

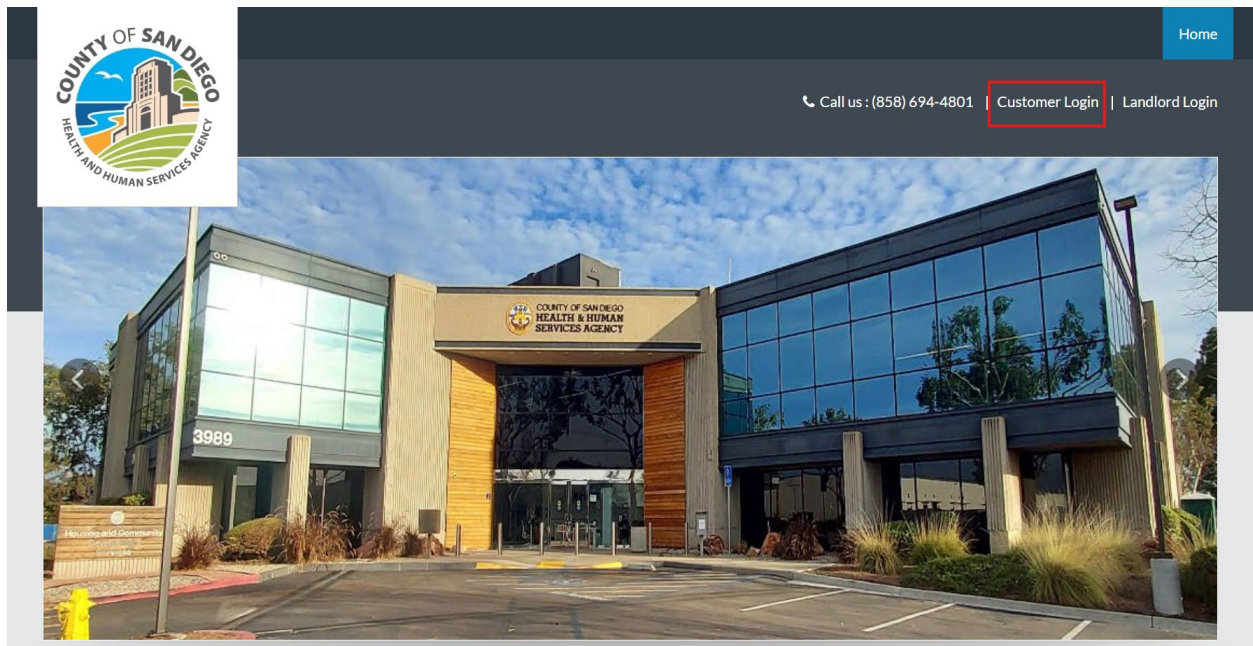
How an Applicant Registers in RentCafe Portal

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New User Registration

1. To register for the first time, an applicant 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 applicant will click **Customer Login**.



How an Applicant Registers in RentCafe Portal

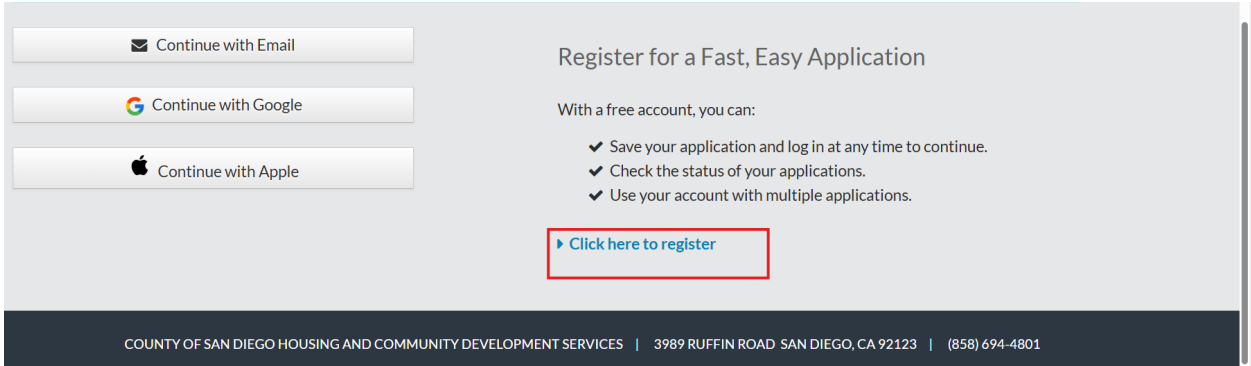
3. The applicant will be taken to the **Customer Login screen**. They will need a valid email address. This email address will be used for any future logins.

**If the applicant 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.*

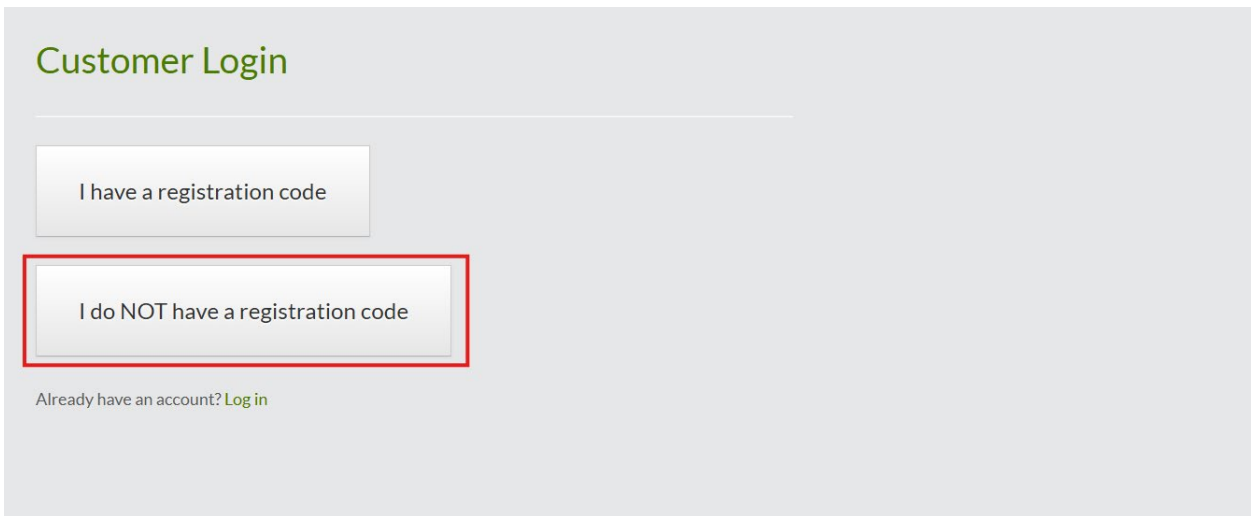
The screenshot shows the 'Customer Login' page. At the top left, there is a blue header with the text 'Customer Login'. Below this, a light blue box contains the following text: 'To create your County of San Diego Health and Human Services Agency account and apply online you must have a valid email address. 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'. Below this box, there are three buttons: 'Continue with Email' (with an envelope icon), 'Continue with Google' (with the Google logo), and 'Continue with Apple' (with the Apple logo). To the right of these buttons, the text reads 'Register for a Fast, Easy Application'. Below this, it says 'With a free account, you can:' followed by a list of three 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.' At the bottom right, there is a blue link that says 'Click here to register'. In the bottom left corner, there is a small circular logo with a stylized face.

