



RENTCafé Applicant Registration Guide

Applicants must register as a RENTCafé user to apply online for SAHA housing. A valid email address is required to register. The RENTCafé Online Application portal can be accessed by any computer, smartphone, or tablet through its internet browser. If you do not have internet access or an internet-enabled device, please see the Resource List of Public Computer Locations on our website:

<https://www.sahahomes.org/resources>

Go to: <https://www.sahahomes.org/apply> - or use the QR Code shown in the upper right corner. Scroll down and click the property's application link to create an account or register an existing RENTCafé account.

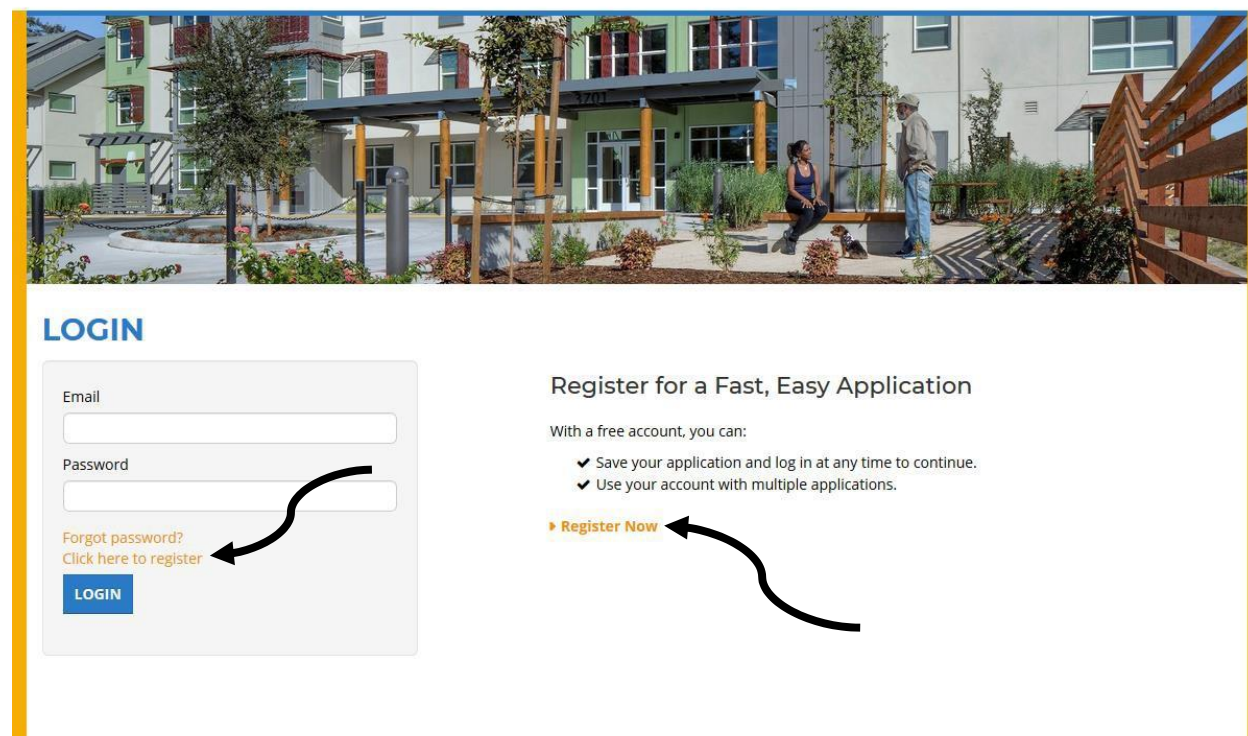
This guide will cover [Creating Your Account](#), [Invalid Account Error](#), [Password Reset](#), [Starting the Waitlist Application](#), and [Managing Your Account](#).

A. Creating Your Account

Please follow the steps below to apply online for SAHA housing. **Even if you already have an existing RENTCafé account**, you will need to register for SAHA's specific property.

If you need assistance with registration, please call the number on the flyer.

1. To begin, click the **"Click here to register"** link in the left login box, or click **Register Now** under *Register for a Fast, Easy Application* on the right.



LOGIN

Email

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.
- ✓ Use your account with multiple applications.

