2. Click the Click here to send a test message to your phone button
   a. This will send a test message to the phone number you entered (please allow up to 5 minutes for the test message to be received)

3. If you receive the test message, click the I received the test message button

4. If you did not receive the test message, click the I did not receive the test message button and check the number and service provider information.

5. Once the test message has been received, click the Save text message settings button

Email Settings
If you choose to be notified by email, and you login to the portal with a valid email address, the notification emails will be sent to that email address by default. If you would like for the notification emails to be sent to a different email address, or you do not login to the portal with an email address, you can choose to have the notification emails sent to the email address you enter in this section.

1. Enter the email address that you would like the notifications to be sent to

2. Click the Save Email Settings button

Notes:
- Standard text message rates apply from your cell phone provider
- CMHA is not responsible for any costs incurred by you as a result of using the text message alert feature
Message Center

Certain emails that CMHA sends out are copied into the Landlord Portal for your reference. They are organized like any other email program with an “Inbox” and a “Deleted Items” folder. You have the option to mark these messages as “read” or “un-read”, and delete any messages that you no longer wish to save. To access the “Message Center”, follow the steps below:

1. Login to your Landlord Portal account
2. Click the **Message Center** button on the left-hand side of the page

![Message Center](image)

3. Any messages that you have not read within the Landlord Portal will appear in bold. You will be able to see the message subject, date the message was posted, and if there are any attachments to the message.
4. To view the message, click the **subject** of the message in the list
5. The message will open in a new window, and icons will appear that allow you to mark the email as “read” 📧 or “un-read” 📧. You also have the option to scroll through multiple messages using the ⬅️ and ➤️ icons.
6. To move the message to the “Deleted Items” folder, click the ❌ icon
   a. Messages in the “Deleted Items” folder are automatically removed after 7 days
7. To recover a message from the “Deleted Items” folder, click the **Deleted Items** link on the left-hand side of the screen, and click the 🔄 icon to have the message placed back in the “Inbox”
Units Tab

Landlords are able to access specific information about each of the units they own. Among this information is the tenant’s name and address, contract rent, HAP and UAP payments, tenant’s rent to the owner, effective date, and move-in date.

You can search for an individual tenant or unit and export this information into Excel specifying which information to include in the report.

To view your unit details, follow the steps below:

1. Login to your Landlord Portal account
2. Click the Units tab at the top of the page
3. You will see a listing of all your currently occupied units
   - The columns can be sorted by clicking the heading
   - If there are multiple pages of units, you can scroll through them using the navigation icons in the upper right-hand corner of the list
4. To view the details of each unit, including rent figures and inspections, click the icon next to the row you would like more information about
5. The detail information will appear, along with icons on the right-hand side of the details
   - Close details window
   - Print unit details
   - View unit details
   - View last deposit’s information
   - View inspection information
   - View HAP contract
Statements Tab

Remittance statements can be viewed for the past 2 years for each unit you own. You will be able to see the amount and payment date, as well as the individual details that make up each overall check. There is also a visual check that shows the overall amount of each statement.

To access your statements, follow the steps below:

1. Login to your Landlord Portal account
2. Click the Statements tab at the top of the page
3. Your statements will be displayed along with general information about each statement
   a. If you were looking at the details of a specific unit on another tab, that unit’s statements will automatically appear
4. To load a specific unit’s statements, use the “Search by” feature at the top of the page
5. To view detailed information about each statement, click the icon next to the statement you would like to view details for

