



RENTCafé Guía de registro del solicitante

Los solicitantes deben registrarse como usuarios de RENTCafé para solicitar en línea para vivienda SAHA. Se requiere una dirección de correo electrónico válida para registrarse. Se puede acceder al portal RENTCafé Online Application desde cualquier computadora, teléfono inteligente o tableta a través de su navegador de Internet. Si no tiene acceso a Internet o un dispositivo habilitado para Internet, consulte el Resource List of Public Computer Locations en nuestro sitio web: <https://www.sahahomes.org/resources>

Visite: www.sahahomes.org/apply - o usa el QR Code que se muestra en la esquina superior derecha para crear una cuenta o para iniciar sesión en una cuenta RENTCafé existente.

Esta guía cubrirá [la creación de su cuenta](#), [error de "Invalid Account"](#), [restablecimiento de contraseña](#), [el inicio de la solicitud de lista de espera](#), y [la administración de su cuenta](#).

A. La creación de su cuenta

Los solicitantes deben registrarse como usuarios de RENTCafé para solicitar en línea para vivienda SAHA. **Incluso si ya tiene una cuenta RENTCafé existente**, deberá registrarse en la propiedad específica de SAHA.

Si necesita ayuda con el registro, llame al número de teléfono que figura en el volante.

1. Para comenzar, haga clic en el enlace **"Click here to register"** en el cuadro de inicio de sesión izquierdo o haga clic en **"Register Now"** debajo de *Register for a Fast, Easy Application* a la derecha.



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. De lo contrario, para continuar creando una nueva cuenta, ingrese su información en la sección *Personal Details* and *Account Information*. Las secciones requeridas están marcadas con un asterisco (*).

Create an Account

Personal Details

First Name*

Stevie

Last Name*

Wonder

Phone (Home)*

(555) 555-5555

Account Information

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

stevie@email.zz

Password*

Confirm Password*

☒ I'm not a robot



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

* Required fields

REGISTER

Tenga en cuenta:

- Su dirección de correo electrónico es su username
- Su contraseña debe tener un mínimo de 10 caracteres y debe contener todo lo siguiente:

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

- Una letra minúscula
- Una letra mayúscula
- Un número
- Un símbolo

- ❖ Si tiene una cuenta RENTCafé existente, una ventana emergente le pedirá que use su cuenta existente. Haga clic en el botón **“Use My Existing Account!”** para iniciar sesión con su cuenta existente.

Hey Stevie!

Good news! It looks like you have an existing account tied to your email address (stevie@email.zzz) 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

Si olvidó su contraseña, haga clic en el enlace "I forgot my password" para recibir un correo electrónico con un enlace para restablecer la contraseña.

Después de cambiar su contraseña, volverá a la pantalla anterior (paso 2 anterior).

- En el paso 2, haga clic en el botón **"I do NOT have a registration code"** para continuar con la creación de su cuenta.
- En el paso 3, ingrese su dirección de correo electrónico para activar la ventana emergente que le solicita que use su cuenta existente.
- Haga clic en **"Use My Existing Account!"** para iniciar sesión con su cuenta existente con su contraseña recién creada.

← 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*

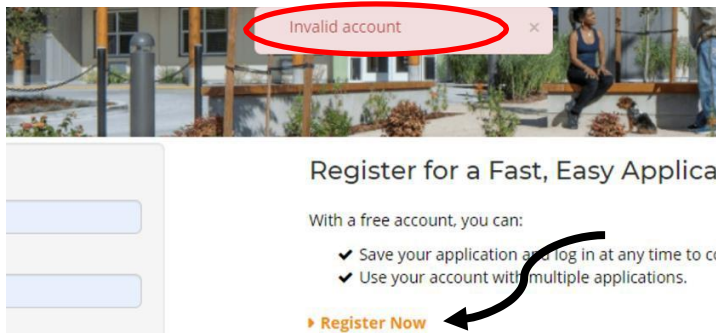
PHONE (HOME)*

LOGIN

[I forgot my password](#)

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

** Si encuentra un error de "Invalid Account", haga clic en "Register Now" para volver al [step #2](#).



3. Después de completar las secciones, haga clic en “I’m not a robot” reCAPTCHA. Compruebe que ha leído y acepta los *Terms and Conditions* y haga clic en “Accept” para continuar.

