HOC User Guide
Rent Café Landlord Portal – How to Register and Use

Contents

Register to the Landlord Portal

1. Go to HOC's website (www.hocmc.org).

2. Scroll down to the "**Portals**" section of the home page.

3. Click the "**Landlords**" link.

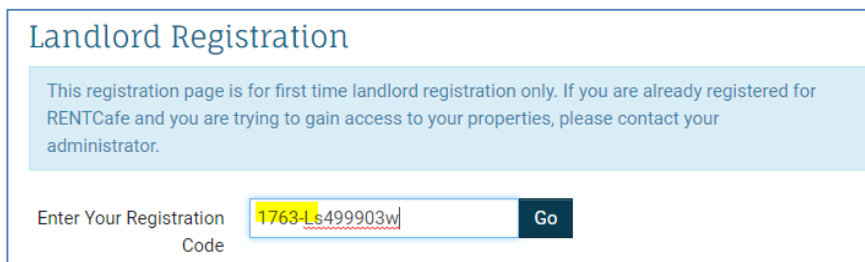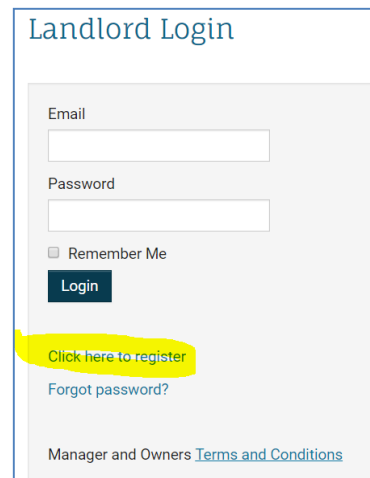4. At the "**Welcome to Montgomery County**" page, click the "**Landlord/Vendor Login**" link.
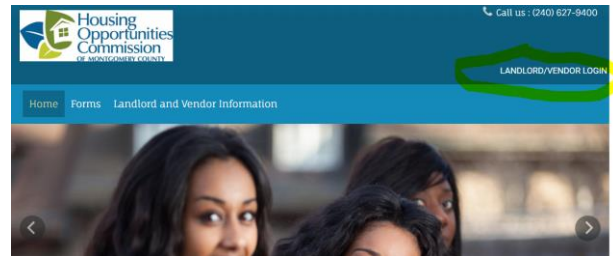
   The "**Landlord Login**" page is displayed:

5. Select the "**Click here to register**" link.

6. You are prompted to "**Enter Your Registration Code**".

   The code consists of the text "**1763-L**" followed by your vendor code. (This vendor code was provided on the notice sent to the Owner/Landlord on the vendor record in HOC's Yardi system.)

   Example: If your vendor code is "s499903w", then your Registration Code is "1763-Ls499903s".

7. Click **Go**.

8.   Complete the fields on the Registration screen.

The data you enter here should match the information that is recorded by HOC or you may not be permitted to continue.

Account Nickname	*Your own description of the account to more easily identify it. For example, it may be a street name, such as "123 Main Street" or "Gingerbread house".*
Email Address	
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.*
Confirm Password	
First Name	
Last name	
Tax ID/SSN**	
Phone (Office)	
Address	
City, State, Zip	
Company Name (OPTIONAL)	
Company Address (OPTIONAL)	
Company City, State, Zip (OPTIONAL)	

9.   Check the "**I have read and accept the Terms and Conditions**" checkbox.

10.   Check the "**I'm not a robot**" checkbox.

11.   Click the **Register** button.

- **For assistance with the data verification for HCV Vendors, telephone Janice McDonald at (240) 627.9565.**

- **For assistance with the data verification for regular Vendors, telephone Ceciley Padgett at (240) 627-9485.**

- **After five failed attempts to login, the system will lock the account for 24 hours. If you need the account unlocked sooner than 24 hours, contact the HOC Call Center at (240) 627-9800.**

THE HOME PAGE

The Home page of your **Rent Café** screen is displayed and you are ready to begin viewing your information.
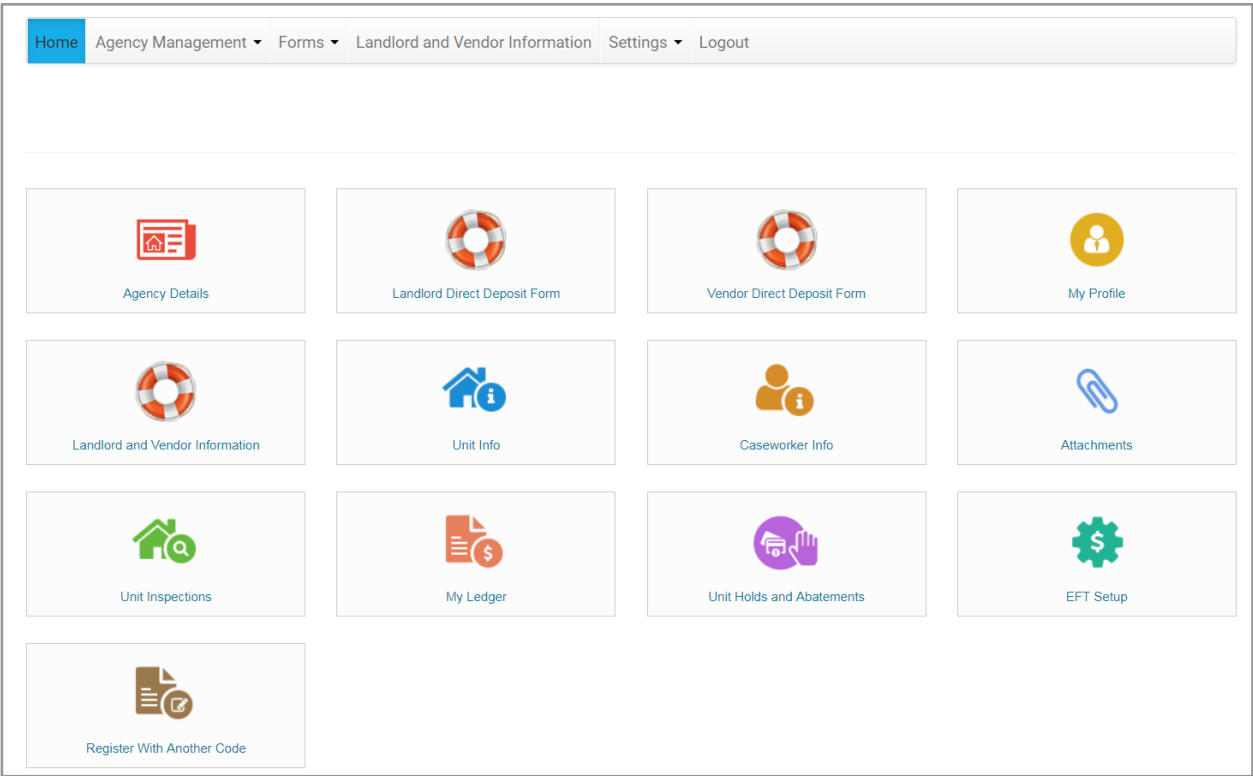
REGISTER MULTIPLE ACCOUNTS/PROPERTIES

