



How to Complete your Annual Recertification

Tenant Portal

You will be notified by letter and/or e-mail
when it is time to complete your
Annual Recertification.

HOW TO LOGIN TO MYPORTAL

HOW TO LOGIN

STEP 1

The Head of Household will need to have already created an account by registering on the RENTCafé PHA website.

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

Please Note that this guide is subject to change as updates are made in RENTCafé.

myportal.hacg.org



Home Photos Map Contact Us

Call us : 9197354226 | Applicant Login | Resident Login

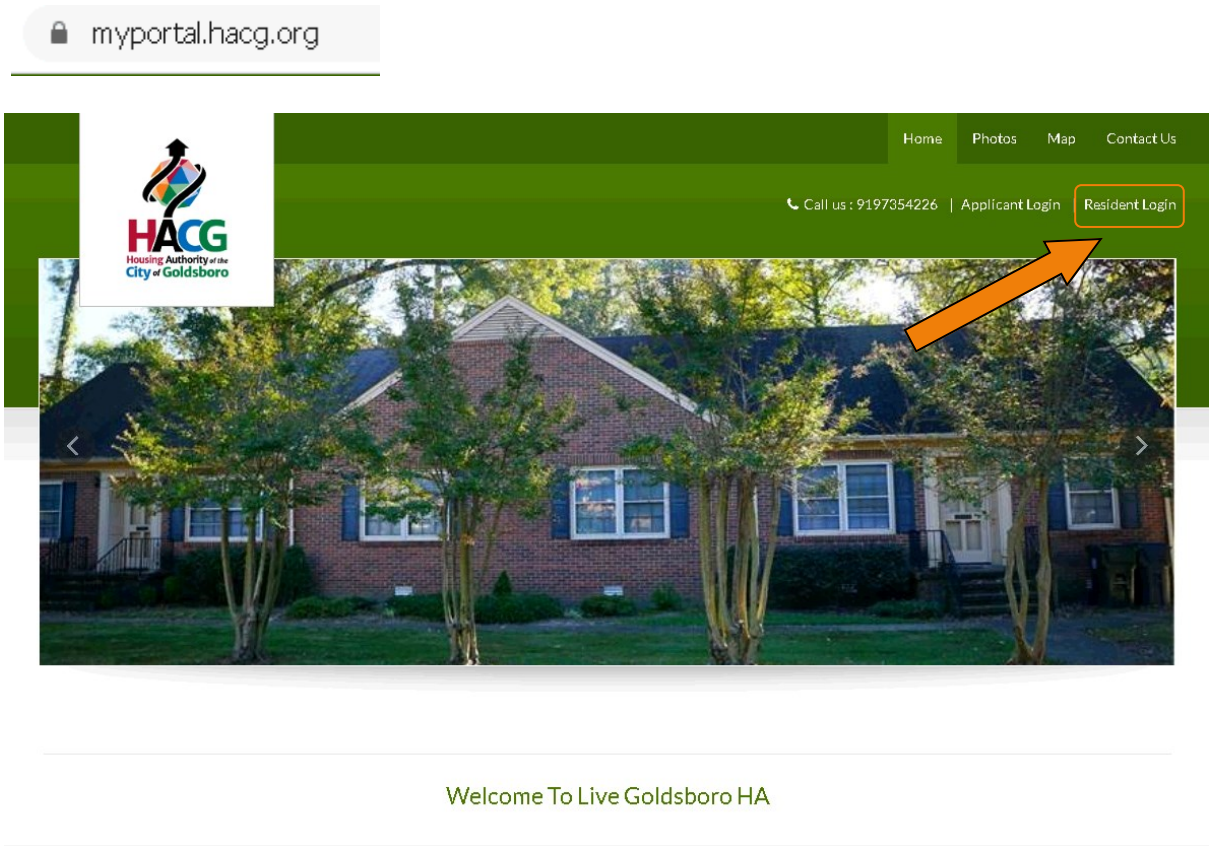


Welcome To Live Goldsboro HA

HOW TO LOGIN

STEP 2

On the homepage, click Resident Login.



HOW TO LOGIN

STEP 3

Enter your Email and Password and click Sign In.



Welcome To Resident Services

To create your Housing Authority for the City of Goldsboro account you need 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.

Select Language

Powered by [Google Translate](#)

Email

Password

Sign In

[Forgot password?](#)

[Click here to register.](#)



HOW TO LOGIN

STEP 4

If you do not remember your password click [Forgot Password?](#). Otherwise, skip to step 6.

