



Multifamily Customer Portal Training for POHP Applicants

March 2025

Topics Covered

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- What is the Multifamily Customer Portal?
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About the Publicly Owned Housing Program (POHP)

Previous Funding Rounds

General Obligation (GO) Bonds funded these rehabilitation projects GO Bonds tied the money specifically to HRAs/PHAs/CDAs

Current Funding Round

Offering \$40M in Appropriation Funding allocated to POHP rehabilitation projects that allows the property owners to rehabilitate and preserve public housing units that specifically address:

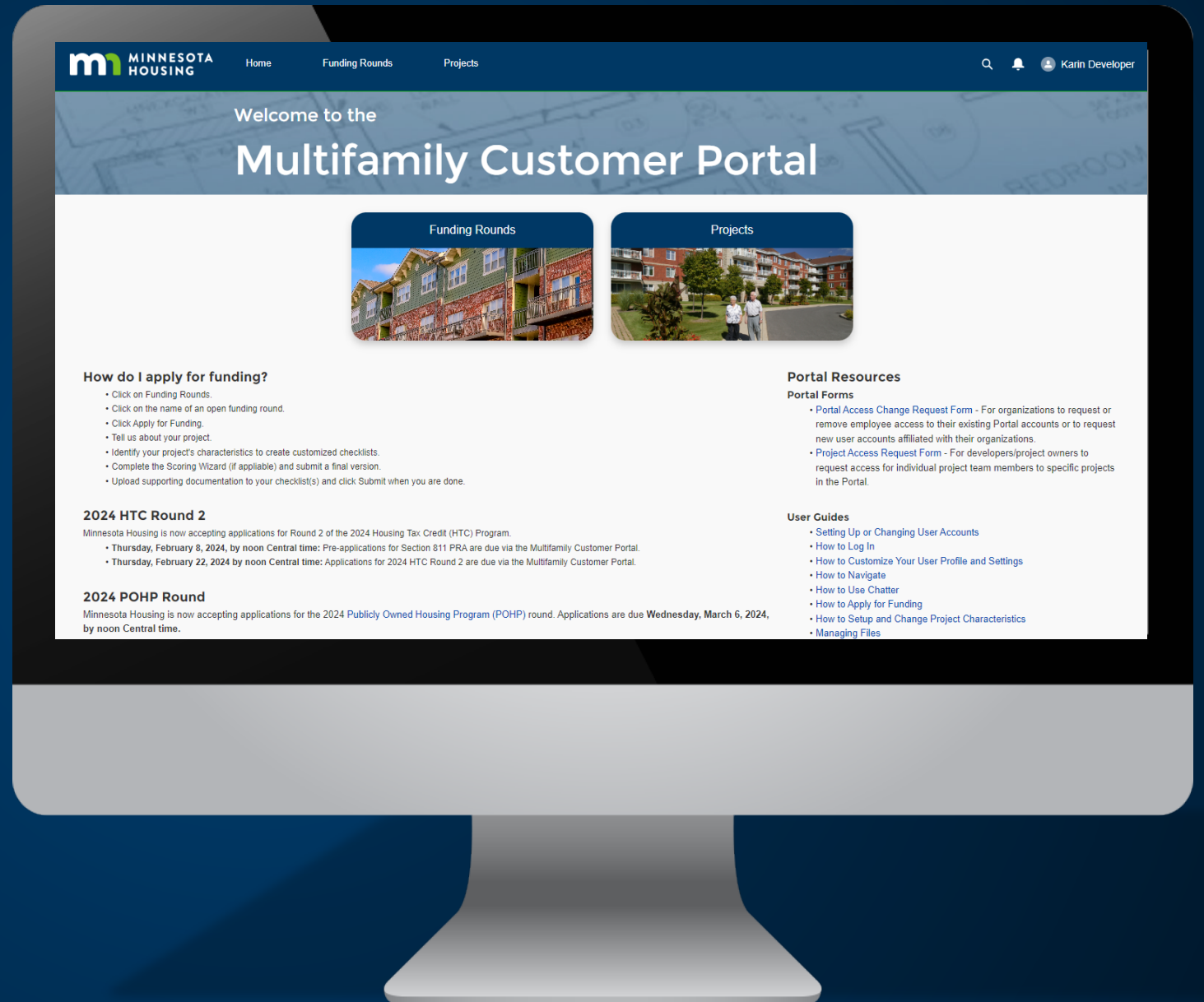
- Health and life safety
- Critical needs
- Energy and water efficiency/climate resiliency and sustainability
- Accessibility

Eligible Applicants

- Local unit of government, such as a city, county, HRA, PHA, CDA
- Tribal Entity
- Owner of a Public Housing building that has been repositioned under the federal Rental Assistance Demonstration (RAD) or similar program

What is the Multifamily Customer Portal?

