



Landlord Manual

HANO Housing Choice Connect

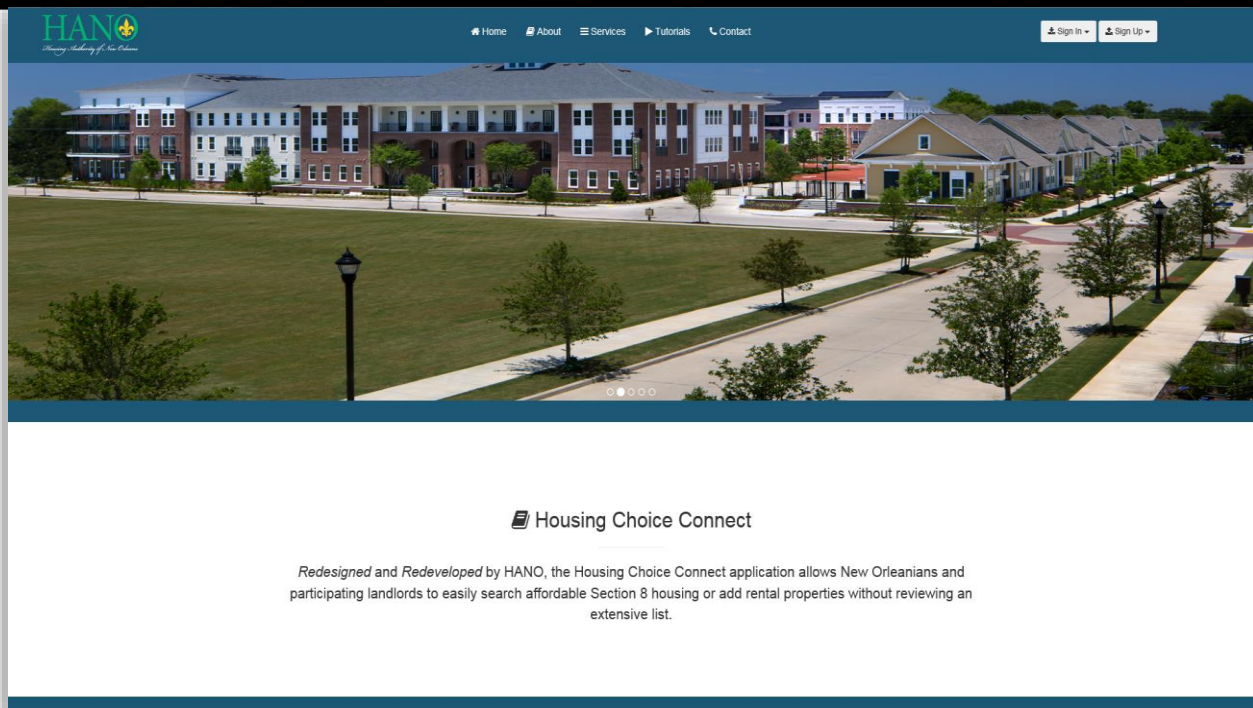
A screenshot of the HANO Housing Choice Connect website. The top navigation bar is dark teal with the HANO logo on the left and links for Home, About, Services, Tutorials, and Contact in the center. On the right side of the bar are "Sign In" and "Sign Up" buttons. Below the navigation bar is a large banner image showing a modern, multi-story brick apartment building with a large green lawn in the foreground and a paved walkway with trees. Below the banner, the text "Housing Choice Connect" is displayed with a small icon of a document. Underneath this, a paragraph states: "Redesigned and Redeveloped by HANO, the Housing Choice Connect application allows New Orleanians and participating landlords to easily search affordable Section 8 housing or add rental properties without reviewing an extensive list."

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SIGN UP

SIGN UP

Required Registration Information

To access Housing Choice Connect, you can register for an account by including the following information:

- Email
- Password
- First Name
- Last Name
- Primary Phone Number
- Primary Phone Number Type

The screenshot shows the HANO Housing Choice Connect website. The top navigation bar includes the HANO logo, links for 'Benefits' and 'Contact', and 'Sign In' and 'Sign Up' buttons. The main content area is split into two columns. The left column features a message: 'Your NEXT tenant is [HERE](#)' with a 'View Benefits' button below it. The right column contains the 'Landlord Sign Up' form. The form has a green header and a red border around the input fields. The fields are: Email (jlewis@hano.org), Password (jlewis@hano.org), Phone Number (123), First Name (Jazzma), Last Name (Brown), and Phone Number Type (Work). A green 'Sign Up' button is at the bottom of the form.

