



HOW TO REGISTER & SUBMIT AN APPLICATION ONLINE

Housing Authority of Cook County



HOW TO REGISTER



HOW TO REGISTER

The applicant will need to create an account by registering on the RentCafe PHA website.



Applicant Portal

Welcome to the Housing Authority of Cook County's Resident and Applicant Portal

From this site you can submit a new application for housing, update your current application contact information, apply for other properties with open wait lists, and access your resident profile. For first time users select "[Click here to register](#)". Once the page loads, select "[I want to apply/register](#)."

If you have previously registered for Rent Café to apply for our Affordable Multi-Family Housing sites, you will need to complete a new Rent Café registration in order to access our Project Based Voucher and Housing Choice Voucher wait list application. You will only be able to apply if the waiting list is open.

[Click here](#) for registration and application instructions. If you have any issues, send an email by clicking registration@thehacc.org for assistance.

User Name

Password

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

Register for a Fast, Easy Application

With a free account, you can:

- ✓ Save your application and log in at any time to continue.
- ✓ Check the status of your applications.
- ✓ Use your account with multiple applications.

[Register Now](#)



CREATING AN ACCOUNT

New applicants should select 'I do NOT have a registration code'.



Call us : (312) 663-5447

Create an Account

I have a registration code

I do NOT have a registration code



Don't have an account yet?

Create your account today, and Apply Online!

-  Submit your application
-  Check out the status of your application
-  Get ready to move in!

Already have an account? Login Now!

Welcome to the Housing Authority of Cook County's Resident and Applicant Portal

From this site you can submit a new application for housing, update your current application contact information, apply for other properties with open wait lists, and access your resident profile. For first time users select "**Click here to register**". Once the page loads, select "**I want to apply/register**". If you already have an application or are a program participant you will be provided a Registration Code to update your current information. If you have previously registered and applied for one of our waitlists, you will need to complete a new registration in order to apply for a different waitlist. If you are directed to contact the leasing office, email registration@thehacc.org for assistance.



CREATING AN ACCOUNT

Complete the Personal Details and Account Information.

All applicants must have an email in order to register. You may sign up for a free email account with an email provider such as Yahoo, Gmail, etc.

Once all the required fields are complete, click 'Register'.

Personal Details

First Name*

Last Name*

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

Confirm SSN#*

Phone (Mobile)*

Account Information

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

Confirm Email Address*

Password*

Confirm Password*

I'm not a robot  reCAPTCHA
Privacy - Terms

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

* Required fields

Register



EXISTING RECORD IN HACCC'S DATABASE

If your SSN already exists in RentCafe you're required to have a registration code.

Your registration code will auto-populate when you choose '[Click Here](#)'.

Error: Your social security number is already in our system. To register [click here](#) and use this registration code: 2673-TT0032065

Welcome to the Housing Authority of Cook County's Resident and Applicant Portal

Create an Account

Enter Your Registration Code

2673-TT0032065

Go

Personal Details

First Name*

Jesse

Last Name*

Tester

SSN#**

Phone (Mobile)*

(312) 542-4688

Don't have an account yet?

Create your account today, and Apply Online!

-  Submit your application
-  Check out the status of your application
-  Get ready to move in!

Already have an account? Login Now!

Welcome to the Housing Authority of Cook County's Resident and Applicant Portal

From this site you can submit a new application for housing, update your current application contact information, apply for other properties with wait lists, and access your resident profile. For first time users select "I want to register". Once the page loads, select "I want to apply/register" if you have an application or are a program participant you will be provided a Registration Code to update your current information. If you have pre

Account Information



EXISTING RENT CAFÉ ACCOUNT

If you have an existing Rent Café account, this pop up window will appear asking if you would like to use your existing account.

If you would like to use your existing account select **'Use My Existing Account'** below. Then log in and proceed with the wait list application.

If you would like to create a new account using a different email, select **'create a new account.'** This is recommended if you continue to get an invalid account error with your existing email.



A screenshot of a web application interface. In the background, there is a dark grey area with text: "Don't have an account yet?", "Create your account today, and Apply Online!", and "Submit your application". A white pop-up window is centered on the screen. The pop-up has a close button (an 'x' in a square) in the top right corner. The text inside the pop-up reads: "Hey Jane!", "Good news! It looks like you have an existing account tied to your email address (hacctest123@gmail.com) at the following communities.", "Housing Authority of Cook County Chicago, IL", "Dallas Housing Authority Dallas, TX", "Why am I seeing this? More FAQs". At the bottom of the pop-up, there are two buttons: a blue button labeled "Use my existing account!" and a white button labeled "Create a new account" with the text "with a different email address" to its right. Both buttons are highlighted with a red rectangular border.

