

RENTCAFE

HOW TO USE CASCADIA'S HOUSING APPLICATION SYSTEM

Cascadia's housing application system uses an online program called RentCafe. This online system allows us to open our waitlists more frequently and maintain shorter waitlists. It also allows us to ensure the application process is fair and equitable, that the applications we receive are accurate and complete, and the process is in compliance with all government entities. These instructions explain how to use RentCafe and avoid common issues with the system.

- **Applicants will need a unique email address in order to register and apply.** Using one email address for several applicants (i.e., case manager using one email address for multiple clients) will not work. There are many free services to create an email address if you or your client don't have one, including Gmail, Yahoo!, and Outlook.
- We will need to contact applicants, so a phone number and/or email address is required.
- For all household members 18 and older, we require their full name and date of birth. For subsidized housing, we also require a social security number.
- If you are working with a case manager or advocate, please provide their contact information.
- Please be sure to answer the questions accurately; this helps ensure your application can move forward.

Please read through the following instructions before starting your application.

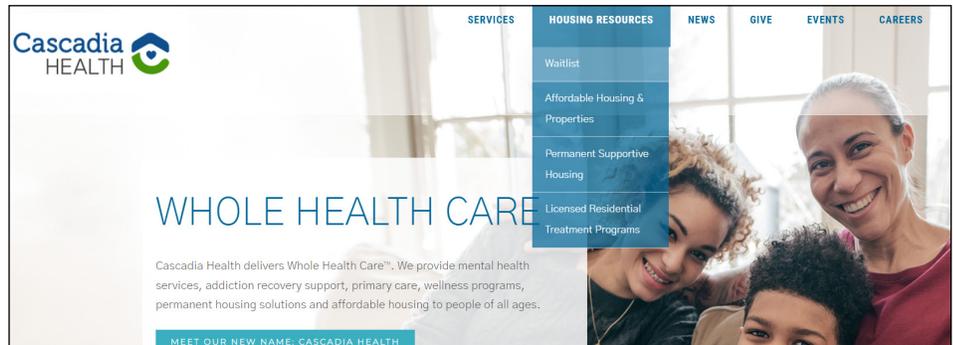
PART A: READ THE TERMS AND CONDITIONS

When creating your account, you will be asked to accept RentCafe’s terms and conditions. To save time, you can read them before beginning your application at cascadiahealth.org/terms-conditions-for-rentcafe

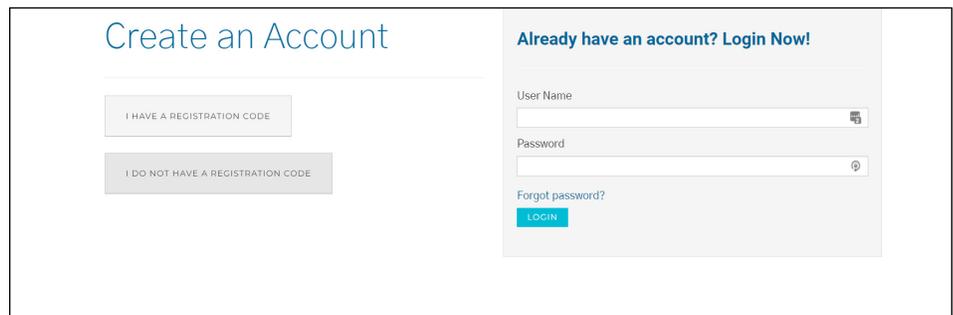
PART B: CREATE AN ACCOUNT

IMPORTANT: Even if you have previously made an account with RentCafe, you must go through these steps when applying for a new waitlist.

