

How Residents Register in the RentCafe Portal

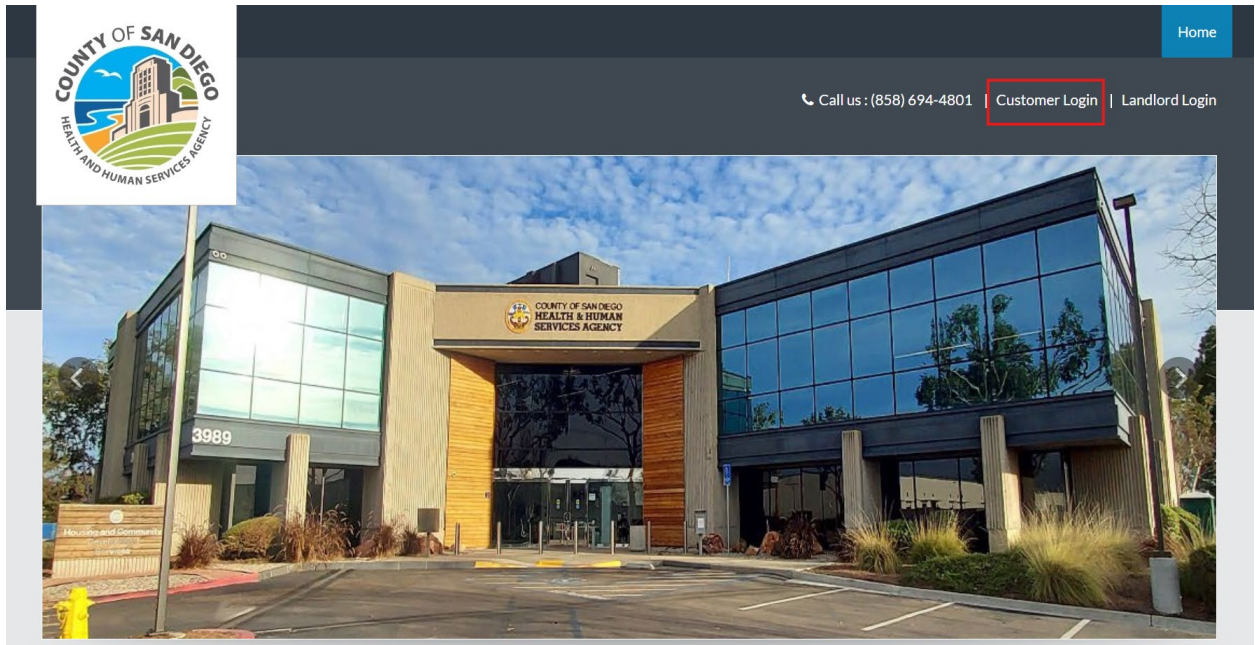
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How Residents Register in the RentCafe Portal

New User Registration

1. To register for the first time, a resident will need to navigate to the Housing Authority of the County of San Diego (HACSD) RentCafe Customer Portal.
2. At the top of the screen, the resident will click **Customer Login**.



How Residents Register in the RentCafe Portal

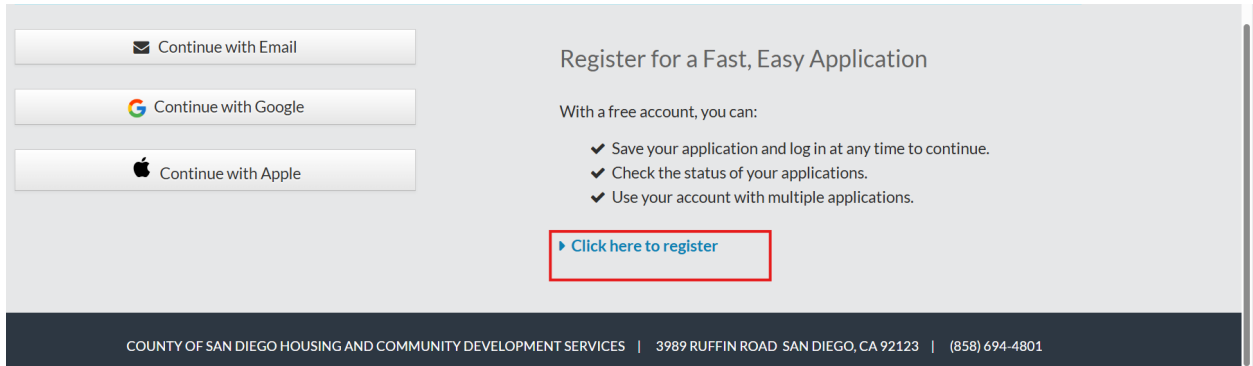
3. The resident will be taken to the Customer Login. The resident will need a valid email address. This email address will be used for any future logins.

**If the resident does not have a current email address, they can create one using a free email address, some popular email providers include; Gmail, Yahoo, and Outlook.*

The screenshot shows the 'Customer Login' page. At the top, it says 'Customer Login'. Below that, a light blue box contains instructions: '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.' Below the instructions are three buttons: 'Continue with Email', 'Continue with Google', and 'Continue with Apple'. To the right, there is a section titled 'Register for a Fast, Easy Application' with a list of benefits: '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.' At the bottom right of this section is a link: 'Click here to register'. A small circular logo is visible in the bottom left corner of the page.

