



# **HOW TO REGISTER AND 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.

If the applicant already has an account, enter the log in information.



Call us : (312) 663-5447

## Login

### 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](mailto:registration@thehacc.org) for assistance.

[Click here](#) for the application instructions or send an email by clicking [registration@thehacc.org](mailto: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](mailto: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.

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 YARDI

If your SSN already exist in RentCafe you're required to have an registration code.

Your registration code will auto-populate when you chose [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

### Account Information

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



# EXISTING RENT CAFÉ ACCOUNT

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

If you select '**Use My Existing Account**' you must log in through this screen to connect your existing Rent Café account with this waiting list's Rent Café.

If not, you will receive an invalid account error when attempting to log in.

Or select '**Create a New Account with a Different Email Address.**' This is recommended if you continue to get an invalid account error with your existing email.



Already have an account? Login Now!

Good news! It looks like you have an existing account tied to your email address at the following communities.

Housing Authority of the County of Cook  
Chicago, IL

Why am I seeing this?  
[More FAQs](#)

**Use my existing account!**

[Create a new account with a different email address](#)

## 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

# **HOW TO SUBMIT 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 should disregard this step.



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.

The screenshot shows the HACC application interface. At the top is the HACC logo. Below it is a navigation bar with a home icon and the word "Compliance". The main content area is titled "My Application" and contains a list of steps: "Language Selection" (highlighted in blue), "Welcome Page", "Household Information", "WL Preferences", "Waiting Lists", "Review & Submit", and "Log Out". To the right of this list is a progress bar labeled "Application Progress" showing "0%". Below the progress bar is the instruction "Select your preferred language." and a form with the label "Preferred Language\*". The form contains four radio button options: "English" (selected), "Español (Spanish)", "polski (Polish)", and "русский (Russian)". At the bottom right of the form is a blue button labeled "Save and Continue".

# WELCOME PAGE



Compliance

## My Application

Language Selection

Welcome Page

Household Information

WL Preferences

Waiting Lists

Review & Submit

Log Out

Application Progress 8%

Welcome to our online waiting list application.

Lets get your application updated...


Go Back

Save and Continue



# ENTER CONTACT INFORMATION





My Application

[Language Selection](#)  
[Welcome Page](#)  
[Contact Information](#)  
[Household Information](#)  
[WL Preferences](#)  
[Waiting Lists](#)  
[Review & Submit](#)  
[Log Out](#)

Application Progress **15%**

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Your Contact Information

Mailing Address\*

City\*

State\*

Zip\*

E-mail

Mobile

Home

Office

Go Back

Save and Continue

# HOUSEHOLD INFORMATION



 Compliance

Lo

## My Application

Language Selection

Welcome Page

Household Information

Household Members

Annual Income

Unit Accessibility

Special Circumstances

Additional Details

WL Preferences

Waiting Lists

Review & Submit

Log Out

Application Progress 17%

## Household Information

Next, we will collect information about the people who will be living in your household.

Go Back

Save and Continue

# MORE INFO NEEDED



HACC

## My Application

Language Selection  
Welcome Page  
Contact Information  
Household Information

Household Members

Annual Income  
Unit Accessibility  
Special Circumstances  
Additional Details

WL Preferences  
Waiting Lists  
Review & Submit  
Log Out

Application Progress 31%

Applications & Certifications | Hi, John ▾

## Household Members

You must include all members who will be living in your household.

Add Member

First Name	Last Name	Date of Birth	Relationship	Age	Gender		
John	Smith	(Blank)	Head of Household	(Blank)	(Blank)	More Info Needed	Delete

Showing 1 to 1 of 1 entries

Go Back

Save and Continue



# MORE INFO NEEDED

Complete all required  
fields and click **'Save'**



## Tell Us About Household Members

### Member Details

First Name\*

John

Middle Name

Last Name\*

Smith

Date of Birth\*

Social Security Number (If this person does not have a SSN, enter 999-99-9999)\*

\*\*\*\*\*

Gender\*

Relationship to the Head of Household\*

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



# HOUSEHOLD MEMBERS

Complete all required fields and click 'Save'



## Tell Us About Household Members

### 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

# ADDITIONAL HOUSEHOLD MEMBERS

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

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

Failure to do so may affect your eligibility.

A screenshot of the HACC application portal. The top header is blue with the HACC logo on the left and the phone number "Call us : 8557368223" on the right. Below the header is a navigation bar with a home icon and the word "Compliance". The main content area is titled "My Application" and shows a progress bar for "Application Progress" at 25%. On the left is a sidebar menu with links: "Language Selection", "Welcome Page", "Household Information", "Household Members" (highlighted), "Annual Income", "Unit Accessibility", "Special Circumstances", "Additional Details", "WL Preferences", "Waiting Lists", "Review & Submit", and "Log Out". The main content area is titled "Household Members" and includes a note: "You must include all members who will be living in your household." Below this is a red note: "\*\*\*Note: If you are currently a resident in one of our housing programs, you cannot update your household member information without housing authority approval. Contact us for more information." A blue arrow points to a red-bordered button labeled "Add Family Member". Below this is a table with one entry for "John Smith", born 9/2/1960, Head of Household, age 59, male. The table has "Edit" and "Delete" buttons for each entry. At the bottom are "Go Back" and "Save and Continue" buttons.

