



Landlord Registration and User Setup Guide



Delaware State Housing Authority
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Dover, DE 19901
(866) 935-0407

Initial registration:

- It begins with one single person registering as the initial admin landlord. Other users can be added later into the registration process, but only one landlord user can do the initial registration.
 - This should be the person who will log into the landlord portal most frequently and oversee all information within it.
 - The initial admin landlord does not need to be the owner.
- That individual will go to their agency's login page and click the [Register Now](#) link.
- They will arrive on the registration page. Complete the required fields, select "Landlord" as the user type, and click the "Register" button.
- An email will be sent to the email address used at registration. Follow the link in the email to set your password.
- Log in with your email address and password.

The image displays two side-by-side screenshots of the Rent Relief web application. The left screenshot shows the 'Login' page, which features the 'Rent Relief' logo at the top, followed by the title 'Login'. Below the title are input fields for 'Email' and 'Password', a blue 'Login' button, a link for 'Forgot your password?', and a link for 'Not registered yet? Register Now' which is highlighted with a green box. The right screenshot shows the 'Registration' page, also with the 'Rent Relief' logo and the title 'Registration'. It includes a note 'All fields are required.' and input fields for 'First Name', 'Last Name', and 'Email'. There is a 'User Type' dropdown menu with 'Landlord' selected, a blue 'Register' button, and a link for 'Already registered? Login Now'.

Landlord Info:

- The initial admin landlord will complete the landlord information section so that the information on this page matches the company W-9 or property tax documents.
- Company Name: Enter in the name of the Real Estate or Property Management company. This information should match the company name on the tax documents.
 - This is not a required field. If your operation is not under a company name, then you may leave this field blank.
- Owner/Contact Name and Contact Info: Enter in the name and contact info of the Initial Admin Landlord.
 - This should be the actual info of the person completing the initial admin registration. They should be the person who will be logging into this landlord

portal most frequently and managing all tenant applications and property info within it.

- Confirm the landlord email address that is being used for registration. This is the main data point that will link other landlord users and tenant applications.
- **Landlord Representative:** A Landlord Representative is a person who is not part of the rental operation or management company that will be completing the Landlord application on behalf of the landlord.
 - A landlord may need to use a Landlord Representative if they are not tech savvy, as an example.

The screenshot shows a web portal interface for a landlord. The top navigation bar is blue with 'Home / Landlord' on the left and 'Help', 'English', and a user profile icon on the right. A left sidebar contains a list of menu items: 'Landlord Info' (checked), 'Bank Info' (checked), 'Users', 'Property Info' (warning), 'Tenant' (warning), 'Landlord Documents' (checked), 'Tenant Documents' (warning), and 'Case Info'. The main content area is titled 'Landlord Info' and features a progress indicator at 50%. The form includes several sections: 'Company Name' (Buckingham Place), 'Owner/Contact First Name' (Marcy) and 'Owner/Contact Last Name' (McTest), 'Email Address*' (mctest@yahoo.com), 'Phone Type*' (Cell), 'Phone Number*' ((302) 555-1252), and 'Extension' (Enter Extension). There are also dropdowns for 'Are you a resident of the United States?' (Yes), 'City*' (Wilmington), 'State*' (DE), and 'Zip*' (19801-5056). A 'Mailing Address*' field contains '200 S French St'. An 'Address Line 2' field has a placeholder 'Enter your more address details'. A checkbox for 'SMS Opt In' is checked. A question 'Are you Landlord Representative?' has 'No' selected. A final question 'Is the landlord an immediate family member* of any household member(s)?' has 'No' selected, with a footnote explaining the definition of an immediate family member. A 'Save' button is located at the bottom right of the form.

