

RENTCafe Online Account Instructions

How to Reset the Password for your RENTCafe Account

Use the following instructions to reset the password for your RENTCafe online account with the DuPage & Kendall Housing Authorities. Navigate to our webpage, www.dupagehousing.org, and select one of the following three buttons, depending on your type of participation with DHA / KHA:

- A. **Applicant Café** – for all those currently on a Wait List or wanting to apply to a Wait List
- B. **Resident Café** – for all those currently receiving subsidized housing assistance payments or past program participants
- C. **Landlord Café** – for participating Landlords





DuPage Housing Authority
711 E Roosevelt Rd, Wheaton, IL 60187
PH: 630.690.3555 FAX: 630.690.0702
www.dupagehousing.org

Kendall Housing Authority
811 W John St., Yorkville, IL 60560
PH: 630.593.8218 FAX: 331.207.8923
www.kendallhousing.org



- After selecting the appropriate button, the Login page for each Café site will open.
- On the Applicant Café, Resident Café, and Landlord Café sites, select the 'Forgot Password' link as shown in the screen captures below to begin the process of resetting your password.

➤ Applicant Café Login Page

DuPage Housing Authority Call us : 6306903555

Login

User Name

Password

Forgot password?
[Click here to register](#)

[Login](#)

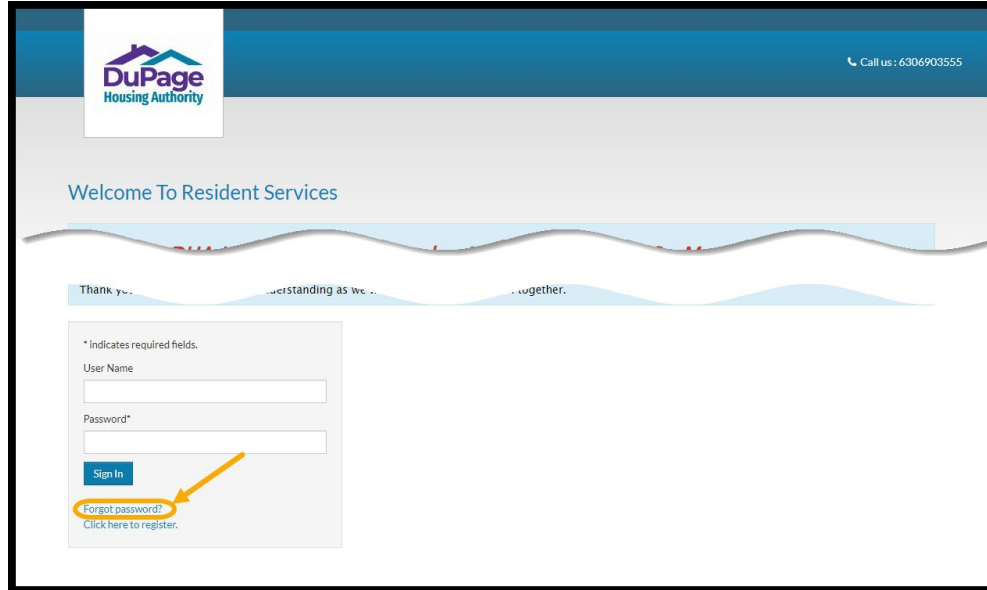
Welcome to the Housing Café for the DuPage and Kendall Housing Authorities.

With a free account, you can:

- ✓ The Housing Café website is used to apply for any open Wait List. It is also used to manage your account as a wait list Applicant, or as a Housing Choice Voucher program Participant.
- ✓ To use the Housing Café website, you need a User Account.
- ✓ If you are applying for an OPEN Wait List, Simply Select "Click here to Register", for a new user account and then select "Create My Account" You will move through the process of creating your user account. IMPORTANT: YOUR USER NAME MUST BE YOUR EMAIL ADDRESS.


