

HQS Inspections Portal User Guide



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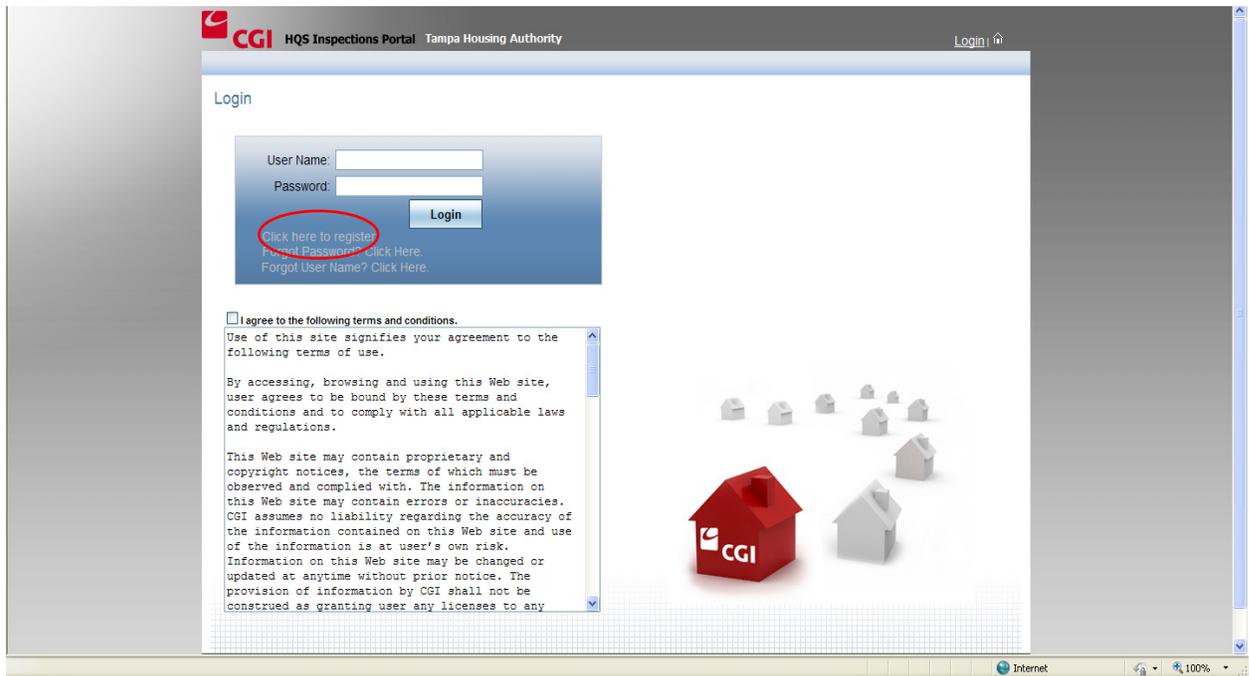
I. Overview