Home / Landlord

Help English UM

Landlord Info ✓

Bank Info ✓

Users

Property Info ⚠

Tenant ⚠

Landlord Documents ✓

Tenant Documents ⚠

Case Info

Landlord Info 50%

* Indicates required fields

Company Name
Buckingham Place

Owner/Contact First Name
Marcy

Owner/Contact Last Name
McTest

Email Address*
mctest@yahoo.com

Phone Type*
Cell

Phone Number*
(302) 555-1252

Extension
Enter Extension

Are you a resident of the United States? *
Yes

Mailing Address*
200 S French St

Address Line 2
Enter your more address details

City*
Wilmington

State*
DE

Zip*
19801-5056

☒ SMS Opt In

Are you Landlord Representative? *
☐ Yes ☒ No

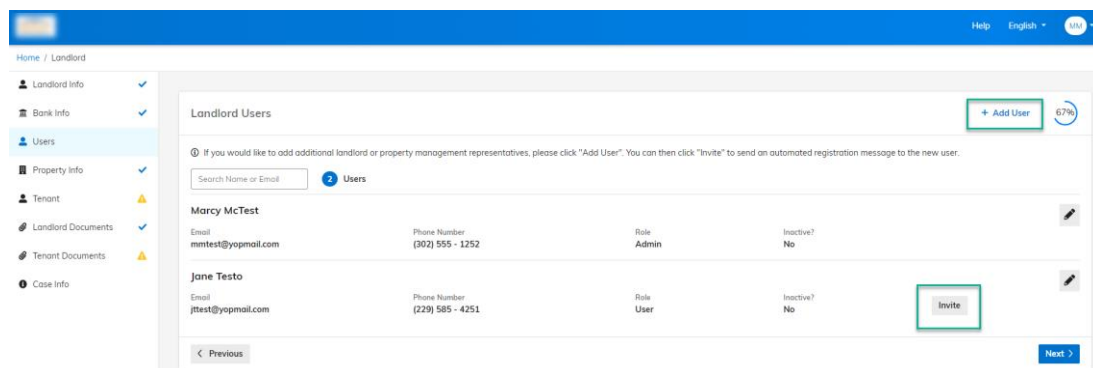
Is the landlord an immediate family member* of any household member(s)? *
☐ Yes ☒ No

* An immediate family member means, with respect to a person, a spouse, parent, brother, sister, child, or any other person living in the household of that person and related to that person by blood or marriage.

Save

Landlord Users:

- The Landlord Users section is where additional landlord users can be added. These may be property managers, corporate executives, or any person who will be helping to manage tenant applications.
- To add a new landlord user, click the Add User link in the top right corner.
- A new window will pop up. Complete all the required fields, select a role, and save.
- Landlord User Roles: There are two different roles to choose from. The role a user is assigned will determine what info they can access in Rent Relief.
 - Admin Users can access all information (bank, tenant, property) existing in this landlord profile. They can also add additional landlord users.
 - Standard Users can only view the data for the properties that they have been linked to (property linking is done on the Property Info page). Standard Users can be linked to multiple properties. They cannot add additional landlord users.
- Once the new landlord user's information has been saved, click the "Invite" button to send them an email with a link to register under this landlord profile.
 - New landlord users must register using the invite link sent from this landlord user screen. If they try to register by using a different link, then they will likely get an error message.

A screenshot of the 'Add User' modal form. It includes a close button (X) in the top right. A note states: '* Indicates required fields'. Below this, two roles are defined: 'User: Can add tenants and tenant related documents for assigned properties.' and 'Admin: Access to all'. The form contains several input fields: 'First Name *', 'Last Name *', 'Email *', 'Phone Type' (a dropdown menu), and 'Phone *'. There is also an 'Inactive' checkbox. A 'Role' dropdown menu is open, showing options: 'Select Role', 'User', and 'Admin'. At the bottom right are 'Cancel' and 'Save' buttons.

Bank Information:

- Multiple bank accounts can be added to rent relief.
- Click the Add Bank Account link in the top right corner to add each new account.
- A pop-up window will appear. Complete the required fields and save.
- Click the “Verify” button to begin the bank verification process. Each bank account will need to be verified.
 - The test deposit can take up to 48 hours to appear in the account.
- These bank accounts can be linked to one or multiple properties.
- This section is completely optional. It is only required for landlords who want to receive payment electronically by ACH.

RentRelief / Landlord

Landlord Info ✓

Bank Info ✓

Users

Property Info ✓

Tenant

Landlord Documents ✓

Tenant Documents

Submit

Case Info ✓

Bank Information

[+ Add Bank Account](#)

① To be paid via ACH, please enter one or more bank accounts. A small deposit will be made to your bank account within 48 hours. Click the Verify button to enter the deposit amount and validate the account.

② Please link verified bank account to properties on property info screen.

③ Payment will be rendered via Check if no bank account is added or verified bank account is not linked with the property on property info screen.

