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

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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.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Account Nickname</td>
<td>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”.</td>
</tr>
<tr>
<td>Email Address</td>
<td></td>
</tr>
<tr>
<td>Password</td>
<td>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.</td>
</tr>
<tr>
<td>Confirm Password</td>
<td></td>
</tr>
<tr>
<td>First Name</td>
<td></td>
</tr>
<tr>
<td>Last name</td>
<td></td>
</tr>
<tr>
<td>Tax ID/SSN**</td>
<td></td>
</tr>
<tr>
<td>Phone (Office)</td>
<td></td>
</tr>
<tr>
<td>Address</td>
<td></td>
</tr>
<tr>
<td>City, State, Zip</td>
<td></td>
</tr>
<tr>
<td>Company Name (OPTIONAL)</td>
<td></td>
</tr>
<tr>
<td>Company Address (OPTIONAL)</td>
<td></td>
</tr>
<tr>
<td>Company City, State, Zip (OPTIONAL)</td>
<td></td>
</tr>
</tbody>
</table>

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:

   ![Unit Inspections Screen]

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.

   ![Unit Inspection Results]

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

   ![Inspection Details]
My Ledger

1. From your Home page, select the “My Ledger” link.

   The “My Ledger” screen is displayed:

   ![My Ledger Screen](image)

   - Period: Current Month
   - Sort By: Tenant Name
   - Sort Type: Descending
   - EFT/Check #/Adj #: ACH-178995

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.

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**.

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:

   ![Unit Holds and Abatements Screen](image)

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.

   ![Date Range Entry](image)

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.

   ![Excel Displayed Results](image)
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.