[Register Now](#)

2. Enter your information under the *Personal Details* and *Account Information* sections. Required fields are denoted by an asterisk (*).

Create an Account

Personal Details

First Name*

Last Name*


Phone (Home)*

Account Information

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

Password*

Confirm Password*

☒ I'm not a robot 

☐ I have read and accept the [Terms and Conditions](#)

* Required fields

REGISTER

Please note:

- Your email address is your username
- Your password must be a minimum of 10 characters and must contain all of the following:


Password*

Confirm Password*

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

- One lowercase letter
- One uppercase letter
- One number
- One symbol

- ❖ If you have an existing RENTCafé account, a pop-up will prompt you to use your existing account. Click the **“Use My Existing Account!”** button to log in under your existing account.

Hey Stevie! 

Good news! It looks like you have an existing account tied to your email address ([stevie@email.zz](#)) at the following communities.

RCAH Alcatraz
1900 Alcatraz Ave, Berkeley, CA 94703 APPLICANT

[Why am I seeing this?](#)
[More FAQs](#)

USE MY EXISTING ACCOUNT!
[Create a new account](#) with a different email address

If you forgot your password, click on “I forgot my password” to receive an email with instructions and a password reset link.

After changing your password, you will be taken back to the previous screen (step #2 above).

- In step #2, enter your email address to trigger the pop-up prompting you to use your existing account.
- Click the **“Use My Existing Account!”** button to log in under your existing account with your newly created password.

← Account Access

Glad to have you back Stevie!

EMAIL ADDRESS* (YOUR EMAIL ADDRESS IS YOUR USER NAME)

stevie@email.zzz

PASSWORD* ⓘ

FIRST NAME*

Stevie

LAST NAME*

PHONE (HOME)*

LOGIN

[I forgot my password](#)

By connecting your existing account, you are agreeing to the [Terms and Conditions](#) and [Privacy Policy](#).

**If you encounter an “Invalid account” error, click on “Register Now” to return to [step #2](#).



3. Once the fields are completed, click the **“I’m not a robot”** reCAPTCHA. Check that you have read and accept the *Terms and Conditions* and then click **Accept** to continue.

Terms and Conditions

TERMS OF SERVICE

These Terms of Service (these “Terms” or the “Agreement”) describe our company’s (“Company,” “we,” “us,” or “our”) terms of service with respect to persons or entities who access our property’s RENTCafé website or mobile applications (collectively, the “Site”), including without limitation renters and potential renters (collectively, with all persons or entities who access the Site, “Users,” “you,” or “your”). To access the Terms of Service of RENTCafé, please visit: <https://resources.yardi.com/legal/rentcafe-terms-of-service/>.

This Site is owned and operated by us to offer certain services to renters and potential renters (the “Services”). This Site uses the RENTCafé technology platform, which is owned and operated by Yardi Systems, Inc. (collectively, with its subsidiaries and affiliates, “Yardi”).

IMPORTANT – PLEASE READ CAREFULLY. THESE TERMS CONSTITUTE A LEGAL AGREEMENT BETWEEN YOU AND US. THIS AGREEMENT ALONG WITH ANY OTHER TERMS THAT MAY BE POSTED ON THE SITE WITH RESPECT TO RENTCafé PRODUCTS AND SERVICES, AND ANY OTHER WRITTEN AGREEMENTS OR CONTRACTS BETWEEN YOU AND US THAT INCORPORATE THESE TERMS BY REFERENCE, SET FORTH THE COMPLETE TERMS AND CONDITIONS UNDER WHICH YOU MAY ACCESS AND USE THE SITE AND THE SERVICES. IF YOU DO NOT AGREE TO THESE TERMS, YOU MAY NOT USE THE SITE OR THE SERVICES.

