U.S. Bank E-Disbursement Service Quick Start Guide

This guide explains how to register and set up your payment and remittance preferences. To complete these steps, you will access E-Disbursement Service and the CMHA Landlord Portal. The Appendix includes E-Disbursement Service FAQs.

Part 1: Registering and creating passwords in E-Disbursement Service

To log in for the first time, follow the instructions below:

1. From the CMHA website, click **U.S. Bank E-Disbursement**.

2. To log in to the system, use the **User ID** and **Password** provided to you by CMHA.

3. Click **Login**.

4. Enter the **Unique Identifier** from your registration letter (for example, L000000#########. The L000000 is your Login ID and the #'s are either your Tax ID or Social Security Number).

   Step 1: **Unique Identifier** > Step 2: Change Password > Step 3: Challenge Questions

   Unique Identifier
   Enter the Unique Identifier provided by the disburser. This is necessary the first time you log in. Please contact Customer Service if you have any questions.

   * = required

   Unique Identifier: * [   ]

5. To change your password, enter your **Current Password** from the registration form and then create a **New Password** in the next two fields.

   Your password:

   - is case sensitive
   - must be 7-12 characters long (no spaces)
   - must include letters and numbers or special characters

6. Select three challenge questions from the choices displayed and enter your answers. Your answers are case sensitive, must be unique and will be used by the system to identify you if you forget your password.

   If you forget your password, click **Forgot Password**, enter your User ID and follow the instructions to create a new password.

7. In the **Preferred Disbursement Method** section, if it is not already selected, select **Bank Account Deposit** and follow the instructions below.

Preferred Disbursement Method	Estimated Delivery Time (from processing date)
○ Bank Account Deposit	Next business day for accounts at U.S. Bank
	1-2 business days for accounts at other banks

Bank account deposit

Provide information about your bank account.

1. In the Bank Account Information section, click **Add An Account**.

2. On the Bank Account Info page, complete the following: **Account Nickname** (optional), **Routing Number**, **Account Number**, **Account Type**, **Primary Account**, and **Authorization Checkbox**.

3. Click **Save**.

   Note: Your Primary Account is the main bank account associated with your payments. Your deposits will be made into this account.

Bank Account Information			
Primary Bank Account Nickname	Bank Routing Number	Bank Account Category	Bank Account Number (Masked)
No Accounts Specified. Click 'Add An Account'.			
Add An Account			

Ending your session

Close your session:

1. **Before logging out**, check to ensure you have selected **Bank Account Deposit** as your preferred disbursement method and verify that all information entered is correct. After you have verified these important details, click **Logout** in the upper-right portion of the page. You will be redirected to your remittance site for registration completion.

Changing preferences

You can log back into the system at any time to update your routing and bank account or contact information. You may also track the status of your payments and view your payment history through the E-Disbursement Service site. Payment details and downloadable remittance data are provided through the CMHA Landlord Portal only.
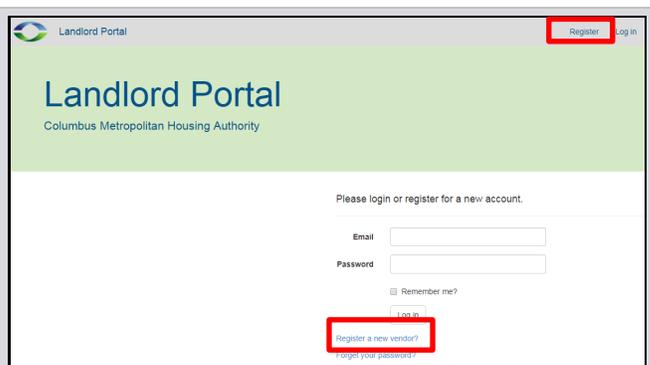
Questions?

For additional information, please see the **E-Disbursement Service FAQs Appendix**.

Part 2: Registering and creating passwords in the CMHA Landlord Portal

To log into the CMHA Landlord Portal for the first time, follow the instructions below.

1. From the CMHA website, click **Payment Detail** or use the direct link:

   - https://landlord.cmhanet.com/

2. To register and access the CMHA Landlord Portal, click **Register a new vendor?**.

Landlord Portal

Landlord Portal
Columbus Metropolitan Housing Authority

Please login or register for a new account.

