



How to Register your Account

Tenant Portal

We are pleased to announce the introduction of a new, free web-based information center for our Tenants.

You can use the online portal to:

- >Review and Update your Contact Information
- >Make Changes to Family Member, Income and Assets Details
- >Make Online Payments *Coming Soon!*
- >Stay up to date on community Happenings, view community announcements and event calendars

HOW TO REGISTER MY ACCOUNT

HOW TO REGISTER

STEP 1

The Head of Household will need to create an account by registering on the RentCafe PHA website.

<https://myportal.hacg.org/>

myportal.hacg.org



Home Photos Map Contact Us

Call us : 9197354226 | Applicant Login | Resident Login



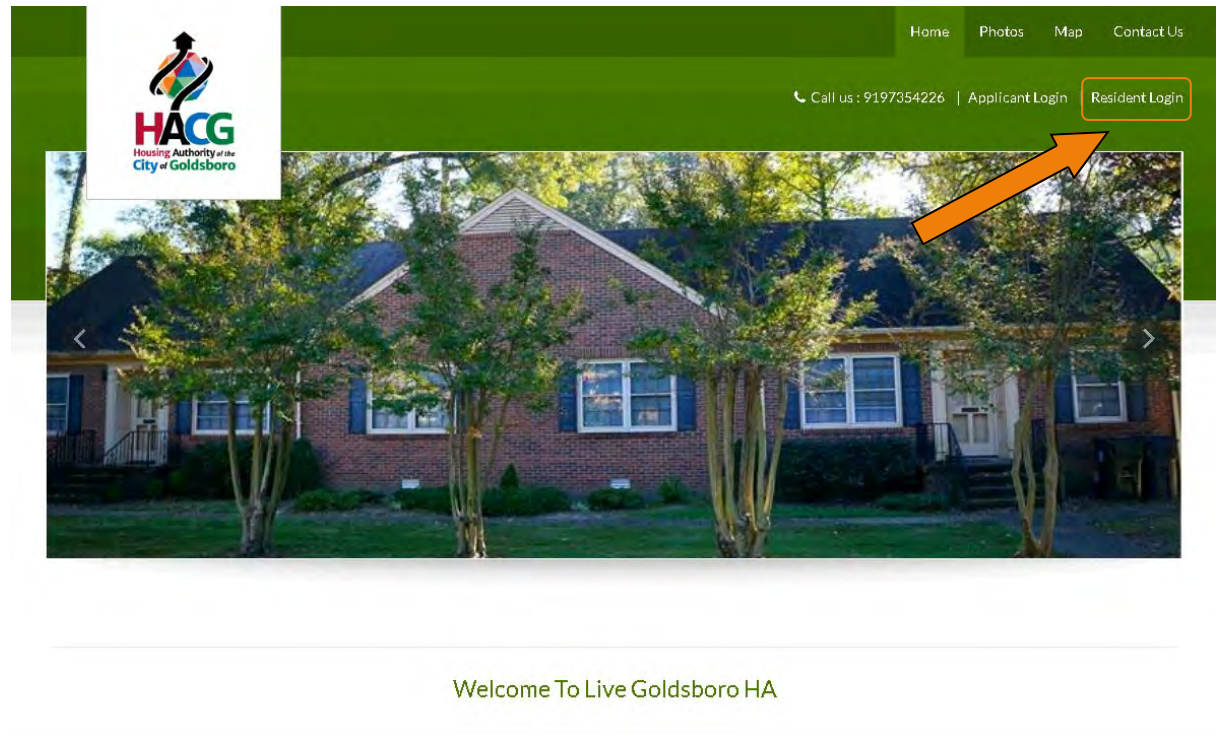
Welcome To Live Goldsboro HA

HOW TO REGISTER

STEP 2

On the homepage, click Resident Login.

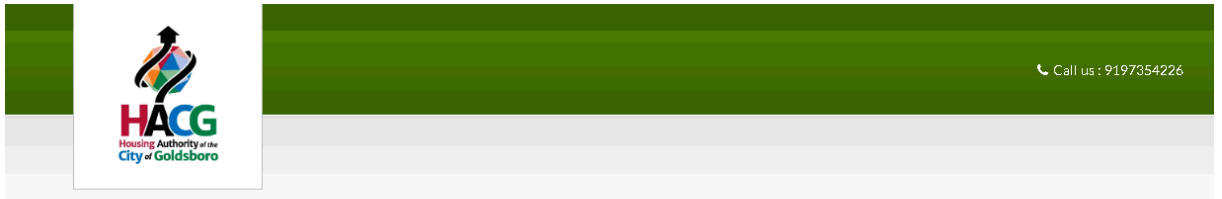
myportal.hacg.org



CREATING AN ACCOUNT

STEP 3

Residents should select
[Click here to register](#) for first time users.



