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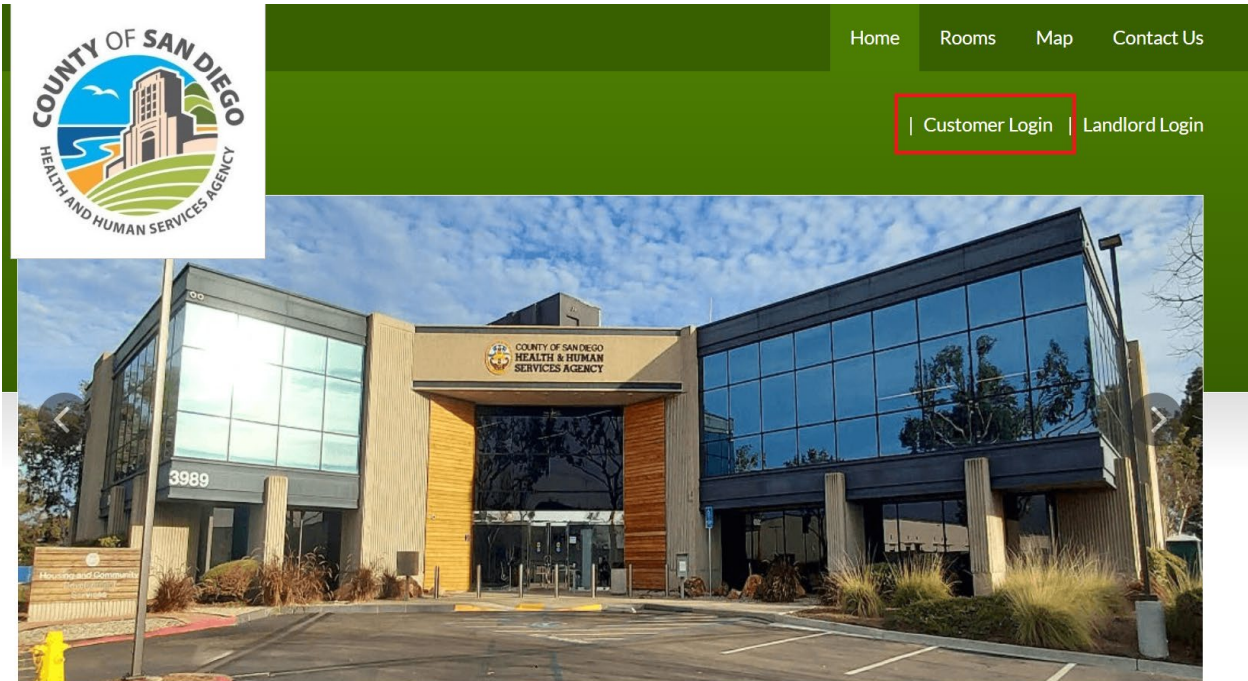
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Completing the Recertification Via RentCafe Portal

Resident Login


Note: This desk guide outlines the steps for a resident who is already registered to log in to the RentCafe Portal and complete their recertification after receiving their recertification notice and packet.

1. Once the resident is on the Rentcafe Portal, the resident will click **Customer Login**.



How a Resident Completes the Recertification via RentCafe

2. The resident will enter their Registered email and Password and will click **Sign In**.



Customer Login

To create your HACSD account and apply online you must have a valid email address.
If you do not have a valid email address, you will need to create one.

Please click on the following links to access popular email providers:

- [Gmail](#)
- [Yahoo!](#)
- [Outlook](#)

First Time Visitors: Follow the 'Click here to register' link below.
Returning Visitors: Login with your email and password.

Note: For better use of the Online Portal we recommend using the most recent version of one of the Supported browser's list:

- Google Chrome
- Mozilla Firefox
- Safari (macOS)
- Opera

Email

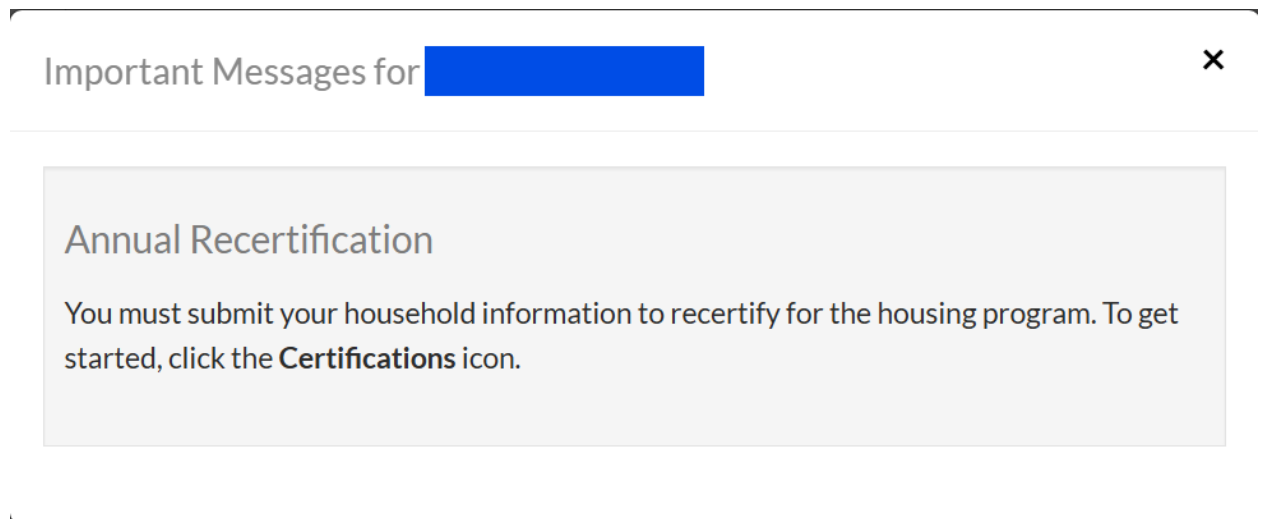
Password

[Forgot password?](#)

[Click here to register](#)

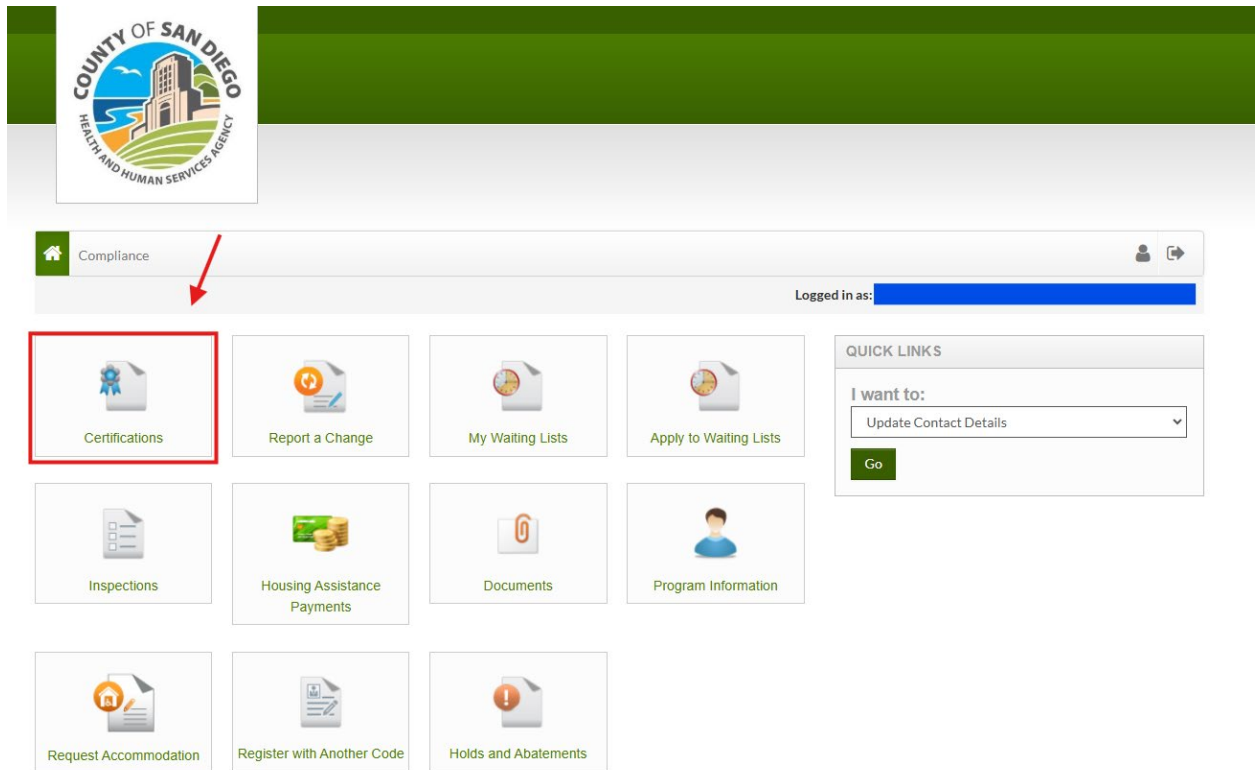
How a Resident Completes the Recertification via RentCafe

3. The Important Message pop up will appear, notifying the Annual Recertification must be submitted. Resident will click the **X** icon on the pop-up message to continue to the Dashboard.