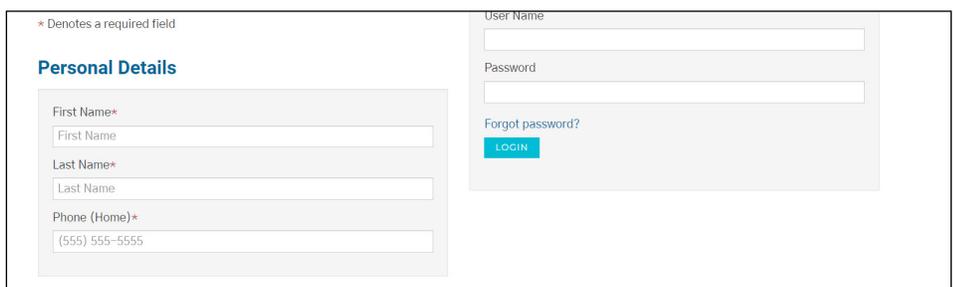
1. Go to cascadiahealth.org, hover over “HOUSING RESOURCES” and click “Waitlist,” which opens a webpage with information about the property whose waitlist is opening soon. Make sure this is the property you want to apply for. On the day the waitlist opens, the page will have buttons that say “Apply Here” (you might need to scroll down to see one). Click on one of these buttons to be taken to RentCafe.



2. When the webpage opens, click “I DO NOT HAVE A REGISTRATION CODE” under “Create an Account.” **Even if you have previously made an account with RentCafe, you will click this button. Do not log in yet.**



3. Fill in the “Personal Details” section



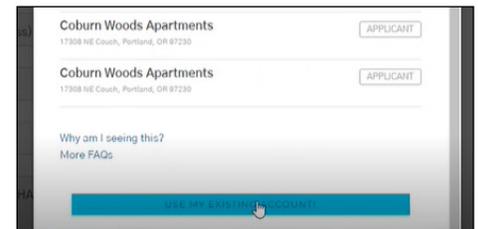
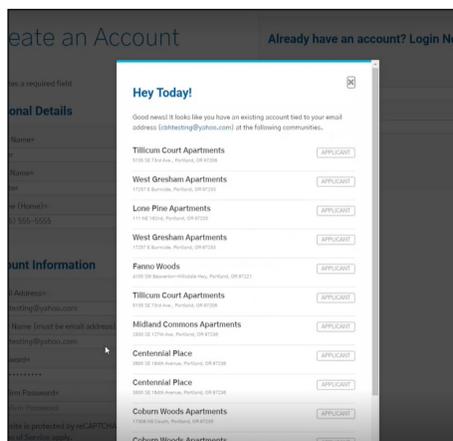
PART B: CREATE AN ACCOUNT (CONTINUED)

4. Scroll down and fill in the “Account Information” section, including email address and password (must have at least 10 characters, with one capital letter, one number, and a symbol).

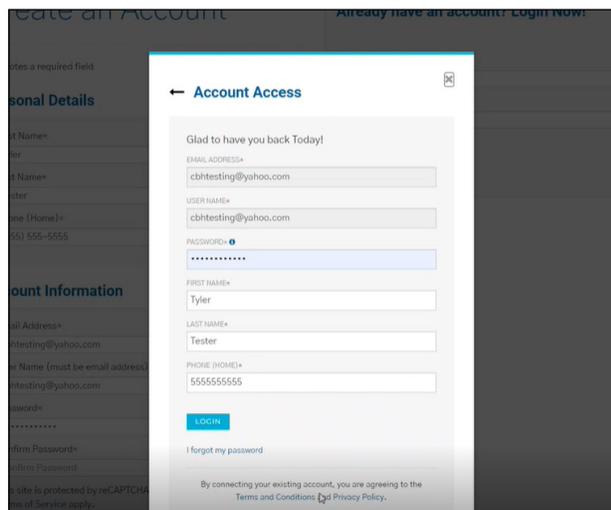
REMINDER: Each applicant needs a unique email address.



5. **Steps 5-6 only apply if you have previously made a RentCafe account. Skip to Step 7 if you haven't made an account before.** If you have previously created an account with this email address, you will get a pop up to connect this new application with your existing account. Click on “Use My Existing Account.”

