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 casadiahealth.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 casadiahealth.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
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 a 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.
2. 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.

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

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

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

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

8. Fill out the resident history information. Click “Next.”
9. If applicable, add automobile information. Click “Next.”

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

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

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.”
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.”

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.”

15. You are now in the final review process. Click “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.
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.”
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.”
PART C: FILL OUT YOUR APPLICATION (CONTINUED)

25. Your application is now done!

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