How a Resident Completes the Recertification via RentCafe

- Residents will click on the **Certifications** tile to begin the recertification process.



Follow the Annual Recertification Workflow:

- The resident will navigate through each section using the side menu or by clicking **Next** at the bottom of each page.

Language Selection

1. The resident will choose a **Preferred Language** from the available options, then clicks **Next** to proceed.

The screenshot shows the 'Annual Recertification' page with an 'Application Progress' bar at 0%. On the left is a sidebar menu with items: Language Selection (highlighted with a red box), Welcome Page, Household Members, Emergency Contact, Income, Assets, Expenses, Zero Income, Member Criminal History, Reasonable Accommodation, and Final Review & Submission. The main content area is titled 'Select Your Preferred Language' and includes a note '*Denotes a required field'. Below this is a form for 'Preferred Language*' with three radio button options: English (selected), Español (Spanish), and العربية (Arabic). At the bottom of the form is a green 'Next' button, which is highlighted with a red box and pointed to by a red arrow.

Welcome Page

1. This tab is more Informational, and no action is required, resident will click **Next**.

The screenshot shows the 'Annual Recertification' page with an 'Application Progress' bar at 6%. On the left is a sidebar menu with items: Language Selection, Welcome Page (highlighted with a red box), Household Members, Emergency Contact, Income, Assets, Expenses, Zero Income, Member Criminal History, Reasonable Accommodation, and Final Review & Submission. The main content area is titled 'Welcome to Your Annual Recertification' and includes a note '*Denotes a required field'. Below this is a paragraph explaining the purpose of the form and a list of required information: Household members, Incomes, Assets, and Expenses. A note states: 'Note: All changes to your household information must be verified and approved by the agency.' At the bottom are two buttons: 'Back' and 'Next'. The 'Next' button is highlighted with a red box and pointed to by a red arrow.

Adding/Reviewing Household Member

All household members will be listed on the table.

1. The resident will click **Review and Confirm** to verify the information for each member.

Note: If additional members need to be added during the recertification, the resident will click **Add Household Member**.

Annual Recertification

Application Progress 11%

Language Selection
Welcome Page
Household Members
Emergency Contact
Income
Assets
Expenses
Zero Income
Member Criminal History
Reasonable Accommodation
Final Review & Submission

*Denotes a required field

Household Members

Review and update your household member information. Note: You must get agency approval before any new member moves in. Your household includes any of the following people who live with you:

- Head of household
- Co-head of household
- Spouse
- Other adults who live with you (including students aged 18+)
- Children who live with you
- Live-in attendants
- Foster children/adults

Add Household Member

First Name	Last Name	Relationship	Age	Gender	Edit	Delete
		Head of Household	64	Female	Review and Confirm	Delete
		Adult	29	Male	Review and Confirm	Delete

Showing 1 to 2 of 2 entries

Back Next

How a Resident Completes the Recertification via RentCafe

The **Tell Us About Household Members'** dialogue box will appear:

2. The resident will complete all required fields with an asterisk (*) and click **Save** to return to the **Household Members Tab**.

Tell Us About Household Members

Is this person disabled?*

Yes

Enter this member's place of birth (city, state, and country)*

Ethnicity

Hispanic or Latino*

No

Race

American Indian or Alaska Native*

No

Asian*

Yes

Black or African American*

No

Native Hawaiian or Other Pacific Islander*

No

White*

No

Notes:

Save Cancel

How a Resident Completes the Recertification via RentCafe

- Once all Household Members have been reviewed and confirmed, the resident will click **Add Household Member** to add a new **household Member** or **Next** if no additional household members need to be added.

Annual Recertification

Application Progress 11%

Language Selection

Welcome Page

Household Members

Emergency Contact

Income

Assets

Expenses

Member Criminal History

Reasonable Accommodation

Final Review & Submission

*Denotes a required field

Household Members

Review and update your household member information. Note: You must get agency approval before any new member moves in. Your household includes any of the following people who live with you:

- Head of household
- Co-head of household
- Spouse
- Other adults who live with you (including students aged 18+)
- Children who live with you
- Live-in attendants
- Foster children/adults

Add Household Member

First Name	Last Name	Relationship	Age	Gender	Edit	Delete
		Head of Household	64	Female	Edit	Delete
		Adult	29	Male	Edit	Delete

Showing 1 to 2 of 2 entries

Back

Next

How a Resident Completes the Recertification via RentCafe

4. The Member Details screen appears, the resident will complete all required fields.

Tell Us About Household Members

Member Details

First Name*

Middle Name

Last Name*

Date of Birth*

Social Security Number*

Gender*

Relationship to the Head of Household*

Is this person disabled?*

Ethnicity

Hispanic or Latino*

Student Status

Is this person a United States citizen by birth, a naturalized citizen, or a U.S. national?*

Preferred Language Other Than English (optional)

Has this person ever used a different Social Security Number?*

Has this person ever gone by a different name?*

Driver's License # or State Issued ID #

State Issued

Notes:

How a Resident Completes the Recertification via RentCafe

- Once the resident completes all the required fields, the resident will click **Save** to continue.

Tell Us About Household Members

Ethnicity

Hispanic or Latino*

Yes

Race

American Indian or Alaska Native*

No

Asian*

No

Black or African American*

No

Native Hawaiian or Other Pacific Islander*

No

White*

Yes

State Issued

CA

☒ This person has a different address than the Head of Household.

What is this person's current street address?*

3919 Ruffin Rd

(street address – line 2)

What is this person's current city?*

San Diego

What is this person's current state?*

CA

What is this person's current ZIP code?*

92019

Enter this member's place of birth (city, state, and country)*

Syria

Notes:

Save Cancel

How a Resident Completes the Recertification via RentCafe

- The newly added household member will appear in the Household Members tab. Resident will click **Next** to continue.

Annual Recertification

Application Progress 11%

Language Selection
Welcome Page
Household Members
Emergency Contact
Income
Assets
Expenses
Member Criminal History
Reasonable Accommodation
Final Review & Submission

*Denotes a required field

Household Members

Review and update your household member information. Note: You must get agency approval before any new member moves in. Your household includes any of the following people who live with you:

- Head of household
- Co-head of household
- Spouse
- Other adults who live with you (including students aged 18+)
- Children who live with you
- Live-in attendants
- Foster children/adults

Add Household Member

First Name	Last Name	Relationship	Age	Gender	Edit	Delete
		Head of Household	64	Female	Edit	Delete
		Adult	29	Male	Edit	Delete
Testing	Test	Adult	25	Female	Edit	Delete

Showing 1 to 3 of 3 entries

Back Next

Adding/Reviewing Emergency Contact

1. If the resident wishes to add an emergency contact, the resident will click **Add Emergency Contact**. The information entered here will appear on the Supplemental HUD- 92006 form. The resident will **Add Emergency Contact**.

Annual Recertification

Application Progress 17%

Language Selection

Welcome Page

Household Members

Emergency Contact

Income

Assets

Expenses

Member Criminal History

Reasonable Accommodation

Final Review & Submission

*Denotes a required field

Emergency Contact (optional)

You may add a person or organization as an emergency contact to help resolve issues that may arise during your tenancy.

Add Emergency Contact

No Emergency Contact Added

Back

Next

How a Resident Completes the Recertification via RentCafe

2. The Your Emergency Contact Information screen appears, Resident will enter the information they wish to provide.

Note: The Information provided in screen will populate in the Supplemental HUD form.

Your Emergency Contact Information

Name

Relationship

Phone

Cell Phone

Address 1

(street address – line 2)

City

State

Reason for Contact (choose all that apply)

☐ Emergency

☐ Unable to contact you

☐ Termination of rental assistance

☐ Eviction from unit

☐ Late payment of rent

☐ Assist with recertification process

☐ Change in lease terms

☐ Change in house rules

☐ Other

How a Resident Completes the Recertification via RentCafe

3. Once the resident has provided the information they wish to provide, the resident will click **Save**.

Your Emergency Contact Information ✕

Name

Relationship

Phone

Cell Phone

Address 1

(street address - line 2)

City

State

ZIP Code

Email

Reason for Contact (choose all that apply)

☒ Emergency

☒ Unable to contact you

☐ Termination of rental assistance

☐ Eviction from unit

☐ Late payment of rent

☐ Assist with recertification process

☐ Change in lease terms

☐ Change in house rules

☒ Other

Other reason details

Save **Cancel**

How a Resident Completes the Recertification via RentCafe

4. The Emergency Contact information entered will appear in the Emergency Contact tab, resident will click **Next**.

Annual Recertification

Application Progress

17%

Language Selection
Welcome Page
Household Members
Emergency Contact
Income
Assets
Expenses
Member Criminal History
Reasonable Accommodation
Final Review & Submission

*Denotes a required field

Emergency Contact (optional)

You may add a person or organization as an emergency contact to help resolve issues that may arise during your tenancy.

