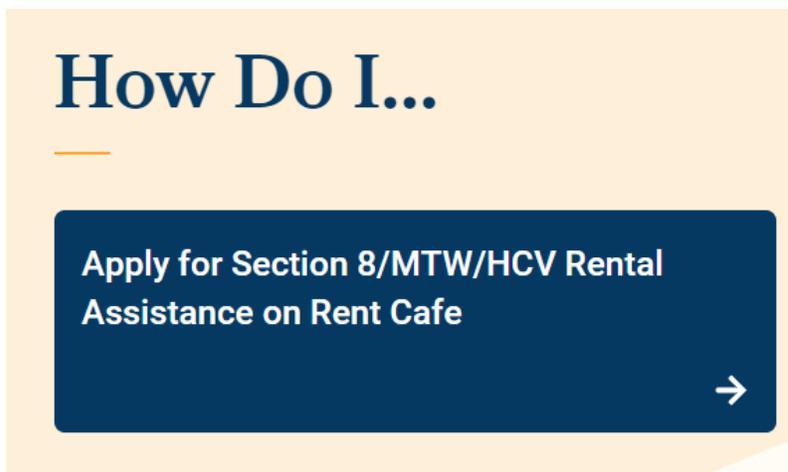# Instructions for Rent Café PHA Registration

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

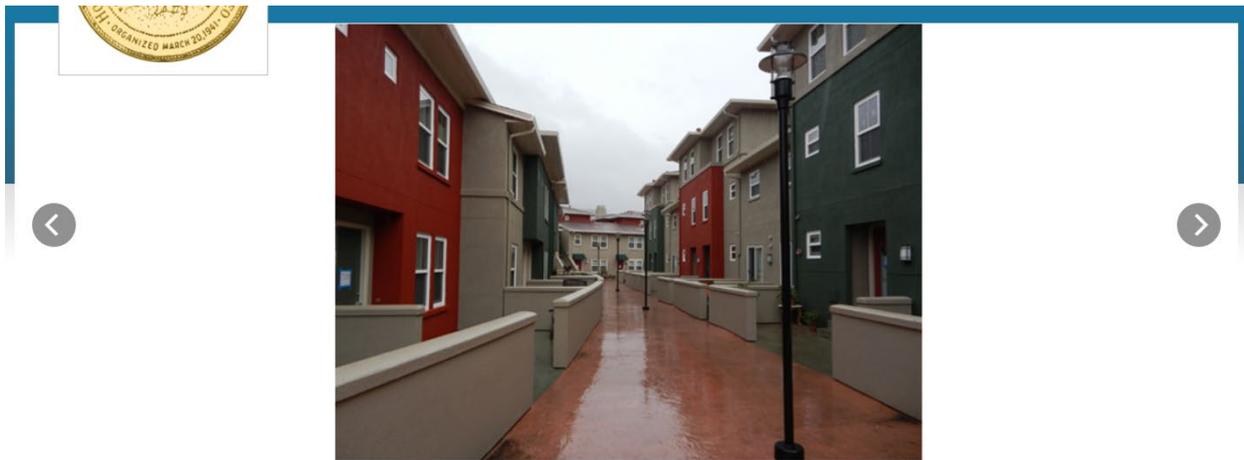- Go to the San Mateo County Department of Housing website at https://www.smcgov.org/housing

  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

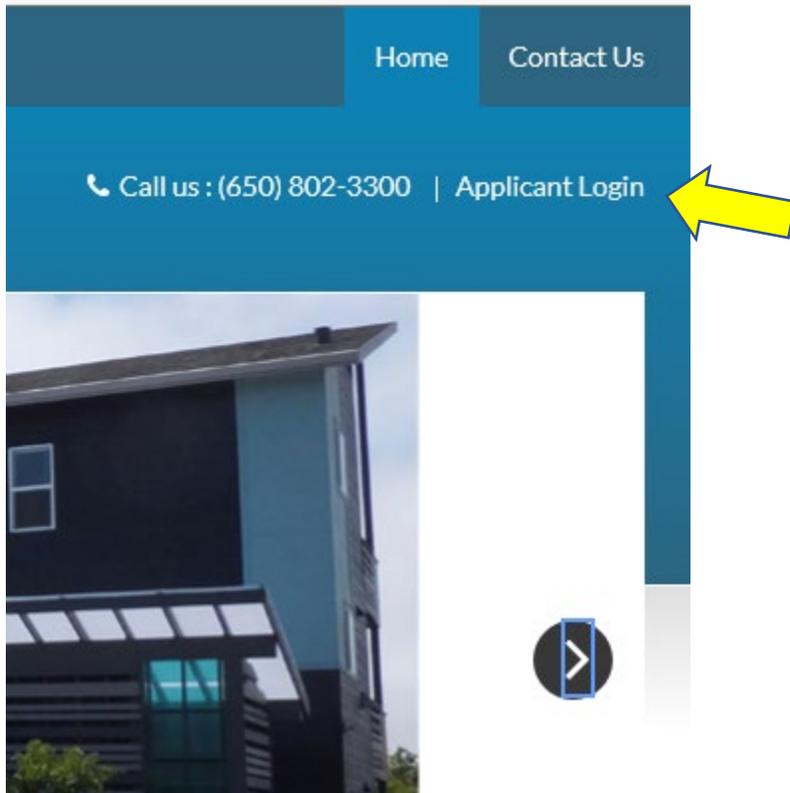- Type the direct link into a browser - https://www.mysmchousing.com/