Already have an account? [Login Now!](#)

Login

Select Language

Powered by [Google Translate](#)

Email

Password

[Forgot password?](#)

Login



HOW TO LOGIN

STEP 5

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 not know the email you used to create your account.

Password Reset

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

Email

John.doe@gmail.com

 I'm not a robot



[Submit](#)

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

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

HOW TO LOGIN

STEP 6

You are now successfully logged in to your portal.

The screenshot displays the user interface of the Housing Authority of the City of Goldsboro (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". The main navigation bar shows the current page as "Compliance" with a home icon and a user profile icon. Below this, the user is identified as "Logged in as John Doe 123 Anywhere Drive". The dashboard features a grid of eight service tiles: "Certifications" (with a ribbon icon), "Basic Information" (with a person icon), "Family Information" (with a family icon), "Waiting List Status" (with a document icon), "Documents" (with a paperclip icon), "Register With Another Agency" (with a document icon), "Apply to Waiting Lists" (with a document icon), and "Report a Change" (with a document icon). On the right side, there is a "QUICK LINKS" section with a dropdown menu labeled "I want to:" currently set to "Update Contact Details", and a "Go" button.

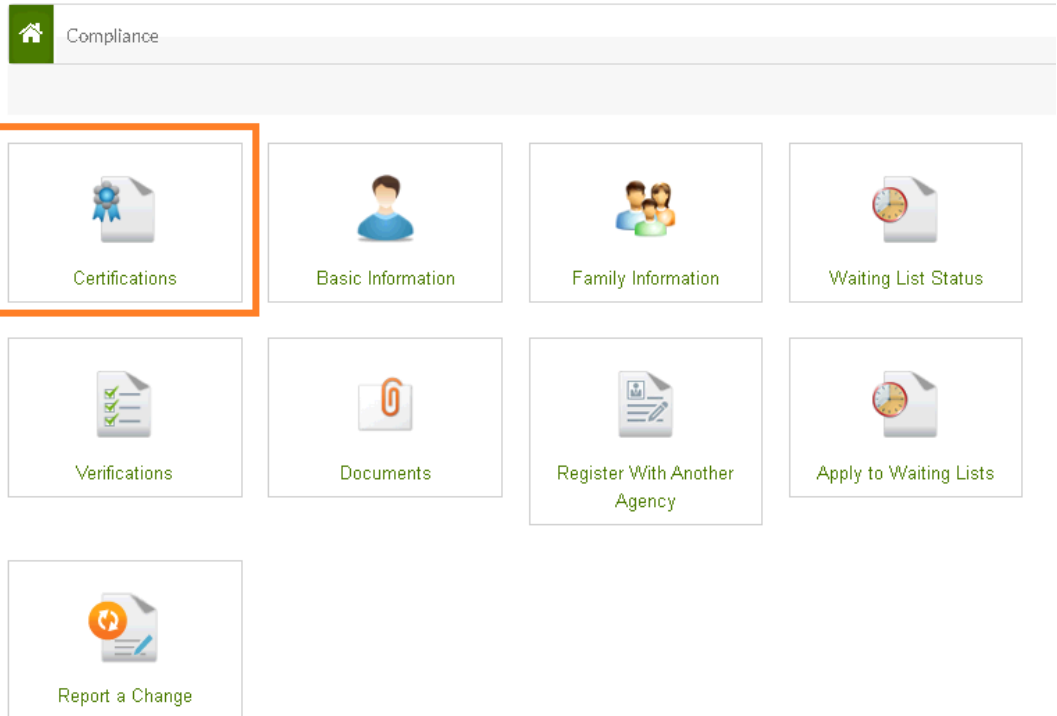
COMPLETING YOUR ANNUAL REEXAMINATION

ANNUAL REEXAMINATION

STEP 7

Once you have successfully logged in to the RentCafe Portal you will be on your home screen.

Click **Certifications** to begin your Annual Reexamination.



LANGUAGE SELECTION

STEP 8

Select your preferred language.

Click **Save and Continue**.

Annual Recertification

Application Progress 0%

- Language Selection
- Welcome Page
- Household Members
- Emergency Contact
- Income
- Assets
- Expenses
- Final Review & Submission

Select Your Preferred Language

Preferred Language*

English

Save and Continue

WELCOME PAGE

STEP 9

Let's get started...

Click **Save and Continue**.

Answer each question until your application progress is 100%.

If the Tenant not have time to complete the Annual Recertification in one session, you may log out and resume the certification at a later time. Please make note of your user name and password.

