



How to Register your Account

Applicant Portal

[New Applicants]

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

You can use the online portal to:

- >Apply for a waiting list.
- >Review and update your contact Information.
- >Review family member, income and assets details.

HOW TO REGISTER MY ACCOUNT

CREATING AN ACCOUNT

The applicant will need to create an account by registering on the RentCafe 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

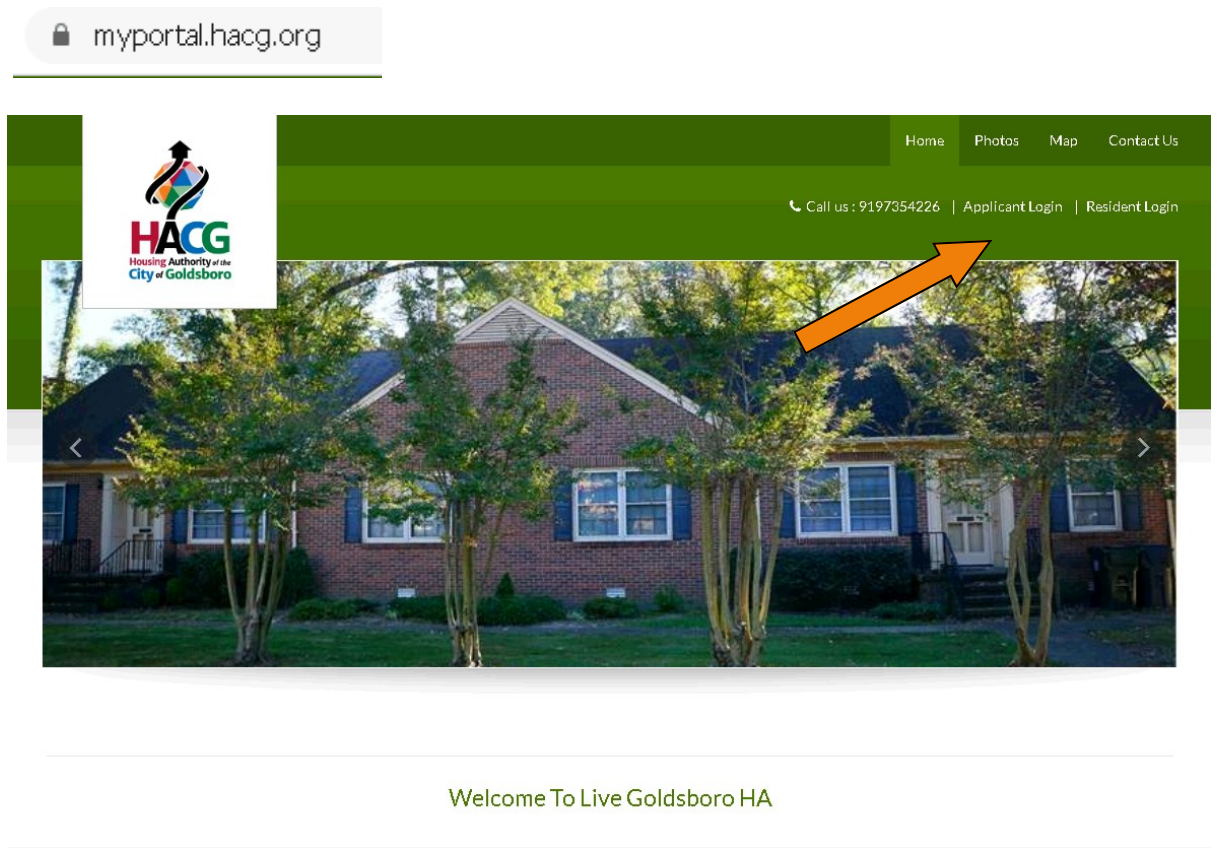
Call us : 9197354226 | Applicant Login | Resident Login



