



Step-by-step instructions to register for a RENTCafé account (desktop or laptop computer)

For current BHA participants. Please read carefully.

Did you receive a letter and/or email with a code in it that starts with 14732? These instructions are for you.

- 1) Go to portal.bremertonhousing.org 2) Click on "Resident Login" in the upper corner



- 3) The next screen will have a login page. Click on "**Click here to register**" at the bottom, under "Forgot Password?"



Welcome To Resident Services

* Indicates required fields.

Email*

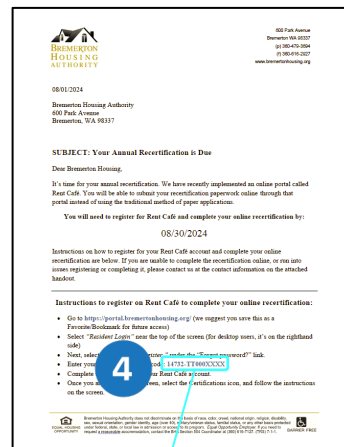
Password*

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

Sign In

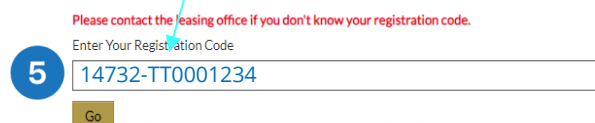
Forgot password?
Click here to register.

- 4) Get out your letter. Find your registration code (starts with 14732).



Don't have your letter? Contact us to get your code!

- 5) Enter it when prompted on the screen:



Please contact the leasing office if you don't know your registration code.

Enter Your Registration Code

14732-TT0001234

Go

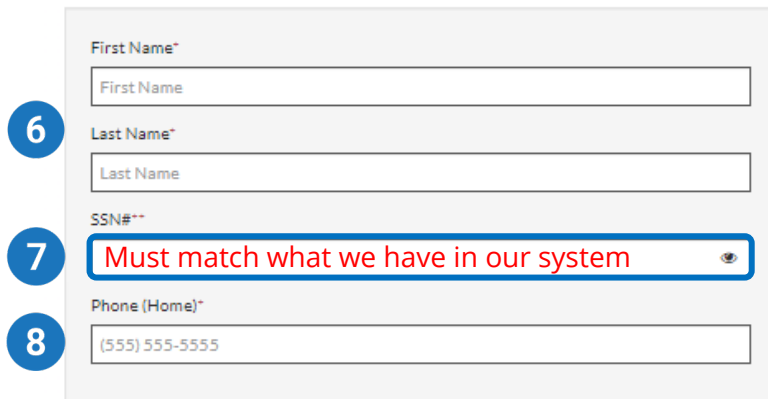




If your registration code worked, you'll see the "Personal Details" screen.

If it didn't work, and you don't see the below fields, please take a screenshot of what you're running into or remember the error message you got and contact us at the information at the bottom of the page.

Personal Details



6. First Name*
First Name

7. Last Name*
Last Name

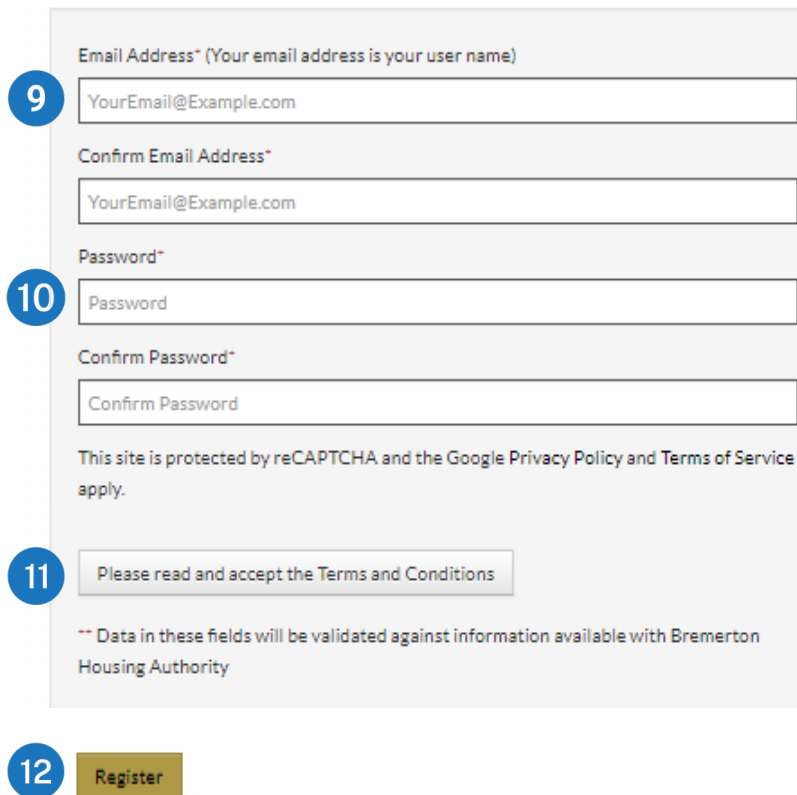
8. SSN#**
Must match what we have in our system

