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
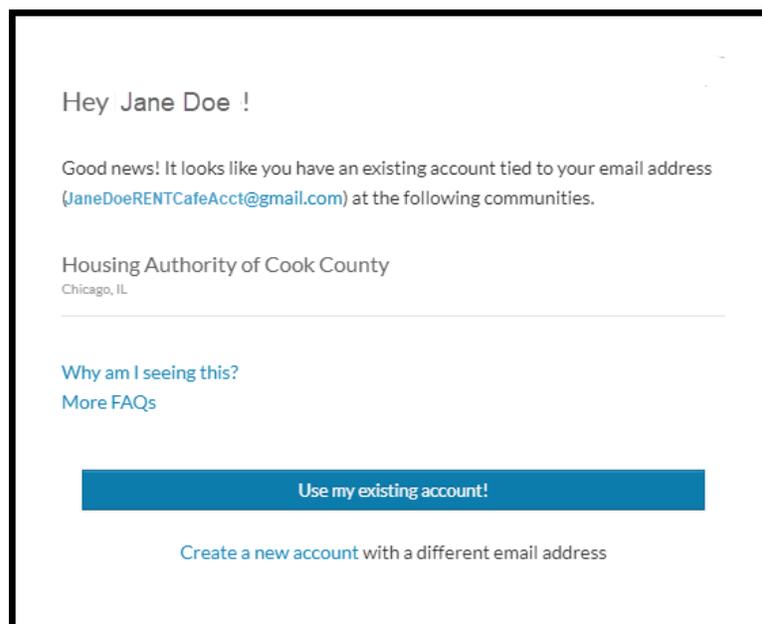www.kendallhousing.org

How to Create a RENTCafe Account when a User Name / Email Address is Already in Use with Another Organization or Service

For First-Time Applicants without a Registration Code

RENTCafe is a nation-wide, website platform used by many organizations and services (each with its own website that links to the national platform) across the United States. Once an email address is used to register/create an account with one organization or service **(such as with another Housing Authority or a rent payment service offered by a property management firm)**, it can't be used to register and create an online account with another organization or service using the RENTCafe platform, unless registration occurs through an existing RENTCafe account, as described in Option 3 below.

When registering and creating a RENTCafe account for DuPage & Kendall Housing Authorities with a User Name / Email address already in use with another RENTCafe account, you'll be notified (similar to Ms. Jane Doe in the example below) via a pop-up message like the one shown below after entering your email address during the registration process that there is an existing account in the RENTCafe system tied to this email address, and the pop-up message will usually identify the online community where your account exists.

Hey Jane Doe !

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

Housing Authority of Cook County
Chicago, IL

Why am I seeing this?
More FAQs

Use my existing account!

Create a new account with a different email address

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If this pop-up message occurs when you are registering and creating a RENTCafe account with DuPage & Kendall Housing Authorities, you may use one of the following three options to resolve the issue:

Option A

Use another email address that isn't tied to an existing RENTCafe account when creating your account with DuPage & Kendall Housing Authorities.

Option B

If your email address is a Gmail address, Gmail offers the ability to create an 'alias' Gmail address using your preferred Gmail address, which eliminates the need to provide another User Name / Email address as mentioned in Option A.

To create an 'Alias' Gmail address, insert a "+" with a combination of letters at the end of your Gmail username, but before the "@" sign. All emails that are sent will arrive at your primary Gmail email address as Gmail ignores any characters appearing between the '+' and the '@' signs since these characters create the "alias". For login purposes, you will need to log in to your account using the Alias Gmail User Name / Email address that you created. What makes this easier and better than Option A is that the Alias Gmail address doesn't need to be registered with Gmail and is created on the spot while you register, and all email sent to the Alias Gmail email address goes directly to your primary Gmail account.

Example

Using the example above, while attempting to register and create a RENTCafe account with the DuPage & Kendall Housing Authorities, the email address, JaneDoeRENTCafeAcct@gmail.com, is shown to be in use with a RENTCafe account with the Housing Authority of Cook County. To resolve this issue, and continue registering with DHA / KHA, Ms. Jane Doe would create the following email address: JaneDoeRENTCafeAcct+dha@gmail.com. The portion of the User Name, '+dha', is the alias that allows Ms. Doe to continue uninterrupted with the account registration/creation process and will be the User Name she'll use to log into her RENTCafe account along with the password she creates. DHA/KHA will use this Gmail Alias address as a contact email address

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Option C

Create your DuPage Housing Authority RENTCafe account from within your existing account with another Housing Authority or Property Management firm:

1.) Go to our webpage, dupagehousing.org, and select 'Applicant Café', one of the top menu bars.

