WelcomeHomeOC℠

# Welcome Home Network Property Provider Portal

## How-To Guide

Thank you for choosing to participate in Orange County United Way's WelcomeHomeOC program! It is because of your efforts and partnership that we are able to change the lives of so many in need here in Orange County.

The following is a step-by-step guide that will take you through the process of accessing and setting up your account in the Property Provider Portal.

If you have any questions or for more information, please contact **WHOCSupport@ocuwhelp.zohodesk.com**

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# Signing the Participation Agreement

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You should have received an invitation via email with a link to access the portal. See **Figure 1** below.

**FIGURE 1**

WelcomeHomeOC Program Information Inbox ×

**dev-no-reply@assistoc.org** via amazonses.com
to me

Dear Harry ,

Thank you for your interest in joining the WelcomeHomeOC program. Please click this link to access the Program Memorandum and to sign the Participation Agreement.

Property Owner Invitation

If you have any questions, please contact the Property Engagement team at (949) 263-6114 or WelcomeHomeOC@UnitedWayOC.org. We appreciate your support in helping us end homelessness in our community.

Thank you,
Orange County United Way.

Reply Forward

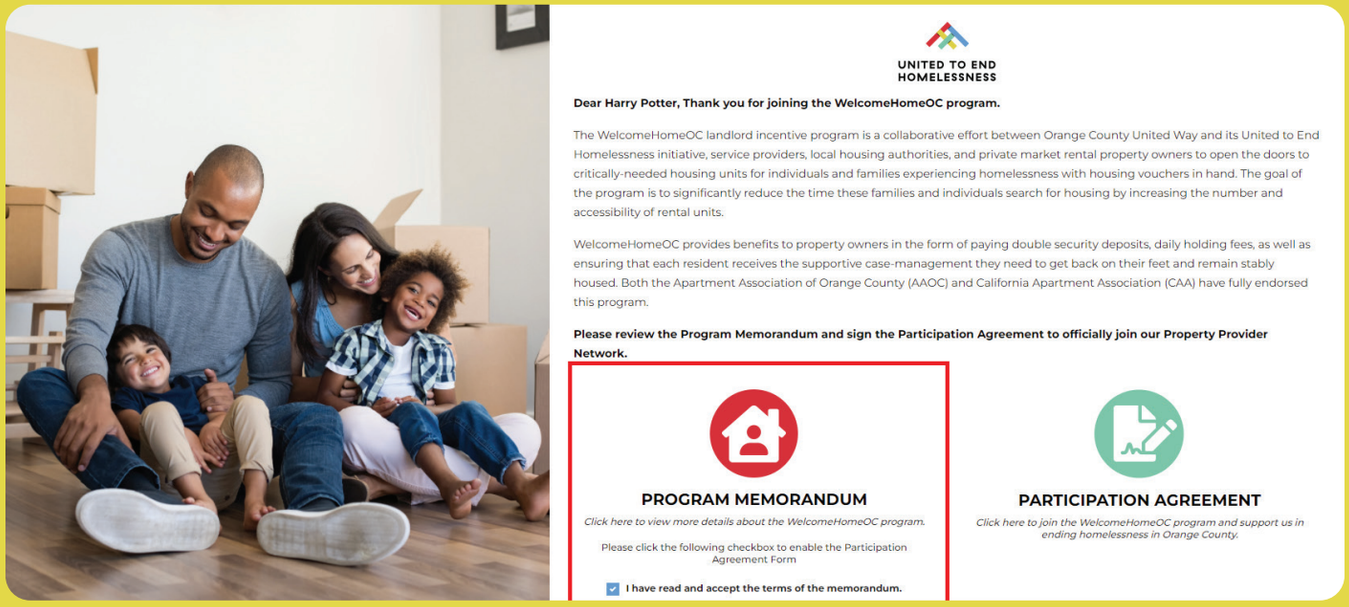
## Step 1

Click the **Property Owner Invitation** link to proceed. The link will navigate you to a web page.

## Step 2

Click and read the **Program Memorandum** and check the box indicating that you have read and accepted the terms of the memorandum. See **Figure 2** below. If you are already a member of the network, see **Step 12.**