- ❖ Follow by clicking Sign Up

Email Verification

Once you enter your personal information, click the Sign Up button. You will be redirected to the Email Verification screen. An email will be sent to you once you sign up that includes your registration information and a verification code. It is mandatory you verify your email to sign up for our system.

Example of Email Containing your Registration Information and Code

SIGN UP



Tue 9/13/2016 4:40 PM

Housing Choice Connect

Welcome to HANO Choice Connect Jazzma Brown

To: Housing Choice Connect; Jasmine Lewis

Housing Choice Connect

Landlord Name: Jazzma Brown**Email:** jlewis@hano.org**Primary Phone Number:** 5046703414**Password:** 123**Date of submission:** 9/13/2016**Verification Code:** YLCy0h3h

Email Verification Page

HANO
Housing Authority of New Orleans

Sign In Sign Up

Email Verification

Haven't received the code yet? [Send NEW Code](#)

Enter the verification code

An email message with a verification code was just sent to jlewis@hano.org

You will receive an email confirming your information within the next 10 minutes. To ensure that your emails from HANO are always delivered to your inbox, please add us to your safe sender's list.

YLCy0h3h

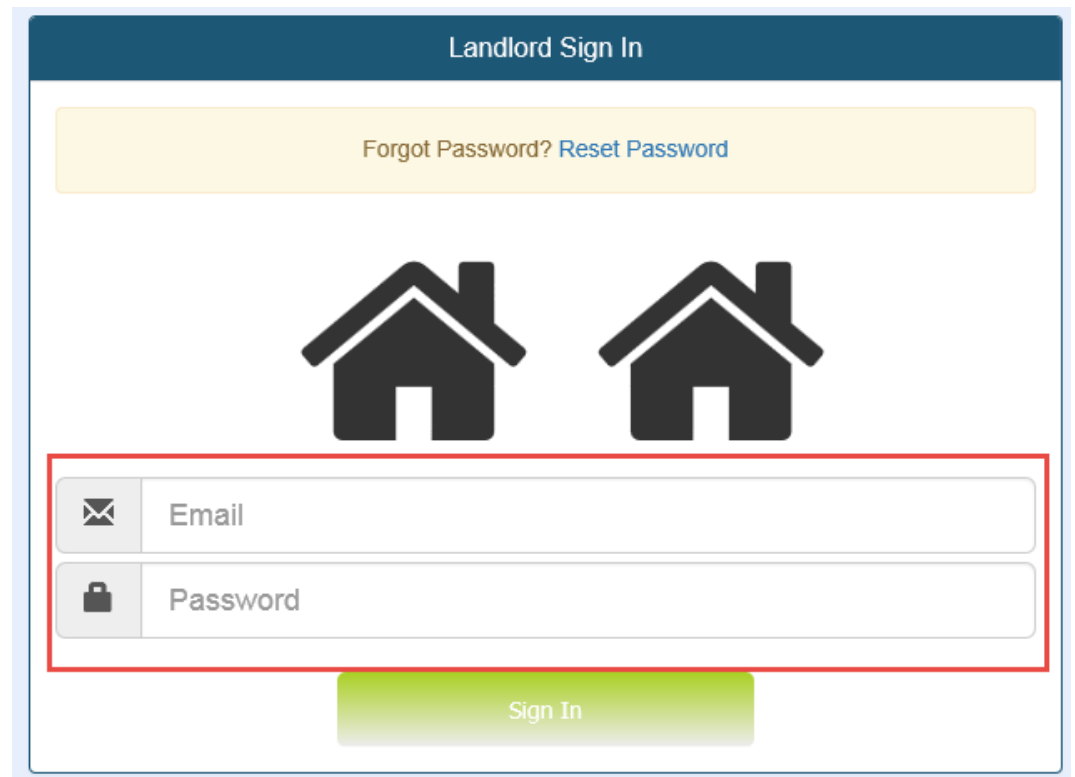
Verify Email

Housing Authority of New Orleans
4100 Touro St.
New Orleans, LA 70122
Monday - Friday, 8AM - 5PM
(504) 670 - 3300
[Email Us](#)
© 2016 HANO Housing Choice Connect

- ❖ Enter the email verification code
- ❖ Click the button Verify Email



You will be redirected to the creation of your account's six security questions.


