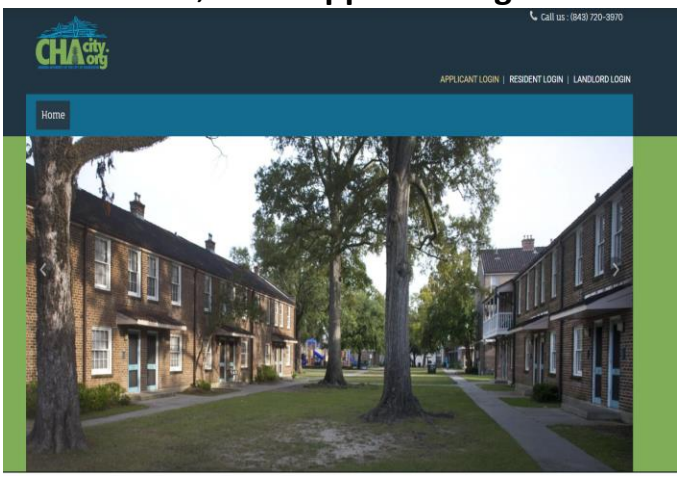
STEP-BY-STEP GUIDE (Register without code)

Individuals who have never applied, please follow the step-by-step guide to register.

STEP 1: https://housing.chacity.org

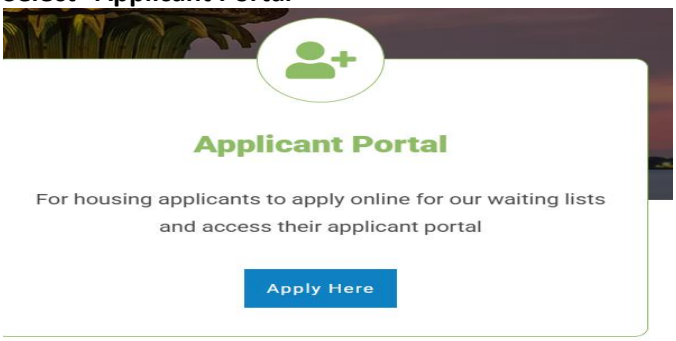
First Time Users, select "Applicant Login"

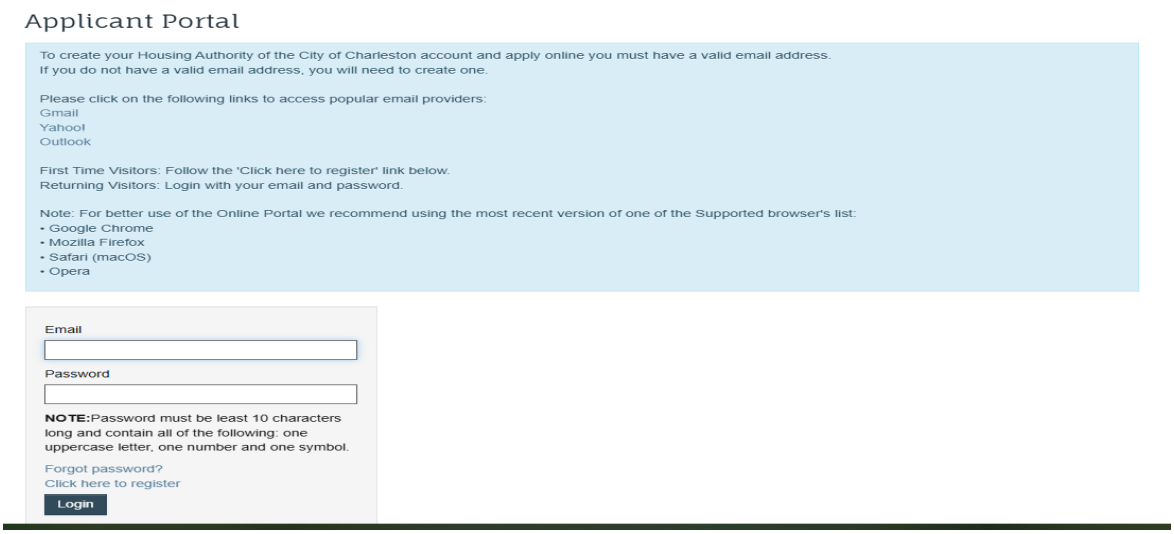


Or go under:

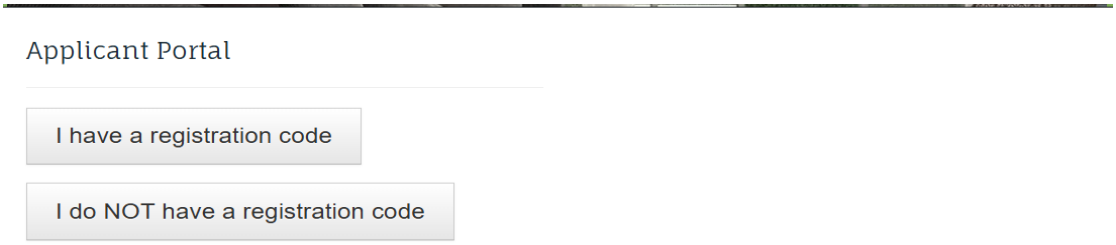
www.chacity.org

Select "Applicant Portal"



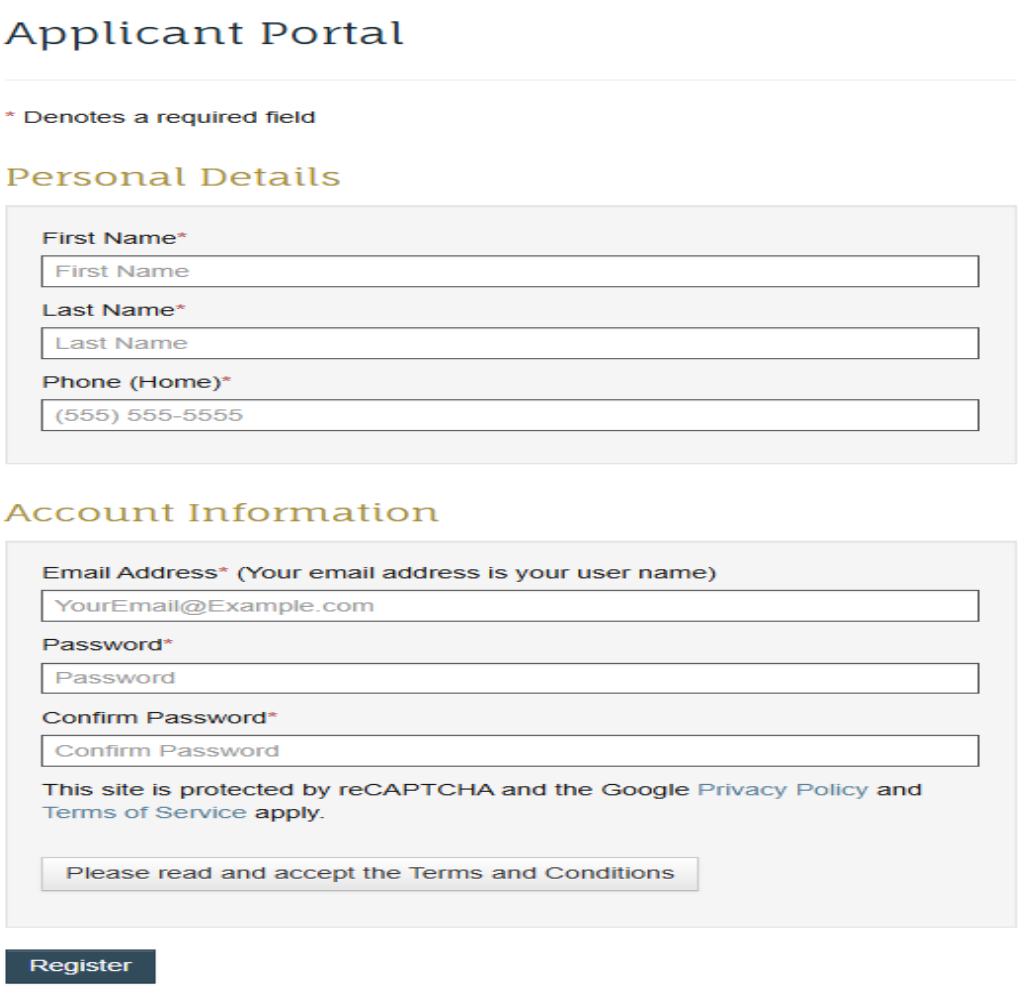


STEP 2: Select the link "Click here to register."



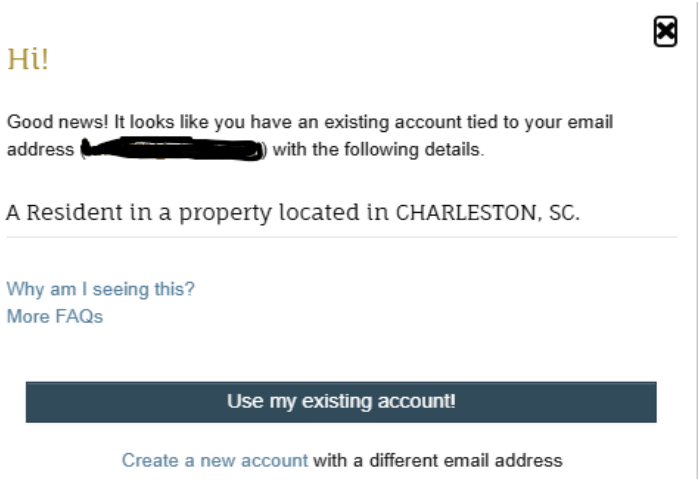
Select "I do NOT have a registration code" and then complete your personal information. If you have a registration code from the Housing of Authority of the City of Charleston, please use the registration code provided.

STEP 3: Enter your personal details and account information