Welcome To Live Goldsboro HA

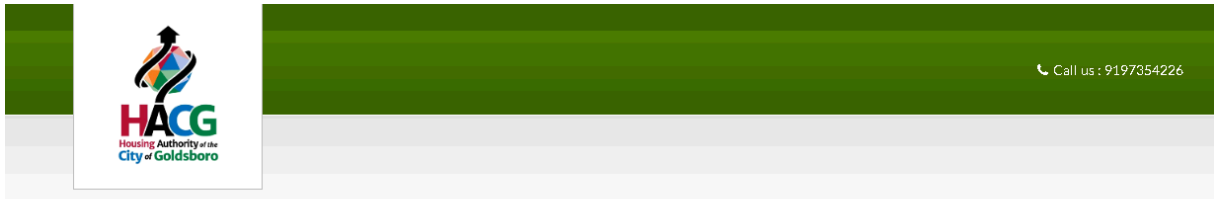
CREATING AN ACCOUNT

On the homepage, click [Applicant Login](#).



CREATING AN ACCOUNT

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



Welcome

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?](#)

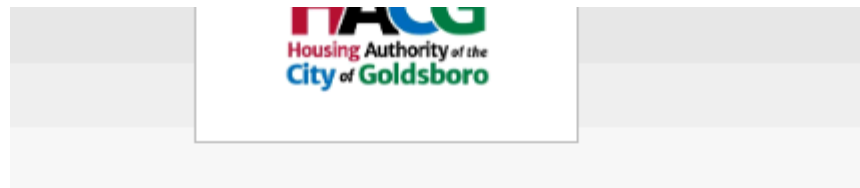
[Click here to register.](#)



CREATING AN ACCOUNT

New Applicants click "I do NOT have a registration code".

"I have a registration code" is for existing applicants only.



Create an Account

I have a registration code

I do NOT have a registration code

EXISTING APPLICANTS
ONLY

NEW APPLICANTS
ONLY

CREATING AN ACCOUNT

Complete the Personal Details and Account Information.

* = Required Field

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 information. The HACG does not know your password.

Personal Details

First Name*

Last Name*

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

Confirm 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](#)

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

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

If you do not remember your password click
“[Forgot Password?](#)”

Already have an account? Login Now!

Login

Select Language



Powered by [Google Translate](#)

Email

Password

[Forgot password?](#)

Login

EXISTING ACCOUNT

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

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.

SUCCESSFULLY CREATED AN ACCOUNT

You are now successfully logged in to your portal and New Applicants will automatically be taken to the application screen to begin the application process.

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 portal dashboard for the Housing Authority of the City of Goldsboro (HACG). At the top left is the HACG logo. The main navigation bar includes a home icon, the word "Compliance", and a user profile icon. Below the navigation bar, the user is logged in as "John Doe 123 Anywhere Drive". The dashboard 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". On the right side, there is a "QUICK LINKS" section with a dropdown menu set to "Update Contact Details" and a "Go" button.

HOW TO APPLY FOR A WAITING LIST

LANGUAGE SELECTION

New Applicants will automatically be taken to the application screen to begin the application process.

Select preferred language. In order to move to the next step in the application, click 'Save and Continue' at the end of each step.

* = Required Field

Housing Authority of the City of Goldsboro

50058 Online Application

Application Progress 0%

- Language Selection
- Welcome Page
- Contact Information
- Household Information
- WL Preferences
- Waiting Lists
- Review & Submit
- Log Out

