PADMISSION JOURNEY

Your Property Owner & Manager Portal

A guide to using your secure portal in Padmission Journey — payments, holds, documents, inspections, and more.

If your housing program uses Padmission Journey, you have access to a secure online portal built specifically for property owners and managers participating in housing assistance programs. This guide explains what you can access, how each section works, and what the portal protects.

> **Your portal gives you**
> *Self-service access to payment history, hold status and resolution, document uploads, inspection results, and limited tenancy information — all in one secure place. You don't need to call or email your housing program for routine status updates.*

Your Dashboard: The Starting Point

When you log in, the dashboard gives you an immediate picture of your assisted tenancies — what's flowing normally and what needs attention.

What the dashboard shows

- Total properties with assisted tenancies
- Number of active assisted tenancies
- Next month's expected payments from the program
- Active holds, holds requiring your action, and total dollar amount currently on hold
- Documents pending agency review
- Monthly HAP payment trend chart (past 12 months)
- Notifications: holds placed, documents approved, payments processed

Quick actions

The dashboard includes direct links so you can act without navigating through menus:

- **View Active Holds** → jumps to holds you can act on
- **Upload Documents** → opens the document uploader
- **Recent Transactions** → filtered payment list
- **View Properties** → your full property list (Admin role)
- **Manage Contacts** → add or edit who has portal access (Admin role)

Most numbers on the dashboard are clickable — click "4 Active Holds" and you land directly on the filtered Holds list. The dashboard is also fully mobile-responsive, so it works on your phone while you're at a property.

Payments and Holds

Transactions

The Transactions section lists all financial activity for your properties:

- Payment type (HAP, security deposit, utility reimbursement)
- Payment date, amount, and reference number
- **Status:** pending, paid, or held
- Links to related holds when a payment is paused

ACH payments typically process in 5–10 business days. Checks take 7–14 days. Account information is masked for security.

How holds work

When a payment is placed on hold, the Holds section shows you exactly what is missing, why the payment is paused, and what you need to do to resolve it.

Holds you can resolve yourself:
Missing documentation (W-9, insurance certificate, lease), incorrect payment account details, or other items where you can upload a document or enter information directly.

Holds that require agency action:
Failed inspections, recertifications, and other program-level issues must be resolved by agency staff. These holds are visible in your portal but not editable — the portal will show you this clearly so you know it's in their hands.

Documents

The document center gives you a centralized view of all files associated with your properties. Filter by document type, status, or property.

Uploading documents

- Accepted formats: PDF or image files (JPG, PNG)
- Maximum file size: 100 MB per upload
- Upload from the Property Document Center, the Holds section, or individual tenancy pages
- Common documents: leases, W-9s, insurance certificates, licenses

Document statuses

Status	What it means
✅ Approved	Accepted by agency staff
⌛ Pending	Awaiting agency review — no action needed yet
❌ Rejected	Not accepted. The reason is shown — correct and resubmit
⚠️ Expiring	Renewal due — you'll receive a notification

All documents require agency review before taking effect. You cannot approve, delete, or edit documents after submission. If a document is rejected, the reason will be shown so you know what to correct.

Properties and Tenancies

Properties

The Properties section shows all properties you own or manage. Selecting a property opens tabs for:

- Property information: ownership, payment status
- Current tenancies: lease dates, rent breakdown (tenant portion and HAP)
- Units: size and accessibility features
- Transaction history
- Contacts
- Document center

Only agency staff can edit property or tenancy records. You can upload documents to the property's document center.

Tenancies

The Tenancies section shows assisted households in your properties. What you can see:

- Unit and property details
- Lease dates and rent breakdown (contract rent, HAP, tenant portion)
- **Tenancy status:** active, pending, under review, recertification due, moving out
- Documents and transactions specific to each tenancy

> **What you will not see**
> *Names, Social Security numbers, income, family composition, and case notes are protected under program privacy requirements. This information is not accessible in the portal regardless of your access level.*

Inspections

The Inspections section provides read-only access to inspection information for your properties.

- Inspection types: Initial, Annual, Special, Move-Out, Quality Control
- Dates, property and unit information, inspection status
- Results, including failed items and required follow-ups
- Photos and reports when available

You cannot schedule, modify, or add notes to inspections. If an inspection reveals items requiring correction, the portal shows you what they are without requiring a call to find out.

Managing Your Organization’s Access

If you are an Administrator, you can manage who on your team has portal access and what they can see.

> **Administrator:**
> Full access to all properties, tenancies, transactions, and documents in your organization.
>
> **Member:**
> Restricted to the specific properties they are assigned. Cannot access other properties in your organization.

To add a team member: send them an invitation through the portal. Invitations are valid for 72 hours. You can assign properties to Members, edit contact details, and deactivate accounts when staff changes.

What the Portal Does Not Allow — and Why

The portal’s limitations are intentional. They exist to protect participant privacy and maintain compliance with program requirements.

- **View household personal data:** names, SSNs, income, family composition, and case notes are not accessible

- **Edit property or tenancy records:** only agency staff can modify program records
- **Approve your own documents:** all documents require agency review before taking effect
- **Remove payment holds directly:** holds requiring agency action must be resolved by program staff
- **Schedule or modify inspections:** inspection scheduling is managed by the agency
- **Access unassigned properties:** you can only see properties tied to your organization

These are not configurable permissions — they are built into the portal's architecture. The program's compliance with HUD privacy and data integrity requirements depends on these boundaries being structural.

Getting Started

Access to the portal is granted by your housing program. If you have not yet received an invitation, contact your program's housing team to request access.

1. Request access: Contact your housing program team. Include your name, organization, and contact information so they can verify your partnership.

2. Receive your invitation: Once your request is reviewed, you'll receive an email with a secure, personalized access link.

3. Confirm within 72 hours: Click the link to activate your account. If the link expires, request a new one from your program contact.

4. Set up your account: Follow the on-screen prompts to set your password. Once complete, you can begin exploring your dashboard and managing your properties.

Questions?

If something in the portal isn't working as expected, contact your housing program team. They can assist with access issues, document upload questions, hold inquiries, and anything else you encounter.

For housing programs interested in learning more about Padmission Journey and the Property Owner & Manager Portal:

Visit padmission.com/padmission-journey