WBARS 3.0 Q&A Support session
October 23, 2026
Sarah (Commerce), Melissa (WSHFC), Ameya (Intellectyx)
76 participants

Summary of Sessions Questions and Answers:

Q: I think my move-in or move-out dates may be off a day – have you been able to confirm if this is an issue in 3.0?
A: Intellectyx has researched this issue and there does not appear to be a system-wide error happening with move-in or move-out dates. If you believe previously submitted Table 1 reports are not reflecting correct move-in or move-out dates, please contact your property's funder so we can discuss how to fix this going forward.

Q: Can I update all my properties' utility allowance records at once by using an XML import?
A: No. You must update the utility allowance records by hand in WBARS. However, the same UA bulk upload function in WBARS 2.0 is still available in 3.0. This allows you to upload new UA's for multiple buildings at one time, or across multiple projects at one time. You must be a Property Manager contact associated with the property record in WBARS in order to have access to this function.

Q: When I download the Project Summary Report, I don't see any restricted unit totals under the funder column in the report. What is happening?
A: This appears to be a system bug, we are following up with IX to fix and will update users.

Q: Help, I'm having trouble figuring out how to move in and move out households in Table 1 (manual data entry, not importing)!
A: Here are some basic steps for you to follow:

- At the very top of your screen, be sure to click on **Report Submissions** to get you to your list of property reports
- Specify which year you want to work in
- Click the Property Name and you'll see the report tabs; click on the Table 1 tab
- In Table 1, use the icons on the right side of the screen to see the records displayed in a list view or in a card view
- On a vacant/empty unit, click Edit, which will give you an editable view of household record fields
- Enter all details in fields on the General tab, then click the Save button
- Progress to each additional tab to enter data in each one – click the Save button above the household record after editing each tab
- Click Back to List button to get back to the main Table 1 record list or card view
- Edit each unit record as needed, being sure to Save your edits as you go
- **Once you are done editing the entire Table 1 report**, click the **Continue to Validation** button in the bottom right corner of the screen
- The Validation screen will list any errors that WBARS has flagged

- Work through any hard stops/warnings as needed

Once you have fully edited all units in Table 1 and you've worked through all validation issues, you can submit the report to the next level up (PM or Owner)

Q: Why are my units in lexical order? 10 is coming before 9, for example.
A: The unit numbers are currently sorting in text-string order (lexical order) rather than numerical order. We will talk to IX and see if we can get the unit ID's to list in numerical order instead.

Q: How do I get help outside of the 3.0 Support Sessions?
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.