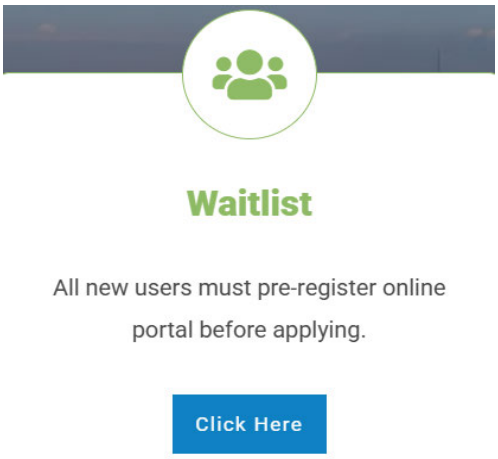
STEP-BY-STEP GUIDE -NEW USERS ONLY (Register without code)

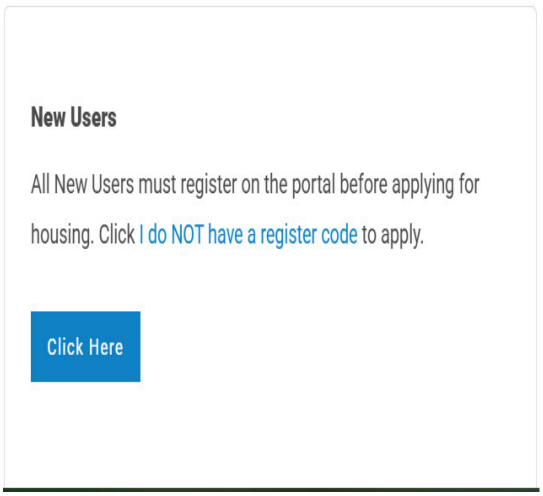
Welcome! If you're embarking on your journey to create your online portal account for the first time, follow this detailed guide to get started before you submit your application.

****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.





Or

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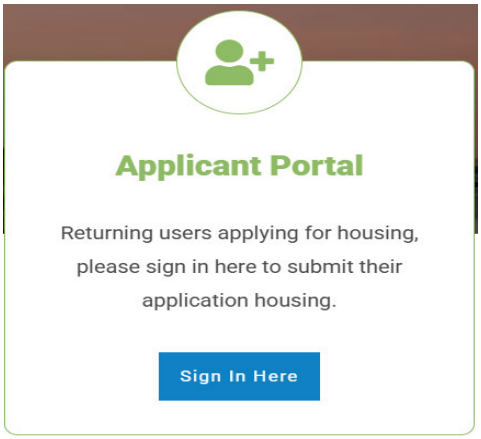
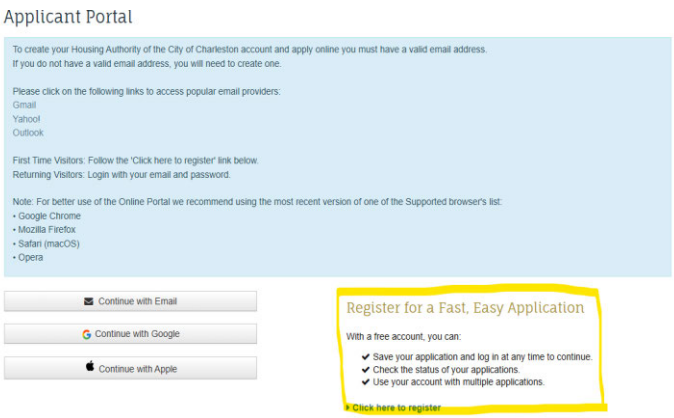