Name	Relationship	Phone	Edit	Delete
john doe	Friend	(858) 694-4801	Edit	Delete

Showing 1 to 1 of 1 entries

Back

Next



Adding/Removing/Reviewing Income

1. Income sources and annual earnings appear in a table next to each household member's name. Residents will click **Review and Confirm** to review or update the income information. If a household member is no longer receiving an income source, the resident will click **Delete**. If a household is receiving new income, the resident will click **Add Income**.

Annual Recertification

Application Progress **22%**

Language Selection

Welcome Page

Household Members

Emergency Contact

Income

Assets

Expenses

Member Criminal History

Reasonable Accommodation

Final Review & Submission

*Denotes a required field

Income

Review and update your family's income.

Add Income

Name	Income Source	Annual Earnings	Edit	Delete
[Redacted]	Income	\$26,066.00	Review and Confirm	Delete
[Redacted]	SSI	\$14,467.00	Review and Confirm	Delete

Showing 1 to 2 of 2 entries

Back **Next**

How a Resident Completes the Recertification via RentCafe

The **Tell Us About Income** dialogue box will appear.

2. The resident will update the payment amount received and, if applicable, the frequency of pay if it has changed. Repeat this process for each individual household member who is receiving income. The resident will click **Save** to return to **Income Tab**.

Tell Us About Income

Income Details | Income Type Definitions

Who receives this income?*

What type of income is this?
[Click Here](#) for income type definitions.

SSI

What is the benefit provider's address?

(street address - line 2)

What is the benefit provider's city?

What is the benefit provider's state?

What is the benefit provider's ZIP code?

What is the benefit provider's phone number?

What is the benefit provider's email address?

How often is this income received?*

Annually

How much is each payment?*

\$14,467.00

Notes:

Save Cancel

How a Resident Completes the Recertification via RentCafe

3. The resident will click **Add Income** to add income or **Next** if no new income needs to be added.

Annual Recertification

[Language Selection](#)
[Welcome Page](#)
[Household Members](#)
[Emergency Contact](#)
[Income](#)
[Assets](#)
[Expenses](#)
[Member Criminal History](#)
[Reasonable Accommodation](#)
[Final Review & Submission](#)

Application Progress 22%

Income

*Denotes a required field

Review and update your family's income.

Add Income

Name	Income Source	Annual Earnings	Edit	Delete
[REDACTED]	Job - target	\$26,066.00	Edit	Delete
[REDACTED]	SSI	\$14,467.00	Edit	Delete

Showing 1 to 2 of 2 entries

Back **Next**

How a Resident Completes the Recertification via RentCafe

4. The **Income Details** screen appears, the resident will complete the required fields.

Tell Us About Income ✕

Income Details Income Type Definitions

Who earns this income?*

What type of income is this?
[Click Here](#) for income type definitions.*

How often is this income received?*

How much does this person receive for each income payment?

Notes

Save Cancel

How a Resident Completes the Recertification via RentCafe

- Depending on the Type of Income being reported, different questions will populate. The resident will complete fields and click **Save**.

Tell Us About Income

Who receives this income?*

What type of income is this?
[Click Here](#) for income type definitions.

Social Security

Payments received from Social Security retirement insurance and disability benefits. Include payments received by individuals, spouses, survivors of a qualified individual who has died (widows,

What is the benefit provider's address?

(street address - line 2)

What is the benefit provider's city?

What is the benefit provider's state?

What is the benefit provider's ZIP Code?

What is the benefit provider's phone number?

What is the benefit provider's email address?

How often is this income received?*

Monthly

How much is each payment?*

\$250.00

Notes:

Save **Cancel**

How a Resident Completes the Recertification via RentCafe

- The newly added income will appear in the income tab. The Resident will click **Next**.

Annual Recertification

Application Progress **22%**

*Denotes a required field

Income

Review and update your family's income.

Add Income

Name	Income Source	Annual Earnings	Edit	Delete
[Redacted]	Job - target	\$26,066.00	Edit	Delete
[Redacted]	SSI	\$14,467.00	Edit	Delete
[Redacted]	Social Security	\$3,000.00	Edit	Delete

Showing 1 to 3 of 3 entries

Back **Next** ←

Zero Income Household

- If a household reports they are no longer receiving income and deletes all income records in RentCafe, the system will automatically populate the **Zero Income** tab on the left side menu. Households with zero income must complete the **Zero Income** section.
- The Resident will click Next to continue.

Annual Recertification

Application Progress **22%**

*Denotes a required field

Upload Documents **Take me to the Summary**

Income

Review and update your family's income.

Add Income

Name	Income Source	Annual Earnings	Edit	Delete
[Redacted]	job - target	\$26,066.00	Edit	Undo Delete
[Redacted]	SSI	\$14,467.00	Edit	Undo Delete
[Redacted]	Social Security	\$3,000.00	Edit	Undo Delete

Showing 1 to 3 of 3 entries

Back **Next**

How a Resident Completes the Recertification via RentCafe

3. From the **Zero Income** tab, the resident will answer all the required questions.
4. The resident will click **Next** to continue.

Annual Recertification

Application Progress 39%

Language Selection

Welcome Page

Household Members

Emergency Contact

Income

Assets

Expenses

Zero Income

Member Criminal History

Reasonable Accommodation

Final Review & Submission

*Denotes a required field

Upload Documents

Take me to the Summary

Zero Income

You reported zero income for your family. Please explain how you pay for the following household expenses.

Please Note: Enter the monthly amount your family spends on each expense. If an expense does not apply to your family, enter "N/A" in that field and "\$0.00" in the amount field. If someone outside your family pays for the expense, enter their full legal name.

How does your family pay for rent?*

Rent Amount*

\$0.00

How does your family pay for utilities?*

Utilities Amount*

\$0.00

How does your family pay for food?*

Food Amount*

\$0.00

How does your family pay for cell phone/telephone expenses?*

Phone Amount*

\$0.00

How does your family pay for medical care?*

Medical Care Amount*

\$0.00

How does your family pay for prescriptions or over-the-counter drug expenses?*

Prescriptions Amount*

10/6/2025

23

How a Resident Completes the Recertification via RentCafe

<div></div>	<div></div>
Food Amount*	Prescriptions Amount*
<div>\$0.00</div>	<div>\$0.00</div>
How does your family pay for clothing?*	How does your family pay for personal care products such as toilet paper, toothpaste, etc.?*
<div></div>	<div></div>
Clothing Amount*	Personal Care Amount*
<div>\$0.00</div>	<div>\$0.00</div>
How does your family pay for school supplies?*	How does your family pay for vehicle insurance, gasoline, maintenance and upkeep?*
<div></div>	<div></div>
School Supplies Amount*	Vehicle Amount*
<div>\$0.00</div>	<div>\$0.00</div>
How does your family pay for childcare?*	How does your family pay for other transportation needs?*
<div></div>	<div></div>
Childcare Amount*	Transportation Amount*
<div>\$0.00</div>	<div>\$0.00</div>
<div>Back</div> <div>Next</div>	

Adding/Removing/Reviewing Assets

1. Asset information appears in a table next to each household member's name. Residents will click **Review and Confirm** to review or update the asset details. If a household member no longer has an asset, the resident will click **Delete**. To report a new asset, the resident will click **Add Asset**.

2. The residents will click **Review and Confirm** to update the asset information.

Annual Recertification

Application Progress **28%**

- Language Selection
- Welcome Page
- Household Members
- Emergency Contact
- Income
- Assets**
- Expenses
- Member Criminal History
- Reasonable Accommodation
- Final Review & Submission

*Denotes a required field

Assets

Review and update your family's assets.

Add Asset

Name	Asset Name	Value	Annual Income	Edit	Delete
	Asset	\$1,608.00	\$0.00	Review and Confirm	Delete

Showing 1 to 1 of 1 entries

Back

Next

How a Resident Completes the Recertification via RentCafe

The **Tell Us About Assets** dialogue box will appear.

3. The resident must complete all the required fields in the asset detail sections and clicks **Save** to return to **Assets Tab**.

Tell Us About Assets

Asset Details Asset Type Definitions

Who owns this asset?*

What type of asset is this?
[Click Here](#) for asset type definitions.*

Bank Accounts

What is the name of this financial institution?*

bank of america

What type of bank account is this?*

Checking

What is the account number?*

How much money is in this account?*

\$1,608.00

Does this account earn interest?*

No

Notes:

Save **Cancel**

How a Resident Completes the Recertification via RentCafe

4. The Assets information entered on the previous screen will appear on the Asset table. Resident will click Add New Asset to report a new asset or **Next**.

Annual Recertification

Application Progress 28%

Language Selection
Welcome Page
Household Members
Emergency Contact
Income
Assets
Expenses
Member Criminal History
Reasonable Accommodation
Final Review & Submission

*Denotes a required field

Assets

Review and update your family's assets.

