



Low Income Housing Tax Credit Compliance Portals Frequently Asked Questions (FAQs)

Q1. How do I receive my login credentials if I had access to the old MITAS system?

A1. If you previously had access to the old MITAS system, a new account has most likely been created for you on the updated platform (IF you are a primary contact person).

Please check internally to confirm who was listed as the (Primary) contact person on the last Owner Certification (Owner Portal) or Annual Checklist (Property Portal). Their account would have been created first, and they would have received a user agreement via email with subject line "Secure Document Request for XXX Company (####)".

If you're still unsure or cannot identify the designated contact, please click on the link present at the bottom of the portal [Send an Email to Helpdesk](#)

Q2. How do I know my password or reset my password?

A2. On the login page, enter your email address and click "Forgot Password." You will receive an email (if your account with that email is in the system) with temporary password. Be sure to use temporary password and then set your permanent password for future use.

Q3. How do I add additional users to the portal?

A3. If you are an admin user, you have permission to add other users. Refer to the relevant guides below for step-by-step instructions:

- [Owner Portal User Guide](#)
- [Property Portal User Guide](#)

Q4. Why is the transaction "not processed" or date entered showing as 12/31/9999?

A4. This typically means the tenant certification is marked as "Not Processed," indicating the submission was not completed. This can happen if the user navigates away from the process before clicking "Submit."

To resolve this:

- *Use the Change Certification or Delete Certification options in the left-hand menu to correct or remove incomplete records.*
- *If the issue persists, please contact the Help Desk for support.*

Q5. Whom should I contact for portal-related issues?

A5. Click on the link Send an Email to Helpdesk from the Owner or Property portal

OR please send an email to the IT Help Desk at ITHelpDesk@njhmfa.gov with subject "NJHMFA Owner Portal - Helpdesk Ticket" for Owner Portal OR "NJHMFA Property Portal - Helpdesk Ticket" for Property Portal. Explain the issue in detail. If possible, attach screen shots showing the error.