

HAKC IT Department
Frequently Asked Question

Q: I am a property owner with housing units in the Housing Choice Voucher program. I understand I need a Partner Portal account to retrieve HAKC information about the properties.

How do I set up an owner account in Partner Portal?

A: To begin, go to <https://kansascity.partnerinhousing.com>. It is recommended that you save a link to the page.

Alternatively, you can go to www.hakc.org – About Us - Landlords – look for the Partner Portal link at the bottom of the page.

On the login page, click the ‘Create an Account’ link, as shown below.



THE HOUSING AUTHORITY
KANSAS CITY, MO

Log In

LOG IN

Log In

User Name:

Password:

Log In

[Create an Account](#)

You will see the following:



Log In

Landlord OR

Tax ID *

Please enter in the format of xxx-xx-xxxx or xx-xxxxxxx
 Only Housing Choice Voucher (Section 8) landlords already registered
 Others will only have Guest rights.

Please enter the tax ID you use with your HAKC business. Use xxx-xx-xxxx for a social security number or xx-xxxxxxx for an employer identification number. Click 'Match Landlord'.

If your tax ID is located, you will see a screen that will list the information we have on file:

THE HOUSING AUTHORITY
KANSAS CITY, MO

Log In

Add User

User Name *

Password *

Confirm Password *

Email *

Other PHA

Business Name

File Name As

Contact First Name

Contact Middle Name

Contact Last Name

Street

Suite

City

State

ZIP

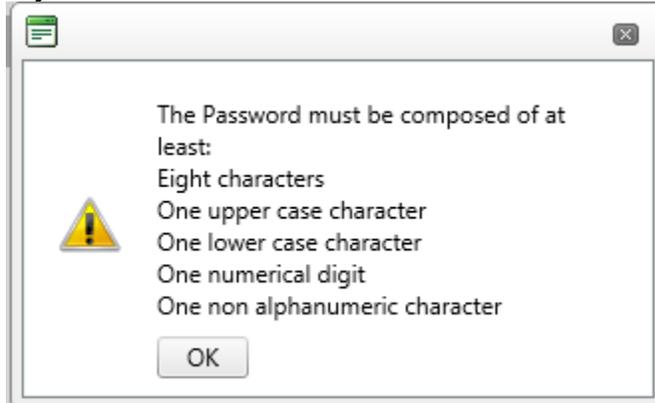
Phone

Tax ID

By creating an account, you are agreeing to receive your 1099 tax forms electronically

Please add a phone number if applicable, and enter your desired username, password, and email address. The email address must not already be in use with another Partner Portal account. If your choice of username is already in use, you will receive an error message. Click 'Create Account.'

If you see:



, your password choice is not accepted.

For example, 'P@55word' is accepted because it is eight characters long, it has an upper case ('P'), at least one lower case ('w'), at least one digit ('5'), and one non-alphanumeric character ('@').

'Pa55word' would be rejected because it does not have a non-alphanumeric character.

Please do not use P@55word as your permanent password. It is too easy to guess.

It is recommended to write down your password to make sure it fits these criteria before you enter it. If a selection fails to work, you will continue to see this message.

If your tax ID number is not located you will see the following. Please fill in the data and click 'Create Account'.

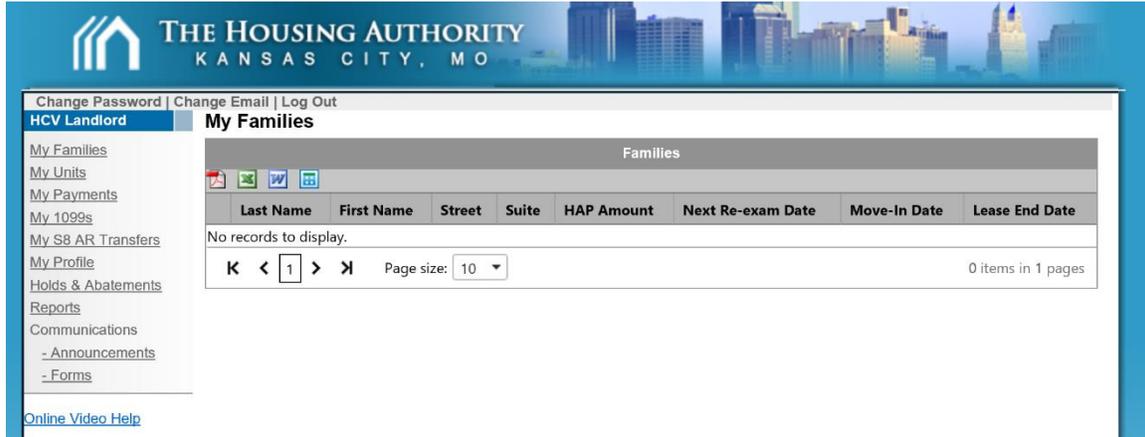
The screenshot shows the registration page for The Housing Authority in Kansas City, MO. The page has a blue header with the organization's logo and name. Below the header, there is a 'Log In' link on the left. The main content area is divided into two sections: 'Add User' and 'Guest Landlord'. The 'Add User' section contains four input fields: 'User Name', 'Password', 'Confirm Password', and 'Email', each with a red asterisk indicating a required field. The 'Guest Landlord' section contains a series of input fields for 'Business Name', 'File Name As', 'Contact First Name', 'Contact Middle Name', 'Contact Last Name', 'Street', 'Suite', 'City', 'State' (with a dropdown menu showing 'AL'), 'ZIP', 'Phone', and 'Tax ID'. Each of these fields also has a red asterisk. Below the 'Tax ID' field, there is a note: 'Please enter in the format of xxx-xx-xxxx or xx-xxxxxxx'. There is also a CAPTCHA image with the text 'URP20' and a text box for the user to type the code. At the bottom of the form, there are two buttons: 'Create Account' and 'Cancel'. A note at the bottom of the form states: 'Only Housing Choice Voucher (Section 8) landlords already registered with the Housing Agency will b Others will only have Guest rights.'

You will receive an email indicating the status of the account.

Once the account is created, you can return to the login page and use your user name and password to log in.

If a guest account was created, we can change the guest account to another account type to suit your needs. Contact us at PPHelp@hac.org.

After you log in, you will see a screen like this:



Links at the top of the page will let you change your password and your email address. If you change your email address, be sure to change it here. Email will help you reset your password if needed. It will work only if your current email address is associated with the account.

Only one owner account can be established under a particular tax ID number. If you try to create another, you will get an error message. If that occurs, please email us at PPHelp@hac.org. We will attempt to locate the former account to delete it so you can create another account.

Maintaining Your Access

Partner Portal will not force you to change your password based on time. It is, however, a good idea to change any password periodically.

If you use the wrong password three times in a row, Partner Portal will lock out the account. Messages will tell you it is locked. Please contact us at PPHelp@hac.org if the account is locked. Resetting the password does not work if the account is locked.

If the account is not locked, you can click 'Forgot your password?' as shown below. That will cause the system to send an email to the email address associated with the account. The email has a link to reset the password.



THE HOUSING AUTHORITY
KANSAS CITY, MO

Log In

LOG IN

Log In

User Name:

Password:

Log In

[Create an Account](#)

[Forgot your password?](#)