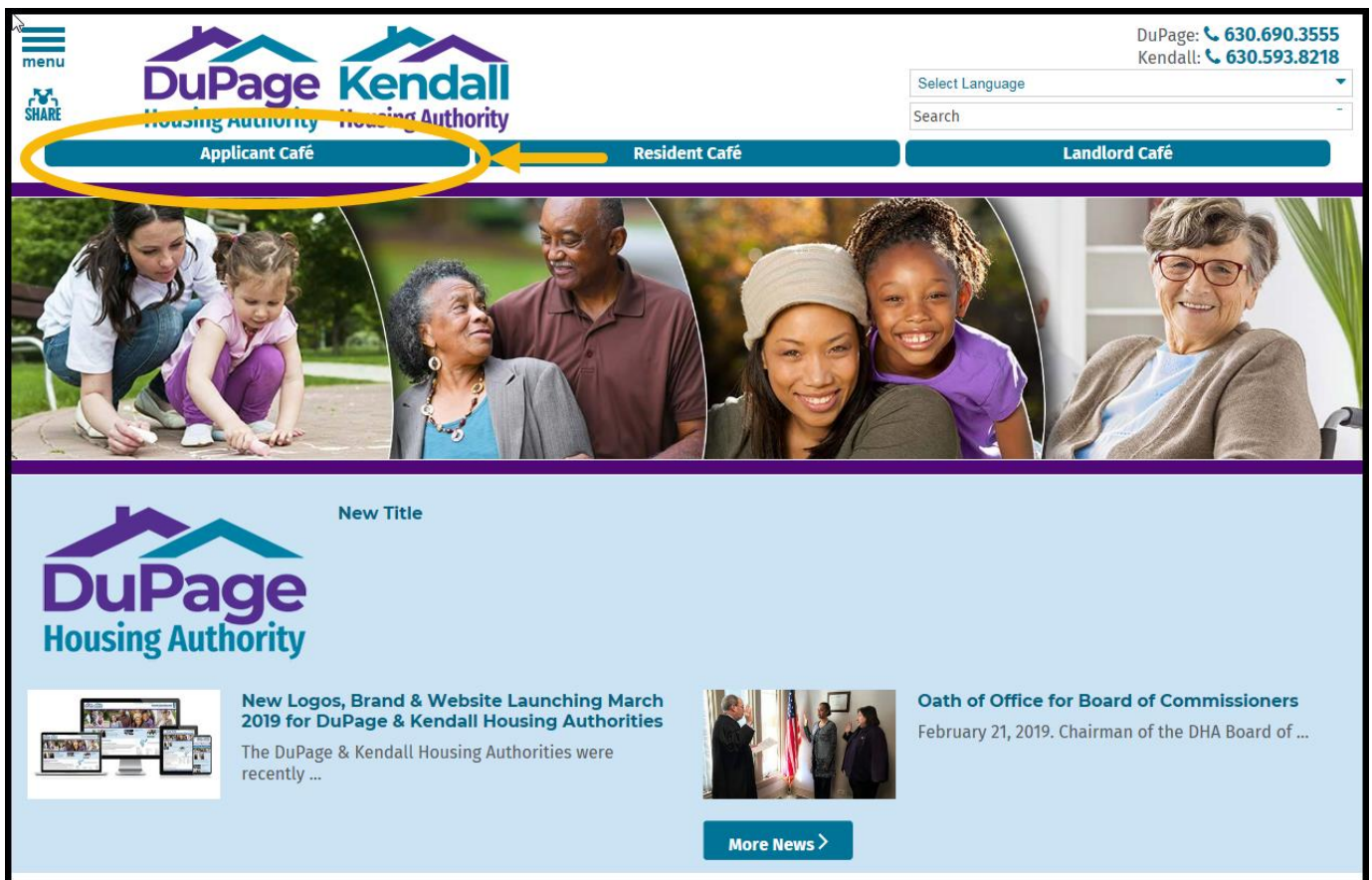


Creating a DuPage & Kendall Housing Authorities Online RENTCafe Account without a Registration Code

1a.) If you are using a computer or tablet, once on the landing page at www.dupagehousing.org, click or tap 'Applicant Café' located at the upper left-hand side of the page.

