

Portal Tenant Tools – Maintenance Work Order

Public Housing Tenants now have a tool available to them that allows them to report maintenance issues online.

The tool is accessed through the THA Portal at <http://portal.thafl.com>. Tenants must be registered in the Portal, and have their t-number attached to their Portal account in order to have access to the Maintenance Work Order. We provide instructions here for each step. If you already have a login account to the THA Portal, then skip down to the step 'Attach your t-number to the Portal'.

Registration.

Registration is simple, and only needs to be done once. It requires providing only a first and last name, a unique email address, and a password you would like to use to log into the Portal with. The registration page is accessed at the login screen.

- 1) Click Login.



2) Click 'Register Here'.



3) Fill out registration.



After registering, the login screen will appear where you must log in. After logging in for the first time, you will need to attach your t-number to the Portal. This only needs to be done once.

Attach your t-number to the Portal.

- 1) Click the 'clients' button. If you do not see the button, then click 'Portal Home' to get to it.



- 2) Click 'Attach your Tenant Number to your Portal Account'.

