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Overview

To log in to the Multifamily Customer Portal you must have a user account. When applying for funding, only the developer, sponsor, and processing agent, if applicable, need a user account. For selected projects, anyone submitting and collaborating on documents will need user accounts.

For the definition of a developer, sponsor, and processing agent, view the Multifamily Underwriting Standards on our [Application Resources](#) page.

Setting Up User Accounts for the First Time

To request a **new** account, click the following [link](#) and follow these steps:

- Enter your name and email address, and click **Submit**.
- Enter your company name, and indicate your company's role on a development team. Click **Next**.
- Enter information about the organization and any users that need to be associated with the account.
- Once all information is accurate, click **Finish** to complete your request for a Portal account.

After you have requested a new account, Minnesota Housing will email your login information within two business days. Once you receive the email, you will be asked to set up a password to activate your user account.

IMPORTANT NOTES

- When you request an account, you must include contact information for your organization as well as a list of each staff person from your organization that will need access to the Portal.
- If you are an approved user and staff person of an organization, you will be able to view all of your organization's projects (for example, if you are a project manager with ABC Development and have a user account, you will be able to view all of ABC Development's projects listed in the Portal).
- If you are not a project sponsor or developer, you will only be able to view those projects that you have been assigned to by the project sponsor or developer organization (for example, if you are a processing agent and you are working on one project for ABC Development, you will only be able to see that one project; you will not be able to see all of ABC Development's projects).
- The developer or project sponsor will be able to view any projects prepared by processing agents on their behalf.

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

Contact mhfa.app@state.mn.us.