Call us : 8557368223

Compliance

My Application

Application Progress 25%

Household Members

You must include all members who will be living in your household.

\*\*\*Note: If you are currently a resident in one of our housing programs, you cannot update your household member information without housing authority approval. Contact us for more information.

Add Family Member

First Name	Last Name	Date of Birth	Relationship	Age	Gender		
John	Smith	9/2/1960	Head of Household	59	M	Edit	Delete

Showing 1 to 1 of 1 entries

Go Back Save and Continue

# ADDITIONAL HOUSEHOLD MEMBERS

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

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

Failure to do so may affect your eligibility.

A screenshot of the HACC application portal. The top header is blue with the HACC logo on the left and a phone number "Call us : 8557368223" on the right. Below the header is a navigation bar with a home icon and the word "Compliance". The main content area is titled "My Application" and shows a progress bar for "Application Progress" at 25%. A sidebar on the left lists various application steps: Language Selection, Welcome Page, Household Information, Household Members (highlighted), Annual Income, Unit Accessibility, Special Circumstances, Additional Details, WL Preferences, Waiting Lists, Review & Submit, and Log Out. The main content area is titled "Household Members" and includes a note: "You must include all members who will be living in your household." Below this is a red note: "\*\*\*Note: If you are currently a resident in one of our housing programs, you cannot update your household member information without housing authority approval. Contact us for more information." A blue arrow points to a red-bordered button labeled "Add Family Member". Below this is a table with one entry for "John Smith", born 9/2/1960, Head of Household, age 59, male. The table has "Edit" and "Delete" buttons for each entry. At the bottom are "Go Back" and "Save and Continue" buttons.

Call us : 8557368223

Compliance

My Application

Application Progress 25%

Household Members

You must include all members who will be living in your household.

\*\*\*Note: If you are currently a resident in one of our housing programs, you cannot update your household member information without housing authority approval. Contact us for more information.

Add Family Member

First Name	Last Name	Date of Birth	Relationship	Age	Gender		
John	Smith	9/2/1960	Head of Household	59	M	Edit	Delete

Showing 1 to 1 of 1 entries

Go Back Save and Continue

# ANNUAL INCOME

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



Call us : 8557368222

 Compliance



## My Application

- Language Selection
- Welcome Page
- Household Information
  - Household Members
  - Annual Income**
- Unit Accessibility
- Special Circumstances
- Additional Details
- WL Preferences
- Waiting Lists
- Review & Submit
- Log Out

Application Progress 

33%

## Annual Income

What is the combined annual income for all members of your household?

**\*\*\*Note** - If you are currently a resident in one of our housing programs, you cannot update your Income information without housing authority approval. Contact us for more information.

Annual Income\*



Go Back

Save and Continue

# ACCESSIBILITY

Select unit accessibility accommodation(s) required by any member in the applicant's household.

If not applicable, select 'None.'

The HACC logo is positioned at the top center of the application page, within a white box. It is a circular emblem with a stylized city skyline and the text "HOUSING AUTHORITY OF COOK COUNTY" around the top and "HACC" at the bottom.

Compliance

Logged

### My Application

Language Selection

Welcome Page

Household Information

Household Members

Annual Income

**Unit Accessibility**

Special Circumstances

Additional Details

WL Preferences

Waiting Lists

Review & Submit

Log Out

Application Progress 42%

### Unit Accessibility

Does any member in your household require unit accessibility accommodations?

Hearing Access	<input type="checkbox"/>
Mobility Access	<input type="checkbox"/>
Sight Access	<input type="checkbox"/>
None	<input type="checkbox"/>

Go Back Save and Continue

# CIRCUMSTANCE

Select special circumstance.

If not applicable, select 'None.'



Compliance

## My Application

[Language Selection](#)

[Welcome Page](#)

[Household Information](#)

[Household Members](#)

[Annual Income](#)

[Unit Accessibility](#)

[Special Circumstances](#)

[Additional Details](#)

[WL Preferences](#)

[Waiting Lists](#)

[Review & Submit](#)

[Log Out](#)

Application Progress

50%

## Special Circumstances

Are you currently displaced or homeless?

Displaced

☐

Homeless

☐

None

☐

[Go Back](#)

[Save and Continue](#)



# ADDITIONAL DETAILS

Unless the applicant entered **999-99-999** as the SSN for any member of the household, a response to these questions are **not** required.

However, if answered, it provides the agency additional information on the applicant.



