



Rent Café

Tenant Portal Registration

Registration Code: _____

October 2024

What is Rent Café



Rent Café is the Santa Clara County Housing Authority's online portal where new applicants can sign up for the Section 8 Housing Choice Voucher interest list.



After registering, you can log in anytime to view or update your account information.

Access Through Our Website



Step 1: Click on the "For Landlords" tab located at the top of the page.

Step 2: Select "For Existing Landlords" > "Owner Portal" > "Sign Up".



Or, access it directly using this link:
<https://portal.scchousingauthority.org/>

Registration

After clicking on the link or typing in the direct website address, you will arrive at the log in screen. From here, you may log in if you have already registered or register for a new account.

Select your preferred language.

If English, you **do not** need to select a language.

Proceed to the next step.

Tenant Portal Login

Select Language Powered by Google Translate

Welcome to the Santa Clara County Housing Authority Tenant Portal!

If you are new to this online portal, you can go to the [Click here to register](#) link below.

To complete your online registration, you must have a valid email address and have received a registration code from the Housing Authority. Your email address will be the Username for future login sessions.

You can use the online portal to:

- Report Changes (Income, Family Composition, Reasonable Accommodation)
- Review Household Information
- Complete Reexamination packet
- Review FSS Statement, if applicable

If you have already registered through the Tenant Portal, you may login below with the email address and password you created. If you forgot your password, click the [Forgot Password](#) link.

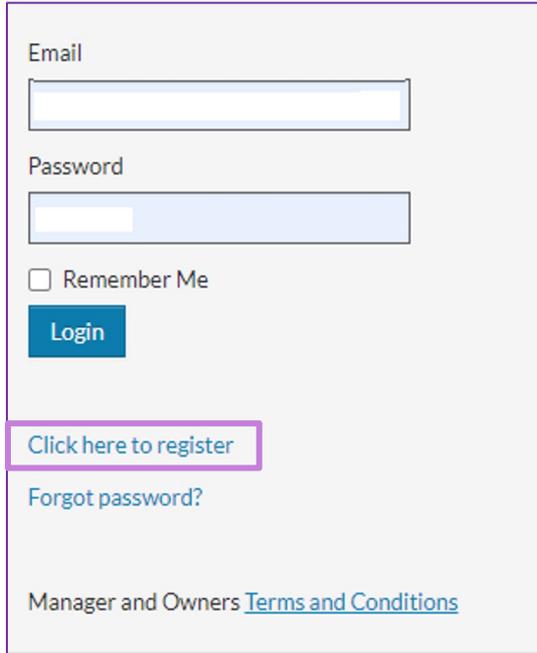
Note: For better use of the Online Portal we recommend using the most recent version of one of the supported browser's list:

- Google Chrome
- Mozilla Firefox
- Safari (macOS)
- Opera

If you are having trouble accessing or setting up your account, please contact the Housing Authority at (408) 275-8770.

Registration

Click on
“Click here
to register”
to start the
process



Email

Password

Remember Me

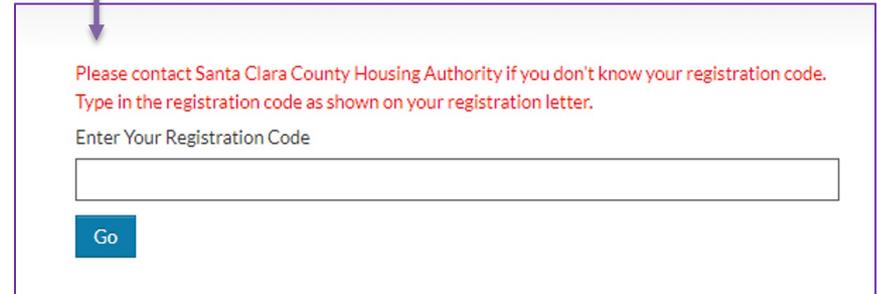
[Login](#)

[Click here to register](#)

[Forgot password?](#)

Manager and Owners [Terms and Conditions](#)

Enter your registration code here



Please contact Santa Clara County Housing Authority if you don't know your registration code.
Type in the registration code as shown on your registration letter.