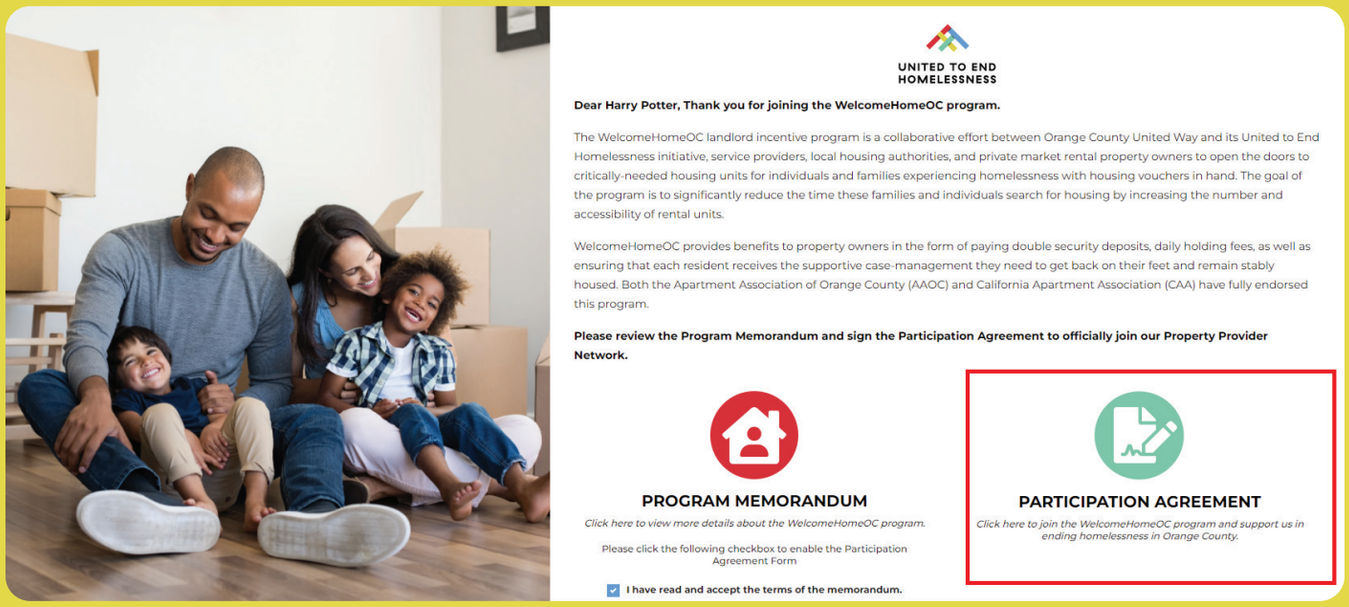
**FIGURE 2**




## Step 3

Click on the **Participation Agreement** to proceed. See **Figure 3** below.

**FIGURE 3**




## Step 4

If someone else should be the one signing the Participation Agreement, select **Yes** and enter the authorized signer's Full Name, Email, and Phone Number. This will send the Participation

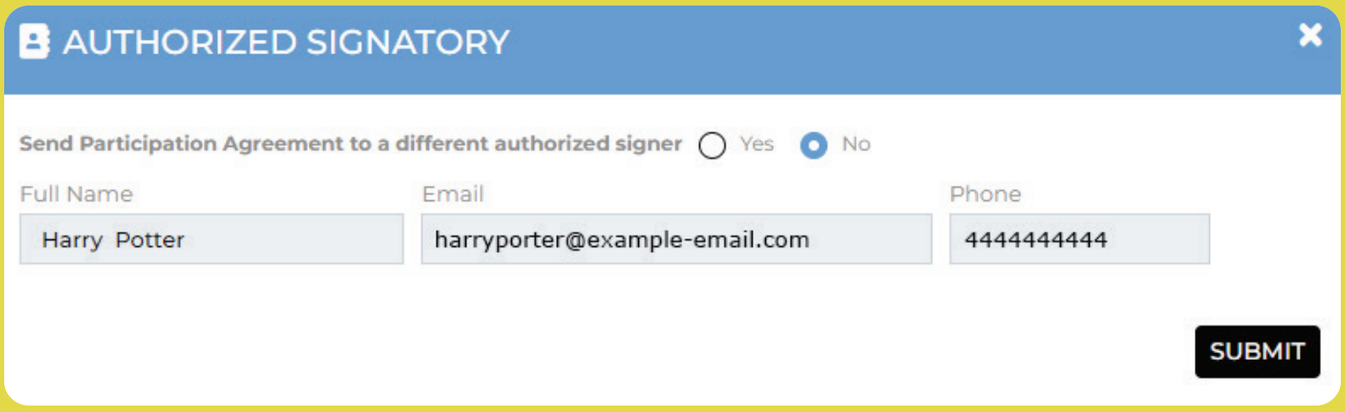
Agreement directly to them for their signature. Click **Submit** to proceed.

**FIGURE 4**

## Step 5

If you are the authorized signer, select **No** and click **Submit** to proceed. See **Figure 5** below.

**FIGURE 5**



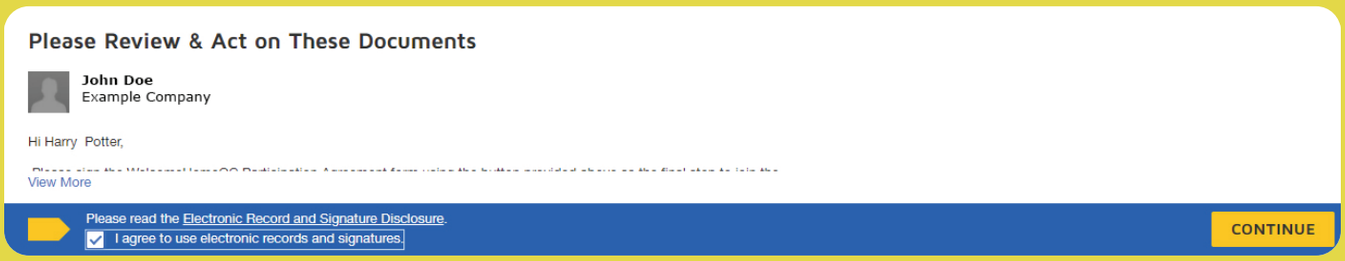

## Step 6

Upon submission, you will be redirected to the **Participation Agreement DocuSign.** If you selected a different authorized signer **(Step 4),** then that person will access the Participation Agreement DocuSign via email.

## Step 7

Read the **Electronic Record** and **Signature Disclosure** and click the check box indicating that you agree to use electronic records and signatures. Once complete, click **Continue.** See **Figure 6** below.