How Residents Register in the RentCafe Portal

4. On the Customer Login screen, the resident will click on **Click here to register** to begin the registration process. *This is for first-time users only.*



How Residents Register in the RentCafe Portal

Residents without a Registration Code

1. Residents without a registration code will click, **I do NOT have a registration code.**

Customer Login

I have a registration code

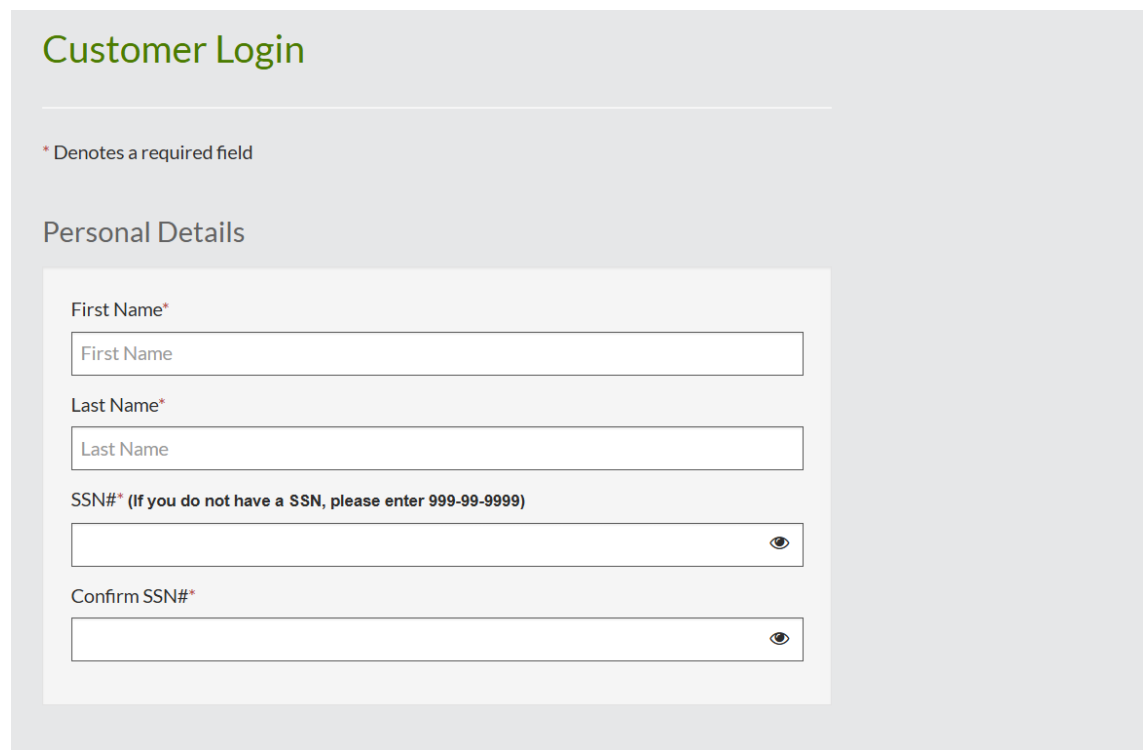
I do NOT have a registration code

Already have an account? [Log in](#)

How Residents Register in the RentCafe Portal

Personal Details

2. The **Personal Details screen** appears. The Head of Household Name, Social Security Number and Phone Number must be entered. The information must match what HACSD has in the system. A **mobile phone number** is recommended, as the resident may select to receive a verification code via text message to log in to the RentCafe Portal.
3. Residents will receive an error message if the information below does not match what HACSD has on file. If this occurs, residents will not be able to complete their registration.



The screenshot shows a web form titled "Customer Login" with a sub-section for "Personal Details". A legend indicates that an asterisk (*) denotes a required field. The form contains four input fields: "First Name*", "Last Name*", "SSN#* (If you do not have a SSN, please enter 999-99-9999)", and "Confirm SSN#*". Each field has a small eye icon on the right side, likely for toggling visibility. The "First Name" and "Last Name" fields contain placeholder text "First Name" and "Last Name" respectively. The "SSN#" and "Confirm SSN#" fields are currently empty.

How Residents Register in the RentCafe Portal

Account Information

1. Residents must enter an email address they will remember, as this email address will be used to log in to the RentCafe Portal.
2. Residents will read and accept the **Terms and Conditions** then will click **Register**.

Account Information

Email Address* (Your email address is your user name)

Confirm Email Address*

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

Please read and accept the Terms and Conditions

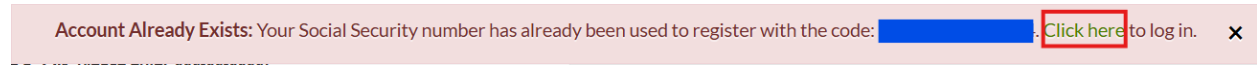
Register

Already have an account? [Log in](#)

Important Registration Notes

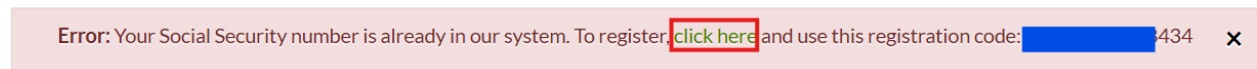
If an existing HACSD RentCafe account exists:

- Residents will receive an error message if the information entered matches an existing account in the RentCafe portal. Once the resident clicks **Click here**, they will be directed to the Customer Login screen.



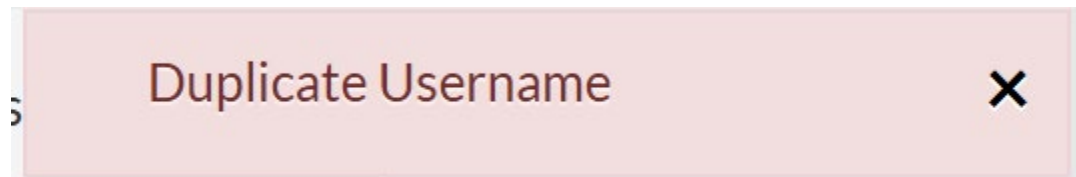
If already in HACSD System:

- Residents in HACSD system will receive an error message when registering, along with the registration code that HACSD has on file for them. If this occurs, the residents would need to register with the registration code provided. Clicking **Click here** will prompt continuation of registration using the provided registration code.



