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# Multifamily Customer Portal: Setting Up or Changing User Accounts

## 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.

### 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.

For the best experience, we recommend using **Google Chrome**. You can find more information about all supported browsers [here](https://help.salesforce.com/s/articleView?id=xcloud.getstart_browsers_sfx.htm&type=5).

### Getting Started: Your First Login

To access the Portal, you need an active user account. After activation, you'll get an email from mhfa-sf@crm.mn.gov to set your password. Passwords must be at least eight characters long and include at least one letter and one number.

* **Need a Portal account?** See the "Setting Up or Changing User Accounts" section below.
* **Already have an account?** Log in at: <https://mnhousing.my.site.com/MultifamilyPortal/login>

## Setting Up or Changing User Accounts

### New Organizations: Requesting a New Account

If your organization is new to the Portal, you'll need to request an account.

* Complete our online form, the [**User Access Request for Multifamily Customer Portal**](https://cvent.me/2O9eA1).
* Be sure to include your organization's contact information and a list of staff members who need access.
  + **Tip:** You can list up to five users on the form. If you need to add more, contact us at mhfa.app@state.mn.us.
* **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.

### Existing Organizations: Requesting Individual Access or Changes

If your organization already has a Portal account, but you don't have access or need to modify existing user credentials:

* Use the [**Portal Access Change Request Form**](https://www.mnhousing.gov/download/MHFA_1041428) to request individual user login credentials or update existing ones.
* Email the completed form to mhfa.app@state.mn.us.

## System Support

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