- 1. YOUR ACCEPTANCE.** We are pleased to provide the Site and the Services conditioned upon your acceptance, and we hope that you will find the Site informative and useful. BY USING THE SITE, YOU EXPRESSLY ACCEPT AND CONSENT TO THESE TERMS WITHOUT QUALIFICATION. YARDI AND/OR COMPANY MAY AMEND THESE TERMS FROM TIME TO TIME. SHOULD THESE TERMS BE MODIFIED IN ANY WAY, THE NEW TERMS WILL BE POSTED TO THIS WEBPAGE. BY USING THE SITE AFTER THE EFFECTIVE DATE OF ANY MODIFICATION TO THESE TERMS, YOU EXPRESSLY CONSENT, WITHOUT QUALIFICATION, TO THE MODIFIED TERMS.
- 2. YARDI IS NOT A PARTY TO ANY RENTAL TRANSACTIONS.**
 - 2.1** The Site serves as a platform for property managers and owners to provide the Services to renters and potential renters. Yardi does not own or manage the properties listed on the Site and does not enter into rental contracts for those properties. Although the Site may lead to certain business transactions expressly agreed to between Yardi and Users, Yardi is not a party to any transactions between Users and property managers other than providing the Site. AS A RESULT, YARDI SHALL NOT BE LIABLE UNDER ANY CIRCUMSTANCES FOR INFORMATION, THE CONTENTS OF ANY DOCUMENTS, OR FOR ANY OTHER INTERACTIONS BY, BETWEEN OR AMONG USERS, PROPERTY MANAGERS OR OWNERS THROUGH THE SITE.
 - 2.2** You are responsible for how you use the Site, and Company encourages anyone who accesses the Site, including Users, to exercise sound judgment when entering into property rental transactions. IN THE EVENT THAT YOU HAVE A DISPUTE WITH A PROPERTY MANAGER OR OWNER, YOU RELEASE YARDI FROM ANY CLAIMS, DEMANDS AND DAMAGES (ACTUAL AND CONSEQUENTIAL) OF EVERY KIND AND NATURE, KNOWN AND UNKNOWN, SUSPECTED AND UNSUSPECTED, DISCLOSED AND UNDISCLOSED, ARISING OUT OF OR IN ANY WAY CONNECTED WITH SUCH DISPUTES.
- 3. ACCESS TO AND USE OF THE SITE.**
 - 3.1** We provide you with certain information and functionality through the Site. You are solely responsible for providing all equipment necessary to establish a connection to the Internet, access to the Internet, and any telephone, wireless or other connection and service fees associated with such access.
 - 3.2** We have the right, but not the obligation, to take any of the following actions without providing any prior notice to you: (a) change or terminate all or any part of the Site or the Services; (b) restrict or terminate your access to all or any part of the Site or the Services; or (c) refuse, move, or remove any content that is available on the Site and any material that you submit to the Site.
 - 3.3** Subject to your compliance with these Terms, we hereby grant you permission to access and use the Site and the Services, provided that you shall not (and shall not allow any third party to): (a) engage in commercial use of the Site or any content on the Site; (b) reproduce, copy, display, store, perform, republish, publish, transmit, distribute, sell, offer for sale, license, modify, create derivative works, or otherwise use any portion of the content offered on the Site for other than your own personal, non-commercial use; (c) remove any copyright, trademark or other proprietary rights notices contained in or on the Site or Service or other material obtained via the Site or the Services; (d) use any robot, spider, site search/retrieval application, or other automated device, process or means to access, retrieve, scrape or index any portion of the Site or the Services, including, but not limited to, for purposes of constructing or populating a searchable database of business or property reviews; (e) collect or harvest any information about other users or members (including usernames and/or email addresses) for any purpose; (f) reformat or frame any portion of the web pages that are part of the Site or the Services; (g) create user accounts by automated means or under false, misleading or fraudulent pretenses; (h) create or transmit unwanted electronic communications such as “spam” to other users or members of the Site or the Services or otherwise interfere with other users’ or members’ enjoyment of the Site or the Services; (i) transmit any viruses, worms, defects, Trojan horses or other items of a destructive nature; (j) use the Site or the Services to violate the security of any computer network, crack passwords or security encryption codes, transfer or store illegal material, including any material that may be deemed threatening or obscene; (k) copy or modify the HTML code used to generate web pages on the Site; (l) use any device, software or procedure that interferes with the proper working of the Site or the Services, or otherwise attempt to interfere with the proper working of the Site or the Services; (m) take any action that imposes, or may impose in our sole discretion, an unreasonable or disproportionately large load on our IT infrastructure; (n) modify, adapt, translate, or reverse engineer any portion of the Site or the Services; or (o) use the Site or the Services, intentionally or unintentionally, to violate any applicable international, national, federal, state, provincial, or local law or regulation, including, but not limited to, Fair Housing laws and regulations.
- 4. ADDITIONAL REQUIREMENTS.** Certain aspects of the Services may be subject to additional requirements, guidelines, other technical and non-technical specifications, or other rules or policies in addition to those set forth in these Terms (the “Additional Requirements”). In the event of a conflict between the Additional Requirements and these Terms, the Additional Requirements shall take precedence.