View from Computer/Laptop　　　　**View from Mobile Device**

2.) You will then be on the Login page. Locate and select the link, 'Click her to register'.
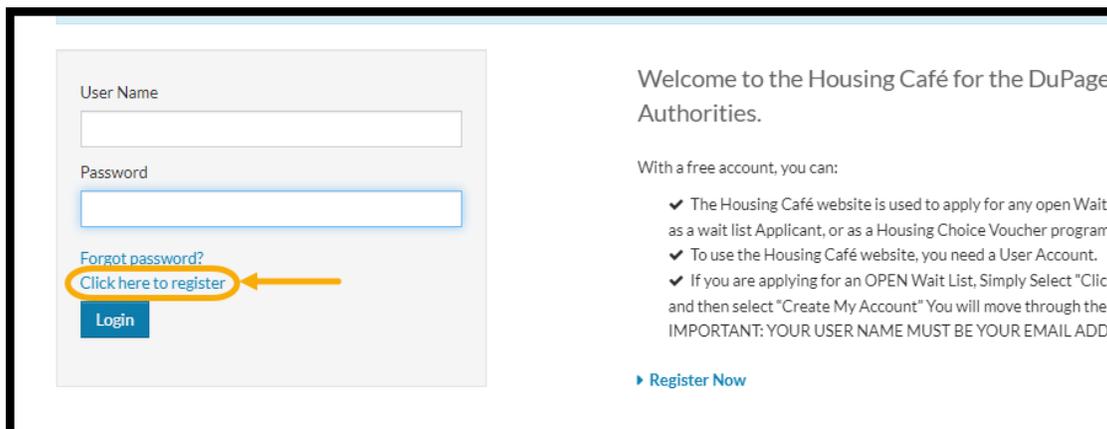
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3.) On the next page, which is the 'Registration Code' page, select the 'I do not have a registration code' option, since you are a first-time applicant with the DuPage & Kendall Housing Authorities.
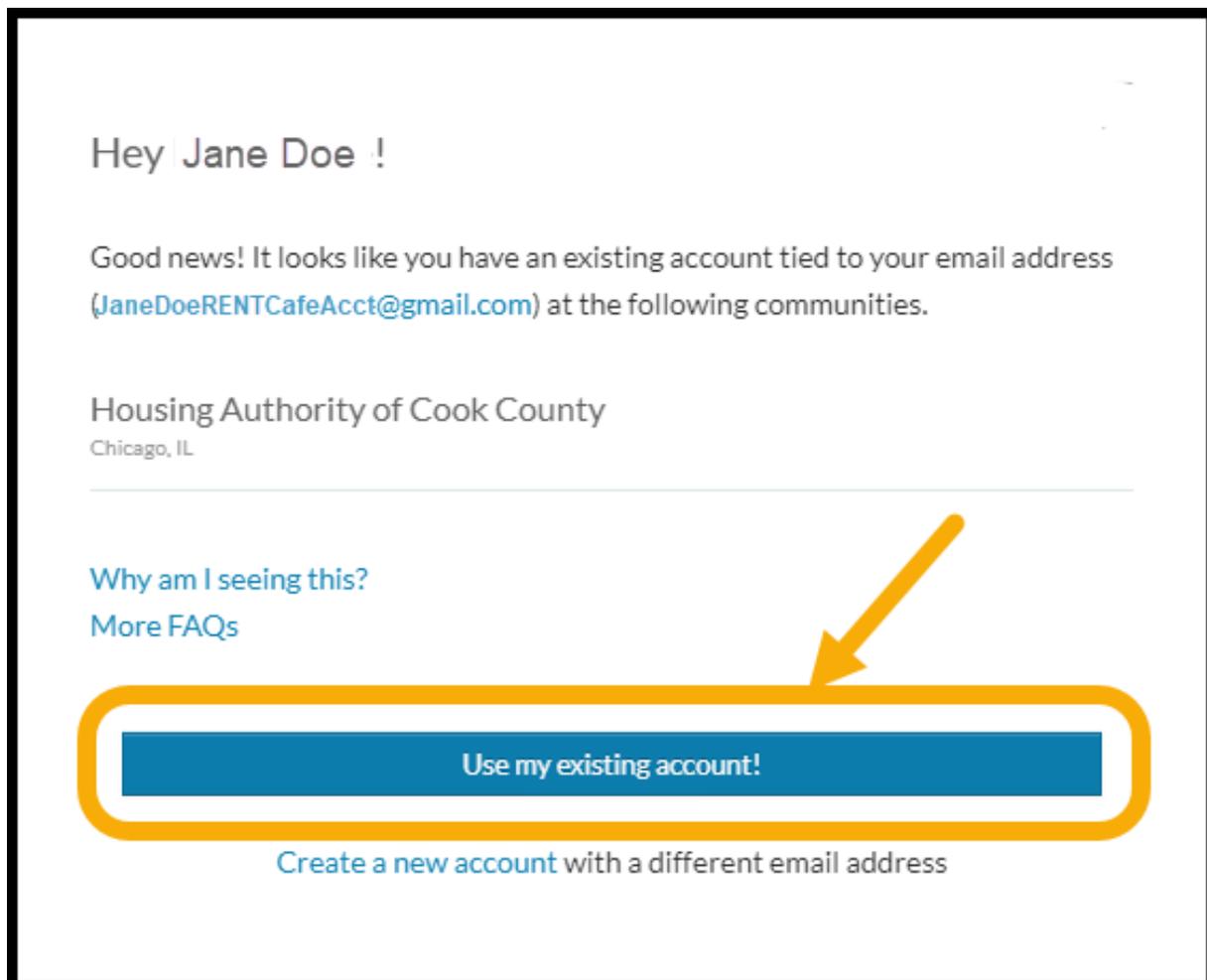
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4.) An online form will then appear asking for Personal Details and Account Information. Skip all the fields in 'Personal Details' and go straight to the 'Email Address' field in the 'Account Information' section.   Enter your preferred email address (for example, in this case, JaneDoeRENTCafeAcct@gmail.com was entered). Click into the next field, 'Confirm Email Address'.