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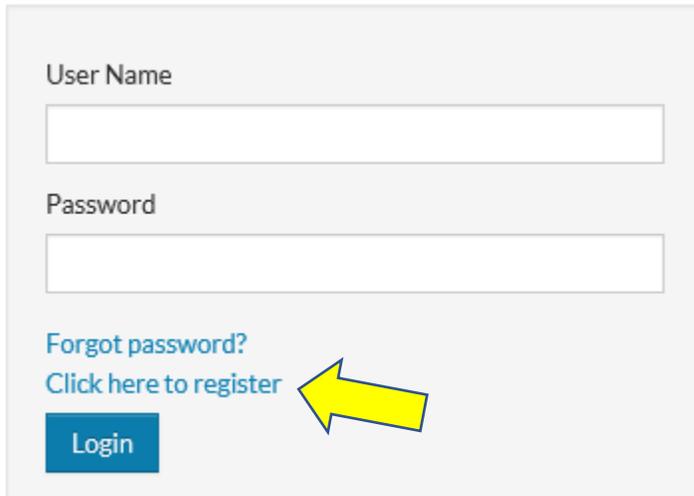

Welcome To Housing Authority Of The County Of San Mateo

- 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
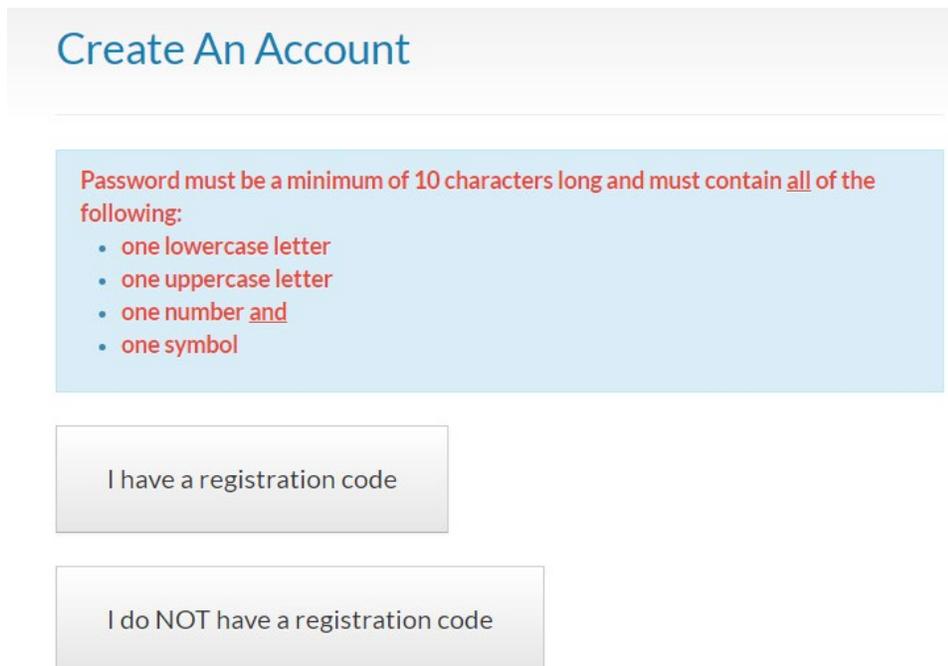
User Name

[   ]

Password

[   ]

Forgot password?
Click here to register
[Login]

- 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

[I have a registration code]

[I do NOT have a registration code]

- 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 <u>all</u> of the following:
- one lowercase letter
- one uppercase letter
- one number <u>and</u>
- one symbol

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

<mark>Enter Your Registration Code</mark>

[   ]

Go

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

Create An Account

Password must be a minimum of 10 characters long and must contain <u>all</u> of the following:
- one lowercase letter
- one uppercase letter
- one number <u>and</u>
- one symbol

I have a registration code

I do NOT have a registration code

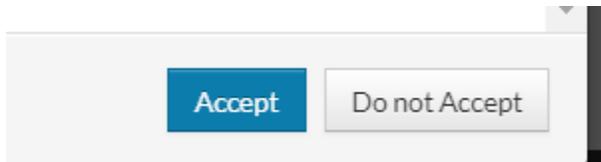- Enter your Personal Details as shown in the screen shot below:

Personal Details

First Name*

First Name

Last Name*

Last Name

SSN#* (If you do not have a SSN, please enter 999-99-9999)

👁

Confirm SSN#*

👁

Phone (Home)*

(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 <u>one</u> upper case letter, <u>one</u> lower case letter, <u>one</u> number and <u>one</u> special character.

Account Information

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

YourEmail@Example.com

Confirm Email Address*

YourEmail@Example.com

Password*

Password

Confirm Password*

Confirm Password

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

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:

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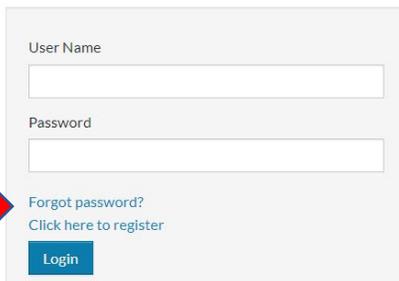- Review and update your contact information
- Review and update waiting list applicant information
- Review household members and income information

If you already registerd 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.