Enter Your Registration Code

[Go](#)

If you **Do Not** have a registration code, please contact
SCCHA's customer service team to obtain one (408) 275-8770.
You may not register without one.

Registration

The registration code you entered in the previous screen will show here.

Please contact Santa Clara County Housing Authority if you don't know your registration code.
Type in the registration code as shown on your registration letter.

Enter Your Registration Code

* Denotes a required field

Personal Details

First Name*

Last Name*

SSN**

Phone (Home)*

Enter:
First Name

Last Name

SSN

Home or Mobile Phone

Enter:
Email Address
(Enter same email address twice)

Password
(Enter same password twice)

Password must be 10 characters long and include 1 upper case letter, 1 lower case letter, 1 number and 1 symbol #!@*

Account Information

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

Confirm Email Address*

Password*

Confirm Password*

This site is protected by reCAPTCHA and the Google [Privacy Policy](#) and [Terms of Service](#) apply.

** Data in these fields will be validated against information available with Santa Clara County Housing Authority

1. Click on **“Please read and accept the Terms and Conditions”** box.
2. Read the Terms and Conditions in the pop-up box, click **“Accept.”**
3. Click the **Register** button.

You have now arrived at the Tenant Dashboard.

Select the tile for the action you wish to complete.

You may also use the “**Quick Links**” option or click on “**Compliance**” at the top to select action items via the drop-down menu.

Click on the **Home** icon to return to the **Dashboard** at any time.

Click on the **Person** icon to:

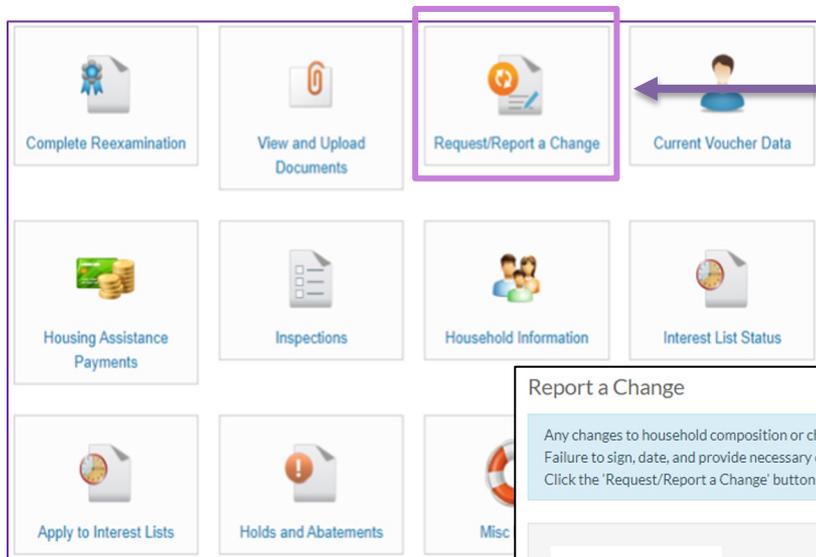
- View your **Profile** details.
- **Change** your password.

The screenshot shows the Tenant Dashboard interface. At the top, there is a navigation bar with a 'Home' icon (a house) on the left, which is highlighted with a purple box and an arrow pointing to it from the text 'Click on the Home icon to return to the Dashboard at any time.' To the right of the 'Home' icon are the words 'Compliance' and 'Lease'. Further right, there is a 'Person' icon (a person silhouette) and a 'Sign Out' icon (a person silhouette with an arrow pointing away), both highlighted with purple boxes and arrows pointing to them from the text 'Click on the Person icon to:'. Below the navigation bar is a 'Logged in as' field, also highlighted with a purple box and an arrow pointing to it from the text 'Your First and Last Name, T Code & Address will appear here.' The main content area contains several action tiles: 'Complete Reexamination' (with a document icon and a blue ribbon), 'View and Upload Documents' (with a document icon and a red paperclip), 'Request/Report a Change' (with a document icon and a circular arrow), 'Current Voucher Data' (with a person icon), 'Housing Assistance Payments' (with a stack of coins icon), 'Inspections' (with a document icon and a checklist), 'Household Information' (with a group of people icon), and 'Interest List Status' (with a document icon and a clock). On the right side, there is a 'QUICK LINKS' section with a dropdown menu labeled 'I want to:' containing the option 'Update Contact Details' and a 'Go' button.