[Register Now](#)

➤ Resident Login Page



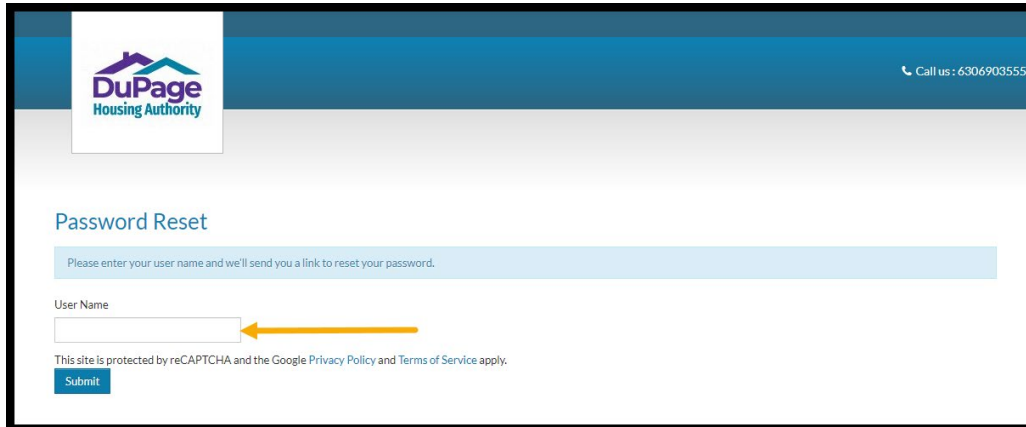
The screenshot shows the DuPage Housing Authority website's resident login page. At the top left is the DuPage Housing Authority logo. At the top right, it says "Call us: 630.690.3555". Below the header, it says "Welcome To Resident Services". There is a decorative wavy line. Below that, a message says "Thank you for your understanding as we work together." Below the message is a login form with the following fields: "User Name" and "Password*", both with asterisks indicating they are required. There is a "Sign In" button. Below the form, there is a "Forgot password?" link circled in orange with an arrow pointing to it, and a "Click here to register." link.

➤ Landlord Login Page



The screenshot shows the DuPage Housing Authority website's landlord login page. At the top left is the DuPage Housing Authority logo. Below the header, it says "Landlord Login". There is a decorative wavy line. Below that, a message says "AN IMPORTANT BENEFIT HAS BEEN ADDED TO YOUR RENTSAFE ACCOUNT". Below the message is a login form with the following fields: "Email" and "Password". There is a "Remember Me" checkbox and a "Login" button. Below the form, there is a "Click here to register" link and a "Forgot password?" link circled in orange with an arrow pointing to it. At the bottom, there is a link for "Manager and Owners Terms and Conditions".

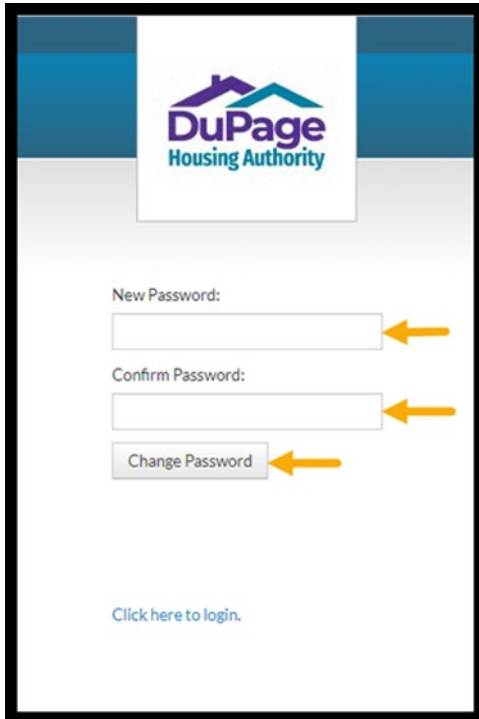
- After selecting the 'Forgot Password' link, the Password Reset page will open...



- Enter your User Name (which is your full email address) in the field as shown and click 'Submit. **Important: Occasionally, this type of email will be filtered into a Spam or Junk folder; please check these folders if you don't receive the email within 1 to 3 minutes.**
- An email with a Password Reset link will then be sent to your email address. Select the 'Reset Password' link.



