



Intake Certification

[Applicant Portal](#)

Once your application has been selected from the waiting list then you may begin the Intake Certification process



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 RentCafe PHA website.

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

Important: If you have not already registered then you can refer to the [Registration Guide for Existing Applicants](#) first.

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](#)



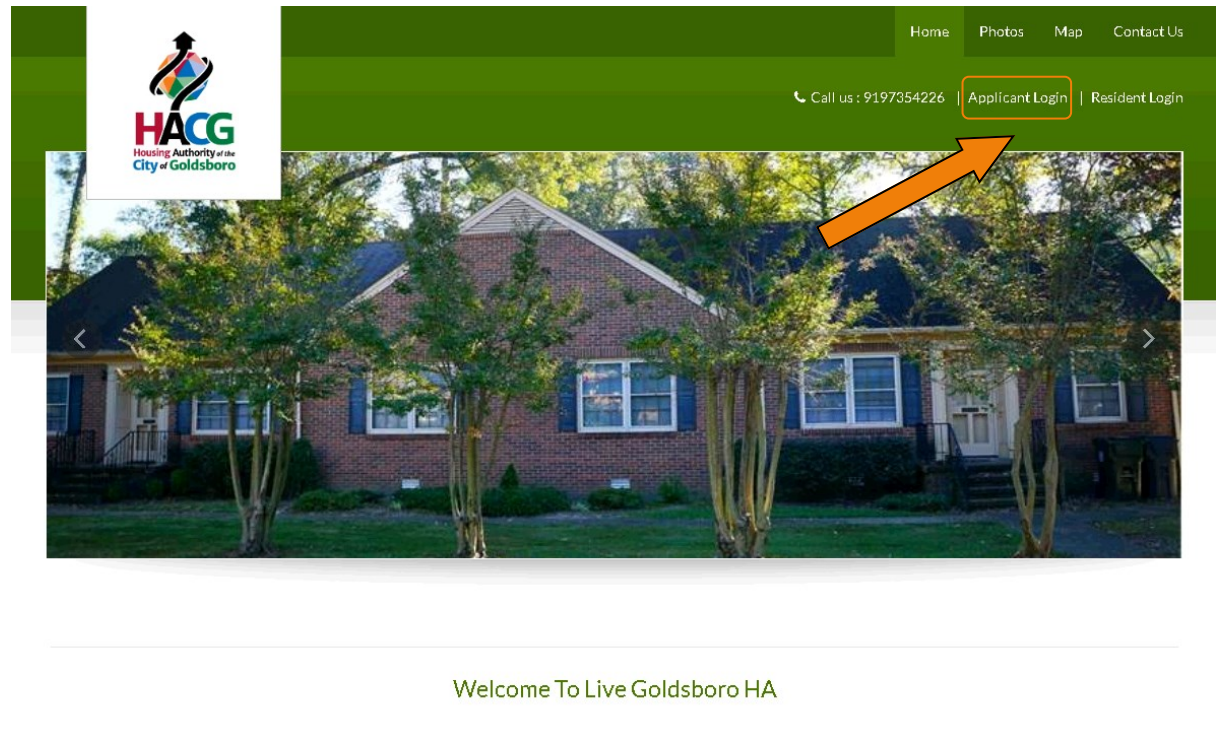
Welcome To Live Goldsboro HA

HOW TO LOGIN

STEP 2

On the homepage, click Applicant Login.

myportal.hacg.org



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.