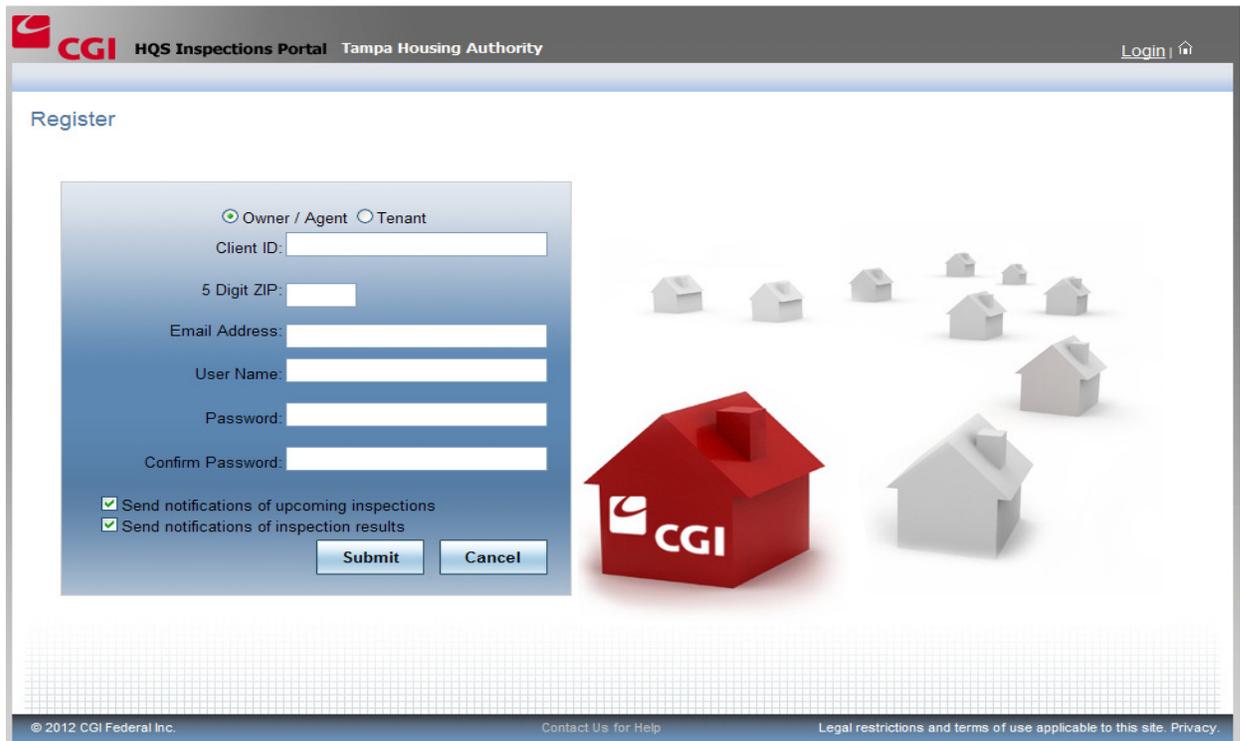
The Tampa Housing Authority/CGI HQS Inspections Portal is a secure, web-based system that provides real-time information on upcoming, ongoing, and past inspections to landlords and tenants associated with the Tampa Housing Authority Housing Choice Voucher Program. Access is available 24 hours a day, 7 days a week. Information provided includes inspection schedules, inspection results, and failed items, including photographs. Features include automatic notification of upcoming inspections and inspection results (via email), and the ability to add additional users to receive these notifications.

II. Accessing the Portal

Registration is required prior to entering the Portal. The unique ID number, available on the monthly Tampa Housing Authority statement, is required to register. Follow these steps: thaf1.cgihousing.com

1. Type <http://thaf1.cgihousing.com> in your Internet browser's address bar.
2. Click the "Click here to register" link at the top of the page (circled in red).





3. Click the option that applies to you:



4. Enter the “Client ID” and “5 Digit Zip” numbers on the next two fields. Monthly statements from the Tampa Housing Authority will display the “Client ID” and your mailing address Zip Code.



5. Enter your email address in the “Email address” box. Verify that the address entered is correct or it may be more difficult to reset your password, if required.



6. Create and enter a user name using only letters and/or numbers.



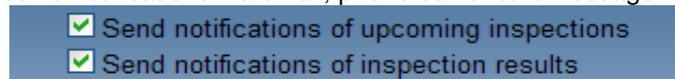
7. Enter your password. The password must meet BOTH of these requirements:
 a. Contain at least six characters.

- b. Contain at least one symbol. Acceptable symbols include !,@,&,and * \.
 - i. If you do not enter a properly formatted password, or do not enter the same password at both “Password” and “Confirm Password,” an error message will show onscreen.



A screenshot of a registration form showing two input fields. The top field is labeled "Password:" and the bottom field is labeled "Confirm Password:". Both fields are empty and have a white background with a blue border.

8. You have the option to select notifications of upcoming inspections and inspection results. It is recommended you check both to take full advantage of the system’s functionality. You can specify to receive notifications via email, phone call or text message. See section IV.



A screenshot of a notification selection area. It contains two checkboxes, both of which are checked. The first checkbox is labeled "Send notifications of upcoming inspections" and the second is labeled "Send notifications of inspection results".