ACCEPT

4. Click the **“Register”** button to register the account.

After registering, you will receive the **“User Registration Confirmation”** email from RENTCafé.

From: Satellite Affordable Housing Associates <no-reply@rentcafe.com>
Subject: User Registration Confirmation

B. Starting the Waitlist Application

If the property's waitlist is open and accepting applications, the page will redirect to the start of the waitlist application.

The screenshot shows the 'My Application' page. On the left is a sidebar menu with options: Language Selection, Application Information, Your Household, Your Income, Your Assets, Summary, Bedroom Sizes, Errors, and Sign and Submit. The 'Application Information' step is highlighted with a progress bar showing 0%. The main content area says 'Please select your preferred language.' and includes a 'Google Translate Disclaimer'. A top navigation bar shows 'Applications & Certifications | Hi, Stevie'.

***If the property's waitlist is closed and not currently accepting applications, you will see the following screen:

The screenshot shows the 'Applications & Certifications' page. A blue message box states 'You have no pending certifications'. The top navigation bar shows 'Applications & Certifications | Hi, Stevie'.

Once you begin the waitlist application, you will receive the "Waitlist Application Started" email from RENTCafé.


From: Satellite Affordable Housing Associates <no-reply@rentcafe.com>
Subject: RENTCafé - Waitlist Application Started

As long as the waitlist is open, you also have the option to save the application at any point and continue it at a later time. To continue the waitlist application, click the "Continue" button to start where you last left off.

The screenshot shows the 'Applications & Certifications' page with application details for 'RCAH Valley View' at '1 Natalie Lane, American Canyon, CA 94503'. It includes 'Account Information' such as 'Type: Affordable Waitlist', 'Status: Incomplete', 'Last Update Date: 1/14/2020', and 'Created Date: 1/14/2020'. A blue 'CONTINUE' button is circled in the bottom right corner. The top navigation bar shows 'Applications & Certifications | Hi, Stevie'.

As long as the waitlist is open, if you have completed the waitlist application, you can review your information by clicking the **“View”** button.

Applications & Certifications

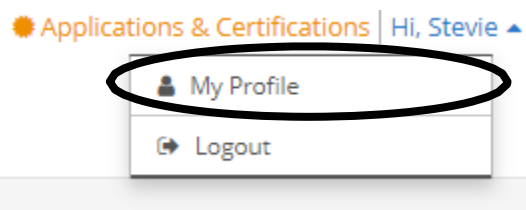
| | | |
|---|--|--|
|  | RCAH Valley View 1 Natalie Lane American Canyon, CA 94503 | Account Information • Type: Affordable Waitlist • Status: Pending • Last Update Date: 1/17/2020 • Created Date: 1/15/2020 |
|---|--|--|

VIEW

***Once the waitlist is closed, you will be unable to view or submit your waitlist application.

C. Managing Your Account

1. On the top right, click the **“Hi, [Name]”** link and click **My Profile** to change account information including phone and email information.



2. Click **Update Account** to make changes to your account information.

Note that changing your account information will update all of the in-progress applications.

3. Uncheck the box to unsubscribe from RENTCafé email notifications, otherwise leave the box checked to receive email notifications.

Note that these email notifications refer to general updates from RENTCafé. Important system notification emails related to your application or account cannot be turned off.

Account Information

| | |
|------------|-----------------|
| First Name | Stevie |
| Last Name | Wonder |
| Phone | (555) 555-5555 |
| Alt. Phone | |
| Email | stevie@email.zz |

☒ Subscribe to email notifications

Update Account **Change Password** **Change Email**

☐ Subscribe to email notifications ?

* Required Field

UPDATE

You can choose to subscribe to email notifications such as community announcements, calendar events, or marketing campaigns at any time. System notification emails such as payment-related changes, lease activity, service items, and account changes cannot be turned off.