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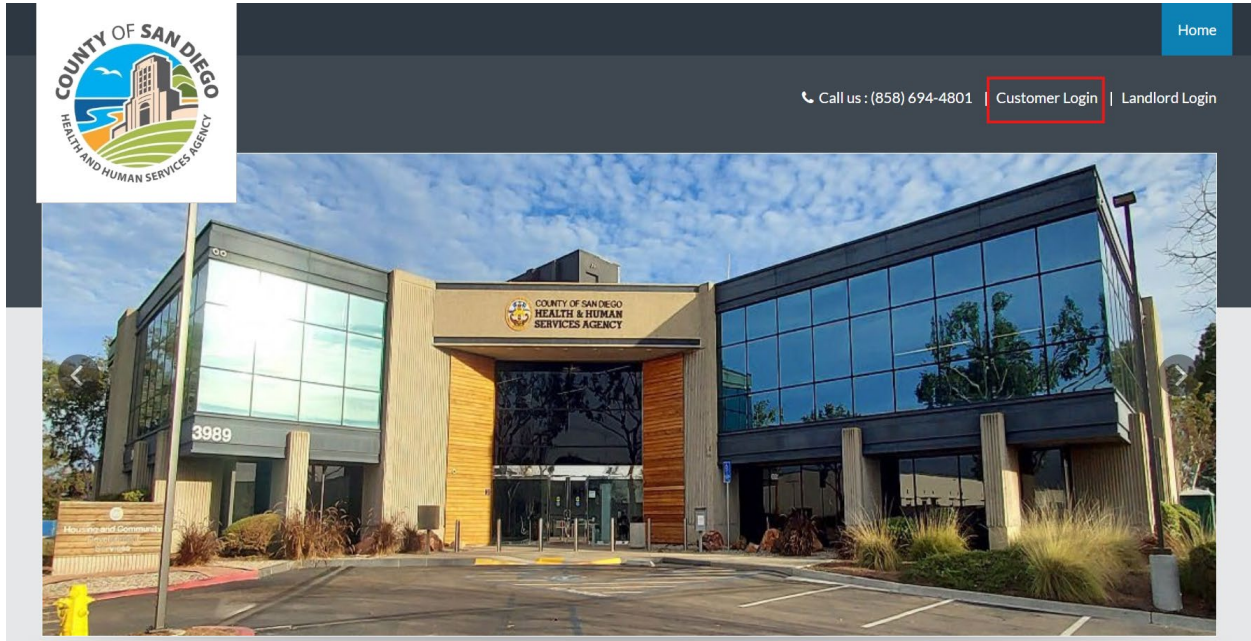
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Completing the Recertification Via RentCafe Portal

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.

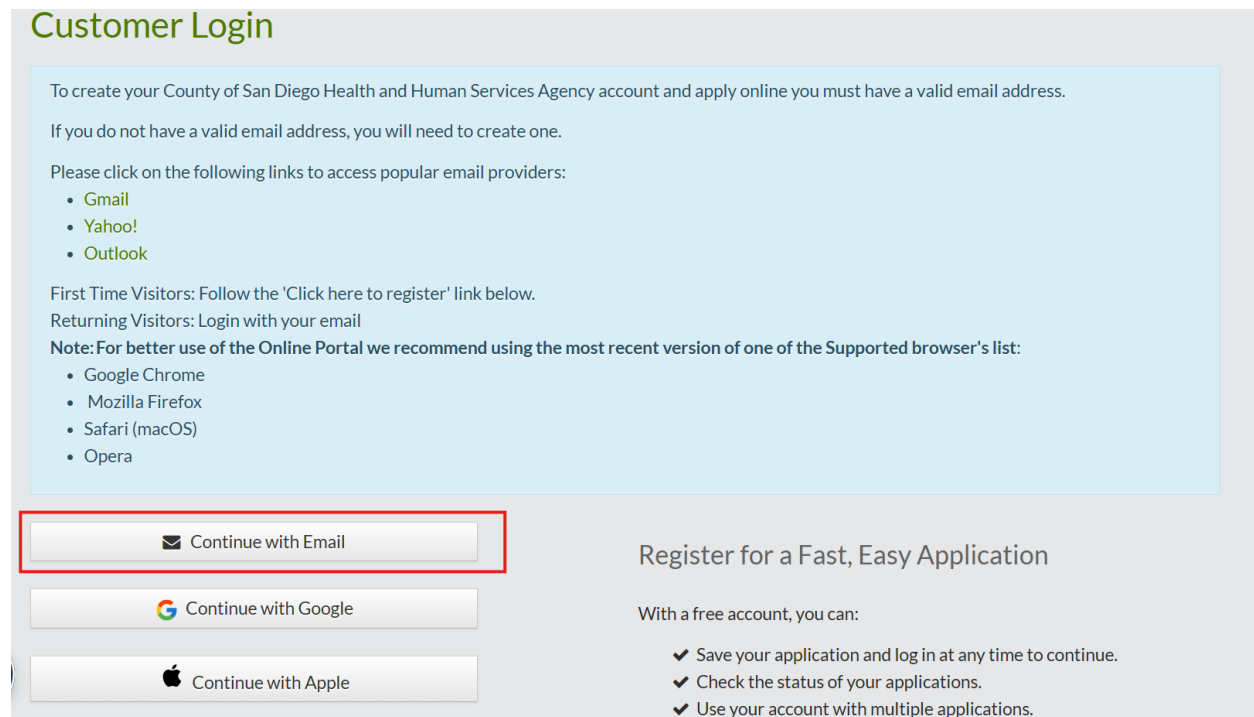
1. Once the resident is on the Rentcafe Portal, the resident will click **Customer Login**.



How a Resident Completes Recertification in RentCafe

2. Residents can sign in using Email, Google, or Apple. To continue with email login, the resident will click **Continue with Email**.

Please Note: If the resident registered using a Google or Apple email address, the resident can sign in using the same Google or Apple option. The system will redirect the resident to the appropriate sign-in page and request permission for securecafe.com to access their information in order to log in to the RentCafe portal.



Customer Login

To create your County of San Diego Health and Human Services Agency 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

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

[Continue with Email](#)

[Continue with Google](#)

[Continue with Apple](#)

Register for a Fast, Easy Application

With a free account, you can:

- ✓ Save your application and log in at any time to continue.
- ✓ Check the status of your applications.
- ✓ Use your account with multiple applications.