Email

Password

Remember me?

Log in

Register a new vendor?
Forget your password?

3. Enter the **Landlord ID**, your **Tax ID** (or Social Security Number as appropriate) and the **Security Code**.

   You received the Landlord ID and Security Code in the registration letter from CMHA. (See **Step 2** in the letter.)

4. Click **Claim Vendor**.

Landlord ID	
Tax ID	
Security Code	
	Claim Vendor

5. After you sign in, you will be prompted to create an account using your email address that will be used for future logins.

   - Enter your **Email**, **First Name**, **Last Name**, **Contact Number, Password** and password confirmation to complete the registration.

   - Click **Register**.

Email	
First Name	
Last Name	
Contact Number	
Password	

Password must be at least 8 characters in length and contain at least one upper case chracter, one lower case character, and one number.

Confirm password	
	Register

6. Within a few minutes, you will receive an email asking you to complete your registration. The email will come from LandlordPortal@cmhanet.com.

   If you do not see the email in your Inbox within a few minutes, please check your Spam or Junk Mail folder.

7. Open the email and click the link. You will be redirected back to the **CMHA Landlord Portal** site.

From: LandlordPortal@cmhanet.com [mailto:LandlordPortal@cmhanet.com]
Sent: Wednesday, October 19, 20XX 8:49 AM
To:
Subject: CMHA Landlord Portal: Confirm your account

Please confirm your account by clicking this link: link

This email was sent because you have signed up for an account with Columbus Metropolotan Housing Authority's Landlord Portal.

8. To save time, we recommend that you add the payment detail website to your Internet favorites or bookmarks.

   - In Firefox, click the **Bookmarks** tab in the menu bar or Star icon in the address bar and save the link.

   - In Internet Explorer, click the **Favorites** tab in the menu bar or the Yellow Starred Favorites tab next to your browser window and click **Add to favorites**.
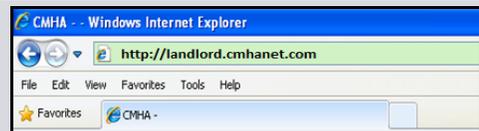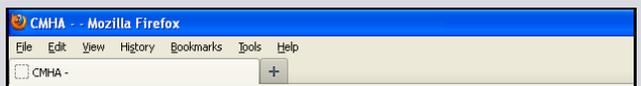
9. Log in by entering the **Username** and **Password** you created in their respective fields and click **Log on**.

10. To view your **Remittances**, click the link labeled Remittance and enter search criteria to search for specific remittances.

Remittance
Check remittance data here.

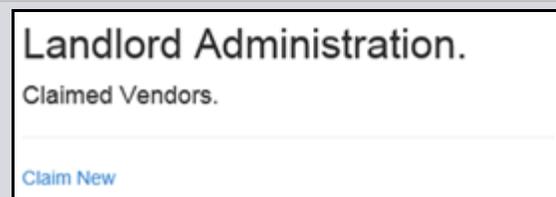### Ending Your Session

To close your session:

1. Click **Logout** in the upper-right portion of the page.

2. We recommend that you close your browser for security purposes.

Part 3: Vendor Administration: Linking multiple Landlord IDs to a single account

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If your account has the appropriate rights, you can manage Multiple Landlord ID's through a single account by using Vendor Administration functionality. From the home page, the **Vendor Administration** option will be displayed.	**Member Administration** **Vendor Administration** Maintain your members and their access Maintain your vendor access
1. Click **Vendor Administration** and then click **Claim New**.	Landlord Administration. Claimed Vendors. Claim New
2. Enter your **Landlord ID**, **Tax ID** and **Security Code**. If the indicated landlord has not been claimed and other information matches, the landlord will now be claimed by the current user. The **Landlord Administration** page also displays all landlords already claimed by the currently logged in user, and allows a landlord to be "Unclaimed" by clicking **Un-claim** beside each landlord.	Landlord ID Name 1234567 Sample Company Name Un-claim

