



**HARRISONBURG
REDEVELOPMENT AND
HOUSING AUTHORITY**

P.O. BOX 1071 + HARRISONBURG, VA 22803
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**LANDLORD WEB ACCESS
FREQUENTLY ASKED QUESTIONS (FAQ)**

Q 1: Is there an alternate way for me to get my statements?

A: No.

Q 2: Is my information secure on the Web site?

A: Yes - your password is encrypted and protected. Our website uses Secure Socket Layer (SSL) encryption technology. This means that all of your information is encrypted as it passes to you across the Internet - no one else can access it.

Q 3: I manage multiple properties. How do I access my multiple statements and information?

A: The way you will access your information is based on the "customer" that receives the direct deposits for your properties. Properties that receive deposits to the same customer are grouped together under the same login.

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

If the HAP payments for your properties are deposited to more than one customer, you will receive a different registration key for each TIN. For example, if you receive deposits to three different customers, you will have three different registration keys, and you will create three different sets of user names and passwords; each account will give you access to all the properties connected to one particular customer. Please note - *if you register multiple registration keys, you must have a different email address for each registration.* If you have multiple registration keys, you may combine your properties under one user name and password by calling Liz at HRHA (540-434-7386) during normal business hours.

Q 4: Why do I need an email address to register?

A: If you forget your user name or password, you can retrieve them (see Q7 below) via instructions sent to you by email.

Q 5: How do I get an email address if I don't have one already?

A: You can get a free email account from any number of providers, such as Gmail (mail.google.com) or Yahoo! (mail.yahoo.com). It takes only a few minutes to sign up, and you can access your email account from any computer that has an Internet connection. *For more information about setting up an email account, visit www.tenmast.com/email.*

Q 6: Why is there a "secret question"?

A: During registration, you will select a secret question and enter your personal, secret answer. Keep this information somewhere safe! 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. We will reset your password temporarily, after which you will again choose your own permanent password.

Q 7: What if I forget my user name or password?

A: If you know your User Name but not your Password, click the [Forgot Password](#) button on the main Log In page. Type your username and the system will email you the password you set up at registration.

If you forget both, select "Login Help." You will enter your email 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 email 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 website 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 8: 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 HRHA during normal business hours at 540-434-7386 ask for Liz.