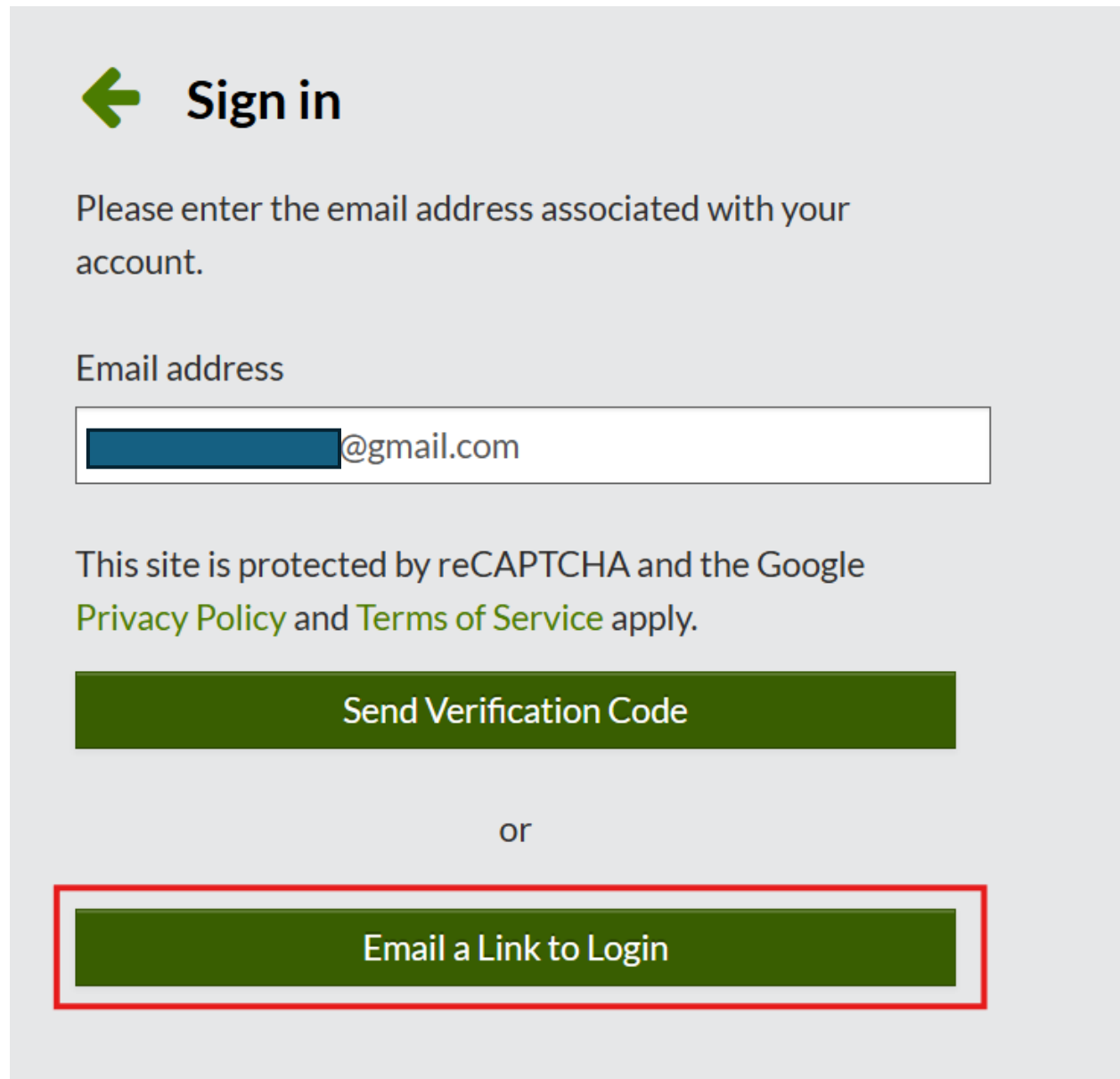
3. Residents can choose to **Send Verification Code** or **Email a Link to Login**.


- **Send Verification Code:** Sends a one-time password (OTP) verification code to the residents email address or phone number. The OTP is valid for 10 minutes.
- **Email a Link to Login:** Sends a login link to the residents email address. Once the resident clicks the log in link in the email, the resident is directed to the RentCafe Portal signed in. The secure link is valid for only 30 minutes.

How a Resident Completes Recertification in RentCafe

Log In with Email Link

1. Click **Email a Link to Login**.



 **Sign in**

Please enter the email address associated with your account.

Email address

This site is protected by reCAPTCHA and the Google [Privacy Policy](#) and [Terms of Service](#) apply.

Send Verification Code

or

Email a Link to Login

How a Resident Completes Recertification in RentCafe

2. Selecting **Email a Link to Login** requires the resident to check the registered email inbox for the one-time sign-in link.

Note: If the email is not received, residents should always check their spam folder. If not in the spam folder applicant can request to have the link resent.

Check your inbox.

If the information you entered matches our records, you'll soon receive an email containing a one-time sign-in link.

@gmail.com

Don't see your email?

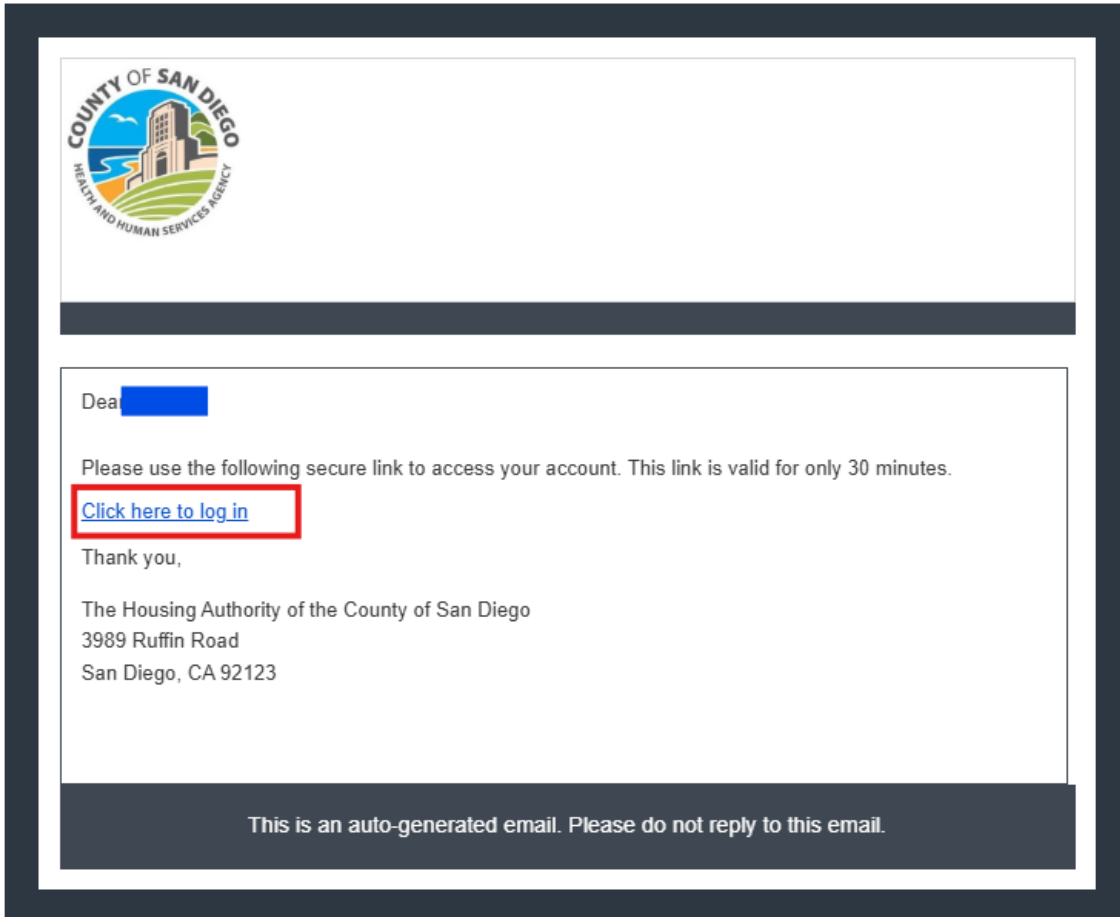
Check your spam folder or [resend](#) the link.