EXISTING RENT CAFÉ ACCOUNT

If you have an existing Rent Café account with one of HACC's other waiting lists or another company, you must log in through this screen where it says "GLAD TO HAVE YOU BACK" to connect your existing Rent Café account with the waiting list's Rent Café. If you do not log in here, you have not linked your existing Rent Café account with this wait list's Rent Cafe. You will receive an **INVALID ACCOUNT** error when attempting to log in, because the registration is incomplete.



← Account Access

Glad to have you back

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

PASSWORD* ⓘ

FIRST NAME*

LAST NAME*

SSN#* (IF YOU DO NOT HAVE A SSN, PLEASE ENTER 999-99-9999)

PHONE (MOBILE)*

Login

[I forgot my password](#)

Invalid Login ×

ty of Cook County's Resident and Applicant

update your current application contact information, apply for other properties the page loads, select "I want to apply/register."

your Affordable Multi-Family Housing sites, you will need to complete a



EXISTING RENT CAFÉ ACCOUNT

To resolve the **INVALID LOGIN** error, follow these steps:

1. From the Applicant Portal Log In Page, select **'Click Here to register'**

2. Select **'I DO NOT HAVE A REGISTRATION CODE'**

3. Enter your email address

4. Select **'Use My Existing'** Email through this screen to connect your existing Rent Café account to this waiting list's Rent Café. If you see Housing Authority of Cook County Listed, you will still need to select Use My Existing Account.

5. Complete the fields on the Account Access pop up



1. Applicant Portal

A screenshot of the login form. It has two input fields: "User Name" and "Password". Below the "Password" field is a "Forgot password?" link and a "Click here to register" link, which is highlighted with a red box. At the bottom is a "Login" button.

2.

A screenshot of the "Create an Account" screen. It has two buttons: "I have a registration code" and "I do NOT have a registration code". The "I do NOT have a registration code" button is highlighted with a red box.

3.

A screenshot of the "Phone (Mobile)*" field. The input field contains the text "(555) 555-5555".

Account Information

A screenshot of the "Account Information" form. It has two input fields: "Email Address* (Your email address is your user name)" and "Confirm Email Address*". The "Email Address*" field contains the text "YourEmail@Example.com".

4.

A screenshot of a pop-up message. The message says "Hey Jane!" and "Good news! It looks like you have an existing account tied to your email address (hacctest123@gmail.com) at the following communities." Below this, there are two lists of communities: "Housing Authority of Cook County Chicago, IL" and "Dallas Housing Authority Dallas, TX". At the bottom, there is a "Use my existing account!" button, which is highlighted with a blue box, and a "Create a new account with a different email address" link.

5.

A screenshot of the "Account Access" pop-up form. It has a "Login" button and a "Forgot my password" link. The form contains several input fields: "EMAIL ADDRESS* (YOUR EMAIL ADDRESS IS YOUR USER NAME)", "PASSWORD*", "FIRST NAME*", "LAST NAME*", "SSN#* (IF YOU DO NOT HAVE A SSN, PLEASE ENTER 999-99-9999)", and "PHONE (MOBILE)*".

HOW TO SUBMIT AN ONLINE APPLICATION



APPLY TO WAITING LIST

If the applicant already has a RentCafe PHA account, log on and select 'Apply to Waiting Lists'

***This step applies to existing applicants only.**

New applicants will automatically be directed to the application.



Compliance



Certifications



My Waiting List Status



Apply to Waiting Lists



Attachments



Rent Burden Estimate



Contact Us



LANGUAGE SELECTION

Select preferred language. In order to move to the next step in the application, click **'Save and Continue' at the end of each step'**.

Answer each question until your application progress is 100%.

If the applicant does not have time to complete the application in one session, the applicant may log out and resume the application at a later time. Please make note of your user name and password.



50058 Online Application

Language Selection

Welcome Page

Contact Information

Household Information

Preferences

Waiting Lists

Review & Submit

Log Out

Application Progress 0%

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Select Your Preferred Language

Preferred Language*

- English
- Español (Spanish)
- polski (Polish)
- русский (Russian)
- العربية (Arabic)
- हिंदी (Hindi)
- 中國傳統 (Chinese Traditional)
- 한국의 (Korean)

Save and Continue

WELCOME PAGE

50058 Online Application

Application Progress 9%

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Language Selection

Welcome Page

Contact Information

Household Information

Preferences

Waiting Lists

Review & Submit

Log Out

Welcome

This program is only for **Suburban Cook County renters** who have been affected by the COVID-19 pandemic and need rental assistance.

This application will ask you for some details about your household members, your household income, and how you have been affected by the COVID-19 pandemic. If you qualify, you will be added to the pool of applications. We will be selecting applicants randomly from the pool until all the funding has been spent. Since funding is limited, applying is not a guarantee that you will receive assistance.