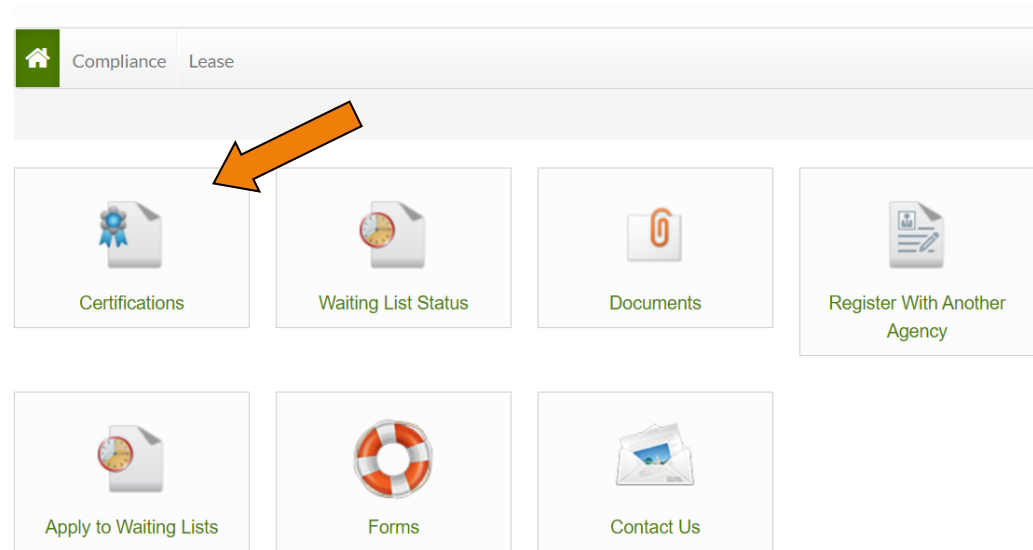
INTAKE CERTIFICATION

INTAKE

STEP 7

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

Click **Certifications** to begin your Interim Certification.



LANGUAGE SELECTION

STEP 8

Select your preferred language.

Click Next.

Intake Certification

Application Progress

100%

Language Selection

Welcome Page

Address Information

Household Members

Emergency Contact

Income

Assets

Expenses

Member Criminal History

* Denotes a required field

Select Your Preferred Language

Preferred Language*

English

አማርኛ (Amharic)

WELCOME PAGE

STEP 9

Let's get started...

Click **Next**.

Answer each question until your application progress is 100%.

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

* Denotes a required field

Welcome to Your Intake Certification

Let's get started...your application has been selected from the waiting list and the next step is to complete the Intake Certification. The Intake Certification gives you the opportunity to demonstrate your eligibility for housing assistance. You will need to provide information about your household and then upload supporting documentation to verify that information.

You can log out at any time and your progress will be saved. However, your Intake Certification progress must be 100% and submitted in order for it to be submitted to the Occupancy Department for review. Click Next to get started.

Back

Next

ADDRESS

STEP 10

Review and update your address information. You will be required to provide 36 months worth of address history.

If there are additional addresses, select [Add Address](#).

If there are addresses listed that are incorrect, select [Edit](#) or [Delete](#).

If there is not an address select [None](#). Note: you will not receive any correspondence via USPS. Click [Next](#).

Address Information

List every address where you have lived for the past 36 months.

Address	City	State	Zip	Residency Start Date	Edit	Delete
101 New Street	Goldsboro	NC	27530	9/1/2021	View	

HOUSEHOLD MEMBERS

STEP 11

Review and Update Your Household Members by clicking **Edit** beside the member.

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

If there are no changes to household members click **Next**.

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

For new Household Members: Tell Us About the new Household Member.

* = Required Field

Click **Save** at the bottom of the popup box.

Tell Us About Household Members

Member Details

First Name*	<input type="text"/>
Middle Name	<input type="text"/>
Last Name*	<input type="text"/>
Date of Birth*	<input type="text"/>
Social Security Number*	<input type="text"/>
Gender*	<input type="text"/>

Race

American Indian or Alaska Native*	<input type="text" value="No"/>
Asian*	<input type="text" value="No"/>
Black or African American*	<input type="text" value="Yes"/>
Native Hawaiian or Other Pacific Islander*	<input type="text" value="No"/>
White*	<input type="text" value="No"/>

EMERGENCY CONTACT

STEP 12

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

Click [Next](#).

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	Edit	D
John Doe	Other		View	

INCOME

STEP 13

Select all sources of your family's income by checking **yes** or **no**.

Click **Next**.

Income

Select all sources of your family's income.