How a Resident Completes Recertification in RentCafe

3. From the email inbox, the resident will receive the email with the secure link to access their RentCafe account. The resident will Click '**Click Here to log in**'.

Your Secure Login Link Inbox x

County of San Diego Health and Human Services Agency <no-reply@rentcafe.com>
to [redacted]



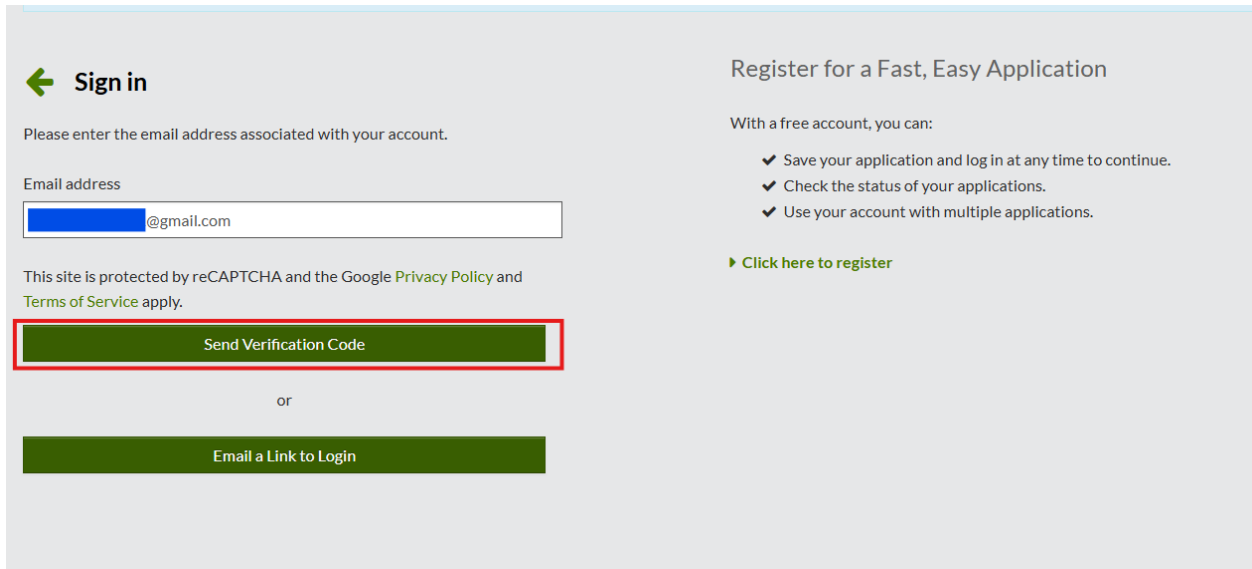
3989 Ruffin

How a Resident Completes Recertification in RentCafe

4. Once the resident clicks the link, the resident will be able to access the **Residents RentCafe Dashboard**.

Log In with Mobile Verification Code

1. To receive the verification code, the resident clicks **Send Verification Code**.



← Sign in

Please enter the email address associated with your account.

Email address

This site is protected by reCAPTCHA and the Google [Privacy Policy](#) and [Terms of Service](#) apply.

Send Verification Code

or

Email a Link to Login

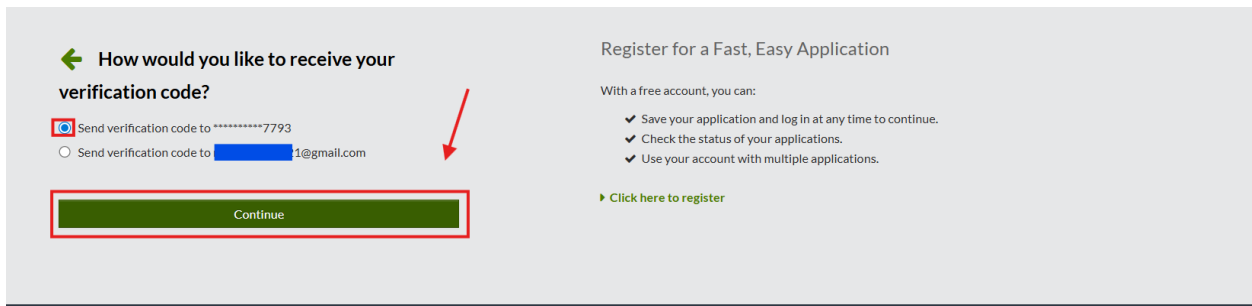
Register for a Fast, Easy Application

With a free account, you can:

- ✓ Save your application and log in at any time to continue.
- ✓ Check the status of your applications.
- ✓ Use your account with multiple applications.

[▶ Click here to register](#)

2. To receive the verification code on a mobile phone, select **Send Verification Code to (mobile number)** and click **Continue**.



← How would you like to receive your verification code?

Send verification code to *****7793

Send verification code to [redacted]1@gmail.com

Continue

Register for a Fast, Easy Application

With a free account, you can:

- ✓ Save your application and log in at any time to continue.
- ✓ Check the status of your applications.
- ✓ Use your account with multiple applications.

[▶ Click here to register](#)

How a Resident Completes Recertification in RentCafe

- The Resident will receive a one-time password (OTP) via text message. The OTP expires in 10 minutes.

Please Note: If the OTP is not received, residents can click **Resend OTP** to request a new one.

We've sent a one-time password (OTP) via SMS to your registered mobile number.

← Please enter the code below to continue.

Enter OTP *

Verify OTP

Didn't receive the OTP? You can resend it in 24 seconds.

Register for a Fast, Easy Application

With a free account, you can:

- ✓ Save your application and log in at any time to continue.
- ✓ Check the status of your applications.
- ✓ Use your account with multiple applications.

