

GENERAL QUESTIONS

How do I access the online reporting system?

- You can access the online system in one of two ways.
 - Go to the IHCDCA website at <https://www.in.gov/myihcda/rhtc.htm> and scroll down the page to *Compliance Manuals and Forms*.
 - Access the site directly by navigating to <https://ihcdaonline.com/> in your web browser.

What properties must use the online reporting system?

All IHCDCA assisted multi-family rental developments are required to enter tenant events using the online system.

When do online reporting requirements begin for my property?

For all rental properties, the owner must begin reporting tenant events in the online system as soon as the buildings are placed in service. For tax credit properties, the first annual owner certification and corresponding fees are due by January 31st of the year following the first year of the credit period. For HOME/CDBG/NSP properties, the first annual owner certification is due by January 31st of the year following the first year of the affordability period.

What events need to be reported?

- Tenant events include move-ins, move-outs, annual recertification, unit transfers, rent and utility allowance changes, household composition updates, and student status updates.
 - This does not include interim recertifications performed for other programs, such as Section 8 or RD.

How often do we need to do the reporting?

Per the compliance manual, you are required to do online reporting at least every thirty days, but it is recommended that you do it as soon as you have a new event. It's very important to stay current on your reporting and not wait until the end of the year. IHCDCA receives significantly more requests for assistance at the end of the year and, as a result, it may take longer to receive a response if you wait until then.

What is the deadline for annual reporting submission?

Online reporting covers the period from January 1 – December 31 of each year and online events need to be finalized by the close of business **January 31st** of the next calendar year.

REQUESTING USER ACCESS

How do I register for a new account?

- Follow these steps:
 - Go to <https://ihcdaonline.com/>
 - Click on *Authority Online*
 - Click *New User? Register Here*.
 - Fill out the Profile Information. Please see below for instructions on determining your organization code if you do not know it.
 - On the same page, select *Annual Owner Certification and 8609 Access for Rental Housing* as the Access Type and click Next.
 - Enter the BINs for the developments you need access to.
 - The person listed as the project owner will be the one to approve your request.
- When creating an account, make sure you are creating it for an individual and not for a general company or organization. Many times an employee will create a generic account for use by an entire company using their personal email address. If that person leaves the organization, other employees

may not know the username or password for the account. If the account was registered using the personal email of an employee who is no longer present, there will be no way to reset the account's password. ALWAYS create an account for an individual, using the individual's name and email address, and not the name of the company or department.

What is my organization code?

- An organization code is a unique code assigned to every organization registered with IHEDA. When creating an account, new users can enter this code to instantly populate the registration fields with the organization's contact information. This ensures that registrations can be processed more efficiently.
 - If your organization has not yet registered with IHEDA, you will need to provide this information yourself. Once the organization is registered, you can obtain your code by following the steps described below.
- There are two ways to find your organization code:
 - If someone else in your organization has an online account, they can log in, click on *My Profile*, and then under the *Organization* tab click *Information*. The organization's code can be found in the first text box under the Organization Information section.
 - If you can't find it from someone else in your organization, call or email the IHEDA Data & System Specialist.

What type of access do I need?

- **Project Owner:** If you are the owner of the property, and only the owner, then you will require Project Owner access. With this access, you can do everything for your property, including approving or denying access requests from other users.
- **Property Manager:** The property manager can do everything the owner can except approve requests for property access. They can enter and submit OC tenant information as well as complete progress reports.
- **OC Editor:** OC Editors can enter, edit, and submit all Owner Certification information.
- **OC Viewer:** OC Viewers can only view Owner Certification information.
- **Progress Report Editor:** Progress Report Editors can edit and submit semi-annual progress reports.
- **Progress Report Viewer:** Progress Report Viewers can only view progress reports.

Why am I receiving an error message stating that my email address is already in use when I try to register for a new account?

- Each IHEDA Online account must have a unique email address associated with it. You will receive this error message if you try registering for an account using an email address that is already associated with an existing account. There are a number of reasons this may occur:
 - You may have registered an account in the past using this email address and forgotten about it.
 - If this is the case and you can remember the username and password for the account you can either continue using your past account or change that account's email address. You will be able to register a new account once the previous account's email is changed.
 - If you can remember your old account's username but not your password, you can select the *Forgot Your Password?* option on the login screen to have it reset. Your new password will be mailed to the email address associated with the account. You can then either continue using the old account or change the email and register a new account.
 - If you cannot remember the username or password, call or email the IHEDA System Specialist.
 - If your organization uses a generic email account (such as *propertymanager@company.com*) it is possible that someone previously associated with the company registered for an account using the same email. Often, this person will leave the company and not provide anyone with the password for the account they were using. This is why IHEDA strongly suggests creating an account for each individual who needs access and discourages sharing accounts.
 - If you know the username and password (or just the username) for the generic account, follow the steps discussed above to change the email address associated with it.

- If you do not know the username for the generic account, call or email the IHCD System Specialist.

How do I change my username?

Once you have registered an account you will be unable to change your username. You can change the account's password and email address but the username is permanent.

After entering my organization code, one of the required organization fields is blank and I cannot enter any information myself. How do I proceed?

Generally, this occurs because some of the organization's contact information is missing. You will need to call or email the IHCD System Specialist and provide this information. Once it has been entered you will be able to continue the registration process.

How do I gain Annual Owner Certification access?

