



HOW TO REGISTER & SUBMIT AN APPLICATION ONLINE

Housing Authority of Cook County



HOW TO REGISTER



HOW TO REGISTER

The applicant will need to create an account by registering on the RentCafe PHA website.



Applicant Portal

Welcome to the Housing Authority of Cook County's Resident and Applicant Portal

From this site you can submit a new application for housing, update your current application contact information, apply for other properties with open wait lists, and access your resident profile. For first time users select "[Click here to register](#)". Once the page loads, select "[I want to apply/register](#)."

If you have previously registered for Rent Café to apply for our Affordable Multi-Family Housing sites, you will need to complete a new Rent Café registration in order to access our Project Based Voucher and Housing Choice Voucher wait list application. You will only be able to apply if the waiting list is open.

[Click here](#) for registration and application instructions. If you have any issues, send an email by clicking registration@thehacc.org for assistance.

User Name

Password

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



Register for a Fast, Easy Application

With a free account, you can:

- ✓ Save your application and log in at any time to continue.
- ✓ Check the status of your applications.
- ✓ Use your account with multiple applications.

[Register Now](#)

CREATING AN ACCOUNT

New applicants should select 'I do NOT have a registration code'.



Call us: (312) 663-5447




Create an Account

I have a registration code

I do NOT have a registration code

Don't have an account yet?

Create your account today, and Apply Online!

-  Submit your application
-  Check out the status of your application
-  Get ready to move in!

Already have an account? Login Now!

Welcome to the Housing Authority of Cook County's Resident and Applicant Portal

From this site you can submit a new application for housing, update your current application contact information, apply for other properties with open wait lists, and access your resident profile. For first time users select "[Click here to register](#)". Once the page loads, select "[I want to apply/register](#)". If you already have an application or are a program participant you will be provided a Registration Code to update your current information. If you have previously registered and applied for one of our waitlists, you will need to complete a new registration in order to apply for a different waitlist. If you are directed to contact the leasing office, email registration@thehacc.org for assistance.



CREATING AN ACCOUNT

Complete the Personal Details and Account Information.

All applicants must have an email in order to register. You may sign up for a free email account with an email provider such as Yahoo, Gmail, etc.

Once all the required fields are complete, click 'Register'.



Personal Details

First Name*

Last Name*

SSN#* (If you do not have a SSN, please enter 999-99-9999)

Confirm SSN#*

Phone (Mobile)*


Account Information

Email Address* (Your email address is your user name)

Confirm Email Address*

Password*

Confirm Password*

I'm not a robot  reCAPTCHA
Privacy - Terms

I have read and accept the [Terms and Conditions](#)

* Required fields

Register



EXISTING RECORD IN HACCC'S DATABASE

If your SSN already exists in RentCafe you're required to have a registration code.

Your registration code will auto-populate when you choose '[Click Here](#)'.

Error: Your social security number is already in our system. To register [click here](#) and use this registration code: 2673-TT0032065

Welcome to the Housing Authority of Cook County's Resident and Applicant Portal

Create an Account

Enter Your Registration Code

2673-TT0032065

Go

Personal Details

First Name*

Jesse

Last Name*

Tester

SSN#**




Phone (Mobile)*

(312) 542-4688

Account Information

Don't have an account yet?

Create your account today, and Apply Online!

-  Submit your application
-  Check out the status of your application
-  Get ready to move in!

Already have an account? Login Now!

Welcome to the Housing Authority of Cook County's Resident and Applicant Portal

From this site you can submit a new application for housing, update your current application contact information, apply for other properties with wait lists, and access your resident profile. For first time users select "I want to register". Once the page loads, select "I want to apply/register". If you have an application or are a program participant you will be provided a Registration Code to update your current information. If you have pre



EXISTING RENT CAFÉ ACCOUNT

If you have an existing Rent Café account, this pop up window will appear asking if you would like to use your existing account.

If you would like to use your existing account select **'Use My Existing Account'** below. Then log in and proceed with the wait list application.

If you would like to create a new account using a different email, select **'create a new account.'** This is recommended if you continue to get an invalid account error with your existing email.



Don't have an account yet?

Create your account today, and Apply Online!

Submit your application

Hey Jane!

Good news! It looks like you have an existing account tied to your email address (hacctest123@gmail.com) at the following communities.