▶ [Click here to register](#)

Enter OTP *

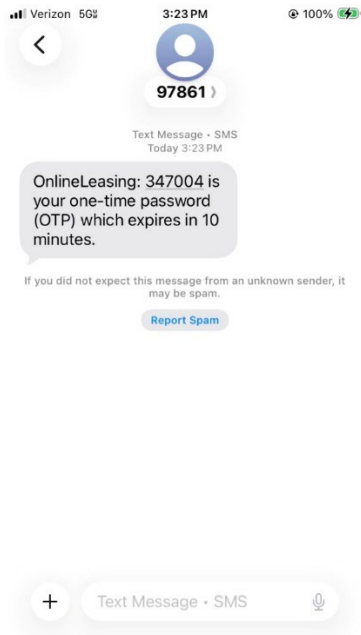
Verify OTP

or

[Resend OTP](#)

How a Resident Completes Recertification in RentCafe

4. If sent via text message, the message will read: Online Leasing: 6 digit code and will inform the resident of the one-time password (OTP) which expires in 10 minutes.



5. The residents will enter the OTP received by text and will click **Verify OTP**.

We've sent a one-time password (OTP) via SMS to your registered mobile number.

← Please enter the code below to continue.

Enter OTP *

3	4	7	0	0	4
---	---	---	---	---	---

Verify OTP

or

[Resend OTP](#)

Register for a Fast, Easy Application

With a free account, you can:

- ✓ Save your application and log in at any time to continue.
- ✓ Check the status of your applications.
- ✓ Use your account with multiple applications.

[Click here to register](#)

6. The resident will be able to log in successfully.

How a Resident Completes Recertification in RentCafe

Log in with Email Verification Code

1. To get the code by email, select Send Verification Code to [XXXX@Email.com](#) and click **Continue**.

← How would you like to receive your verification code?

Send verification code to *****7793

Send verification code to [redacted]@gmail.com

[Continue](#)


Register for a Fast, Easy Application

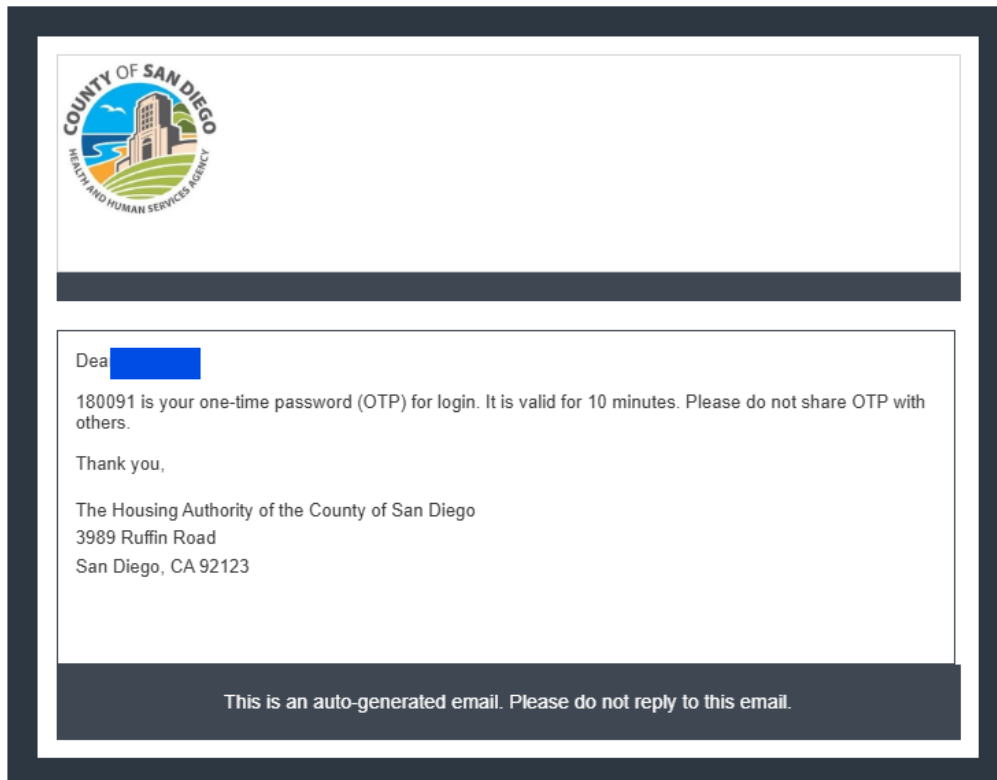
With a free account, you can:

- ✓ Save your application and log in at any time to continue.
- ✓ Check the status of your applications.
- ✓ Use your account with multiple applications.

▶ [Click here to register](#)

2. If sent via email, the message will include the 6-digit code and state the OTP is valid for 10 minutes.

 **County of San Diego Health and Human Services Agency** <no-reply@rentcafe.com>
to [redacted]



How a Resident Completes Recertification in RentCafe

3. The resident will enter the OTP received via email and click **Verify OTP** to log in.

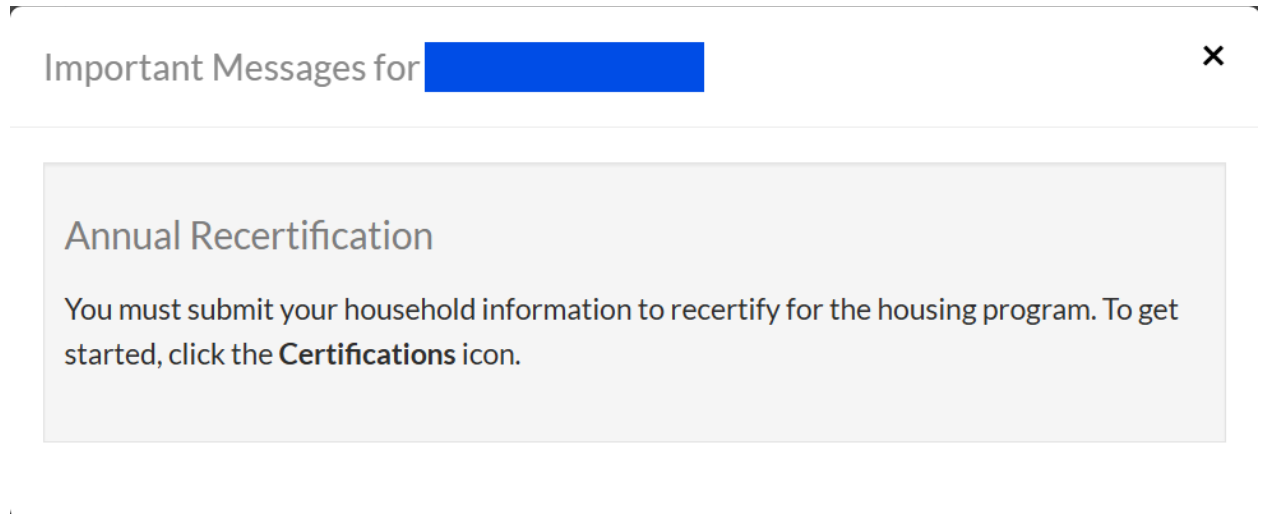
Please Note: Entering the OTP code incorrectly will cause an error message, and after multiple failed attempts, the account will be temporarily locked for 30 minutes.

