Creating a DuPage Housing Authority Online RENTCafe Account without a Registration Code

1a.) If you are using a computer or tablet, once on the landing page at www.dupagehousing.org, click or tap ‘Applicant Cafe’ located at the upper left-hand side of the page.

Important: If you are using a mobile device, skip this step and proceed to the next step.
If you are using a mobile device, once on the landing page at www.dupagehousing.org, click or tap ‘Applicant Cafe’ located at the upper left-hand side of the screen.
2.) The login page will then appear. Click or select ‘Click here to register’.
3.) The page shown below will then appear. Click or select ‘Create My Account’.
4.) The page shown below will then appear. Click or select ‘I do NOT have a registration code’.
5.) An online registration form as shown on the next two pages will then appear. Complete all the fields, and then select both the ‘I have read and accept the ‘Terms and Conditions’ box and the ‘I’m not a Robot’ box, then click or select ‘Register’ at the bottom of the page.

The registration process is required only one time. After registering, you will only need to login, using your User Name (which is your Email address) and your Password, to access your online account.

Important:

- Please note that going forward your email address will become your User Name and it will be one of the two credentials (the other being the password described below) that are needed to log into your account.

- 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

- When entering your SSN, do not include any dashes; enter numbers only.
Upper Half of Registration Screen

Create an Account

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 (Home)*
(555) 555-5555

In the SSN and Phone fields, enter numbers only, no dashes or parentheses.
Important: RENTCafe is a nationwide platform through which property management firms, housing authorities and other similar organizations provide their clients access to information regarding their account.

As it’s a shared platform used by many organizations, a given email address can be used only once as a User Name to create an online account with an organization; the email address is then specific to that online account. As a result, the email address cannot be used to create a RENTCafe account with another organization.

If you should have an existing account with the DuPage & Kendall Housing Authorities, you will receive a pop-up message (as shown on the following page) after entering your email address indicating there is an existing account.

If this occurs, see the instructions on the following page as to the next step.
**Note:** If you’ve received a pop-up message like the one shown below after entering your email address during the registration process, there is an existing account in the RENTCafe system tied to this email address, and the pop-up message will identify the online community where your account exists.

If the pop-up message indicates that you have an account with the DuPage & Kendall Housing Authorities, go back to the Login page and request a password reset (if difficulties with the reset process arise, you can contact the DuPage & Kendall Housing Authorities for assistance).

* **Important:** If your account is with an online community other than the DuPage & Kendall Housing Authorities, you will have to either use a different email address to create your account or have the account with the other community deleted so that you can reuse that email address.
6.) After clicking / selecting ‘Register’, you will be taken into your online account and the ‘Home’ screen shown below will appear. When future Wait List openings occur, the application process will take place online, within your account. When applying for an open Wait List, log into your account and the Wait List application process will begin automatically.

DuPage and Kendall Housing Authorities posts notifications of Wait List openings on their webpages, www.dupagehousing.org and www.kendallhousing.org, as well as information regarding other social service agencies. Please follow our websites to learn of future Wait List openings.
7.) 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 an account with the DuPage & Kendall Housing Authorities!