Housing Authority of Cook County
Chicago, IL

Dallas Housing Authority
Dallas, TX

[Why am I seeing this?](#)
[More FAQs](#)

[Use my existing account!](#)

[Create a new account](#) with a different email address

[Click here](#) for registration and application instructions. If you have any

EXISTING RENT CAFÉ ACCOUNT

If you have an existing Rent Café account with one of HACC's other waiting lists or another company, you must log in through this screen where it says "GLAD TO HAVE YOU BACK" to connect your existing Rent Café account with the waiting list's Rent Café. If you do not log in here, you have not linked your existing Rent Café account with this wait list's Rent Cafe. You will receive an **INVALID ACCOUNT** error when attempting to log in, because the registration is incomplete.



← Account Access

Glad to have you back

EMAIL ADDRESS* (YOUR EMAIL ADDRESS IS YOUR USER NAME)

PASSWORD* ⓘ

FIRST NAME*

LAST NAME*

SSN#* (IF YOU DO NOT HAVE A SSN, PLEASE ENTER 999-99-9999)

PHONE (MOBILE)*

Login

[I forgot my password](#)

Invalid Login ×

ty of Cook County's Resident and Applicant

update your current application contact information, apply for other properties the page loads, select "I want to apply/register."

our Affordable Multi-Family Housing sites, you will need to complete a re

EXISTING RENT CAFÉ ACCOUNT

To resolve the **INVALID LOGIN** error, follow these steps:

1. From the Applicant Portal Log In Page, select **'Click Here to register'**
2. Select **'I DO NOT HAVE A REGISTRATION CODE'**
3. Enter your email address
4. Select **'Use My Existing'** Email through this screen to connect your existing Rent Café account to this waiting list's Rent Café. If you see Housing Authority of Cook County Listed, you will still need to select Use My Existing Account.
5. Complete the fields on the Account Access pop up



1. Applicant Portal

A screenshot of the login form. It includes fields for "User Name" and "Password". Below the password field is a "Forgot password?" link and a "Click here to register" link, which is highlighted with a red box. A blue "Login" button is positioned at the bottom.

2.

A screenshot of the "Create an Account" screen. It features two buttons: "I have a registration code" and "I do NOT have a registration code". The latter button is highlighted with a red box.

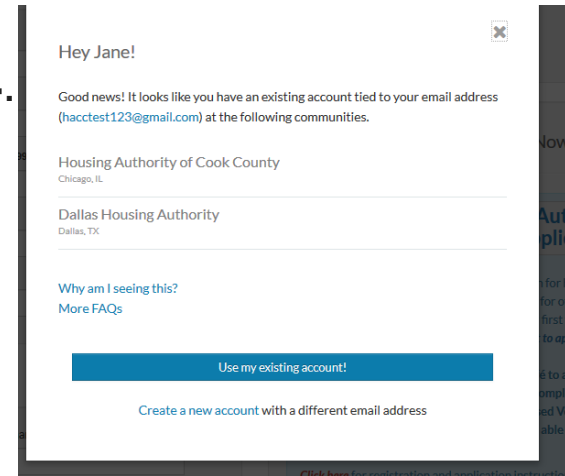
3.

A screenshot of the "Phone (Mobile)*" field. The input box contains the placeholder text "(555) 555-5555".

Account Information

A screenshot of the "Account Information" form. It includes fields for "Email Address* (Your email address is your user name)" and "Confirm Email Address*", both containing the placeholder "YourEmail@Example.com".

4.



5.

A screenshot of the "Account Access" pop-up form. It includes fields for "EMAIL ADDRESS* (YOUR EMAIL ADDRESS IS YOUR USER NAME)", "PASSWORD*", "FIRST NAME*", "LAST NAME*", "SSN#* (IF YOU DO NOT HAVE A SSN, PLEASE ENTER 999-99-9999)", and "PHONE (MOBILE)*". A blue "Login" button is at the bottom.

HOW TO SUBMIT AN ONLINE APPLICATION



APPLY TO WAITING LIST

If the applicant already has a RentCafe PHA account, log on and select 'Apply to Waiting Lists'

***This step applies to existing applicants only.**

New applicants will automatically be directed to the application.



Compliance



Certifications



My Waiting List Status



Apply to Waiting Lists



Attachments



Rent Burden Estimate



Contact Us



LANGUAGE SELECTION

Select preferred language. In order to move to the next step in the application, click **'Save and Continue'** at the end of each step'.

Answer each question until your application progress is 100%.

