



## RENTCafé Applicant Registration Guide

A RentCafé Applicant Registration Guide is a resource designed to help prospective renters successfully create an account and apply for a rental property through the EBALDC RentCafé platform.

RentCafé is an online property management leasing system used by EBALDC to manage listings and applications, leases, and resident services. For applicants, the registration process is the first step toward securing a home.

Please follow this guide to help you create, access, and manage your account as well as start a waiting list application:

- Applicants must register as a RENTCafé user to apply online for EBALDC housing.
- A valid email address is required to register.
- The RENTCafé Online Application portal can be accessed by any computer, smartphone, or tablet through its internet browser.
- If you do not have internet access or an internet-enabled device, please see the Resource List of Public Computer Locations on our website.

Go to: [EBALDC.ORG](http://EBALDC.ORG). Scroll down and click the property's application link to create an account or register an existing RENTCafé account.

This guide will cover:

- A. Creating Your account (First time users)
- B. Invalid Account Error (Returning users)
- C. Password Reset
- D. Starting the Waiting list Application
- E. Managing your account

### [A. Creating Your Account \(First time users\)](#)

Please follow the steps below to apply online for EBALDC housing. **Even if you already have an existing RENTCafé account**, you will need to register for EBALDC's specific property.

**If you need assistance with registration, please call the number on the flyer.**

1. To begin, click the "**Click here to register**" link in the left login box, or click **Register Now** under
  - Click "I do NOT have a registration code"

### LOGIN

Email

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.
- ✓ Use your account with multiple applications.

[▶ Register Now](#)



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## 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!

User Name



You will then be directed to create an account screen, complete

- 2. Enter your information under the *Personal Details* and *Account Information* sections. Required fields are denoted by an asterisk (\*).**

## Create an Account

### Personal Details

First Name\*

Last Name\*

Phone (Home)\*



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## Log in using /completing account information

### Account Information

Email Address\* (Your email address is your user name)  
stevie@email.zz

Password\*  
\*\*\*\*\*

Confirm Password\*  
\*\*\*\*\*

I'm not a robot  reCAPTCHA  
Privacy - Terms

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

\* Required fields

REGISTER

### Please note:

- Your email address is your username
- Your password must be a minimum of 10 characters and must contain all of the following:

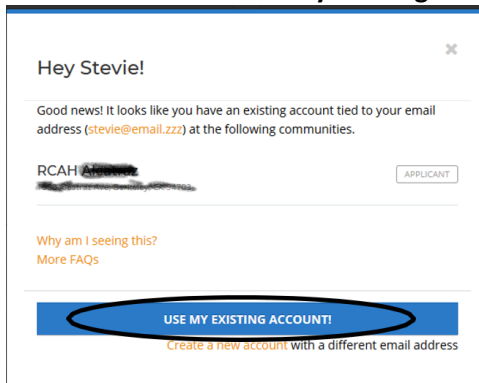
Password\*  
\*\*\*\*\*

Confirm Password\*  
\*\*\*\*\*

Password must be a minimum of 10 characters long and must contain all of the following: one lowercase letter, one uppercase letter, one number and one symbol

- One lowercase letter
- One uppercase letter
- One number
- One symbol

- ❖ If you have an existing RENTCafé account, a pop-up will prompt you to use your existing account. Click the **“Use My Existing Account!”** button to log in under your existing account.





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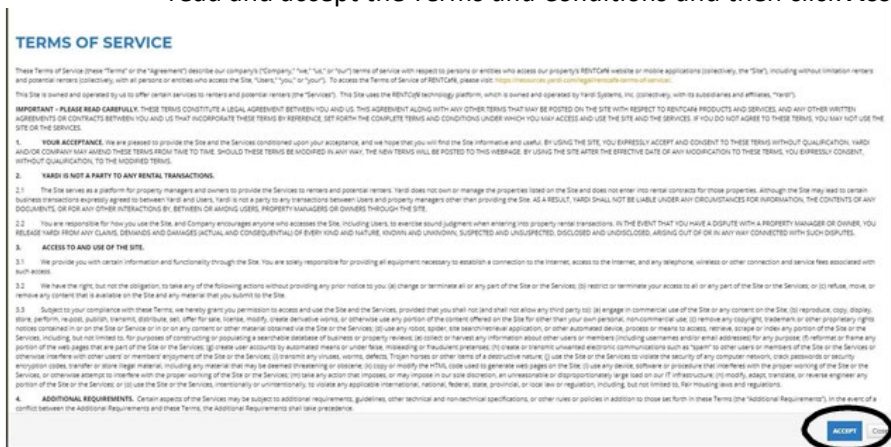
Note: Returning users should click “my existing account” and refresh the community listings to apply. If the listing DOES NOT auto populate, prospect may provide alternate emails to complete registrations.

