DuPage Housing Authority

Our Door is
the Path to Your
Self-Empowerment.

OFFICE 630.690.3555  |  711 E. Roosevelt Road
FAX 630.690.0702  |  Wheaton, IL 60187
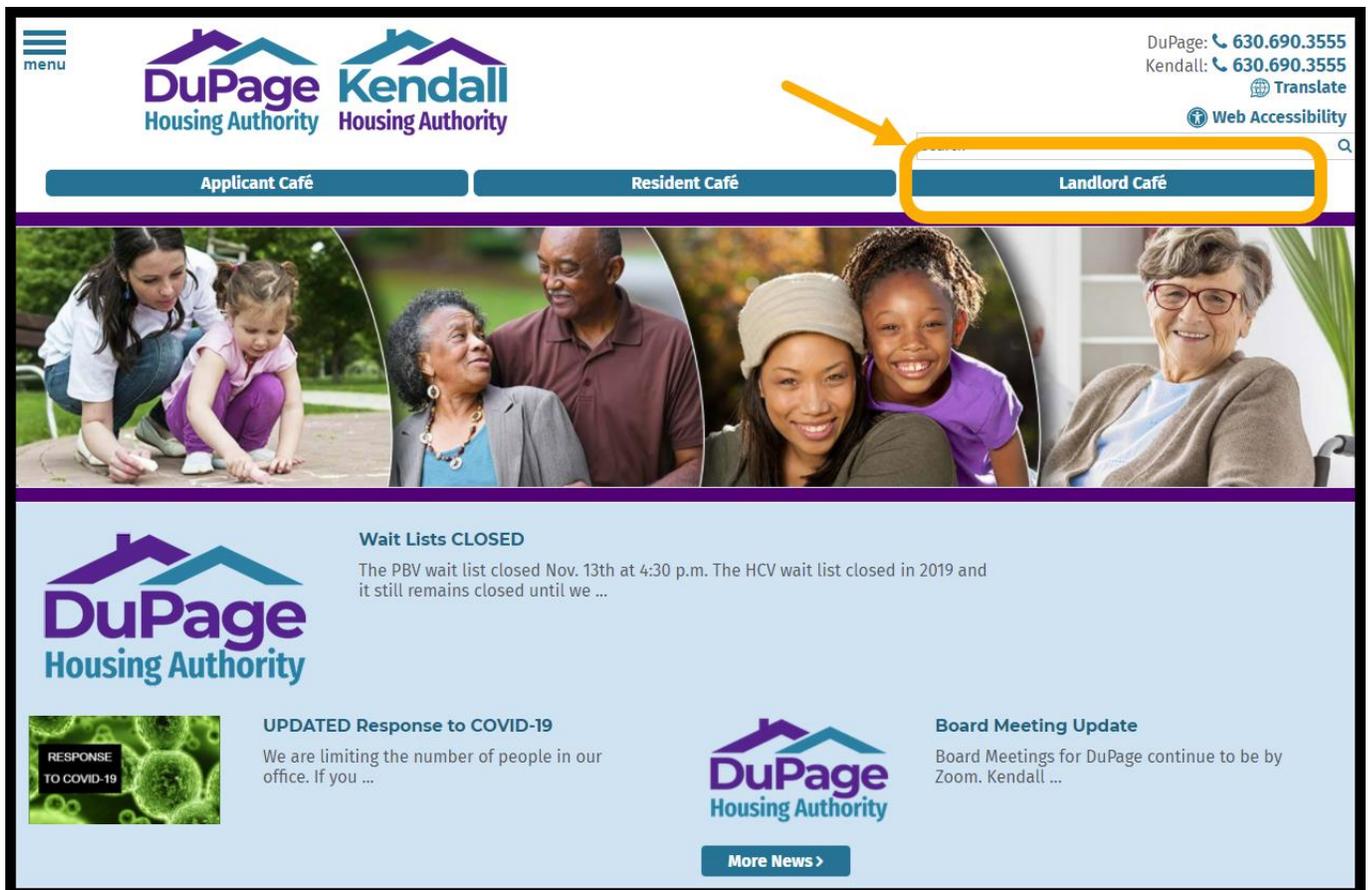
www.DuPageHousing.org

# Creating a DuPage & Kendall Housing Authorities
# RENTCafe Online Account for LANDLORDs

1a.) **If you are using a computer or tablet**, once on the landing page at www.dupagehousing.org, click or tap 'Landlord Cafe' located at the upper left-hand side of the page.