Phone (Home)*
(555) 555-5555

6. First Name, Last Name
7. **SSN# - very important - if you don't put the SSN# we have on file for you, it will not allow you to create the account**
8. Phone number: even though it says "Home", please put the best number to reach you at, whether it's mobile or home

Next, onto the "Account Information" section

Account Information



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

Confirm Email Address*
YourEmail@Example.com

10. Password*
Password

Confirm Password*
Confirm Password

This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply.

11. Please read and accept the Terms and Conditions

** Data in these fields will be validated against information available with Bremerton Housing Authority

12. Register

9. Email Address: use an email you'll frequently check – this is how BHA will contact you
 - If you get stuck on this step, (like getting a message that you already have an account), and you can't figure out how to proceed, contact us at the info at the bottom of the page
10. Password: 10 character minimum, must contain 1 capital letter, 1 symbol and 1 number
11. Terms and Conditions – please click the button to review
12. Register: if done successfully, the page will need a few moments to process and then land on your Dashboard. If you're running into issues at this stage and can't figure out why, contact us at the info at the bottom of the page.

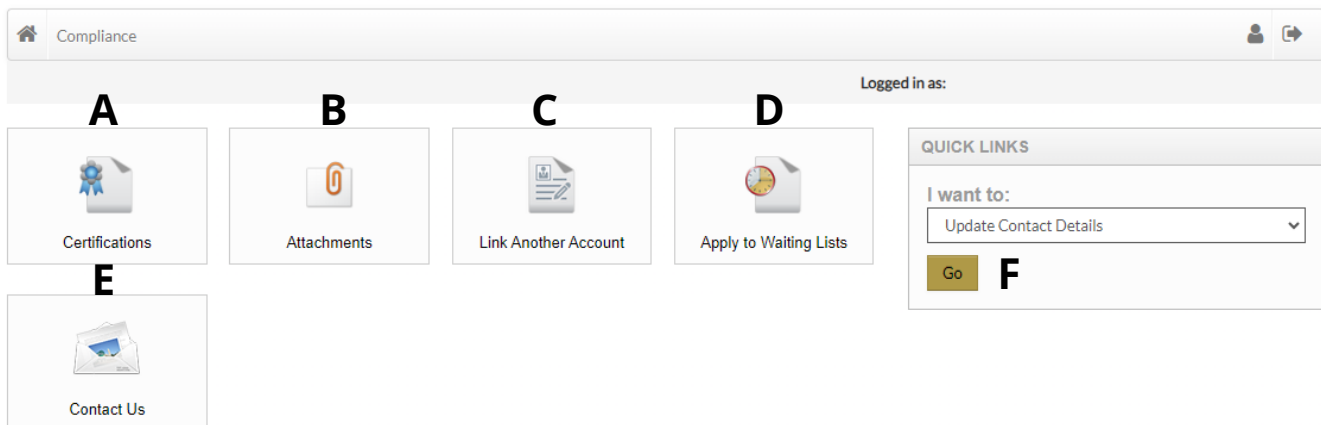




If you successfully registered, you'll see your Dashboard!



Call us 360-473-0338
www.bremertonhousing.org/rentcafe



The screenshot shows the RENTCafé dashboard interface. At the top left is a home icon and the word "Compliance". On the right, there is a user profile icon and a "Logged in as:" label. Below this are five main navigation tiles labeled A through E: "Certifications" (with a ribbon icon), "Attachments" (with a paperclip icon), "Link Another Account" (with a document icon), "Apply to Waiting Lists" (with a clock icon), and "Contact Us" (with an envelope icon). To the right of these tiles is a "QUICK LINKS" section with a dropdown menu labeled "I want to:" containing the option "Update Contact Details", a "Go" button, and a label "F".

- ★ **A. Certifications:** where you start, resume and/or complete your recertifications
- B. Attachments:** Any documents from BHA show up here
- C. Link Another Account:** if you have more than one RENTCafé account, here is where you can link them
- D. Apply to Waiting Lists:** you can apply when they're open. If you're on any active waitlists, you'll see them
- E. Contact us:** our contact information
- F. Update Contact Details:** dropdown under Quick Links where you go to edit your contact details (email, password, etc.)

*Reporting a change to your household
(Change of Circumstances) feature will be available soon*