Annual Recertification

Application Progress 8%

Language Selection
Welcome Page
Household Members
Emergency Contact
Income
Assets
Expenses
Final Review & Submission

Welcome to Your Annual Recertification

Let's get started..It is time for your Annual Re-Examination. HUD regulations require The Housing Authority of the City of Goldsboro to re-examine the records of each resident who lives in public housing at least once a year. **Paragraph III-A of your lease states: "HACG shall re-examine the income, family composition and other circumstances of these families in occupancy at least annually, and more frequently if necessary, to determine whether the rental amount paid by the Tenant shall be increased, decreased, or remain the same, whether the size of the unit occupied by the Tenant is appropriate to the Tenant's needs, and to assure that residency in the HACG is restricted to families meeting the eligibility requirements for continued occupancy..When requested by the HACG, the family agrees to furnish accurate and timely information in order to determine if the family is eligible for continued occupancy and determinations of rent and unit size. The refusal of the resident to attend the scheduled annual re-examination or furnish information required by HACG in a timely manner is considered grounds for a lease termination"**

You can logout at any time and your progress will be saved. However, your annual reexamination progress must be 100% and submitted in order for it to be submitted to your Property Manager for review. Click **Save and Continue** to get started.

[Go Back](#)

[Save and Continue](#)

HOUSEHOLD MEMBERS

STEP 10

Review and Update Your Household Members by clicking **Review and Confirm** for *each* member.

If there are additional members in the Household, select **Add Member**.

If there are members listed that are no longer in your household, select **Delete**.

The Tenant must enter accurate member information for all members of the household.

Failure to do so may affect your eligibility.

Review and Update Your Household Members

Click **Add Household Member** to add a new member.

Your household includes:

- The head of household
- Co-head of household
- Spouse
- Other adults and children living with you
- Live-in aides
- Foster children/adults

Add Household Member

First Name	Last Name	Relationship	Age	Gender		
		Head of Household	67	Male	Review and Confirm	Delete

Showing 1 to 1 of 1 entries

Go Back

Save and Continue

HOUSEHOLD MEMBERS

STEP 11

Tell Us About each Household Member.

* = Required Field

Click Save at the bottom of the popup box.

Tell Us About Household Members

Member Details

First Name*

Middle Name

Last Name*

Date of Birth*

Social Security Number*

Gender*

Race

American Indian or Alaska Native*

Asian*

Black or African American*

Native Hawaiian or Other Pacific Islander*

White*

EMERGENCY CONTACT

STEP 12

You may add a person or organization as an emergency contact to help resolve issues during your tenancy. Click **Edit** to update contact information.

Click **Save and Continue**.

Application Progress 25%

Emergency Contact (optional)

You may add a person or organization as an emergency contact to help resolve issues that may arise during your tenancy.

Name	Relationship	Phone		
Mary	Other	252'	Edit	Delete

Showing 1 to 1 of 1 entries

Go Back **Save and Continue**

INCOME

STEP 13

Review and Update Your Family's Income Information by clicking **Review and Confirm**.

If you need to add new income click **Add Income**.

If you no longer receive an income click **Delete**.

Click **Save and Continue**.

Application Progress 33%

Review and Update Your Family's Income Information

Click **Add Income** to add a new source of income.

Add Income

Name	Income Source	Annual Earnings		
	Social Security	\$10,440.00	Review and Confirm	Delete

Showing 1 to 1 of 1 entries

Go Back

Save and Continue

Tell Us About Income

Income Details

Income Type Definitions

Who receives this income?*

What type of income is this?

Click Here for income type definitions.*

How often is this income received?*

How much does this person receive for each income payment?*

\$10,440.00

Additional Information

Save

Cancel

ASSETS

STEP 14

Review and Update Your Family's Asset Income Information by clicking **Review and Confirm**.

If you need to add new asset click **Add Income**.

If you no longer have an asset click **Delete**.

Click **Save and Continue**.

Application Progress

42%

Review and Update Your Family's Asset Information

Click **Add Asset** to add a new asset.

Add Asset

No Assets Added

Go Back

Save and Continue

EXPENSES

STEP 15

Review and Update Your Family's Expenses Information by clicking [Review and Confirm](#).

If you need to add new expense click [Add Income](#).

If you no longer have an expense click [Delete](#).

Click [Save and Continue](#).

Application Progress

50%

Review and Update Your Family's Expenses Information

Click [Add Expense](#) to add a new medical, disability, or childcare expense.

[Add Expense](#)

No Expenses Added

[Go Back](#)

[Save and Continue](#)

REASONABLE ACCOMMODATION

STEP 16

If you or any member of your household has a disability please complete the Reasonable Accommodation questions.

Click [Save and Continue](#).