Select your preferred language

Preferred Language*

English

Save and Continue

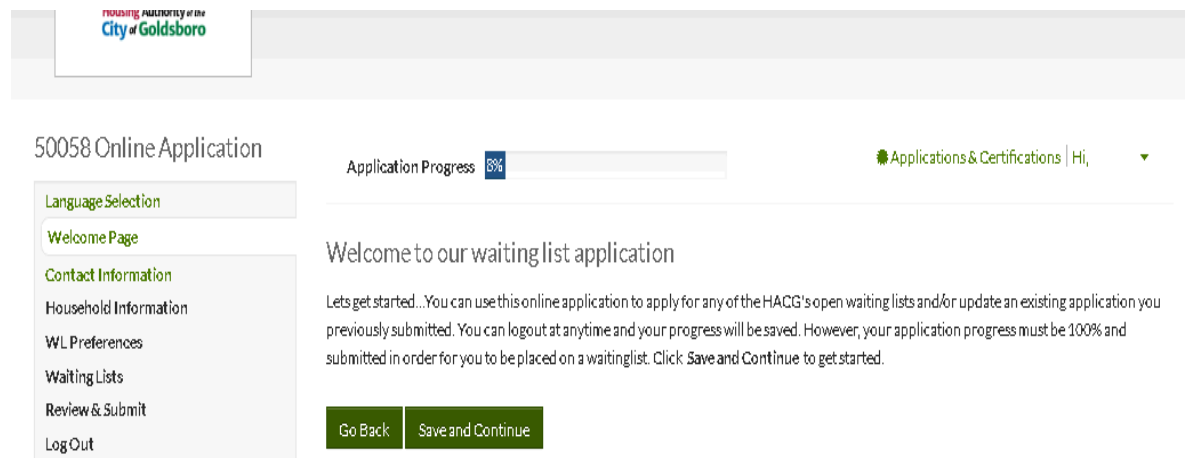
WELCOME PAGE

Lets get started!

Answer each question until your application progress is **100%**.

If the applicant does not have time to complete the application in one session, the applicant may save and log out to resume the application at a later time. Please make note of your user name and password.

Important: Your application will not be submitted until you have completed 100% of your application progress and submitted your application.



The screenshot shows the '50058 Online Application' interface. At the top left is the 'PROVIDING AUTHORITY to the City of Goldsboro' logo. The main header area displays '50058 Online Application' on the left and 'Application Progress 0%' on the right, with a progress bar. A user menu on the top right shows 'Applications & Certifications | Hi, [User Name]'. A left-hand navigation menu lists: Language Selection, Welcome Page (highlighted), Contact Information, Household Information, WL Preferences, Waiting Lists, Review & Submit, and Log Out. The main content area is titled 'Welcome to our waiting list application' and contains the text: 'Lets get started... You can use this online application to apply for any of the HACG's open waiting lists and/or update an existing application you previously submitted. You can logout at anytime and your progress will be saved. However, your application progress must be 100% and submitted in order for you to be placed on a waitinglist. Click Save and Continue to get started.' Below this text are two buttons: 'Go Back' and 'Save and Continue'.

CONTACT INFORMATION

Enter your **mailing address** and **telephone number** where we can reach you.

Important: If you check the box “I do not have a mailing address” the HACG will not be able to communicate with you by mail.

50058 Online Application

Language Selection

Welcome Page

Contact Information

Household Information

WL Preferences

Waiting Lists

Review & Submit

Log Out

Application Progress **15%**

Contact Information

Mailing Address *	<input type="text" value="100 Anywhere Lane"/>
	<input type="text"/>
City *	<input type="text" value="Any Town"/>
State *	<input type="text" value="NC"/>
Zip *	<input type="text" value="27530"/>
	<input type="checkbox"/> I do not have a mailing address.
E-mail	<input type="text" value="jessicadoe@gmail.com"/>
Office	<input type="text" value="(555) 555-5555"/>
Phone 1	<input type="text" value="(555) 555-5555"/>
FAX	<input type="text" value="(555) 555-5555"/>

Go Back

Save and Continue

HOUSEHOLD INFORMATION

Next, you will need to **add your household members** who will be living with you such as a spouse, co-head, other adults, and children.

