

Resident Portal FAQ – Your Tenancy, Your Way

Heartland Housing Foundation has a new, convenient, and easy to use online Resident portal to make important aspects of your tenancy easier for you to manage.

What is the Resident Portal?

The Resident Portal is a secure online space where you can:

- View your rent balance and payment history
- Submit non-emergency maintenance requests
- Update your contact and vehicle information
- Access newsletters, announcements, and events
- Sign important documents

It is available 24/7 from your computer, tablet, or smartphone.

Why Use the Portal?

The Resident Portal helps you:

- **Stay informed** — See updates, reminders, and community notices anytime
- **Save time** — No more phone calls or paper forms for simple updates
- **Be empowered** — Take control of your own information and requests
- **Stay connected** — Get news and updates in one convenient place

This is one more way Heartland Housing Foundation is working with you — not just for you — to make living here simple, transparent, and convenient.

What Can I Do Online?

Feature	How It Helps You
Account Balance & Payments	View your current balance and recent transactions. Make online payments for any outstanding charges on your ledger
Maintenance Requests	Submit non-emergency requests and track their progress. Add a photo or note to explain the issue clearly
Personal Info Updates	Update your phone number, email, or vehicle details anytime — no paperwork needed
Announcements & Events	See community news, newsletters, and activity calendars as soon as they're posted
Document Signing (Coming Soon!)	Sign leases and forms online — fast, secure, and paper-free

For more information or help with registering, contact the office!

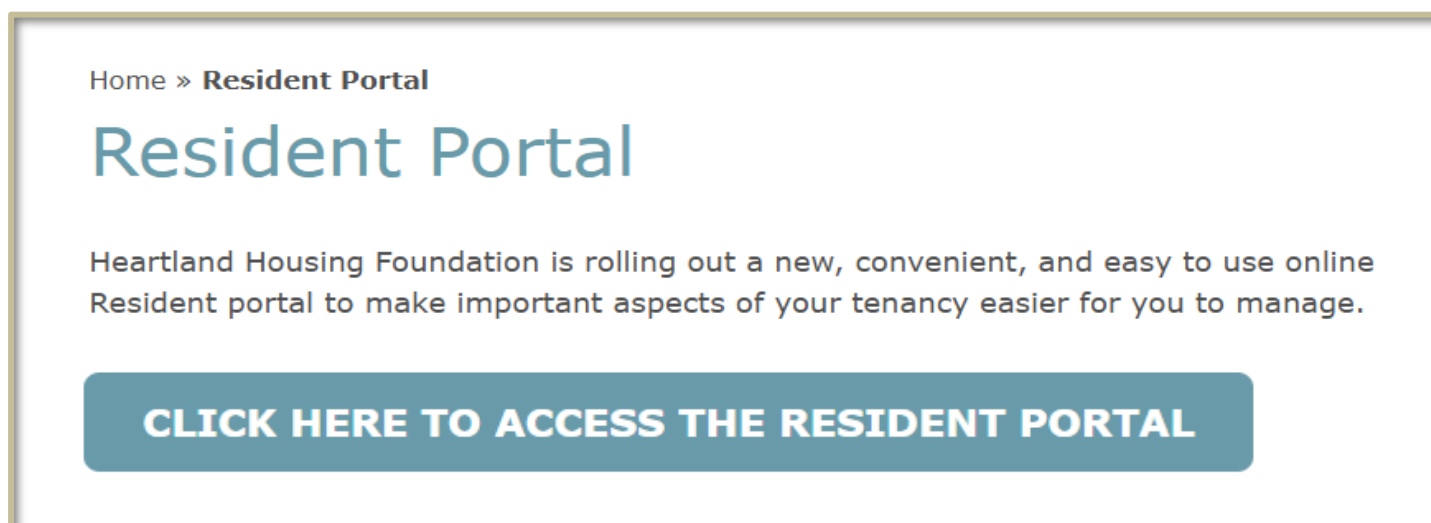
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Is it Safe?

Your information is protected with secure login and encryption. Only you can access your account.

How do I Register?

1. **Copy this link** in your internet browser: <https://www.heartlandhousing.ca/resident-portal>. You will be brought to the Heartland Housing Foundation website and see a blue button. **Click this to begin.**



2. Once you've clicked on the blue button, you will be brought to a separate webpage (see below). Click on the '**Register Here**' button to start the process.

A screenshot of the Resident Portal registration page. The header says 'WELCOME TO THE RESIDENT PORTAL!'. On the left, there is a registration form with fields for 'Email*' and 'Password*', a 'Sign In' button, and links for 'Forgot password?', 'Register Here', and 'Send Verification Email'. A yellow arrow points from the 'Click Here' text to the 'Register Here' link. On the right, under the heading 'New to the Resident Portal?', it says 'Click "Register Here" to create your account.' and 'You will need a valid email address on file with us. If we do not have your email, please call (780) 400-3500 before registering.' Below that, it says 'With your secure Resident Portal account, you can:' followed by a list of five bullet points: 'Update your contact and vehicle information', 'Submit non-emergency maintenance requests', 'View account balances, past payments, and upcoming charges', 'Access newsletters, events, and announcements', and 'Sign documents requested by your Resident Services Manager'.