**Important: If you are using a mobile device, skip this step and proceed to the next step.**

1b) **If you are using a mobile device**, once on the landing page at www.dupagehousing.org, click or tap 'Landlord Cafe' located at the upper left-hand side of the screen.
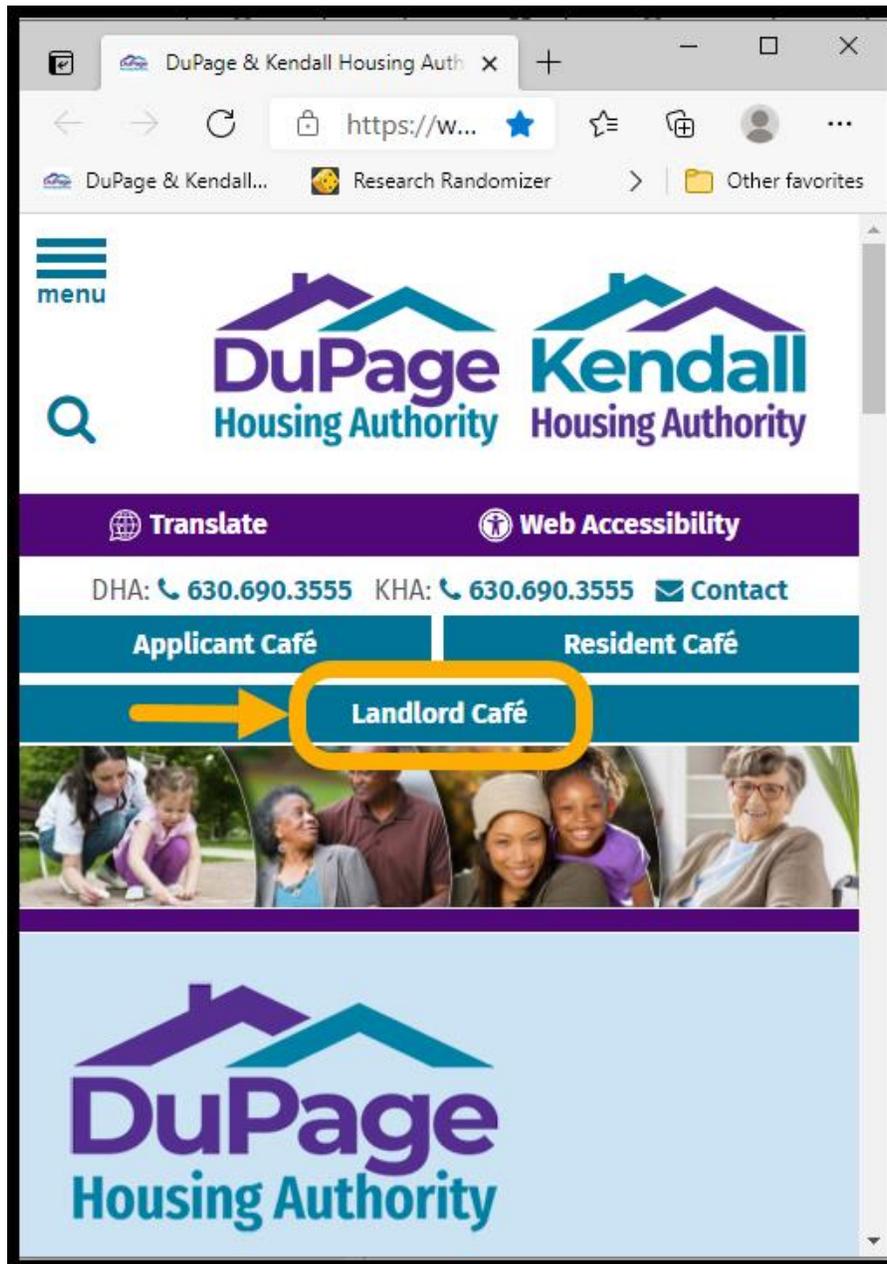
2.) The login page will then appear.   Click or select **'Click here to register'**.
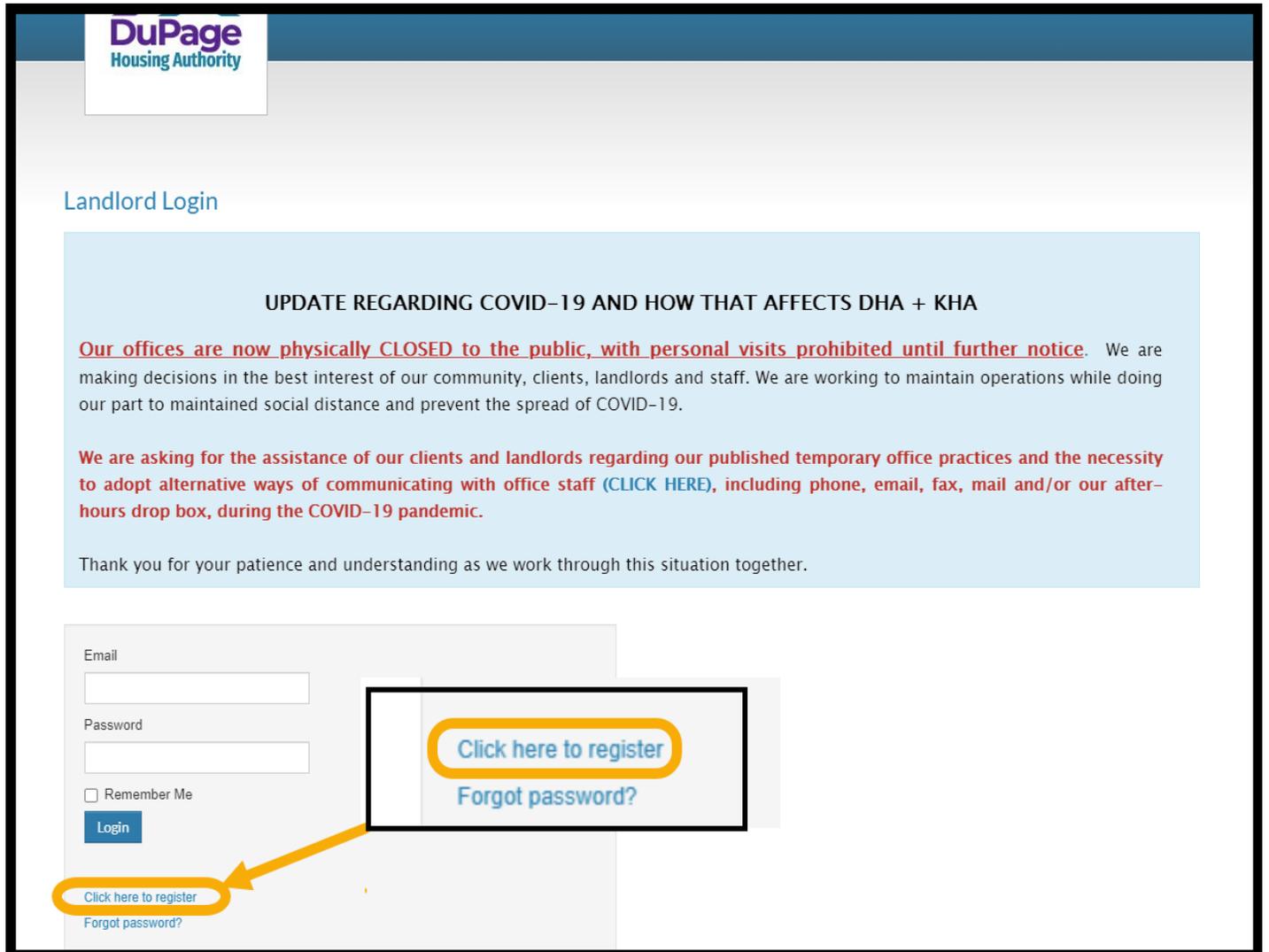
**Landlord Login**