## B. INVALID ACCOUNT ERROR

\*\*If you encounter an “Invalid account” error, click on “Register Now” to return to [step #2](#).



1. Once the fields are completed, click the “I’m not a robot” reCAPTCHA. Check that you have read and accept the *Terms and Conditions* and then click **Accept** to continue.



2. Click the “Register” button to register the account.

After registering, you will receive the “User Registration Confirmation” email from RENTCafé.  
From: EAST BAY ASIAN LOCAL DEVELOPMENT [<NO-REPLY@RENTCAFE.COM>](mailto:NO-REPLY@RENTCAFE.COM)  
SUBJECT: USER REGISTRATION CONFIRMATION

## C. PASSWORD RESET

If you forgot your password, click on “I forgot my password” to receive an email with instructions and a password reset link.



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After changing your password, you will be taken back to the log in screen

Once in the log in screen, enter your email address to trigger the pop-up prompting you to use your existing account.

Click the “Use my Existing Account” button to log in under your existing account with your newly created password.

### D. Starting the Waitlist Application

If the property’s waitlist is open and accepting applications, the page will redirect to the start of the waitlist application.

My Application

- Language Selection
- Application Information
- Your Household
- Your Income
- Your Assets
- Summary
- Bedroom Sizes
- Errors
- Sign and Submit

Application Information Household Income

Application Progress 0%

Applications & Certifications | Hi, Stevie

Please select your preferred language.

Google Translate Disclaimer

By selecting a language from the list, you will translate your application into that selected language using the Google Translate online service. Google Translate is subject to applicable Google Terms of Service. Google Translate is made available solely for your convenience, and its use is solely at your option.

\*\*\*If the property’s waitlist is closed and not currently accepting applications, you will see the following screen:

Applications & Certifications | Hi, Stevie

Applications & Certifications

You have no pending certifications

Once you begin the waitlist application, you will receive the “Waitlist Application Started” email from RENTCafé.

From: EAST BAY ASIAN LOCAL DEVELOPMENT <NO-REPLY@RENTCAFE.COM>  
SUBJECT: Rent Café-Waitlist Application Started

As long as the waitlist is open, you also have the option to save the application at any point and continue it at a later time. To continue the waitlist application, click the “Continue” button to start where you last left off.



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## Applications & Certifications

The screenshot shows a user interface for an application. On the left, there is a placeholder image labeled 'Image Pending' with a house icon. To its right, there are two input fields labeled 'Community name' and 'Address'. On the right side, under the heading 'Account Information', there are four lines of text: 'Type: Affordable Waitlist', 'Status: Incomplete', 'Last Update Date: 1/14/2020', and 'Created Date: 1/14/2020'. In the bottom right corner, a blue button labeled 'CONTINUE' is circled in black.

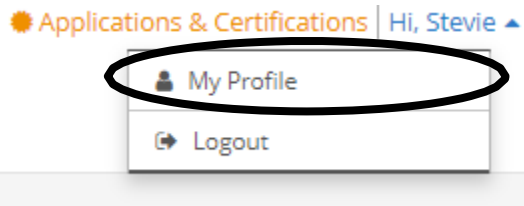
As long as the waitlist is open, if you have completed the waitlist application, you can review your information by clicking the “View” button.

This screenshot is similar to the one above but shows a different status. The 'Account Information' section now reads: 'Type: Affordable Waitlist', 'Status: Pending', 'Last Update Date: 1/17/2020', and 'Created Date: 1/15/2020'. The blue button in the bottom right corner is now labeled 'VIEW' and is circled in black.