Is any member of your family currently employed (either part-time or full-time)? *

Yes No

Does any member of your family earn overtime, bonuses, tips, or commissions? *

Yes No

Is any member of your family self-employed? *

Yes No

INCOME

STEP 13

Each source of your family's income will generate a step for more information.

Click **Add Income** and complete the questions in the popup box. Click **Save** to return to the Intake Certification and then click **Next**.

Tell Us About Income

Income Details | Income Type Definitions

Who receives this income?*

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

What type of income is this?
[Click Here](#) for income type definitions.*

How often is this income received?*

Additional Information

Save Cancel

ASSETS

STEP 14

Select all sources of your family's assets by checking **yes** or **no**.

Click **Next**.

Each source of your family's assets will generate a step for more information.

Click **Add Asset** and complete the questions in the popup box. Click **Save** to return to the Intake Certification and then click **Next**.

Assets

Select all assets that your family owns.

Does any member of your family have a checking or savings account? *

Yes No

Does any member of your family have cash not held in a bank? *

Yes No

Does any member of your family have certificates of deposit (CD), mutual fund, or treasury bill? *

EXPENSES

STEP 15

Select all sources of your family's expenses by checking **yes** or **no**.

Click **Next**.

Each source of your family's expenses will generate a step for more information.

Click **Add Expense** and complete the questions in the popup box. Click **Save** to return to the Intake Certification and then click **Next**.

Expenses

Select all expenses that apply to your family.

Does your family have childcare expenses? *

Yes No

Does your family have medical expenses? *

Yes No

Does your family have disability expenses? *

Yes No

CRIMINAL HISTORY

STEP 16

Answer the following questions about the criminal history of your household members.

Click [Next](#).

* Denotes a required field

Member Criminal History

Answer the following questions about the criminal history of your household members.

Does any household member have current or pending criminal charges against them? *

Has any household member ever been convicted of manufacturing or distributing a controlled substance? *

Does any household member have criminal convictions? *

Is any household member registered as a lifetime sex offender? *

Has any household member been convicted of fraud, embezzlement, or bribery? *

[Back](#)

[Next](#)

REASONABLE ACCOMMODATION

STEP 17

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

Click [Next](#).

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 18

If you or any member of your household has a Service Animal or Support Animal then you can add the animal in this step.

Important: Pets are not assistance animals and can be added on the next step.

Click [Next](#).

Assistance Animals

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

Pets

STEP 19

If you or any member of your household has a pet then you can add the animal in this step.

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.

VEHICLE INFORMATION

STEP 20

If you or any member of your household has a vehicle then you can add the vehicle information in this step.

Click [Next](#).

Vehicle Information

Add each household vehicle.

FINAL REVIEW

STEP 21

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

Click [Next](#).

Final Review & Submission

On the following steps, review your information for errors and upload any required verification documents.

SUMMARY

STEP 22

Review and confirm your information is accurate and complete.

Click the checkbox agreeing to the Terms and Conditions.

Click [Next](#).

Summary

Review and confirm your information is accurate and complete.

Members

Income

Assets

Expenses

ERROR CHECK

STEP 23

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

Click [Next](#)

Error Check

Review and fix any errors listed below.

We didn't find any errors.

UPLOAD DOCUMENTS

STEP 24

Upload supporting verification documents below. If you are unable to upload the supporting verification documents now you will not be able to submit the Intake Certification. You may log out and your progress will be saved; however, you must log back in and upload the supporting verification documents before the due date in order to submit the Intake Certification for review.

Click [Next](#).

Documents

Upload supporting verification documents below. If you are unable to upload the supporting verification documents now you will not be able to submit the Intake Certification. You may log out and your progress will be saved; however, you must log back in and upload the supporting verification documents before the due date in order to submit the Intake Certification for review.

SIGN AND SUBMIT

STEP 25

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 26

Create your signature and your initials. Click Next.

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 27

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 Intake Certification is automatically submitted to the Occupancy Department for review.

Document Completed

You have finished signing this document.

OK

Sign and Submit

Sign all the required documents to submit your certification.



You have successfully submitted your intake certification.