**UPDATE REGARDING COVID-19 AND HOW THAT AFFECTS DHA + KHA**

Our offices are now physically CLOSED to the public, with personal visits prohibited until further notice.  We are making decisions in the best interest of our community, clients, landlords and staff. We are working to maintain operations while doing our part to maintained social distance and prevent the spread of COVID-19.

We are asking for the assistance of our clients and landlords regarding our published temporary office practices and the necessity to adopt alternative ways of communicating with office staff (CLICK HERE), including phone, email, fax, mail and/or our after-hours drop box, during the COVID-19 pandemic.

Thank you for your patience and understanding as we work through this situation together.
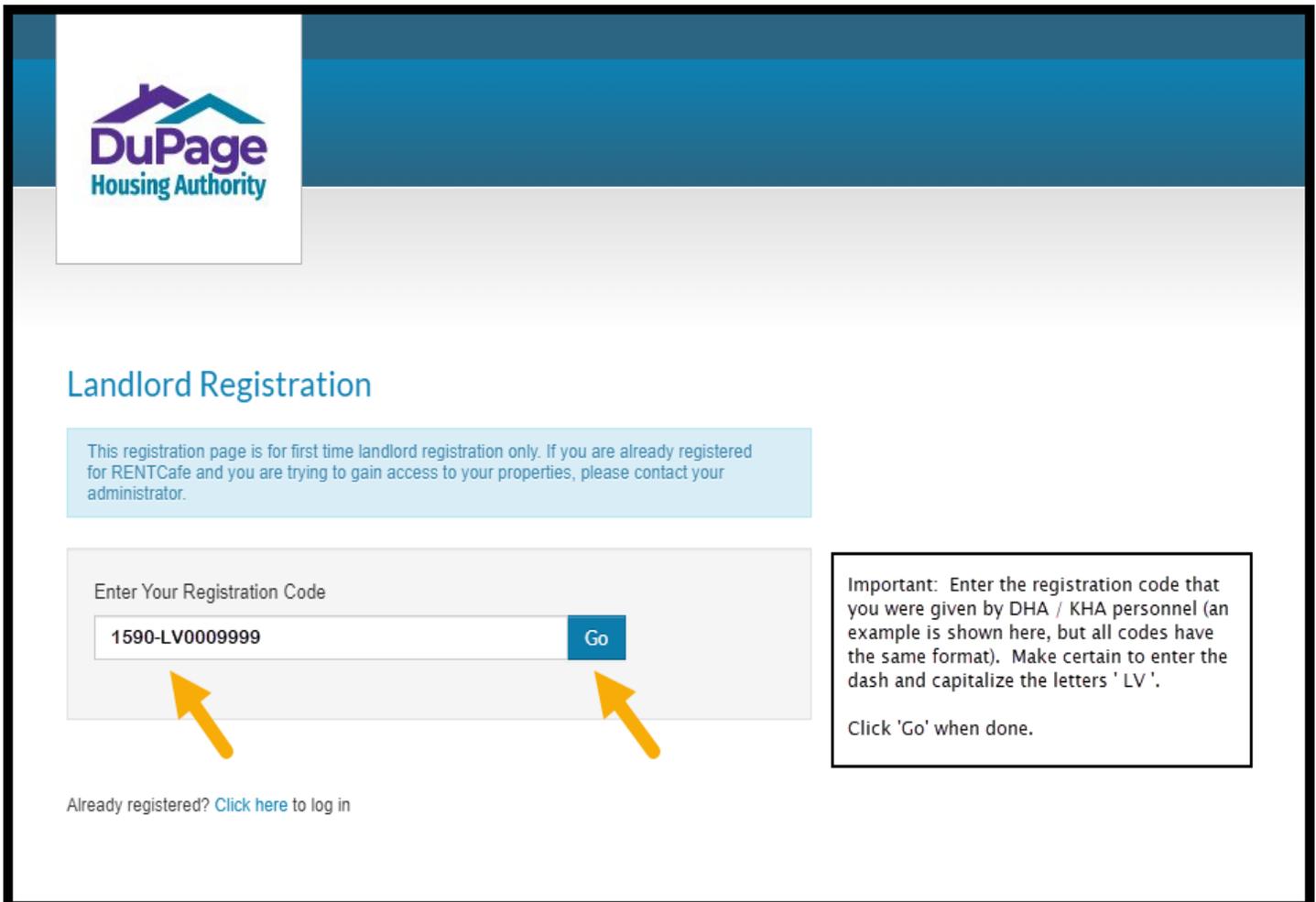
Email

Password

☐ Remember Me

Login

Click here to register

Forgot password?

Click here to register

Forgot password?

3.) The next page to appear will be that shown below.  Enter the registration code that you were given and then click or select **'Go'**.

## Landlord Registration

This registration page is for first time landlord registration only. If you are already registered for RENTCafe and you are trying to gain access to your properties, please contact your administrator.

Enter Your Registration Code

1590-LV0009999    Go

Important: Enter the registration code that you were given by DHA / KHA personnel (an example is shown here, but all codes have the same format). Make certain to enter the dash and capitalize the letters ' LV '.

Click 'Go' when done.

Already registered? Click here to log in

4.) An online registration form as shown on the next two pages will then appear.   Complete all the fields, and then select both the 'I have read and accept the **'Terms and Conditions'** box and the **'I'm not a Robot'** box, then click or select **'Register'** at the bottom of the page.