Applicants Without a Registration Code

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

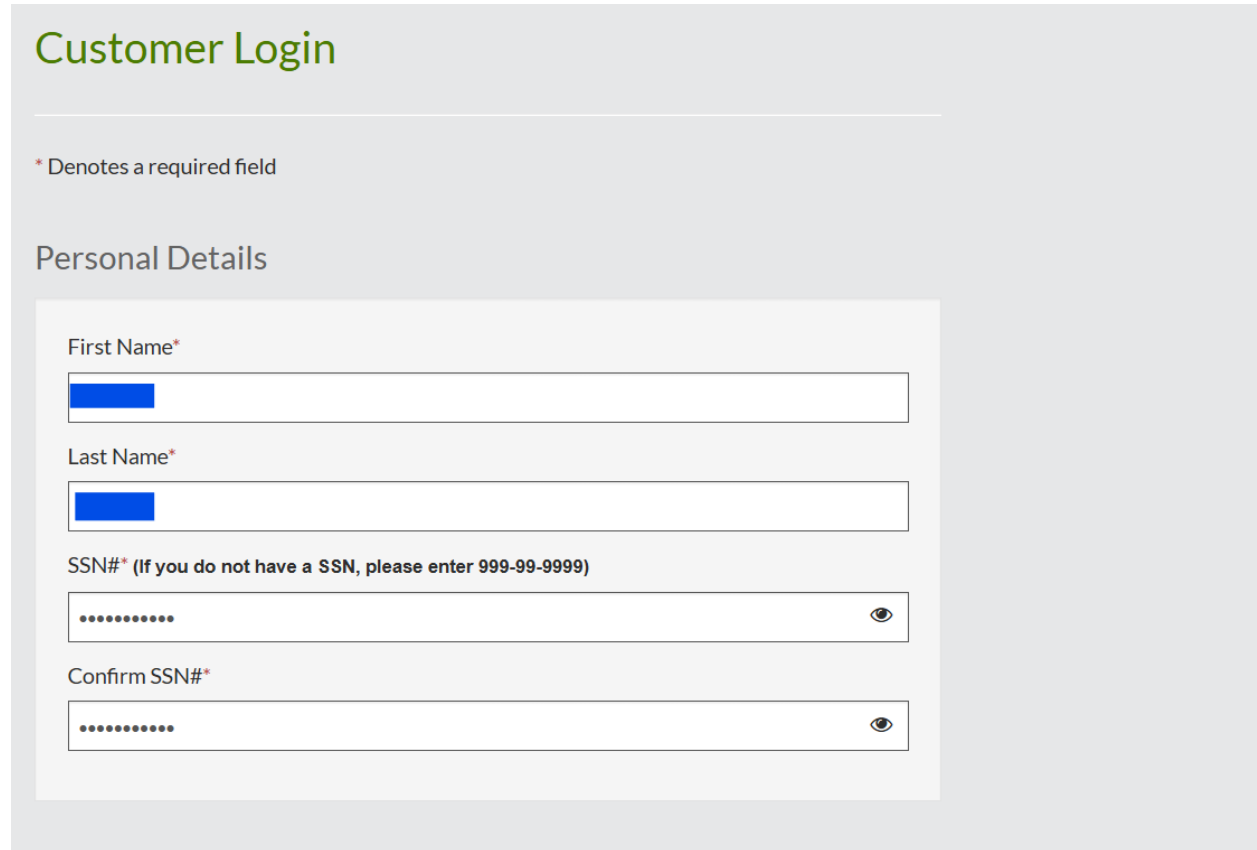


5. The applicant will need to click **I do NOT have a registration code.**



Personal Details

1. The **Personal Details screen** appears. The applicants will enter their First and Last name, Social Security Number.



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#*". The first two fields have blue bars representing text input. The last two fields are masked with dots and include eye icons for toggling visibility.

Customer Login

* Denotes a required field

Personal Details

First Name*

Last Name*

SSN#* (If you do not have a SSN, please enter 999-99-9999)

Confirm SSN#*

Account Information

1. Applicants must enter an email address they will remember, as this email will be used to log in to the RentCafe Customer Portal.
2. Applicants will click **Register** after reading the accepting the Terms and Conditions.

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.