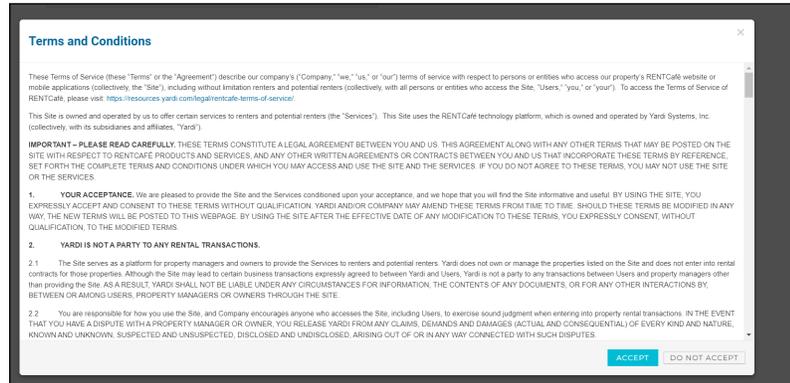


6. You will now be able to log in with your existing account. Fill in the information and click “Login.” If you forgot your password, click “I forgot my password” to recover your account. After logging in, you will receive an email with the subject “User Registration Confirmation” with instructions on how to apply for the waitlist. Once you are logged in, you can skip ahead to “Part C: Fill Out Your Application.”

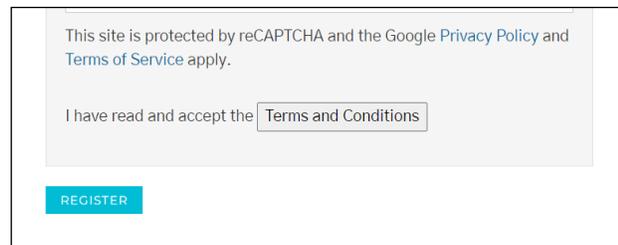


PART B: CREATE AN ACCOUNT (CONTINUED)

7. If you have not previously made an account with RentCafe, skip steps 5-6. After filling in your email address and password, click “Please Read and Accept the Terms and Conditions.” The Terms and Conditions will pop up. Select the box that says “Accept” at the bottom of the screen.



8. Click “REGISTER.” Your account has been created! You will receive an email with the subject “User Registration Confirmation” with instructions on how to apply for the waitlist.



PART C: FILL OUT YOUR APPLICATION

NOTE: These steps are subject to change and may vary with different applications.

1. If the waitlist is open when you finish creating your account, you will be taken directly to the application. **If the waitlist isn't open yet, you will see a message saying “You Have No Pending Certifications.”** The application process will NOT automatically start once the waitlist is opened. Instead, stay on the page and hit “refresh” at the time the waitlist is set to open. When you refresh the page, you may need to log back in with the account you created in Part B. Go to “Part D: Logging Back In” ([page 11](#)) for help logging in.



- When you reach the My Application page, click the circle next to either “English” or “Español (Spanish)” depending on your language preference. Click “Next.” **NOTE: After clicking “Next” here, you can exit the application and finish later; your spot in the waitlist has been saved.** After clicking “Next,” you will also receive an email with the subject “RentCafe – Waitlist Application Initiated.” If you need to pause and finish your application later, refer to “Part D: Logging Back In” ([page 11](#)) for instructions on logging in again.

The screenshot shows the 'My Application' page with a navigation menu on the left containing 'Language Selection', 'Application Information', 'Household Members', 'Final Review & Submission', 'Waiting List Apply', and 'Application Summary'. The main content area is titled 'Please select your preferred language.' and includes a 'Google Translate Disclaimer'. Below the disclaimer, there are two radio button options: 'English' (selected) and 'Español (Spanish)'. A 'NEXT' button is located at the bottom of the form.

- The next page has information about the application. Read this information, then click “Next.”