If the applicant does not have time to complete the application in one session, the applicant may log out and resume the application at a later time. Please make note of your user name and password.



50058 Online Application

Application Progress **0%**

Applications & Certifications | Hi, Jane ▾

Language Selection

Welcome Page

Contact Information

Waiting Lists

Household Information

Preferences

Review & Submit

Log Out

Select your preferred language.

Preferred Language*

- English
- Español (Spanish)
- polski (Polish)
- русский (Russian)
- 中國傳統 (Chinese Traditional)
- 한국의 (Korean)

Save and Continue

WELCOME PAGE

50058 Online Application

Language Selection

Welcome Page

Contact Information

Waiting Lists

Household Information

Preferences

Review & Submit

Log Out

Application Progress **8%**

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Welcome to our waiting list application.

Lets get started...You can use this online application to apply for any of our open waiting lists and/or update an existing application you previously submitted. If you are updating your information, but you are not on any waiting lists, our agency will retain your updated information. However, the updates will have no bearing on any previous applications that have been processed.

Go Back

Save and Continue



ENTER CONTACT INFORMATION



50058 Online Application

Language Selection

Welcome Page

Contact Information

Waiting Lists

Household Information

Preferences

Review & Submit

Log Out

Application Progress 15%

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Your Contact Information

Mailing Address*	<input type="text" value="175 W Jackson Blvd"/>
	<input type="text"/>
City*	<input type="text" value="Chicago"/>
State*	<input type="text" value="IL"/>
Zip*	<input type="text" value="60604"/>
E-mail	<input type="text" value="hacctest123@gmail.com"/>
Mobile	<input type="text" value="(555) 555-5555"/>
Home	<input type="text" value="(555) 555-5555"/>
Office	<input type="text" value="(555) 555-5555"/>

Go Back

Save and Continue

WAITING LISTS

Select waiting list the applicant wants to submit the application for.

Only open wait lists will appear in this section.

If a wait list is not open, it will not be available for the applicant to select.



50058 Online Application

[Language Selection](#)

[Welcome Page](#)

[Contact Information](#)

[Waiting Lists](#)

[Household Information](#)

[Preferences](#)

[Review & Submit](#)

[Log Out](#)

Application Progress 23%

[Applications & Certifications](#) | Hi, Jane ▾

Waiting Lists

Select the waiting lists that you want to apply to. You can select one or more.

Select	Waiting list	Description
<input type="checkbox"/>	HACC WL	Waiting List

[Go Back](#)

[Save and Continue](#)

HOUSEHOLD INFORMATION

50058 Online Application

Language Selection

Welcome Page

Contact Information

Waiting Lists

Household Information

Household Members

Annual Income

Unit Accessibility

Special Circumstances

Application Progress **31%**

Household Information

Next, we will collect information about the people who will be living in your household.

[Go Back](#)

[Save and Continue](#)



ADDITIONAL HOUSEHOLD MEMBERS

If there are additional members in the Household, select 'Add Member.'

The applicant must enter member information for all members of the household.

The applicant must enter accurate member information for all members of the household.

Failure to do so may affect your eligibility.



50058 Online Application

Application Progress 38% Applications & Certifications | Hi, Jane ▾

- Language Selection
- Welcome Page
- Contact Information
- Waiting Lists
- Household Information
- Household Members**
- Annual Income
- Unit Accessibility
- Special Circumstances
- Additional Details
- Preferences
- Review & Submit
- Log Out

Household Members

You must include all members who will be living in your household. Once your application has been submitted, you will not be allowed to add new household members except under the following circumstances: birth, adoption, and court ordered custody. Only household members on the initial application will be processed. You must provide accurate social security numbers and date of birth for all household members.

A spouse means the marriage partner of the head of household. A marriage partner includes the partner in a "common law" marriage as defined in state law. The term "spouse" does not apply to friends, roommates, or significant others who are not marriage partners.

A co-head is an individual in a household who is equally responsible with the head of household for ensuring that the family fulfills all of its responsibilities under the program, but who is not a spouse. A family can have only one co-head.

Add Member

First Name	Last Name	Date of Birth	Relationship	Age	Gender		
John	Smith	5/6/1988	Head of Household	31	Male	Edit	Delete

HOUSEHOLD MEMBERS

Complete all required fields and click 'Save'



Member Details

First Name*

Middle Name

Last Name*

Date of Birth*

Social Security Number*

Gender

Relationship to the Head of Household*

Citizenship Status*

Is this person disabled?*

Ethnicity

Hispanic or Latino*

Race

American Indian or Alaska Native*

Asian*

Black or African American*

Native Hawaiian or Other Pacific Islander*

White*

Notes:

Save **Cancel**



ANNUAL INCOME

Enter the combined total annual income for **all members** of the household.