Application Progress 31%

* Denotes a required field

Reasonable Accommodation

A Reasonable Accommodations is a change, exception, or adjustment to a rule, policy, practice, or service in order to enable an applicant or resident with a disability to have an equal opportunity to use and enjoy the housing unit, the common areas of a dwelling or participate in or access programs and activities conducted or sponsored by the Housing Authority.

Do you need a reasonable accommodation at this time? *

Yes

The following member of my household has a disability (defined below as a physical or mental impairment that substantially limits one or more life activities or a record of having or being regarded as having such an impairment. *

ASSISTANCE ANIMALS

STEP 17

If you or any member of your household has a assistance animal(s) please add the assistance animal.

Click [Next](#)

Assistance Animals

Persons with disabilities may request to have an assistance animal in the unit as part of a reasonable accomodation request.

Assistance animals are not pets. For the purposes of reasonable accommodation requests, there are two types of assistance animals:

1. *Service animal*: A dog that is trained to do work or perform tasks directly related to the household member's disability.
2. *Support animal*: An animal that does work, performs tasks, provides assistance, or provides emotional support for individuals with disabilities.

Please Note: Making a reasonable accommodation request for an assistance animal does not guarantee that your request will be approved.

[Add Assistance Animal](#)

PETS

STEP 18

If you or any member of your household has a pet(s) please add the pet(s)

Pets must meet the unit's pet policy and be approved before being brought into the unit.

Click [Next](#).

Pets

Add each pet you plan on having in your household. Pets must meet the unit's pet policy and be approved before being brought into the unit.

Please Note : Pets are not assistance animals. Assistance animals provide a specific service or emotional support to a household member with a disability.

[Add Pet](#)

VEHICLE INFORMATION

STEP 19

If you or any member of your household has a vehicle please add the vehicle

Click [Next](#).

Pets

Add each pet you plan on having in your household. Pets must meet the unit's pet policy and be approved before being brought into the unit.

Please Note : Pets are not assistance animals. Assistance animals provide a specific service or emotional support to a household member with a disability.

[Add Pet](#)

FINAL REVIEW

STEP 20

You are almost done! Before submitting your recertification, let's check for errors, upload verification documents, and review your information.

Click [Save and Continue](#).

Application Progress 58%

Final Review & Submission

You are almost done! Before submitting your recertification, let's check for errors, upload verification documents, and review your information.

[Go Back](#)

[Save and Continue](#)

ERROR CHECK

STEP 21

If a error is found you will be directed to that step to make the correction.

Click [Save and Continue](#).

Application Progress

67%

Error Check

Before we submit, let's check for any errors in your recertification.

We didn't find any errors.

[Go Back](#)

[Save and Continue](#)

UPLOAD DOCUMENTS

STEP 22

Upload the requested documents below. It is recommended that you upload these documents before submitting your annual recertification as missing documentation can cause delays in completing your annual recertification.

Click [Save and Continue](#).

Documents

Upload the requested documents below. If you are unable to upload the documents now, click [Save and Continue](#) and we will gather this information later.

Document			
- Social Security - Upload necessary documents.	Upload		
Scan other household documents.	Upload		

Showing 1 to 2 of 2 entries

[Go Back](#) [Save and Continue](#)

SUMMARY

STEP 23

Review this summary and confirm your information is accurate and complete.

Click **Save and Continue**.

[Upload Documents](#)

Summary

Review this summary and confirm your information is accurate and complete.

Add/Edit Member

First Name	Last Name	Relationship	Age	Gender
		Head of Household	67	Male

Showing 1 to 1 of 1 entries

Add/Edit Income

Name	Income Source	Annual Earnings
	Social Security	\$10,440.00

Showing 1 to 1 of 1 entries

Add/Edit Asset

No Assets Added

Add/Edit Expense

No Expenses Added

- I/We certify that the information* given to the Housing Authority of the City of Goldsboro on household composition, income, net family assets, allowances and deductions is accurate and complete to the best of my/our knowledge and belief. I/We certify that I the tenant or any member of my/our household is not subject to a lifetime state sex offender registration program in any state. I/We understand that false statements or information are punishable under Federal law. (Add reference to State law if applicable). I/We also understand that false statements or information are grounds for termination of housing assistance and termination of tenancy.

If you believe you have been discriminated against, you may call the Fair Housing and Equal Opportunity National Toll-free Hot Line at 800-424-8590. (Within the Washington, D.C. Metropolitan Area call 426-3500).

*After verification by this Housing Agency, the information will be submitted to the Department of Housing and Urban Development of Form HUD-50058 (Tenant Data Summary), a computer-generated facsimile of the form or on magnetic tape. See the Federal Privacy Act Statement for more information about its use.