The screenshot shows the 'Application Information' page. It features a heading 'Application Information' and a sub-heading 'Application Instructions'. Below the instructions, there are two buttons: 'BACK' and 'NEXT'.

- Fill in the “Personal Information” section. Click “Next.”

The screenshot shows the 'Personal Information' form with the following fields: 'First Name *' (containing 'Today'), 'Middle Initial' (empty), 'Last Name *' (containing 'Test'), 'Phone *' (containing '(555) 555-5555'), 'Email' (containing 'cbhtesting@yahoo.com'), 'Birth Date *' (containing '1/10/1979'), 'Passport/Other Identification' (checkbox), 'Government Issued Photo ID #' (empty), 'Gov ID State' (dropdown menu), and 'How did you hear about us? *' (dropdown menu containing 'Property Website').

PART C: FILL OUT YOUR APPLICATION (CONTINUED)

5. If you have an address, click “Add Address” and fill out the form that pops up. If you do not have an address, check the box next to “I have no address.” Click “Next.”

Address Information

ADD ADDRESS

I have no address.
No Addresses Added

BACK **NEXT**

6. If you have additional occupants over the age of 18, click “Add Additional Occupants.” Add their information, then click “Next.”

Additional Occupants

Add all additional occupants **age 18 and older** who will be living with you in your new home.

You will be adding additional household members under the age of 18 later in the application.

ADD ADDITIONAL OCCUPANT

First Name	Last Name	Nickname	Relationship	Edit	Delete
Second	Person		Roommate	EDIT	DELETE

Showing 1 to 1 of 1 entries

7. Next, fill out the requested information about reasonable accommodations/modifications. Click “Next.”

* Denotes a required field

Reasonable Accommodations/Modification

HUD requires us to request the following information to determine your eligibility for admission to our Section 8 housing. In addition to giving special considerations for allowances in determining rent, we will also make reasonable accommodations or modifications based on disability.

The following questions apply to the household head, co-head, and/or spouse. Select **Yes** or **No**.

Do you require a unit with modifications for a mobility disability? *	Is the household head, co-head and/or spouse age 62 or older? *
<input type="text"/>	<input type="text"/>
Do you require a unit with modifications for a vision disability? *	Is the household head, co-head, and/or spouse disabled? *
<input type="text"/>	<input type="text"/>

8. Fill out the resident history information. Click “Next.”

* Denotes a required field

Resident History

Is your household making between 0–30% MFI (Median Family Income)? *	Were you referred by a Healthcare or Social Service Agency? *
<input type="text"/>	<input type="text"/>
Are you currently a Cascadia BHC Client? *	Are you a US Citizen? *
<input type="text"/>	<input type="text"/>
Do you currently have a Section 8 voucher? *	Have you or any person who will be occupying the unit ever been convicted or pled guilty or no contest to any felony or misdemeanor? *
<input type="text"/>	<input type="text"/>
Have you or any one in your household served in the military? *	Have you ever been evicted due to drug related criminal
<input type="text"/>	

PART C: FILL OUT YOUR APPLICATION (CONTINUED)

9. If applicable, add automobile information. Click “Next.”

* Denotes a required field

Automobile Information

Tell us about your vehicle information.

[ADD VEHICLE](#)

No Vehicle Added

[BACK](#) [NEXT](#)

10. Add an emergency contact by clicking “Add Emergency Contact.” Once you’ve filled out the information, click “Next.”

* Denotes a required field

Emergency Contact

Enter information about people we can contact in case of emergency.

[ADD EMERGENCY CONTACT](#)

No Emergency Contacts Added

[BACK](#) [NEXT](#)

11. Click “Next” to begin providing information about your household.

* Denotes a required field

We are about to start gathering information about your household.