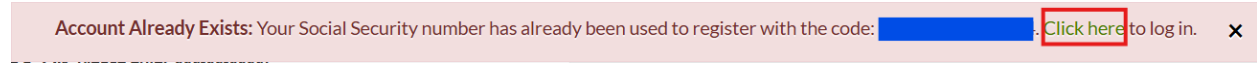
Please read and accept the Terms and Conditions

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

Important Registration Notes

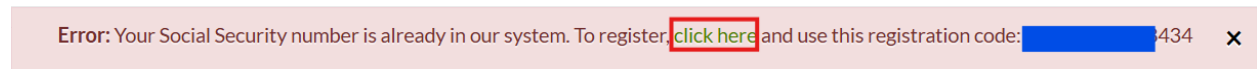
If an existing HACSD RentCafe account exists:

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



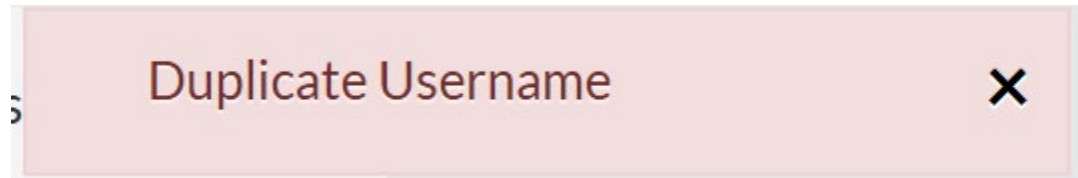
If already on an HACSD waitlist:

- Applicants who are already on an HACSD waitlist will receive an error message when registering, along with the registration code that HACSD has on file for them. If this occurs, the applicant 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:

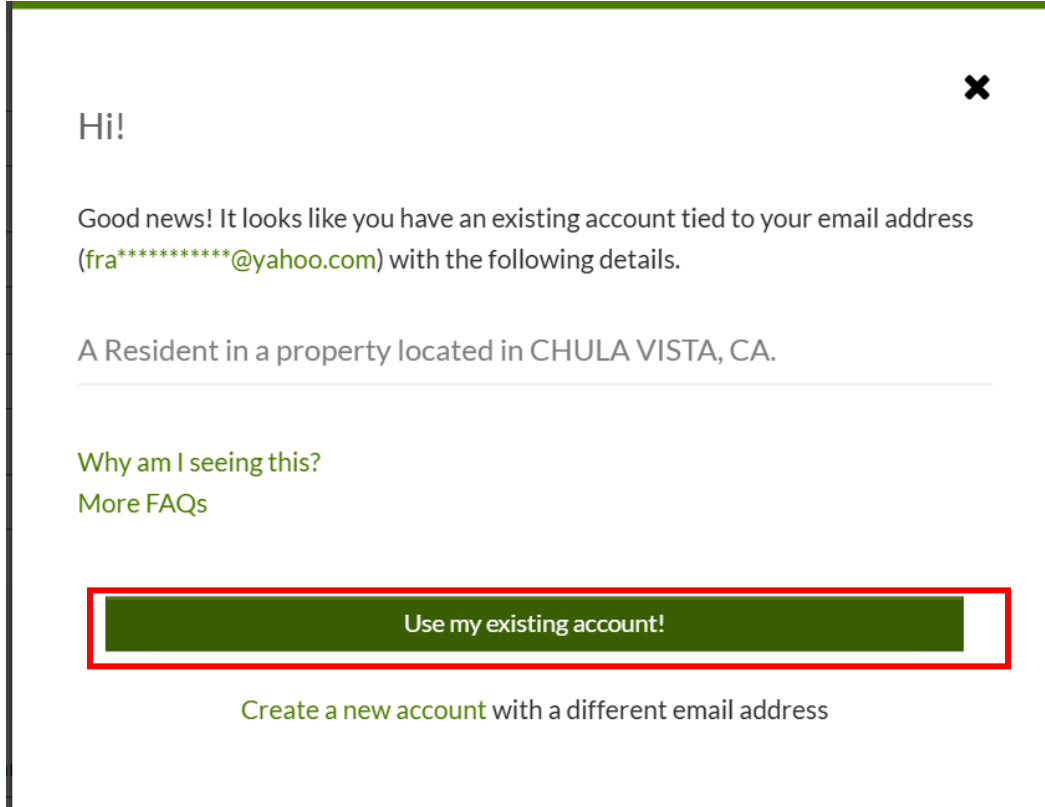
If an applicant uses a disabled email account already registered with a RentCafe portal, a **Duplicate Username** error will occur. The same email cannot be used to register with HACSD. A different email address is required for registration.



How Applicants Register in the RentCafe Portal

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

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



How Applicants Register in the RentCafe Portal

2. The applicant 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 Applicants Register in the RentCafe Portal

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

If the email is associated with RentCafe Landlord Portal:

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

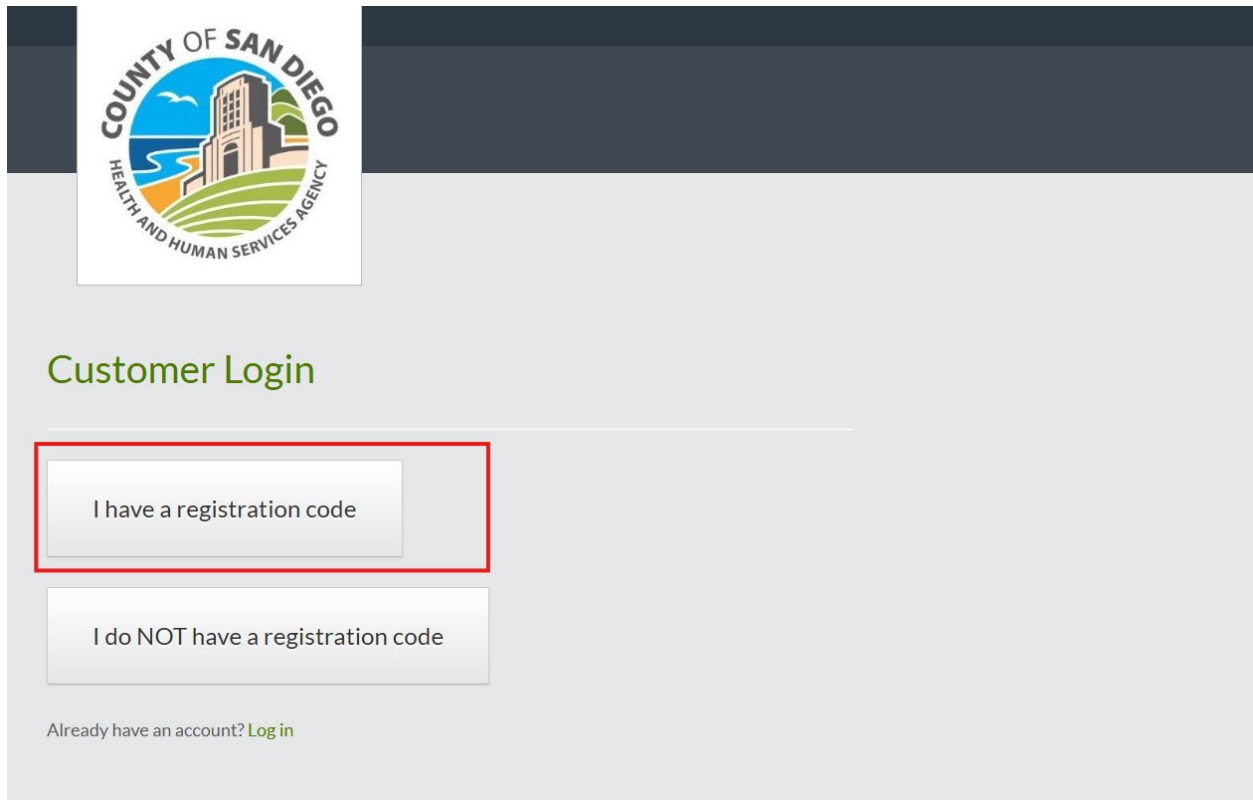



- County of San Diego Health and Human Services Agency - San Diego, CA

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

Applicants with a Registration Code

1. If the applicant has a registration code, the applicant will click on **I have a registration code.**





Customer Login

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

How Applicants Register in the RentCafe Portal

2. Applicant enters registration code issued by HACSD. If the applicant has not received their registration code, they may contact HACSD to retrieve their registration code or register using I do NOT have a registration code method.
3. Applicants enter registration code in the **Enter Your Registration Code** field then clicks **Go** to continue.

Customer Login

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.

Enter Your Registration Code

Go

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

How Applicants Register in the RentCafe Portal

Personal Details

4. The **Personal Details** screen appears. The Head of Household Name, Social Security Number and Cell Phone Number must be entered. The information must match what HACSD has in the system.

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

The screenshot displays a registration form with the following elements:

- Enter Your Registration Code:** A text input field containing the code "434".
- Go:** A green button with the text "Go".
- * Denotes a required field:** A note indicating that asterisks mark required fields.
- Personal Details:** A section containing four required fields:
 - First Name*:** A text input field with a blue placeholder.
 - Last Name**:** A text input field with a blue placeholder.
 - SSN#**:** A text input field with nine dots and a toggle icon.
 - Phone (Cell)*:** A text input field with a blue placeholder.

How Applicants Register in the RentCafe Portal

Account Information

5. Applicants must enter an email address they will remember, as this email will be used to log in to the RentCafe Customer Portal.
6. Applicants will click **Register** after reading the accepting the Terms and Conditions.

** Applicants will receive an error message if the information below does not match what HACSD has on file. If this occurs, applicants will not be able to complete registration.

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

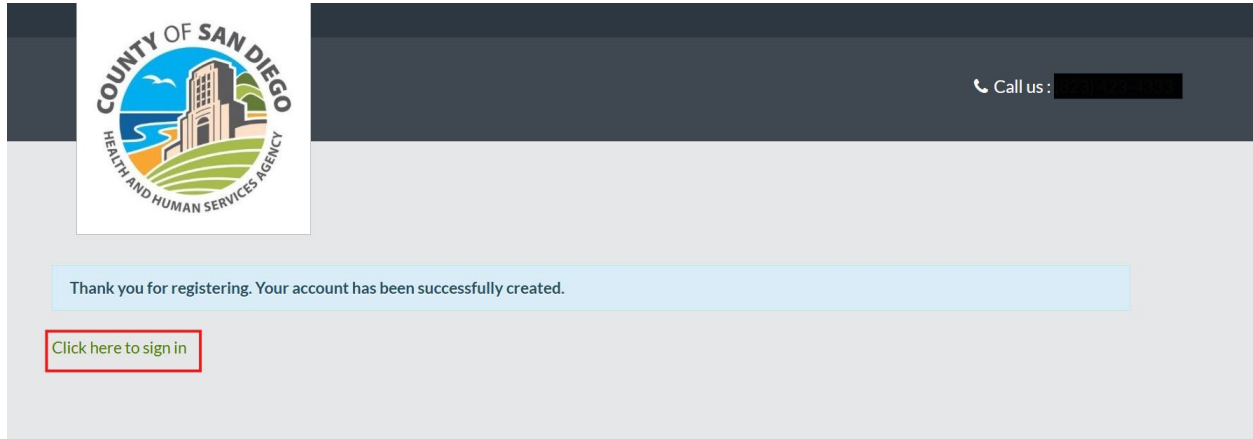
** Data in these fields will be validated against information available with County of San Diego Health and Human Services Agency

Register

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

Applicant Log in

1. Once the registration process is successful, applicants will click '**Click here to sign in.**'



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

Please Note: If the applicant registered using a Google or Apple email address, the applicant can sign in using the same Google or Apple option. The system will redirect the applicant 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.

How Applicants Register in 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. From the **Customer Login** screen, enter the registered email address.

← Sign in

Please enter the email address associated with your account.

Email address

Enter your 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](#)

How Applicants Register in the RentCafe Portal

- Applicants 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 applicants email address or phone number. The OTP is valid for 10 minutes.
 - Email a Link to Login:** Sends a login link to the applicants email address. Once the applicant clicks the log in link in the email, the applicant is directed to the RentCafe Portal signed in. The secure link is valid for only 30 minutes.

Log In with Email Link

- 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 Applicants Register in the RentCafe Portal

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

Note: If the email is not received, applicants 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?