The screenshot displays the RentCafe login interface. At the top, a pink error banner reads "Invalid OTP" with a close button (X). Below this, a light pink notification bar states: "For your security, your account has been temporarily locked due to multiple unsuccessful login attempts. You'll be able to try again shortly." The main content area is split into two columns. The left column contains the text "We've sent a one-time password (OTP) to your email address." followed by a left-pointing arrow and "Please enter the code below to continue." Below this is the label "Enter OTP*" and a row of six input boxes containing the digits "1", "8", "0", "0", "9", and "1". A green "Verify OTP" button is highlighted with a red border. Below the button is the word "or" and a green "Resend OTP" link. The right column is titled "Register for a Fast, Easy Application" and lists benefits of a free account: "Save your application and log in at any time to continue.", "Check the status of your applications.", and "Use your account with multiple applications." A green "Click here to register" link is positioned below the list.

4. The resident will be able to log in successfully.

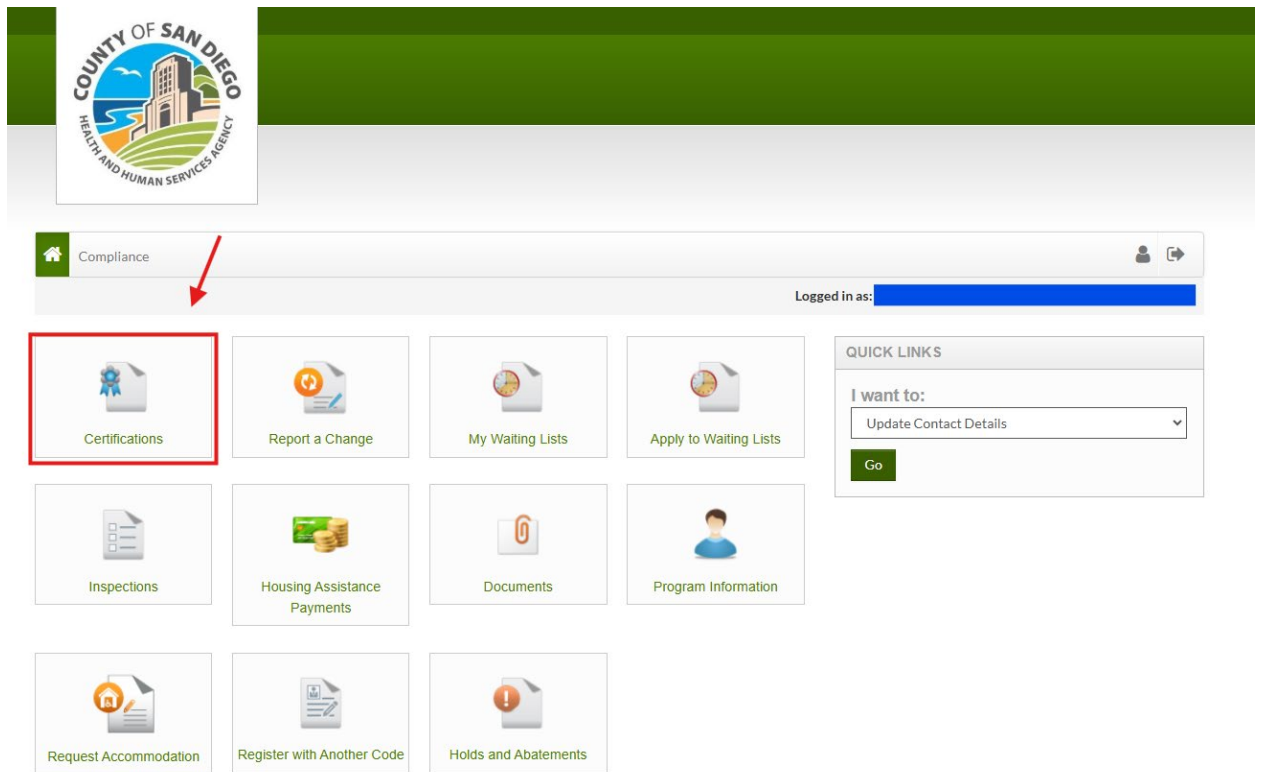
How a Resident Completes Recertification in RentCafe

4. 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 Recertification in 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.

Annual Recertification Application Progress 0%

*Denotes a required field

Select Your Preferred Language

Preferred Language*

- English
- Español (Spanish)
- العربية (Arabic)

Next

Welcome Page

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

Annual Recertification Application Progress 6%

*Denotes a required field

Welcome to Your Annual Recertification

Use this online form to submit your household information for your annual recertification. This includes all:

- Household members
- Incomes
- Assets
- Expenses

Note: All changes to your household information must be verified and approved by the agency.

Back Next

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
[Redacted]	[Redacted]	Head of Household	64	Female	Review and Confirm	Delete
[Redacted]	[Redacted]	Adult	29	Male	Review and Confirm	Delete

Showing 1 to 2 of 2 entries

[Back](#) [Next](#)

How a Resident Completes Recertification in 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

Notes:

Race

American Indian or Alaska Native*

No

Asian*

Yes

Black or African American*

No

Native Hawaiian or Other Pacific Islander*

No

White*

No

Save Cancel

How a Resident Completes Recertification in 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
[Redacted]	[Redacted]	Head of Household	64	Female	Edit	Delete
[Redacted]	[Redacted]	Adult	29	Male	Edit	Delete

Showing 1 to 2 of 2 entries

Back **Next**

How a Resident Completes Recertification in RentCafe

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

Tell Us About Household Members ✕

Member Details

<p>First Name* <input type="text"/></p>	<p>Student Status <input type="text" value="▼"/></p>
<p>Middle Name <input type="text"/></p>	<p>Is this person a United States citizen by birth, a naturalized citizen, or a U.S. national?* <input type="text" value="▼"/></p>
<p>Last Name* <input type="text"/></p>	<p>Preferred Language Other Than English (optional) <input type="text" value="▼"/></p>
<p>Date of Birth* <input type="text"/></p>	<p>Has this person ever used a different Social Security Number?* <input type="text" value="▼"/></p>
<p>Social Security Number* <input type="text" value=""/></p>	<p>Has this person ever gone by a different name?* <input type="text" value="▼"/></p>
<p>Gender* <input type="text" value="▼"/></p>	<p>Driver's License # or State Issued ID # <input type="text"/></p>
<p>Relationship to the Head of Household* <input type="text" value="▼"/></p>	<p>State Issued <input type="text" value="▼"/></p>
<p>Is this person disabled?* <input type="text" value="▼"/></p>	<p>Notes: <input type="text"/></p>