50058 Online Application

Language Selection
Welcome Page
Contact Information
Household Information

Household Members
Annual Income
Unit Accessibility
Special Circumstances
Additional Details

WL Preferences
Waiting Lists
Review & Submit
Log Out

Application Progress **23%**

Household Information

Next, we will collect information about the people in your household. Your household includes:

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

Go Back

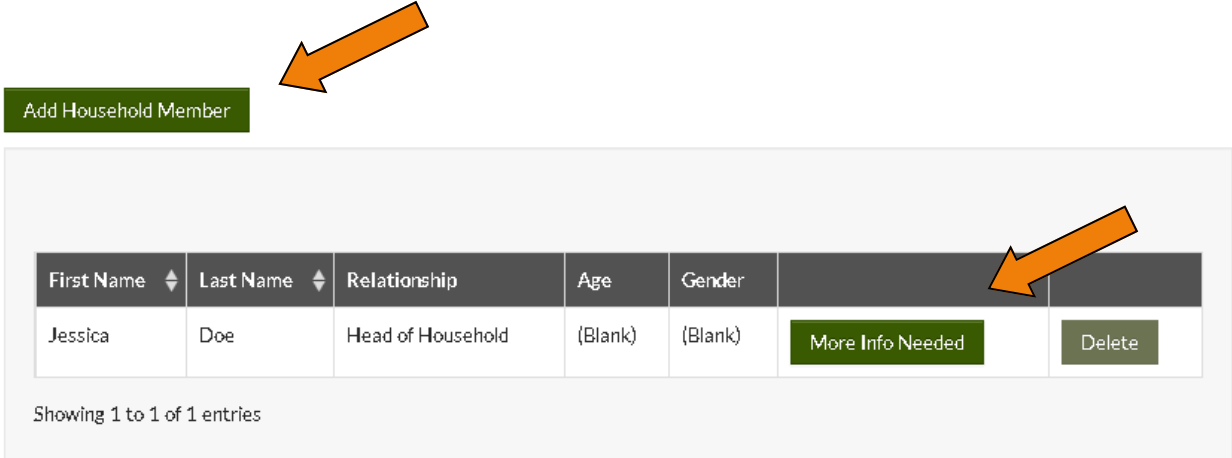
Save and Continue

HOUSEHOLD INFORMATION

As the applicant, you are automatically designated as the Head of Household. Click **“More Info Needed”** beside your name and a popup box will open up to complete the member details.

For each additional household member that will be living with you, click **“Add Household Member”** and a popup box will open up to complete member details.

Add Household Member



First Name	Last Name	Relationship	Age	Gender		
Jessica	Doe	Head of Household	(Blank)	(Blank)	More Info Needed	Delete

Showing 1 to 1 of 1 entries

Go Back

Save and Continue

MEMBER DETAILS

Member details must be completed for each household member that will be living with you.

Name: Enter legal name as it appears on your social security card. Applicant name will automatically populate from registration. Additional household members will need to be entered.

Date of Birth: Enter date of birth in 1/01/1900 format.

Social Security Number: Enter social security number as it appears on your social security card. Applicant name will automatically populate from registration. Additional household members will need to be entered.

Race: Select “Yes” or “No” for each drop down box.

Tell Us About Household Members

Member Details

First Name*

Jessica

Middle Name

Last Name*

Doe

Date of Birth*

Social Security Number (If this person does not have a SSN, enter 999-99-9999)*

999-99-9999

Race

American Indian or Alaska Native*

Asian*

Black or African American*

Native Hawaiian or Other Pacific Islander*

White*

MEMBER DETAILS

Member details must be completed for each household member that will be living with you.

Complete the remaining required fields for Gender, Relationship, Disability, Ethnicity, and Citizenship.

=

Gender*

Female ▼

Relationship to the Head of Household*

Head of Household ▼

Is this person disabled?*

▼

Ethnicity

Hispanic or Latino*

▼

▼

Is this person a United States citizen by birth, a naturalized citizen, or a U.S. national?*

▼

Notes:

▼

Preferred language other than English.

▼

MEMBER DETAILS

Once you have added a household member they are added below your name. You can now “**Edit**” a household member to make a change to their member details or “**delete**” a household member if they will no longer be living with you. These details can be edited even after you have submitted your application.

First Name	Last Name	Relationship	Age	Gender		
Jessica	Doe	Head of Household	31	Female	Edit	Delete
John	Doe	Spouse	31	Male	Edit	Delete
Jane	Doe	Student18+	21	Female	Edit	Delete
Jimmy	Doe	Youth<18	6	Male	Edit	Delete
Jan	Doe	Foster	5	Female	Edit	Delete

ANNUAL INCOME

Enter the **combined gross annual income** for all members of your household before taxes.