Important: If you are using a mobile device, skip this step and proceed to the next step.

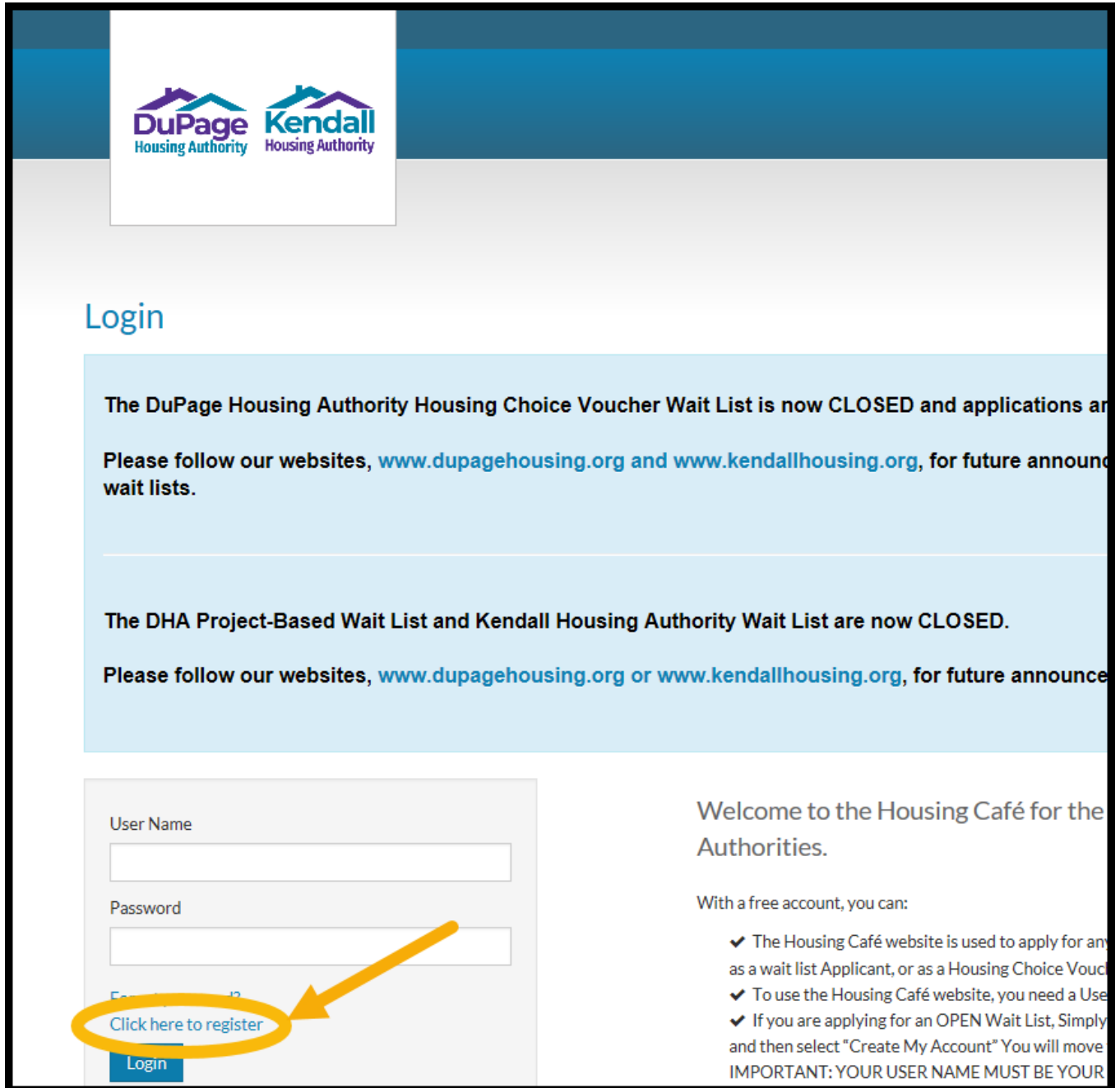


The screenshot shows the website's header with the DuPage and Kendall Housing Authority logos. A navigation bar contains three buttons: 'Applicant Café' (highlighted with a yellow circle and an arrow), 'Resident Café', and 'Landlord Café'. To the right of the navigation bar are links for DuPage (630.690.3555) and Kendall (630.593.8218), a language selection dropdown, and a search bar. Below the navigation bar is a banner image featuring four photos of diverse people. The main content area has a light blue background and includes a 'New Title' section with the DuPage Housing Authority logo. This section contains two news items: 'New Logos, Brand & Website Launching March 2019 for DuPage & Kendall Housing Authorities' and 'Oath of Office for Board of Commissioners' dated February 21, 2019. A 'More News >' button is located at the bottom right of the news section.