If the email is registered with a RentCafe property manager:

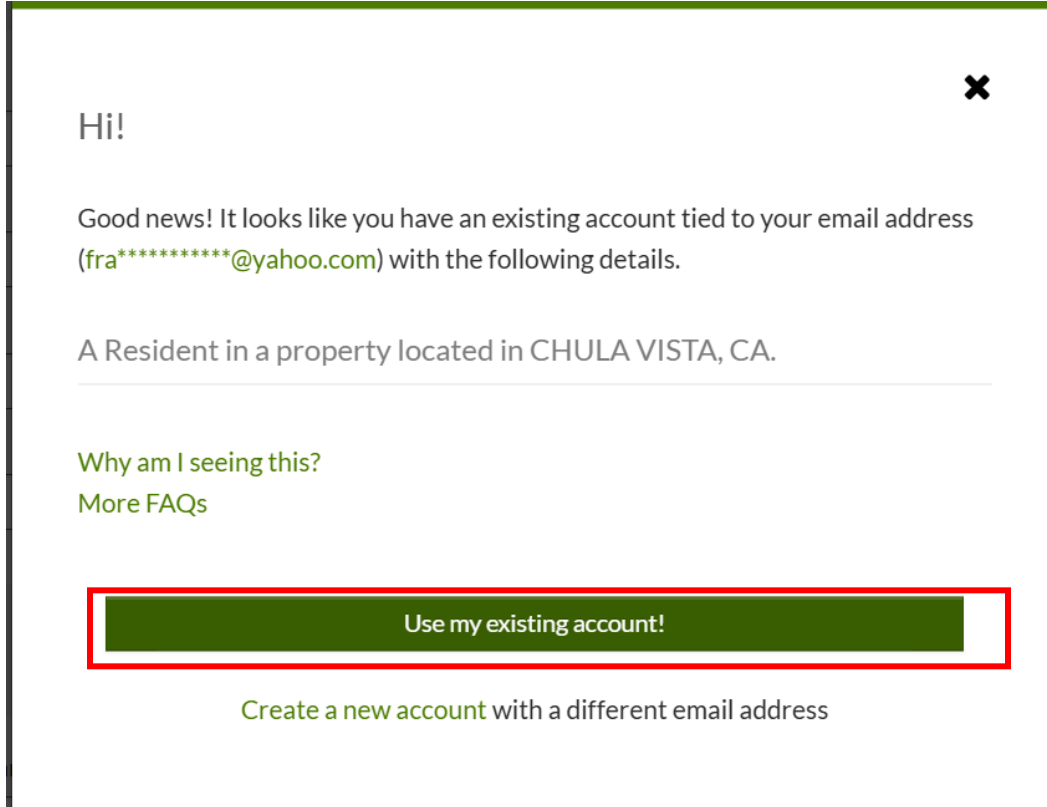
- If an residents uses a disabled email account already registered with a RentCafe portal, a **Duplicate Username** error will occur. The same email cannot be used to register with HACSD. A different email address is required for registration.



How Residents Register in the RentCafe Portal

**If the email address is registered in RentCafe, the system will alert the resident that an existing account is tied to the email address being used to register.

1. The resident will click **Use my existing account.**



How Residents Register in the RentCafe Portal

2. The resident enters their mobile phone number and clicks **Email Login Link**.

← Account Access

Glad to have you back!


REGISTRATION CODE*

EMAIL ADDRESS* (YOUR EMAIL ADDRESS IS YOUR USER NAME)

FIRST NAME*

LAST NAME**

SSN#**

PHONE (CELL)*

[Email a Link to Login](#)

How Residents Register in the RentCafe Portal

3. Residents will click the link received in their email address to log in to the RentCafe Portal.



Check your inbox.

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

@yahoo.com

Don't see your email?

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

How Residents Register in the RentCafe Portal

Email Address Restrictions in Rent Cafe

If an email address is already registered in RentCafe as a landlord account, it cannot be used to register as a prospect or resident.

Example:

A landlord who has an existing RentCafe account wants to log in on behalf of a family member who is a resident or applicant. They cannot use their landlord email for this purpose.


Solution:

To complete the registration, the user must provide a different email address.

Account Information

Email Address* (Your email address is your user name)

[Not John?](#)

 Your email address is already associated with a RENTCafé Landlord user. This email address cannot be used for prospect or resident related services. Please provide an alternate email address for registration.

Create a [new account](#) with a different email address.

