

STEP-BY-STEP GUIDE -NEW USERS ONLY (Register without code)

Welcome! If you're embarking on your journey to create your online portal account for the first time, follow this detailed guide to get started before you submit your application.

****There are two pathways to establish your online portal account.****

Step 1:

Navigate to www.chacity.org. Once there, look for the “**Waitlist Portal**” option and click on “**Click Here**” or select the “**Applicant Portal**” option and click on “**Sign in Here**” to begin the process.



Waitlist

All new users must pre-register online portal before applying.

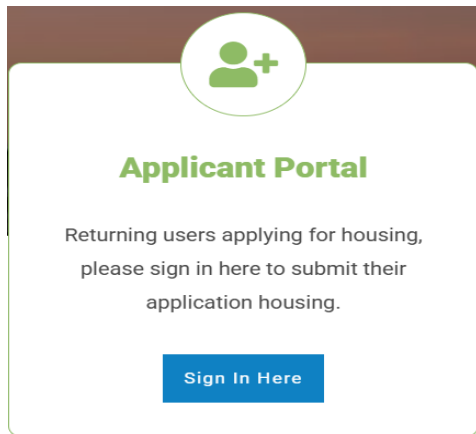
[Click Here](#)

New Users

All New Users must register on the portal before applying for housing. Click [I do NOT have a register code](#) to apply.

[Click Here](#)

Or



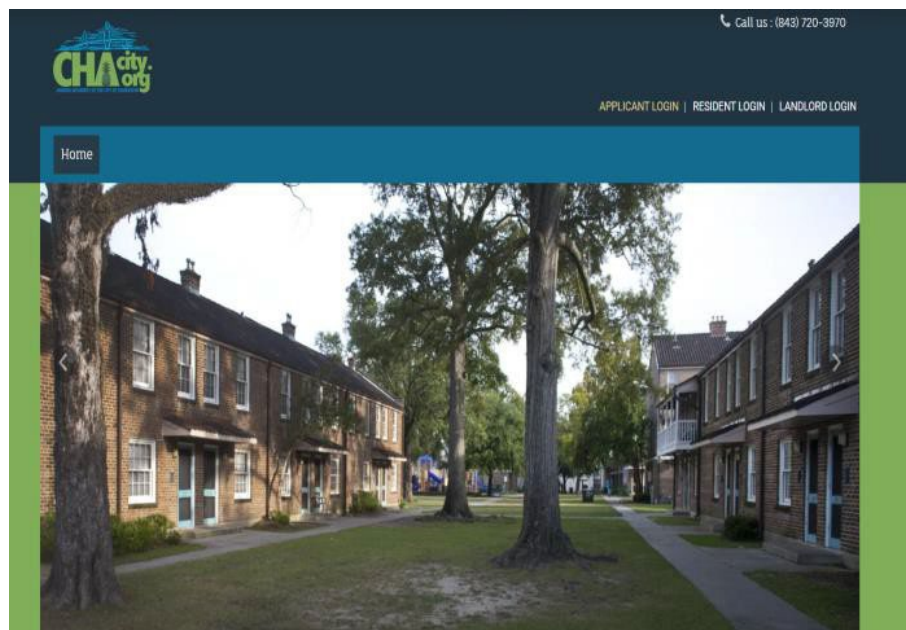
Step 2:

When the new screen appears, locate the link that reads **"I do NOT have a Registration Code"** and click on it. This action will effortlessly guide you to the next page.

Alternatively, you may also visit <https://housing.chacity.org>.

Step 1:

On this page, choose the **"Applicant Login"** button. This selection will transport you to a different screen where the next step awaits.



Step 2:

You will find the Applicant Portal displayed before you. Below the. “Forgot password?” link, opt for “Click here to register” to continue your journey

Applicant Portal

To create your Housing Authority of the City of Charleston account and apply online you must have a valid email address. If you do not have a valid email address, you will need to create one.

Please click on the following links to access popular email providers:

Gmail

Yahoo!

Outlook

First Time Visitors: Follow the 'Click here to register' link below.

Returning Visitors: Login with your email and password.

Note: For better use of the Online Portal we recommend using the most recent version of one of the Supported browser's list:

- Google Chrome
- Mozilla Firefox
- Safari (macOS)
- Opera

Email

Password

NOTE: Password must be least 10 characters long and contain all of the following: one uppercase letter, one number and one symbol.

[Forgot password?](#)

[Click here to register](#)

Login

Once you make that selection, you'll be taken to Step 3.

Step 3:

Here, click on the “I do NOT have a registration code” button to proceed.

Applicant Portal

I have a registration code

I do NOT have a registration code

After opting for the registration code option, fill in your “**Personal Details**” and “**Account Information**” accurately. Once you have completed this section, be sure to accept the “**Terms and Conditions**” and hit “**Register**” in Step 4.

Step 4:

Applicant Portal

* Denotes a required field

Personal Details

First Name*	First Name
Last Name*	Last Name
Phone (Home)*	(555) 555-5555

Account Information

Email Address* (Your email address is your user name)	YourEmail@Example.com
Password*	Password
Confirm Password*	Confirm Password

This site is protected by reCAPTCHA and the Google [Privacy Policy](#) and [Terms of Service](#) apply.

Register

Important Note: Your password must be robust—at least 10 characters long featuring at least one uppercase letter, one lowercase letter, one numerical digit, and one special symbol for security.

Step 5:

Should a pop-up box appear, indicating that an existing account with RentCafe is already set up, click on the “Use my existing account” link. If you prefer, you can create a new account using an alternate email address.

Hi!



Good news! It looks like you have an existing account tied to your email address [REDACTED] with the following details.

A Resident in a property located in CHARLESTON, SC.

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

Use my existing account!

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

If you remember the password, simply enter it where prompted.

← [Account Access](#)



Glad to have you back!

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

[REDACTED]

PASSWORD*

FIRST NAME*

[REDACTED]

LAST NAME*

[REDACTED]

PHONE (HOME)*

[REDACTED]

Login

[I forgot my password](#)

In the case that you've forgotten your password, select the "**Forgot my Password**"* option and follow the link that will be sent to your registered email address.

Quick Reminder: To ensure your registration aligns with the Housing Authority of the City of Charleston, remember to repeat Steps 1-5 while utilizing the new password you've created.

Now you are all set to embark on your application journey! repeat **Steps 1-5** and use the new password you created.

Once you have successfully registered, you should see one of the following:

- An email address that has not previously been registered with RentCafe.

Hi [redacted]

Applications & Certifications



Housing Authority of the City of
Charleston (SC)
550 Meeting Street
Charleston, SC 29403

We are sorry, but we are not accepting applications at this time. All of our waiting lists are currently closed.

- An email address that has previously been registered with RentCafe.

My Accounts



Housing Authority of the City of
Charleston (SC)
550 Meeting Street
Charleston, SC 29403

Account Information

Registration Code: 23852-[redacted]

Type: Applicant

Select