- 1b) If you are using a mobile device, once on the landing page at www.dupagehousing.org, click or tap 'Applicant Café' located at the upper left-hand side of the screen.



2.) The login page will then appear. Click or select **'Click here to register'**.



The screenshot shows the login page for the DuPage Housing Authority and Kendall Housing Authority. At the top, there are logos for both authorities. Below the logos, the word "Login" is displayed. Two light blue boxes contain announcements about closed wait lists. At the bottom left, there is a login form with fields for "User Name" and "Password", and a "Login" button. A yellow circle highlights the link "Click here to register" below the password field, with a yellow arrow pointing to it. To the right of the login form, there is a welcome message and a list of features available with a free account.

DuPage Housing Authority **Kendall Housing Authority**

Login

The DuPage Housing Authority Housing Choice Voucher Wait List is now CLOSED and applications are no longer accepted.

Please follow our websites, www.dupagehousing.org and www.kendallhousing.org, for future announced wait lists.

The DHA Project-Based Wait List and Kendall Housing Authority Wait List are now CLOSED.

Please follow our websites, www.dupagehousing.org or www.kendallhousing.org, for future announcements.

User Name

Password

[Click here to register](#)

Login

Welcome to the Housing Café for the Authorities.

With a free account, you can:

- ✓ The Housing Café website is used to apply for any wait list Applicant, or as a Housing Choice Voucher Applicant.
- ✓ To use the Housing Café website, you need a User Name and Password.
- ✓ If you are applying for an OPEN Wait List, Simply click on "Create My Account" and then select "Create My Account" You will move to the next step.

IMPORTANT: YOUR USER NAME MUST BE YOUR FULL NAME.



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www.DuPageHousing.org Accessibility icons for a wheelchair and a house.