Which communities are associated with my email address? -

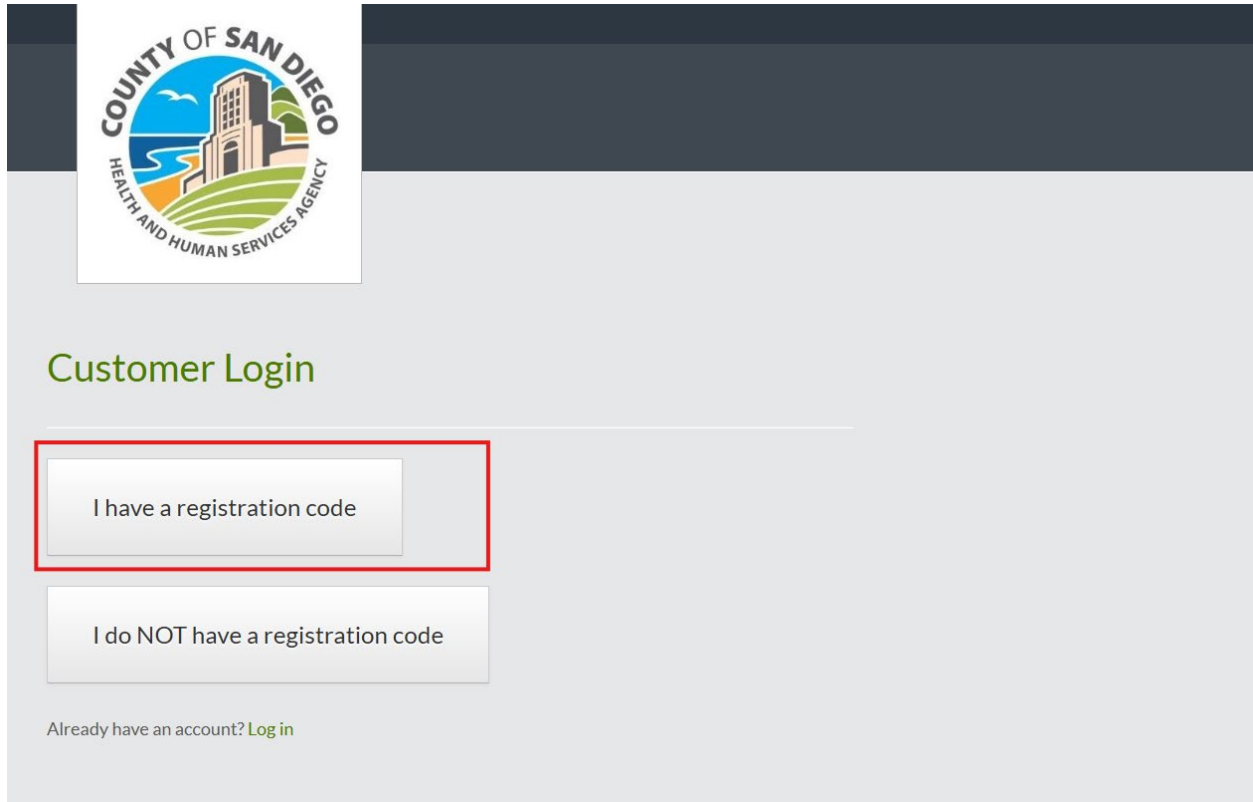
- County of San Diego Health and Human Services Agency - San Diego, CA

** Data in these fields will be validated against information available with County of San Diego Health and Human Services Agency

How Residents Register in the RentCafe Portal

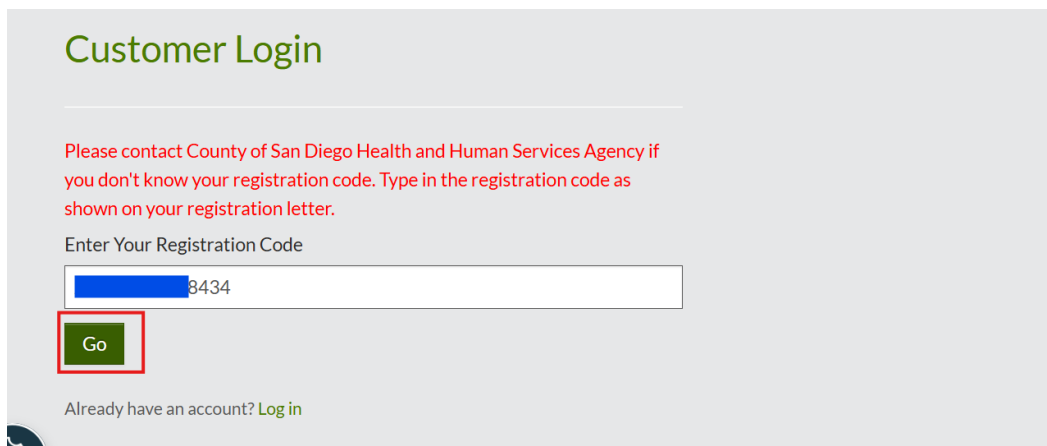
Residents with a Registration Code

1. Residents with a registration code will click, **I have a registration code.**



The screenshot shows the 'Customer Login' page for the County of San Diego Health and Human Services Agency. The page features the agency's logo at the top left. Below the logo, the text 'Customer Login' is displayed in green. There are two buttons: 'I have a registration code' (highlighted with a red border) and 'I do NOT have a registration code'. At the bottom, there is a link that says 'Already have an account? [Log in](#)'.

2. Residents will enter their registration code provided by HACSD. If the residents do not have their registration code, they may contact their Housing Specialist to retrieve their registration code or register using **I do NOT have a registration code** method.
3. Residents enter registration code in the **Enter Your Registration Code** field then will click **Go** to continue.



The screenshot shows the 'Customer Login' page with a red instruction: 'Please contact County of San Diego Health and Human Services Agency if you don't know your registration code. Type in the registration code as shown on your registration letter.' Below this is a text input field labeled 'Enter Your Registration Code' containing the number '8434'. A green 'Go' button is highlighted with a red border. At the bottom, there is a link that says 'Already have an account? [Log in](#)'.

How Residents Register in the RentCafe Portal

Personal Details

1. After entering their registration code, the Personal Details screen appears. The Head of Household Name, Social Security Number and Phone Number must be entered. The information must match what HACSD has in the system. A **mobile phone number** is recommended, as the resident may select to receive a verification code via text message to log in to the RentCafe Portal.
2. Residents will receive an error message if the information below does not match what HACSD has on file. If this occurs, the resident will not be able to complete the registration.

Enter Your Registration Code

* Denotes a required field

Personal Details

First Name*

Last Name**
SSN#**
Phone (Cell)*

How Residents Register in the RentCafe Portal

Account Information

1. Residents must enter an email address they will remember, as this email address will be used to log in to the RentCafe Customer Portal.
2. Residents will read and accept the **Terms and Conditions** then will click **Register**.

