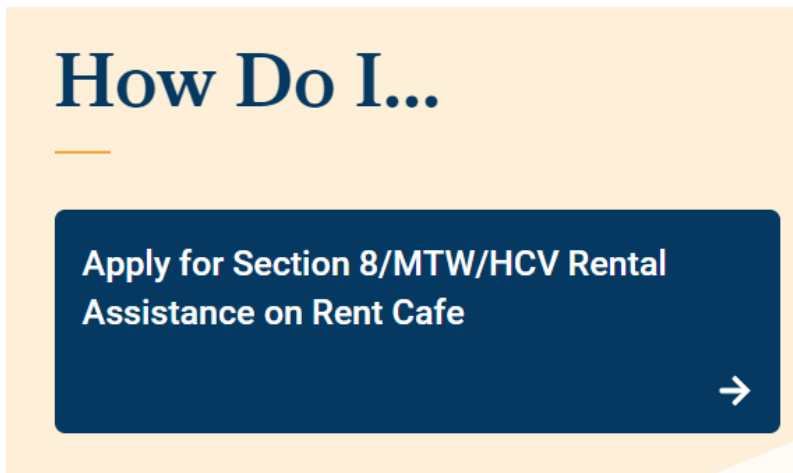


Instructions for Rent Café PHA Registration

To create an account/register on the Housing Authority of the County of San Mateo (HACSM) Rent Café PHA portal:

- Go to the San Mateo County Department of Housing website at <https://www.smcgov.org/housing>

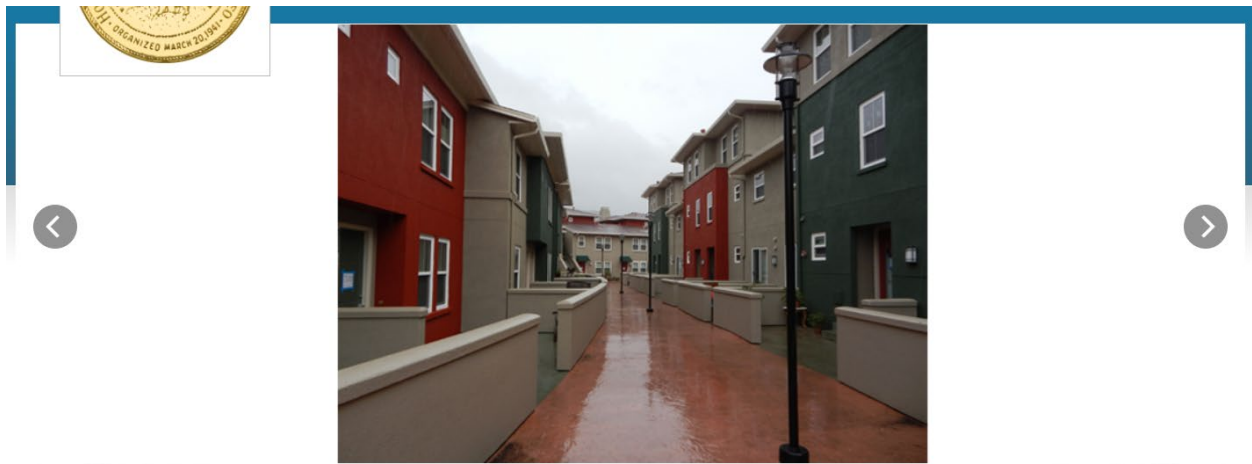
On the Home page, scroll down to the 'How Do I' section – click on **Apply for Section 8/MTW/HCV Rental Assistance on Rent Café**:



OR

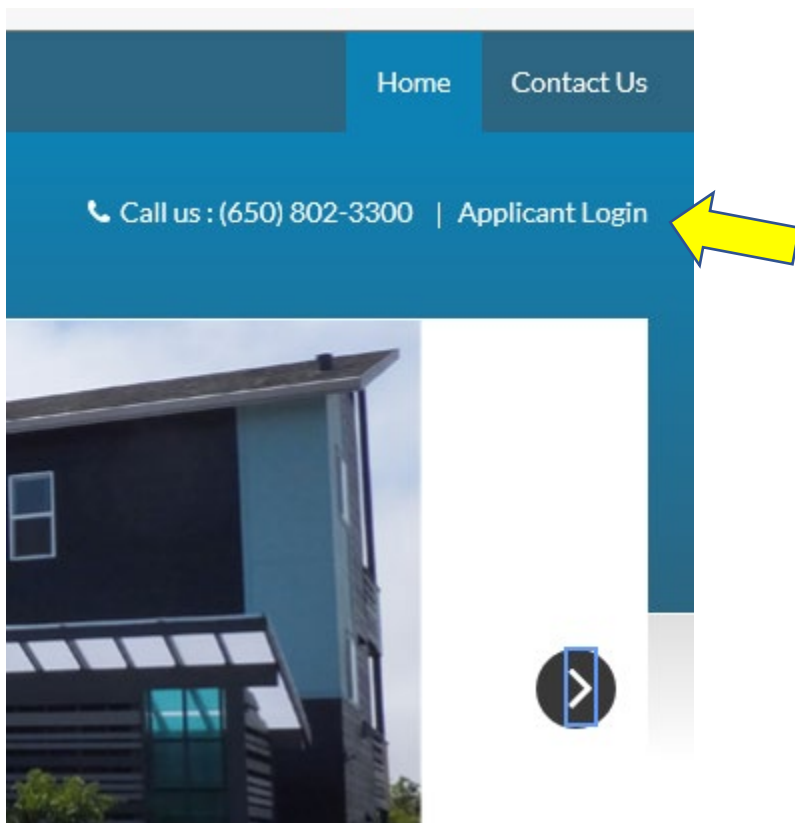
- Type the direct link into a browser - <https://www.mysmchousing.com/>

