

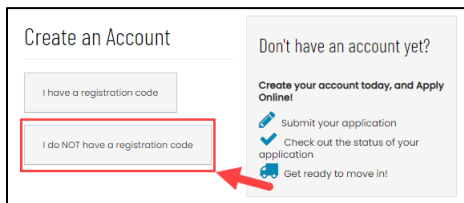
Rent Café Applicant FAQs

1. The password reset is not working / I am not receiving password reset emails.

If you are not receiving password reset emails from Rent Café, email the property with your full name and email address and they can provide you with the correct username or send a manual password reset email to the email on file.

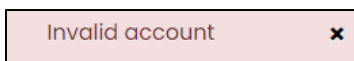
2. Do I need a registration code? / I don't have a registration code.

Applicants do not need a registration code to register. When registering for a property, select "I do NOT have a registration code."



3. Invalid login error message when trying to log in.

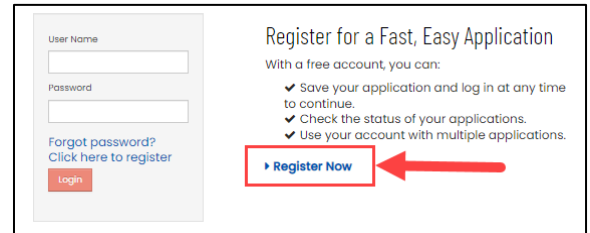
If you received an "Invalid account" error when trying to log in, you may be using the incorrect username, or your username is not associated with the property yet. If you have not started an application for this property, you must first register your account with the property (see Question 4 for details). If you do not remember your username, you can email the property with your full name and email address, and they can provide you with your username.



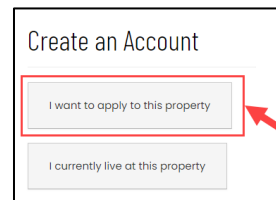
4. I already have an account with another property. Can I use that account at this property?

If you already have a Rent Café account from applying at another Mutual Housing property, you can use this account to apply for other properties. Follow these steps to register your existing account with a new property:

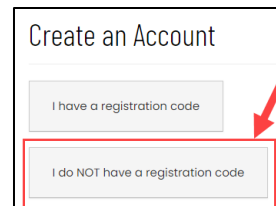
1. Navigate to the property webpage where you wish to apply and select Applicants to go to the Applicant portal.
2. Select Register Now to start the registration process.



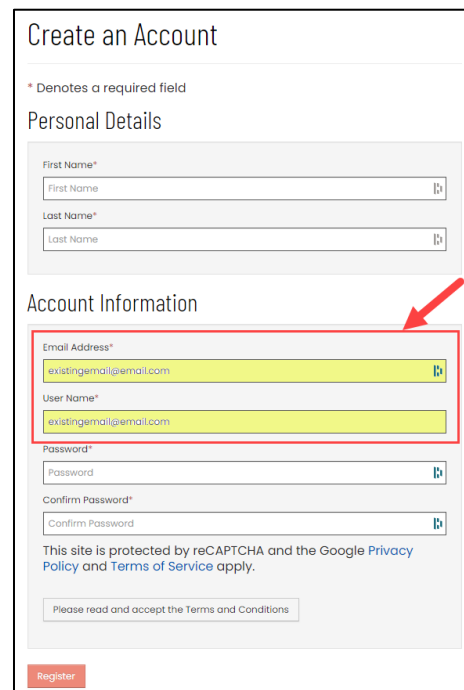
3. Select "I want to apply to this property."



4. Select "I do NOT have a registration code."

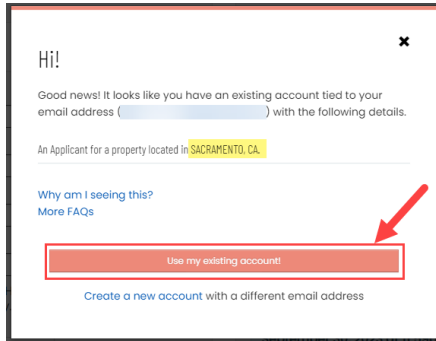
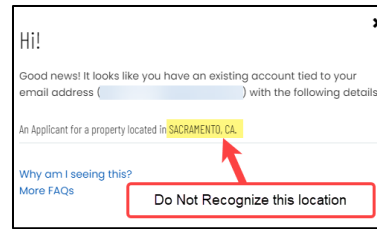


5. Enter the email address and username used at the other property in these fields.



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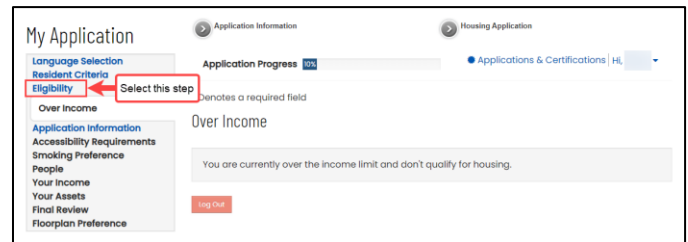
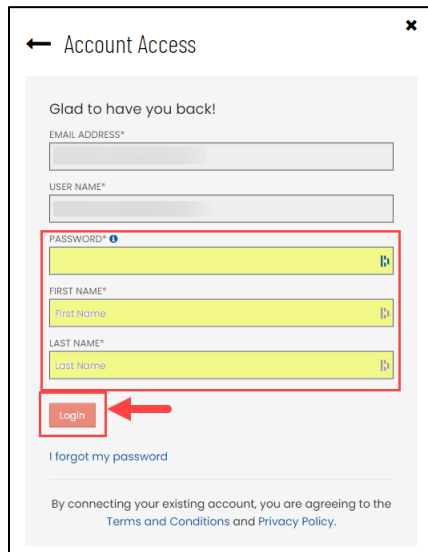
- The following window will appear. If the location listed is familiar, click the “Use my existing account!” button to merge your existing account to the new property. If the location is NOT familiar, email the property for assistance.



- Enter the password and your first and last name and select Login. If you do not remember your password, you can select I forgot my password to reset the password before moving forward.

- The application says I’m over income and I cannot move forward. How can I fix this?

If your income is truly over our limits, you should not apply. However, if you entered your income incorrectly and need to adjust the income, simply select the “Eligibility” step from the left-hand side menu to adjust the income.



- I do not have any options available to select for bedroom sizes?

When applying for a waiting list application, the system will allow you select only the bedroom sizes your household is eligible for based on the number of household members you entered and the open waiting lists for the property. If there are not options listed, then you may not qualify for the waiting list due to occupancy.

- It says I already have an account, but I don’t recognize the city or state it is referencing?

If you have tried to register for an account and the portal specifies you have an account, but you do not recognize the city and/or state listed, it is recommended to email the property for assistance or use a different email address for your application.

- I created multiple accounts with different email addresses. Can this be fixed?

If you have multiple Rent Café accounts for Mutual Housing properties that utilize different email addresses, Mutual Housing can request these accounts to be merged into one primary account. Please email the property you are applying for to request this merge. The property will need the name the applications are under, and the email addresses associated with each account to complete this process.