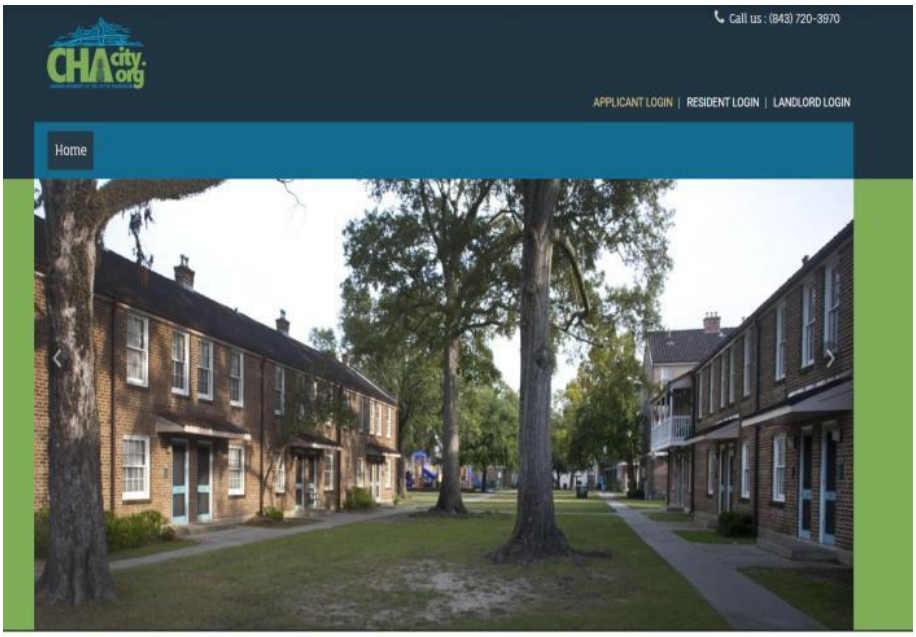
Step 2:

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.



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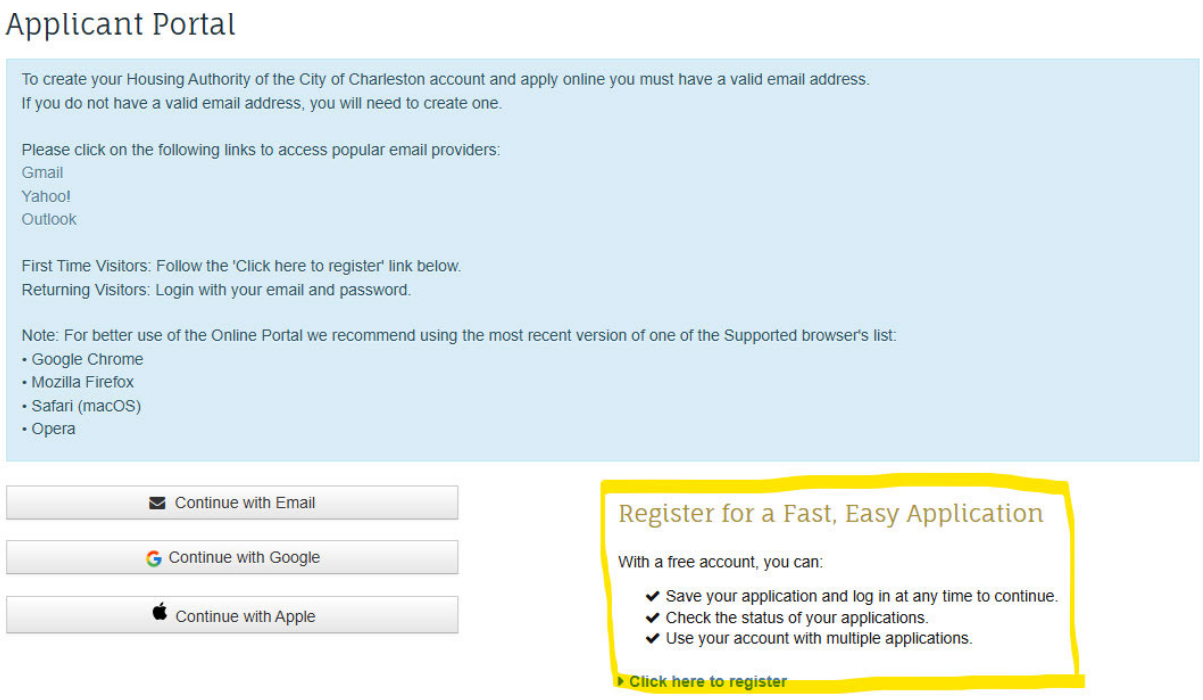
Step 2:

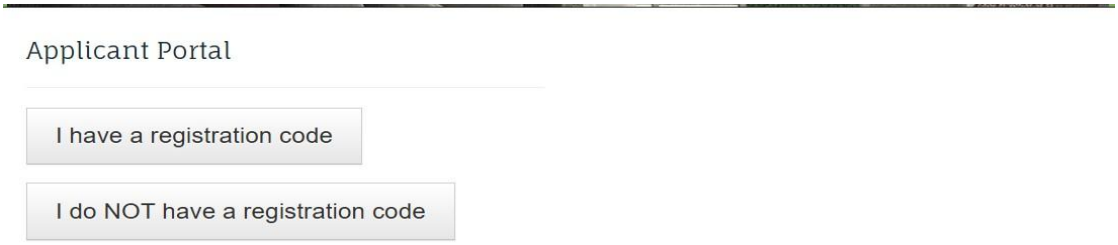
You will find the Applicant Portal displayed before you. "**Click here to register**" to continue your journey.



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

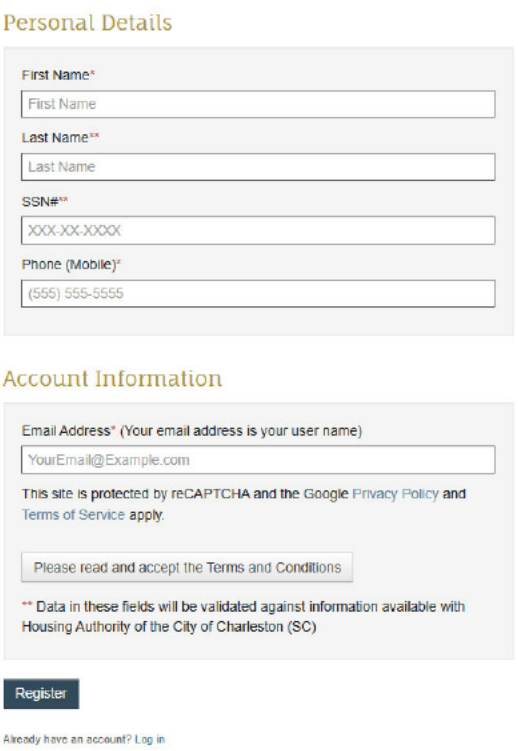
Step 3:

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



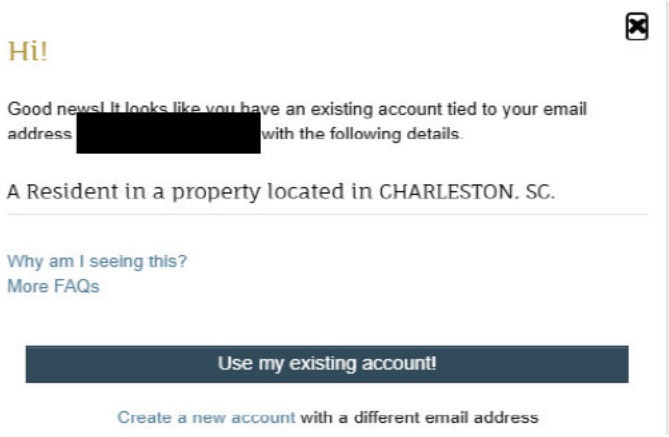
After opting for the registration code option, fill in your "**Personal Details**" and "**Account Information**" accurately. Once you have completed this section, be sure to accept the "Terms and Conditions" and hit "Register" in Step 4.

Step 4:



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.



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

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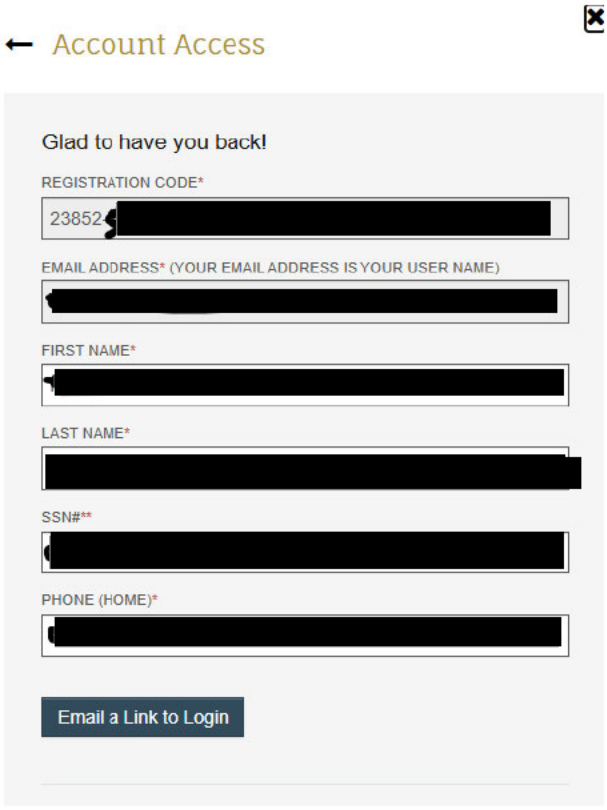