[Go Back](#)

[Save and Continue](#)

SIGN AND SUBMIT

STEP 24

Each *adult* household member must Sign all the required documents.

Click [Here to Sign, Agree and Continue](#) on the Terms Page.

Application Progress

92%

Upload Documents

Sign and Submit

Sign all the required documents to submit your annual recertification.

Document	View	Sign
Household Documents for I to Sign	View Document (Unsigned)	Click here to sign
Member Documents for [redacted] to Sign	View Document (Unsigned)	Click here to sign

Showing 1 to 2 of 2 entries

[Go Back](#)

any renewals or extensions of the lease or receipt of any notice in electronic form, I may withdraw my consent provided above to use my electronic signature instead of a physical signature or my consent to be provided notices under the lease to me in electronic form or to receipt of any notice in electronic form by providing written notice to the property manager from whom I am renting.

Physical Signatures May Delay the Signing Process

I acknowledge and understand that executing the lease by a physical signature may result in, among other things, a delay in the leasing process, and the potential for the lease approved by the property manager due to delays.

System Requirements to Utilize the Electronic Signature Functionality

To utilize the Electronic Signature functionality, a web browser that supports the HTTPS protocol, HTML, and cookies (e.g., including but not limited to, current versions of Chrome Internet Explorer, or Safari) will be needed. Viewing PDF documents requires Adobe Acrobat/Reader or similar software.

Instructions to Change Consent and/or Update Contact Information

I understand that I should contact the property owner or manager directly to request paper copies of documents, withdraw consent to conduct business electronically, and/or contact information.

Save My Signature Consent and Disclosure

By clicking "Save & Continue" at the next screen, I agree and consent to the use of my electronic signature, inclusive of my chosen signature and initials, instead of a physical signature to execute all documents chosen including legally binding contracts, and agree to be bound by the terms thereof as if I had signed each document with my physical signature.

DISAGREE

AGREE & CONTINUE

SIGN AND SUBMIT

STEP 25

Create your signature and your initials. Click [Save and Continue](#).

Create Your Signature

Use your mouse or finger to create your signature. You can [choose a script signature](#) instead.

Your Signature

[Clear Signature](#)

Your Initials

[Clear Initials](#)

SIGN AND SUBMIT

STEP 26

Click each yellow box to sign, initial, or date the document. Click [Jump to Next](#) or scroll down to sign all documents.

Signature: <input type="button" value="Sign"/>	Date: <input type="button" value="Date"/>	Signature
Signature:	Date:	Signature
Signature:	Date:	Signature

All ADULT household members

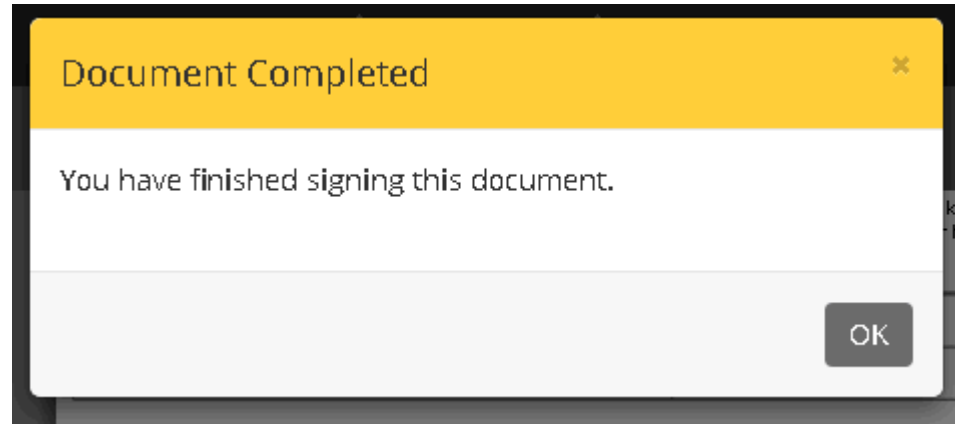
Signature: <input checked="" type="button" value="✓"/>	Date: <input checked="" type="button" value="✓"/>	Signature
Signature:	Date:	Signature
Signature:	Date:	Signature

SIGN AND SUBMIT

STEP 27

Once all adult household members have signed the documents your annual recertification is automatically submitted to the property manager for review.

Remember, if you failed to upload verification documents or information is not completed, your Property Manager will contact you through the Portal.



Sign and Submit

Sign all the required documents to submit your annual recertification.

[Upload Documents](#)

