HOUSINGAUTHORITY
SANTA CLARA COUNTY

Rent Café
Tenant Portal Registration

Registration Code:_____
_____

October 2024

What is Rent Café

Rent Café is the Santa Clara County Housing Authority's online portal where new applicants can sign up for the Section 8 Housing Choice Voucher interest list.

After registering, you can log in anytime to view or update your account information.

Access Through Our Website

Step 1: Click on the **"For Landlords"** tab located at the top of the page.

Step 2: Select **"For Existing Landlords" > "Owner Portal" > "Sign Up".**

Or, access it directly using this link:
https://portal.scchousingauthority.org/

Registration

After clicking on the link or typing in the direct website address, you will arrive at the log in screen. From here, you may log in if you have already registered or register for a new account.

Select your preferred language.

If English, you **do not** need to select a language.

Proceed to the next step.

Tenant Portal Login

Select Language ⌄ Powered by Google Translate

Welcome to the Santa Clara County Housing Authority Tenant Portal!

If you are new to this online portal, you can go to the <u>Click here to register</u> link below.

To complete your online registration, you must have a valid email address and have received a registration code from the Housing Authority. Your email address will be the Username for future login sessions.

You can use the online portal to:
- Report Changes (Income, Family Composition, Reasonable Accommoadation)
- Review Household Information
- Complete Reexamination packet
- Review FSS Statement, if applicable

If you have already registered through the Tenant Portal, you may login below with the email address and password you created. If you forgot your password, click the <u>Forgot Password</u> link.
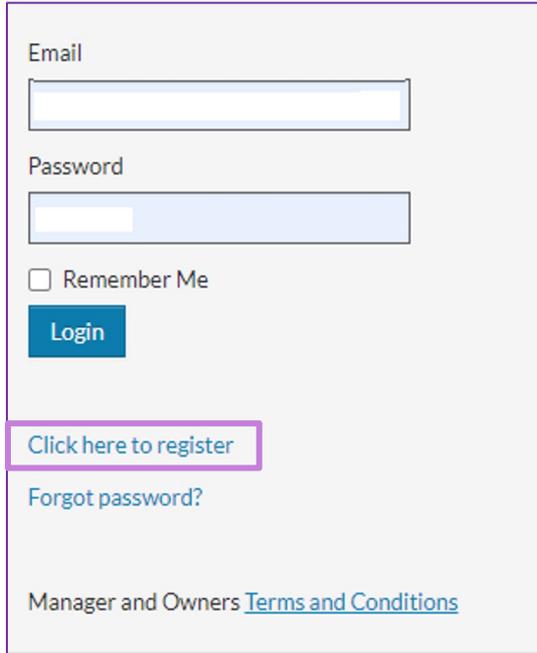
Note: For better use of the Online Portal we recommend using the most recent version of one of the supported browser's list:
- Google Chrome
- Mozilla Firefox
- Safari (macOS)
- Opera

If you are having trouble accessing or setting up your account, please contact the Housing Authority at (408) 275-8770.

Registration

Click on **"Click here to register"** to start the process
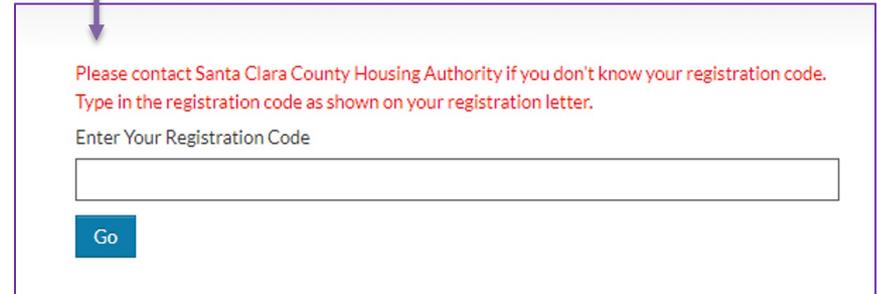
Email

Password

☐ Remember Me

Login

Click here to register

Forgot password?

Manager and Owners Terms and Conditions

Enter your registration code here

Please contact Santa Clara County Housing Authority if you don't know your registration code. Type in the registration code as shown on your registration letter.

Enter Your Registration Code

Go

If you **Do Not** have a registration code, please contact SCCHA's customer service team to obtain one (408) 275-8770. *You may not register without one.*

Registration

The registration code you entered in the previous screen will show here.