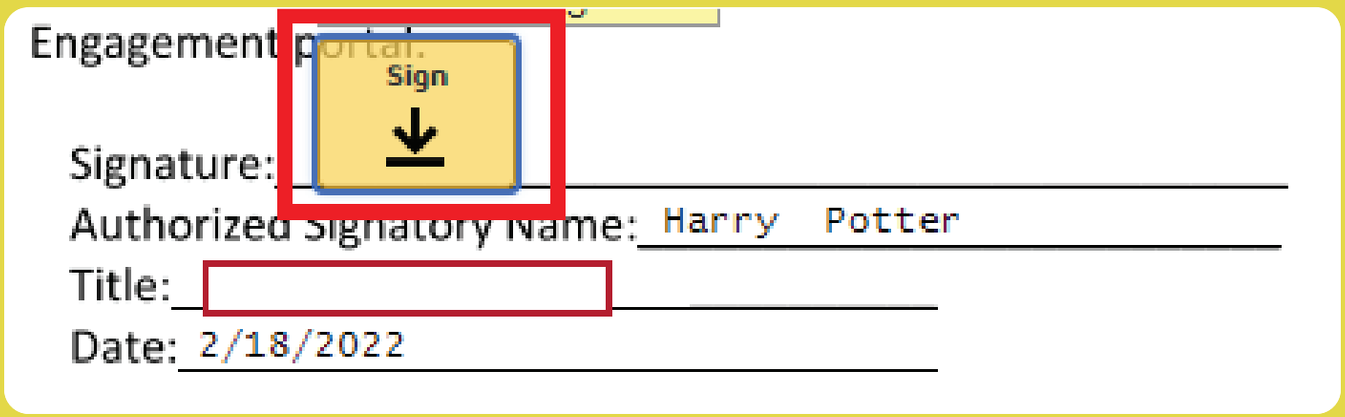
**FIGURE 6**




## Step 8

Click **Sign.** See **Figure 7** below.

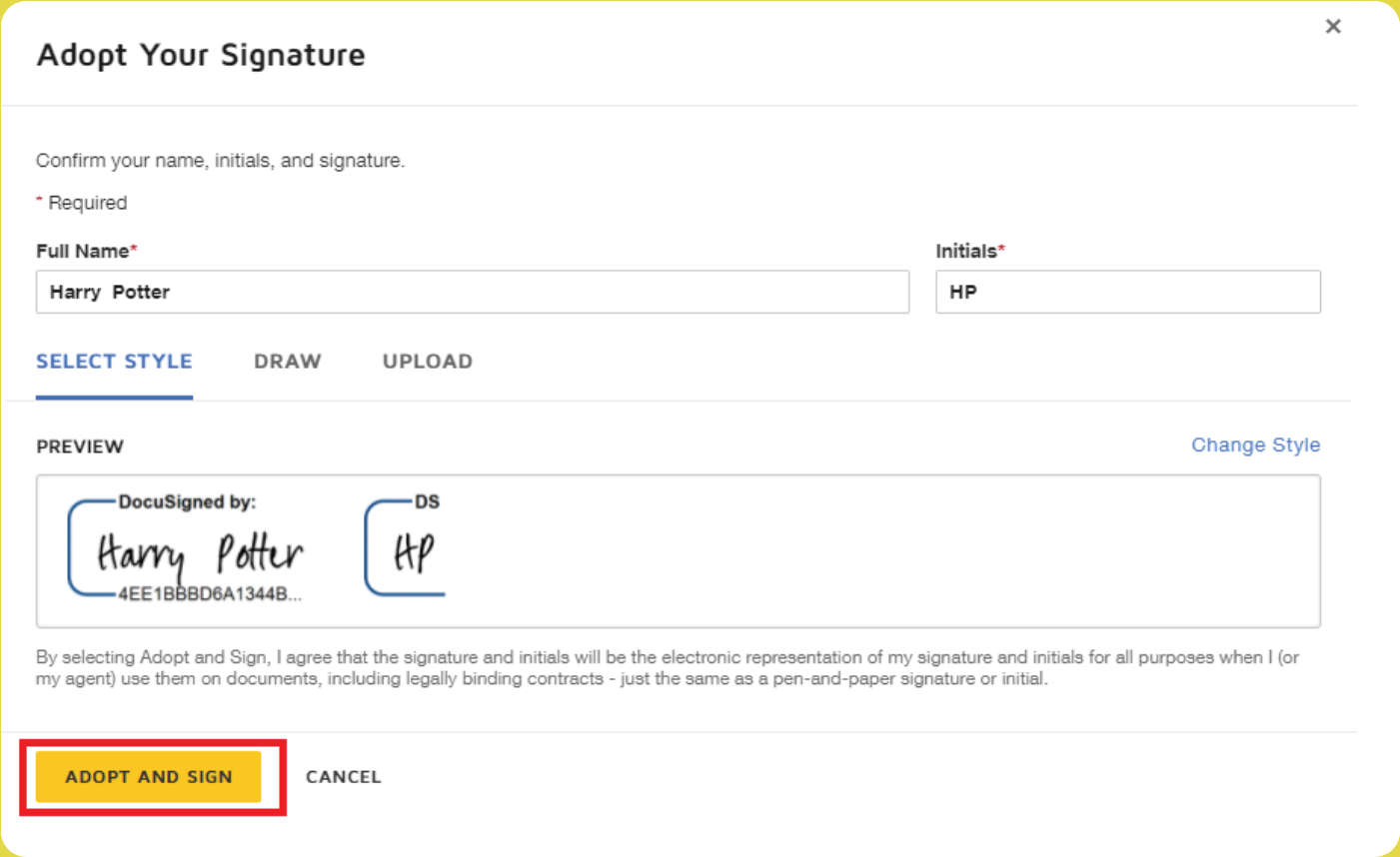
**FIGURE 7**




## Step 9

Adopt your signature by selecting either a style, drawing your signature, or uploading an image of your signature. Once you select your preference, click **Adopt and Sign.** See **Figure 8** below.