Before we begin, you’ll need your:

- * Full (legal) name
- * Social Security number
- * Date of birth

[BACK](#) [NEXT](#)

12. You will now see a list of household members previously added. Some may have a button next to them saying “More Info Needed.” If so, click on that button and provide the information required. At this point, you will also add any other household members, including children. Click “Add Person” to add more household members. When all household members are listed and there are no remaining “More Info Needed” buttons, click “Next.”

Tell us about every member of your household.

The following list must contain everyone who will be living in your apartment home. If there are any other people, including children, who will live with you in your new home, click **Add Person** and enter the information for those people.

- You must use each person’s full legal name as it appears on the person’s government identification card or document

[ADD PERSON](#)

First Name	Last Name	Date of Birth	Edit	Delete
Today	Test	1/10/1979	MORE INFO NEEDED	DELETE
Second	Person	11/1/1980	MORE INFO NEEDED	DELETE

Showing 1 to 2 of 2 entries

PART C: FILL OUT YOUR APPLICATION (CONTINUED)

13. Now you will provide income information. Click “Add Income” for each income source for your household and fill out the requested information. If your household doesn’t have an income, do not add any income. Click “Next.”

Tell us about all household income.
Include household income for yourself and your family.
Click **Add Income** and tell us about your employment income.

ADD INCOME

No Incomes Added

BACK **NEXT**

14. You will now be asked to share information about your household assets. For each asset, click “Add Asset” and fill out the requested information. If your household has no assets, do not add any. Click “Next.”

Tell us about all household Assets.
Include household asset for yourself and your family.
Click **Add Asset** and tell us about your assets.

ADD ASSET

No Assets Added

BACK **NEXT**

15. You are now in the final review process. Click “Next.”

Final Review and Submission
Your application is almost complete!
Please review all information you have entered, check it for errors and omissions, and sign the application forms!

BACK **NEXT**

16. Review all the information you’ve provided and make any needed edits. Note that you have to click through the tabs at the top of the box to see all the information. Click “Next” when done.

Summary
The following list includes all of the information you entered in your application. Please review each tab for accuracy and completeness.

- If you need to edit the information, click the **Edit** button.
- If you need to add any additional information, click the **Add** button that appears on each tab..
- If all information is correct and accurate, click **Save and Continue** .

Members Income Assets

ADD MEMBER

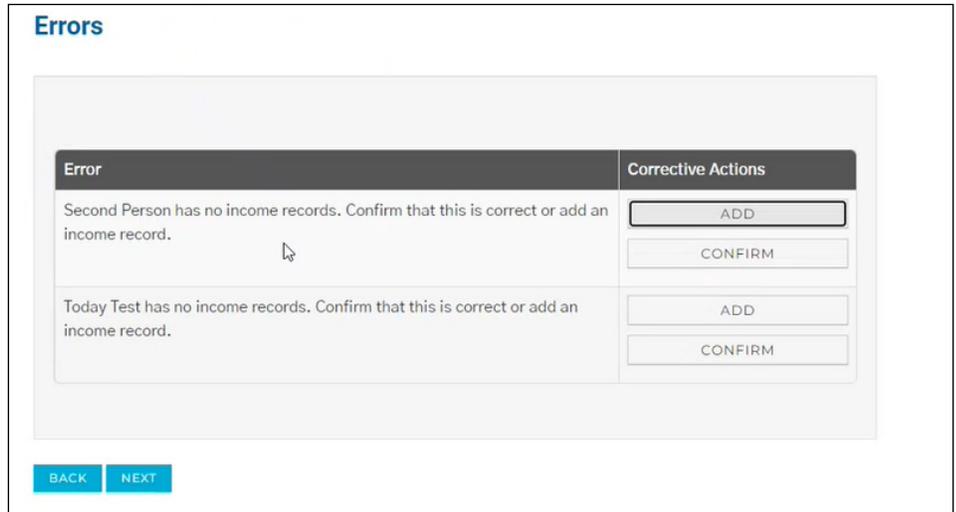
First Name	Last Name	Date of Birth	Edit	Delete
Today	Test	1/10/1979	EDIT	DELETE
Second	Person	11/1/1980	EDIT	DELETE