Add Asset

Name	Asset Name	Value	Annual Income	Edit	Delete
	Bank Account - bank of america	\$1,608.00	\$0.00	Edit	Delete

Showing 1 to 1 of 1 entries

Back **Next**

5. The Asset Details screen appears, the residents will complete the required fields.

Tell Us About Assets

Asset Details

Asset Type Definitions

Who owns this asset?*

What type of asset is this?

[Click Here](#) for asset type definitions.*

What is the market value of this asset?

Notes:

Save

Cancel

How a Resident Completes the Recertification via RentCafe

- Depending on the type of asset being added, different questions will appear. The resident must complete all required fields and then click **Save**.

Tell Us About Assets

Asset Details

Asset Type Definitions

Who owns this asset?*

What type of asset is this?
Click Here for asset type definitions.

Bank Accounts

Cash held in a savings, checking, or money market account.

What is the name of this financial institution?

Us Bank

What type of bank account is this?

Checking

What is the account number?*

How much money is in this account?*

\$150.00

Does this account earn interest?

No

Notes:

Save

Cancel

How a Resident Completes the Recertification via RentCafe

7. Back in the asset section, the newly added record will appear. The resident will click **Next**.

Annual Recertification

Application Progress

28%

Language Selection

Welcome Page

Household Members

Emergency Contact

Income

Assets

Expenses

Member Criminal History

Reasonable Accommodation

Final Review & Submission

*Denotes a required field

Assets

Review and update your family's assets.

Add Asset

Name	Asset Name	Value	Annual Income	Edit	Delete
	Bank Account - Us Bank	\$120.00	\$0.00	Edit	Delete
	Bank Account - bank of america	\$1,608.00	\$0.00	Edit	Delete

Showing 1 to 2 of 2 entries

Back

Next

Adding/Removing/Reviewing Expenses

If any household members previously reported expenses, they would appear in this tab.

1. The Resident will click **Add Expense** to add an expense.

Annual Recertification

Application Progress 33%

Language Selection
Welcome Page
Household Members
Emergency Contact
Income
Assets
Expenses
Member Criminal History
Reasonable Accommodation
Final Review & Submission

*Denotes a required field

Expenses

Review and update your family's expenses.

Add Expense

Name	Expense Description	Annual Cost	Edit	Delete
Disability Expense	Disability Expense - medical	\$144.00	Edit	Delete

Showing 1 to 1 of 1 entries

Back

Next

2. The Expense Details screen will appear. The resident will complete all required fields.

Tell Us About Expenses

Expense Details | Expense Type Definitions

Who does this Expense belong to?*

What type of expense is this?
[Click Here](#) for expense type definitions.*

What type of expense is this?

How often do you pay this expense?

How much is each expense payment?

Save **Cancel**

How a Resident Completes the Recertification via RentCafe

- Depending on the expense type being added, different questions will appear. Once the resident has completed the required questions, the resident will click **Save**.

Tell Us About Expenses ✕

Expense Details | Expense Type Definitions

Who has this expense?*

Monthly

How often is this expense paid?*

Monthly

How much is each payment?*

\$60.00

Does this disability expense allow someone in the household to work?

No

What type of expense is this?
[Click Here](#) for expense type definitions.*

Disability Expenses

Unreimbursed disability assistance expenses for a disabled household.
Note: If you qualify as a disabled household, you may qualify to deduct disability assistance expenses. Any

What is the description of this expense?*

prescription

Save Cancel

How a Resident Completes the Recertification via RentCafe

- The newly added expense will appear in the expenses tab. The resident can delete an expense by clicking **Delete** or click **Next** to proceed.

Annual Recertification

Application Progress 33%

- Language Selection
- Welcome Page
- Household Members
- Emergency Contact
- Income
- Assets
- Expenses**
- Member Criminal History
- Reasonable Accommodation
- Final Review & Submission

*Denotes a required field

Expenses

Review and update your family's expenses.

Add Expense

Name	Expense Description	Annual Cost	Edit	Delete
	Disability Expense - prescription	\$720.00	Edit	Delete
	Disability Expense - medical	\$144.00	Edit	Delete

Showing 1 to 2 of 2 entries

Back

Next

- A pop-up screen will appear, the resident will click **OK**.

com says

Are you sure you want to delete this expense?

OK Cancel

How a Resident Completes the Recertification via RentCafe

- The deleted record will appear with a line through it, and the Undo Delete button will be enabled, the resident will Click **Next**.

Note: If an expense is accidentally deleted, the resident can click **Undo Delete** to add it back.

Annual Recertification

Application Progress 33%

Language Selection

Welcome Page

Household Members

Emergency Contact

Income

Assets

Expenses

Member Criminal History

Reasonable Accommodation

Final Review & Submission

*Denotes a required field

Expenses

Review and update your family's expenses.

Add Expense

Name	Expense Description	Annual Cost	Edit	Delete
	Disability Expense - prescription	\$720.00	Edit	Delete
	Disability Expense - medical	\$144.00	Edit	Undo Delete

Showing 1 to 2 of 2 entries

Back

Next



Answering and Reviewing Member Criminal History

1. The resident must answer all criminal history-related questions. For any questions answered **Yes**, a window will appear requesting the name, date of the incident, city and state where it occurred, and a brief description of the crime. The resident must answer all questions with **Yes** or **No** and click **Next** to Proceed to the **Reasonable Accommodation** tab.

Annual Recertification Application Progress **44%**

Language Selection

Welcome Page

Household Members

Emergency Contact

Income

Assets

Expenses

Member Criminal History

Reasonable Accommodation

Final Review & Submission

*Denotes a required field

Member Criminal History

Answer the following questions about the criminal history of your household members.

Does any household member have current or pending criminal charges against them?*

No ▾

Has any household member ever been convicted of manufacturing or distributing a controlled substance?*

No ▾

Has any household member been arrested or convicted of a crime in the past three years?*

No ▾

Is any household member registered as a lifetime sex offender?*

No ▾

Is any household member currently using medical or recreational marijuana?*

No ▾

Back

Next

Requesting a Reasonable Accommodation

Residents may request a reasonable accommodation during the annual recertification process.

1. If the residents answers No they are not requesting reasonable accommodation, the resident will click **Next** to proceed.

Annual Recertification Application Progress 50%

Language Selection
Welcome Page
Household Members
Emergency Contact
Income
Assets
Expenses
Member Criminal History
Reasonable Accommodation
Final Review & Submission

*Denotes a required field

Reasonable Accommodation

A reasonable accommodation is a change to a policy, practice, or service that provides a person with disabilities the equal opportunity to use and enjoy a dwelling, including public and common use spaces.

Please Note: Making a reasonable accommodation request does not guarantee that your request will be approved.

Are you requesting a reasonable accommodation?*

No

Back Next

2. If the resident is requesting a reasonable accommodation, the resident will select **Yes** and complete the questions.

Annual Recertification Application Progress 50%

Language Selection
Welcome Page
Household Members
Emergency Contact
Income
Assets
Expenses
Member Criminal History
Reasonable Accommodation
Final Review & Submission

*Denotes a required field

Reasonable Accommodation

A reasonable accommodation is a change to a policy, practice, or service that provides a person with disabilities the equal opportunity to use and enjoy a dwelling, including public and common use spaces.

Please Note: Making a reasonable accommodation request does not guarantee that your request will be approved.

Are you requesting a reasonable accommodation?*

Yes

Enter the name of each household member who has a disability. (If entering multiple members, separate each name with a comma.)*

marty test

Describe the accommodation you are requesting.*

cpar

I authorize the housing authority to contact a third party who can verify the need for this accommodation. (This third party can be a service agency, a peer support group, or a medical professional.)*

No

Back Next

How a Resident Completes the Recertification via RentCafe

- The resident may select *Yes* or *No* authorizing HACSD to contact a Third Party. If the resident answers Yes, the questions will populate to complete. Once completed, the resident will click **Next**.

Are you requesting a reasonable accommodation?*

Yes

Enter the name of each household member who has a disability. (If entering multiple members, separate each name with a comma.)*

Mary Test

Describe the accommodation you are requesting.*

Extra bedroom for my CPAP machine

I authorize the housing authority to contact a third party who can verify the need for this accommodation. (This third party can be a service agency, a peer support group, or a medical professional.)*

Yes

Contact Details to Verify Above Information

Name*

Doctor John Do

Address*

3989 Ruffin

(street address - line 2)

City*

San Diego

State*

CA

ZIP Code*

92123

Phone Number*

(858) 694-4801

Email Address*

johndoe@gmail.com

Back

Next

Final Review & Submission

1. The resident will click **Next** to proceed to the next sub-task, such as (Summary, Error Check Documents, or Sign & Submit) as shown on the side menu.