Part 4: Viewing and downloading Remittance Statements

To view or download remittance statement details:

1. Once a report has been run, click the file format you prefer. Remittance is available in PDF, Excel or CSV formats. Adobe Reader is required to view remittance in PDF format. (See download link at bottom of the E-Disbursement page.)
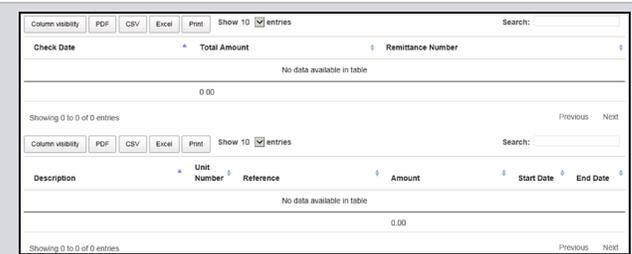
2. From the search results, select a remittance item and you can view the details of your selection below. You can sort the grid by clicking on any header.

Appendix: E-Disbursement Service FAQs

For additional information, please see the **E-Disbursement Service FAQs Appendix** on the following page.

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E-Disbursement Service FAQs

Overview

Use the following responses to help you register for and use E-Disbursement Service to receive your housing payments. You must register and supply your bank routing number, account information and email address in order to receive your payments and payment related notifications.

Registration

Q: What information do I need to register? How do I register?	To register to receive your payments, you'll need the following information: • Registration letter (or email) from CMHA (contains Unique ID, User ID and Password) • Your bank routing number and account information **Bank Account Deposit** is the only payment option available through E-Disbursement Service. If you are interested in receiving your deposits via Prepaid Debit Card, please call CMHA at 614.421.6287. To register to view detailed payment statements (also called remittance information), you'll need: • Registration letter (or email) from CMHA (contains Landlord ID and Security Code) Refer to the "Quick Start Guide" for step-by-step registration instructions. • Part One: Registering and Creating Passwords in EDS • Part Two: Registering and Creating Passwords in the CMHA Landlord Portal
Q: Once I register, when will I start getting my payments?	Once you've successfully registered, any unclaimed payments that are due to you will require two to three business days to be deposited into your account via ACH. If you are a new landlord, please be aware that CMHA processes payment requests on the 1st and 15th of the month. You will receive an email notifying you that your payment is in process (two to three days before you receive payment). Once you receive the email, you can access the CMHA Landlord Portal to review your remittance or payment detail.

Banking information, email address and contact information

Q: What if my bank account, email address or other personal information changes?	If your routing number and bank account information change, it is best to promptly delete the old banking information and use the **Add an Account** option to provide the updated information. This will ensure that your payments are not returned as undeliverable. **Routing number and bank account** additions or changes Use the **Profile and Preferences** page within E-Disbursement Service to add, modify or delete: • Routing and bank account information • Email address 1. Select the **Change Profile & Preferences** link. 2. On the **Profile & Disbursement Preferences** page, select the edit or delete option next to the account you want to change. Or, select **Add An Account.** 3. The Bank Account Information page will display. 4. Complete the following fields: • **Bank Account Nickname:** A user-selected name that will display for each account (optional) • **Bank Routing Number:** The nine digit routing number assigned to the bank owning the depository account(s) • **Bank Account Number:** The account number assigned by your bank • **Bank Account Type:** Checking or savings account • **Account Category:** Select Business • **Primary Account Indicator:** Indicates that this is the active account in which disbursements will be deposited 5. Check the box attesting that the information provided is correct. 6. Click **Save**. **Email address** 1. Select the **Change Profile & Preferences** link. 2. Update the information in the **Email Address** field and click **Save**. **For other changes** (e.g. address, phone number information, change of management company, change of ownership, adding a Power of Attorney)**,** contact CMHA at 614.340.4331 or epayments@cmhanet.com to update your information.
What is the Primary Account?	The Primary Account is the primary bank account that is associated with your profile. Your funds will be disbursed into the account you designated as your Primary Account.
Q: What if there is a change to the management company I use as a landlord?	If you are a landlord and have changed the management company that you use, your registration information will have to be updated. Contact CMHA at 614.340.4331 to report the change in management company. CMHA will send you a new registration letter under the new management company and you will need to re-register in both E-Disbursement Service and the CMHA Landlord Portal (for detailed remittance statements).

