



## Helpful Tips on Completing Online Recertification in RENTCafé Portal

Access the online portal on your smartphone, tablet, computer or other internet connected device.

### Recommendations for Browsers and a word about translation:

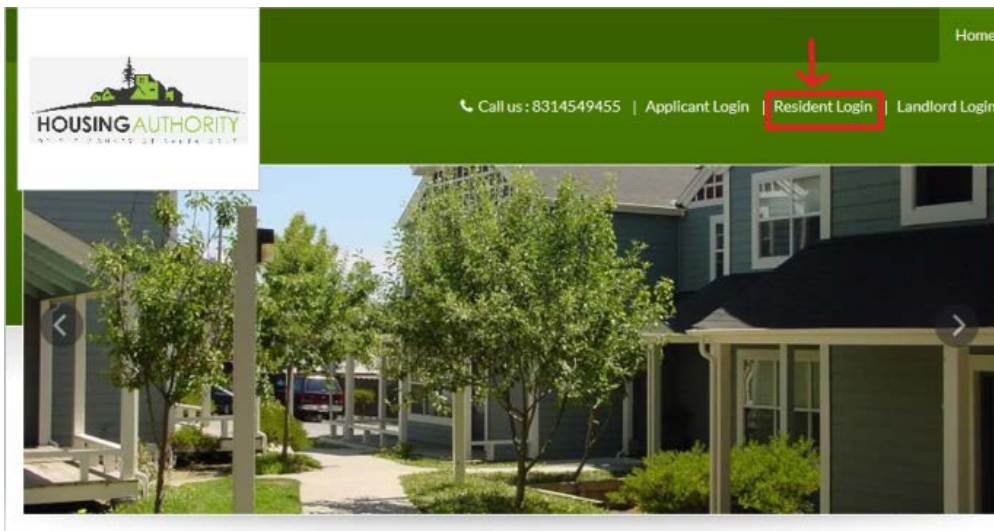
- RentCafé should work on any browser. Chrome works well with RentCafé. If you have difficulty with your current browser, you can look up and download other browsers on the internet. Also, clearing cookies and cache helps if there are any page load errors.
- RentCafé is using Google translate. Please follow the instructions to the best of your ability.

**Registration:** You will need an email address to start the online recertification process.

- To access the Resident Portal you can go to our webpage at [www.hacosantacruz.org](http://www.hacosantacruz.org). From our home page, go to Online Portals, then Resident Portal.

OR

You can go to [login.hacosantacruz.org](http://login.hacosantacruz.org). Once you are on the home page of the Housing Authority RENTCafé, click on [Resident Login](#) in the upper right-hand corner.



- First, you'll click on [Click here to register](#) on the lower left-hand side (only the first time).

A screenshot of the RENTCafé login and registration form. It features two input fields: "User Name" and "Password". Below the "Password" field is a green "Sign In" button. At the bottom of the form, there are two links: "Forgot password?" and "Click here to register." (highlighted in yellow with a red arrow pointing to it).

- Second, use the Registration Code we mailed you to enter in the [Enter your registration code field](#). Click [Go](#).

Please contact the housing authority if you don't know your registration code.

Enter Your Registration Code



- Enter your email address as the [User Name](#).
- Create your own [Password](#). Passwords must be at least ten characters long, and include an upper-case letter, a lower-case letter, a number and a symbol. Click [Sign In](#). Once you click, you will be signed in to the Resident Portal dashboard, where you can begin your Annual Recertification online workflow.

**Profile Updates:** If you need to update personal information for a new phone number, or mailing address, please click on the Profile icon of a [person](#) in the upper right-hand corner of the screen.



- Once you have clicked on the Profile, the Edit Profile button turns blue. Click the blue button [Edit Profile](#).
- When you have finished your edits, click on the blue button [Update Profile](#).
- The blue buttons near the bottom of screens are the one you will use throughout the recertification. We recommend you use a full screen to be able to view all the buttons.
- This is also where you can update your password: **Password update**. To return to your recertification, hover your cursor over [Compliance](#) in the left corner of the screen and when the dropdown list appears, click on [Annual Certifications](#).

#### Navigating through the Annual Recertification Workflow:

- This RentCafé Portal is only for annual recertification. If you have changes you need to report between annual recertification, continue to send changes to us in writing via FAX, mail or the drop box. For online recertification, follow the instructions on each screen and click the blue buttons to progress to the next step.
- **Review and Confirm:** Information you previously provided to us in the last certification will appear in each section. Any information you provided to us in between, or for an Interim, will not appear here. Please update – if there are any changes – for this annual recertification. If you would like to add or remove a person to your household, please complete the form *Add/Remover Household Members*; the form is downloadable from our website [www.hacosantacruz.org](http://www.hacosantacruz.org) or call the Information Center for a form to be mailed to you. Each page in the portal, household members, income, assets and expenses (if you have any), **all require** that you [Review and Confirm](#) before you can [Save and Continue](#).
- **Required fields:** Answer - to the best of your ability - each field that has an asterisk, even if it's a limited choice that doesn't perfectly fit your situation. Asterisks mean it's mandatory for you to answer in order to complete your recertification.

**Verification Document Upload:** You should upload documents in screens that have an [Upload](#) button.

- First, you need to get an image of your document by either scanning or photographing it.
- If your computer has the ability to scan, you can scan documents. If you have a smart phone or tablet, you can photograph your documents.
- Click on the [Upload](#) button.
- A dialog box will popup. Click [Choose Files](#). Your computer or phone should open your files allowing you to search for the document. On mobile, there is also a camera button that will automatically bring up your

phone's camera to take a picture of any documents. Then, double-click on the desired document or click on it and then click **Open**.

- The file name will appear in the dialog box. Click Upload.
- You should be returned to the previous screen with a message: Document uploaded was successfully.
- We accept scanned documents.
- **If you are missing documents please complete the online recertification now. Later, Housing Authority staff will correspond with you about providing necessary documentation.**

**Error Check:** Rent Café system will do an error check ; if you receive an Error message, please click **Go Back** which returns you to that screen that has an error and gives you an opportunity to correct it. If it still seems correct to you – don't worry – go ahead and click "Confirm" on the error and complete your recertification.

**Summary Review Screens:** Review the information you have provided. This is another opportunity for you to make corrections.

**Sign and Submit:** Each summary document has required signature fields. All adults 18 and over must sign.

- You need to select each document and complete the signatures. You have two choices of signature types: 1.) select a signature font, then type in your name, or 2.) write your name using the cursor.
- Each document that requires your signature will have a yellow-highlighted field. Click on the button **Jump to Next** and click in the yellow-highlighted field to sign.
- A check mark will appear when you click on each field, which means it's signed. When there's no more **Jump to Next** buttons, you have signed all the required fields in the document.
- When you view the summary document you will be able to see your signature on it.
- You have successfully completed your update for your annual recertification. You will receive an email from the system confirming this. The Housing Authority staff will review your annual recertification and communicate with you.

**How to contact us for assistance:** Please email us at [rceocerts@hacosantacruz.org](mailto:rceocerts@hacosantacruz.org) to communicate about your questions or issues on your recertification.

**Who helps you with online issues:** In addition to the Housing Authority Staff, if you have difficulty with online processes, please consider someone you know. If you have a case manager, or a social worker, or a relative, you can ask them to help you.

**New Names and Meanings:** Resident = Tenant. Certification = Annual Re-examination or Annual Recertification.