Both links will bring you to the Housing Authority of the County of San Mateo Rent Café PHA home page:

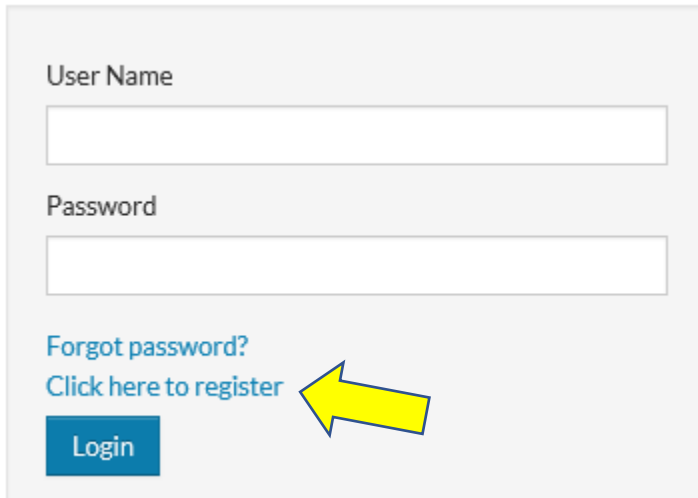


Welcome To Housing Authority Of The County Of San Mateo

- Click on the Applicant Login link in the upper right corner of the screen:



- If you do not have a Rent Café PHA account, at the Login screen, click on the [Click here to register](#) link

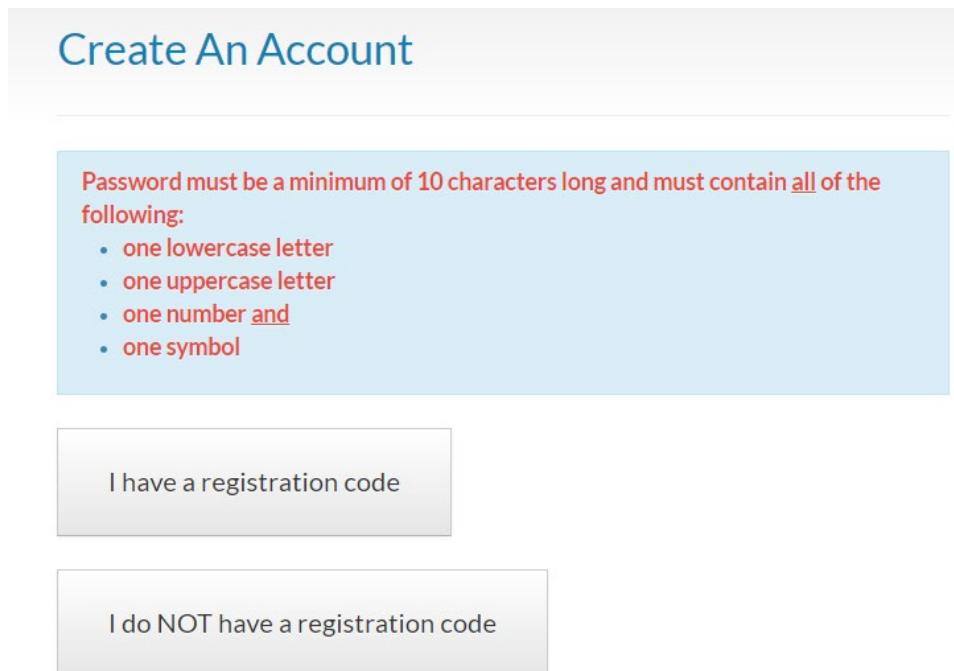


User Name

Password

[Forgot password?](#)
[Click here to register](#)

- The next screen will ask you to Create an Account:



Create An Account

Password must be a minimum of 10 characters long and must contain all of the following:

- one lowercase letter
- one uppercase letter
- one number and
- one symbol

- If HACSM sent you a Housing Registration code in a letter or email, you can click the 'I have a registration code' link. Enter the code exactly as it's shown in the letter or email (for example, 2719-TT0000000), then click the 'Go' button.

Create An Account

Password must be a minimum of 10 characters long and must contain all of the following:

- one lowercase letter
- one uppercase letter
- one number and
- one symbol

Please contact the leasing office if you don't know your registration code.