<table>
<thead>
<tr>
<th>View Details</th>
<th>Check #</th>
<th>Amount</th>
<th>Pmt. Date</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Direct Deposit</td>
<td></td>
<td>4/3/2019</td>
</tr>
<tr>
<td></td>
<td>Direct Deposit</td>
<td></td>
<td>4/3/2019</td>
</tr>
<tr>
<td></td>
<td>Direct Deposit</td>
<td></td>
<td>3/15/2019</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Amount</th>
<th>Address on Date of Check</th>
<th>Suite</th>
<th>Tenant</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>410</td>
<td>Carl J Tobey</td>
<td>HAP Adjustment for Carl J Tobey</td>
</tr>
<tr>
<td></td>
<td></td>
<td>518</td>
<td>Carl J Tobey</td>
<td>HAP Adjustment for Carl J Tobey</td>
</tr>
<tr>
<td></td>
<td></td>
<td>423</td>
<td>Carl J Tobey</td>
<td>HAP Adjustment for Carl J Tobey</td>
</tr>
<tr>
<td></td>
<td></td>
<td>447</td>
<td>Carl J Tobey</td>
<td>3/2019 HAP for Carl J Tobey</td>
</tr>
<tr>
<td></td>
<td></td>
<td>748</td>
<td>Carl J Tobey</td>
<td>HAP Adjustment for Carl J Tobey</td>
</tr>
</tbody>
</table>
Inspections Tab

Inspections can be viewed for any of your units whether there is a tenant occupying the unit or not. Inspection results are available for the past year. You will also be shown the overall result of the inspection, any items that failed the inspection as well as where they were located in the unit and who is responsible for repairing the item, and the scheduled and inspected date of each inspection. The inspections tab will display any inspections that are scheduled in the future as well.

To access inspections and any failed items, follow the steps below:

1. Login to your Landlord Portal account
2. Click the Inspections tab at the top of the page
3. If you were looking at a unit’s details or statement information in one of the other tabs, that unit’s inspections will automatically appear
4. To load a specific unit’s inspections, use the “Search by unit” feature at the top of the page
5. To view the failed items for an inspection, click the icon next to the inspection you would like to view failed items for
6. The failed items will be displayed along with where in the unit the item was found and who is responsible for repairing the item. More recent inspections may include photos that relate to the failed inspection items.
1099s Tab

The Landlord Portal will display the past 3 years of 1099 tax forms. You have the ability to print your 1099 from the portal for your records as soon as they are available.

To access your 1099s, follow the steps below:

1. Login to your Landlord Portal account
2. Click the 1099s tab at the top of the page
3. By default, the previous year’s 1099 will be shown (if available)
4. To view a different year’s 1099 form, select the year you would like to view the form for from the drop down list
5. The 1099 will be displayed (if available)

1099 Information

Select the year you would like to view your 1099 for: 2018
Forms Tab

Various forms can be completed via the Landlord Portal. Forms can be accessed by following the steps below:

1. Login to your Landlord Portal account
2. Click the **Forms** tab at the top of the page
3. Click on the link of the form you want to complete

The following pages will describe the online forms located within the Landlord Portal
Change Request Form
If the information displayed in the “Account at a Glance” section is not correct, you may complete a Change Request form. The Change Request form allows you to update your name, SSN/Tax ID, address, email, and contact phone numbers. You can view pending, complete, and cancelled forms that you have submitted.

Submitting a Change Request Form
1. Login to your Landlord Portal account
2. Click the Forms tab at the top of the page
3. Click the Change Request Form link
4. Update the last column of the form with the information that you want to change and click the Send Request button

<table>
<thead>
<tr>
<th>Item to Change</th>
<th>Your Current Owner Information</th>
<th>Change To</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address Line 1:</td>
<td>123 Anywhere Lane</td>
<td></td>
</tr>
<tr>
<td>Address Line 2:</td>
<td>Suite B</td>
<td></td>
</tr>
<tr>
<td>City:</td>
<td>Cleveland</td>
<td></td>
</tr>
<tr>
<td>State:</td>
<td>OH</td>
<td></td>
</tr>
<tr>
<td>Zip:</td>
<td>44113</td>
<td></td>
</tr>
<tr>
<td>Email:</td>
<td><a href="mailto:landlord@cmha.net">landlord@cmha.net</a></td>
<td></td>
</tr>
<tr>
<td>Phone:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Phone (Cell):</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Phone (Alt):</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Phone (Fax):</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Note: After the changes have been made, it may take up to 24 hours before they appear in the Landlord Portal.