SIGN IN


SIGN INA screenshot of a 'Landlord Sign In' form. The form has a dark blue header with the text 'Landlord Sign In'. Below the header is a yellow box containing the text 'Forgot Password? [Reset Password](#)'. In the center of the form are two black house icons. Below the icons are two input fields: 'Email' with an envelope icon and 'Password' with a lock icon. These two fields are enclosed in a red rectangular border. At the bottom of the form is a green 'Sign In' button.

Landlord Sign In

Forgot Password? [Reset Password](#)

 Email

 Password

Sign In

To Sign In,

- ❖ Enter your email address and password
- ❖ Click the “Sign In” button

You will be redirected to your personal dashboard

FORGOT PASSWORD

FORGOT PASSWORD

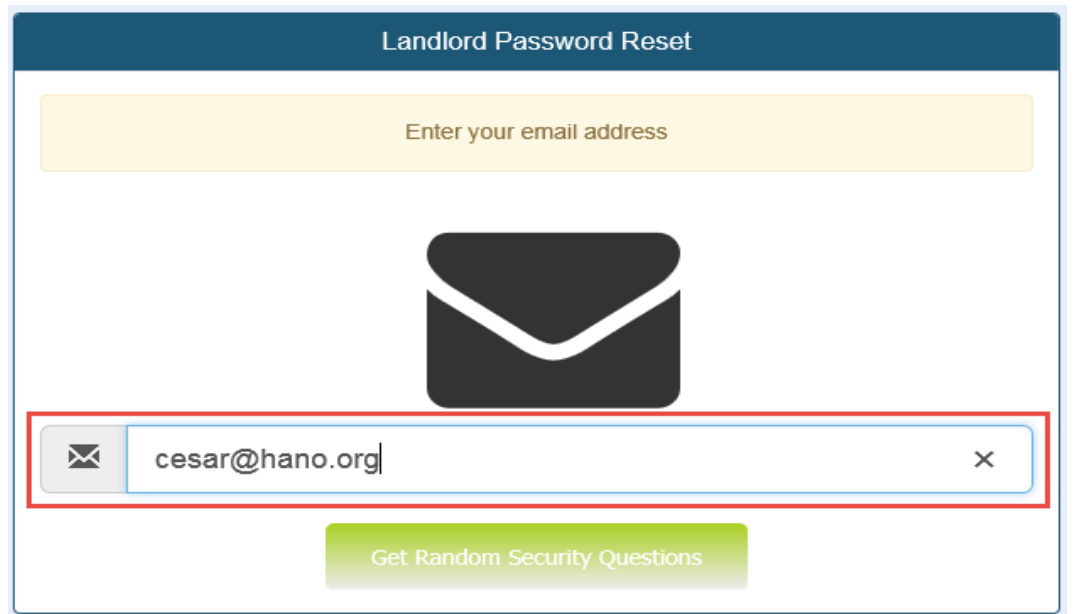
To reset your password:

- ❖ Click the “Reset Password” link on the Landlord Sign In page



The screenshot shows the 'Landlord Sign In' page. At the top, there is a dark blue header with the text 'Landlord Sign In'. Below the header, there is a yellow rectangular box containing the text 'Forgot Password? Reset Password'. The 'Reset Password' link is highlighted in blue and is circled in red. Below this box, there are two black house icons.

- ❖ Enter your email address
- ❖ Click the button “get Random Security Questions”




The screenshot shows the 'Landlord Password Reset' page. At the top, there is a dark blue header with the text 'Landlord Password Reset'. Below the header, there is a yellow rectangular box containing the text 'Enter your email address'. Below this box, there is a large black envelope icon. At the bottom, there is a red rectangular box containing an email input field with the text 'cesar@hano.org' and a green button labeled 'Get Random Security Questions'.

- ❖ You will be redirected to answer two of your six random security questions

RESET PASSWORD

Landlord Password Reset

Answer 2 of your 6 Random Security Questions



Your email address is: cesar@hano.org

?

What is your favorite fruit ?

*

test

?

What is one of your favorite hoiddays?

*

test


×

Reset Password

- ❖ Input your correct responses
- ❖ You will redirected to the Set New password Screen
- ❖ Enter your NEW Password

Landlord Set NEW Password

Set **NEW** Password



Your email address is: cesar@hano.org

🔒

NEW Password *

Set NEW Password

Password Updated. An email with your new password will be sent to you in the next 10 minutes. Please [Sign In](#) with you new password

SECURITY QUESTIONS

SECURITY QUESTIONS

Only upon your initial login, it is mandatory to create security questions for your account.