The registration process is required only one time.   After registering, you will only need to login, using your Username (which is your Email address) and your Password, to access your online account.

**Important:**

- **Please note that going forward your email address will become your Username and it will be one of the two credentials (the other being the password described below) that are needed to log into your account.**

- **Passwords must be a minimum of ten characters in length and must contain at least one of each of the following:**

  - **at least one capital (upper-case) letter**
  - **at least one small (lower-case) letter**
  - **at least one number**
  - **at least one symbol**
  - **a minimum of 10 characters**

- **When entering your SSN, do not include any dashes; enter numbers only.**

**Upper Half of Registration Screen**

## Landlord Registration

This registration page is for first time landlord registration only. If you are already registered for RENTCafe and you are trying to gain access to your properties, please contact your administrator.

Enter Your Registration Code

1590-LV0009999      Go

* Denotes a required field
** Data in these fields will be validated against information available with **DuPage Housing Authority**

## Personal Details

First Name*

Last Name*

Tax ID/SSN**

Phone (Office)*

(555) 555-5555

In the Tax ID / SSN and Phone fields, enter numbers only, without dashes or parenthesis.

**Lower half of Registration Screen**

## Account Information

Account Nickname

Email Address*

YourEmail@Example.com

Confirm Email Address*

YourEmail@Example.com

Password*

Weak | Medium | Strong

Confirm Password*

☐ I'm not a robot

reCAPTCHA
Privacy - Terms

☐ I have read and accept the Terms and Conditions

After entering the required information in all of the form fields, select both the 'I'm not a robot' and 'I have read and accept the Terms and Conditions' boxes, then click or select 'Register' at the bottom of the page to complete the process.

Register

5.) After clicking or selecting the 'Register' button, the 'Home' page of your account as shown below will appear. Click on any of the buttons to view the specified information. Important announcements from DuPage & Kendall Housing Authorities will appear at the top of the page.
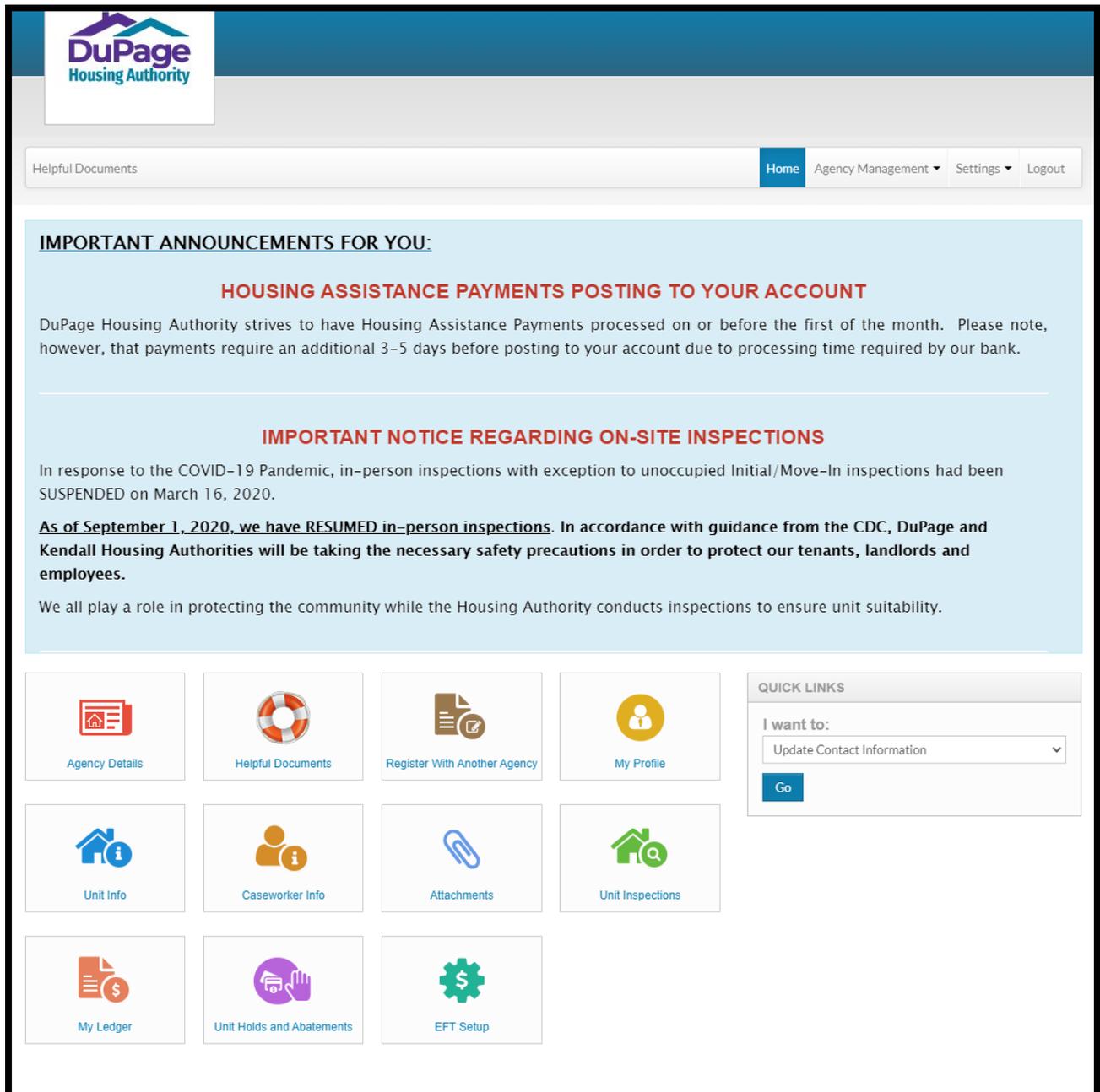
Helpful Documents                                    Home   Agency Management ▼   Settings ▼   Logout