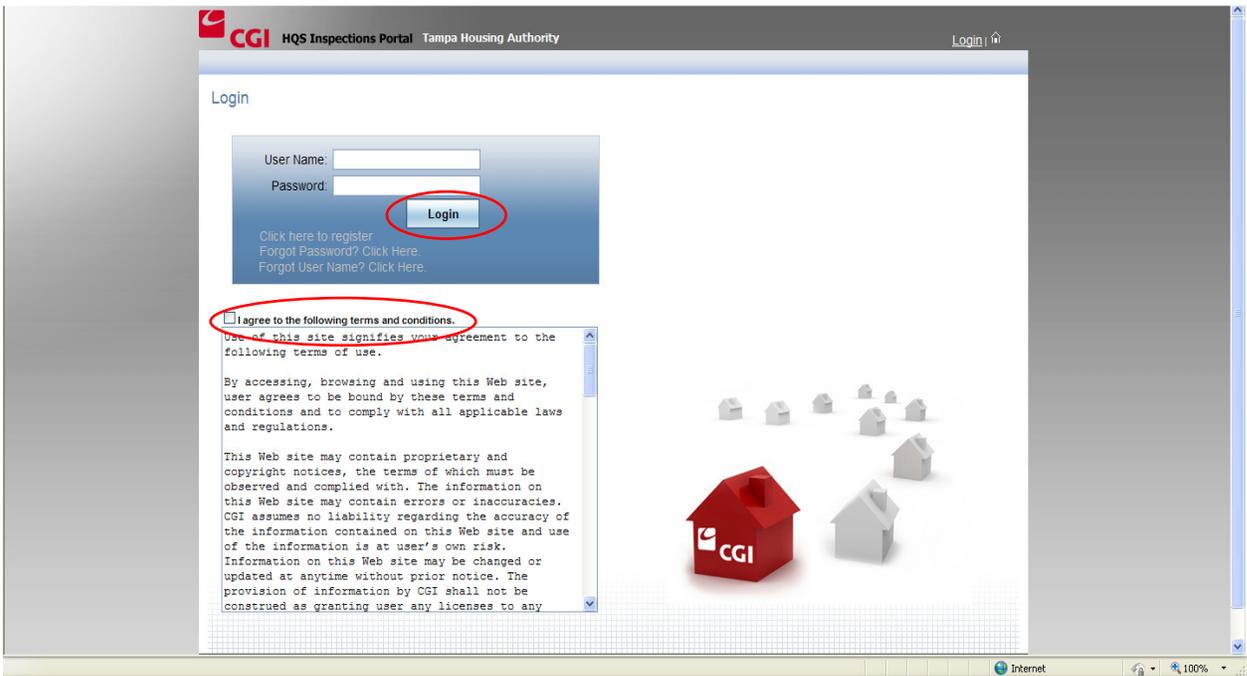
9. Click the “Submit” button after verifying that you have completed all parts of the form.

A confirmation e-mail will be sent after your registration is processed. If you do not receive confirmation within 24 hours, contact support at <http://www.myphalinks.com/aspx>. This link is also available at the bottom of the page at the “Contact Us for Help” link.

III. Logging In

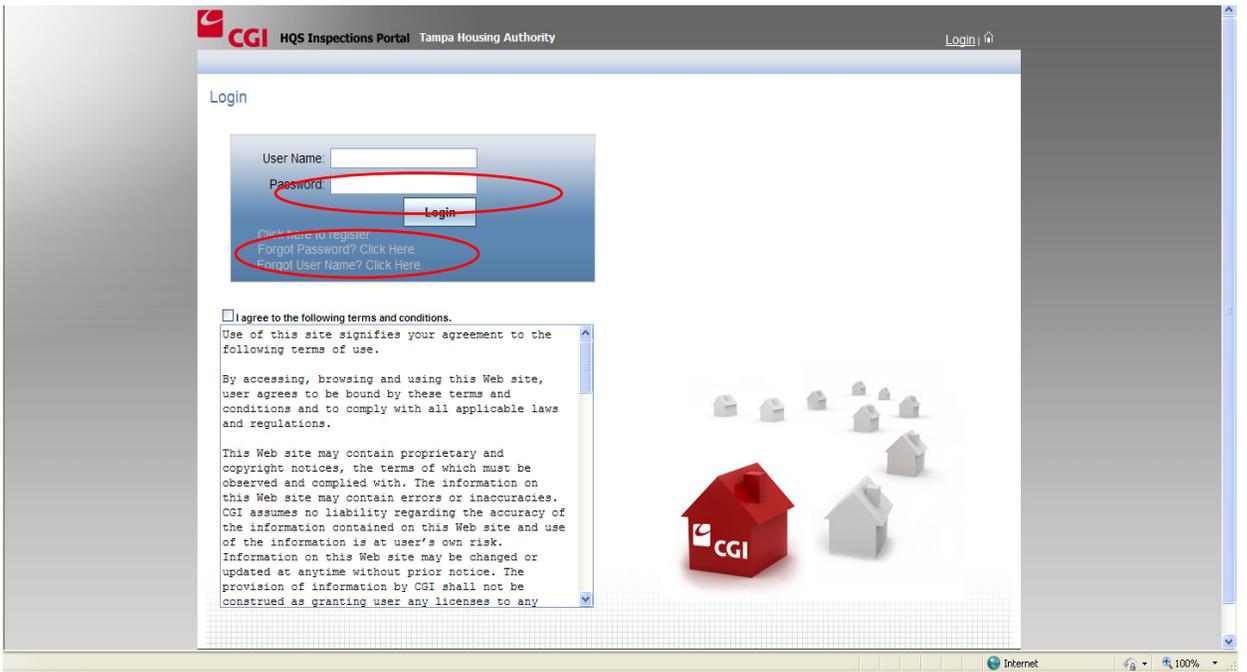
Once your account has been created and processed, you can login to the Portal at any time:

1. Type <http://thaf1.cgihousing.com> in your Internet browser’s address bar.
2. Enter your username and password.
3. Read the terms and conditions and if you agree to them, select the checkbox (circled in red).
4. Click “Login” (circled in red).



Forgot your Password or Username?

Click the “forgot password?” or “forgot user name?” link below (circled in red). Follow the onscreen instructions, and you will be sent an email with your username or a link to reset your password.



IV. Basic Navigation and Features

This section describes the main navigation tabs on the Portal that landlords and tenants can access once logged in to the system. Landlords can access all of their units; tenants can access current and prior units. You can search for and filter specific information about each unit. This information can be exported to Excel for reporting purposes. There are four main tabs within the system.

1. Units tab: provides specific information about their units (address, tenant).
2. Calendar tab: provides the inspections schedule.
3. Profile tab: provides access to account management (change password, update email, notifications)
4. Comments tab: allows users to provide feedback about the Portal.

Features of each tab are explained in more detail within the subsections that follow.

Units Tab

Landlords can access specific information about their units including the address and tenant name, To view unit information follow these steps:

1. Click the Units tab.
2. You will see a listing of all of your units on this screen.

#1

CGI HQS Inspections Portal Tampa Housing Authority Welcome sample | Logout |

Units

148-21 90TH AVENUE Search

Unit ID	External ID	Address	City	State	Zip	Tenant Name	Occupancy Start	Occupancy End
52451	hc001367	7956 CARRIAGE POINT DRIVE	GIBSONTON	FL	33534	INGA MOE	4/8/1999	N/A

#2

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3. Columns can be filtered. Enter search terms in the blank white boxes (circled in red).

#3

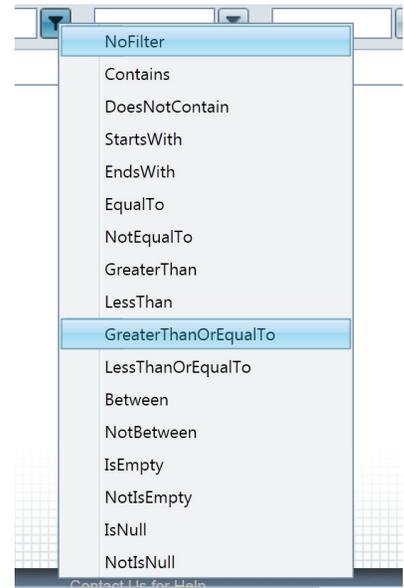
Unit ID	External ID	Address	City	State	Zip	Tenant Name	Occupancy Start	Occupancy End
<input type="text"/>								

- a. After clicking the filter button (circled in blue) , a menu will appear which identifies the types of available filters including:

Inspection Listing

Unit ID	External ID	Address	City	State	Zip	Tenant Name	Occupancy Start	Occupancy End
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
52451	hc001367	7956 CARRIAGE POINT DRIVE	GIBSONTON	FL	33534	INGA MOE	4/8/1999	N/A

Click the address link (circled in red) to open the “Inspection Listing” screen. Here you can find detailed information about the inspection including the type, date, time block and result of completed inspections.



#1

CGI HQS Inspections Portal Tampa Housing Authority

Welcome Principle Realty | Logout

Units Calendar Profile Comments

Inspection Listing

Unit ID: 52451 7956 CARRIAGE POINT DRIVE
 No. of Bedrooms/Sleeping Rooms: 3/4 Year Built: N.A.