Important Note

Write down your security question responses. These **questions will be required of you if you forget your password.**

Security Questions

Set your Security Questions for your Account

What is the last name of your favorite teacher?

Williams

What is one of your favorite holidays?

Christmas

What city you were born in?

New Orleans

What is your favorite fruit ?

Peach

What is your favorite color?

Blue

Who is your favorite musical artist?

Prince

Set Security questions

- ❖ Answer the security questions
- ❖ Click Set Security Questions

LANDLORD DASHBOARD

LANDLORD DASHBOARD

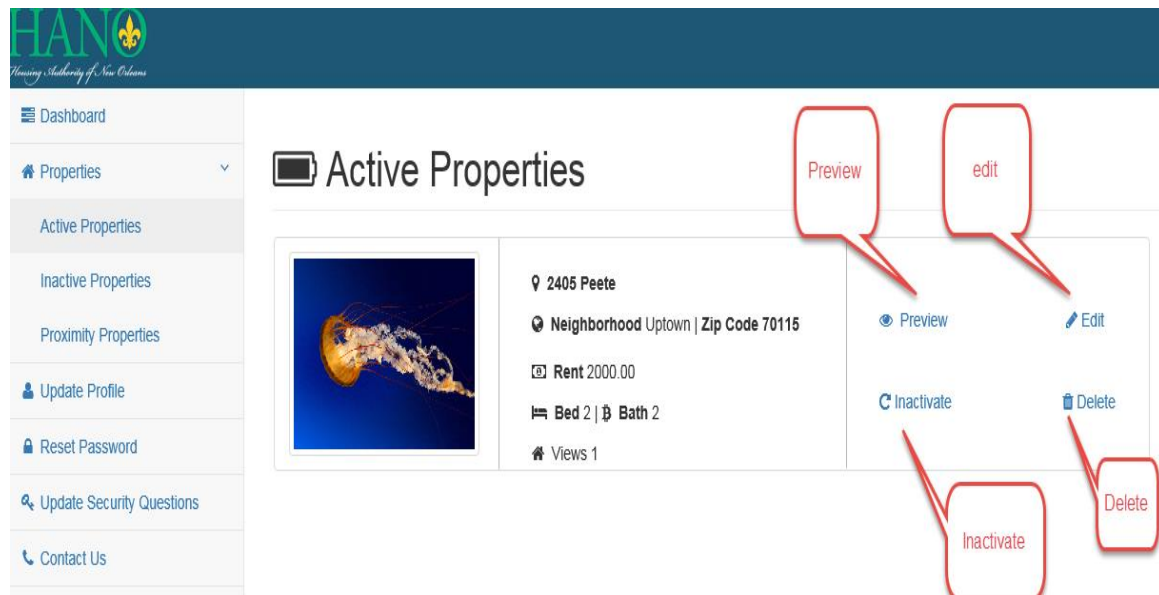
The landlord dashboard provides users with easy access to management of their properties, relevant documents related to property maintenance and personal information. The dashboard provides immediate access to the following:

- ❖ Adding a Property
- ❖ Viewing Active, Inactive and Proximity Properties
- ❖ Viewing Personal and Contact Information
- ❖ Downloading Property Maintenance Pdfs
- ❖ Update Profile and Contact Information
- ❖ Reset Password
- ❖ Update Security Questions
- ❖ Contact HANO

The screenshot displays the HANO Landlord Dashboard for user JMI MOL ewaeo. The interface includes a sidebar with navigation links: Dashboard, Properties (Active, Inactive, Proximity), Update Profile, Reset Password, Update Security Questions, and Contact Us. The main content area is titled 'JMI MOL ewaeo's Dashboard' and features three summary cards at the top: 'Active Properties' (2), 'Inactive Properties' (0), and 'Proximity Properties' (0). Below these are sections for 'Profile Information' (Basic Profile Info and Contact Info), 'Notifications' (Total of Active Properties' Tenant Views: 3), and 'Relevant Documents' (Landlord Property Inspection Checklist, HANO Payment Standard, Mutual Agreement To Terminate, Rent Increase Form, Smoke Detectors Form, Address Change Form).

ACTIVE & INACTIVE PROPERTIES

Active Properties are your list of homes that are currently viewable by tenants as an unoccupied property. A landlord able to view total number of tenant views per active property, preview, edit, delete and activate/inactivate a property listed on the active list.