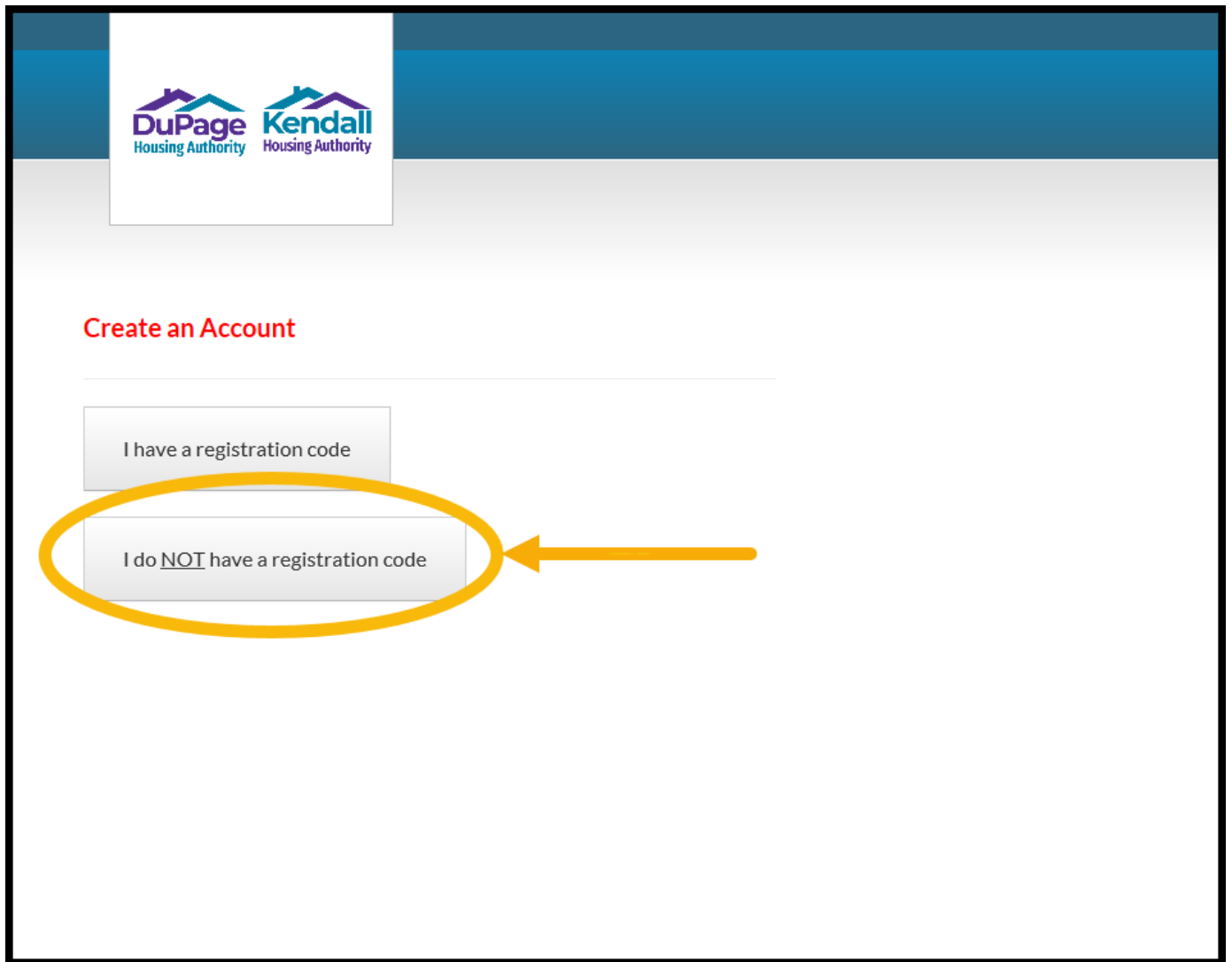
3.) The page shown below will then appear. Click or select **'Create My Account'**.



Create an Account

Create My Account

4.) The page shown below will then appear. Click or select '**I do NOT have a registration code**'.



Create an Account

I have a registration code

I do NOT have a registration code

- 5.) An online registration form as shown on the next two pages will then appear. Complete all the fields, and then select both the 'I have read and accept the **'Terms and Conditions'** box and the **'I'm not a Robot'** box, then click or select **'Register'** at the bottom of the page.

The registration process is required only one time. After registering, you will only need to login, using your User Name (which is your Email address) and your Password, to access your online account.

Important:

- Please note that going forward your email address will become your User Name and it will be one of the two credentials (the other being the password described below) that are needed to log into your account.
- Passwords must be a minimum of ten characters in length and must contain at least one of each of the following:
 - at least one capital (upper-case) letter
 - at least one small (lower-case) letter
 - at least one number
 - at least one symbol
 - a minimum of 10 characters
- When entering your SSN, do not include any dashes; enter numbers only.



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Upper Half of Registration Screen



Create an Account

Personal Details

First Name*

Last Name*

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



Confirm SSN#*



Phone (Home)*

In the SSN and
Phone fields, enter
numbers only, no
dashes or
parentheses.

Lower half of Registration Screen

Account Information

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

Confirm Email Address*

Password*

Confirm Password*

☐ I'm not a robot
 

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

* Required fields

After entering the required information in all the form fields, select both the 'I'm not a robot' and 'I have read and accept the Terms and Conditions' boxes, then click or select 'Register' at the bottom of the page to complete the process.

