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*“Committed to Safe and Affordable Housing”*

Dear Landlord,

The Housing Authority of Yakima utilizes a new and improved way of distributing your direct-deposit statements for your Housing Assistance Payments (HAP). We have a “Landlord Access” Web site from which you can view or print your statements.

The Landlord Access Web site will allow you to view or print your current statement or prior statements. You can do this 24 hours a day, 7 days a week, right from your own office or home-anywhere you have Internet access.

In order to register you will need to request a registration key via email address [acct@yakimahousing.org](mailto:acct@yakimahousing.org).

Your first step in using the site is to register, at which time you will set up your secure user name and password. Instructions for registering are below, including your personal registration key.

**Please note:** You are required to have an e-mail address in order to register. This is so that, if you forget your user name or password, we can send updated login information to you. If you do not yet have an e-mail address, please see Questions 4 and 5 in the Frequently Asked Questions section at the end of this letter.

#### **ACCESSING THE SITE**

To get to the Landlord Access site, follow these steps:

1. Go to the Housing Authority Web site: [www.yakimahousing.org](http://www.yakimahousing.org)
2. Property Owners/Landlord Access

#### **REGISTERING**

Before you can log in, you must register (one time only) with a registration key we have assigned to you personally.

**Please note:** If you receive more than one registration key from us, please see Question 3 in the Frequently Asked Questions section at the end of this letter.

You will use the registration key only once. You will choose your own user name and password, which you will set during registration. From then on, you will use your user name and password to log into the site.

During registration, you will also select a secret question and enter your personal, secret answer. Please write this information down and keep it somewhere safe. If you ever forget your user name or password, we can reset your password and then e-mail you your updated login information. However, in order to reset your password, you must verify your identity by correctly answering your secret question. We will reset your password temporarily; after which you will again choose your own permanent

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password. If you know your Username but not your password, click on the Forgot Password Button on the main log in page. Type in your username and the website will email you the password you registered with originally.

#### **HOW TO REGISTER:**

1. Click the Register link on the left to go to the Register page.
2. On the Register page, enter your personal registration key in the Registration Key field.
3. Enter your first and last name.
4. Enter your e-mail address. Repeat it in the Confirm Email field.
5. You choose your own user name. Enter it in the User Name field.
6. You choose your own password. Your password is case sensitive. It must be at least six characters long, and it must include at least one letter and one number. Enter your password in the Password field and then repeat it in the Confirm Password field.
7. If you ever request login help because you have forgotten your user name or password, you will be prompted to answer a secret question. Select the Secret Question you would like to use, and then enter your own Secret Answer.
8. Click the Register button.
9. You will receive a “registration success” message.
10. You must log into the website immediately upon registering!!!! Doing so confirms your registration and imprints your information.

#### **LOGGING IN**

To log in, follow these steps:

1. Click the login link in the registration-success message: “Click here to log in.” (In the future, you will go directly to the Log In page when you arrive at the Landlord Access site.)
2. On the Log In page, enter your user name and password.
3. Click the Login button.
4. Confirm you are able to see your HAP information.

#### **FREQUENTLY ASKED QUESTIONS**

Q. 1: Is my information secure on the Web site?

A.: Yes. Your password is encrypted, so that no one has access to it. Our Web site uses Secure Socket Layer (SSL) encryption technology. This means that all of your information is encrypted as it passes to you across the Internet-so that no one else can possibly access it.

Q. 2: I manage multiple properties, so I currently get multiple statements each month. How do I access my information?

A.: The way you will access your information is based on the bank accounts that receive the direct deposits for your properties. Properties that receive deposits into the same bank account are grouped together under the same login.

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If the HAP payments for all of your properties are deposited into one bank account, you will receive only one registration key, and you will create only one user name and password. When you log in, you will see all of your properties listed, and you will be able to view or print the statement for any property.

If the HAP payments for your properties are deposited into more than one bank account, you will receive a different registration key for each bank account. So for example, if you receive deposits into three different bank accounts, you will have three different registration keys, and you will create three different sets of user names and passwords\*. Each different user name and password will give you access to all the properties connected to one particular bank account.

**Please note:** If you register multiple registration keys, you must have a different e-mail address for each different registration.

\* If you receive more than one registration key from us, you have the option of combining your properties under one user name and password. If you want to do this, please call the housing authority during normal business hours at 509-453-3106.

Q. 3: What if I forget my user name or password?

A.: If you forget your user name or your password, go to the Login Help page of the Web site. You will enter your e-mail address, and you must then verify your identity by correctly answering your secret question, which you set up during registration. Our system will then automatically e-mail you your user name (which will not change) and a new, temporary password that is generated randomly by our system. You will then return to our Web site and log in with your user name and temporary password. You will be prompted immediately to set a new permanent password of your own.

Q. 4: Why do I need an e-mail address?

A.: You must have an e-mail address in order to register. This is so that, if you forget your user name or password, you can retrieve your username and password from the website via an email that will be sent to you.

Q. 5: How do I get an e-mail address if I don't have one already?

A.: You can get an e-mail account-for free-from any number of providers, such as Gmail from Google (mail.google.com) or Yahoo! mail (mail.yahoo.com). It takes only a few minutes to sign up, and you can access your e-mail account from any computer that has an Internet connection.

If you would like more specific information about setting up an e-mail account, please visit this Web page provided by our software developer, Tenmast Software: [www.tenmast.com/email](http://www.tenmast.com/email)

Q. 6: Why is there a “secret question”?

A.: The confidentiality of your financial information is very important to us, so we include a secret question and answer as part of our password-reset procedure. This provides an added level of security by requiring you to verify your identity with a question only you can answer.

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Q. 7: What if I reset my password, but I still cannot log in?

A.: Our password-reset procedure is designed to be as simple and automated as possible, to help ensure you can get immediate access to your information whenever you want it. If you use this procedure, but you still cannot log into our site, please call the housing authority during normal business hours at (509)453-3106.

Q. 8: Is there an alternate way for me to get my statements?

A.: No. You will have access to your statements ONLY by logging into our Web site.

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