Action	Date	Time Block	Inspection Type	Visit Result	Inspection Result	Tenant
	7/25/2013	12:00 PM - 6:00 PM	Annual		ASSIGNED	INGA MOE
	5/2/2013	12:00 PM - 6:00 PM	Annual	Successful Visit	FAIL	INGA MOE
	5/29/2013	8:00 AM - 12:00 PM	Annual Reinspection1	Successful Visit	FAIL	INGA MOE
	6/15/2012	8:00 AM - 12:00 PM	Annual	Successful Visit	PASSED	INGA MOE

Owner: c/o Principle Realty, LLC

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1. There are three available icons in the “Action” column. Reports can be printed or exported to Excel. Click on the icon to retrieve the unit inspection information:

a. The magnifying glass icon will open the HUD-52580 inspection Report.

b. If an inspection had any failures, the Failed Items icon will appear. Click on the icon to go to the Failed Items Report, which includes links to digital photographs of failed items, and if the landlord or tenant is responsible for repair. An example is included below.

CGI HQS Inspections Portal Tampa Housing Authority Welcome test2 | [Logout](#) |

[Units](#) [Calendar](#) [Profile](#) [Comments](#)

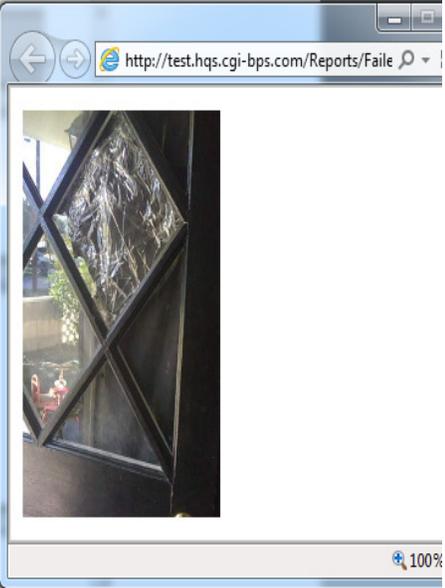
Failed Items Report

[Go back](#)

Visit	Inspection Type	Visit Result	Overall Result	Inspector
1 10/22/2012 [8:57 AM - 9:18 AM]	Annual	Successful Visit	Fail	Alfredo Vega

1. Living Room				
1.4	Security	Fail	Both	24 hours
		<u>Issue</u> broken glass front door unable to safely lock front door. 		
2. Kitchen				
2.10	Stove with Oven	Fail	Tenant	
		<u>Issue</u> clean range and oven potential fire hazard. 		
4. Other Rooms Used for Living and Halls				
4.	Room Code* and Room Location			
1	<input type="text" value="6"/>	Other laundry	Left / Center	<input type="text" value="1"/> Floor Level
4.4	Security	Fail	Owner	
		<u>Issue</u> Weather stripping -repair/replace so as not to see light 		
4. Other Rooms Used for Living and Halls				
4.	Room Code* and			
	<input type="text"/>			

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- c.  The View Letters icon will open the inspection notification letter along with the HQS most common failed items checklist.

Calendar Tab

The Calendar screen displays the inspection schedule color coded by type of inspection, and inspections are shown in the time block reserved for the inspection. Past and upcoming inspections can be viewed by the day, week or month (circled in red). A user can choose between the “Calendar View” and “List View” by clicking on the link (circled in red). Both choices will show the same information. A new user can try both versions to determine their preference. Below is the “Calendar View” showing one inspection during the week:

Scheduled Inspections for:

[View As List](#)

The calendar displays the time block reserved for an inspection, not the actual estimated duration of the inspection.

Navigation: < today 7/7/2013 - 7/13/2013 Day **Week** Month

Time	Sun, 7	Mon, 8	Tue, 9	Wed, 10	Thu, 11	Fri, 12	Sat, 13
8:00:am							
9:00:am							
10:00:am							
11:00:am							
12:00:pm			AR1 9602 Kingsburgh Ct				
1:00:pm							
2:00:pm							
3:00:pm							
4:00:pm							

Inspection Types Legend

- Annual
- Initial
- Annual Reinspection1
- RNH1 **
- Req RS **
- Initial R1
- 24 Hr R1 (annual)
- 24 Hr R2
- Special
- Special R1
- 24 Hr
- Initial R2
- Quality Control
- Annual Reinspection2
- Special R2
- Quality Control R1
- Quality Control R2
- Initial NH1 **
- Annual Inconclusive
- Annual Req Change

Further, clicking the inspection appointment (9602 Kingsburgh Ct circled in red) will open the “Inspection Listing” screen.

