

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.

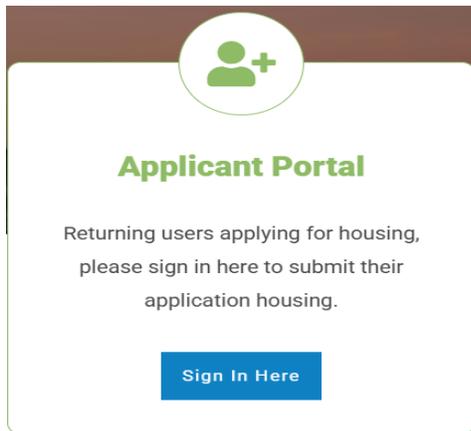
[Click Here](#)

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



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

Continue with Email

Continue with Google

Continue with Apple

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.

[Click here to register](#)

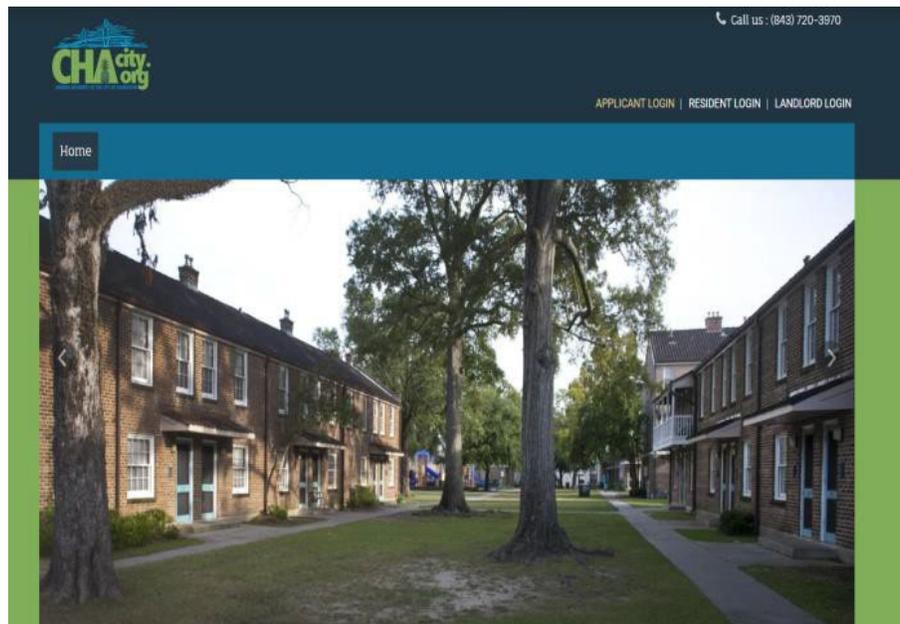
Step 2:

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. “Click here to register” to continue your journey.

Applicant Portal

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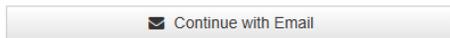
Gmail
Yahoo!
Outlook

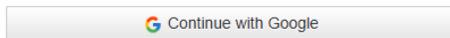
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[Click here to register](#)

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

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:

Personal Details

| | |
|-----------------|---|
| First Name* | <input type="text" value="First Name"/> |
| Last Name** | <input type="text" value="Last Name"/> |
| SSN#** | <input type="text" value="XXX-XX-XXXX"/> |
| Phone (Mobile)* | <input type="text" value="(555) 555-5555"/> |

Account Information

| | |
|---|--|
| Email Address* (Your email address is your user name) | <input type="text" value="YourEmail@Example.com"/> |
| This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. | |
| <input type="button" value="Please read and accept the Terms and Conditions"/> | |
| ** Data in these fields will be validated against information available with Housing Authority of the City of Charleston (SC) | |

Already have an account? [Log in](#)

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](#)

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

Once you select “use my existing account!”, you will select “Email a link to login.”

← Account Access



Glad to have you back!

REGISTRATION CODE*

23852 [REDACTED]

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

[REDACTED]

FIRST NAME*

[REDACTED]

LAST NAME*

[REDACTED]

SSN#**

[REDACTED]

PHONE (HOME)*

[REDACTED]

[Email a Link to Login](#)

Go to your personal email account.
Now you are all set to embark on your application journey!

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

| | |
|---|--|
|  <p>Housing Authority of the City of Charleston (SC) 550 Meeting Street Charleston, SC 29403</p> | |
| <p>We are sorry, but we are not accepting applications at this time. All of our waiting lists are currently closed.</p> | |

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

My Accounts

| | |
|---|---|
|  <p>Housing Authority of the City of Charleston (SC) 550 Meeting Street Charleston, SC 29403</p> | <p>Account Information</p> <p>Registration Code: 23852-[redacted]</p> <p>Type: Applicant</p> |
| <p>Select</p> | |