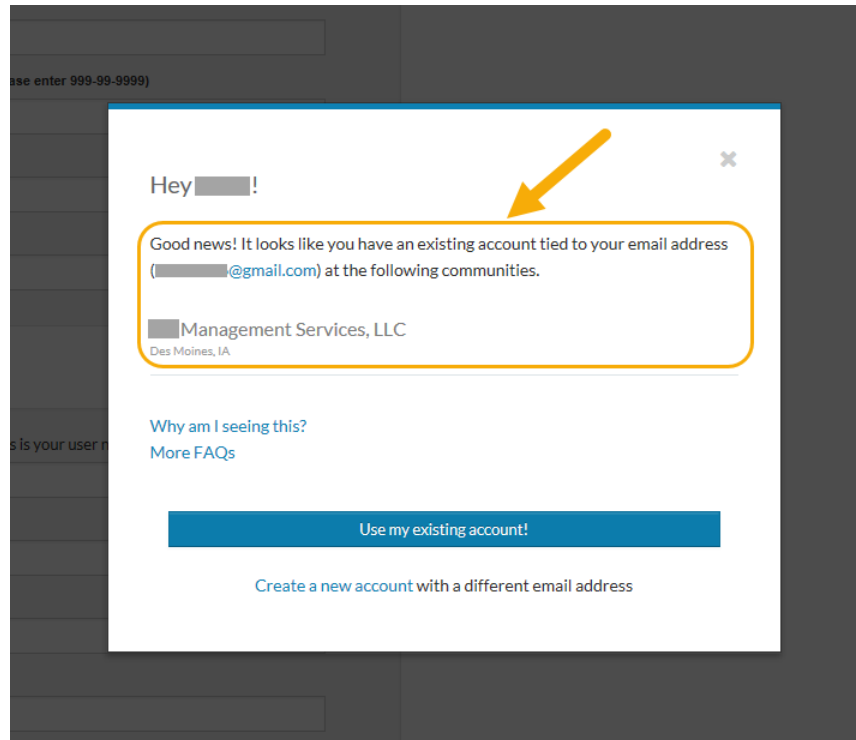
*** Important:** RENTCafe is a nationwide platform through which property management firms, housing authorities and other similar organizations provide their clients access to information regarding their account.

As it's a shared platform used by many organizations, a given email address can be used only once as a User Name to create an online account with an organization; the email address is then specific to that online account. As a result, the email address cannot be used to create a RENTCafe account with another organization.

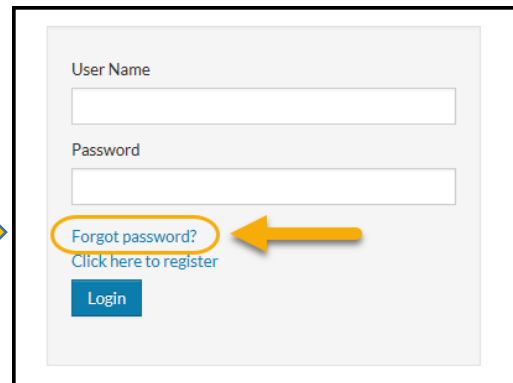
If you should have an existing account with the DuPage & Kendall Housing Authorities, you will receive a pop-up message (as shown on the following page) after entering your email address indicating there is an existing account.

If this occurs, see the instructions on the following page as to the next step.

Note: If you've received a pop-up message like the one shown below after entering your email address during the registration process, there is an existing account in the RENTCafe system tied to this email address, and the pop-up message will identify the online community where your account exists.



If the pop-up message indicates that you have an account with the DuPage & Kendall Housing Authorities, go back to the Login page and request a password reset (if difficulties with the reset process arise, you can contact the DuPage & Kendall Housing Authorities for assistance)

*** Important:** If your account is with an online community other than the DuPage & Kendall Housing Authorities, you will have to either use a different email address to create your account or have the account with the other community deleted so that you can reuse that email address.



