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
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.

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➢ Resident Login Page

![Resident Login Page]

➢ Landlord Login Page

![Landlord Login Page]
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.