Ethnicity

Hispanic or Latino*

How a Resident Completes Recertification in 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 Recertification in 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
[Redacted]	[Redacted]	Head of Household	64	Female	Edit	Delete
[Redacted]	[Redacted]	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 Recertification in 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 ✕

<p>Name <input type="text"/></p> <p>Relationship <input type="text" value=""/></p> <p>Phone <input type="text"/></p> <p>Cell Phone <input type="text"/></p> <p>Address 1 <input type="text"/></p> <p>(street address - line 2) <input type="text"/></p> <p>City <input type="text"/></p> <p>State <input type="text" value=""/></p>	<p>Reason for Contact (choose all that apply)</p> <p><input type="checkbox"/> Emergency</p> <p><input type="checkbox"/> Unable to contact you</p> <p><input type="checkbox"/> Termination of rental assistance</p> <p><input type="checkbox"/> Eviction from unit</p> <p><input type="checkbox"/> Late payment of rent</p> <p><input type="checkbox"/> Assist with recertification process</p> <p><input type="checkbox"/> Change in lease terms</p> <p><input type="checkbox"/> Change in house rules</p> <p><input type="checkbox"/> Other</p>
---	---

How a Resident Completes Recertification in RentCafe

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

Your Emergency Contact Information ✕

<p>Name</p> <input type="text" value="John Doe"/>	<p>Reason for Contact (choose all that apply)</p> <p><input checked="" type="checkbox"/> Emergency</p> <p><input checked="" type="checkbox"/> Unable to contact you</p> <p><input type="checkbox"/> Termination of rental assistance</p> <p><input type="checkbox"/> Eviction from unit</p> <p><input type="checkbox"/> Late payment of rent</p> <p><input type="checkbox"/> Assist with recertification process</p> <p><input type="checkbox"/> Change in lease terms</p> <p><input type="checkbox"/> Change in house rules</p> <p><input checked="" type="checkbox"/> Other</p> <p>Other reason details</p> <input type="text"/>
<p>Relationship</p> <input type="text" value="Friend"/>	
<p>Phone</p> <input type="text" value="(858) 694-4801"/>	
<p>Cell Phone</p> <input type="text"/>	
<p>Address 1</p> <input type="text"/>	
<p>(street address - line 2)</p> <input type="text"/>	
<p>City</p> <input type="text"/>	
<p>State</p> <input type="text"/>	
<p>ZIP Code</p> <input type="text"/>	
<p>Email</p> <input type="text"/>	
<p><input type="button" value="Save"/> <input type="button" value="Cancel"/></p>	



How a Resident Completes Recertification in 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 Recertification in 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:

How a Resident Completes Recertification in RentCafe

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

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]	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 Recertification in RentCafe

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

The screenshot shows a web form titled "Tell Us About Income" with a close button (X) in the top right corner. Below the title bar are two tabs: "Income Details" (which is selected and highlighted with a red box) and "Income Type Definitions". The "Income Details" tab contains several required fields, each marked with an asterisk (*):

- Who earns this income?***: A dropdown menu with a downward arrow. A red arrow points to this field.
- What type of income is this?***: A dropdown menu with a downward arrow. Below it is a link that says "Click Here for income type definitions.*".
- How much does this person receive for each income payment?***: A text input field.
- How often is this income received?***: A dropdown menu with a downward arrow.
- Notes**: A large text area for additional information.

At the bottom of the form are two buttons: "Save" and "Cancel".

How a Resident Completes Recertification in 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.

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?*

How much is each payment?*

Notes:

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?

Save **Cancel**

How a Resident Completes Recertification in RentCafe

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

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]	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

1. 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.
2. The Resident will click Next to continue.

How a Resident Completes Recertification in RentCafe

Annual Recertification

Application Progress 22%

- 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](#)

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](#)

- From the **Zero Income** tab, the resident will answer all the required questions.
- 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*

How does your family pay for utilities?*

Utilities Amount*

How does your family pay for food?*

Food Amount*

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

Phone Amount*

How does your family pay for medical care?*

Medical Care Amount*

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

Prescriptions Amount*

How a Resident Completes Recertification in RentCafe

Food Amount*

How does your family pay for clothing?*

Clothing Amount*

How does your family pay for school supplies?*

School Supplies Amount*

How does your family pay for childcare?*

Childcare Amount*



Prescriptions Amount*

How does your family pay for personal care products such as toilet paper, toothpaste, etc.?*

Personal Care Amount*

How does your family pay for vehicle insurance, gasoline, maintenance and upkeep?*

Vehicle Amount*

How does your family pay for other transportation needs?*

Transportation Amount*

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 Recertification in 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 is the account number?*

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

Bank Accounts

How much money is in this account?*

\$1,608.00

What is the name of this financial institution?*

bank of america

Does this account earn interest?*

No

Notes:

What type of bank account is this?*

Checking

Save Cancel

How a Resident Completes Recertification in 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 is the market value of this asset?

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

Notes:

Save **Cancel**

How a Resident Completes Recertification in 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 is the account number?*

How much money is in this account?*

Does this account earn interest?

Notes:

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

Save Cancel

How a Resident Completes Recertification in 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
[Redacted]	Bank Account - Us Bank	\$120.00	\$0.00	Edit	Delete
[Redacted]	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%

*Denotes a required field

Expenses

Review and update your family's expenses.

Add Expense

Name	Expense Description	Annual Cost	Edit	Delete
	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.

How a Resident Completes Recertification in RentCafe

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

- 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?*

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

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

Save Cancel

How a Resident Completes Recertification in 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
[REDACTED]	Disability Expense - prescription	\$720.00	Edit	Delete ↘
[REDACTED]	Disability Expense - medical	\$144.00	Edit	Delete

Showing 1 to 2 of 2 entries

BackNext

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

[REDACTED] com says

Are you sure you want to delete this expense?

OK

Cancel

How a Resident Completes Recertification in 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
[REDACTED]	Disability Expense - prescription	\$720.00	Edit	Delete
[REDACTED]	Disability Expense - medical	\$1444.00	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

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

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.*

CDAR

Back Next

How a Resident Completes Recertification in 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?*

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

Describe the accommodation you are requesting.*

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.)*

Contact Details to Verify Above Information

Name*

Address*

(street address - line 2)

City*

State*

ZIP Code*

Phone Number*

Email Address*

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.



How a Resident Completes Recertification in RentCafe

Error Check subtask:

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

Annual Recertification

The screenshot shows the 'Annual Recertification' interface. At the top, 'Application Progress' is at 78%. A sidebar on the left lists navigation options: Language Selection, Welcome Page, Household Members, Emergency Contact, Income, Assets, Expenses, Member Criminal History, Reasonable Accommodation, Final Review & Submission, Error Check (highlighted with a red box), Documents, Summary, and Sign and Submit. The main content area is titled 'Error Check' and includes a note: '*Denotes a required field'. Below this, it says 'Review and fix any errors listed below.' A table displays one error:

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

At the bottom of the error list are 'Back' and 'Next' buttons. A red arrow points to the 'Confirm' button in the table.