Compliance

## My Application

Language Selection  
Welcome Page  
Household Information  
Household Members  
Annual Income  
Unit Accessibility  
Special Circumstances

Additional Details

WL Preferences  
Waiting Lists  
Review & Submit  
Log Out

Application Progress

58%

## Additional Details

Please provide your information in the below fields to your best ability.

For instructions on how to locate your Census Tract, [please click here.](#)

Could you or anyone in your family benefit from features of an accessible unit?

What is the Census Tract for your current address?

If you inputted 999-99-9999 as your SSN, please state the reason

Go Back

Save and Continue



# WAITING LISTS

Select waiting list the applicant wants to submit the application for.

Only open wait lists will appear in this section.

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



## My Application

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

Application Progress



## Waiting Lists

Select the waiting lists that you want to apply to. You can select one or more.

Search:

Select	Waiting list	Description
<input type="checkbox"/>	HACC WL	Waiting List



Go Back

Save and Continue

# WAITING LIST

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

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

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

No changes to the application will be allowed after submission.



## My Application

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

Application Progress

75%

## Waiting Lists

Select the waiting lists that you want to apply to. You can select one or more.

Search:

Select	Waiting list	Description
<input type="checkbox"/>	HACC WL	Waiting List

Go Back

Save and Continue

# REVIEW & SUBMIT

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

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

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

**No changes to the application will be allowed after submission.**



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

## Final Review & Submission

Verify that the information you entered is correct. If needed, click *Go Back* and change it. Then accept the terms and conditions at the bottom of this screen and click *Save and Continue*.

Household Members	Annual Income	Unit Accessibility	Special Circumstances	Additional Details	WL Preferences
Waiting Lists					

First Name	Last Name	Date of Birth	Relationship	Age	Gender	Citizenship
John	Smith	9/2/1960	Head of Household	59	M	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.

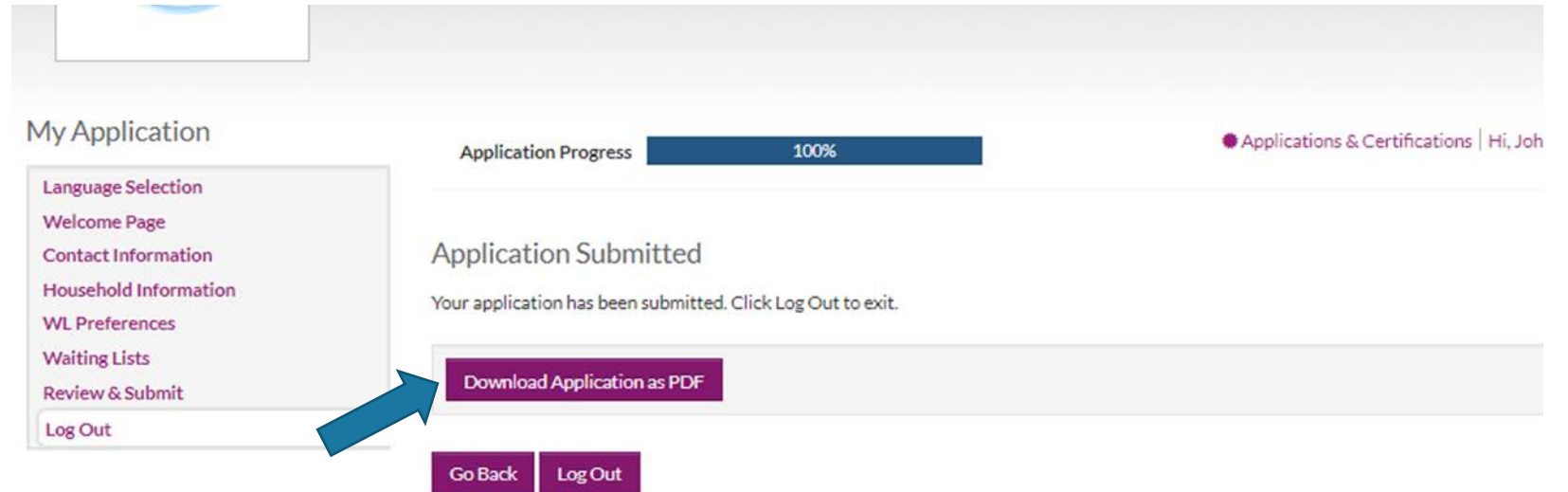
☒ I accept the above terms and conditions.

[Go Back](#)

[Save and Continue](#)

# DOWNLOAD APPLICATION AS PDF

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



# APPLICATION CONFIRMATION

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



## Application Completion Confirmation

Dear John,

Thank you for completing **Online Application** in RENTCafé. We have forwarded it to the property manager for approval.

If you have any questions, please contact us using the information below. We appreciate the opportunity to serve you.

Thank you,  
Housing Authority of Cook County

(312) 663-5447

# 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>



● 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\*\*](http://www.thehacc.org)

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