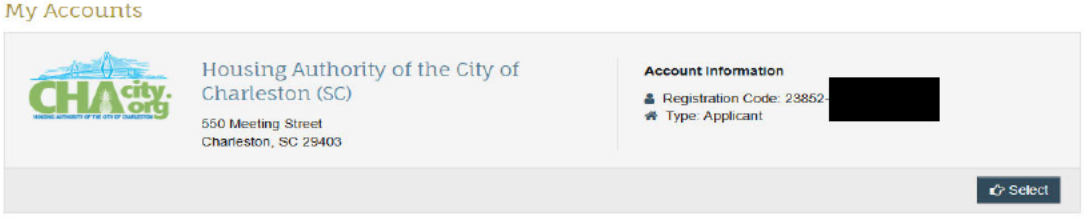
Go to your personal email account.
Now you are all set to embark on your application journey!

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

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



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



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YOUR ONLINE PORTAL ACCOUNT

Already Registered?

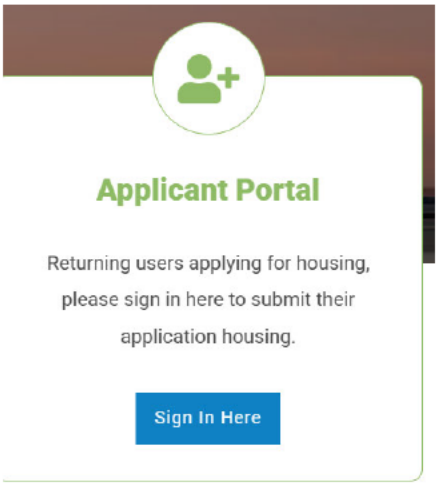
Purpose

This guide provides step-by-step instructions for users to sign in to their online portal account securely.

Steps to Sign In

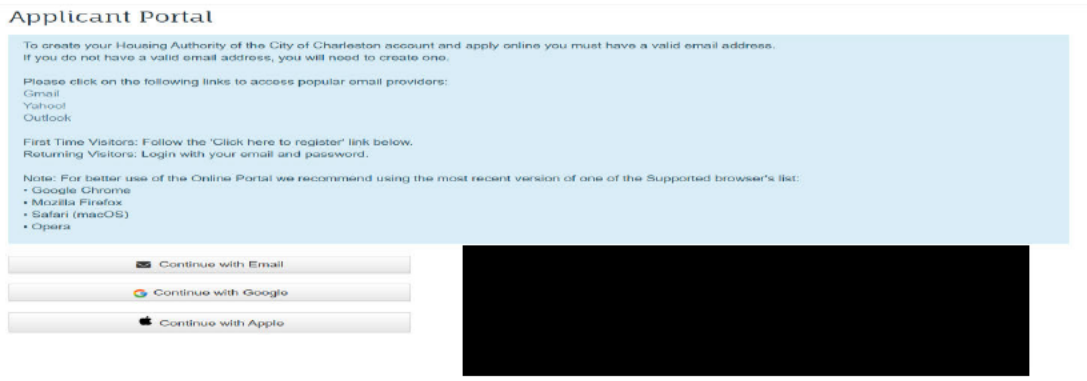
1. Access the Portal

- www.Chacity.org or https://housing.chacity.org
- Navigate to the Online Portal login page.
- Select your designated Online Portal.



2. Choose Sign-In Method

- Click "Continue with your email."