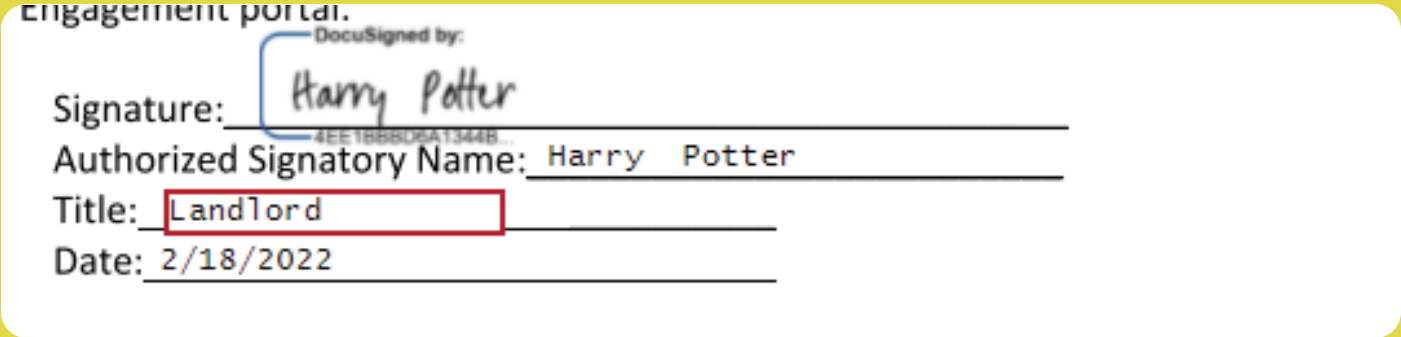
**FIGURE 8**




## Step 10

Enter your Title. See **Figure 9** below.

**FIGURE 9**




## Step 11

Click **Finish** to complete the Participation Agreement DocuSign.

# Setting Up Your Account

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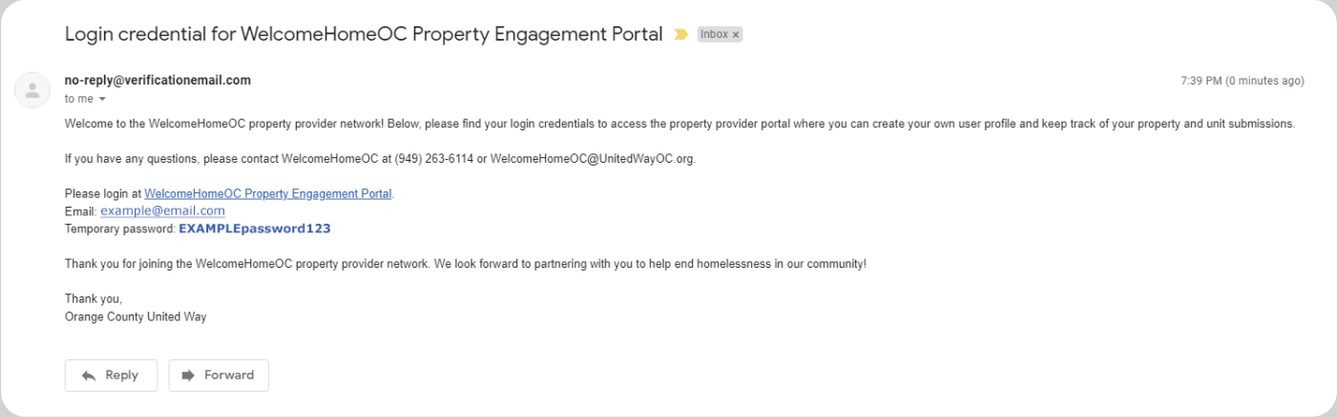
## Step 12

After the Participation Agreement has been signed, you will receive an email with your credentials prompting you to log in with the provided temporary password. See **Figure 10** below.

**FIGURE 10**



Login credential for WelcomeHomeOC Property Engagement Portal Inbox ×

**no-reply@verificationemail.com** 7:39 PM (0 minutes ago)
to me

Welcome to the WelcomeHomeOC property provider network! Below, please find your login credentials to access the property provider portal where you can create your own user profile and keep track of your property and unit submissions.

If you have any questions, please contact WelcomeHomeOC at (949) 263-6114 or WelcomeHomeOC@UnitedWayOC.org.

Please login at WelcomeHomeOC Property Engagement Portal.
Email: example@email.com
Temporary password: **EXAMPLEpassword123**

Thank you for joining the WelcomeHomeOC property provider network. We look forward to partnering with you to help end homelessness in our community!

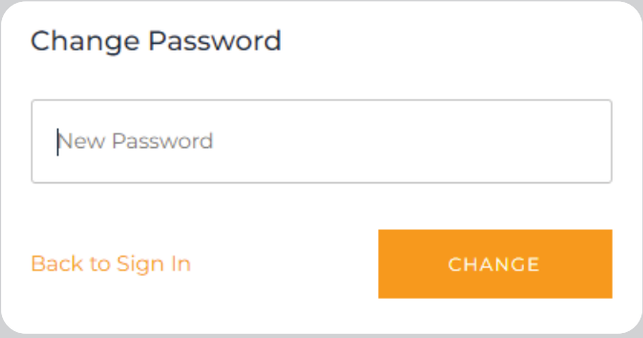
Thank you,
Orange County United Way

Reply Forward

## Step 13

Once logged in, create a new password for your account. Your username will always be the email address where you received the invitation to the Portal. See **Figure 11** below.