50058 Online Application

- Language Selection
- Welcome Page
- Contact Information
- Waiting Lists
- Household Information
- Household Members

Annual Income

- Unit Accessibility
- Special Circumstances
- Additional Details
- Preferences
- Review & Submit
- Log Out

Application Progress 46%

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Annual Income

What is the combined annual income for all members of your household before taxes? This includes but is not limited to: wages, TANF, pension, child support, SSI, SSDI, unemployment insurance, and family assistance.

Annual income means all amounts, monetary or not, which:

- (1) Go to, or on behalf of, the family head or spouse or to any other family member;
- (2) Are anticipated to be received from a source outside the family
- (3) Amounts derived from assets to which any member of the family has access.

Annual Income*

Go Back

Save and Continue

ACCESSIBILITY

Select unit accessibility accommodation(s) required by any member in the applicant's household.

If not applicable, select 'None.'



50058 Online Application

- Language Selection
- Welcome Page
- Contact Information
- Waiting Lists
- Household Information
 - Household Members
 - Annual Income
 - Unit Accessibility**
- Special Circumstances
- Additional Details
- Preferences
- Review & Submit
- Log Out

Application Progress 54%

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Unit Accessibility

Will any member in your household require unit accessibility accommodations?

- | | |
|-----------------|-------------------------------------|
| Hearing Access | <input type="checkbox"/> |
| Mobility Access | <input type="checkbox"/> |
| Sight Access | <input type="checkbox"/> |
| None | <input checked="" type="checkbox"/> |

Go Back

Save and Continue

CIRCUMSTANCE

Select special circumstance. If not applicable, select 'None.'



50058 Online Application

- Language Selection
- Welcome Page
- Contact Information
- Waiting Lists
- Household Information
- Household Members
- Annual Income
- Unit Accessibility

Special Circumstances

Additional Details

Preferences

Review & Submit

Log Out

Application Progress 62%

● Applications & Certifications

Special Circumstances

Are you currently displaced or homeless?

- | | |
|-----------|-------------------------------------|
| Displaced | <input type="checkbox"/> |
| Homeless | <input type="checkbox"/> |
| None | <input checked="" type="checkbox"/> |

Go Back

Save and Continue

ADDITIONAL DETAILS

Unless the applicant entered 999-99-999 as the SSN for any member of the household, a response to these questions is **not** required.

However, if answered, it provides the agency additional information on the applicant.



50058 Online Application

- Language Selection
- Welcome Page
- Contact Information
- Waiting Lists
- Household Information
 - Household Members
 - Annual Income
 - Unit Accessibility
 - Special Circumstances
- Additional Details**
- Preferences
- Review & Submit
- Log Out

Application Progress

69%

Applications & Ce

Additional Details

Please provide your information in the below fields to your best ability.

For instructions on how to locate your Census Tract, [please click here.](#)

What is your Census Tract? (See link above you do not know)

If you entered 999-99-9999 as the SSN for your or any household member, please state the reason

Is any of your annual income from employment?

Go Back

Save and Continue

PREFERENCES

Only select the preference that applies to you. All preferences will be verified.



50058 Online Application

- Language Selection
- Welcome Page
- Contact Information
- Waiting Lists
- Household Information
- Preferences**
- Review & Submit
- Log Out

Application Progress

77%

Applications & Certifications | Hi, Jane ▾

Waiting List Preferences

If you selected Homeless or VAWA as a preference, please complete the preference verification form and submit the verification to pbvwaitlist@thehacc.org. In the email subject line, please include your full name, waiting list you applied to, and the subject 'Preference Verification'. Verification must be submitted within 10 business days of the submitted application date. Failure to provide the verification form will result in the removal of the preference.

[HUD 5382 VAWA](#)

[Homeless Verification Form](#)

If none apply, click *Save and Continue* to move forward.