- Web-based system
- Apply for funding
- Collect loan closing due diligence documents



What is a Project?



Project is your online application



Manage project details



Communicate with Minnesota Housing



Upload documents to your application checklist



Add people to your project team



Post-funding work

Request a User Account

To apply, your organization needs a Portal account. If you don't have one yet, choose someone in your organization to request it for you. They'll need to provide:

- Your organization's name, address, and phone number.
- The name, address, phone number, and email address for each person who needs a user account.

Request an account through our online [User Access Request Form](#)

Multifamily Customer Portal Resources

[Home](#) / [Rental Housing](#) / [Housing Development and Capital Programs](#) / **Portal**



Multifamily Customer Portal Resources

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.

The Portal is a web-based application built on the Salesforce platform. The recommended browser is Google Chrome. [Download Google Chrome for free.](#)

[Portal Login](#)

*NOTE: This is a different system than the Property Online Reporting Tool (PORT) that is used to certify to Minnesota Housing that property owners have complied with the income, rent, and other restrictions of the financing it received from HOME, National Housing Trust Fund, housing tax credits, or Minnesota Housing deferred loan programs.

Quick Links

[Request for Proposals](#)[Post-Selection Materials & Forms](#)[Development Team Qualification Forms](#)[Special Claims](#)[Collapse All](#)

How do I access the Portal?



- 1. Your organization must have an account.** If your organization does not already have a Portal account, you must request one. To request an account, please [complete one request per organization through our online form](#). You must include contact information for your organization, as well as a list of each staff person from your organization who needs to access the Portal. If staff from your organization already has a Portal account, you do not need to request a new account.
- 2. You must have an individual user login** tied to your organization's account. If your organization has an account but you were not included in the initial account request, submit the [Portal Access Change Request Form](#) to request account updates. This form can be used to request changes to existing accounts or to create new user accounts affiliated with an organization.
- 3. Log in to the Portal** by going to: mnhousing.force.com/MultifamilyPortal

Complete the User Access Request Form

Step 1: Provide contact info for person completing the form



User Access Request for Multifamily Customer Portal

Please complete the contact information for the person completing this request.

* First Name

* Last Name

* Email Address

Next

Step 2: Select "I am part of a team applying for funding..."



User Access Request for Multifamily Customer Portal

The Multifamily Customer Portal (Portal) facilitates the application and post-selection process for applicants 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 facilitate the submission of [Special Claims](#) packets to Minnesota Housing.

Please complete this request form only once for your organization. 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.

Questions? Contact mhfa.app@state.mn.us

* What type of activity do you need to perform in the Portal?

☒ I am part of a team that is applying for funding from Minnesota Housing or is submitting due diligence post-selection.

☐ I am a HUD Section 8 and Section 811 Project-based Rental Assistance owner or management agent that needs to submit or view Special Claims packets

☐ I don't know the types of activities I need to perform. Please contact me to clarify.

* What role do you play on the team?

☐ Architect

☐ Attorney

☐ Developer

Organization Information

Step 3: Identify your team role

* What role do you play on the team?

☐ Architect

☐ Attorney

☐ Developer

☐ General Contractor

☐ Lender

☐ Management Agent

☐ Processing Agent

☐ Service Provider

☒ Sponsor/Ownership Entity

☐ Syndicator

☐ Title Company

Please complete the information on your organization.

* Organization name

Step 4: Provide organization info

Please complete the information on your organization.