Annual Recertification

Application Progress 72%

Language Selection
Welcome Page
Household Members
Emergency Contact
Income
Assets
Expenses
Member Criminal History
Reasonable Accommodation

Final Review & Submission

Error Check
Documents
Summary
Sign and Submit

*Denotes a required field

Final Review & Submission

On the following steps, review your information for errors and upload any required verification documents.

Back

Next



How a Resident Completes the Recertification via RentCafe

Error Check subtask:

2. The resident will click **Confirm** to resolve all errors.

Annual Recertification

Application Progress 78%

Language Selection
Welcome Page
Household Members
Emergency Contact
Income
Assets
Expenses
Member Criminal History
Reasonable Accommodation
Final Review & Submission
Error Check
Documents
Summary
Sign and Submit

*Denotes a required field

Error Check

Review and fix any errors listed below.

Error	Corrective Actions
Please confirm that all income, assets, and expenses have been entered for all family members.	<input type="button" value="Confirm"/>

3. Once all errors are cleared, the resident will click **Next** to proceed.

Annual Recertification

Application Progress 78%

Language Selection
Welcome Page
Household Members
Emergency Contact
Income
Assets
Expenses
Member Criminal History
Reasonable Accommodation
Final Review & Submission
Error Check
Documents
Summary
Sign and Submit

*Denotes a required field

Error Check

Review and fix any errors listed below.

We didn't find any errors.

Uploading and Reviewing Documents

Documents Sub-task

1. Upload all required documents in this section, then resident will click **Next** to proceed.

Annual Recertification

Application Progress

83%

Language Selection

Welcome Page

Household Members

Emergency Contact

Income

Assets

Expenses

Member Criminal History

Reasonable Accommodation

Final Review & Submission

Error Check

Documents

Summary

Sign and Submit

*Denotes a required field

Documents

Upload the requested documents below. If you are unable to upload the documents now, we will gather this information later.

Document	Upload	View	Delete	Uploaded Date
[REDACTED] - prescription - Upload necessary documents.	<div>Upload</div>			
[REDACTED] SSI - Upload necessary documents.	<div>Upload</div>			
[REDACTED] target - Scan your last 4 pay stubs.	<div>Upload</div>			
Optional - Scan other household documents.	<div>Upload</div>			

Showing 1 to 4 of 4 entries

Back

Next

How a Resident Completes the Recertification via RentCafe

Summary sub-task

2. The resident will review and confirm all information reported is accurate and complete. Scrolls to the bottom and marks the check box recertifying all information is correct, then clicks **Next**.

Annual Recertification

Application Progress

89%

Language Selection

Welcome Page

Household Members

Emergency Contact

Income

Assets

Expenses

Member Criminal History

Reasonable Accommodation

Final Review & Submission

Error Check

Documents

Summary

Sign and Submit

*Denotes a required field

Upload Documents

Summary

Review this summary and confirm your information is accurate and complete.

Add/Edit Member

First Name	Last Name	Relationship	Age	Gender
[REDACTED]	[REDACTED]	Head of Household	64	Female
[REDACTED]	[REDACTED]	Adult	29	Male

Showing 1 to 2 of 2 entries

Add/Edit Current Income

Name	Income Source	Annual Earnings
[REDACTED]	Job - target	\$26,066.00
[REDACTED]	SSI	\$14,467.00

Showing 1 to 2 of 2 entries

Add/Edit Asset

How a Resident Completes the Recertification via RentCafe

Name	Income Source	Annual Earnings
[REDACTED]	Job - target	\$26,066.00
[REDACTED]	SSI	\$14,467.00

Showing 1 to 2 of 2 entries

Add/Edit Asset

Name	Asset Name	Value	Annual Income
[REDACTED]	Bank Account - Us Bank	\$120.00	\$0.00
[REDACTED]	Bank Account - bank of america	\$1,608.00	\$0.00

Showing 1 to 2 of 2 entries

Add/Edit Expense

Name	Expense Description	Annual Cost
[REDACTED]	Disability Expense - prescription	\$720.00

Showing 1 to 1 of 1 entries

☐ I hereby certify that the information I provided above is true and correct to the best of my knowledge. I understand that a false statement may disqualify me for benefits.

Back **Next**

Sign and Submit the Recertificate Certificate

Sign and Submit subtask

1. All household members aged 18 and older are required to sign all mandatory disclosures.
2. The **head of household** will begin by clicking **Click Here to Sign**.
3. **Other adult household members** must be invited to sign their disclosures.

Note: The recertification will remain incomplete until all required adult household members have been invited and have signed their disclosures.

Annual Recertification

Application Progress 94%

Language Selection
Welcome Page
Household Members
Emergency Contact
Income
Assets
Expenses
Member Criminal History
Reasonable Accommodation
Final Review & Submission

Error Check

Documents

Summary

Sign and Submit

*Denotes a required field

Upload Documents

Sign and Submit

Sign all the required documents to submit your certification.

Document	Sign
Household Documents for [redacted] to Sign	Click Here to Sign
Member Documents for [redacted] to Sign	Click Here to Sign
Household Documents for [redacted] to Sign	Click Here to Invite
Member Documents for [redacted] to Sign	Click Here to Invite

Showing 1 to 4 of 4 entries

Back

How a Resident Completes the Recertification via RentCafe

4. **Yardi Disclosures & Consent** terms appear, the resident will click **Agree & Continue** to proceed with signing process.

TERMS > SIGN > DOCUMENT

Disclosures & Consent

These Terms of Service apply to Yardi's ySign and/or ySignature services. By clicking "Agree & Continue" or clicking to submit, I consent to the use of my electronic signature instead of a physical signature to execute the applicable agreement or document, including (as appropriate) a rental application, rental property lease, and/or any corresponding documents (collectively, "Document(s)") for which I have initiated or applied, and agree to be bound by the terms of such Document(s) as if I had signed it with my physical signature. I understand that by using my electronic signature, I hereby give my permission to receive notices in electronic form and consent to the use of my electronic signature instead of a physical signature to execute any corresponding documents and agree to be bound by the terms of such corresponding documents. To the extent I am using my electronic signature to execute a rental application or rental property lease, I hereby give permission to the property owner or manager from whom I am renting to provide notices under the lease to me in electronic form and consent to the use of my electronic signature instead of a physical signature to execute renewals or extensions of the lease and any corresponding documents and agree to be bound by the terms of such a renewal or extension as if I had signed it with my physical signature. I have received and reviewed this consent before providing my electronic signature and I have no difficulty accessing this information that has been provided to me electronically.

I understand that I am not required to sign the Document(s) or receive any notices under it electronically. If I prefer to sign with my physical signature, I understand that I may obtain a physical copy of the executable Document(s), complete it, physically sign it, and return it. I understand that, prior to my execution of the Document(s), I may withdraw my consent to use the electronic signature functionality and/or my consent to receive notice in electronic form. I further understand that, after my execution of the Document(s) or receipt of any notice in electronic form, I may withdraw my consent provided above to use my electronic signature instead of a physical signature or my consent to receive notice in electronic form by providing written notice. I acknowledge and understand that executing the Document(s) by a physical signature may result in, among other things, a delay in the process.

To utilize the electronic signature functionality, a web browser that supports the HTTPS protocol, HTML, and cookies will be needed (e.g., including but not limited to, current versions of Chrome, Firefox, Internet Explorer, or Safari). Viewing PDF documents requires Adobe Acrobat/Reader or similar software.

I understand that I should contact the other party to request paper copies of documents, withdraw consent to conduct business electronically, and/or update my contact information.

DISAGREE

AGREE & CONTINUE

How a Resident Completes the Recertification via RentCafe

This brings **Create Your Signature** screen.

5. The resident can sign their signature with their mouse or finger or a scripted style can be selected by the resident by clicking **You Can Choose a Script Signature Instead.**

✓
TERMS > SIGN > DOCUMENT

Create Your Signature

Use your mouse or finger to create your signature. [You can choose a script signature instead.](#)

Your Signature

[Clear Signature](#)

