



Multifamily Customer Portal Webinar


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Webinar Topics

- Introduction to the Portal
- How to set up User Accounts
- How to view application materials


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Process Improvements & the Portal

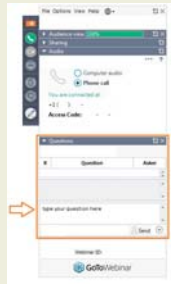
- Customer feedback to identify areas where we can improve
- Portal is biggest improvement so far
- Future enhancements planned
- Opportunities for feedback after the RFP

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Housekeeping

- For general 2017 RFP information, contact Laird Sourdif at laird.sourdif@state.mn.us
- Look for email with Portal resources
- Questions? Use the GoTo Toolbar



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How to set up User Accounts

- User accounts are being set up for funding and collaborating partners and our supportive housing partners
- Request form via the link in email sent by Laird on May 25



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How to set up User Accounts

- Email will be sent to users on June 16
- Email will include login link and user name
- Establish password to activate your account
- Must have data practice and disclosure form on file

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User Permissions

- Customers not able to upload or submit documents after June 15 at 5pm.
- During RFP Review - Able to view all projects submitted to the 2017 RFP/2018 HTC Round 1
- Post selection – Only able to see projects you are assigned to and actively working on

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Changing User Permissions

- For Questions about User accounts, and/or to change a user's permissions submit request to:
mhfa.app@state.mn.us

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Portal Demonstration

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Final Instructions

- Please make sure that you login and can access the materials you need to review for the RFP, before the review deadline.
- After October 19th you will only have access to Projects you are assigned to. Download application materials prior to this date as needed.

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Technical Issues & Questions

- Contact mhfa.app@state.mn.us with all Portal-related questions
- Contact Laird Sourdif at laird.sourdif@state.mn.us with RFP-related questions

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