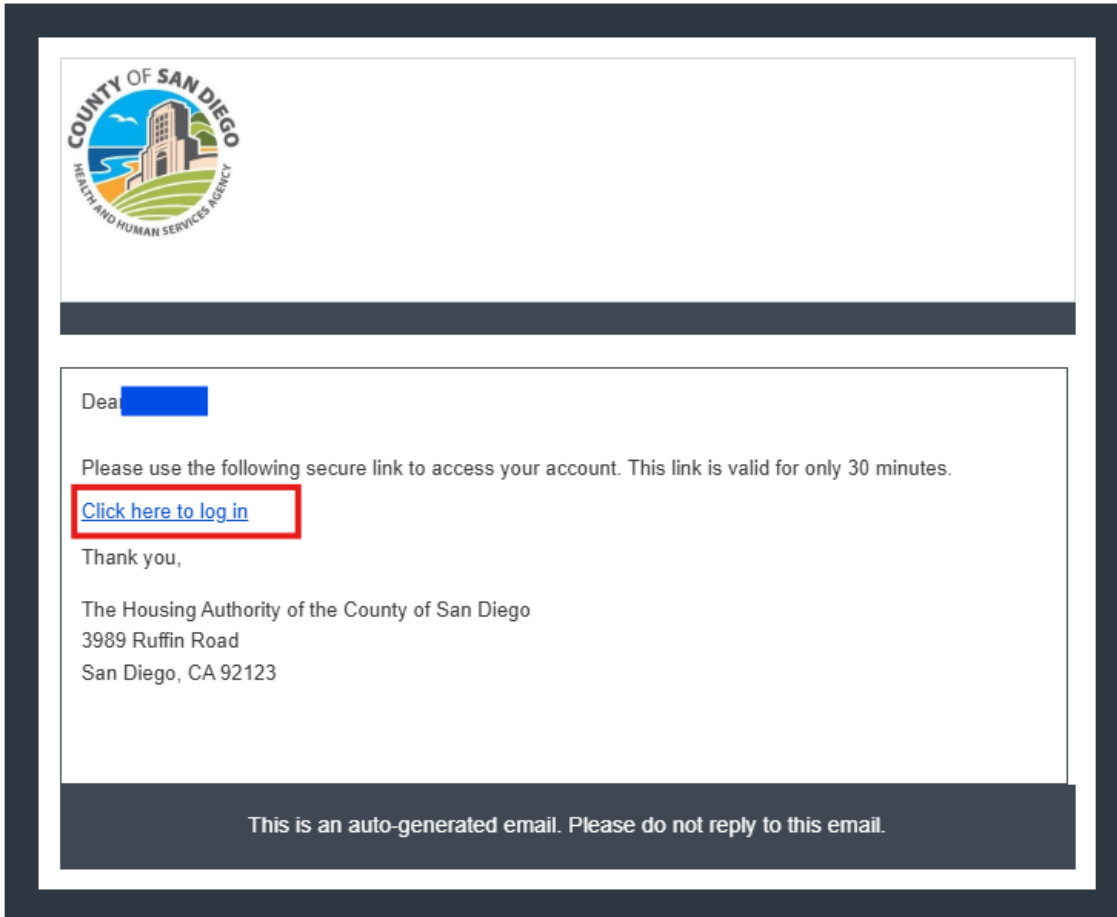
Check your spam folder or [resend](#) the link.

How Applicants Register in the RentCafe Portal

3. From the email inbox, the applicant will receive the email with the secure link to access their RentCafe account. Applicant 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 Applicants Register in the RentCafe Portal

4. Once the applicant clicks the link, the applicant will be able to access the **Applicant RentCafe Dashboard**.

Log In with Mobile Verification Code

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

The screenshot shows the 'Sign in' section of the RentCafe portal. On the left, there is a 'Sign in' header with a back arrow, followed by the instruction 'Please enter the email address associated with your account.' Below this is an 'Email address' input field containing a redacted email address ending in '@gmail.com'. Underneath the input field, there is a note: 'This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply.' Two green buttons are visible: 'Send Verification Code' (highlighted with a red box) and 'Email a Link to Login'. On the right side, there is a 'Register for a Fast, Easy Application' section with the text 'With a free account, you can:' followed by three bullet points: '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 link 'Click here to register' is also present.

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

The screenshot shows the 'How would you like to receive your verification code?' screen. On the left, there is a question 'How would you like to receive your verification code?' with two radio button options: 'Send verification code to *****7793' (selected, highlighted with a red box) and 'Send verification code to [redacted]@gmail.com'. A red arrow points to the selected option. Below the options is a green 'Continue' button (highlighted with a red box). On the right side, there is a 'Register for a Fast, Easy Application' section with the text 'With a free account, you can:' followed by three bullet points: '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 link 'Click here to register' is also present.

How Applicants Register in the RentCafe Portal

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

Please Note: If the OTP is not received, applicants 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 *

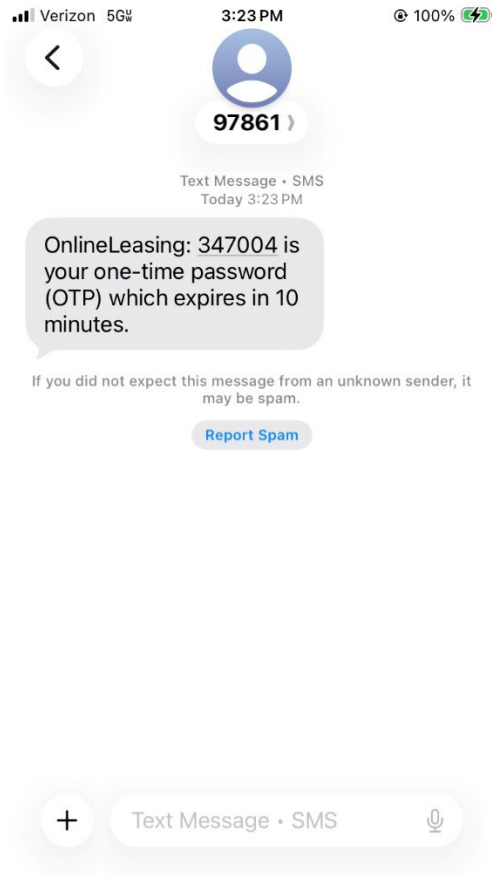
Verify OTP

or

[Resend OTP](#)