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1. Enter Email Address

- Input the email address associated with your account**.**

2. Select Login Option

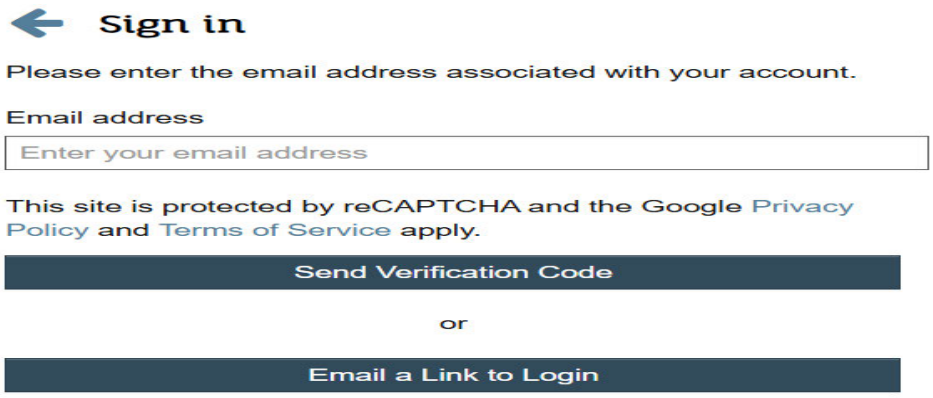
- Choose one of the following options**:**

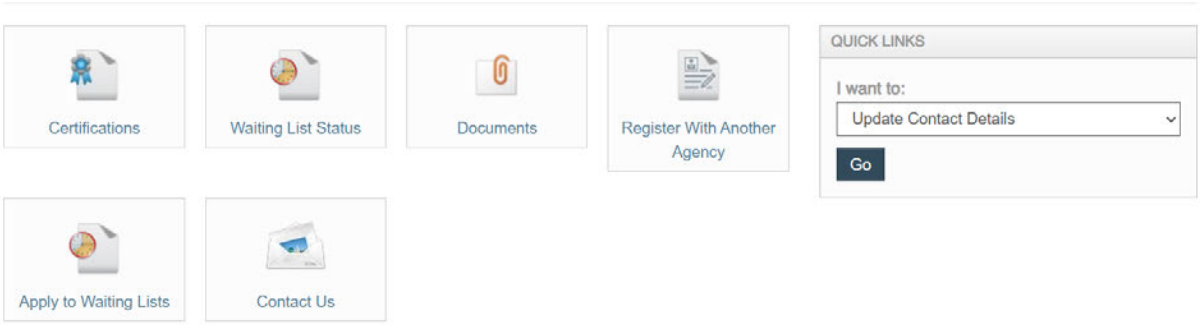
Option 1: Verification Code

- Click "Send Verification Code."
- Select where to receive the code:
  - Registered email address
  - Telephone number on file
- Retrieve the 6-digit code
- Enter the code to access your account

Option 2: Email Login Link

- Click "Email a Link to Login."
- Check your email inbox for a secure message
- Open the email and select:
  "Click here to log in."
- You will be automatically signed into your account





Important Notes

- Ensure your email address and phone number are up to date to avoid access issues.
- Verification codes are time-sensitive and must be entered promptly.
- If you do not receive the email, check your spam or junk folder.

Support

If you experience difficulty accessing your account, contact your office or system administrator for assistance.

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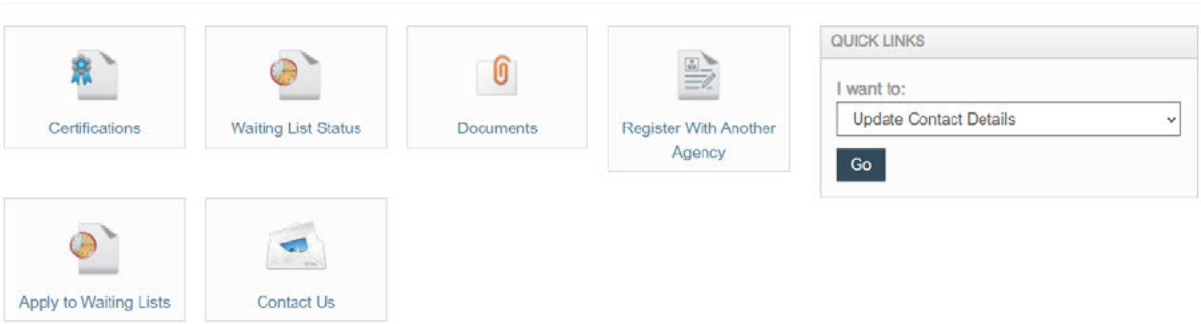
HOW TO CHANGE YOUR CONTACT INFORMATION