**FIGURE 11**



Change Password

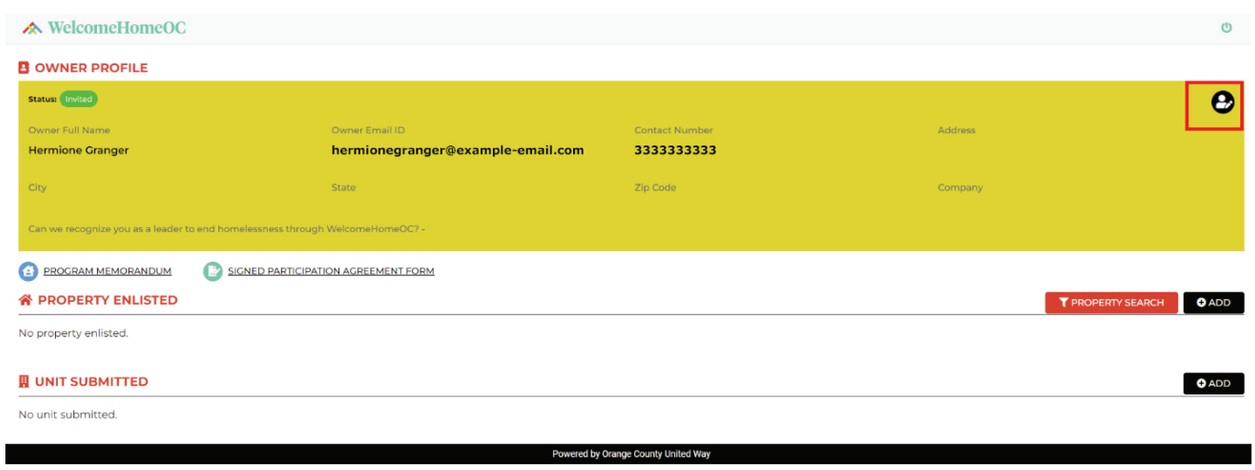
New Password

Back to Sign In CHANGE

## Step 14

Once logged in, select the **edit profile** icon in the top, right-hand corner and begin entering your profile information. See **Figure 12** below.

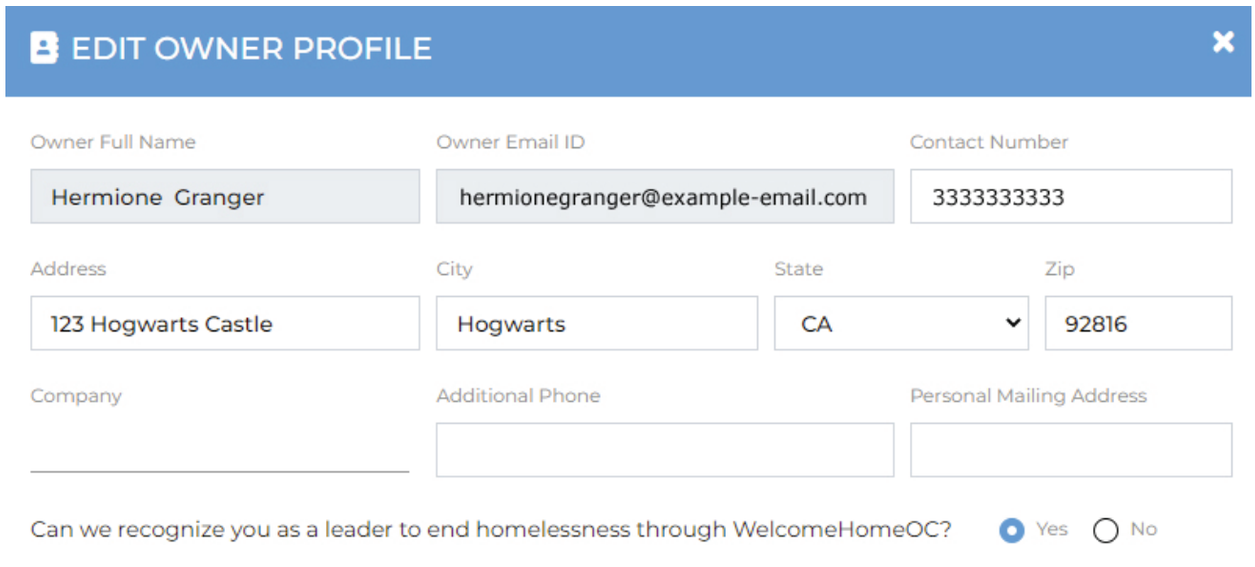
**FIGURE 12**




## Step 15

Enter the remaining profile information needed and click **Save**. See **Figure 13** below.

**FIGURE 13**



Are you currently set-up as a vendor with a Public Housing Authority (PHA)? ○ Yes ● No ○ Unsure

I am a member of:

- [x] Apartment Association of Orange County (AAOC)
- [ ] California Apartment Association (CAA)
- [ ] Other

I have rental properties in the following areas:

- [x] North Orange County
- [ ] Central Orange County
- [ ] South Orange County

RESET SAVE

# Enrolling a Property in the Network

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## Step 16

Click **Add** to enroll your property in the WelcomeHomeOC Network, even if you don't have current vacancies. See **Figure 14** below.

**FIGURE 14**

WelcomeHomeOC

OWNER PROFILE

Status: Invited

| Owner Full Name | Owner Email ID | Contact Number | Address |
|---|---|---|---|
| Hermione Granger | hermionegranger@example-email.com | 3333333333 | 123 Hogwarts Castle |
| **City** | **State** | **Zip Code** | **Company** |
| Hogwarts | CA | 92816 | |

Can we recognize you as a leader to end homelessness through WelcomeHomeOC? - Yes

PROGRAM MEMORANDUM SIGNED PARTICIPATION AGREEMENT FORM

PROPERTY ENLISTED PROPERTY SEARCH ADD

No property enlisted.