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 WEBSITE. 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, re-post, 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 in or on any content 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. Haga clic en el botón “Register” para registrar la cuenta.

Después de registrarse, recibirá el correo electrónico “User Registration Confirmation” de RENTCafé.

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

B. El inicio de la solicitud de lista de espera

Si la lista de espera de la propiedad está abierta y está aceptando las solicitudes, la página redirigirá al inicio de las solicitudes de la lista de espera.

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 main content area has a header with 'Application Information' and 'Household Income' tabs. Below the header is a progress bar for 'Application Progress' at 0%. The main heading is 'Please select your preferred language.' followed by a 'Google Translate Disclaimer'. The disclaimer text states: 'By selecting a language from the list, you will translate your application into that selected language using the Google Translate online service. Google Translate is subject to applicable Google Terms of Service. Google Translate is made available solely for your convenience, and its use is solely at your option.'

***Si la lista de espera de la propiedad está cerrada y actualmente no está aceptando las solicitudes, verá la siguiente página:

The screenshot shows the 'Applications & Certifications' page. At the top right is a user greeting 'Hi, Stevie'. The main heading is 'Applications & Certifications'. Below it is a light blue box with the text 'You have no pending certifications'.

Después de comenzar la solicitud de la lista de espera, recibirá el correo electrónico "Waitlist Application Started" de RENTCafé.


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

Cuando la lista de espera está abierta, también tiene la opción de guardar su solicitud en cualquier momento y continuarla más tarde. Para continuar su solicitud de la lista de espera, haga clic en el botón "Continue" para comenzar donde lo dejó la última vez.

The screenshot shows the 'Applications & Certifications' page. At the top right is a user greeting 'Hi, Stevie'. The main heading is 'Applications & Certifications'. Below it is a light blue box with the text 'You have no pending certifications'. Below this box is a section for 'RCAH Valley View' with address '1 Natalie Lane, American Canyon, CA 94503'. To the right of this is an 'Account Information' section with details: Type: Affordable Waitlist, Status: Incomplete, Last Update Date: 1/14/2020, and Created Date: 1/14/2020. At the bottom right, there is a blue button labeled 'CONTINUE' which is circled in black.

Cuando la lista de espera está abierta, si tiene una solicitud completa, puede ver su información haciendo clic en el botón "View".

Applications & Certifications

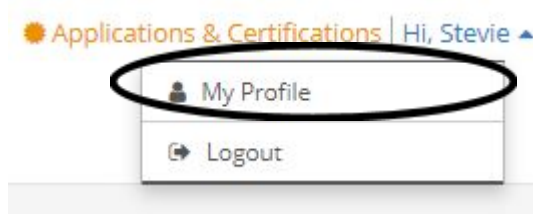
	RCAH Valley View 1 Natalie Lane American Canyon, CA 94503	Account Information Type: Affordable Waitlist Status: Pending Last Update Date: 1/17/2020 Created Date: 1/15/2020
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VIEW

*** Cuando la lista de espera está cerrada, no podrá ver ni enviar su solicitud de lista de espera.

C. La administración de su cuenta

1. En la esquina superior derecha, haga clic en el enlace "Hi, [Name]" y haga clic en **My Profile** para cambiar la información de la cuenta, incluida la información del teléfono y el correo electrónico.



2. Haga clic en **Update Account** para realizar cambios en la información de su cuenta.

Tenga en cuenta que cambiar la información de su cuenta actualizará todas las solicitudes en progreso.

3. Desmarque la casilla para darse de baja de las notificaciones por correo electrónico de RENTCafé. De lo contrario, deje la casilla marcada para recibir notificaciones por correo electrónico.

Tenga en cuenta que estas notificaciones por correo electrónico se refieren a actualizaciones generales de RENTCafé. Los correos electrónicos importantes de notificación del sistema relacionados con su solicitud o cuenta no se pueden desactivar.

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.