For more information or help with registering, contact the office!

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Already a member? [Click here to login.](#)

USER REGISTRATION

* Denotes a Required Field

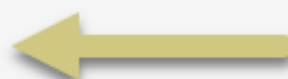
Fill out all required fields
Name & Phone # must match our records

PERSONAL DETAILS

First Name*

Last Name*

Phone Number*



ACCOUNT INFORMATION

Email*

Password*

Weak

Confirm Password*

Security Question*

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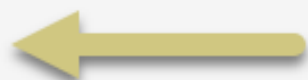
Security Answer*



USER VERIFICATION

This site is protected by reCAPTCHA and the Google [Privacy Policy](#) and [Terms of Service](#) apply.

☐ I have read and accept the [Terms and Conditions](#)

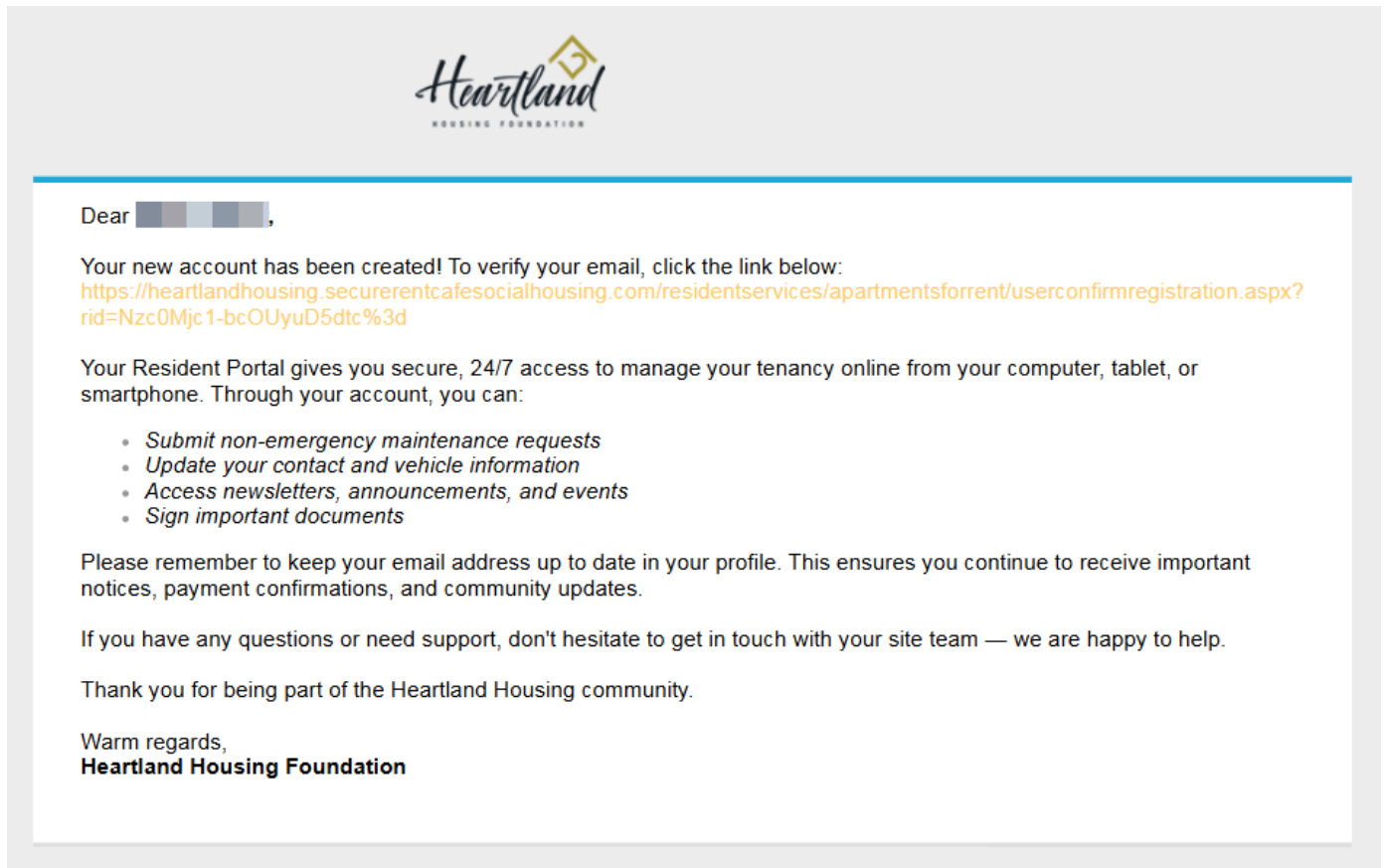


Register

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3. Check your inbox for an email that confirms your registration. Click the email verification link to complete the process.



4. If you need help, staff will be able to answer any questions. You are also encouraged to contact your family members to assist.

For more information or help with registering, contact the office!