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ATTENTION JHA RESIDENTS! YOU CAN NOW PAY YOUR RENT ONLINE!!!

The [Johnstown Housing Authority](http://www.jhaonline.org) would like to take this opportunity to announce our new Online Rent Payment Portal! This letter includes your step-by-step instructions for Online Portal Registration. Once you have completed the registration process, you will be able to view your rent balance and make payments online within the Portal.

Online Portal Registration

To create and register your account today, please go to our website at: jhaonline.org/portal

Follow these easy steps:

1. Click the blue **Register** button.
2. Enter your 9-digit **Social Security Number** using this format: 123456789
3. Enter your **Month/Year of Birth** using this format: MM/YYYY
4. Click **Next**
5. **Create User:**

Create your user name – example: Davidg1979

Create your password. Follow the password requirements listed below the login box on the screen.

Reenter your password.

Enter your email address.

Enter your cell phone number.

Select your cell phone carrier.

Click **Create User**.



Equal Housing Opportunity

6. If the account was successfully created, you will see a box appear that reads: “**Create User – a validation email has been sent to your address.**” Click **OK**.
7. Open your email inbox and locate the email from **StratusCloud Business Solution – Account Validation**. *Check your Spam or Junk folders if the email is not received within minutes.*
8. In the email, click the word **here** to verify your new account. You will be redirected to the Online Portal web page. A window will appear that reads: “**New User Validation – Account Activated.**” Click **OK**.
9. You can now enter your **Username** and **Password** and click **Login**.

MAKING A PAYMENT ONLINE IN THE ONLINE PORTAL

To make a payment, please navigate to our website at: jhaonline.org/portal

1. After logging in, click on **Account Details**.
2. You will see your current charges, payments, and balance. **The online portal only accepts full payments for the entire balance due.** Click the blue bar that says **Make Payment**.
3. The **Payment Amount** will default to the full amount due The **Convenience Fee** is based on your payment method as follows:
 - Credit Cards** will be charged an additional 2.95% of the total payment. For example, if your payment amount is \$100.00, the convenience fee would be \$2.95. If you payment amount is \$200.00, the convenience fee would be \$5.90.
 - Bank Account** fees will always be a flat rate of **\$3.50**.
4. The **Total Amount** due will show the **Payment Amount** plus the **Convenience Fee**.
5. Check the box beside **Save Credit Card Information for Future Use/Save Bank Account Information for Future Use**. Checking this box will store the card information for your next payment.
6. Click **Submit Payment with New Credit Card/Bank Account**.
7. A confirmation box will appear: “**New Bank Account Processing** – *you will be directed to a secure site for processing.*” Click **YES**.
8. Fill in the Card Information.