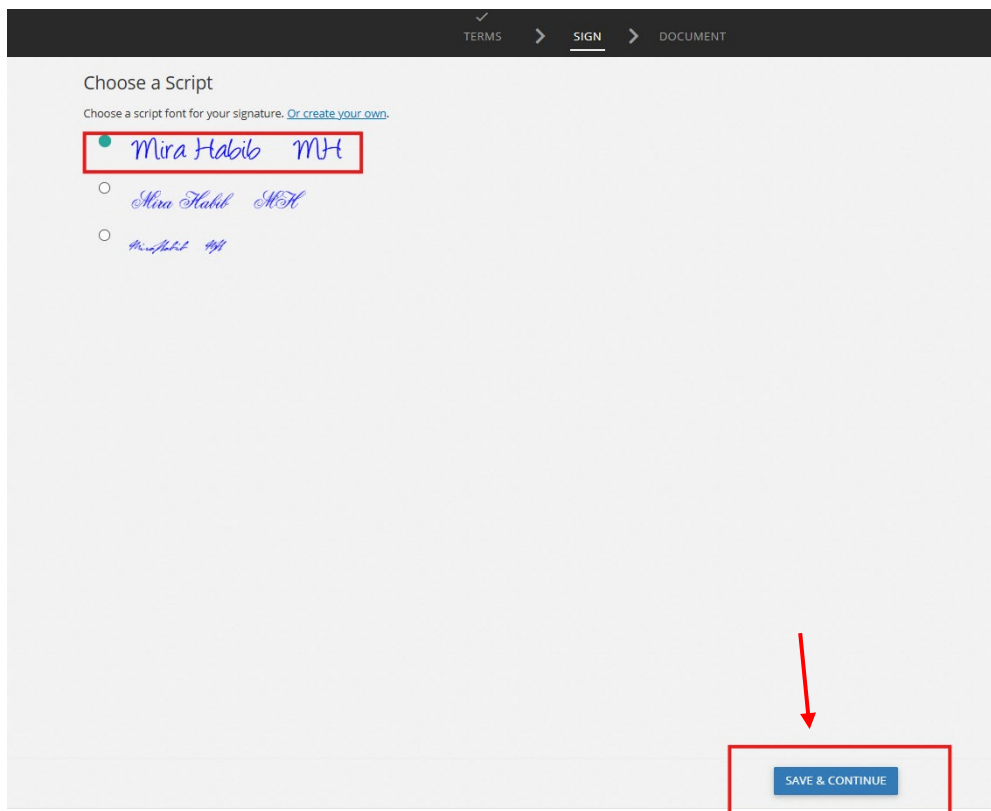
Your Initials

[Clear Initials](#)

[SAVE & CONTINUE](#)

How a Resident Completes the Recertification via RentCafe

6. Choose a script font for your signature or click **Or Create Your Own** to sign your signature by mouse or your finger. In this scenario, a script font is selected. Click **Save & Continue**.



The screenshot shows a web interface for selecting a signature script. At the top, a dark navigation bar contains the words 'TERMS', 'SIGN', and 'DOCUMENT' with arrows pointing right. Below this, the heading 'Choose a Script' is displayed. Underneath, a smaller text line says 'Choose a script font for your signature. [Or create your own.](#)'. Three radio button options are listed: the first is selected and shows 'Mira Habib' and 'MH' in a blue script font; the second shows 'Mira Habib' and 'MH' in a different blue script font; the third shows 'Mira Habib' and 'MH' in a third blue script font. A red rectangular box highlights the first option. At the bottom right, a blue button labeled 'SAVE & CONTINUE' is highlighted with a red rectangular box, and a red arrow points down to it from above.

How a Resident Completes the Recertification via RentCafé

Sign Documents

7. The resident can scroll to each signature field or click the blue **Jump to Next** button to jump to next required signature page. The required documents to sign are, Recertification summary, Program Review and Tenant Integrity Program, Statement of Responsibility, Request for Reasonable Accommodation, Supplemental to Application for Federally Assisted Housing HUD-92006, Authorization for Release of Information, Authorization for Exchange of Information with the Health and Human Services Agency.

Sign Document (Document 1 of 1)

Actions

NEXT

Page 5 (2 actions)

Page 14 (2 actions)

Page 19 (2 actions)

PHA Housing Authority Name

123 Housing Authority Street

Housing Authority City, State, Zip

Phone: ### - ## - ####

RENTCafé PHA Recertification Summary

Applicant Information	
Applicant: Vanessa Cheng	Application Submitted:
Current Address	
CA	92021
Contact Information	
Home Phone: (858) 694-4801	Cell Phone:

Save Progress

JUMP TO NEXT

How a Resident Completes the Recertification via RentCafe

8. Resident will Click the yellow **Sign** and **Date** fields to populate the signature and date. A green checkmark will appear once completed, indicating the section is signed and dated. The resident must click **Jump to Next** to continue.

Sign Document (Document 1 of 1)

Actions
NEXT

Page 5 (2 actions)
Page 14 (2 actions)
Page 19 (2 actions)

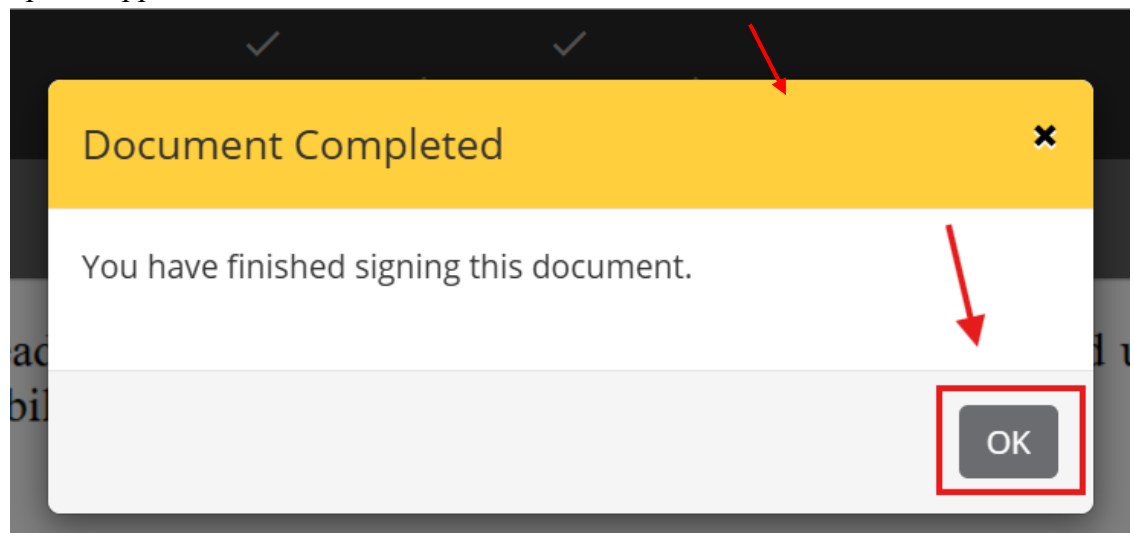
making false or fraudulent statements to any department or agency of the United States. You can go to jail if you have knowingly provided false or misleading information on this form! False statements or information are grounds for termination of your housing assistance, tenancy, or application.

All ADULT household members must sign a copy

Signature: Sign	Date: Date	Signature:	Date:
Signature:	Date:	Signature:	Date:
Signature:	Date:	Signature:	Date:
Signature:	Date:	Signature:	Date:

Save Progress JUMP TO NEXT

9. The resident must repeat the same process on each page and click **Jump to Next** to proceed. Once all signature fields are completed, a **Document Completed** pop-up will appear, then clicks **OK** to finish.



How a Resident Completes the Recertification via RentCafe

10. Clicking **OK**, returns the resident back to the signature **Sign and Submit** tab.
Resident will click **Click Here to Sign** to sign the next set of disclosures.

Annual Recertification

Language Selection

Welcome Page

Household Members

Emergency Contact

Income

Assets

Expenses

Member Criminal History

Reasonable Accommodation

Final Review & Submission

Error Check

Documents

Summary

Sign and Submit

Application Progress 94%

Upload Documents

Sign and Submit

Sign all the required documents to submit your certification.

Document	Sign
Household Documents for [redacted] to Sign	Signing Complete
Member Documents for [redacted] to Sign	Click Here to Sign
Household Documents for [redacted] to Sign	Click Here to Invite
Member Documents for [redacted] to Sign	Click Here to Invite

Showing 1 to 4 of 4 entries

Back

Invite Other Household Members to Upload and Sign Recertification

1. Once the Head of Household (HOH) has signed all documents, a green checkmark will appear, they must click **Click Here to Invite** to send the disclosures to the other adult household members for signature.

Annual Recertification

Application Progress 94%

Language Selection

Welcome Page

Household Members

Emergency Contact

Income

Assets

Expenses

Member Criminal History

Reasonable Accommodation

Final Review & Submission

Error Check

Documents

Summary

Sign and Submit

*Denotes a required field

Upload Documents

Sign and Submit

Sign all the required documents to submit your certification.



You have successfully submitted your annual recertification.

Document	View	Sign
Household Documents for [redacted] to Sign	View Document (Signed)	Signing Complete
Member Documents for [redacted] to Sign	View Document (Signed)	Signing Complete
Household Documents for [redacted] to Sign		Click Here to Invite
Member Documents for [redacted] to Sign		Click Here to Invite

Showing 1 to 4 of 4 entries

Back

How a Resident Completes the Recertification via RentCafe

2. The resident must enter the email address of the other adult household member, include a message to the invitee, then click **Send Invitation**.

Invite Member to Sign Documents ✕

Email Address

Confirm Email Address

Message to Invitee

Send Invitation Cancel

How a Resident Completes the Recertification via RentCafe

- When returning to the **Sign and Submit** screen, HoH will see the **Resend Invitation** button enabled after the initial invitation has been sent.

