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Welcome to the
Multifamily Customer Portal

Funding Rounds	Projects

Portal Resources

Portal Forms
- Portal Access Change Request Form - For organizations to request or remove employee access to their existing Portal accounts or to request new user accounts affiliated with their organizations.
- Project Access Request Form - For developers/project owners to request access for individual project team members to specific projects.

The Portal Has a New Look and New Features

The Multifamily Customer Portal has a new interface and a more modern look and feel! Read on to learn about the latest features, recommended browsers, user guides, and opportunities to provide feedback.

We are excited about this new interface and enhanced features. Thank you for your patience and partnership while we made these upgrades!

In this eNews:
New Feature Highlights | Recommended Browser | User Guides
Feedback | Questions
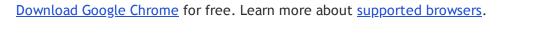
New Feature Highlights

Check out some of the new features available now:

- **Chatter Notifications**. Do chatter messages get lost in your inbox? Ever wish you could see what chatter messages you've received since you last logged in to the Portal? The new interface has notification alerts that allow you to quickly see your chatter messages.

- **Drag and drop files**. The new interface allows you to drag files from your desktop and drop them onto the page rather than having to upload each file. This will save time and number of clicks!

- **On-screen Guidance**. Do you get lost on pages and wish there was an easier way to access Portal resources? We rolled out On-Screen Guidance. Get tips and access topic specific user guides when you need them.

- **Checklist Set-up**. We rolled out a simpler way to set up your checklists. Rather than clicking into each checklist to identify your project characteristics, you can set it up or make updates in one spot.

See the full list of new features in our release notes.

Recommended Browser

The recommended browser for the Multifamily Customer Portal is Google Chrome. Download Google Chrome for free. Learn more about supported browsers.

User Guides

Topic specific user guides are linked throughout the Portal so you can access them when you need them. They are also available on the new Portal home page and linked below.

- Setting Up or Changing User Accounts
- How to Log In
- How to Customize Your User Profile and Settings (coming soon)
- How to Navigate
- How to Use Chatter
- How to Apply for Funding (coming soon)
- How to Setup and Change Project Characteristics
- Project Page Overview (coming soon)
- Project Workbooks
- Project Documents
- Project Teams
- Project Checklists (coming soon)
- Portal Terms and Conditions

Thank You for Your Feedback

We are excited to continue partnering with you as we make improvements to our systems. Look for a survey in the coming weeks to let us know how we did and provide suggestions for the future.

Already completed a Portal survey in December? Thank you! Based on your feedback we are working on a number of new features and tweaks to existing functionality. Stay tuned for details about improvements we are rolling out in 2020 including a new way to manage project timelines and tasks.

Questions?

Contact mhfa.app@state.mn.us.

www.mnhousing.gov