\*\*\*Once the waitlist is closed, you will be unable to view or submit your waitlist application.

### E. Managing Your Account

- On the top right, click the “Hi, [Name]” link and click **My Profile** to change account information including phone and email information.



- Click **Update Account** to make changes to your account information.
- Note that changing your account information will update all of the in-progress applications.
- Uncheck the box to unsubscribe from RENTCafé email notifications, otherwise leave the box checked to receive email notifications.



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- Note that these email notifications refer to general updates from RENTCafé. Important system notification emails related to your application or account cannot be turned off.

### Account Information

First Name                      Stevie  
Last Name                      Wonder  
Phone                              (555) 555-5555  
Alt. Phone  
Email                              stevie@email.zz

Subscribe to email notifications

Update Account

Change Password

Change Email

Subscribe to email notifications ?

\* Required Field

UPDATE

You can choose to subscribe to email notifications such as community announcements, calendar events, or marketing campaigns at any time. System notification emails such as payment-related changes, lease activity, service items, and account changes cannot be turned off.

Below are the translations of “RENTCafé Applicant Registration Guide”  
Chinese (Simplified), Spanish, Tagalog, and Vietnamese.

## 中文（简体）

### RENTCafé 申请人注册指南

本指南帮助申请人通过 EBALDC 的 RENTCafé 平台创建账户并申请租赁住房。

RENTCafé 是 EBALDC 使用的在线物业管理和租赁系统，用于管理房源、申请、租约及住户服务。注册是申请住房的第一步。

#### 基本要求

- 申请人必须注册成为 RENTCafé 用户才能在线申请 EBALDC 住房。
- 需要有效的电子邮箱地址注册。
- 可通过电脑、智能手机或平板电脑的浏览器访问系统。
- 如无网络，请查看 EBALDC 官网的公共电脑资源列表。

访问 [EBALDC.ORG](http://EBALDC.ORG)，点击房产申请链接创建或登录账户。

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#### 本指南包括：

- A. 创建账户（首次用户）
- B. 无效账户错误（返回用户）
- C. 重置密码
- D. 开始等候名单申请



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### E. 管理账户

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#### A. 创建账户 (首次用户)

即使您已有 RENTCafé 账户，也需为 EBALDC 的具体房产重新注册。

1. 点击“Click here to register”或“Register Now”
2. 选择“I do NOT have a registration code”
3. 填写个人信息和账户信息 (\*为必填)

#### 密码要求：

- 至少10个字符
- 包含：
  - 一个小写字母
  - 一个大写字母
  - 一个数字
  - 一个符号

⚠ 您的电子邮箱即为用户名。

如已有账户，系统会提示使用现有账户。

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#### B. 无效账户错误

如出现“Invalid account”错误，请点击“Register Now”重新注册。

完成后：

- 勾选“I'm not a robot”
- 接受条款
- 点击“Register”

您将收到注册确认邮件：

发件人：[NO-REPLY@RENTCAFE.COM](mailto:NO-REPLY@RENTCAFE.COM)

主题：USER REGISTRATION CONFIRMATION

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#### C. 重置密码

点击“I forgot my password”，按邮件说明重置密码。

重置后，使用新密码登录并点击“Use My Existing Account”。

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### D. 开始等候名单申请

若等候名单开放，系统会自动跳转至申请页面。

您将收到“Waitlist Application Started”邮件。

- 可随时保存并稍后继续。
- 完成后可点击“View”查看。
- 等候名单关闭后将无法查看或提交。

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### E. 管理账户

- 点击右上角“Hi, [Name]” → My Profile 修改信息。
- 点击“Update Account”保存更改。
- 修改将更新所有未完成申请。
- 可取消订阅普通通知邮件（系统重要通知不可取消）。

## Español

### Guía de Registro para Solicitantes de RENTCafé

Esta guía ayuda a crear una cuenta y solicitar vivienda a través de EBALDC.

#### Requisitos:

- Debe registrarse como usuario RENTCafé.
- Se requiere correo electrónico válido.
- Accesible desde computadora o teléfono.
- Sin internet: consulte lista de computadoras públicas en EBALDC.ORG.