Showing 1 to 2 of 2 entries

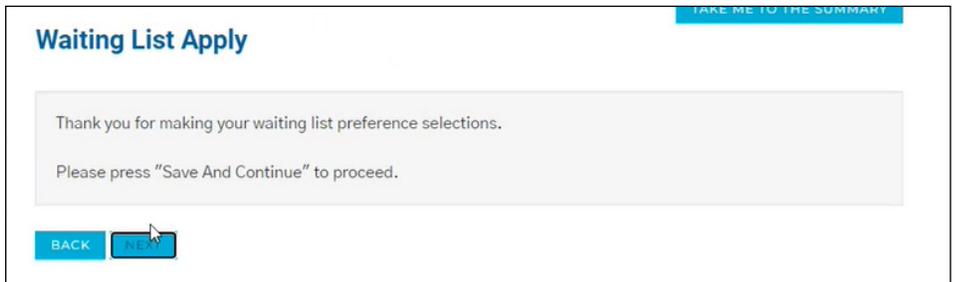
BACK **NEXT**

PART C: FILL OUT YOUR APPLICATION (CONTINUED)

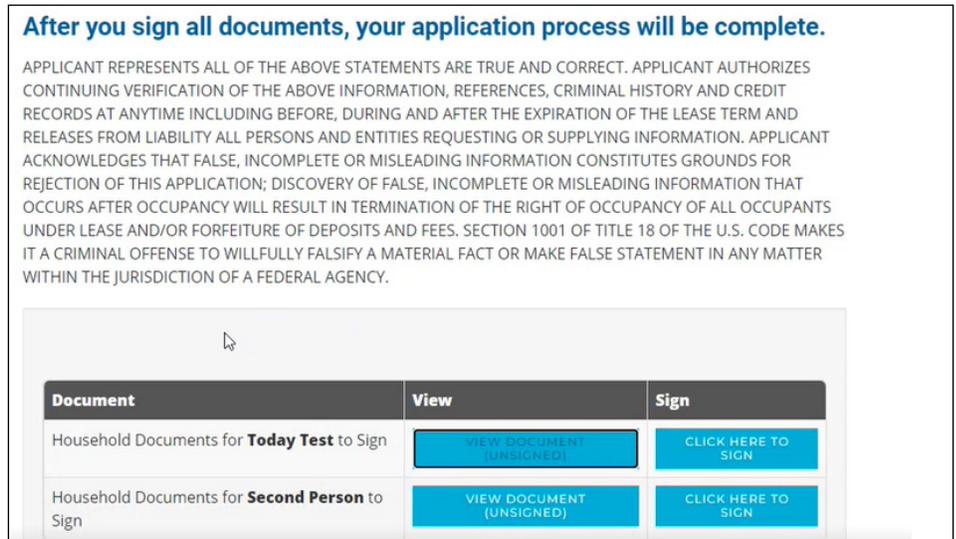
17. If any potential errors have been found with your application, they will appear here. Click “Add” to add the requested information, or click “Confirm” if the potential errors aren’t actually errors. If no potential errors are found, the page will say “We didn’t find any errors.” Click “Next” once all errors have been corrected.



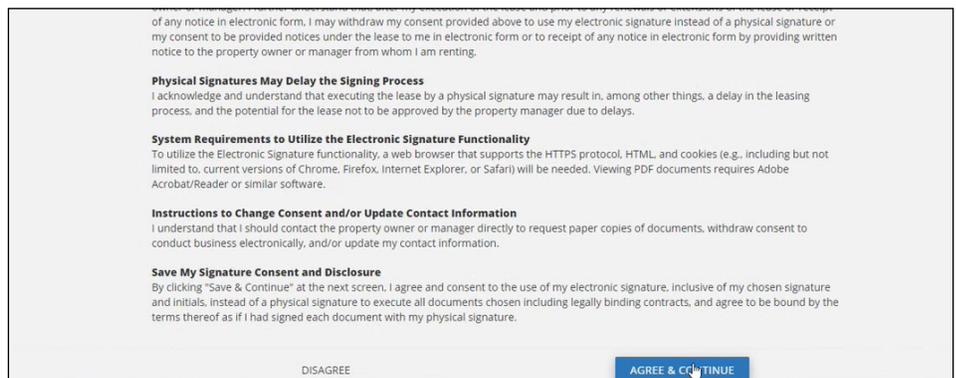
18. Click “Next.”