Viewing & tracking payments	
Q: Why haven't I received my money?	In order to receive your funds, you must register and supply your current banking information. If you have already completed these steps and you still see disbursements listed in the Available Disbursements section of the Home page, then one of the following issues has been encountered: 1. A Preferred Disbursement method has not been selected. 2. The provided Disbursement Instructions are not valid for reasons including: • The Bank Account Number is invalid. • The ABA/Routing Number is invalid. • The account has been closed. • We were unable to locate the account. • The account has been frozen. To correct the issue, you may be required to contact your bank to confirm the status of your account or to provide updated routing and account number information if you have changed banks. To view details of an available disbursement, click the **View Details** link next to the disbursement.
Q: How can I trace or research past disbursements and transaction history?	View the **Past Disbursements** section of the Home page to see any disbursements that have previously been distributed. For more details, click the **View Details** link next to a disbursement. The Disbursement Details screen shows information on the disbursement including: date, amount, method, transaction ID, disbursement ID, status, company or landlord name, routing number and last four digits of your depository account number. **Disbursement ID**: This is a confirmation number tied to a past disbursement. It is found on the Disbursement Details page. To access this page, click on **View Details** next to the Past Disbursement on the Home page. The Disbursement Details screen will show the ID information. **Disbursement Status:** • **Processed:** Disbursement was successfully processed and paid to the receiver • **Undeliverable:** Disbursement could not be processed successfully. Bank account information may require updating. • **Unclaimed (Available):** Landlord must register in order to receive pending payment(s). **Transaction ID**: This is a unique number that is assigned to identify record and trace a payment. It is found on the Disbursement Details page. To access this page, click on **View Details** next to the Past Disbursement on the Home page. The Disbursement Details screen will show the ID information.

Passwords and challenge questions	
Q: Where do I get my initial password?	You will get your User ID and password from CMHA by letter or email. Once they have been received, follow the instructions in the E-Disbursement Service Quick Start Guide to register to receive your payments. You will be prompted to change your password when you first log in. Your password: • is case sensitive • must be 7-12 characters long (no spaces) • must include letters and numbers or special characters
Q: How can I change my password?	1. Click the **Change Password** link in the left navigation menu. 2. Enter your old and new passwords. Your password: • is case sensitive • must be 7-12 characters long (no spaces) • must include letters and numbers or special characters 3. Click **Save** to save the changes or Cancel to return to the Home page.
Q: What if I forget my password?	If you forget your password, you will need to answer your Challenge Questions to complete the reset process. 1. Click the **Forgot Password** link. 2. On the **Forgot Password** page, enter your User ID and click **Continue**. 3. Answer all three of your Challenge Questions. 4. Enter and re-enter your updated password and click **Continue**.
Q: What if I forget the answers to my security challenge questions	If you forget the answers to your challenge questions, please contact CMHA at 614.421.6287 or at epayments@cmhanet.com.

Notifications	
Q: If there are any issues with my payments, how will I be notified?	You will receive notifications of disbursements, changes to your profile information or of any issues with your disbursement via email. The email address used for your notifications is listed under **Contact Information** on the **Profile & Preferences** page.

Viewing browser requirements	
Q: How can I view the Browser requirements?	To see the browser requirements, click the Browser Requirements link that is at the bottom left-hand corner of each page within E-Disbursement Service.

Privacy policy	
Q: How and where can I view the Privacy Policy?	To view the Privacy Policy, click the Privacy Policy link that is at the bottom left-hand corner of each page within E-Disbursement Service.

Customer service	
Q: Who do I call for help?	For questions regarding your **login information**, **amounts and timing of specific disbursements**, or **system outages,** please contact Columbus Metropolitan Housing Authority at 614.421.6287 or epayments@cmhanet.com.

Helpful information

Here are some useful links for accessing E-Disbursement Service and the remittance portal.

E-Disbursement Service	http://www.cmhanet.com/hcv/epayments
Landlord Portal	https://landlord.cmhanet.com/