Sign Out

Your First and Last Name, T Code & Address will appear here.

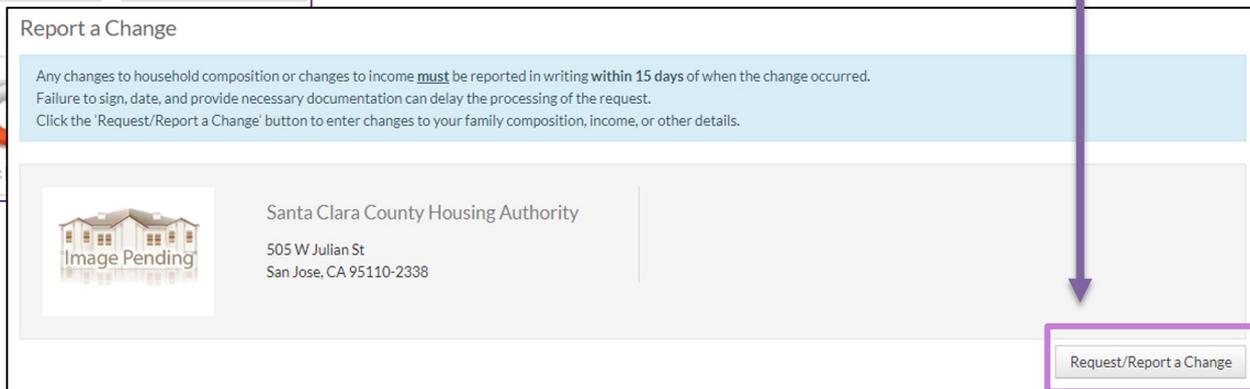
Frequently Used Actions



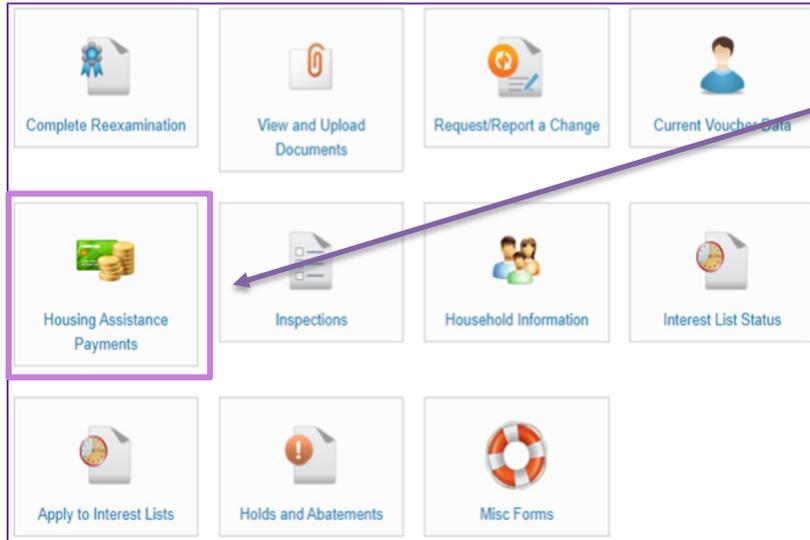
Request/Report A Change: Any changes to household composition or changes to income must be reported in writing within 15 days of when the change occurred.

You may report those changes by clicking on this tile. The screen below will appear.

Click on **“Request/Report a Change”** to continue.



Frequently Used Actions



Housing Assistance Payments: You may view housing assistance payments made on your behalf by the Santa Clara County Housing Authority.

Using the drop-down menus, you may select the payment options you wish to view.