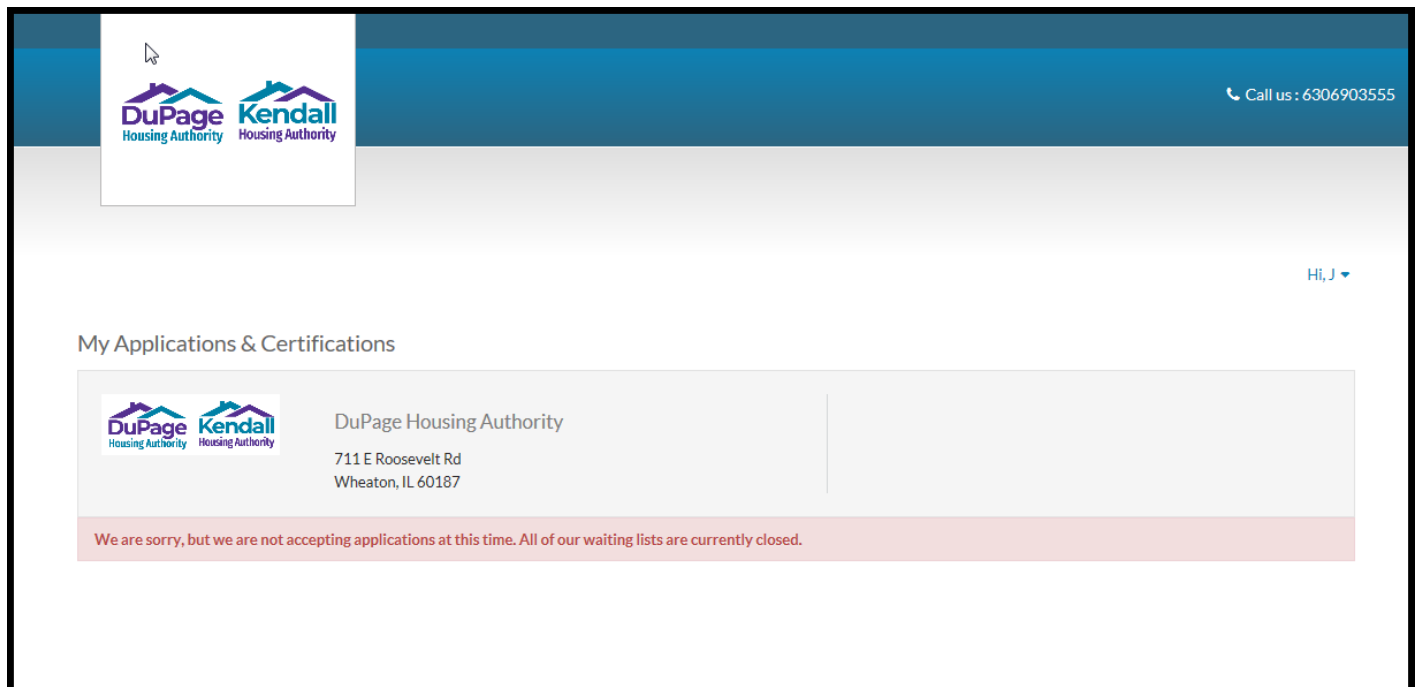
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www.DuPageHousing.org  

6.) After clicking / selecting '**Register**', you will be taken into your online account and the 'Home' screen shown below will appear. When future Wait List openings occur, the application process will take place online, within your account. When applying for an open Wait List, log into your account and the Wait List application process will begin automatically.

DuPage and Kendall Housing Authorities posts notifications of Wait List openings on their webpages, www.dupagehousing.org and www.kendallhousing.org, as well as information regarding other social service agencies. Please follow our websites to learn of future Wait List openings.



- 7.) Now that registration is complete, from this point forward, all you will need to do is enter your User Name (which is your email address) and password into the fields on the Login screen (accessed by clicking or selecting the 'Applicant Café' button on the www.dupagehousing.org website) and clicking or selecting 'Login' to access your account.



DuPage **Kendall**
Housing Authority Housing Authority

Login

The DuPage Housing Authority Housing Choice Voucher Wait List is now CLOSED and applications are no longer accepted. Please follow our websites, www.dupagehousing.org and www.kendallhousing.org, for future announcements and wait lists.

The DHA Project-Based Wait List and Kendall Housing Authority Wait List are now CLOSED. Please follow our websites, www.dupagehousing.org or www.kendallhousing.org, for future announcements and wait lists.

User Name

Password

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

Welcome to the Housing Café for Authorities.

With a free account, you can:

- ✓ The Housing Café website is used to apply as a wait list Applicant, or as a Housing Choice Voucher Applicant.
- ✓ To use the Housing Café website, you need to create a free account.
- ✓ If you are applying for an OPEN Wait List, you need to create a free account and then select "Create My Account" You will be redirected to the application page.

IMPORTANT: YOUR USER NAME MUST BE YOUR EMAIL ADDRESS.

[Register Now](#)

Thank you for creating an account with the DuPage & Kendall Housing Authorities!