Multifamily Customer Portal: Setting Up or Changing User Accounts

Overview

The Multifamily Customer Portal (Portal) facilitates the application and post-selection process for developers seeking funding from Minnesota Housing for affordable rental housing. It is also used by HUD Section 8 and Section 811 Project-based Rental Assistance owners and management agents to submit Special Claims packets. *To log in to the Portal you must have a user account.*

Not sure if you need a Portal account? View the "When do I use the Portal?" section on our [Multifamily Customer Portal Resources page](#).

After your user account is activated, log in by going to https://mnhousing.force.com/MultifamilyPortal. The Portal is a web-based application built on the Salesforce Platform. The recommended browser is Google Chrome. [Download Google Chrome for free](#).

Setting Up User Accounts for the First Time

If your organization does not already have a Portal account, you must request one. Designate an individual from your organization to submit the [User Access Request Form](#). *Submit only one form per organization.*

Tips:

- List up to five people in your organization that need access to the Portal. Please contact mhfa.app@state.mn.us if you need more than five users added to your account.
- The primary contact for account questions should be listed as user 1.
- Allow up to two business days for your account request to be processed. Once user accounts are activated, users will receive an email from mhfa-sf@crm.mn.gov to set up a password.
- If staff from your organization already has a Portal account, you do not need to request a new account. See the [Changing Users on an Existing Account](#) section of this guide.

Changing Users on an Existing Account

Has your staff changed? Let us know as soon as possible by completing this form. Email the completed form to mhfa.app@state.mn.us.

Questions

For system questions, contact mhfa.app@state.mn.us.