The features are as follows:

- ❖ Preview: Inspect what a tenant will view about your property
- ❖ Edit: Modify your property content
- ❖ Activate: Enable a property to be viewed by tenants OR
- ❖ Inactivate: Disbale tenants from viewing your property
- ❖ Delete: **PERMANENTLY** remove your property. Once Deleted, it can **NOT be RECOVERED**

When prospective tenants are browsing the property list, the following is information displayed:

- ❖ Default Photo
- ❖ Adderss
- ❖ Neighborhood
- ❖ Zip Code
- ❖ Rent
- ❖ Number of Bedrooms
- ❖ Number of Bathrooms

PROXIMITY PROPERTIES

PROXIMITY PROPERTIES

Proximity Properties are your list of houses that are currently close to being permanently deleted by the system.

To prevent permanent deletion

- ❖ Click the “Activate” link

When you reactivate the property it is moved to the Active Properties list.

ADD NEW PROPERTY

To add a property,

- ❖ Click the “Add New Property” link in the right of the header



Once clicked a multiphase form will be displayed that will enable you to add the following information about your property:

- ❖ Property Location
- ❖ Basic Property Info
- ❖ Utilities & Amentities
- ❖ Handicap Accessibility
- ❖ Pictures
- ❖ Contact Info

+ Add Property


 A screenshot of a web form titled "Add Property". The first section, "Property Location", is highlighted with a green header. It contains three input fields: "Address*" with a location pin icon, "Apt Number or Suite" with a house icon, and "Neighborhood *" with a globe icon and a dropdown arrow. A green "Proceed to Basic Info" button is at the bottom of this section. Below the form are six dark blue buttons with white text and icons: "Basic Property Info" (info icon), "Utilities & Amenities" (wrench icon), "Handicap Accessibility" (wheelchair icon), "Pictures" (camera icon), and "Contact Info" (phone icon).

- ❖ After adding your proeprty information
 - Click “Save & List” Property
 - Your property can now be found on your actvie properties list

EDIT A PROPERTY

To add an active, inactive or proximity property,

Active Properties

	<p>2405 Peete</p> <p>Neighborhood Uptown Zip Code 70115</p> <p>Rent 2000.00</p> <p>Bed 2 Bath 2</p> <p>Views 1</p>	<p>Preview</p> <p>Edit</p> <p>Inactivate</p> <p>Delete</p>
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- ❖ Select “Edit” in the link section of a specific property.
- ❖ Modify the your desired fields
- ❖ Click “Save & List” button

Edit Property

Property Location

Property Location

2405 Peete

Uptown

Proceed to Basic Info

Basic Property Info

Utilities & Amenities

Handicap Accessibility

Pictures

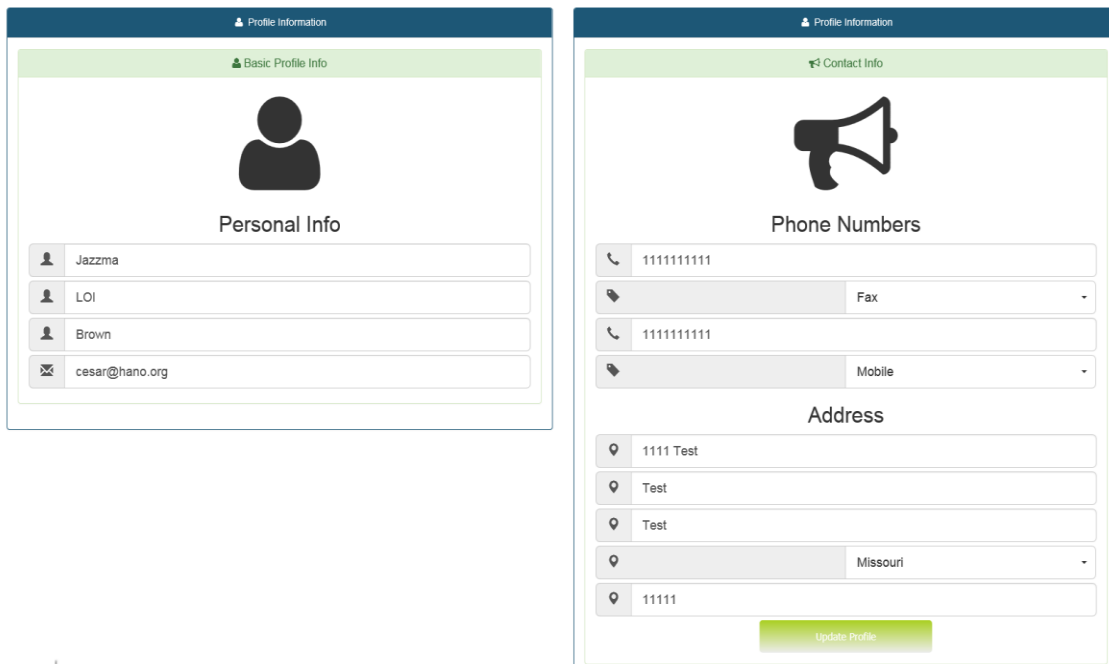
Contact Info

UPDATE PROFILE

UPDATE PROFILE

The Profile Update page allows easy access to modify your personal and contact information.