**UNIT SUBMITTED** ADD

No unit submitted.

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# Step 17

Add your property information and documentation as prompted. Click on the image to add a picture of the property. Be sure to upload your W-9 and click the **Save** icon. See **Figure 15** below.

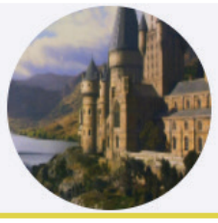
**FIGURE 15**

WelcomeHomeOC

**PROPERTY DETAILS**

| Property Name* | Physical Property Address* | Suite | City* |
|---|---|---|---|
| Hogwarts Castle | 123 Hogwarts Lane | | Irvine |

| State* | Zip* | Management Company |
|---|---|---|
| | 92614 | |



**PROPERTY OWNER/PRINCIPAL**

| Name | Address | City | State | Zip | Email | Phone |
|---|---|---|---|---|---|---|
| Hermione Granger | 123 Hogwarts Castle | Hogwa | CA | 92816 | hermionegranger@example-email.com | 3333333333 |

**$ PROPERTY PAYMENT**

| Payee name* | Address* | Suite | City* | State* | Zip* |
|---|---|---|---|---|---|
| Hermione Granger | 123 Main St | | Long Beach | CA | 90808 |

**PROPERTY MANAGER** ADD

| First Name | Last Name | Email | Phone | Extension | Additional Phone |
|---|---|---|---|---|---|
| Minerva | McGonegall | minervamcgonegall | | | |

**PUBLIC HOUSING AUTHORITY REGISTRATION**

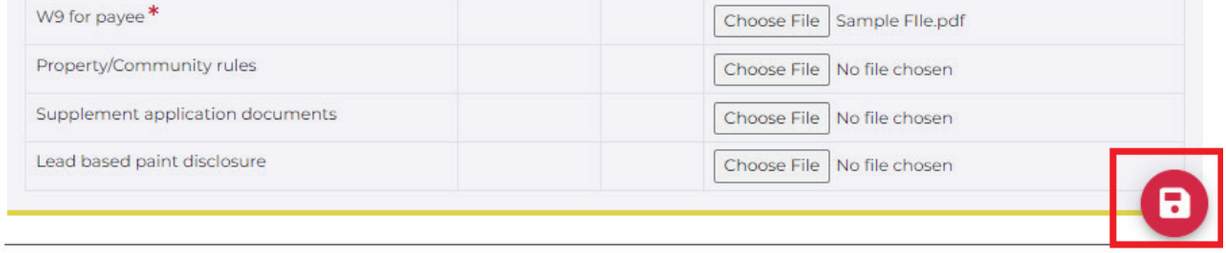
**Is the property already registered under Public Housing Authority (PHA)?** ◉ Yes ○ No

**Under which Public Housing Authority (PHA) the property is already registered?**

☐ Anaheim Housing Authority (AHA) ☑ Orange County Housing Authority (OCHA) ☐ Santa Ana Housing Authority (SAHA) ☐ Other

**DOCUMENTS**

| Document | File Name | Status | Action |
|---|---|---|---|
| Copy of blank lease | | | Choose File No file chosen |




# Submitting A Rental Unit

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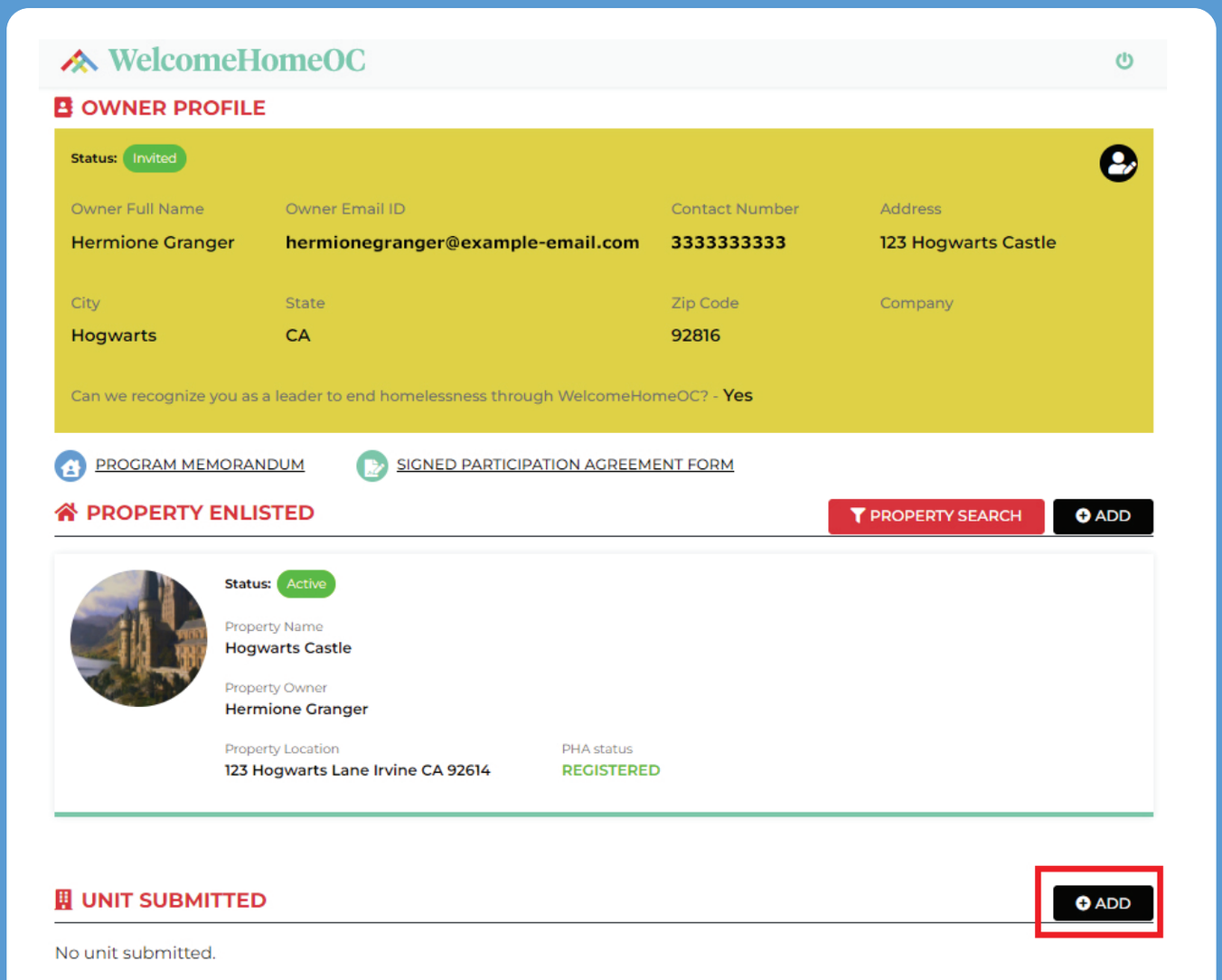
## Step 18