Account Information

Email Address* (Your email address is your user name)

Confirm Email Address*

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

Please read and accept the Terms and Conditions

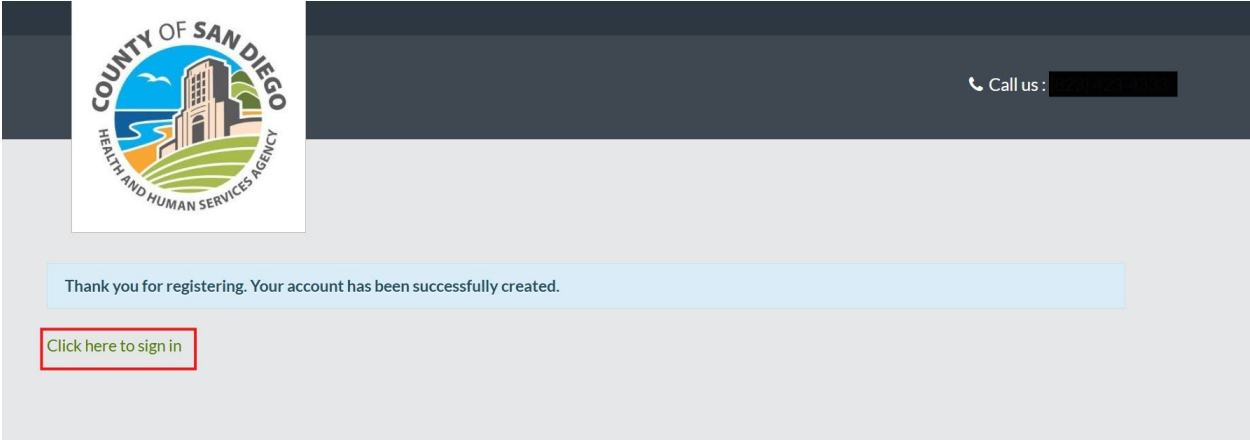
** Data in these fields will be validated against information available with County of San Diego Health and Human Services Agency

Register

Already have an account? [Log in](#)

How Residents Register in the RentCafe Portal

- 1. Once the resident successfully registers, they can Click '**Click here to sign in**'.



How Residents Register in the RentCafe Portal

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

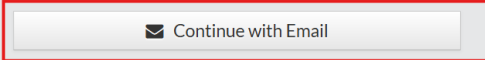
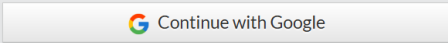
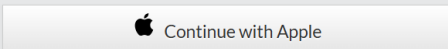
To create your County of San Diego Health and Human Services Agency account and apply online you must have a valid email address.
If you do not have a valid email address, you will need to create one.
Please click on the following links to access popular email providers:

- [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

Register for a Fast, Easy Application

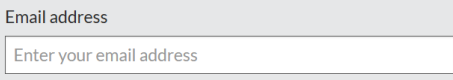
With a free account, you can:

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


3. From the **Customer Login** screen, enter the registered email address.

Sign in


Please enter the email address associated with your account.



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



or



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 Residents Register in the RentCafe Portal

4. 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.

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 Residents Register in the RentCafe Portal

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?

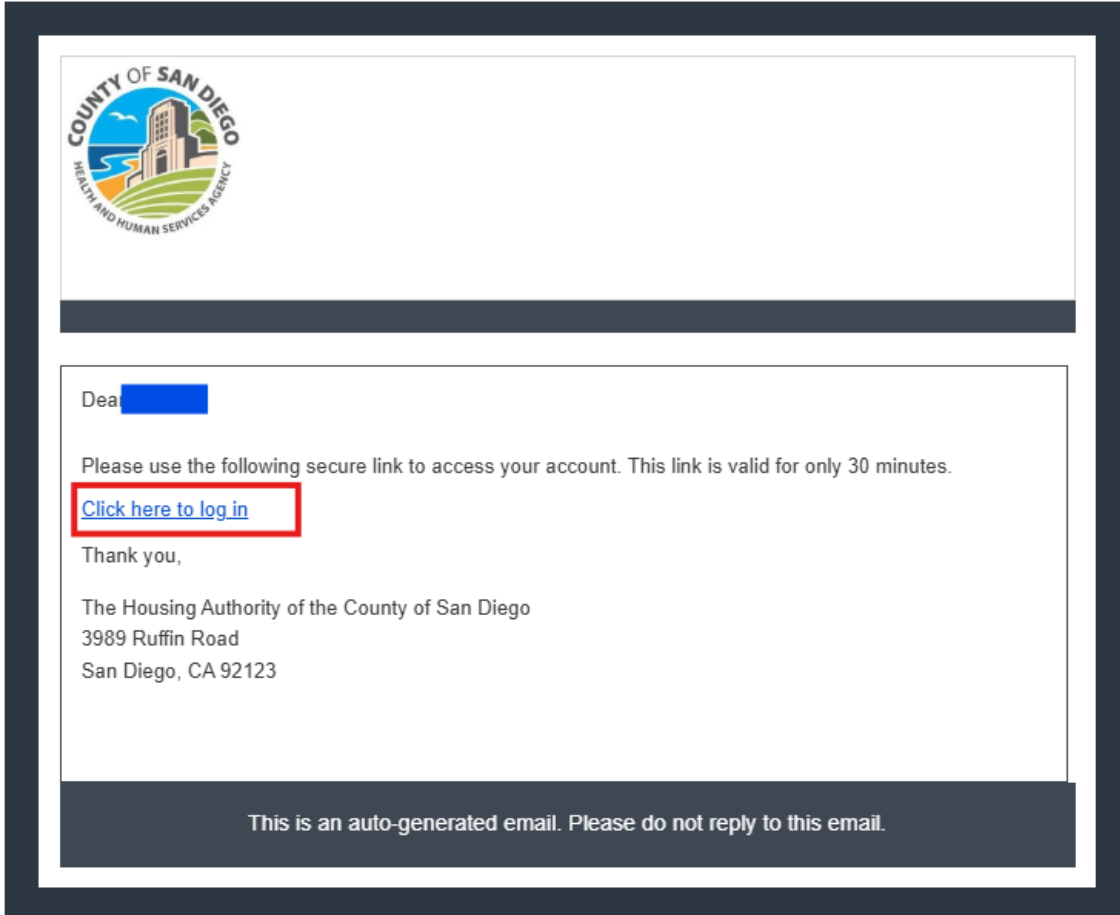
Check your spam folder or [resend](#) the link.