19. It is now time to sign your application. Depending on your household, more than one person might have to sign these documents. Each person who needs to sign should click “Click Here to Sign” by their name.



20. You will be asked to agree to terms and conditions. Select “Agree & Continue.”



PART C: FILL OUT YOUR APPLICATION (CONTINUED)

21. Create your electronic signature. Either sign in the field shown using your cursor, or click on “You can choose a script signature instead” to create a typed signature.

22. Now you'll sign the document. Click “Jump to Next” to go to the next signature field.

23. Click the boxes that say “Sign” and “Date.” Your signature will be recorded electronically, and the boxes will show checkmarks. When done, click the button at the bottom of the page that says “Sign & Complete.”

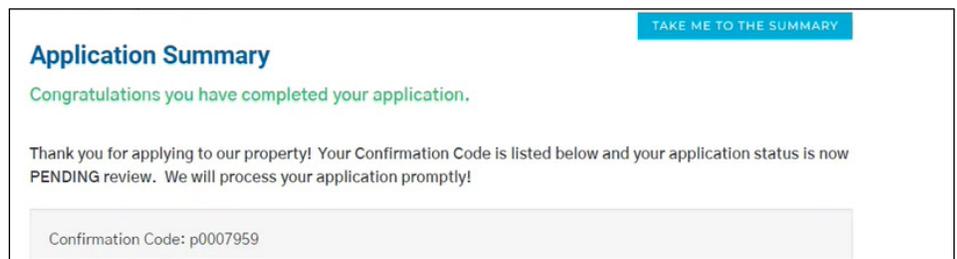
24. After signatures are completed, you will return to this page. Each person who needs to sign will repeat steps 17-21. When all needed signatures are received, each row will say “Signing Complete.” Click “Next.”

UNDER LEASE AND/OR FORFEITURE OF DEPOSITS AND FEES, SECTION 1007 OF TITLE 18 OF THE U.S. CODE MAKES IT A CRIMINAL OFFENSE TO WILLFULLY FALSIFY A MATERIAL FACT OR MAKE FALSE STATEMENT IN ANY MATTER WITHIN THE JURISDICTION OF A FEDERAL AGENCY.

Document	View	Sign
Household Documents for Today Test to Sign	VIEW DOCUMENT (SIGNED)	Signing Complete
Household Documents for Second Person to Sign	VIEW DOCUMENT (SIGNED)	Signing Complete

PART C: FILL OUT YOUR APPLICATION (CONTINUED)

25. Your application is now done!

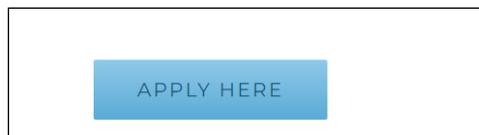
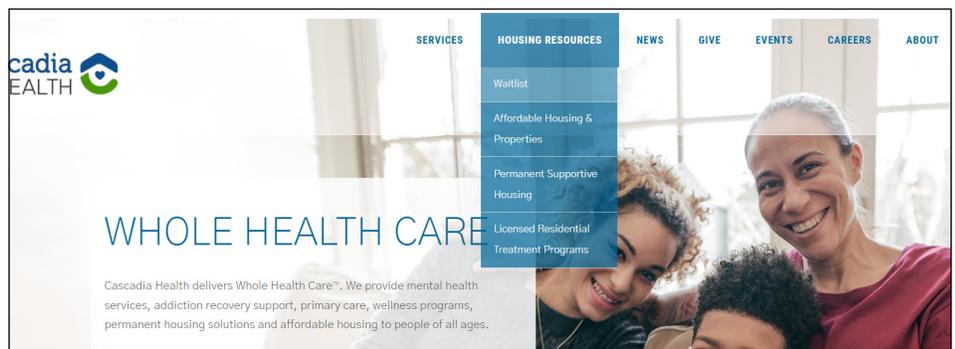