Proceed to add your available unit to the portal by clicking **Add.** See **Figure 16** below.

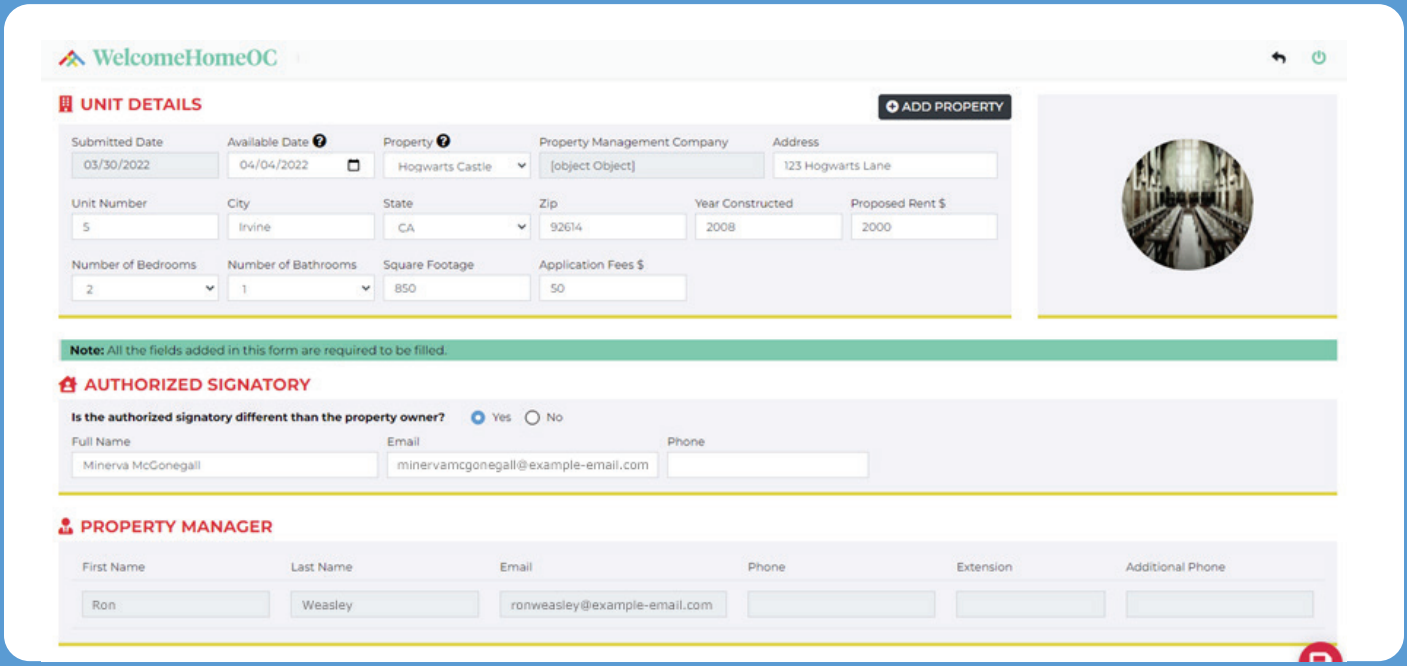
**FIGURE 16**



## Step 19

Enter the unit information and select the property you've entered from the drop-down menu. If you would like to designate an authorized signatory, you may select **Yes** and enter the individual's information. Otherwise, leave as is. See **Figure 17** below.