**IMPORTANT ANNOUNCEMENTS FOR YOU:**

**HOUSING ASSISTANCE PAYMENTS POSTING TO YOUR ACCOUNT**

DuPage Housing Authority strives to have Housing Assistance Payments processed on or before the first of the month. Please note, however, that payments require an additional 3-5 days before posting to your account due to processing time required by our bank.

**IMPORTANT NOTICE REGARDING ON-SITE INSPECTIONS**

In response to the COVID-19 Pandemic, in-person inspections with exception to unoccupied Initial/Move-In inspections had been SUSPENDED on March 16, 2020.

**As of September 1, 2020, we have RESUMED in-person inspections. In accordance with guidance from the CDC, DuPage and Kendall Housing Authorities will be taking the necessary safety precautions in order to protect our tenants, landlords and employees.**

We all play a role in protecting the community while the Housing Authority conducts inspections to ensure unit suitability.

| Agency Details | Helpful Documents | Register With Another Agency | My Profile |
|---|---|---|---|

QUICK LINKS

I want to:

Update Contact Information

Go

| Unit Info | Caseworker Info | Attachments | Unit Inspections |
|---|---|---|---|

| My Ledger | Unit Holds and Abatements | EFT Setup |
|---|---|---|

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6.) Once in your account, the following directions will help you navigate through your account:

➢ Digital PDF files of all documents needed to manage your account with DHA or KHA can be found by selecting the **'Helpful Documents'** button on the '**Home'** page of your account.

➢ You can find rent portions for your tenant(s) by selecting the **'Attachments'** button on the **'Home'** page of your account and then choosing the most current pdf file with the tenant's name to view the rent portions.   All documents open as a downloadable PDF file should you wish to retain a copy offline.

➢ Housing assistance payments issued by DHA or KHA can be viewed by selecting the **'My Ledger'** button on the **'Home'** page of your account, followed by selecting the period-of-time you wish to view.

➢ The details for each inspection from your assigned DHA inspector can be found by clicking the **'Unit Inspections'** button on the **'Home**' page of the account.   A quick overview is provided for each tenant's unit inspection along with a Details button that will provide the results – Pass / Fail / Inconclusive – for each inspection item should further information by needed.

➢ DHA & KHA Maximum Voucher Allowance payment standards can be found in the 'Helpful Documents' section of the account.

➢ Should you need to change your email address or password in the future, you can do so once logged in and on the **'Home'** page of your online account.   To do so, select **'Settings'** from the top menu bar, followed by either **'Change Email'** or **'Change Password'**.

7.) From this point forward all you will need to do to access your account is enter your Email address (that you provided during registration) and password (created during registration) into the fields on the Login screen (accessed by clicking or selecting the **'Landlord Café'** button on the www.dupagehousing.org website) and clicking or selecting **'Login'** to enter your account. Thank you for creating an account with the DuPage & Kendall Housing Authorities!