

Helpful Tips on how to Report an Income or Household Composition Change online

The Housing Authority is pleased to announce the online portal. This portal is currently available for participants – not applicants. It can be used to report changes to income, family composition and more! If there is a change in your household income or composition, you are required to report it to the Housing Authority within 14 days of the occurrence. All family members’ income, including children, must be reported.

Due to the volume of changes reported, it may take approximately 4 to 6 weeks to process your change. Submitting incomplete information will further delay the process of your rent adjustment.

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

Recommendations for Browsers and a word about translation:

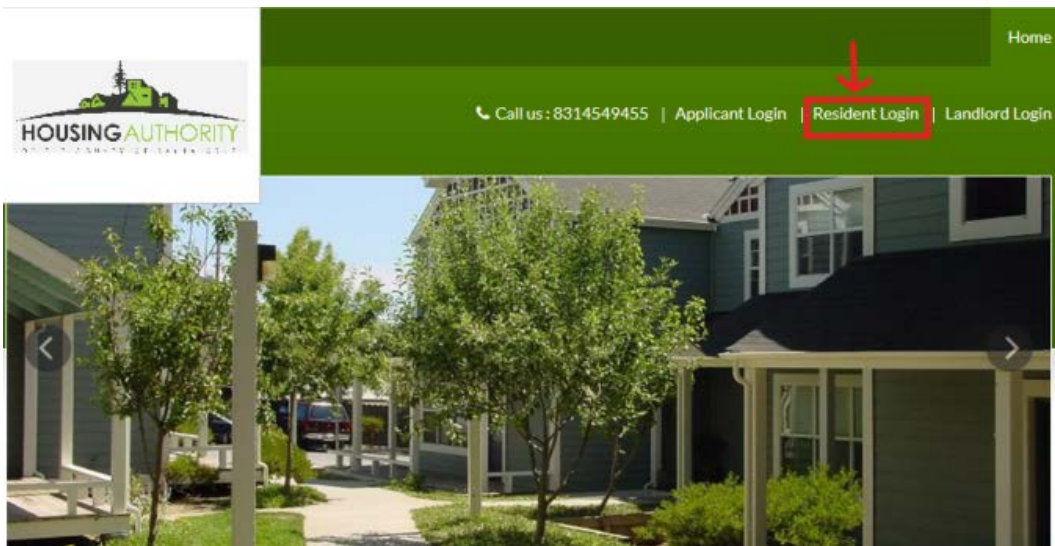
- RENTCafé should work on any browser. RENTCafé works best with Chrome. If you have difficulty with your current browser, you can look up and download Chrome browser on the internet. Also, clearing cookies and cache helps if there are any page load errors.
- Spanish workflows: RENTCafé is using Google translate.

Registration: You will need a valid email address and your registration code to start the online **Report an Income or Household Composition Change** workflow.

- To access the Resident Portal you can go to our webpage at www.hacosantacruz.org. From our home page, go to Online Portals, then Resident Portal.

OR

Go to login.hacosantacruz.org (type into the address bar of the web browser). Once you are on the home page of the Housing Authority RENTCafé, click on **Resident Login** in the upper right-hand corner.



- First, click on **CLICK HERE TO REGISTER FOR THE FIRST TIME** hyperlink.

Welcome To Resident Services

To create your RENTCafe PHA account 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](#)

CLICK HERE TO REGISTER FOR THE FIRST TIME.

- Second, enter your Registration Code and Click **Go**.

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

Enter Your Registration Code

- If you haven't received your Registration Code yet, email our office at rceocerts@hacosantacruz.org or call 831.454.9455 and request your registration code.
- Enter your email address. This email address will now be your **Username**.
- Create your own **Password**.
 - Passwords must be at least ten characters long and include the following:
 - An upper-case letter
 - A lower-case letter
 - A number
 - A symbol
- Click **Sign In**. You will now be signed into the Resident Portal dashboard, where you can begin your online **Report an Income or Household Composition** workflow. You will be guided through the workflow.

Profile Updates: If you need to update personal information like 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**.
- This is also where you can update your password: **Password update**. To return to your online workflow, hover your cursor over **Compliance** in the left corner of the screen and when the dropdown list appears, click on **Report an Income or Household Composition Change**.

- We recommend you use a full screen to be able to view all the buttons.

Online Workflow:

- The information you previously reported and was processed by the Housing Authority will show on each screen.
- To skip past screens that you have no changes to report, simply click the **Save and Continue** button.
- We will review the information you provide in the portal and determine if a Rent Adjustment is needed.

How to contact us for assistance: Please email us at rceocerts@hacosantacruz.org or call 831.454.9455 to communicate about your questions or issues on reporting a change.

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.