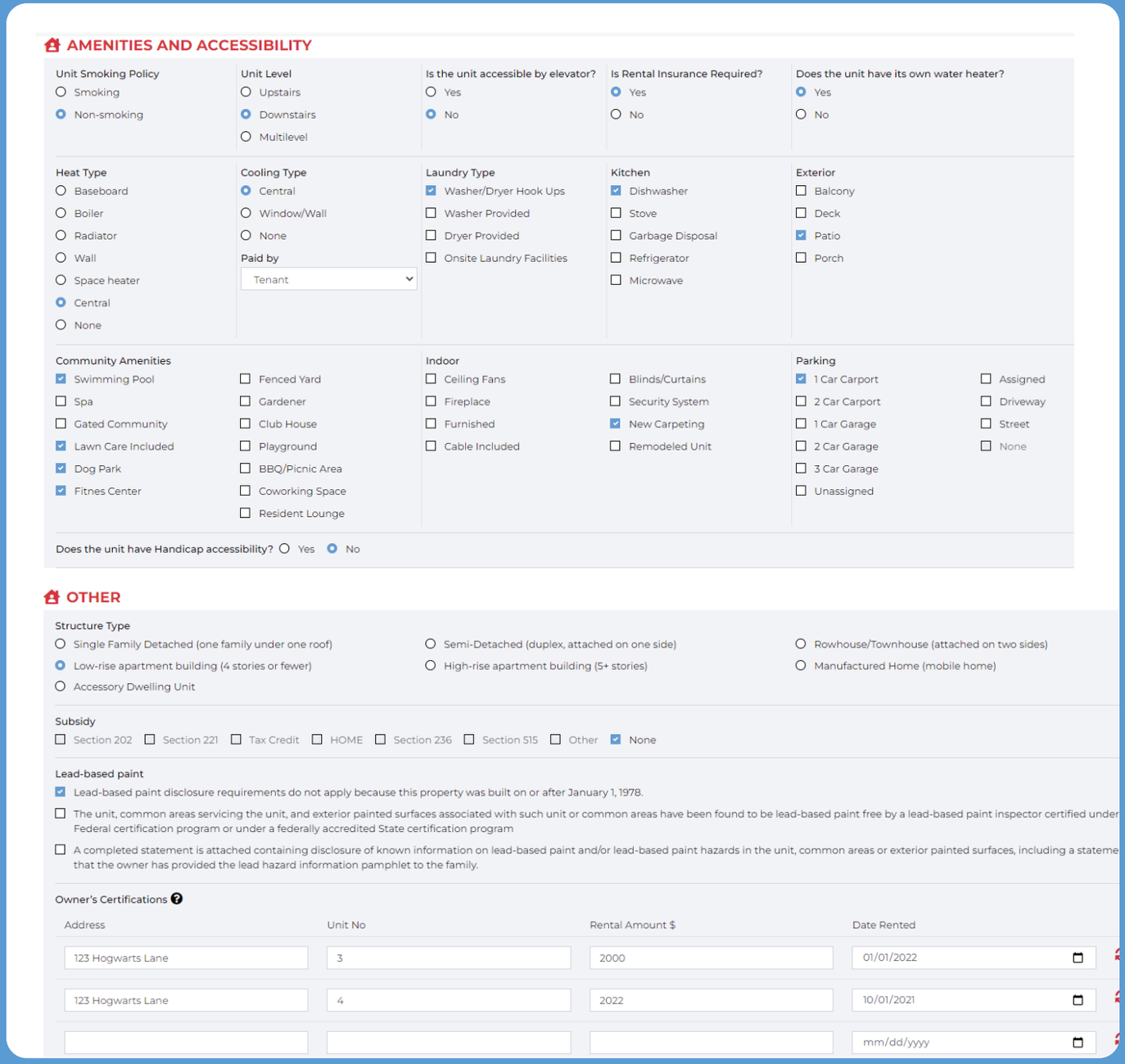
**FIGURE 17**




## Step 20

Enter all of the unit and community amenities and click the Save icon. See **Figure 18** below.

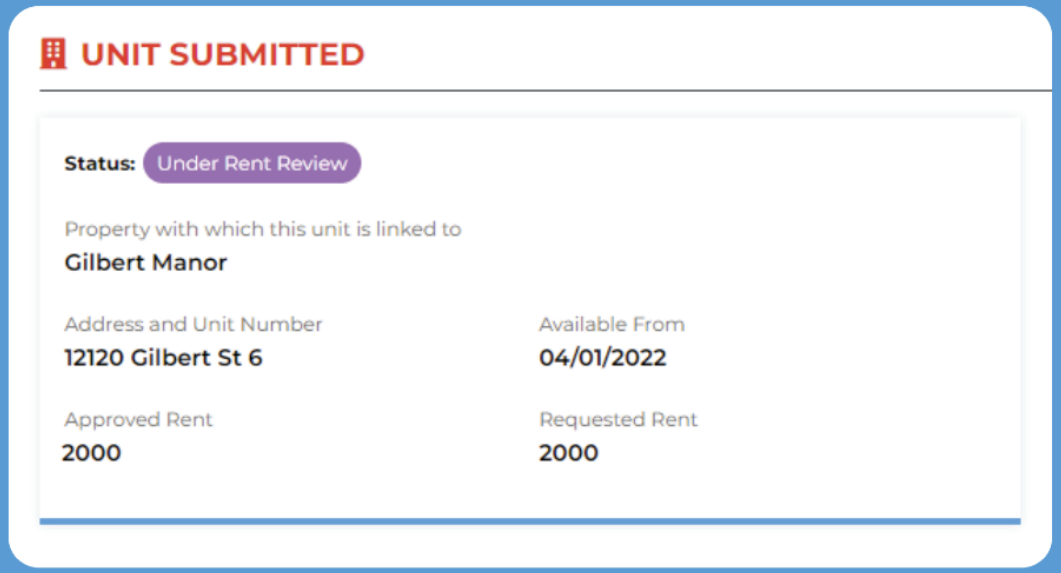
**FIGURE 18**




## Step 21

Once submitted, our Property Engagement team will review your submission before sending the unit for rent review with the housing authority. You can click on the **WelcomeHomeOC logo** to navigate back to the home page. The **Unit** section will provide you with a status update. See **Figure 19** below.

**FIGURE 19**

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## Our Property Engagement will review your submission with the local Public Housing Authority to verify the submission qualifications. We will reach out to you with any questions.

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United Way
Orange County United Way