Enter Your Registration Code

Go

- If HACSM did NOT send you a Housing Registration code, click the 'I do NOT have a registration code' link.

Create An Account

Password must be a minimum of 10 characters long and must contain all of the following:

- one lowercase letter
- one uppercase letter
- one number and
- one symbol

I have a registration code

I do NOT have a registration code



- Enter your Personal Details as shown in the screen shot below:

Personal Details

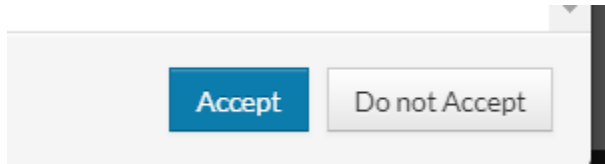
A screenshot of a registration form titled "Personal Details". It contains five input fields with labels and asterisks indicating they are required. The fields are: "First Name*" with the placeholder "First Name"; "Last Name*" with the placeholder "Last Name"; "SSN#* (If you do not have a SSN, please enter 999-99-9999)" with an eye icon to the right; "Confirm SSN#" with an eye icon to the right; and "Phone (Home)*" with the placeholder "(555) 555-5555".

- Enter your Account Information as shown in the screen shot below:
 - a. The password you create must be a minimum of 10 characters and include one upper case letter, one lower case letter, one number and one special character.

Account Information

A screenshot of a registration form titled "Account Information". It contains four input fields with labels and asterisks indicating they are required. The fields are: "Email Address* (Your email address is your user name)" with the placeholder "YourEmail@Example.com"; "Confirm Email Address*" with the placeholder "YourEmail@Example.com"; "Password*" with the placeholder "Password"; and "Confirm Password*" with the placeholder "Confirm Password". Below the fields is a text block: "This site is protected by reCAPTCHA and the Google [Privacy Policy](#) and [Terms of Service](#) apply." At the bottom is a button with the text "Please read and accept the Terms and Conditions".

- Once the Personal Details and Account Information sections have been completed, click the “Please read and accept the Terms and Conditions” and click the ‘Accept’ or ‘Do not Accept’ button in the lower right corner of the Terms and Conditions page:



- The system will confirm when the registration is complete and automatically log you into the Rent Café Applicant portal.
- You will receive an e-mail confirming the registration.
- For future logins, you will go to the Applicant Login screen and enter the User Name (your email address) and Password you created:

Applicant Login & Registration

Welcome to the Housing Authority of the County of San Mateo online Applicant portal, Rent Cafe PHA. You can use the online portal to:

- Review and update your contact information
- Review and update waiting list applicant information
- Review household members and income information

If you already registered through the Rent Cafe PHA portal, you may login below with the email address and password you created. If you forgot your password, click the [Forgot Password](#) link.

If you are new to this online portal, you can go to the [Click here to register](#) link below. To complete your online registration, you must have a valid email - your email address will be the User Name for future login sessions.

If you do not have an email address, please click one of the following links to create one:

- [Gmail](#)
- [Yahoo](#)
- [Outlook](#)

User Name

Password

[Forgot password?](#)
[Click here to register](#)

[Login](#)

Register for a Fast, Easy Application

With a free account, you can:

- ✓ Save your application and log in at any time to continue.
- ✓ Check the status of your applications.
- ✓ Use your account with multiple applications.

[Register Now](#)

- If you already created an account in Rent Café PHA with HACSM, you can enter your User Name and Password at the Applicant Login screen.
- If you forgot your password, please click 'Forgot password?' and a link will be sent to you to reset the password.

Applicant Login & Registration

Welcome to the Housing Authority of the County of San Mateo online Applicant portal, Rent Cafe PHA. You can use the online portal to:

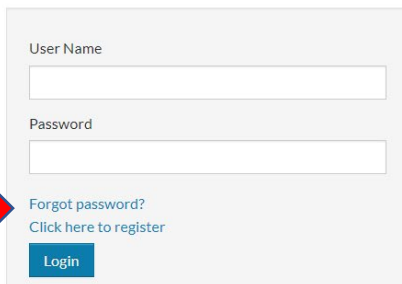
- Review and update your contact information
- Review and update waiting list applicant information
- Review household members and income information

If you already registered through the Rent Cafe PHA portal, you may login below with the email address and password you created. If you forgot your password, click the Forgot Password link.

If you are new to this online portal, you can go to the [Click here to register](#) link below. To complete your online registration, you must have a valid email - your email address will be the User Name for future login sessions.

If you do not have an email address, please click one of the following links to create one:

- Gmail
- Yahoo
- Outlook



User Name

Password

[Forgot password?
Click here to register](#)

[Login](#)

Register for a Fast, Easy Application

With a free account, you can:

- ✓ Save your application and log in at any time to continue.
- ✓ Check the status of your applications.
- ✓ Use your account with multiple applications.

[▶ Register Now](#)

- If you experience any issues with your login or password reset, please contact HACSM at csteam@smchousing.org or (650) 802-3352.
- Do NOT create duplicate or multiple accounts.