



Multifamily Customer Portal: Log In and Manage Passwords

Overview

The Multifamily Customer Portal (Portal) is a secure, web-based platform for developers and property owners/managers involved in affordable rental housing projects across Minnesota. For the best experience, we recommend using **Google Chrome**. You can find more information about all supported browsers [here](#).

Who Can Use the Portal?

- **Development Teams:** Easily submit applications and manage the post-selection process for financing from Minnesota Housing's rental housing loan programs.
- **HUD Section 8 & 811 Owners/Agents:** Submit Special Claims packets electronically.

Getting Started: Your First Login

Before you can log in for the first time, you'll soon receive an activation email from mhfa-sf@crm.mn.gov with instructions to create a strong password. When creating your password, remember these requirements:

- At least **eight characters** long
- Includes at least **one letter**
- Includes at least **one number**

How to Log In

Once your account is activated and your password is set, you can log in to the Portal by visiting: <https://mnhousing.my.site.com/MultifamilyPortal/login>

- Enter your **username** (this is typically your business email address).
- Enter your **password**.
- (Optional) Check the **Remember Me** box for easier access on future visits.
- Click **Log In**.

Resetting Your Password

If You Forgot Your Password

If you can't remember your password, simply click **Forgot your Password?** on the login page. You'll be prompted to enter your username, and an email will be sent to you with a link to reset your password.

If You Want to Change Your Password (While Logged In)

- Click your **name** in the upper right corner of the browser window.
- Select **My Settings** from the dropdown list.
- Click **Change Password**.
- Enter your new password and confirm it.
- Click **Save**.

System Support

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