5. Your change request will be sent to CMHA
6. Once the request has been completed by a CMHA employee, your information will be automatically updated in the Landlord Portal

Loading previously submitted requests
1. Follow steps 1 and 2 above
2. Click the View Request History tab
3. Select the status of request you would like to load from the drop down list
   a. All requests you submitted that match the status you selected will appear
4. Click the icon next to the request you would like to load
5. The request will load, and any changes that you requested to be made will be shown in red
Extension Request Form

Submitting an Extension Request:
If there is reasonable cause, you can request an inspection extension using the online extension request form. After you submit your extension request to CMHA, you will be notified via email if your request has been approved or denied. If your request is approved, you will be shown the new scheduled date and time. If your request is denied, you will be shown the reason that it was denied.

To request an inspection extension, follow the steps below:

1. Login to your Landlord Portal account
2. Click the Forms tab at the top of the page
3. Click the Extension Request Form link
4. Complete the form that appears with the appropriate information
   a. Select the property address from the “Property Address” drop down list
      i. Only properties with scheduled inspections will appear in this list
      ii. Once you select a property, the inspection date will appear in the “Date of Inspection” box
   b. The date of your requested re-inspection must be within 30 days of the original inspection date
5. If you wish to upload additional documentation along with the request, you may do so using the upload section of the form (up to 10 documents can be uploaded for each extension request)
6. Click the Send Request button once you have completed the form and selected any documentation you want to upload
Loading Previously Submitted Requests:
Once an extension request has been submitted, you may re-load the request to view its status and any approval or denial information.

To load a previously submitted extension request, follow the steps below:

1. Login to your Landlord Portal account
2. Click the Forms tab at the top of the page
3. Click the Extension Request Form link
4. Click the Extension Request History tab
5. Select the status of the requests you would like to view from the status drop down list. If there are requests in the system that match the status you selected, they will appear in a grid along with the new scheduled date and time (if applicable)
6. To load a request, click the icon next to the request you would like to view
7. The original request will appear, and if the request was approved, the new scheduled date and time will be highlighted in yellow
Inquiry Form

If you have a question or concern, and would like to contact the HCVP, you will need to complete an online inquiry form. Using the inquiry form will allow your question to be handled quicker and will allow you to select which department the inquiry should be assigned to.

Submitting an inquiry
1. You will need to be logged in to the Landlord Portal if you wish to track and view any inquiries you submit. If you do not wish to login to your account, you can still submit an inquiry, but you will not be able to view the inquiry once it is submitted.
2. Click the Forms tab at the top of the page
3. Click the Inquiry Form link
4. Complete the form that appears
5. If you wish to upload additional documentation along with the inquiry, you may do so using the upload section of the form (up to 10 documents can be uploaded for each inquiry)
6. Click the Send Inquiry button once you have completed the form and selected any documentation you want to upload
Reports Tab

The Landlord Portal allows you to run specific reports which can be accessed on the reports tab. These reports include a variety of different information so you can see a wide range of information at one time. Reports are created so they can be saved in Microsoft Excel format.

To access reports, please follow the steps below:

1. Login to your Landlord Portal account
2. Click the Reports tab at the top of the page
3. Click on the name of the report you would like to view
4. Once the report has been generated, click the button to view and save your report
Groups Tab

The CMHA Landlord Portal gives you the ability to create different users and groups that you control, which allows people you assign to access certain property information within the portal without them needing to know your login information. This is especially useful for the landlord that has multiple properties that they would like to have someone else monitor within the portal.

Each group you create can have as many users associated with it as you wish. You can assign any of your occupied units to these groups along with individual group and user permissions so the user you create will only see the information you want them to see.

After you create a user, that user will be emailed the login information needed to gain access to the portal (if you entered their email address as their user name when creating their account). If you did not enter an email address for their user name, you will be shown the login information on the screen, which you can then print out or send to the user.