- If you are a new user, when registering your account select the checkbox next to *Annual Owner Certification and 8609 Access for Rental Housing*. Your request will be sent to your organization's administrator for approval.
- If you already have an account but do not have Owner Certification access, you'll need to log in to your account and click the *My Profile* link. After doing that, under the *Profile* heading on the left select the *Request New Access* option. On the next page, in the box labeled *Access Types*, select the checkbox labeled *Annual Owner Certification and 8609 Access for Rental Housing*. Once you submit your request, the administrator for your organization will need to approve it. You should then have access to the Owner Certification options.

Why am I getting an error message that the BIN was not found or owner has not registered?

- The majority of the time, when you get this message it is because the owner of the property has not registered. Contact the owner and tell him or her to register as an owner. This must be done before anyone else will be able to gain access.
- You may also be entering the wrong BIN. The BIN you enter when requesting access should end in 00 (ex. IN-08-07400) which is the main project BIN. BINs that end in 01, 02, 03, etc. are individual building BINs. When you are granted access to the BIN ending in 00 you will have access to all the buildings within that development.
- If you still get the message, call or email the IHCD System Specialist.

Why can't I log in after I've requested access to a property?

- If you don't already have access to other properties then you will not be able to log back in to your account after submitting a request for access until your request is approved by the designated owner contact. Once the owner approves your request you will have access to the property.
- If you already have access to other properties and receive an error message stating that the login or password provided was incorrect, you may click the *Forgot Your Password?* link to reset your password. Your new password will be sent to the email address associated with your account.
 - If you no longer have access to the email account associated with your login, call or email the IHCD System Specialist to have your password reset.
- If you already have access to other properties and receive an error message stating that your login attempt failed, please call or email the IHCD System Specialist.

Can IHCD add a property to my account?

IHCD cannot add a property to your account. The only way to add a property to your list is by requesting access and being approved by the owner.

How long does it take to get user access approved?

- When a user requests access to a property, an email is generated to the individual registered as the Project Owner stating that someone has requested access. Sometimes these messages are automatically sent to the user's spam folder. In addition, some owners allow their employers to use their log-in credentials to approve requests. Accordingly, it is highly recommended you contact the owner to let them know a request is pending. Project Owners are responsible for approving or denying requests. The only requests IHEDA approves are for the owners themselves.
- IHEDA checks for pending owner requests once a day. Owner access requests should be approved or denied 24-48 hours after submission.

Why was my access request denied?

- If you requested owner access and are not the owner, your request will be denied. Only the person listed as the owner on Form A of the Final Application will be approved. If this person has changed since the application was originally submitted, you will need to submit a Change of Ownership Form. This form can be found in Appendix B of the Ongoing Rental Compliance Manual, available on the IHEDA website.
- If you are not requesting access as the owner, then the owner of the property is the one responsible for granting access. If your request is denied you will need to contact the project owner for clarification.

GRANTING, MODIFYING, OR REVOKING USER ACCESS

How do I grant, modify, or revoke a user's access to a property?

Access can only be granted or revoked by the property's owner. In order to remove or change someone's access, the owner should log in to IHEDA Online and select the property in question. On the property details page, click on *Manage Users*. On the manage users page you will see a list of all current and pending users. In order to remove a user, click on the *Remove* button. You may also change a user's access group by selecting a different level of access and clicking *Update*. To grant a user access to a property, find the user in the pending requests section and select the appropriate access group for that user.

TENANT EVENT ERROR MESSAGES

The system says I have an error, but I need to change information in a previous year's reporting in order to proceed. What do I do?

Call or email the System Specialist. The previous year's reporting can be opened up and activated again so you can make your changes. After you have made all necessary changes, the year will be set back to a completed status and you will not be penalized.

I'm getting an error message but I'm confident the information I've entered is correct, what can I do?

On the main screen for your property there will be a link at the top stating you have errors. Click on it to see a page that will display a list of all errors as well as the unit and event they are associated with. If it is classified as an **error**, then there's a problem with your information that must be fixed before you can save and submit. If it is classified as a **warning**, it is just simply that, a warning that something **may** be incorrect. Don't be intimidated, as long as you know your information is correct, you can still save and submit successfully, even if the event is marked with a warning.

Why am I unable to enter the placed in service date for a new property?

The placed in service date is entered by IHEDA once we receive your 8609 form. You should still be able to add new units to your project even if the placed in service date hasn't been set.

Why am I receiving an error for a unit stating that the tenant income exceeds the county AMI income schedule?

Whenever a unit exceeds the income limit you will receive a warning. The intention of the message is to have you double check over-income units to see if the Next Available Unit Rule applies. The messages cannot be removed but you can disregard them if you are confident no further action needs to be taken on your part to ensure compliance.

UTILITY ALLOWANCES

I'm unable to select a utility allowance for my property even though I have been able to do so in the past.

- The IHEDA Online system will not allow you to select a utility allowance that has an effective date more than one year old. Owners must use the correct and most current utility allowance available. When updating, make sure you change the effective date. Once the effective date is less than a year old you will be able to select it again.
- Sometimes, an updated utility allowance may not be available even though the effective date of the current utility allowance is older than one year. In these cases, so that tenant events may be completed, it is acceptable to change the effective date of the utility allowance to within one year of the current date. However, owners are still responsible for ensuring utility allowances are updated as soon as new standards are available.

ANNUAL REPORTS

How do I finalize the annual report?

The finalize button will appear after the end of the reporting year in the upper right hand corner of the Property Details page. Click this button and work through the prompts to finalize the report.

I clicked the finalize button and have errors in my report, what do I do from here?

If the errors are warnings and you believe they are not the result of non-compliance, continue through the prompts and complete the finalization. If you need to edit the report, contact the system specialist to have your report set back to active status. Once you have made your changes, you will have to restart the finalization process