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

Annual Recertification

This screenshot shows the 'Annual Recertification' interface after the error has been resolved. The 'Application Progress' is still at 78%. The sidebar is identical to the previous screenshot, with 'Error Check' highlighted. The main content area is titled 'Error Check' and includes the note: '*Denotes a required field'. It says 'Review and fix any errors listed below.' Below this, a light blue box contains the message: 'We didn't find any errors.' At the bottom, there are 'Back' and 'Next' buttons. A red arrow points to the 'Next' button.

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.	<input type="button" value="Upload"/>			
[Redacted] SSI - Upload necessary documents.	<input type="button" value="Upload"/>			
[Redacted] target - Scan your last 4 pay stubs.	<input type="button" value="Upload"/>			
Optional - Scan other household documents.	<input type="button" value="Upload"/>			

Showing 1 to 4 of 4 entries

←

How a Resident Completes Recertification in 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

Upload Documents

Summary
*Denotes a required field
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 Recertification in 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

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 Recertification in 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 Recertification in 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 Recertification in 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**.

Choose a Script

Choose a script font for your signature. [Or create your own.](#)

- Mira Habib MJH
- Mira Habib MJH
- Mira Habib MJH

SAVE & CONTINUE

How a Resident Completes Recertification in RentCafe

Sign Documents

- 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)

YOUR LOGO HERE

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 Recertification in 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)

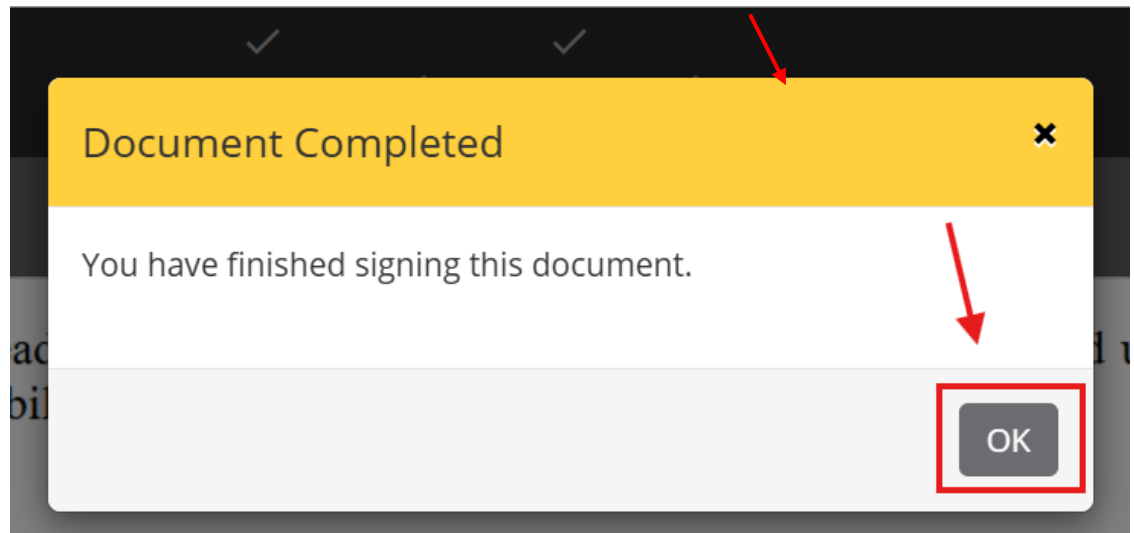
making false or fraudulent statements to any department or agency of the United States. You can go to jail if you have knowingly provided false or misleading information on this form! False statements or information are grounds for termination of your housing assistance, tenancy, or application.

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 Recertification in 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

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	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 Recertification in 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**.

The screenshot shows a web form titled "Invite Member to Sign Documents" with a close button (x) in the top right corner. The form contains three input fields: "Email Address", "Confirm Email Address", and "Message to Invitee". Each of these three fields is enclosed in a red rectangular box. The "Email Address" field contains a blue placeholder followed by "@gmail.". The "Confirm Email Address" field also contains a blue placeholder followed by "@gmail.". The "Message to Invitee" field is a text area containing the text "Hello, can you please sign other docs for recert." with a small cursor icon at the bottom right. Below the input fields are two buttons: "Send Invitation" and "Cancel". The "Send Invitation" button is highlighted with a red rectangular box, and a red arrow points to it from the left. The "Cancel" button is a smaller, grey button to the right of "Send Invitation".

How a Resident Completes Recertification in RentCafe

- 3. 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

Upload Documents

Sign and Submit

Sign all the required documents to submit your certification.

You have successfully submitted your annual recertification.



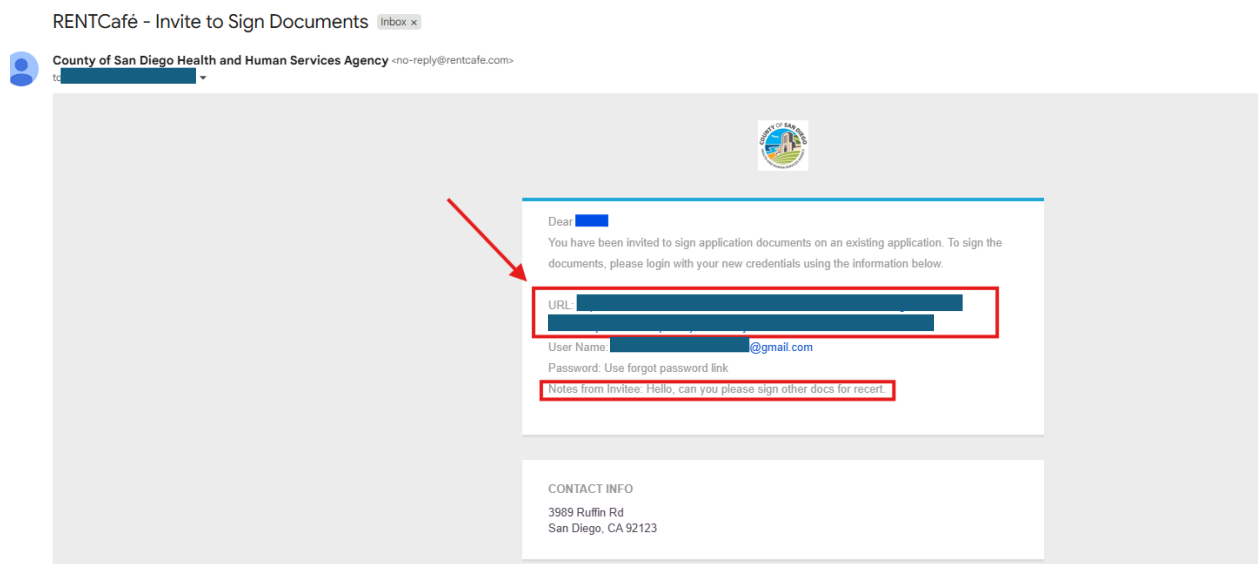
Document	View	Sign
Household Documents for [redacted] to Sign	View Document (Signed)	Signing Complete
Member Documents for [redacted] to Sign	View Document (Signed)	Signing Complete
Household Documents for [redacted] to Sign		Resend Invitation
Member Documents for [redacted] to Sign		Resend Invitation

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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.