* Organization name

* Organization phone number

* Address 1

Address 2

* City

* State

* Zip Code

Organizational website

Previous

Next

User Contact Information

Step 5: Provide user contact information

User 1 Contact Information (Primary contact)

* Contact first name

* Contact last name

* Email

* Phone

Address 1

Address 2

City

State

Zip Code

- Provide contact information for up to five users in your organization
- Need more than five users? Contact mhfa.app@state.mn.us

Setup Your Password

- Allow up to two business days for account activation
- User account activation email from mhfa-sf@crm.mn.gov
- Click link in body of email to setup a password

Sample email



Hi Karin,

Your Multifamily Customer Portal user account for TEST Developer Account is almost set up! You must choose a password. Click the link and follow the instructions to access your account.

<https://mnhousing-uat.sandbox.my.site.com/MultifamilyPortal/login?c=hyUMP.YWE1ZxPq8rYABfKJn4wOupqsY.I75AudsUgRvlfraXikZv.plpLpQ.FtVUNGc5PnyXwhw4rqYubcw15oOggpWg3kPpofVPhCApJZ.dc.SQgraYKEH3PdF4bEgyCUCW.NErWNjC>

By setting up your account, you acknowledge that you accept the Terms and Conditions listed below.

Terms and Conditions

As a condition of the use of Minnesota Housing Finance Agency's ("Minnesota Housing's") website, you (the "Customer") are entering into an agreement with Minnesota Housing that you will not use the Minnesota Housing website for any purpose that is unlawful or prohibited by these terms, conditions, and notices. The Customer may not use the Minnesota Housing website in any manner which could damage, disable, overburden, or impair the Minnesota Housing website or interfere with any other party's use of the Minnesota Housing website. The Customer may not modify, copy, distribute, transmit, display, perform, reproduce, publish, license, create derivative works from, transfer, or sell any information obtained from the Minnesota Housing website. Any Customer using the Minnesota Housing website is responsible for checking the accuracy, completeness, currency and/or suitability of all information. Minnesota Housing makes no representations, guarantees, or warranties as to the accuracy, completeness, currency, or suitability of the information provided via this website.

Minnesota Housing's Multifamily Customer Portal (the "Portal") is an online information exchange tool. If any information is incorrect, missing or incomplete in the Portal, it is the Customer's responsibility to inform Minnesota Housing of the error. The Customer may designate contacts that have access to the Customer's properties or projects in the Portal. All activity conducted by the Customer's designated contacts will be deemed by Minnesota Housing to have been submitted by the Customer. It is the Customer's responsibility to contact Minnesota Housing to change contact access due to changes in staffing or for other reasons. The Customer agrees that any change in contact access may take up to two business days after written notice to Minnesota Housing (the "Effective Date") to become effective. The Customer further agrees that any activity taken by the Customer or the Customer's contacts prior to the Effective Date is the responsibility of the Customer, and Minnesota Housing will have no liability for any action taken by the Customer or the Customer's contacts during such time.

In addition, the Customer acknowledges and agrees that all information in the Portal is subject to the Minnesota Government Data Practices Act, Minnesota Statutes chapter 13.

- Log in:
[mnhousing.force.com/
MultifamilyPortal](https://mnhousing.force.com/MultifamilyPortal)
- Your username is your
business email
- Enter password you created



The screenshot shows the login interface for the Minnesota Housing Multifamily Portal. At the top center is the Minnesota Housing logo, consisting of a stylized 'm' in blue and green, with the words 'MINNESOTA HOUSING' in blue capital letters below it. Below the logo is a white rectangular login form with a thin blue border. Inside the form, the label 'Username' is positioned above a text input field. Below that, the label 'Password' is positioned above another text input field. A dark blue button with the text 'Log In' in white is centered below the password field. Underneath the button is a checkbox labeled 'Remember me'. At the bottom of the form is a blue link that says 'Forgot Your Password?'. Below the entire form, centered on the page, is the text 'Minnesota Housing employee?' followed by a blue link that says 'Log In'.

A photograph of a workspace on a wooden table. In the center is a silver laptop with a blue semi-transparent overlay on its screen. To the left of the laptop is a black smartphone. In front of the laptop is a black notebook with a pen resting on it. To the right of the laptop is a white coffee cup on a saucer. The background is dark and out of focus.