Please contact Santa Clara County Housing Authority if you don't kn
Type in the registration code as shown on your registration letter.

Enter Your Registration Code

20560-TT0114619

Go

* Denotes a required field

Personal Details

Enter:
First Name

First Name*

First Name

Last Name

Last Name*

Last Name

SSN

SSN#**

Home or Mobile Phone

Phone (Home)*

(555) 555-5555

Account Information

Enter:
Email Address
(Enter same email address twice)

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

YourEmail@Example.com

Confirm Email Address*

YourEmail@Example.com

Password
(Enter same password twice)

Password*

Password

Confirm Password*

Confirm Password

This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply.

Password must be 10 characters long and include 1 upper case letter, 1 lower case letter, 1 number and 1 symbol #!@*

Please read and accept the Terms and Conditions

** Data in these fields will be validated against information available with Santa Clara County Housing Authority

Register

1. Click on **"Please read and accept the Terms and Conditions"** box.
2. Read the Terms and Conditions in the pop-up box, click **"Accept."**
3. Click the **Register** button.

You have now arrived at the Tenant Dashboard.
Select the tile for the action you wish to complete.
You may also use the **"Quick Links"** option or click on **"Compliance"** at the top to select action items via the drop-down menu.

Click on the **Home** icon to return to the **Dashboard** at any time.
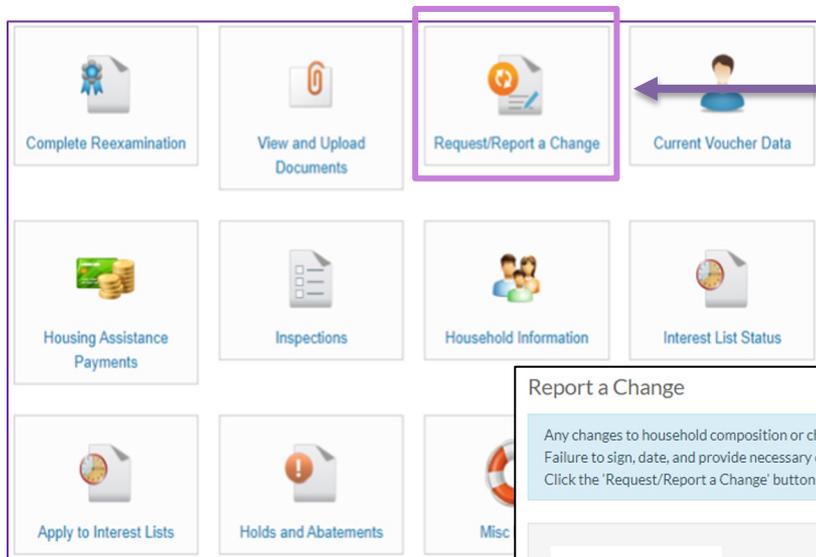
Click on the **Person** icon to:
- View your **Profile** details.
- **Change** your password.

Sign Out

Your First and Last Name, T Code & Address will appear here.

Frequently Used Actions

Request/Report A Change: Any changes to household composition or changes to income must be reported in writing within 15 days of when the change occurred.

You may report those changes by clicking on this tile. The screen below will appear.