Below is the “List View” of the same inspection as above.

CGI HQS Inspections Portal Tampa Housing Authority

Welcome Principle Realty | Logout

Units Calendar Profile Comments

Inspection Listing

Unit ID: 45783
No. of Bedrooms/Sleeping Rooms: 4/6

9602 Kingsburgh Ct
Year Built: N.A.

Refresh

Action	Date	Time Block	Inspection Type	Visit Result	Inspection Result	Tenant
	6/13/2013	8:00 AM - 12:00 PM	Annual	Successful Visit	FAIL	Erika Matos
	7/9/2013	12:00 PM - 6:00 PM	Annual ReinspectionI	Successful Visit	PASSED	Erika Matos
	7/31/2012	8:00 AM - 12:00 PM	Annual	Successful Visit	FAIL	Erika Matos
	8/27/2012	12:00 PM - 6:00 PM	Annual ReinspectionI	Successful Visit	PASSED	Erika Matos
	9/27/2011	8:00 AM - 12:00 PM	Annual	Successful Visit	FAIL	Erika Matos
	10/25/2011	8:00 AM - 12:00 PM	Annual ReinspectionI	Successful Visit	PASSED	Erika Matos

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As in the “Calendar View,” the screen provides access to “Inspection Listing.” Click the link at “9602 Kingsburgh Ct” (circled in red) to open the “Inspection Listing” screen.

Profile Tab

Account management features including email address updates, password changes and notifications are accessed through the Profile Tab.

Update Email Address

To modify or correct the e-mail associated with the Portal account, enter the new address on the “Email Address” field (circled in red), then click the “Update” button (circled in red).

The screenshot shows the 'Profile' tab in the HQS Inspections Portal. The page title is 'Account Management'. The user's profile information is displayed as follows:

User Name:	sample
Address:	148-21 90TH AVENUE
Phone:	7185260934
Email Address:	abcd@cgifederal.com

Below the profile information, there are two buttons: 'Update' and 'Change Password'. Both are circled in red. Below these buttons, there is a notification management section. It includes a dropdown menu for 'Select a notification Type' set to 'Send notifications of upcoming inspections' and an 'Add New Notification' button. Below this is a table titled 'Send notifications of upcoming inspections' with a 'Refresh' button.

					Refresh
	Enabled	Type	Email	Phone	
	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
Edit	Delete	Yes	Email	abcd@cgifederal.com	

Change Password

The Profile screen also permits a user to update his or her password:

1. Click the "Change Password" button (circled in red).

The screenshot shows the 'Account Management' section of the HQS Inspections Portal. At the top, there is a navigation bar with 'Units', 'Calendar', 'Profile', and 'Comments'. Below this, the user's profile information is displayed: User Name: sample, Address: 148-21 90TH AVENUE, Phone: 7185260934, and Email Address: abcd@cgifederal.com. There are two buttons: 'Update' and 'Change Password', with the latter circled in red. Below the profile information, there is a notification management section with a dropdown menu set to 'Send notifications of upcoming inspections' and an 'Add New Notification' button. A table below shows notification settings for 'Send notifications of upcoming inspections' with columns for 'Enabled', 'Type', 'Email', and 'Phone'. The table contains one row with 'Yes' for Enabled, 'Email' for Type, and 'abcd@cgifederal.com' for Email. There are 'Edit' and 'Delete' buttons for this row.

2. Enter the old password and new password.
3. Click Submit (circled in red).

The screenshot shows the 'Change Password' form. It has three input fields: 'Password:', 'New Password:', and 'Confirm New Password:'. Below these fields are two buttons: 'Submit' and 'Cancel', with the 'Submit' button circled in red. To the right of the form is a graphic of several house icons, with one red house icon in the foreground featuring the CGI logo.

Notifications

Accountholders can receive two types of notifications: upcoming inspection dates/time block and inspection results. Notifications are sent via email.