You will have the ability to update the user's/group's permissions within the portal at any time, and if needed, you also have the ability to delete a user's account that you created.

To create and maintain your groups, follow the steps below:

1. Login to your Landlord Portal account
2. Click the Groups tab at the top of the page

The following pages will describe how to create and maintain groups that you create
Creating a group

1. **Click the Add New Group button**

2. Enter a descriptive name for the group, and assign the permissions you want members of this group to have.

   ![Group Information](image)

   - **Group Permissions:**
     - Allow group to view the "Units" tab
     - Allow group to view property details
     - Allow group to view the "Statements" tab
     - Allow group to view the "Inspections" tab
     - Allow group to view property HAP contracts

   **Please note:**
   - If multiple groups have the same property, when a user loads the properties in the portal, the permissions applied to that property will be based on the least allowed setting between matching groups.
   - For example, if a person belongs to "Group A" and "Group B", and Group A's permissions allow for members of that group to view statements, but Group B does not, then for the properties that appear in both groups, the user will NOT be able to view those property's statements.

3. **Click the Save Group button**
Once the group is created, you can add properties to the group, add existing users to the group, and update the permissions for the group.

**Adding properties to a group**

1. Click the icon in the “Properties In Group” column for the group you want to modify.

2. A list of all of your occupied properties will appear allowing you to select which properties to include in this group.
   - To select all properties, click the **Select All** link.
   - There is a column on the right that groups existing properties together by address number in case you want to make a group for like addresses. For example, if you have an apartment building with multiple units that you own, you can select the address number from the “common units” list on the right which will automatically check all units that begin with that address number in the unit list on the left.

3. Once you have selected the properties you want to include in this group, click the **Save Group Properties** button.

4. The number of properties in each group will appear next to the icon.
Adding users to a group

Users that you have previously added can be added to any group that you create. If you have not created any users, please follow the steps in the Adding a new user section of this portion of the guide. Once you have added users, follow the steps below to add the users to a group:

1. Click the icon in the “Users In Group” column of the group you want to add users to
   a. Check any users that you want to add to the group
   b. Un-check any users that you want to remove from the group (users that currently belong to the group will be checked automatically)
2. Click the Update Group button
3. The changes will take effect immediately and be shown in the group’s row

Updating group permissions

At any time, you can update the permissions that the users have in each group. To update the group’s permissions, follow the steps below:

1. Update the permissions you want to change for a specific group by checking or un-checking the appropriate box
2. Click the icon at the end of the group’s row

Deleting a group

Note that when you delete a group, only the group is deleted. The users and properties that were in that group are not deleted. To delete a group, follow the steps below:

1. Click the icon in the row of the group you want to delete
2. You will be prompted to confirm that you want to delete the group. Click the OK button to delete the group
Adding a new user
To begin adding users, follow the steps below:

1. Click the Add New User button
   ![Add New User button]

2. Complete the form that appears as necessary

   ![User Information form]

   **Account Information**
   - Complete the information below to create a new user account:
     - Email Address/Login ID: 
     - First name: 
     - Last name: 
     - Daytime phone number: 
     - Evening phone number: 
     - Cell phone number: 

   **User Permissions**
   - [ ] Allow user to submit an inspection extension request form on your behalf
   - (only for the properties assigned to the group(s) this user will belong to)
   - [ ] Allow user to submit an inquiry to the HCVP department
   - [ ] Allow user to view your 1099s for the last 3 years
     (Note: this option will show income for all owner properties, not just the ones assigned to the group)

   **User Groups**
   - What group(s) will this user be assigned to:
     - [ ] 1330 Units
     - [ ] 24451 Units

   a. It is recommended that you enter a valid email address for the user when you create the account
   b. Assign the appropriate user permissions for what types of forms and 1099 access you want the user to have
   c. If you previously created groups, you can assign this user to any of those groups at this time
   d. The password will be automatically assigned by the Landlord Portal once the account is created

3. Click the Save User button (if you have previously created any groups, you may have to scroll down to see this button)

If you entered a valid email address for the user, the user will be emailed their login credentials. If you did not enter a valid email address when you create the user’s account, their login details will be displayed on the screen so that you can give those details to the user.