Search:

Select	Preferences	Description
<input type="checkbox"/>	Disabled Family	Head, spouse, co-head or sole member is a person with disabilities. Must be a verifiable condition that affects a major life function.
<input type="checkbox"/>	HACC Voucher Applicant	Currently on the Housing Choice Voucher Waitlist. This does not include applicants who have only submitted PBV applications. Selecting this preference will not add you to the HCV waiting list. Only select this preference if you are currently on our HCV waiting list
<input type="checkbox"/>	Homelessness	Applicants selecting the Homeless Preference must return the Homeless Verification form provided in order for the preference to be applied at the time of application.
<input type="checkbox"/>	US Military Veteran	Veteran
<input type="checkbox"/>	VAWA	Victim of Domestic Violence

Go Back

Save and Continue

REVIEW & SUBMIT

Click on each tab to review the information entered for each section.

Once 'Save and Continue', is selected, the application will be submitted.

If the applicant needs to go back to a previous section to make changes, use the 'Go Back' button.

No changes to the application will be allowed after submission while your application is pending review.



- Welcome Page
- Contact Information
- Waiting Lists
- Household Information
- Preferences
- Review & Submit**
- Log Out

Final review & submission

Verify that the information you entered is correct. If needed, click *Go Back* and change it. Then accept the terms and conditions at the bottom of this screen and click *Save and Continue*.

Household Members	Annual Income	Unit Accessibility	Special Circumstances	Additional Details	Preferences
Waiting Lists					

First Name	Last Name	Date of Birth	Relationship	Age	Gender	Citizenship
John	Smith	5/6/1988	Head of Household	31	Male	Eligible Citizen
Jane	Smith	5/6/1988	Spouse	31	Female	Eligible Citizen

Terms and Conditions

I hereby acknowledge that the information I have given in this application is correct to the best of my knowledge and belief. I understand that the making of willful false statements or misrepresentations of a material nature may make me subject to criminal and civil penalties under state and federal law. I authorize (for the duration of my participation in the Housing Authority Programs), the release of income, financial and family composition information concerning myself and family to the Housing Authority of the County of Cook and the U.S. Department of Housing and Urban Development to establish my eligibility, including the release of information that may include, but not limited to, identify marital status, residences, rent, credit and criminal activity, employment, income, assets, medical or child care expenses, and income tax returns. The groups or individuals that may release the above information include the Internal Revenue Service, previous landlords, other housing authorities, courts, post offices, welfare agencies, financial institutions, law enforcement agencies, utility companies, the Veteran's Administration, credit bureaus, and providers of credit, alimony, or other financial support.

I accept the above terms and conditions.

Go Back

Save and Continue

DOWNLOAD APPLICATION AS PDF

The applicant may click 'Download application as PDF' to save a copy of the application.

The screenshot displays a web interface for 'My Application'. On the left is a navigation menu with the following items: Language Selection, Welcome Page, Contact Information, Household Information, WL Preferences, Waiting Lists, Review & Submit, and Log Out. The 'Review & Submit' item is highlighted. In the main content area, the title is 'Application Submitted' with a sub-message: 'Your application has been submitted. Click Log Out to exit.' Above this message is a progress bar labeled 'Application Progress' which is at 100%. Below the message is a prominent purple button labeled 'Download Application as PDF'. At the bottom of the main area are two smaller purple buttons: 'Go Back' and 'Log Out'. In the top right corner, there is a user profile indicator: 'Applications & Certifications | Hi, Joh'. A blue arrow points from the 'Review & Submit' menu item to the 'Download Application as PDF' button.



APPLICATION CONFIRMATION

The applicant will receive an email confirmation indicating the online application is complete and pending agency review.



HACC - ^ApplicationName^ Completion Confirmation

Dear ,

Thank you for completing ^ApplicationName^ in the Housing Authority of Cook County portal. Your application has been forwarded to the agency for review.

Once your application has been reviewed, you will receive an email with your application status.

Thank you,
Housing Authority of Cook County

APPLICATION & CERTIFICATIONS

Applicants can log onto RentCafe PHA to review their application status. Login credentials are the same as the one created at the time of application. The user name is the email address the applicant used.

<https://www.rentcafe.com/onlineleasing/cook-county-live/guestlogin.aspx>

Please make note of your username and password for future use.



● Applications & Certifications | Hi, John ▾

Applications & Certifications



Housing Authority of the County of Cook

175 W Jackson Blvd
Chicago, IL 60604

Account Information

- 👤 Type: 50058 Online Application
- 👤 Status: Pending
- 👤 Last Update Date: 11/15/2019
- 👤 Created Date: 11/15/2019

View



www.thehacc.org