Search 0

Account Name	Routing Number	Account Number	Account Type	Verification Status	Created Date	Verified Date
<p>< Previous</p> <p>Next ></p>						

Home

RentRelief / Landlord

Landlord Info ✓

Bank Info ✓

Users

Property Info ✓

Tenant

Landlord Documents ✓

Tenant Documents

Submit

Case Info ✓

Bank Account Information

* indicates required fields

Account Name *

Routing Number (9 digits) *

Confirm Routing Number *

Account Number (3-17 digits) *

Confirm Account Number *

Account Type *

Checking Account

Cancel Save

For your protection, new bank accounts must be verified before you can use them to receive payments. To verify that this is your bank account, RentRelief will make a nominal deposit labeled Bank Verify into your account in a random amount. Please allow 48 hours for the deposit to appear. After the deposit has been made, please note the amount that was deposited, log in to your RentRelief account, click the Verify button next to your bank account, and when prompted, enter the exact amount that was deposited. After completing this verification process you can immediately begin using your bank account to receive payments.

Joe Smith
1234 AnyStreet Court
AnyCity, AA 12345
Pay to the order of _____ Dollars

Bank Anywhere
1234567890 1234567890123 1234

Routing Number Account Number Check Number

Property Info:

- One property or multiple properties can be added into rent relief.
- Click the Add Property link to add each new property.
- Complete the required fields and click the save button.

RentRelief / Landlord

Landlord Info ✓
Bank Info ✓
Users
Property Info ✓
Tenant ⚠
Landlord Documents ✓
Tenant Documents ⚠
Submit ✓
Case Info ✓

Property Info

+ Add Property

① Adding properties is required to receive payments.

Search

Property Name	Payment Method	Bank Account	Address	City	State	Zip	County	Users
Green Mill Apartments	Check		133 Villa Rd	Brunswick	GA	31525-8982	Appling County	Link User
Mill Town Condos	Check		153 Winter Chase Ln	Brunswick	GA	31520-2186	Appling County	Link User

< Previous

Next >

Home

RentRelief / Landlord

Landlord Info ✓
Bank Info ✓
Users
Property Info ✓
Tenant ⚠
Landlord Documents ✓
Tenant Documents ⚠
Submit ✓
Case Info ✓

Property Info

① Adding properties is required to receive payments.

Search

+ Add Property

① The name and address entered here will be used to process checks for this property.

Property Name * County *

Green Mill Apartments Appling County

Property Address *
133 Villa Rd

Address Line 2
Apartment, Unit, Suite, Building, etc

City * State * Zip *

Brunswick GA 31525-8982

Payment Method *
☐ ACH ☒ Check

Name shown on your "IRS Form W-9 or W8ECI" *
Mill Properties

Payment Mailing Address *
133 Villa Rd

Address Line 2
Apartment, Unit, Suite, Building, etc

City * State * Zip *

Brunswick GA 31525-8982

Cancel Save

Payment Info verification:

- For each property, the landlord will need to assign a specific bank account for ACH payments or enter in the address where the payment should be mailed along with the name as it is displayed on the property tax documents.
 - It is very important to verify the Name and Address information in this section, as this is who it will be made out to and where the check will be sent.

① The name and address entered here will be used to process checks for this property.

Payment Method* Name shown on your "IRS Form W-9 or W8ECI"*

☐ ACH ☒ Check

Payment Mailing Address*

Address Line 2

City* State* Zip*

① To be paid via ACH, please select verified bank account.

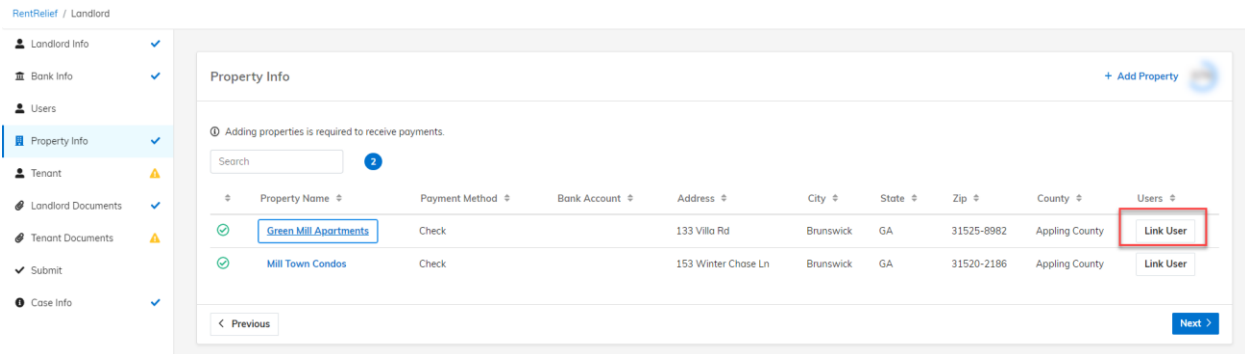
Payment Method* Bank Account*

☒ ACH ☐ Check

Input is required.