How Applicants Register in the RentCafe Portal

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



How Applicants Register in the RentCafe Portal

5. The applicants will enter the OTP received by text and will 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 for OTP verification and registration. 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) via SMS to your registered mobile number." followed by a green arrow icon and "Please enter the code below to continue." Below this is a label "Enter OTP *" and a row of six input boxes containing the digits 3, 4, 7, 0, 0, and 4. A prominent green button labeled "Verify OTP" is highlighted with a red border. Below the button is the text "or" and a green link "Resend OTP". The right column is titled "Register for a Fast, Easy Application" and lists benefits: "With a free account, you can:" followed by three bullet points: "Save your application and log in at any time to continue.", "Check the status of your applications.", and "Use your account with multiple applications." At the bottom of this section is a green link "Click here to register".

How Applicants Register in the RentCafe Portal


Log in with Email Verification Code

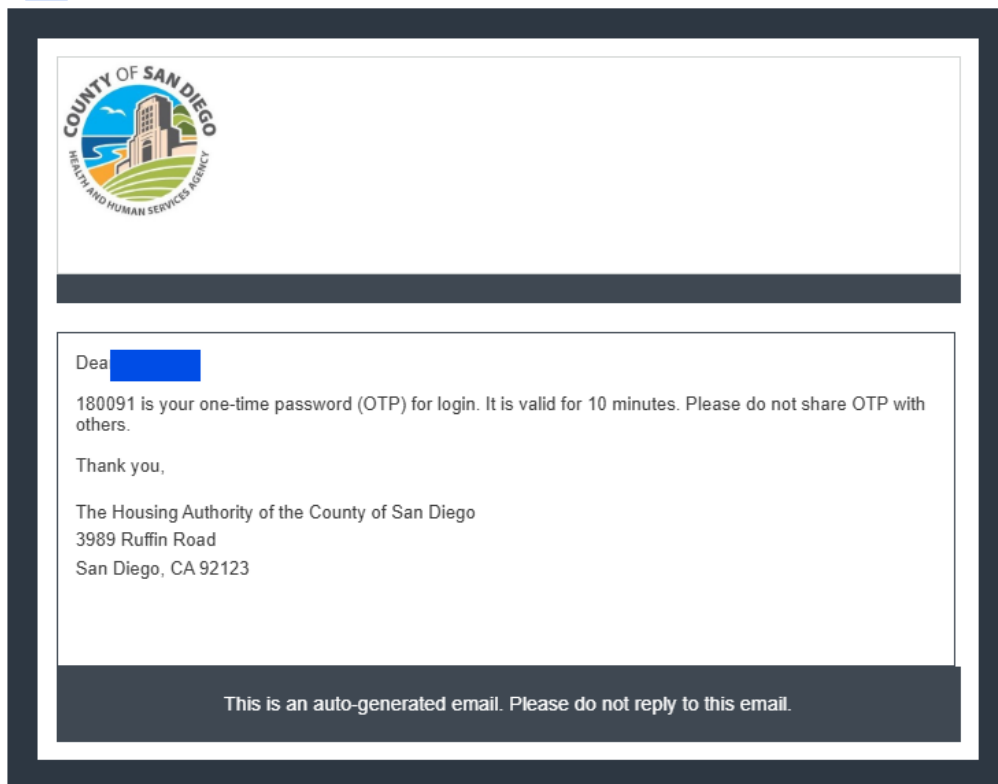
1. To get the code by email, applicant will select 'Send Verification Code to (email address)' and click **Continue**.

The screenshot shows a registration form with the following elements:

- Header:** "How would you like to receive your verification code?"
- Options:**
 - Send verification code to *****7793
 - Send verification code to [redacted]@gmail.com
- Buttons:** A green "Continue" button is highlighted with a red box. A red arrow points to the selected radio button.
- Right Column:** "Register for a Fast, Easy Application" section 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.
 - [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 Applicants Register in the RentCafe Portal

3. The applicant will enter the OTP received via email and click **Verify OTP**.

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.

Invalid OTP ✕

For your security, your account has been temporarily locked due to multiple unsuccessful login attempts. You'll be able to try again shortly. ✕

We've sent a one-time password (OTP) to your email address.
← Please enter the code below to continue.

Enter OTP *

1 8 0 0 9 1

Verify OTP

or

[Resend OTP](#)

Register for a Fast, Easy Application

With a free account, you can:

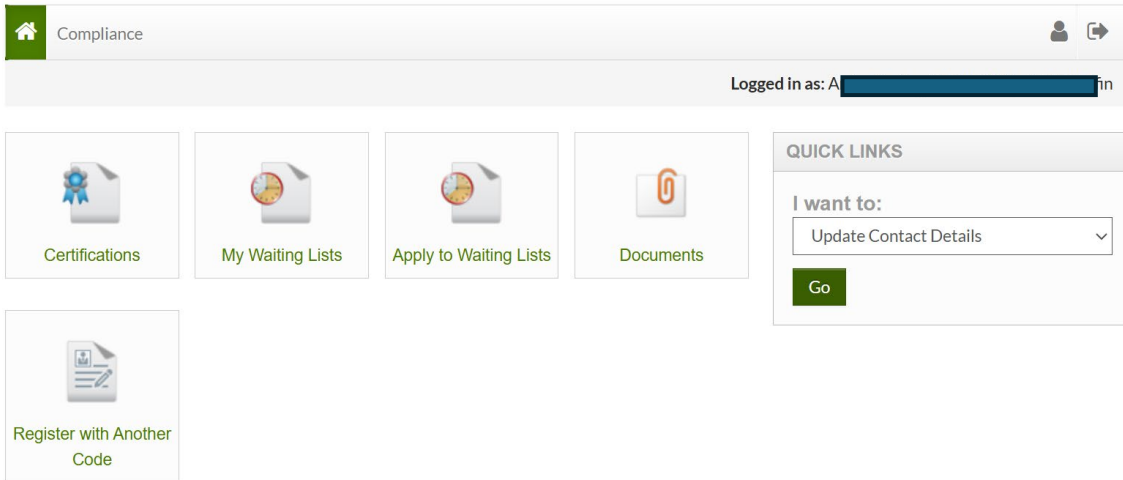
- ✓ Save your application and log in at any time to continue.
- ✓ Check the status of your applications.
- ✓ Use your account with multiple applications.