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#### Contenido:

- A. Crear cuenta
- B. Error de cuenta inválida
- C. Restablecer contraseña
- D. Iniciar solicitud en lista de espera
- E. Administrar cuenta

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#### Crear Cuenta

- Haga clic en “Register Now”
- Seleccione “I do NOT have a registration code”
- Complete los campos obligatorios (\*)

#### Contraseña:

- Mínimo 10 caracteres



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- 1 minúscula
- 1 mayúscula
- 1 número
- 1 símbolo

El correo electrónico es su usuario.

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### **Error Cuenta Inválida**

Haga clic en “Register Now” y repita el proceso.

Confirme reCAPTCHA y acepte términos.

Recibirá correo de confirmación.

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### **Restablecer Contraseña**

Haga clic en “I forgot my password”.

Después use “Use My Existing Account”.

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### **Solicitud Lista de Espera**

Si está abierta, podrá comenzar.

Puede guardar y continuar luego.

Si está cerrada, no podrá aplicar.

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### **Administrar Cuenta**

- “Hi, [Name]” → My Profile
  - Update Account para guardar cambios
  - Puede cancelar correos generales (no los importantes)
- 

## **Tagalog**

### **Gabay sa Pagpaparehistro ng RENTCafé**

Tinutulungan ng gabay na ito ang mga aplikante na gumawa ng account at mag-apply sa EBALDC.

#### **Mga Kailangan:**

- Dapat magpaparehistro bilang RENTCafé user
  - May valid email address
  - Maaaring gamitin sa computer o cellphone
- 

#### **Mga Nilalaman:**

- A. Gumawa ng Account
  - B. Invalid Account Error
  - C. Password Reset
  - D. Simulan ang Waitlist
  - E. Pamahalaan ang Account
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### **Gumawa ng Account**

- I-click ang “Register Now”
- Piliin “I do NOT have a registration code”
- Sagutan ang may (\*)

### **Password:**

- 10 characters minimum
- May maliit na letra
- May malaking letra
- May numero
- May simbolo

Ang email ang username.

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### **Invalid Account**

I-click ang “Register Now” at ulitin.

Kumpletuhin ang reCAPTCHA at tanggapin ang terms.

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### **Password Reset**

I-click “I forgot my password” at sundin ang email instructions.

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### **Waitlist Application**

Kung bukas, maaaring mag-apply.

Maaaring i-save at balikan.

Kung sarado, hindi makakapag-apply.

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### **Pamamahala ng Account**

- “Hi, [Name]” → My Profile
- Update Account para sa pagbabago
- Maaaring mag-unsubscribe sa general emails

## **Tiếng Việt**

### **Hướng Dẫn Đăng Ký RENTCafé**

Hướng dẫn này giúp người đăng ký tạo tài khoản và nộp đơn qua EBALDC.

### **Yêu cầu:**

- Phải đăng ký tài khoản RENTCafé
  - Cần email hợp lệ
  - Có thể truy cập bằng máy tính hoặc điện thoại
- 

### **Nội dung:**

A. Tạo tài khoản

B. Lỗi tài khoản không hợp lệ



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- C. Đặt lại mật khẩu
  - D. Bắt đầu đơn chờ
  - E. Quản lý tài khoản
- 

### **Tạo Tài Khoản**

- Nhấn “Register Now”
- Chọn “I do NOT have a registration code”
- Điền các mục có (\*)

### **Mật khẩu:**

- Ít nhất 10 ký tự
- 1 chữ thường
- 1 chữ hoa
- 1 số
- 1 ký hiệu

Email là tên đăng nhập.

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### **Lỗi Tài Khoản**

Nhấn “Register Now” và làm lại.

Hoàn thành reCAPTCHA và chấp nhận điều khoản.

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### **Đặt Lại Mật Khẩu**

Nhấn “I forgot my password” và làm theo email.

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### **Đơn Danh Sách Chờ**

Nếu danh sách mở, có thể bắt đầu.

Có thể lưu và tiếp tục sau.

Nếu đóng, không thể nộp.

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### **Quản Lý Tài Khoản**

- “Hi, [Name]” → My Profile
- Update Account để lưu thay đổi
- Có thể hủy email thông báo chung