Update Profile



The image displays two side-by-side screenshots of the 'Update Profile' form. The left screenshot shows the 'Basic Profile Info' tab, which includes a user icon and fields for 'Personal Info': First Name (Jazzma), Middle Name (LOI), Last Name (Brown), and Email (cesar@hano.org). The right screenshot shows the 'Contact Info' tab, which includes a megaphone icon and fields for 'Phone Numbers' (Primary: 1111111111, Secondary: 1111111111), 'Address' (1111 Test, Test, Test, Missouri, 11111), and a green 'Update Profile' button at the bottom.

Profile Information

To ensure HANO is able to contact you about your properties or other relevant announcements, consistently update your personal and contact information. You are permitted update and include the following information:

- First Name
- Middle Name
- Last Name
- Email
- Primary and Secondary Phone Numbers
- Primary and Secondary Phone Number Types
- Address and Apt/Suite
- City, State and Zip Code

RESET PASSWORD

RESET PASSWORD

To reset your password:

- ❖ Click the “Reset Password” link on the side bar menu

The screenshot shows the HANO Housing Choice Connect interface. On the left, a sidebar menu lists various options, with 'Reset Password' highlighted by a red circle. A red callout bubble points to this link with the text 'Reset Password'. The main content area displays the 'Reset Password' form, which includes a green header bar with 'Set NEW Password', a large padlock icon, the text 'NEW Password', a text input field labeled 'New Password', and a green 'Reset Password' button.

- ❖ Enter your new password in the form field titled “New Password”

This screenshot shows the same 'Reset Password' form as the previous one. In this view, the text input field labeled 'New Password' is circled in red, indicating where the user should enter their new password. The rest of the interface, including the sidebar and the 'Reset Password' button, remains the same.

- ❖ Click the “Reset Password” button

UPDATE SECURITY QUESTIONS

UPDATE SECURITY QUESTIONS

The security questions will only be used in case you forget your password. It is **IMPERATIVE**, you write down your responses.

- ❖ Click the “Update Security Questions” link on the side bar menu

The screenshot shows the 'Update Security Questions' page. On the left is a sidebar menu with options: Dashboard, Properties (Active, Inactive, Proximity), Update Profile, Reset Password, Update Security Questions (highlighted with a red circle), and Contact Us. The main content area is titled 'Update Security Questions' and features a large key icon. Below the icon are four questions, each with a text input field containing the word 'test':

- What is the last name of your favorite teacher?
- What is one of your favorite holidays?
- What city you were born in?
- What is your favorite fruit?

At the bottom right of the form is a green button labeled 'Update Security Question Responses'.

- ❖ Modify your response

This screenshot is identical to the previous one, showing the 'Update Security Questions' page. A red rectangular box highlights the four questions and their input fields, indicating where the user should modify their responses.

- ❖ Click the “Update Security Questions” button

CONTACT US

CONTACT US


There are two methods to contact HANO via phone or email. To contact us by email fill out the contact form.

- ❖ Click the “Contact Us” link in the side menu
- ❖ You will be redirected to the Contact Us page that includes HANO’s phone numbers and a contact form

☎ | ✉ Contact Us

Phone

Contact Us via Phone



Phone Contact Info


Housing Authority of New Orleans
4100 Touro St
New Orleans, LA 70122
Monday - Friday, 8AM - 5PM
Main (504) 670 - 3300

Need assistance with Housing Choice Connect

☎ Marilyn Duncan (504) 670 - 3317
✉ Marilyn Duncan mduncan@hano.org
☎ Arleana Johnson (504) 670 - 3430
✉ Arleana Johnson aljohnson@hano.org

Email

Contact Us via Email



Email

☎

Name

☎

Phone

✉

Email

Comment

Email Us

- ❖ Enter your following information
 - Name
 - Phone Number
 - Email
 - Comment
- ❖ Click the “Email Us” button

After your submission, you will receive an email of your information confirming a successful request.