If you have more than one account/property under the same e-mail address, you may add them under the account you just created.

1.   From your Home page, select the "**Register with Another Code**" link.

2.   When prompted to "**Enter Your Registration Code**", enter the text "**1763-L**" followed by the next vendor code you wish to register.

3.   Click **Go**.

4.   Enter the **Account Nickname, Last Name, Tax ID/SSN, Email Address**, and **Phone**.

5.   Check the "**I have read and accept the Terms and Conditions**" checkbox.

6.   Click the **Register** button.

You should now be able to view your multiple accounts and switch between them when looking up information. See sample ledger image below:

Unit Inspections

1. From your Home page, select the "**Unit Inspections**" link.

   The "**Unit Inspections**" screen is displayed:

2. If you have more than one property/account in your portfolio, select the desired property in the "**My Account**" drop-down field.

3. Select the **Result Type** if desired (**Fail, Inconclusive, Pass**).

4. Click **Go** to display the results on screen.

5. For any inspection record, click the **Details** button to view the inspection items in more detail.

My Ledger

1. From your Home page, select the "**My Ledger**" link.

   The "**My Ledger**" screen is displayed:

2. If you have more than one property/account in your portfolio, select the desired property in the "**My Account**" drop-down field.

3. Select the desired **Period** (*Current, Last 6 Months, Last 12 Months, Last 24 Months*)

4. Specify your desired **Sort** order (**Sort By** and **Sort Type**).

5. In the "**EFT/Check #/Adj #**" field, we recommend entering the ACH # for best results. However, you must be sure to include the **ACH-** prefix or no records will display.

6.   Or you may specify the **Check Date** (i.e., 06/01/2017) in the **Search** field instead.

Sort By	Tenant Name ⌄
Sort Type	Descending ⌄
EFT/Check #/Adj #	

Go   Excel

Search: 06/01/2017

7.   Ideally, check both to ensure the number of payments match with both methods.

8.   Click **Go** to display the results on screen.
      You may print the results by right-clicking the screen and selecting **Print**.

Invoice Number	Unit Address/ Description	Tenant Name	Pmt For	EFT/ Check#/ Adj#	Check Date	Notes	Amount
			06/2017	ACH-178995	06/01/2017		$972.00
			06/2017	ACH-178995	06/01/2017		$615.00
			06/2017	ACH-178995	06/01/2017		$115.00

9.   Or click **Excel** to display the results in MS Excel where you can format, sort, and print accordingly.

Unit Holds & Abatements

1.   From your Home page, select the "**Unit Holds & Abatements**" link.

The "**Unit Holds and Abatements**" screen is displayed:

2.   If you have more than one property/account in your portfolio, select the desired property in the "**My Account**" drop-down field.

3.   Enter a **Date Range** in the "**Scheduled Between**" fields.

4.   Select a **Status** if desired (**Active** or **Inactive**).

5.   Click **Go** to display the results on screen.
You may print the results by right-clicking the screen and selecting **Print**.

Or click **Excel** to display the results in MS Excel where you can format, sort, and print accordingly.

Unit Address	Start Date	End Date	Date of HAP Termination	Type	Hold/Abate Reason	Payment Affected	Description	Tenant Name	Status
	05/05/2016	05/17/2016	06/16/2016	Abate	HQS Inspection	Housing Assistance Payment	no show after fail		Inactive

Other Menu Items

AGENCY DETAILS

Displays the agency contact information and allows you to submit an email.

LANDLORD DIRECT DEPOSIT FORM

For Landlords Only. A printable, but not editable PDF document for a direct deposit authorization.

VENDOR DIRECT DEPOSIT FORM

For Vendors Only. A printable, but not editable PDF document for a direct deposit authorization.

MY PROFILE

Update your contact and property information.

LANDLORD AND VENDOR INFORMATION

Whom to contact at HOC for help with various questions.

CASEWORKER INFORMATION

Not available.

ATTACHMENTS

Not available.

EFT SETUP

Display or edit bank account information for deposits.