[Click here to register](#)

4. The applicant successfully logs in.

Applicant Dashboard


1. Once logged in, the applicant will have access to their dashboard. The applicant will have the ability to update their application and apply for other waiting lists.

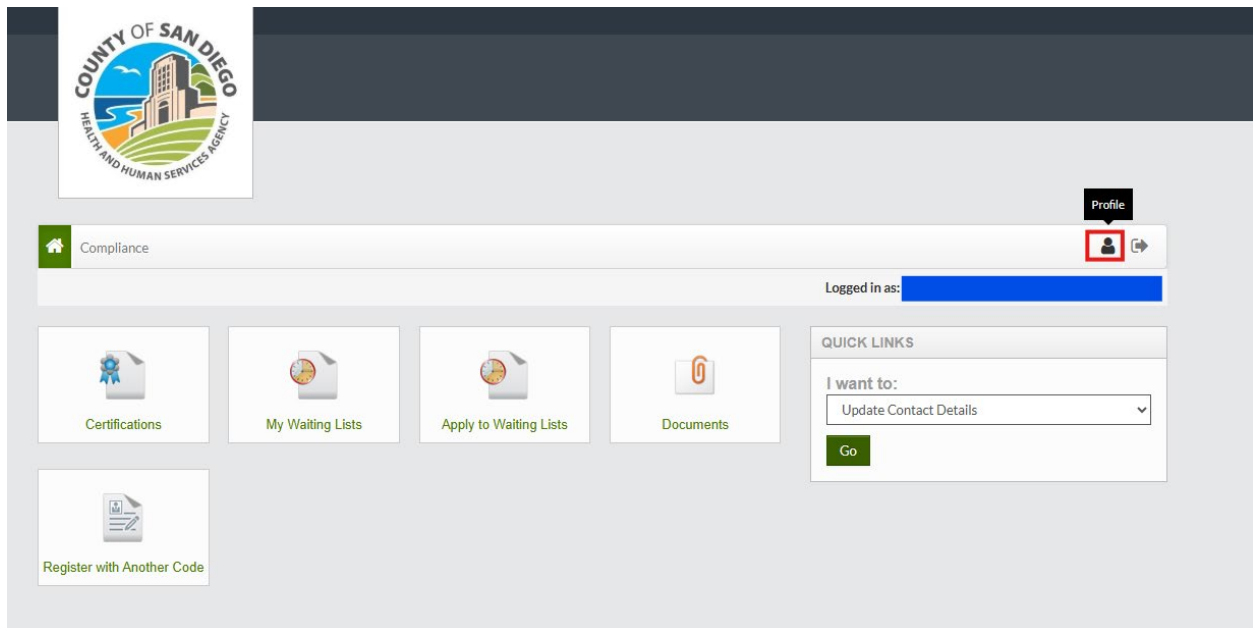


How Applicants Register in the RentCafe Portal

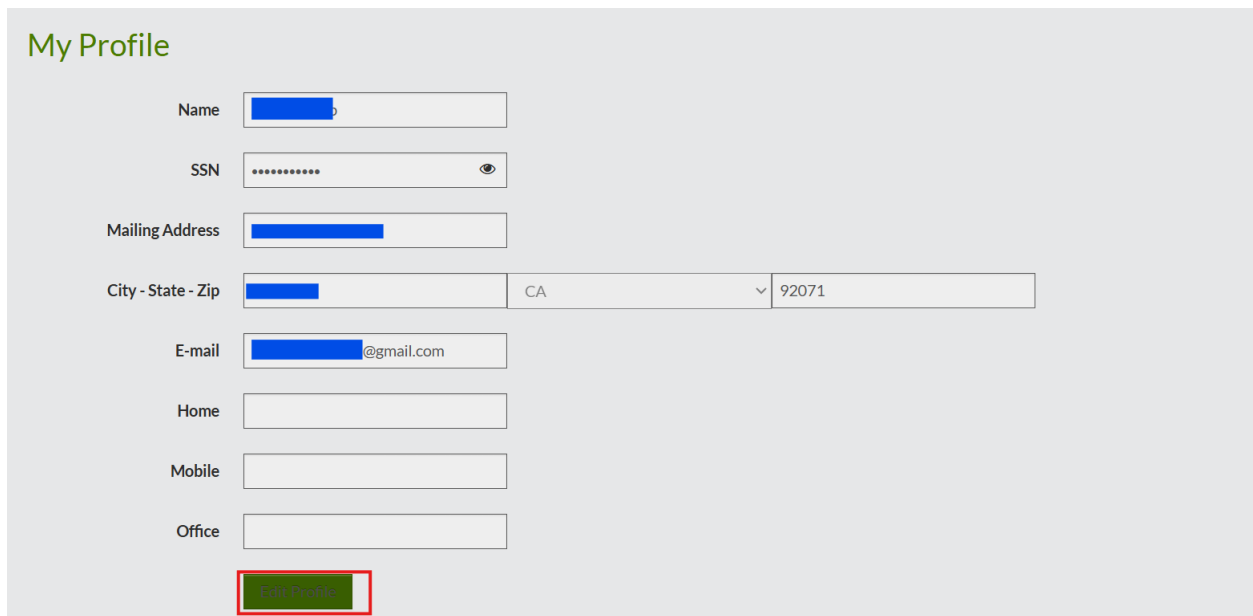
Updating Contact Information

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

1. From Applicant RentCafe Dashboard, applicant clicks on profile icon .



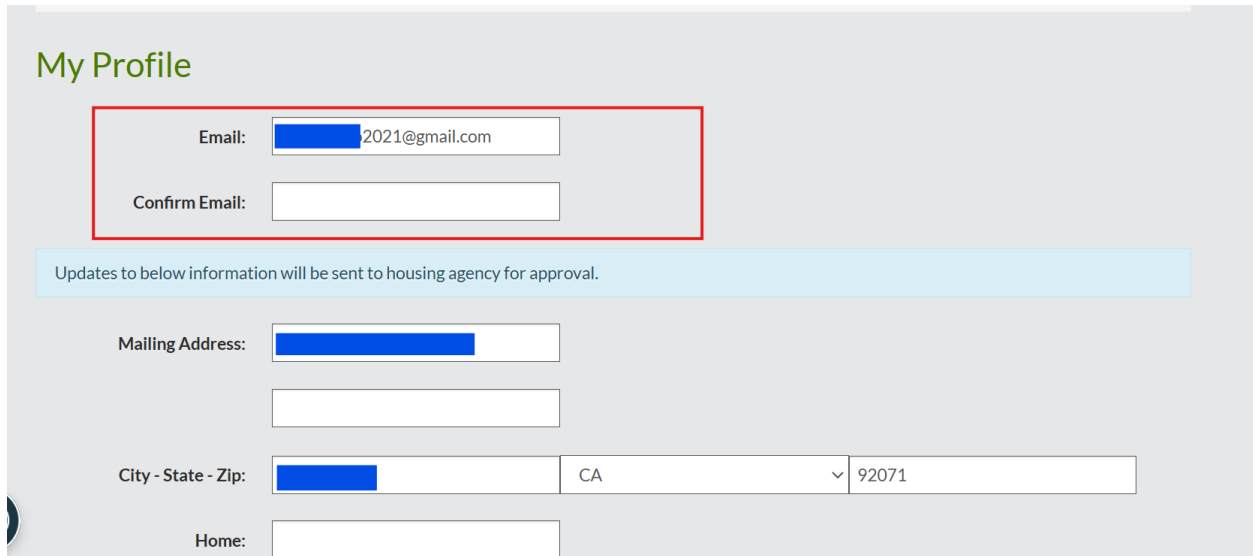
2. Then clicks on **Edit Profile**.



The screenshot shows the "My Profile" page. The page title is "My Profile". Below the title, there are several input fields for user information: "Name", "SSN" (with a visibility toggle), "Mailing Address", "City - State - Zip" (with a dropdown for "CA" and a field for "92071"), "E-mail" (with "@gmail.com" pre-filled), "Home", "Mobile", and "Office". At the bottom of the page, there is a green "Edit Profile" button, which is highlighted with a red box.

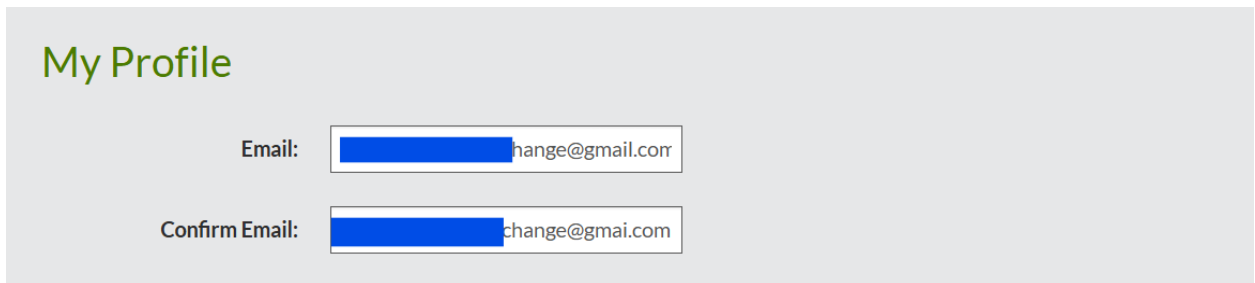
How Applicants Register in the RentCafe Portal

3. The applicant will enter and confirm new email address.

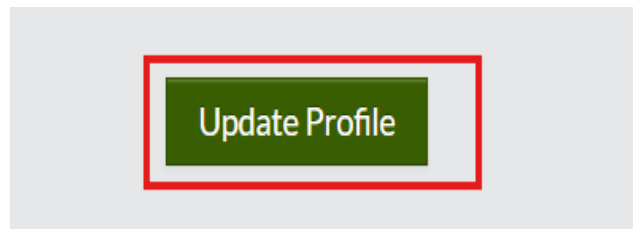


The screenshot shows the 'My Profile' page with a red box highlighting the 'Email' and 'Confirm Email' fields. The 'Email' field contains '2021@gmail.com' and the 'Confirm Email' field is empty. A light blue notification bar below the fields states: 'Updates to below information will be sent to housing agency for approval.' Below this, there are input fields for 'Mailing Address', 'City - State - Zip' (with a dropdown menu showing 'CA' and '92071'), and 'Home'.

4. Once email is updated and confirmed, applicant clicks **Update Profile**.



The screenshot shows the 'My Profile' page with the 'Email' and 'Confirm Email' fields now containing 'change@gmail.com'. The 'Confirm Email' field is filled with the same text as the 'Email' field.



A close-up of the 'Update Profile' button, which is a green rectangle with white text, enclosed in a red border.

How Applicants Register in the RentCafe Portal

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

Your email has been updated to [REDACTED]change@gmail.com.
Please use this email next time you login.



6. The applicant will receive an email notification confirming the profile change. The next time the applicant logs in, they must use the new email address as their login name.

How Applicants Register in the RentCafe Portal

7. Applicants can update their mobile phone number for SMS messages through their profile.

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

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

How Applicants Register in the RentCafe Portal

8. Enter the updated mobile phone number, confirm the email address, and 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

9. The applicant will receive an email notification confirming the user profile change and the date it was updated.