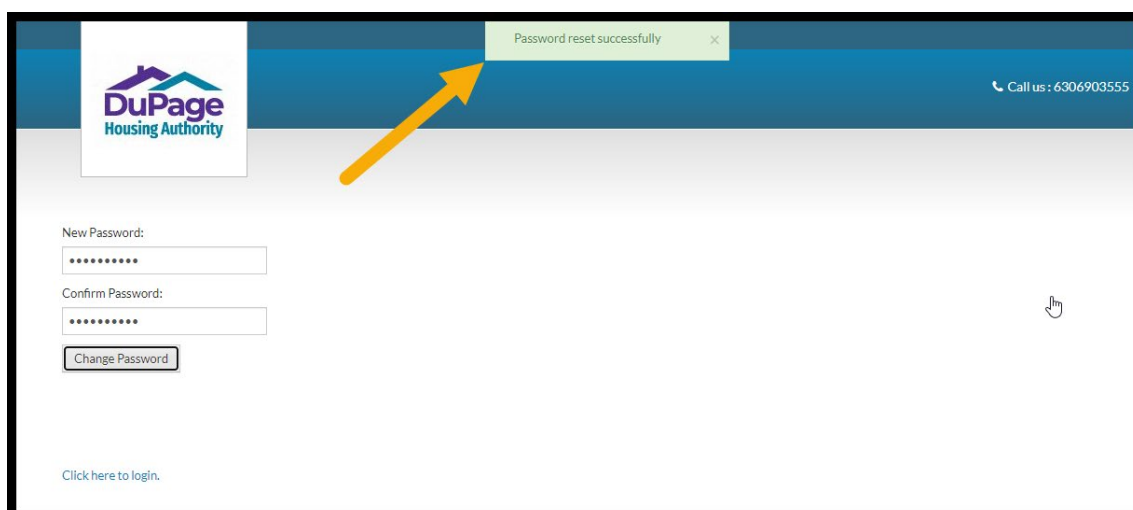
- The Password Reset screen will open in your browser. Create and enter a new password in the 'New Password' and 'Confirm Password' fields. Select the 'Change Password' button once done.



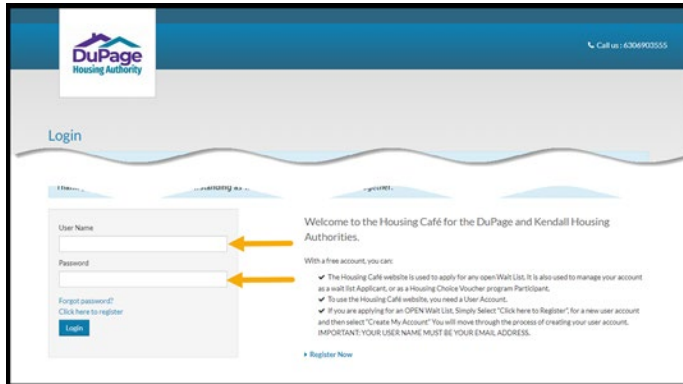
Important: Passwords must be a minimum of ten characters in length and must contain at least one of each of the following:

- 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

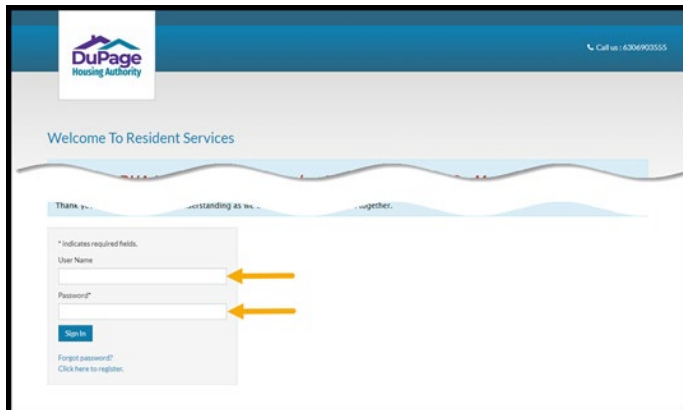
- If the password is accepted, a message box stating, "Password reset successfully" will appear at the top of the screen.



- Once the password is submitted, the Login screen should appear automatically; but, if not, then select the 'Click her to login' link, and the Login screen will open. Enter your User Name / Email address and Password that was just created, and once logged into your account, the Home page of your account will appear.



Applicant Cafe



Resident Cafe



Landlord Cafe