Link User:

- The link user button on the property info page gives admin landlord users the ability to assign standard users to a specific property.
 - Standard users can be linked to multiple properties.
 - Once a user has been linked to a property, they will be able to see all the data in this landlord profile that is related to that property. They will not see the data tied to properties they are not linked to.



Tenants:

- Landlord users can add and review tenant info on the tenant tab.
 - Admin users will see all tenants linked to this landlord record.
 - Standard landlord users will see the tenants of the properties they are linked to.
- To add a new tenant and invite them to register click on the Add Tenant link in the top right corner.
- If a tenant registers before the landlord invites them, then they will automatically appear in this section if they have entered in the landlord information correctly on their application.
 - These tenant applications will appear with a red yield symbol. A landlord will need to click on the tenant's name and complete the required fields.

RentRelief / Landlord

Tenant Information [+ Add Tenant](#)

Click on Tenant Name to associate tenants with properties and validate data. Click Add Tenant to invite additional tenants to apply for Rent Relief.

Search ☐ Show incomplete only ☐ Show complete only 12

Property Name	Unit	Tenant Name	Tenant Phone	Tenant Email	Bedrooms	Monthly Rent	No. of months past due	Past Due Rent	Lease Start	Case #	Case Status	Message
Green Mill Apartments		Jay West	(404) 585-9565	jwest@yopmail.com	1	\$500.00	4	\$2,000.00	Feb 11, 2020	17498	Applied	
Mill Town Condos	402	Larry Opal	(770) 414-5256	lopal@yopmail.com	1	\$400.00	3	\$1,200.00	Apr 14, 2020	26811	Applied	
Mill Town Condos		Kevin Graham	(123) 123-1231	vinanoud-2792@yopmail.com	1	\$1,400.00	2	\$2,800.00	Apr 1, 2020	17962	Applied	
Green Mill Apartments		Kevin Graham	(123) 123-1231	o22orfo-560@yopmail.com	1	\$500.00	4	\$2,000.00	Feb 1, 2021	19149	Applied	Not yet submitted
Green Mill Apartments		John Doe	(114) 255-8225	johndoe4@yopmail.com	1	\$800.00	2	\$1,600.00	Feb 2, 2020	24731	Applied	
Green Mill Apartments		Joe Blow	(404) 725-8614	jwblow1@yopmail.com	1	\$800.00	2	\$1,600.00	Jan 1, 2020	28631	Applied	
		Joe Blow	(404) 885-3389	jwblow2@yopmail.com	0	\$0.00	0	\$0.00		29586	Applied	Tenant is not mapped to any property.
Mill Town Condos		Sam Long	(770) 645-2542	samlong@yopmail.com	1	\$500.00	4	\$2,000.00	Aug 8, 2020	33563	Applied	

Document Upload:

- Landlord Documents: Upload the required landlord documents.
 - Each landlord user will need to fulfil this section as they complete their registration.
- Tenant Documents: A tenant file will appear for each tenant that exists under this landlord profile.
 - Open each file to upload the required documents.

Home / Landlord

Landlord Info ✓
Bank Info ✓
Users
Property Info ✓
Tenant ⚠
Landlord Documents ✓
Tenant Documents ⚠
Case Info

Landlord Documents

67%

* indicates required documents

① Allowed file types: pdf, jpg, jpeg, png, tiff, zip.

① [Click here](#) to download IRS form W9.

IRS Form W-9
IRS Form W-9, 1040NR or 1040NR-EZ are required for 1099 processing

File: a1testdoc.pdf
[Download](#) [Delete](#)
Uploaded by Marcy McTest
on Aug 10, 2021

No file chosen
or drag and drop one or more files to upload

[< Previous](#) [Next >](#)

Home / Landlord

Landlord Info ✓
Bank Info ✓
Users
Property Info ✓
Tenant ⚠
Landlord Documents ✓
Property Documents ✓
Tenant Documents ⚠
Submit
Case Info ✓

Tenant Documents

67%

* indicates required documents

① Allowed file types: pdf, jpg, jpeg, png, tiff, zip.

① Click > to see a list of required documents for each tenant.

① Exclamation ⚠ indicates missing information.