How Residents Register in the RentCafe Portal

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 Residents Register in the RentCafe Portal

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 Residents Register in the RentCafe Portal

- 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 *

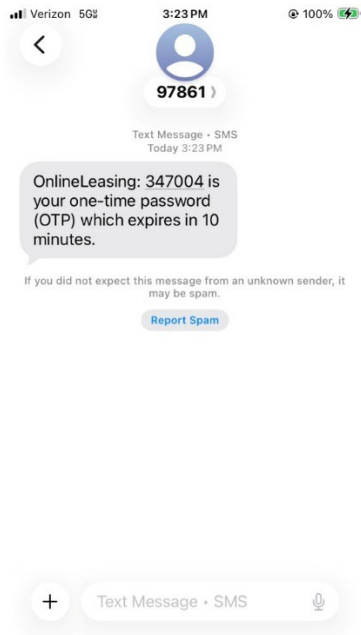
Verify OTP

or

[Resend OTP](#)

How Residents Register in the RentCafe Portal

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 Residents Register in the RentCafe Portal


Log in with Email Verification Code

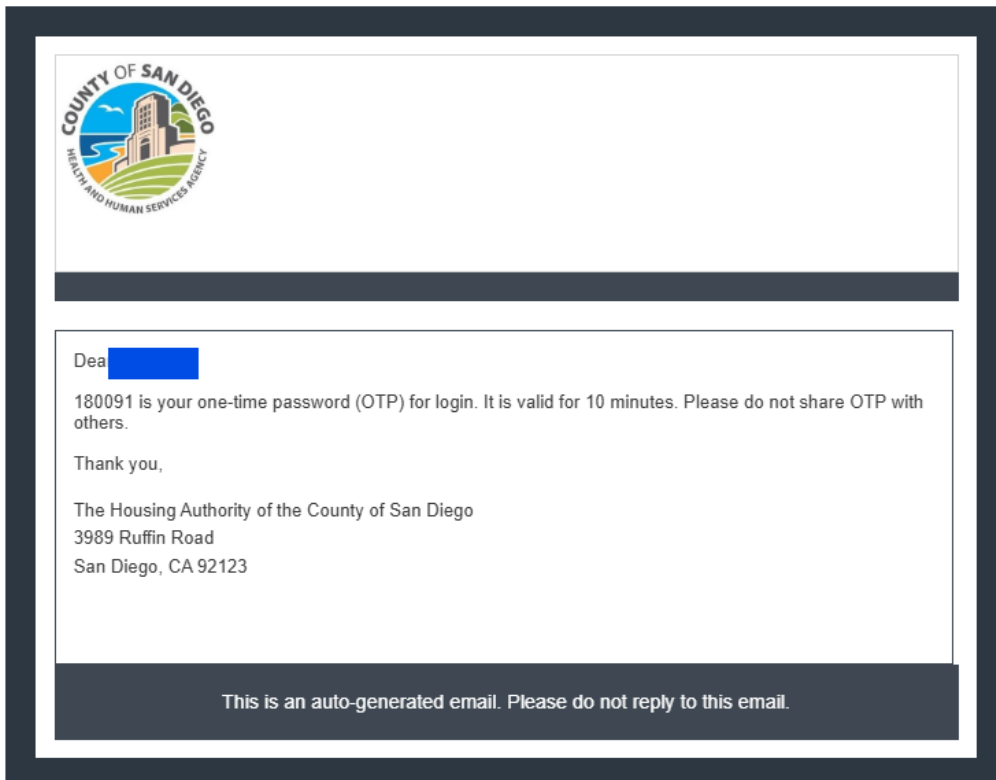
1. To get the code by email, select Send Verification Code to XXXX@Email.com and click **Continue**.

The screenshot shows a registration form with the following elements:

- Header:** "How would you like to receive your verification code?" with a back arrow on the left.
- Options:** Two radio buttons. The first is "Send verification code to *****7793". The second is "Send verification code to [redacted]@gmail.com", which is selected and highlighted with a red box and a red arrow.
- Buttons:** A green "Continue" button is highlighted with a red box.
- Right Panel:** "Register for a Fast, Easy Application" section with a list of benefits: "Save your application and log in at any time to continue.", "Check the status of your applications.", and "Use your account with multiple applications." Below this is a link: "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 Residents Register in the RentCafe Portal

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 a user interface with the following elements:

- Invalid OTP Error:** A pink banner at the top left contains the text "Invalid OTP" and a close button (X).
- Account Lock Message:** A pink banner at the top right states: "For your security, your account has been temporarily locked due to multiple unsuccessful login attempts. You'll be able to try again shortly." with a close button (X).
- OTP Entry Section:**
 - Text: "We've sent a one-time password (OTP) to your email address."
 - Text: "Please enter the code below to continue." with a left-pointing arrow.
 - Label: "Enter OTP *"
 - Input fields: Six boxes containing the digits 1, 8, 0, 0, 9, and 1.
 - Button: A green button labeled "Verify OTP" is highlighted with a red border.
 - Text: "or"
 - Text: "Resend OTP" (a green link).
- Registration Section:**
 - Section Header: "Register for a Fast, Easy Application"
 - Text: "With a free account, you can:"
 - List of benefits:
 - ✓ Save your application and log in at any time to continue.
 - ✓ Check the status of your applications.
 - ✓ Use your account with multiple applications.
 - Text: "Click here to register" (a green link).