Personal Details

First Name*

First Name

Last Name*

Last Name

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

Confirm SSN#*

Phone (Mobile)*

(555) 555-5555

Account Information

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

JaneDoeRENTCafeAcct@gmail.com ⬅

Confirm Email Address*

YourEmail@Example.com ⬅

Password*

Password

Confirm Password*

Confirm Password

This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply.

Please read and accept the Terms and Conditions

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5.) If the User Name / email address that you've entered is in use for a RENTCafe account with another organization, you will then see a pop-up screen that states that you have an existing account (for example, Ms. Jane Doe has an existing account with the Housing Authority of Cook County).

Click the blue button in the message box that states, 'Use my existing account!'.

Hey Jane Doe !

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

Housing Authority of Cook County
Chicago, IL

Why am I seeing this?
More FAQs

Use my existing account!

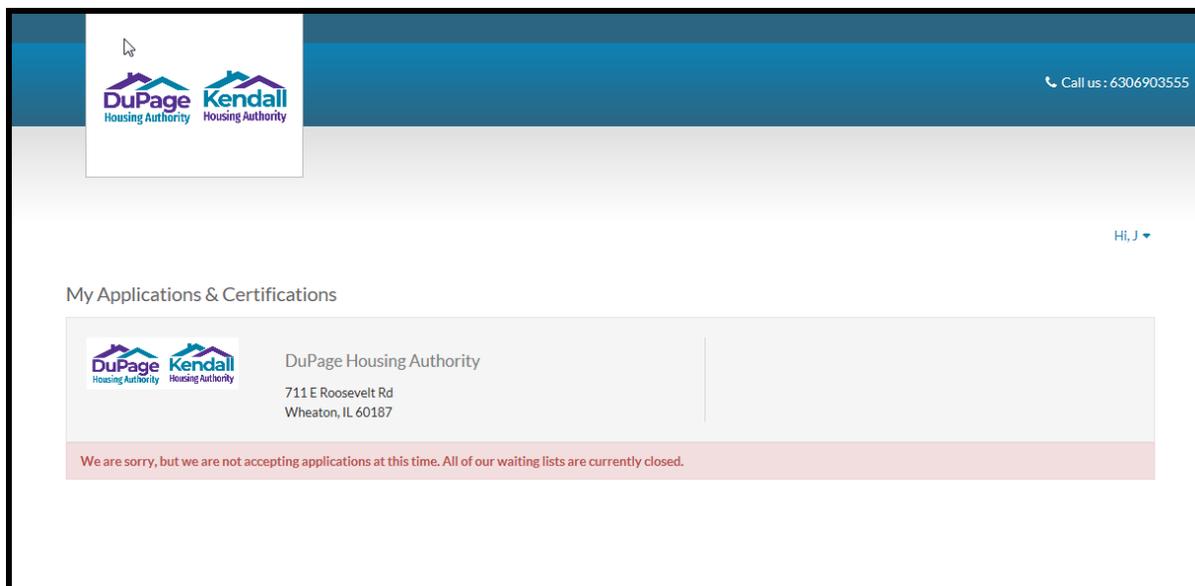Create a new account with a different email address

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6.) On the next form, called 'Account Access', that appears, you should see your email address on the top line. Complete the form. When asked to provide a password, you will use the password for your existing account (in this case, the example was with the Housing Authority of Cook County). **Note: if you've forgotten the password to your existing RENTCafe account, select the 'I forgot my password' link to reset your password.**

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7.) Both Accounts will then be merged into one account, and the following screen should appear.

Your RENTCafe online account with the DuPage & Kendall Housing Authorities has now been created.

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8.) Now that registration is complete, from this point forward, all you will need to do is enter your User Name (which is your email address) and password into the fields on the Login screen (accessed by clicking or selecting the 'Applicant Café' button on the www.dupagehousing.org website) and clicking or selecting 'Login' to access your account.

**Thank you for creating a RENTCAFE online account
with the DuPage & Kendall Housing Authorities!**