Application Progress

38%

● Applications & Certifications | Hi, ▼

Annual Income

What is the combined gross annual income for all members of your household before taxes? This includes but is not limited to: wages, TANF, pension, child support, SSI, SSDI, unemployment insurances, and family assistance.

Annual income means all amounts, monetary or not, which:

- (1) Go to, or on behalf of, the family head, spouse or any other family member;
- (2) Are anticipated to be recieved from a source outside the family;
- (3) Amounts derived from assets to which any member of the family has access.

Annual Income *

ACCESSIBILITY

Select unit **accessibility accommodation(s)** required by any member in the household.

If not applicable, select '**None.**'

Application Progress

46%

Application

Unit Accessibility

Does any member of your household require unit accessibility accommodations? If none apply, select **None**.

Hearing Access

Mobility Access

Sight Access

None

Go Back

Save and Continue

CIRCUMSTANCE

Select **special circumstance**. If not applicable, select '**None**.'

Application Progress

54%

Special Circumstances

Are you currently displaced or homeless? If none apply, select **None**.

Displaced

Homeless

None

Go Back

Save and Continue

PREFERENCE

Only select the **preference(s)** that applies to you. **All preferences will be verified.**

Preferences

Select all preferences that apply to your family. If none apply, click **Save and Continue**.

Search:

Select	Preference	Description
<input type="checkbox"/>	Disabled	A person with a disability, as defined under federal civil rights laws, is any person who: • Has a physical or mental impairment that substantially limits one or more of the major life activities of an individual. • Has a record of such impairment. • Is regarded as having such impairment.
<input type="checkbox"/>	Domestic Violence	The person must meet the Federal definition of domestic violence, dating violence, sexual assault or stalking as defined by the Violence Against Women Act 2013 (VAWA).
<input type="checkbox"/>	Elderly	An elderly person is a person who is at least 62 years of age.
<input type="checkbox"/>	Homeless	An applicant who meets one of the following criteria and who will be receiving regular case management support from a local homeless services, social services or mental health agency, as identified below, for at least one year after moving into a Public Housing unit will be placed at the top of the GHA's general waiting list behind Involuntarily Displaced Persons. The agency providing the case management services will be required to verify the homeless status of the individual or family and its commitment to continue providing

WAITING LISTS

Select waiting list that you want to submit the application for.

Only open wait lists will appear in this section.

If a wait list is not open, it will not be available for the applicant to select.

Waiting Lists

Select the waiting list(s) that you want to apply to.

Select	Waiting list
<input type="checkbox"/>	Housing Choice Voucher
<input type="checkbox"/>	Public Housing Wait List

Go Back

Save and Continue

REVIEW & SUBMIT

Click on each tab to **review the information** entered for each section.

Accept the terms and conditions.

Click **'Save and Continue'** the application will be submitted.

If the applicant needs to go back to a previous section to make changes, use the **'Go Back'** button.

No changes to the application will be allowed after submission while your application is pending review.

Final Review & Submission

Confirm the information you entered is correct. When you are ready to submit your application, accept the terms and conditions and click **Save and Continue**.

The screenshot shows a navigation bar with tabs for 'Household Members', 'Annual Income', 'Unit Accessibility', 'Special Circumstances', 'Additional Details', and 'Preferences'. Below the tabs is a 'Waiting Lists' section. A table displays the following information:

First Name	Last Name	Relationship	Age	Gender	Citizenship
Jessica	Doe	Head of Household	31	Female	Eligible Citizen

I accept the above terms and conditions.

Go Back

Save and Continue

APPLICATION SUBMITTED

You have successfully submitted your application.

The applicant will receive an email confirmation indicating the online application is complete and pending agency review.

Applicants can log onto RentCafe Portal to review their application status at any time.

Application Progress

100%

Application Submitted

You submitted your application.

[Go Back](#)

[Log Out](#)