The user will have 3 days to login to the account you created for them. If the user does not login within 3 days, their account will be automatically deleted from the Landlord Portal, and you will need to re-create the account if you choose to do so.
**Maintaining user permissions**

At any time, you can update the permissions that the user has within the Landlord Portal. To update the user’s permissions, follow the steps below:

1. Update the permissions you want to change for a specific user by checking or un-checking the appropriate box.

2. Click the icon at the end of the user’s row.

**Maintaining groups a user belongs to**

To add/remove a user from a group, follow the steps below:

1. Click the icon in the user’s row that you want to update.
   a. Check any groups that you want this user to belong to.
   b. Un-check any groups you want to remove this user from (groups the user currently belongs to will be checked automatically).

2. Click the **Update User** button.
3. The changes will take effect immediately and be shown in the user’s row.

**Deleting a user**

Note that when you delete a user, the user will be automatically removed from all groups that the user belongs to. Once the user has been deleted, they will no longer be able to access the Landlord Portal. To delete a user, follow the steps below:

1. Click the icon in the row of the user you want to delete.
2. You will be prompted to confirm that you want to delete the user. Click the **OK** button to delete the user.
Exporting Information to Microsoft Excel

Units, statements, and inspections can be exported into Microsoft Excel and saved to your computer. Since the functionality is basically the same for these sections, the procedure for exporting the data will be explained here, but it applies to the “Units”, “Statements”, and “Inspections” tabs.

To export this data to Excel, follow the steps below:

1. Login to your Landlord Portal account
2. Click the tab you would like to export the data for
3. Click the **Export to Excel** button at the top of the page
4. Export options will appear in a drop down list that will allow you to export all of the information, or only the on-screen information as it appears on your screen
5. Select the type of information you want to export as well as the columns you would like to include in the report and click the **Export** button
6. Once your Excel file has been created, click the **Download Your Excel File** button and specify a location on your computer to save the file
Logging Out

Once you have finished using the Landlord Portal, we recommend that you logout so that anyone else that uses your computer will not be able to see the information in your account.

There are a couple ways to logout of the Landlord Portal as described below:

To logout of the Landlord Portal, you can either click the **Logout** link on the left-hand side of the page.

![Logout Link](image.png)
Allowing Pop-ups and Installing Adobe Reader

Certain information that is displayed in the Landlord Portal requires you to enable pop-ups and/or have Adobe Reader installed on your computer. The instructions below go over the steps on how to enable pop-ups for Internet Explorer and Firefox.

Allowing pop-ups in Internet Explorer

1. Click the Tools menu ➔ Pop-up Blocker ➔ Pop-up Blocker Settings
2. Type www.cmha.net in the “Address of website to allow:” box
3. Click the Add button
4. Click the Close button at the bottom of the settings box
5. You may need to refresh the page for the settings to take effect

[Diagram of Internet Explorer's Pop-up Blocker settings]
Allowing pop-ups in Firefox

1. Click the **Tools** menu → **Options...**

![Options menu]

2. Click the **Content** tab at the top of the window that appears

![Content tab]

3. Click the **Exceptions..** button in the “Block pop-up windows” row

![Exceptions button]

4. Type **www.cmha.net** in the “Address of web site:” box

![Address box]

5. Click the **Allow** button

6. Click the **Close** button at the bottom of the settings box

![Close button]

7. Click the **OK** button on the Options box

![OK button]

8. You may need to refresh the page for the settings to take effect

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Installing Adobe Reader on your computer

1. **Click here to install Adobe Reader on your computer**

2. Click the **Download now** button near the bottom of the page once the Adobe website loads, and follow the instructions that appear

   By clicking the Download now button, you acknowledge that you have read Software Licensing Agreement.

![Download now button]