The screenshot shows the 'Application Summary' page. At the top right is a blue button labeled 'TAKE ME TO THE SUMMARY'. Below the heading 'Application Summary' is a green message: 'Congratulations you have completed your application.' A thank-you message follows: 'Thank you for applying to our property! Your Confirmation Code is listed below and your application status is now PENDING review. We will process your application promptly!' At the bottom, a light gray box displays the 'Confirmation Code: p0007959'.

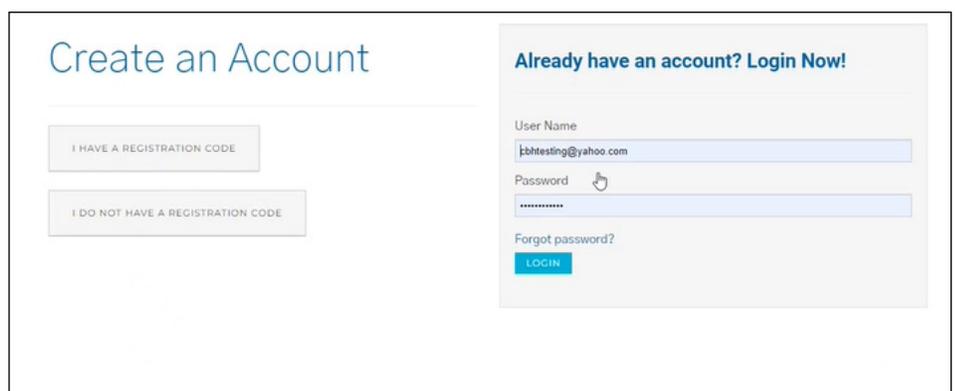
PART D: LOGGING BACK IN

Once you've started your application, your place in the waitlist is saved. You can take your time to fill out your application. If you need to finish your application at another time, you will need to log back in to RentCafe.

1. Go to cascadiahealth.org, hover over "Housing Resources" and click "Waitlist." On the day the waitlist opens and for a couple weeks after, this webpage will include buttons that say "Apply Here." Click on one of these buttons to be taken to RentCafe.



2. You can now log into your account. Under "Already have an account? Login Now!" enter your user name (email address) and password. If you forgot your password, click on "Forgot Password?" and go through those steps. **Note: This step will only work if you have already linked your account with this specific waitlist. Go through "Part B: Create Your Account" (page 2) if you haven't yet linked your account with this particular waitlist.**



The screenshot shows two forms side-by-side. The left form is titled 'Create an Account' and has two buttons: 'I HAVE A REGISTRATION CODE' and 'I DO NOT HAVE A REGISTRATION CODE'. The right form is titled 'Already have an account? Login Now!' and contains a 'User Name' field with the email 'bbtesting@yahoo.com', a 'Password' field with a hand cursor icon, a 'Forgot password?' link, and a blue 'LOGIN' button.

PART D: LOGGING BACK IN (CONTINUED)

3. Once you are logged in, the application you started should appear here. Click “Resume.”

Applications & Certifications

	Coburn Woods Apartments 17308 NE Couch Portland, OR 97230	Account Information <ul style="list-style-type: none">Type: Affordable WaitlistStatus: IncompleteOn Waitlist: 8/9/2022Last Update Date: 8/19/2022Created Date: 8/19/2022
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[Resume](#)