Click **Save and Continue** to get started.

Go Back

Save and Continue



ENTER CONTACT INFORMATION



50058 Online Application

- Language Selection
- Welcome Page
- Contact Information**
- Household Information
- Preferences
- Waiting Lists
- Review & Submit
- Log Out

Application Progress **18%**

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Your Contact Information

Please enter your contact information.

Mailing Address *	<input type="text" value="175 W Jackson Blvd"/>
	<input type="text"/>
City *	<input type="text" value="Chicago"/>
State *	<input type="text" value="IL"/>
Zip *	<input type="text" value="60604"/>
E-mail	<input type="text" value="cchowrentcafe+9@gmail.com"/>
Mobile	<input type="text" value="(555) 555-5555"/>
Home	<input type="text" value="(555) 555-5555"/>
Office	<input type="text" value="(555) 555-5555"/>

Go Back

Save and Continue

HOUSEHOLD INFORMATION

50058 Online Application

Application Progress

27%

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Language Selection

Welcome Page

Contact Information

Household Information

Household Members

Pre-COVID-19 Annual Income

Additional Details

Preferences

Waiting Lists

Review & Submit

Log Out

Household Information

Next, we will collect information about the members living in your household.

Go Back

Save and Continue



ADDITIONAL HOUSEHOLD MEMBERS

Select **'More Info Needed'** to add additional information needed for the Head of Household.

If there are additional members in the Household, select **'Add Member.'**

The applicant must enter member information for all members of the household.

The applicant must enter accurate member information for all members of the household. **Failure to do so may affect your eligibility.**



50058 Online Application

- Language Selection
- Welcome Page
- Contact Information
- Household Information
- Household Members**
- Pre-COVID-19 Annual Income
- Additional Details
- Preferences
- Waiting Lists
- Review & Submit
- Log Out

Application Progress 36%

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Household Members

Please provide the household information for all members residing in your household. You will need to select "More info needed" to fill out additional information for the Head of Household. Select the "Add Household Member" button as many times as you need to add everyone who lives in your household. The menu will ask you for some basic information about each person, including their name, age, race, and gender, as well as their relationship to the head of household.

Note on the citizenship question: You do NOT have to be a U.S. citizen to receive assistance through this program. Answering this question honestly will not affect your chances of getting funding.

Add Household Member

First Name	Last Name	Relationship	Age	Gender		
Carmen	Nine	Head of Household	(Blank)	(Blank)	More Info Needed	Delete

Showing 1 to 1 of 1 entries

Go Back

Save and Continue

HOUSEHOLD MEMBERS

Complete all required fields and click 'Save'



Member Details

First Name*

Middle Name

Last Name*

Date of Birth*

Social Security Number*

Gender

Relationship to the Head of Household*

Citizenship Status*

Is this person disabled?*

Ethnicity

Hispanic or Latino*

Race

American Indian or Alaska Native*

Asian*

Black or African American*

Native Hawaiian or Other Pacific Islander*

White*

Notes:

Save

Cancel



ANNUAL INCOME

Enter the combined total annual income for **all members** of the household.



50058 Online Application

- Language Selection
- Welcome Page
- Contact Information
- Household Information
- Household Members

Pre-COVID-19 Annual Income

Additional Details

- Preferences
- Waiting Lists
- Review & Submit
- Log Out

Application Progress 45%

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Pre-COVID-19 Annual Income

Please provide your anticipated gross annual income before you were impacted by COVID-19. Gross annual income is defined as your total income before any deductions. This number should include any income from any members of your household, including Social Security or other benefits.

Annual Income *

Go Back

Save and Continue

ADDITIONAL DETAILS

50058 Online Application

Language Selection

Welcome Page

Contact Information

Household Information

Household Members

Pre-COVID-19 Annual Income

Additional Details

Preferences

Waiting Lists

Review & Submit

Log Out

Application Progress

55%

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Additional Details

How were you affected by COVID-19? *

Are you a participant in any rental assistance program? *

Have you received any other COVID-19 related rental assistance? *

How much rent have you been unable to pay between March 27, 2020 to present? *

Go Back

Save and Continue



PREFERENCES

50058 Online Application

- Language Selection
- Welcome Page
- Contact Information
- Household Information
- Preferences**
- Waiting Lists
- Review & Submit
- Log Out

Application Progress

64%

Applications & Certifications | Hi, Carmen ▾

Waiting List Preferences

If you live in one of the zip codes listed below, check the box to select the Location preference. If you do not live in one of the zip codes listed, skip this step. Click **Save and Continue**.