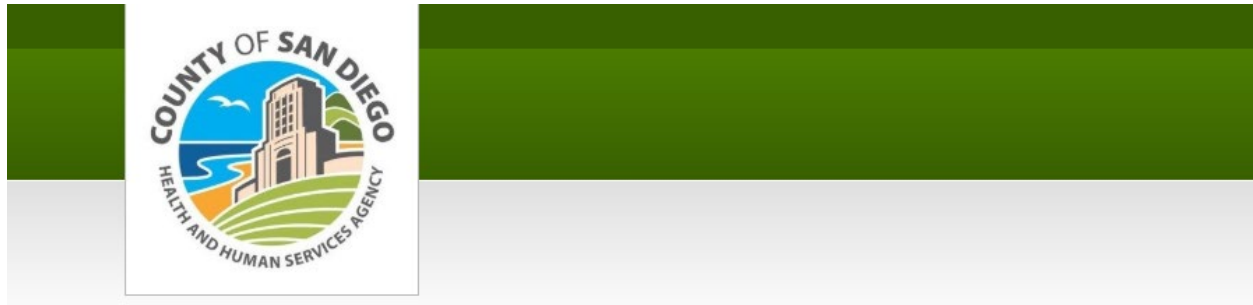


Accessing the Signature Disclosure

2. When the other adult household members click the link in the email, they will be

How a Resident Completes Recertification in RentCafe

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.



New Password:

Confirm Password:

←

[Click here to login.](#)

How a Resident Completes Recertification in 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

Email
[Redacted]@gmail.com

Password
[Redacted]

[Forgot password?](#)
[Click here to register](#)

Login

How a Resident Completes Recertification in 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**.

The screenshot shows the County of San Diego Health and Human Services Agency Customer Portal. The account information is as follows:

Account Information
Type: Annual Recertification
Status: Incomplete
Last Update Date: 8/29/2025
Created Date: 8/29/2025
Due Date: 9/12/2025

A red box highlights the "Status: Incomplete" field, and a red arrow points to the "Sign/Upload Documents" button at the bottom right.

- 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.

Customer Login

Application Progress 83%

Applications & Certifications | Hi, David ▾

Documents

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.	Upload			
[Redacted] - SSI - Upload necessary documents.	Upload			
Optional - Scan other household documents.	Upload			
[Redacted] - target - Upload documents for this loss of income.	Upload			

Showing 1 to 4 of 4 entries

Next

How a Resident Completes Recertification in 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**

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

Application Progress 83%

● Applications & Certifications | Hi, David ▾

Documents

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] - 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 Recertification in 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	Click Here to Sign
Member Documents for [redacted] to Sign	Click Here to Sign

Showing 1 to 4 of 4 entries

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How a Resident Completes Recertification in 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

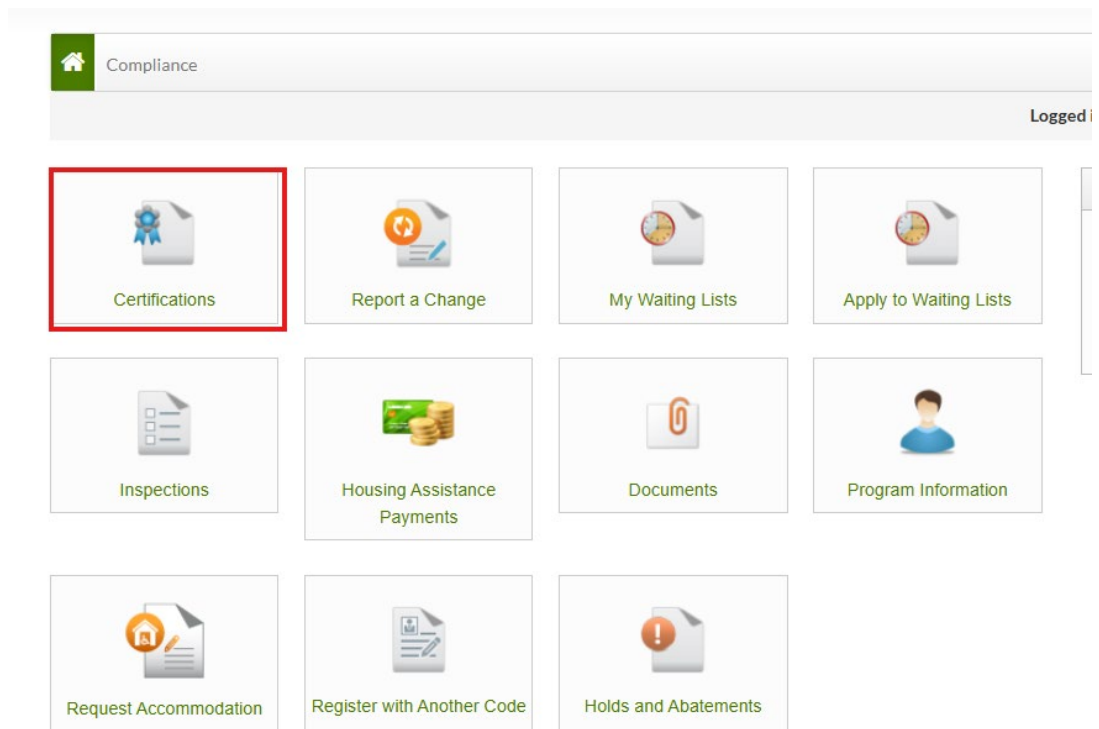
Showing 1 to 4 of 4 entries

Back **Log Out**

How a Resident Completes Recertification in 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

The screenshot shows the 'Applications & Certifications' section. On the left is the County of San Diego Health and Human Services Agency logo and address: 3989 Ruffin Rd, San Diego, CA 92123. On the right is the 'Account Information' section with the following details: Type: Annual Recertification, Status: Pending (highlighted with a red box), Last Update Date: 8/29/2025, Created Date: 8/29/2025, and Due Date: 9/12/2025. At the bottom right, there is a 'View' button (highlighted with a red box) and an 'Upload Documents' button. A red arrow points from the 'Status: Pending' text to the 'View' button.

How a Resident Completes Recertification in 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

BackLog Out