The screenshot shows the 'Account Management' page for a user named 'sample'. The user's profile information is displayed, including address and phone number. Below this, there are options to 'Update' or 'Change Password'. The notification settings section includes a dropdown menu to 'Select a notification Type' (currently set to 'Send notifications of upcoming inspections'), an 'Add New Notification' button, an 'Enabled' toggle (set to 'Yes'), a 'Type' dropdown (set to 'Email'), an 'Enter Email' field, and an 'Add' button. A table below shows a list of notifications with columns for 'Enabled', 'Type', 'Email', and 'Phone'. The table contains one row with 'Yes' for Enabled, 'Email' for Type, and 'abcd@cgifederal.com' for Email. The 'Edit' and 'Delete' links for this row are circled in blue.

To set up the notifications follow these steps:

1. Choose the type of notification under “Select a notification Type” (circled in red)
2. Click “Add New Notification” (circled in red).
3. Select the type of notification from the drop down menu (circled in red).
4. Enter the e-mail or phone number (circled in red).
5. Click “Add” (circled in red).

Note the notification can be enabled or disabled on this screen (circled in red).

To add additional persons to receive notifications, follow the same process as above using the designated person’s email or phone number.

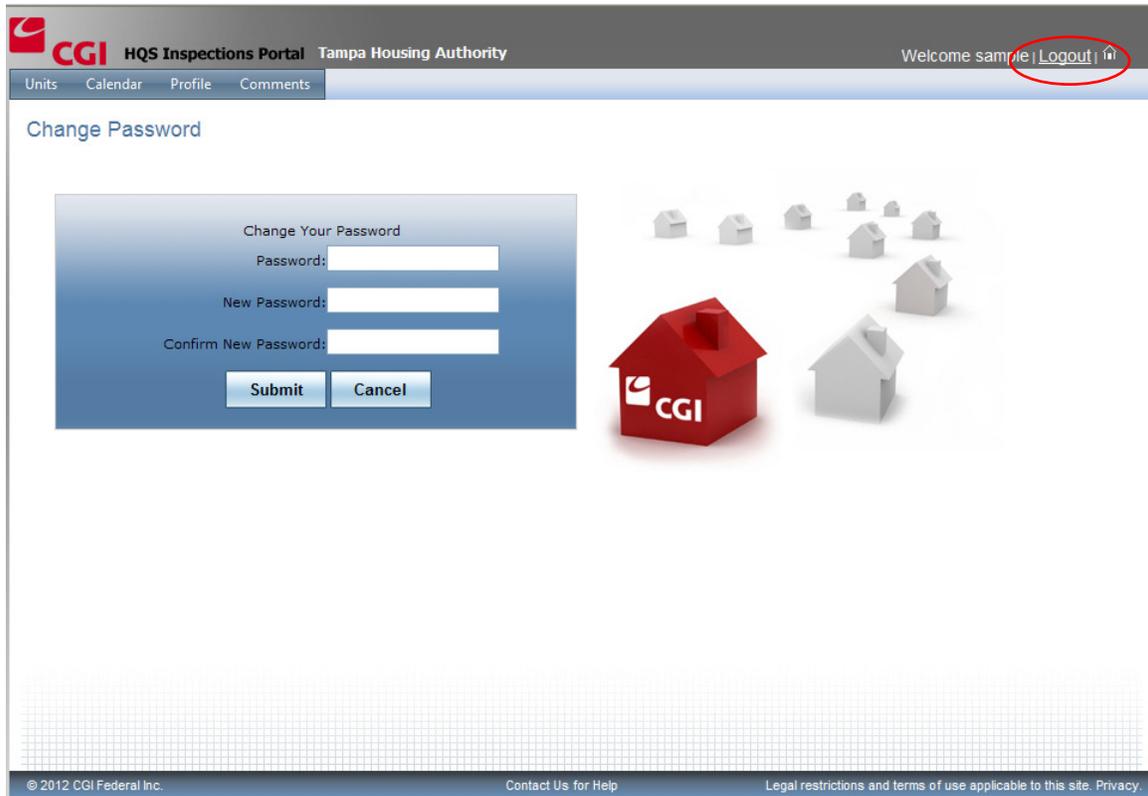
The table (circled in blue) shows the type of notification, the individuals designated to receive them, and their method of notification. Additionally, each record has “Edit” and “Delete” links (circled in blue) which will permit the user to edit or end the notification.

Comments Tab

The comments screen allows users to provide feedback about the Portal directly to _____ via email.

V. Logging Out

Once logged into the system, you can log out at any time by clicking the “Logout” button:



Revision History

Version	Date	Author	Description
1	7-23-13	S. Logar	

