

FREQUENTLY ASKED QUESTIONS

Q. 1: Will I still get printed direct-deposit statements in the mail?

A.: Yes. Until there is an upgrade to this portal, we will be mailing direct deposit statements. You will be separately notified when the portal is upgraded and we stop mailing the direct deposit statements.

Q. 2: Is my information secure on the Web site?

A.: Yes. Your password is encrypted, so that no one has access to it. Our Web site uses Secure Socket Layer (SSL) encryption technology. This means that all of your information is encrypted as it passes to you across the Internet-so that no one else can possibly access it.

Q. 3: I manage multiple properties, so I currently get multiple statements each month. How do I access my information?

A.: The way you will access your information is based on the Tax ID associated with your account. Properties that receive deposits under the same Tax ID are visible under the same login.

If you have other properties under multiple Tax IDs, you will receive a separate registration key for each Tax ID. You will need to create a user name and password for each registration key. When you log in, you will see the properties listed under that Tax ID only.

Please note: If you register multiple registration keys, you must have a different e-mail address for each different registration.

Q. 4: What if I forget my user name or password?

A.: If you forget your user name or your password, go to the Login Help page of the Web site.

You will enter your e-mail address, and you must then verify your identity by correctly answering your secret question, which you set up during registration. Our system will then automatically e-mail you your user name (which will not change) and a new, temporary password that is generated randomly by our system.

You will then return to our Web site and log in with your user name and temporary password. You will be prompted immediately to set a new permanent password of your own.

Q. 5: Why do I need an e-mail address?

A.: You must have an e-mail address in order to register. This is so that, if you forget your user name or password, you can retrieve your username and password from the website via an email that will be sent to you.

Q. 6: How do I get an e-mail address if I don't have one already?

A.: You can get an e-mail account-for free-from any number of providers, such as Gmail from Google (mail.google.com) or Yahoo! mail (mail.yahoo.com). It takes only a few minutes to sign up, and you can access your e-mail account from any computer that has an Internet connection.

If you would like more specific information about setting up an e-mail account, please visit this Web page provided by our software developer, Tenmast Software:
www.tenmast.com/email

Q. 7: Why is there a "secret question"?

A.: The confidentiality of your financial information is very important to us, so we include a secret question and answer as part of our password-reset procedure. This provides an added level of security by requiring you to verify your identity with a question only you can answer.

Q. 8: What if I reset my password, but I still cannot log in?

A.: Our password-reset procedure is designed to be as simple and automated as possible, to help ensure you can get immediate access to your information whenever you want it. If you use this procedure, but you still cannot log into our site, please call the housing authority during normal business hours at ying.moua@stpha.org