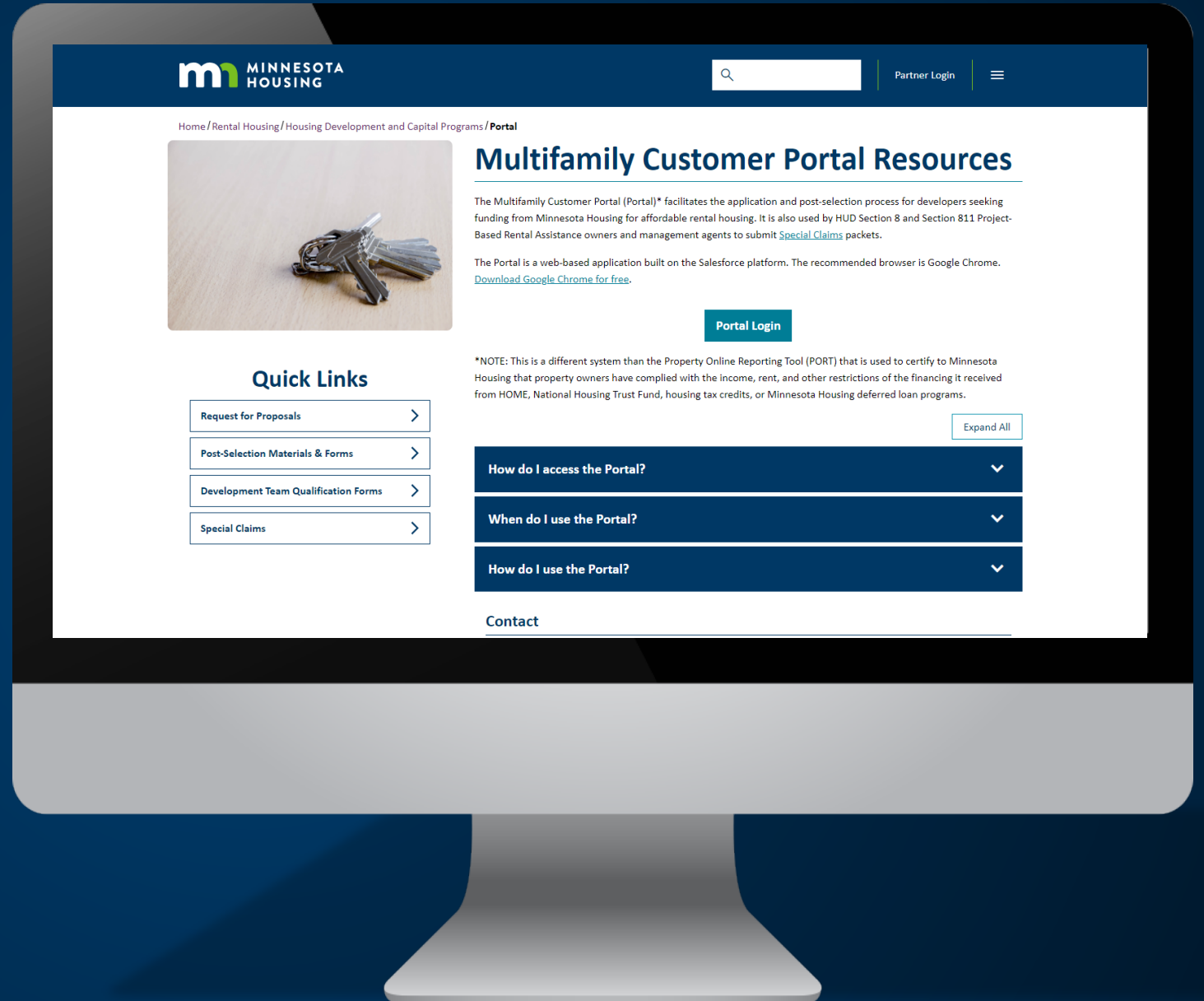
Portal Demonstration

Portal Tips

- Project name should be the name of the property or site.
- Upload early!
- Trouble uploading a file? Check the file name length.

Portal Resources

Visit the
Multifamily
Customer Portal
Resources page
at mnhousing.gov



Questions?

Need technical support?

Contact mhfa.app@state.mn.us