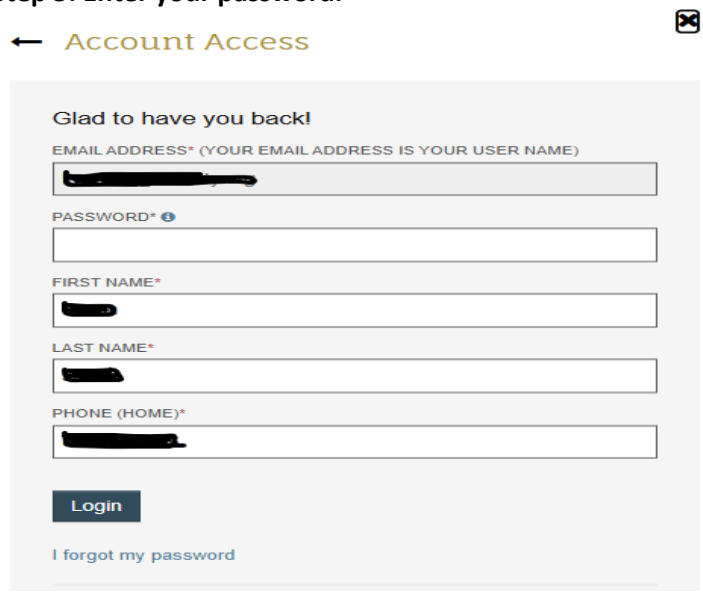


NOTE: Your password must be at least 10 characters long and contain at least one uppercase letter, one number, and one symbol.

Step 4: If you received the pop-up box below, you are already registered under RentCafe. Select "Use my existing account."



Step 5: Enter your password.



If you do not remember your password, select "forgot my password" and follow the link that is sent to your email.

Once you create your account, repeat Steps 1-5 and use the new password you created.