WBARS 3.0 Support session
October 16, 2026
1:00pm-2:00pm

Session hosted by WSHFC and Commerce, and assisted by staff from Intellectyx (IX), IT firm that maintains WBARS.

Summary of Sessions Questions and Answers:

Q: I noticed that all the move in dates of our residents are off by one day. Is that a bug?

A: This has happened in the past when global updates are made to the WBARS data and reflects a difference in time zones that has to be updated on the back end. We will create a ticket for IX to review the move-in dates with WBARS 2.0 so we can ensure any that got thrown off by time zone differences will be corrected. We'll publish an update in these notes or on WSHFC's WBARS page once we have more information.

Q: In my property's Table 1 report, I'm seeing household records that are colored blue and some that are colored green. What does that mean?

A: The Blue label denotes a household that has moved out. The Green label on a household record indicates that is a household currently occupying the unit.

Q: Why is WBARS is making me enter a recertification date in a household record, even though the family has already moved out and didn't do a recertification?

A: This is a function that the funders have clarified to IX we would like rolled back. They are working on removing this requirement so that if a household moves out or gets evicted, and no recertification is done, you'll be able to leave the recertification date field blank.

Q: Some of the recerts on my project are not due until December, but I'm already seeing recert date flags on these records even though it's October. Is this a bug?

A: No, this is not a bug, it is consistent with validation functionality that was present in WBARS 2.0 as well. The recert date flag is meant as a general reminder throughout the year that recertifications need to be completed and entered in WBARS. Once the recert dates are entered in WBARS those validation messages will stop appearing.

Q: I created a custom report in WBARS 2.0 but when I run the report in 3.0, the report doesn't return any records. What do I do?

A: Please reach out to your property's funder for assistance with troubleshooting this issue.

Q: How can I get to the list of household records in Table 1 for a particular project?

A: After logging in, click on **Report Submissions** at the top of the screen. On the next page, you can change the reporting year in the Year field to the right of the **Help** button in the top right corner of the screen. You can also search for a specific project on this same page. You will see a list of any properties you are associated with under the **Report Status Tables** header, just click on any Site name link to open the reports for that Site, then click on the Table 1 tab.

The default view for Table 1 is a *list* view of all household records. If you prefer, you can click on the "card view" icon to get household records listed on the left side of the screen and the remainder of the screen showing one household record at a time. You can choose which view you like best by clicking the list view or card view icons which are located to the right of the **Preference** button on the right side of the screen, above the household records.

Q: I have a property in WBARS that has some restricted units through the Tax Credit program, but not all the units are tax credit units. How do I designate the units that aren't tax credit units?

A: Any unit in WBARS that is subject to income and rent limits (regardless of funder or program) and requires that families income-qualify to live in the unit, should be designated as **Restricted** in the Table 1 report. Any unit which is not income- or rent-restricted, and where an applicant doesn't have to income-qualify before moving in, should be designated as **Market Rate**. For Tax Credit properties only: If your property's regulatory agreement specified that your property has one or more Common Area Units for onsite staff (management, maintenance or security), then any unit used as a CAU must be designated as **CAU** in WBARS.

Q: I'm trying to move in a new household in Table 1, but I don't see a New Move in button. What do I do?

A: There is no Move In button in 3.0. You can enter a new household in Table 1 as follows: In the list view in Table 1, any unit that is empty/vacant will have an <Empty> or <Vacant> label under the **Household Name** column. Click on that label and WBARS will open a blank household record template where you can enter the new household information.

Q: I'm trying to change the Property Manager contact at a property, where do I go to do that?

A: Click on the main **Projects** button at the very top of the screen. Then choose **Sites** under that header. On the next page, click on a Site Name link to open a specific site. On the Site page, click on the blue **Edit Site** button in the top right corner to edit any field on the page, including the associated Property Manager and Onsite Manager Contact fields.

To add a new contact for that Site - From the main Site page, click on the **PM & OM Contacts** tab next to the Overview tab, and you'll see an Add PM/OM Contact button on the right side of the screen.

Q: I'd like to try out different functions in WBARS without messing up my actual data. Is there a test site or something similar?

A: Yes! You can log into the WBARS Mirror Site to test functionality including XML/Excel imports without permanently changing any of your live data. The Mirror site contains all data that is in the live WBARS system, but it is 24 hours behind the live site, and it is refreshed with live site data every evening. The login credentials you use on the live site will work to log you into the Mirror site. Here is the Mirror site URL:
https://mirror.wbars.com/login
Caution: We do not recommend logging into the live site on one browser tab and the Mirror site on another browser tab at the same time. This is because the Mirror site looks exactly like the live site, with the only difference being the URL address. You might accidentally make changes in the live system when you thought you were only making them in the Mirror site.

Q: I am lost! How do I get help?
A: Please reach out directly to your funder for assistance with WBARS. See the following contact links:

1. For properties funded by Department of Commerce: Please send an email for WBARS assistance to WBARS@commerce.wa.gov.

2. For **Tax Credit** or **Bond** properties (WSHFC): Send an email to the Portfolio Analyst who monitors your property. You can find a list of Portfolio Analyst assignments and contact info here:
https://wshfc.org/sites/default/files/2026-04/PA_ProjectAssignment_12.8.25.pdf

3. If your property is funded by a smaller funder, like Spokane, Bellingham, Tacoma, Seattle, Spokane, Snohomish County, etc., and you don't know who to contact at those agencies, you can email Commerce or WSHFC and we will try to assist.