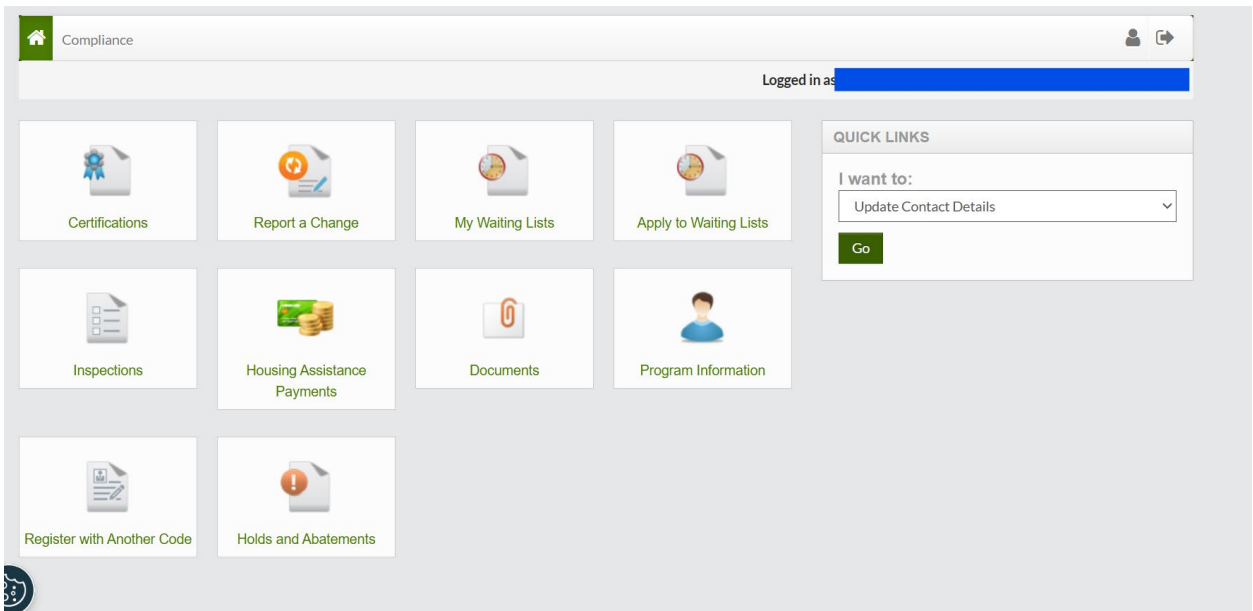
4. The resident will be able to log in successfully.

How Residents Register in the RentCafe Portal

Residents Dashboard

The resident will have access to their dashboard. Some of the features include:


- Complete annual recertification
- Report a change
- Upload and view documents
- Review Housing Assistance Payments (HAP) and tenant rent portion
- View inspection information