Housing Assistance Payments

Period

Sort By

Sort Type

Frequently Used Actions

 Complete Reexamination	 View and Upload Documents	 Request/Report a Change	 Current Voucher Data
 Housing Assistance Payments	 Inspections	 Household Information	 Interest List Status
 Apply to Interest Lists	 Holds and Abatements	 Misc Forms	

Complete Reexamination:

You may access applications and documents related to your Reexamination here.

Applications & Reexaminations

You have no pending certifications

Frequently Used Actions

 Complete Reexamination	 View and Upload Documents	 Request/Report a Change	 Current Voucher Data
 Housing Assistance Payments	 Inspections	 Household Information	 Interest List Status
 Apply to Interest Lists	 Holds and Abatements	 Misc Forms	

View And Upload Documents:

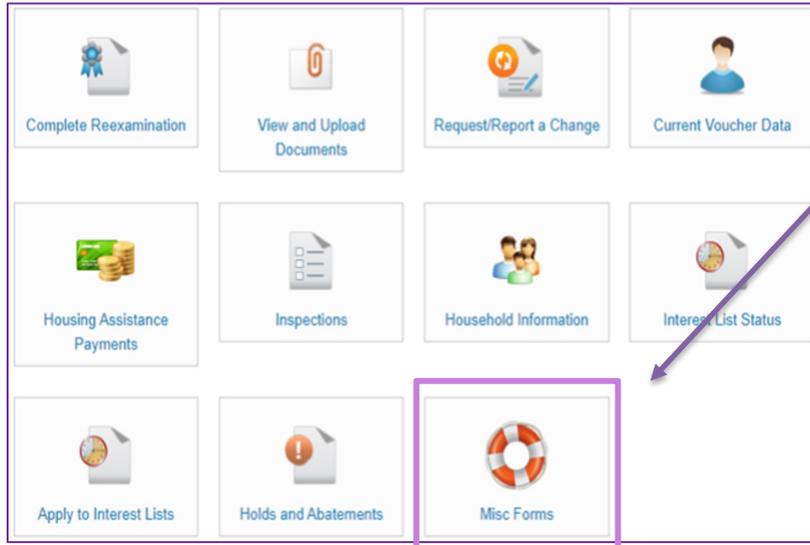
You may upload and view documents here.

View And Upload Documents

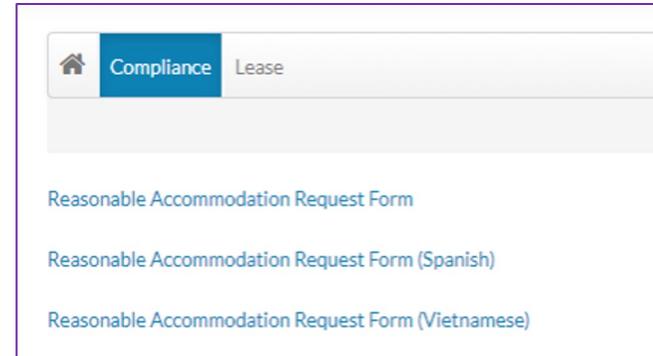
Documents [Upload Documents](#)

You do not currently have any documents.

Frequently Used Actions



Misc. Forms: You may access various types of forms here. Reasonable Accommodations Forms are located here.



Frequently Used Actions

Complete Reexamination

View and Upload Documents

Request/Report a Change

Current Voucher Data

Housing Assistance Payments

Inspections

Household Information

Interest L

Apply to Interest Lists

Holds and Abatements

Misc Forms

Household Information: You may view the members included in your household/voucher, reported assets, income and expenses here.

Household Information

Close

Member Asset Income Expense

Search:

Name	DOB	Sex	Relation	Citizenship	Disabled	Race	Ethnicity
John Smith	10/28/1938	Male	Head	Eligible Citizen	No	White	Not Hispanic or Latino



**HOUSING**AUTHORITY
SANTA CLARA COUNTY



(408) 275-8770



**505 W Julian St
San Jose, CA 95110**



[scchousingauthority.org](https://www.scchousingauthority.org)