Language Selection
Welcome Page
Household Members
Emergency Contact
Income
Assets
Expenses
Member Criminal History
Reasonable Accommodation
Final Review & Submission
Error Check
Documents
Summary
Sign and Submit

*Denotes a required field

Sign and Submit
Sign all the required documents to submit your certification.

Upload Documents

You have successfully submitted your annual recertification.

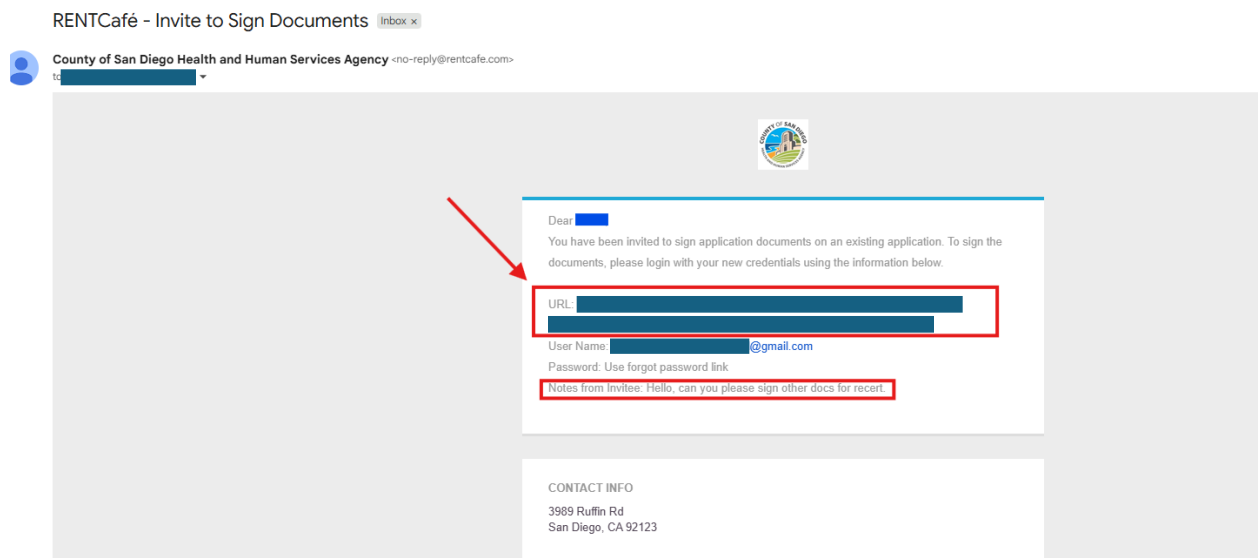
Document	View	Sign
Household Documents for [redacted] to Sign	View Document (Signed)	Signing Complete
Member Documents for [redacted] to Sign	View Document (Signed)	Signing Complete
Household Documents for [redacted] to Sign		Resend Invitation
Member Documents for [redacted] to Sign		Resend Invitation

Showing 1 to 4 of 4 entries

Back

Steps for Other Household Members to Upload & Sign

1. The other household members will receive an email notification indicating they have been invited to sign application documents for an existing application. The email will prompt them to sign in and will include the username provided, along with any note entered by the Head of Household (HoH). The other household member will click on URL in the email.



How a Resident Completes the Recertification via RentCafe

Accessing the Signature Disclosure

2. When the other adult household members click the link in the email, they will be directed to the RentCafe password setup screen. They must create a password and click **Change Password** to access the **Signature Disclosure** section within the application.



The screenshot shows the RentCafe password setup screen. At the top left is the logo for the County of San Diego Health and Human Services Agency, which features a circular emblem with a building, a sun, and a wave. The background is a solid green color. Below the logo, there is a red-bordered box containing the password setup fields. The first field is labeled "New Password:" and contains ten dots. The second field is labeled "Confirm Password:" and also contains ten dots. Below these fields is a button labeled "Change Password". A red arrow points to the "Change Password" button. Below the red-bordered box, there is a link that says "Click here to login."

County of San Diego
Health and Human Services Agency

New Password:
.....

Confirm Password:
.....

Change Password

[Click here to login.](#)

How a Resident Completes the Recertification via RentCafe

Logging into the Customer Portal

3. After setting their password, the household member will be redirected to the **Customer login screen**. They must enter the **username** provided in the email and the **password** they just created, then click **Login** to access the application.

Customer Login

To create your HACSD account and apply online you must have a valid email address.
If you do not have a valid email address, you will need to create one.

Please click on the following links to access popular email providers:

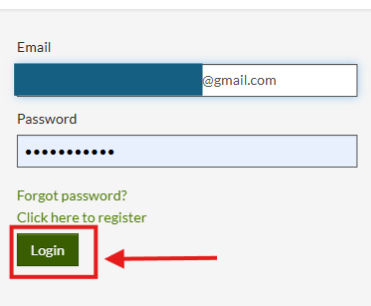
- [Gmail](#)
- [Yahoo!](#)
- [Outlook](#)

First Time Visitors: Follow the 'Click here to register' link below.

Returning Visitors: Login with your email and password.

Note: For better use of the Online Portal we recommend using the most recent version of one of the Supported browser's list:

- Google Chrome
- Mozilla Firefox
- Safari (macOS)
- Opera

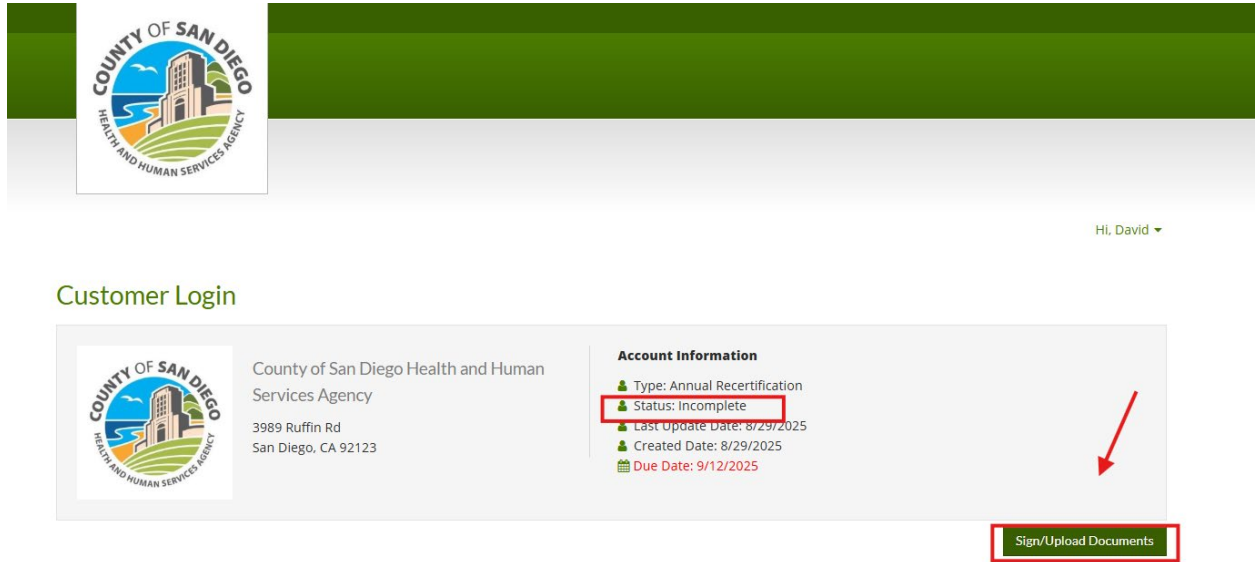


The login form contains the following elements:

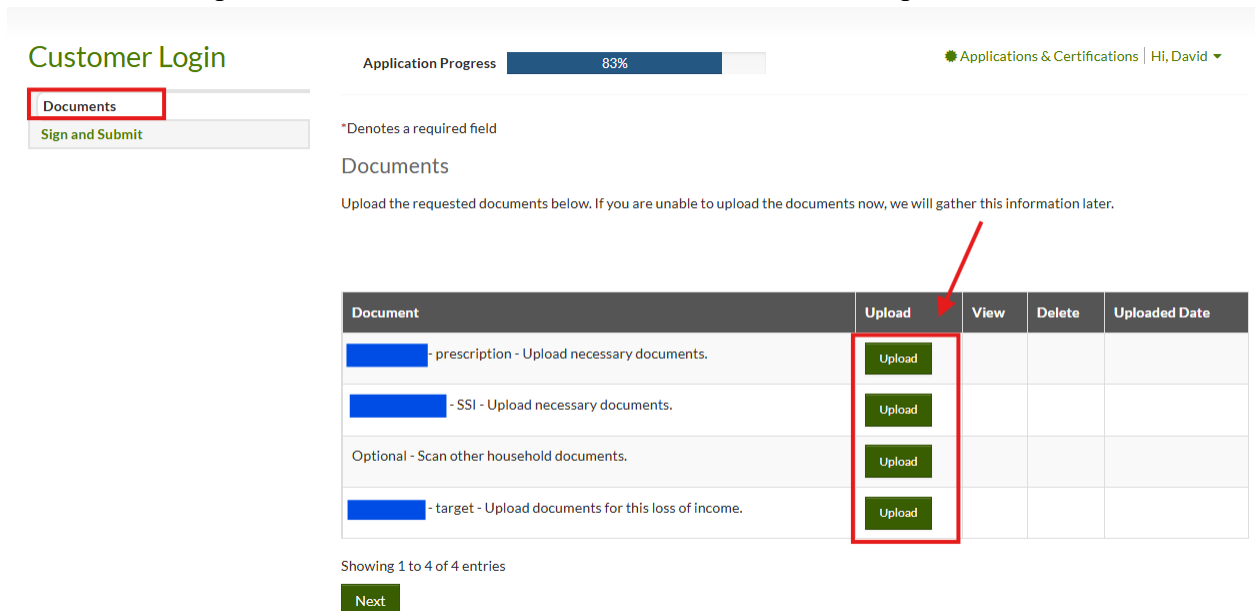
- Email:** A text input field with a blue background and a white border. The text "@gmail.com" is visible at the end of the field.
- Password:** A text input field with a light blue background and a white border. The password is masked with 10 dots.
- Forgot password?** A green link text.
- Click here to register** A green link text.
- Login:** A green button with white text, highlighted by a red rectangular box. A red arrow points to the button from the right.