Welcome To Resident Services

To create your Housing Authority for the City of Goldsboro account you must have a valid email address. If you do not have a valid email address, you will need to create one.

Please click on the following links to access popular email providers:

- [Gmail](#)
- [Yahoo!](#)
- [Outlook](#)

First Time Visitors: Follow the '[Click here to register](#)' link below.

Returning Visitors: Login with your email and password.

Email

Password

[Sign In](#)

Forgot password?
[Click here to register.](#)



CREATING AN ACCOUNT

STEP 4

You should have received an Online Portal Notification letter. This letter contains your **unique registration code**.

Please contact your Property Management Office if you do no longer have your unique registration code.



ONLINE PORTAL NOTIFICATION

John Doe
100 Anywhere Lane
Anywhere, NC11111

Today's Date

Dear John Doe,

We are pleased to announce the introduction of a new web-based information center for our Tenants.

You can use the online portal to:

- Review and update your contact information.
- Make Changes to family member, income and assets details.
- Make Online Payments *Coming Soon!*

Get started by registering to our new online portal using the URL and your unique registration code:

1. Registration URL: www.myportal.hacg.org
2. Registration code: 11372-XXXXXXXXXX

Sincerely,
The Housing Authority of the City of Goldsboro

CREATING AN ACCOUNT

STEP 5

Enter your unique registration code and click Go.

This is a one time code and you will no longer need it once you have registered.



The screenshot shows the HACG (Housing Authority of the City of Goldsboro) logo at the top center. Below the logo, there is a red text instruction: "Please contact the leasing office if you don't know your registration code." Underneath this instruction is a text input field labeled "Enter Your Registration Code". To the right of the input field is a green button labeled "Go". An orange arrow points to the "Go" button.

CREATING AN ACCOUNT

STEP 6

Complete the Personal Details and Account Information.

All Residents must have an email in order to register. You may sign up for a free email account with an email provider such as Yahoo, Gmail, Outlook, etc.

Your password *must* include a combination of:

- At least one capital letter
- Lower case letters
- At least one number
- One symbol such as *&\$@#!

Once all the required fields are complete, click Register.

Important: Never share your login information to anyone. The HACG will never ask you for your login

Personal Details

First Name*

Last Name*

SSN#**

Phone (Phone 1)*


Account Information

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

Confirm Email Address*

Password*

Confirm Password*

I'm not a robot  reCAPTCHA
Privacy - Terms

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

** Data in these fields will be validated against information available with Goldsboro City Housing Authority

Register

EXISTING ACCOUNT

Account Already Exists: The registration code you entered was used to create an account with the user name JohnDoe_s@gmail.com. To access this account, log in with your user name and password. X

STEP 7

If you have an existing Rent Café account, this red pop up will appear at the top telling you to log in with your email and password for your existing account.

Log in below using your existing email and password.

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 HACG or

Already have an account? Login Now!

Login

Select Language ▼ Powered by [Google Translate](#)

Email

Password

[Forgot password?](#)

Login

EXISTING ACCOUNT

STEP 8

If you do not remember your password click [Forgot Password?](#). Otherwise, skip to Step 10.

Already have an account? Login Now!

Login

Select Language

Powered by [Google Translate](#)

Email

Password

[Forgot password?](#)

Login



EXISTING ACCOUNT

STEP 9

Enter the email you used when you created your account. [Click Submit](#).

If your email is **valid** you will get the following green message. Check your email and proceed with resetting your password and logging into your account.

If your email is **not valid** you will get the following red message. Try a different email you may have used. Contact your Property Management Office for assistance if you do

Password Reset

Please enter your email address and we'll send you a link to reset your password.

Email

I'm not a robot



If you have an account with us an email will be sent. [×](#)

That email address is not associated with an account at : Goldsboro HA. [×](#)

EXISTING ACCOUNT

STEP 10

You are now successfully logged in to your portal.

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.

The screenshot shows the user interface of the HACG portal. At the top left is the HACG logo, which includes a stylized house icon and the text 'HACG Housing Authority of the City of Goldsboro'. Below the logo is a navigation bar with a home icon and the word 'Compliance'. On the right side of the navigation bar, it says 'Logged in as John Doe123 Anywhere Drive'. The main content area features a grid of eight service tiles: 'Certifications', 'Basic Information', 'Family Information', 'Waiting List Status', 'Documents', 'Register With Another Agency', 'Apply to Waiting Lists', and 'Report a Change'. To the right of this grid is a 'QUICK LINKS' section with a dropdown menu labeled 'I want to:' and the option 'Update Contact Details', followed by a green 'Go' button.

DOWNLOAD THE MOBILE APP

MOBILE APP

Access your Rent Café Portal on the go by downloading the app from the app Store for free.

