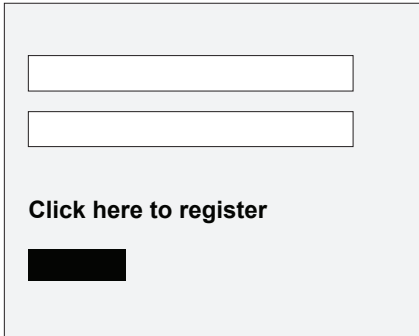


# A Visual Guide for HCV Applicants: How to Register for RENTCafé®

## 1. VISIT RES-PAR.THECHA.ORG

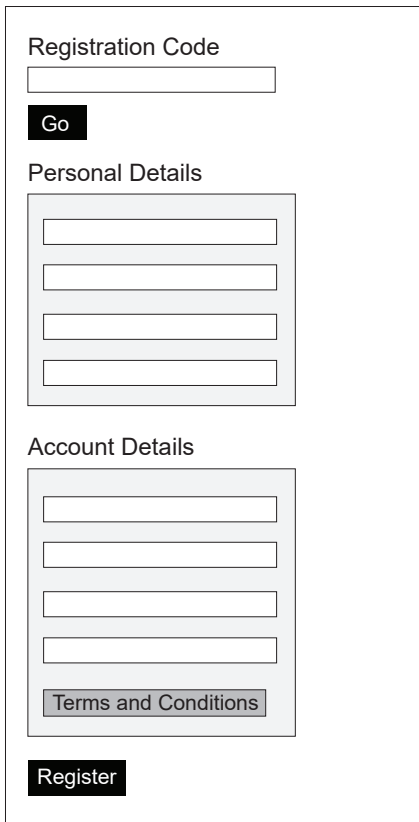


**Wait!** You need a valid email address on file with CHA to register and use RENTCafé. If you don't have an email address, create a free one with **gmail.com**, **mail.yahoo.com** or **outlook.com** and then contact CHA to add it to your account. **DO NOT** add an email address to your account that isn't your own, since it's tied to your sensitive account information.

If your email is on file with CHA, visit **res-par.thecha.org** and click the "Applicant Login" link in the upper right corner.

Above the login button, click the red "Click here to register" link.

## 2. ENTER THE UNIQUE REGISTRATION CODE FROM YOUR LETTER



In order to match your new RENTCafé account to your existing CHA file, you must enter the registration code exactly as it is written on your 2014 Waiting List selection letter (including capital letters and hyphens). Then click the green "Go" button.

**Error message?** Verify that you typed in the registration code correctly. If you get an error message repeatedly, contact the CHA Customer Call Center for help.

If you are successful, additional fields will appear below. Type in the Head of Household's first name, last name, Social Security number, and phone number. Then select your preferred language from the drop-down menu.

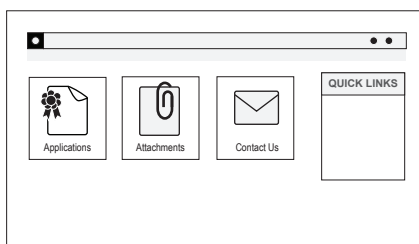
You'll also be asked to type in your email address and create a strong password (must be at least 8 characters long, using a mix of upper case letters, lower case letters, numbers, and symbols).

**Note:** Make sure to save this new login information in a safe location!

Click the gray box "Please read and accept the Terms and Conditions", read the information in the pop-up window, then click the green "Accept" button to close the pop-up. Then click the green "Register" button.

**Error message?** The error will be marked with red text — go back to check that you have completed all the fields correctly! Then click "Register" again.

## 3. WELCOME TO RENTCafé



You will automatically be taken to your dashboard. Click on the "Applications" box to begin your Application for Eligibility.

**Note:** When you're done, don't forget to log out to keep your account secure.

To log back in, simply visit **res-par.thecha.org**, click on "Applicant Login". Enter your email address and password, then click the green "Sign In" button.