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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.