How a Resident Completes the Recertification via RentCafe

- Once logged into the Customer Portal, the adult household member can view account information including type, status, last updated date, created date, and due date. To proceed, click **Sign/Upload Documents**.



- From the Customer Portal **Documents** section in the side menu, the other adult household members can upload all required documents by clicking **Upload**. Once all documents are uploaded, the household member should click **Next** to proceed.



How a Resident Completes the Recertification via RentCafe

Upload Document

6. The other adult household member will click **Choose Files**, select the desired file, and then click **Upload**.

Upload Document



David Rivas - prescription - Upload necessary documents.

You may select files or drop them.

Choose Files

No file chosen

Upload

How a Resident Completes the Recertification via RentCafe

After Uploading Documents

7. Once all documents have been uploaded, the household member can view the files along with their upload dates. The household member should click **Next** to proceed to the **Sign and Submit** screen.

Customer Login

Documents

Sign and Submit

Application Progress 83%

Applications & Certifications | Hi, David ▾

*Denotes a required field

Documents

Upload the requested documents below. If you are unable to upload the documents now, we will gather this information later.

Document	Upload	View	Delete	Uploaded Date
[REDACTED] - SSI - Upload necessary documents.	Upload			
Optional - Scan other household documents.	Upload			
[REDACTED] - prescription - Upload necessary documents.	Upload	View		08/30/2025
[REDACTED] - target - Upload documents for this loss of income.	Upload	View		08/30/2025

Showing 1 to 4 of 4 entries

Next

How a Resident Completes the Recertification via RentCafe

Other Member Signing Disclosures

8. The household member will click **Click here to sign** to proceed with signing the disclosures.

Annual Recertification

Application Progress 94%

Applications & Certifications | Hi, David

Documents

Sign and Submit

*Denotes a required field

Upload Documents

Sign and Submit

Sign all the required documents to submit your certification.

Document	Sign
Household Documents for [redacted] to Sign	Signing Complete
Member Documents for [redacted] to Sign	Signing Complete
Household Documents for [redacted] to Sign	<div>Click Here to Sign</div>
Member Documents for [redacted] to Sign	<div>Click Here to Sign</div>

Showing 1 to 4 of 4 entries

Back

How a Resident Completes the Recertification via RentCafe

9. The household member will complete the same disclosures as the HOH. After signing the documents, they can view the signed copies. When finished, the household member can click **Log Out** to exit the portal.

Customer Login

Documents

Sign and Submit

Application Progress

100%

Applications & Certifications | Hi, David


*Denotes a required field

Upload Documents

Sign and Submit

Sign all the required documents to submit your certification.

You have successfully submitted your annual recertification.



Document	View	Sign
Household Documents for [redacted] to Sign		Signing Complete
Member Documents for [redacted] to Sign		Signing Complete
Household Documents for [redacted] to Sign	View Document (Signed)	Signing Complete
Member Documents for [redacted] to Sign	View Document (Signed)	Signing Complete

Showing 1 to 4 of 4 entries

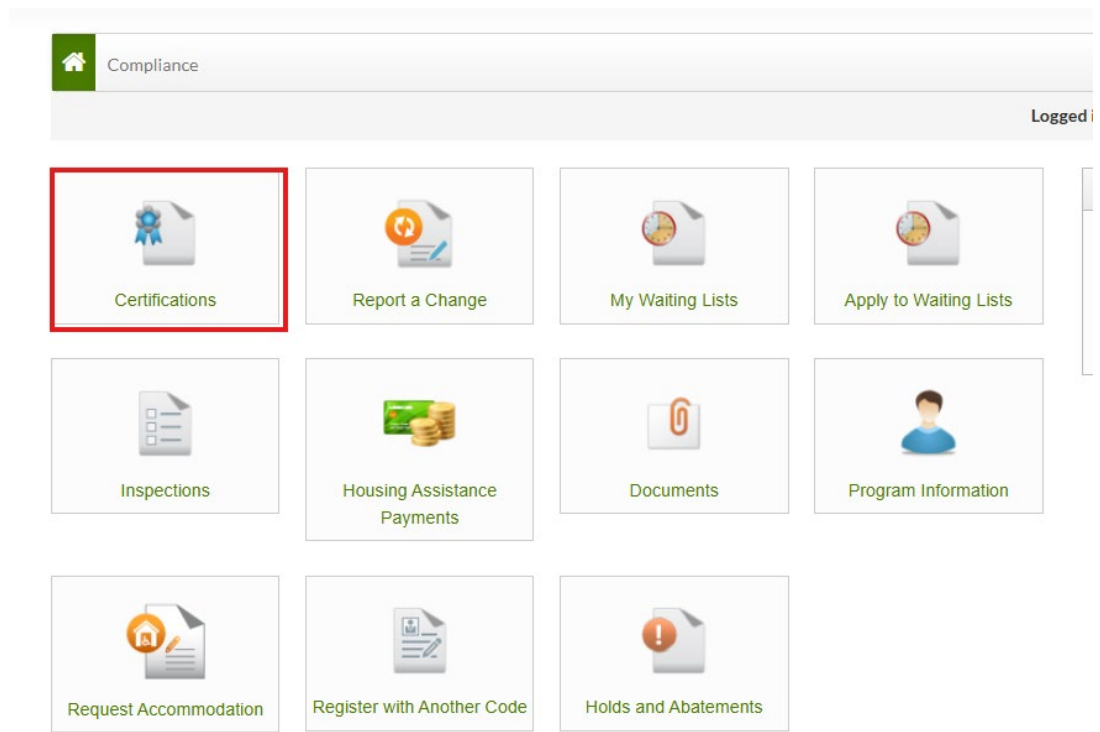
Back

Log Out

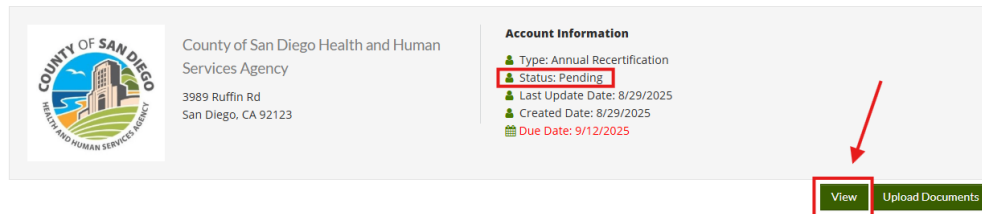
How a Resident Completes the Recertification via RentCafe

10. Once the other adult household member signs the verification, the HOH will receive an email notifying them that all invited members have completed signing the documents.

11. Once the Head of Household signs into RentCafe and clicks the **Certification** tile, their application and certification will show as **Pending**. This status means the application is awaiting review and processing by the agency. The resident can click **View** to check whether other adult household members have signed their documents.



Applications & Certifications



How a Resident Completes the Recertification via RentCafe

12. HOH is able to view status of signatures and can click **Log out**.

Annual Recertification

Application Progress 100%

Language Selection
Welcome Page
Household Members
Emergency Contact
Income
Assets
Expenses
Member Criminal History
Reasonable Accommodation
Final Review & Submission
Error Check
Documents
Summary
Sign and Submit

*Denotes a required field

Upload Documents

Sign and Submit

Sign all the required documents to submit your certification.



You have successfully submitted your annual recertification.

Document	View	Sign
Household Documents for [redacted] to Sign	View Document (Signed)	Signing Complete
Member Documents for [redacted] to Sign	View Document (Signed)	Signing Complete
Household Documents for [redacted] to Sign		Signing Complete
Member Documents for [redacted] to Sign		Signing Complete

Showing 1 to 4 of 4 entries

[Back](#)

[Log Out](#)