WBARS 3.0 Q&A Support session
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62 participants

Summary of Sessions Questions and Answers:

Q: I need to change our management contacts to edit our reports, how do I do that?
A: At this time, you may not have full permission to change PM and OM contacts associated with each project. If you have trouble, please reach out to your funder for assistance and we'll assist you with making the changes.

We do have a ticket entered with IX to get this corrected so that WBARS Admin users can edit the contacts for their organization's properties. We will update users once that has been fixed.

Q: Help, I'm still 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: WBARS is making me add a recertification date even though I'm moving a resident out and they didn't complete a recert before moving out – how do I fix that?
A: For now, WBARS requires a value in this field. Put the move out date in the recertification date field, then put a note in the Comment field that the resident did not complete a recertification prior to moving out. We have created a ticket with IX so that we

can change the functionality to allow users to leave the recert date field blank if someone is moving out without having completed their recertification.

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.