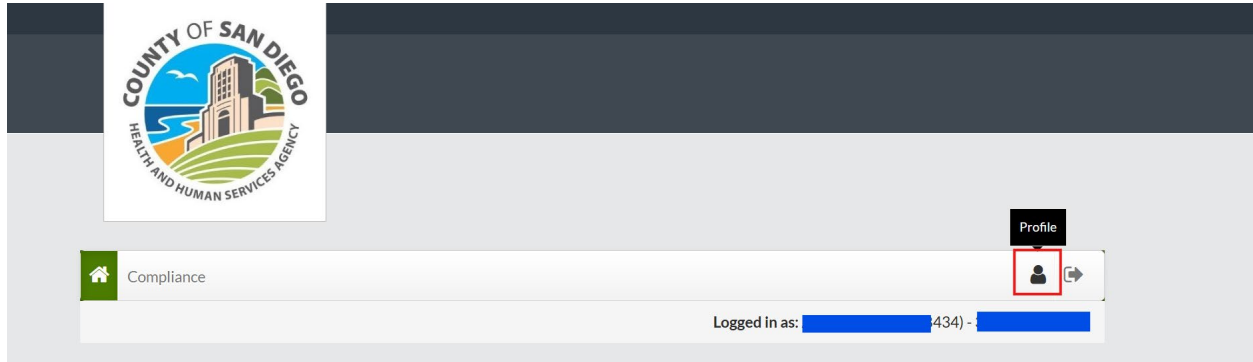


How Residents Register in the RentCafe Portal

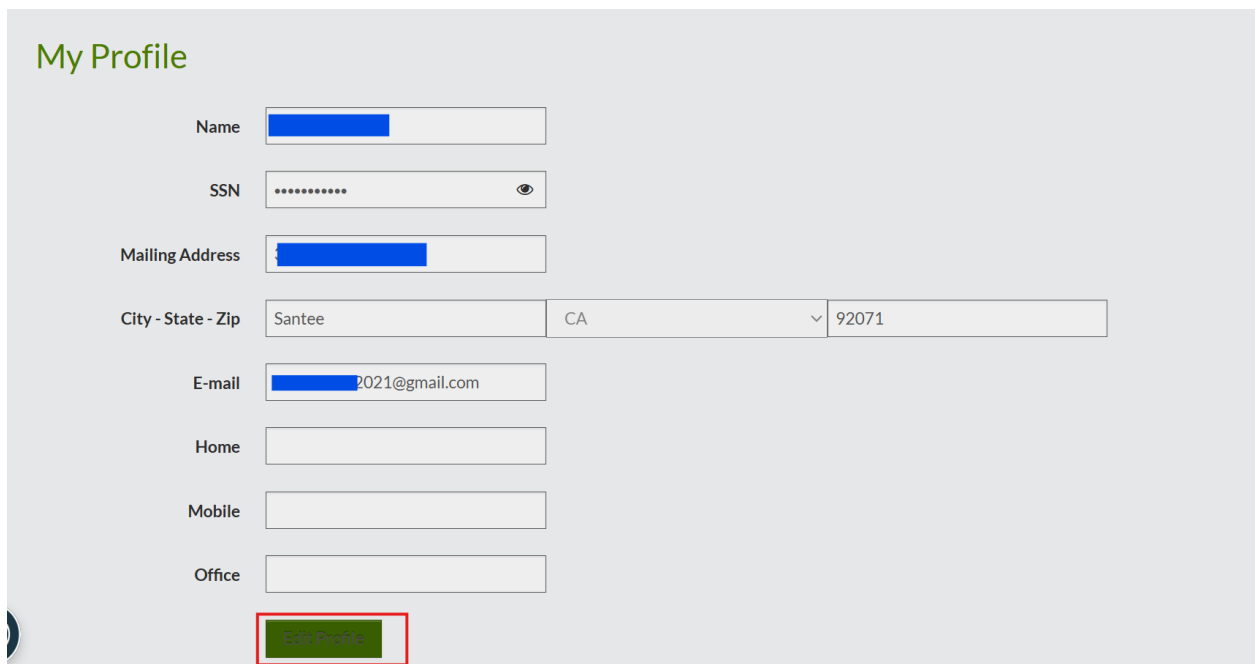
Updating Contact Information

Residents can update their registered email address and mobile phone number through RentCafe. The new email must be used the next time the resident signs in to the portal.

1. From the Resident RentCafe Dashboard, click on the profile icon .



2. Click **Edit Profile**.



The screenshot shows the "My Profile" page. The page has a title "My Profile" in green. Below the title, there are several input fields for user information:

- Name: [redacted]
- SSN: [redacted] with an eye icon for visibility.
- Mailing Address: [redacted]
- City - State - Zip: Santee CA 92071
- E-mail: [redacted]2021@gmail.com
- Home: [redacted]
- Mobile: [redacted]
- Office: [redacted]

At the bottom of the form, there is a green "Edit Profile" button, which is highlighted with a red box.

How Residents Register in the RentCafe Portal

3. To change the **Email**, the residents will enter and confirm new email address.

My Profile

Email: [Redacted]021@gmail.com

Confirm Email: [Redacted]

Updates to below information will be sent to housing agency for approval.

Mailing Address: [Redacted]

[Redacted]

City - State - Zip: Santee CA 92071

Home: [Redacted]

Mobile: [Redacted]

Office: [Redacted]

Allow Text (SMS) Notifications:

Mobile Phone for Texts (SMS): [Redacted]

*See Disclosure. Rates may apply.

Subscribe to Voice Calls

Subscribe to email notifications

[Update Profile](#)

How Residents Register in the RentCafe Portal

- Once email is updated and confirmed, residents will click **Update Profile**.

My Profile

Email:

Confirm Email:

Updates to below information will be sent to housing agency for approval.

Mailing Address:

City - State - Zip:

Home:

Mobile:

Office:

Allow Text (SMS) Notifications:

Mobile Phone for Texts (SMS):

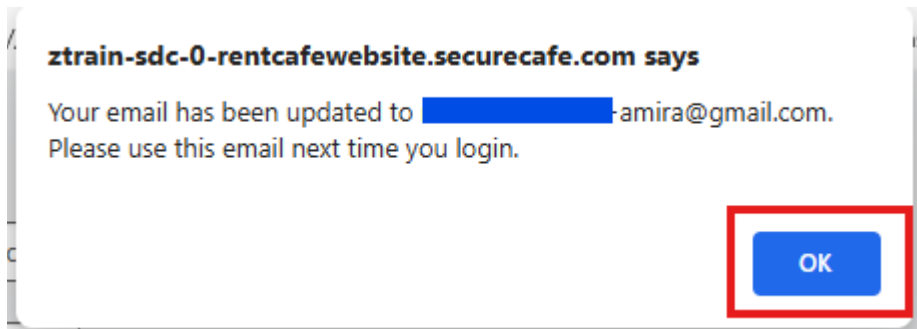
*See Disclosure. Rates may apply.

Subscribe to Voice Calls

Subscribe to email notifications

Update Profile

- The confirmation pop-up message will appear, click **OK**.



How Residents Register in the RentCafe Portal

6. The updated email will now appear in **My Profile** screen.

The screenshot displays the 'My Profile' page in the RentCafe portal. At the top, there is a navigation bar with a home icon, the word 'Compliance', and a user profile icon. Below this, a status bar indicates 'Logged in as' followed by a redacted name. The main content area is titled 'My Profile' and contains the following fields:

- Name:** A text input field with a redacted name.
- SSN:** A text input field with asterisks and a toggle icon.
- Mailing Address:** A text input field with a redacted address.
- City - State - Zip:** A composite field with 'Santee' in the city input, 'CA' in a state dropdown, and '92071' in the zip input.
- E-mail:** A text input field with a redacted email and '+amira@gmail.com' as an additional email address.
- Home:** A text input field.
- Mobile:** A text input field.
- Office:** A text input field.

A green 'Save Profile' button is located at the bottom of the form.

7. The resident will receive an email notification confirming the profile change. The next time the resident logs in, they must use the new email address as their login name.
8. The residents can also update their mobile phone number for SMS messages through their profile. Once the resident has updated their phone number, the resident will receive an email confirmation.

Please Note: A **mobile phone number** is recommended, as the residents may select to receive a verification code via text message to log in to the RentCafe Portal