While you are logged into your online portal account:

To update your contact details, navigate to the "Quick Links" section on the homepage. Once there, look for the prompt that says, "I want to." Click on the dropdown box next to it, and from the list of options that appears, select "Update Contact Details." After making your selection, click the "Go" button to proceed with the update.



After you click on the "Go" button, you will be directed to your "My Profile" section. Here, look for the "Blue Box," which represents the "Edit Box." Selecting this box will allow you to modify your profile information.



Once you click on the "Edit Box," you will see options that allow you to modify your email address, mailing address, and telephone number. To ensure that your changes are saved,

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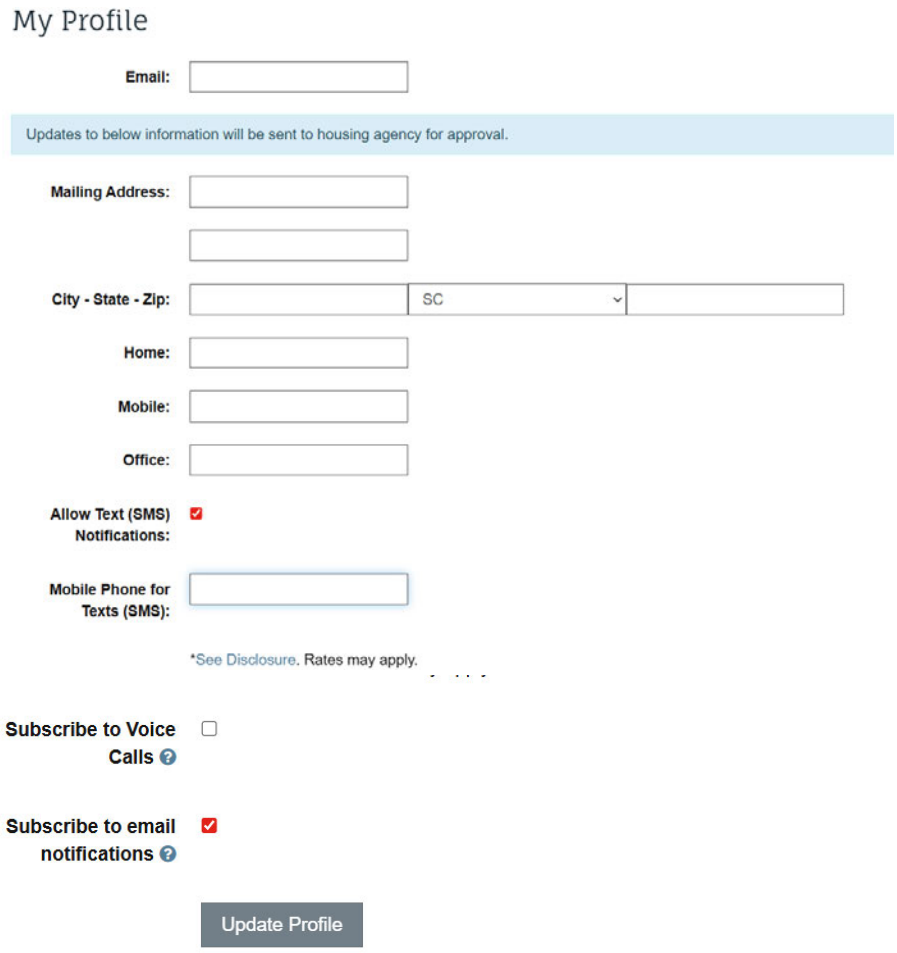
remember to click the “Update Profile” button after making the necessary updates to your information.



Important Tips

- Keep your registration code secure and do not share it
- Use a valid email address for account communication
- Save your login credentials for future access
- Update your profile information as needed

Support

If you experience issues during registration or login, please contact your office or system administrator for assistance.

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