ZIP CODES

60018	60165	60429	60501
60077	60171	60438	60534
60090	60402	60455	60632
60104	60406	60458	60633
60120	60409	60459	60646
60133	60411	60466	60706
60141	60415	60469	60707
60153	60419	60471	60714
60155	60425	60472	60804
60160	60426	60473	60827
60164	60428	60478	

Only select the 'Location' preference if you reside in one of the zip codes listed.

Search:

Select	Preferences	Description
<input type="checkbox"/>	Location	Location Preference



WAITING LISTS

Select the Cook County COVID-19 Recovery Rental Assistance Program wait list.

You will only be able to select the wait list when it is open to accepting applications.

If a wait list is not open, it will not be available for the applicant to select.



50058 Online Application

- Language Selection
- Welcome Page
- Contact Information
- Household Information
- Preferences
- Waiting Lists
- Review & Submit
- Log Out

Application Progress 73%

Applications & Certifications | Hi, Carmen

Waiting Lists

Please select the wait list. You must check the box in order to apply.

Search:

Select	Waiting list	Description
<input type="checkbox"/>	Cook County COVID-19 Recovery Rental Assistance Program	

Go Back

Save and Continue

REVIEW & SUBMIT

Click on each tab to review the information entered for each section.

If the applicant needs to go back to a previous section to make changes, use the 'Go Back' button.

Once 'Save and Continue', is selected, the application will be submitted.

No changes to the application will be allowed after submission while your application is pending review.



50058 Online Application

- Language Selection
- Welcome Page
- Contact Information
- Household Information
- Preferences
- Waiting Lists
- Review & Submit**
- Log Out

Application Progress 82%

Applications & Certifications | Hi, Carmen ▾

Final review & submission

Review and confirm the information you entered is correct. You will not be able to modify this information once you submit your application. When you are ready to submit your application, accept the terms and conditions and click **Save and Continue**.

Household MembersPre-COVID-19 Annual IncomeAdditional DetailsPreferencesWaiting Lists

First Name	Last Name	Relationship	Age	Gender	Citizenship
Carmen	Nine	Head of Household	32	(Blank)	Eligible Citizen

Terms and Conditions

I hereby acknowledge that the information I have given in this application is correct to the best of my knowledge and belief. I understand that the making of willful false statements or misrepresentations of a material nature may make me subject to criminal and civil penalties under state and federal law. I authorize (for the duration of my participation in the Housing Authority Programs), the release of income, financial and family composition information concerning myself and family to the Housing Authority of the County of Cook and the U.S. Department of Housing and Urban Development to establish my eligibility, including the release of information that may include, but not limited to, identify marital status, residences, rent, credit and criminal activity, employment, income, assets, medical or child care expenses, and income tax returns. The groups or individuals that may release the above information include the Internal Revenue Service, previous landlords, other housing authorities, courts, post offices, welfare agencies, financial institutions, law enforcement agencies, utility companies, the Veteran's Administration, credit bureaus, and providers of credit, alimony, or other financial support.

I accept the above terms and conditions.

Go Back

Save and Continue

DOWNLOAD APPLICATION AS PDF

The applicant may click 'Download application as PDF' to save a copy of the application.

The screenshot displays a user interface for 'My Application'. On the left, a vertical menu lists navigation options: Language Selection, Welcome Page, Contact Information, Household Information, WL Preferences, Waiting Lists, Review & Submit, and Log Out. A blue arrow points from the 'Review & Submit' menu item to a purple button labeled 'Download Application as PDF'. At the top right, the text 'Applications & Certifications | Hi, Joh' is visible. Below the menu, the 'Application Progress' is shown as a blue bar at 100%. The main content area displays 'Application Submitted' with the message 'Your application has been submitted. Click Log Out to exit.' Below this message are two buttons: 'Go Back' and 'Log Out'.



APPLICATION CONFIRMATION

The applicant will receive an email confirmation indicating the online application is complete and pending agency review.



HACC - ^ApplicationName^ Completion Confirmation

Dear ,

Thank you for completing ^ApplicationName^ in the Housing Authority of Cook County portal. Your application has been forwarded to the agency for review.

Once your application has been reviewed, you will receive an email with your application status.

Thank you,
Housing Authority of Cook County



APPLICATION & CERTIFICATIONS

Applicants can log onto RentCafe PHA to review their application status. Login credentials are the same as the one created at the time of application. The user name is the email address the applicant used.

<https://www.rentcafe.com/onlineleasing/cook-county-live/guestlogin.aspx>

Please make note of your username and password for future use.



● Applications & Certifications | Hi, John ▾

Applications & Certifications



Housing Authority of the County of Cook

175 W Jackson Blvd
Chicago, IL 60604

Account Information

- 👤 Type: 50058 Online Application
- 👤 Status: Pending
- 👤 Last Update Date: 11/15/2019
- 👤 Created Date: 11/15/2019

View



www.thehacc.org