Search ☐ Show incomplete only ☐ Show complete only

▼ Complete Tenant: Joy West Unit: Not indicated Property: Green Mill Apartments Case #: 17498 Case Status: Applied

Rental Relationship* Copy of the Lease or Rental Agreement	File: a1testdoc.pdf Download Delete Uploaded by Bill Mill on Mar 23, 2021	<input type="button" value="Choose File"/> No file chosen or drag and drop one or more files to upload
Proof of Ownership* Mortgage statement or tax bill	File: a1testdoc.pdf Download Delete Uploaded by Bill Mill on Mar 23, 2021	<input type="button" value="Choose File"/> No file chosen or drag and drop one or more files to upload
Arrears Amount* Copy of Tenant Statement	File: a1testdoc.pdf Download Delete Uploaded by Bill Mill on Mar 23, 2021	<input type="button" value="Choose File"/> No file chosen or drag and drop one or more files to upload

Submit:

- The submit page shows any open tenant applications. They will appear as “Ready for Submission” or “Missing Information”.
 - You can submit individual cases that are ready, even if there are cases showing as “missing information”.
- When you want to submit the applications that are ready, agree to the terms and conditions.
 - Some agencies require an electronic signature. In that case you would create your electronic signature and apply it to the terms and conditions document.
- A green confirmation will show in the top right corner once the application has been successfully submit.

Home / Landlord

Landlord Info ✓

Bank Info ✓

Users

Property Info ✓

Tenant

Landlord Documents ✓

Property Documents ✓

Tenant Documents

Submit ✓

Case Info ✓

Submit

0 Cases yet to be submitted for following tenant applications:

Application Status	Property	Post Approval Payment Method	Unit	Tenant	Phone	Email	No. of Months Past Due	Past Due Rent	Missing Information
Missing Information	Town Point Apartments	Check To: Mill Properties Address: 11358 Greene Rd, Tehachapi, CA, 93561-8176		Aaron Kamara	(404) 225 - 3669	Akamara@yopmail.com	4	\$1,200.00	Some of required tenant documents are missing.
Ready for Submission	Mill Town Condos	Check To: Mill Properties Address: 153 Winter Chase Ln, Brunswick, GA, 31520-2186		John Smith	(404) 772 - 5588	jsmith@yopmail.com	3	\$1,500.00	
Missing Information		To: Address: ...		Shawn Peters	(404) 556 - 3321	SSSpeters@yopmail.com	0	\$0.00	Tenant is not mapped to any property.

Terms and Conditions

I hereby declare that the information furnished with this application is true, complete and correct to the best of my knowledge and belief.

☐ I agree to all the Terms and Conditions above

< Previous

Submit

Case Info:

- This page serves as an overall summary of all the tenant applications that have been submitted under your landlord profile.
- It is highly recommended that landlords check this section frequently, as it updates in real time.
- Important Case Info Items:
 - Tenant name and status: This column will display whether or not a tenant has completed their part of the application.
 - Case Auditor: The name and email of the person assigned to review the case will appear here.
 - Case Status: This section will change in real time as the case moves through the approval process.

Home / Landlord

Landlord Info	✓
Bank Info	✓
Users	
Property Info	✓
Tenant	⚠
Landlord Documents	✓
Property Documents	✓
Tenant Documents	⚠
Submit	✓
Case Info	✓

Case Info

🔔 Thank you for submitting the information and documents for the tenant.
A case auditor will review application and will contact you for further questions(if any).

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Case#	Property	Unit	Tenant Name	Requested Amount	Approved Amount	Case Auditor	Case Status	Submitted On
17498	Green Mill Apartments		Joy West ✓ Completed	Past Due Rent: \$2,000.00 Monthly Rent: \$500.00	Past Due Rent: \$2,000.00	Angel Jim Angel.jim@yardi.com	Applied	Mar 23, 2021
17962	Mill Town Condos		Kevin Graham ✓ Completed	Past Due Rent: \$8,000.00 Monthly Rent: \$2,000.00		Mikeya Eason mikeya.eason@yardi.com	Applied	Mar 23, 2021
19149	Green Mill Apartments		Kevin Graham ✓ Completed	Past Due Rent: \$6,000.00 Monthly Rent: \$2,000.00		Marsha Shelly marsha.shelly@yardi.com	Applied	Mar 24, 2021
24731	Green Mill Apartments		John Doe ✓ Completed	Past Due Rent: \$1,800.00 Monthly Rent: \$800.00		Paul Mullane paul.mullane@yardi.com	Applied	Mar 31, 2021
26811	Mill Town Condos	402	Larry Opal ✗ Not Started	Past Due Rent: \$1,200.00 Monthly Rent: \$400.00		Yvette Harris yvette.harris@yardi.com	Applied	Apr 2, 2021
28631	Green Mill Apartments		Joe Blow ✓ Completed	Past Due Rent: \$1,600.00 Monthly Rent: \$800.00		Unassigned	Applied	Apr 6, 2021