Click on "**Request/Report a Change**" to continue.
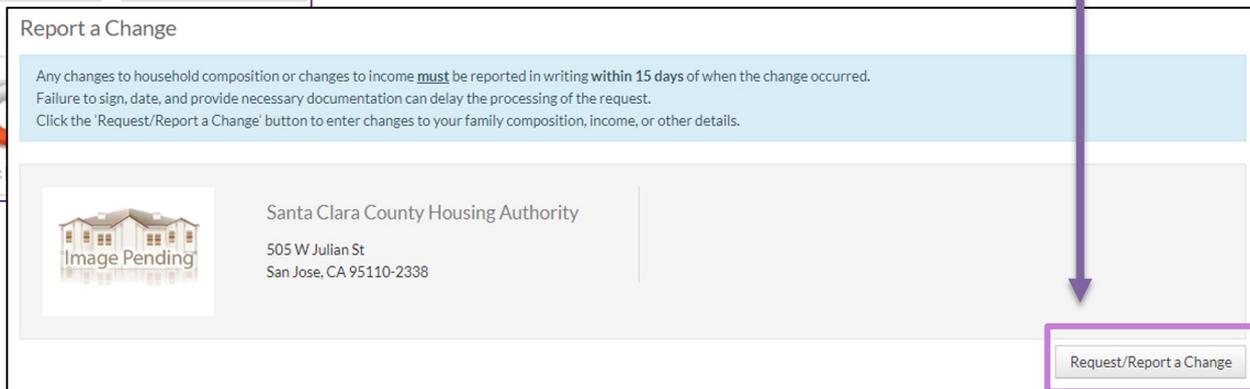
Frequently Used Actions
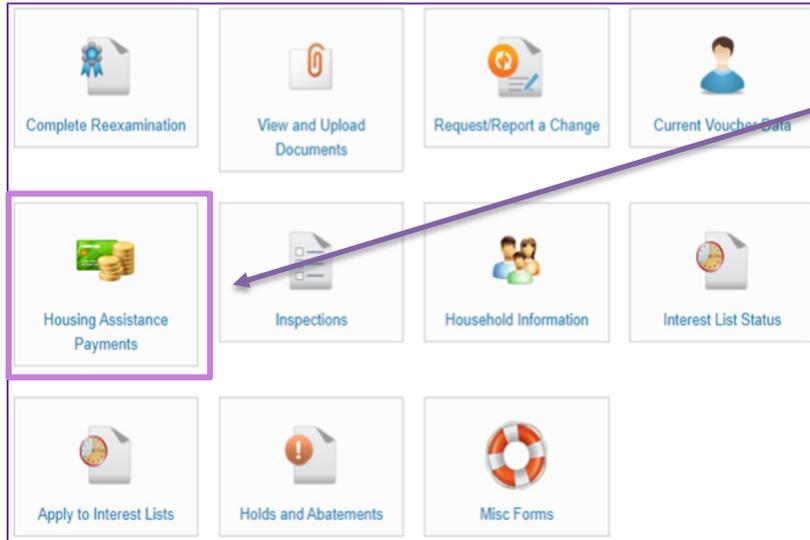
Housing Assistance Payments: You may view housing assistance payments made on your behalf by the Santa Clara County Housing Authority.

Using the drop-down menus, you may select the payment options you wish to view.

Frequently Used Actions

Complete Reexamination:
You may access applications and documents related to your Reexamination here.

Frequently Used Actions

View And Upload Documents:
You may upload and view documents here.

Frequently Used Actions
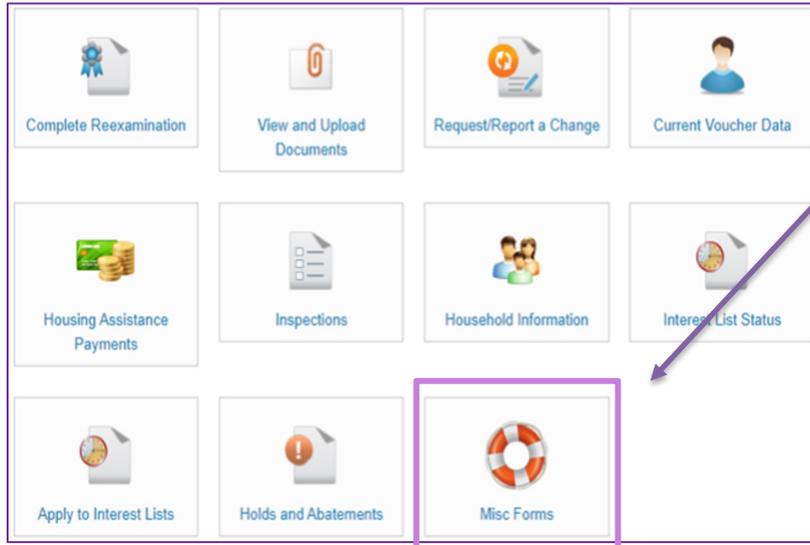
Misc. Forms: You may access various types of forms here. Reasonable Accommodations Forms are located here.

Frequently Used Actions

Household Information: You may view the members included in your household/voucher, reported assets, income and expenses here.

HOUSINGAUTHORITY
SANTA CLARA COUNTY

(408) 275-8770

**505 W Julian St
San Jose, CA 95110**

scchousingauthority.org