



Referral Portal Guide

The purpose of this guide is to assist housing navigators in referring clients to the New Start Voucher Program through [RENTCafé](#). The site address is <https://housing.ahfc.us>. For more in-depth questions, please reach out to phdreferral@ahfc.us.

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A.1 Navigators that did not create a RENTCafé account during a previous New Start Voucher waitlist opening will receive a Registration letter as shown below.



A.2 Once you have opened the RENTCafé website at <https://housing.ahfc.us/>; select the “Click Here to Create or Log into Your Account” option



AHFC's Mission Is To Provide Alaskans Access To Safe, Quality, Affordable Housing.

[Click Here to Create or Log into Your Account](#)

If you are a new Navigator and need to create your account:

- Click on “I have a Registration Code”.
- Once you have created an account, the next time you login, you will enter your email and password in the Already Have An Account? Login Now! Section.

If you already have an account:

- You will enter your email and password in the Already Have An Account? Login Now! Section.

Create An Account

To create your AHFC account, you will need:

- An **email address**; free services are available at:
 - Outlook
 - Yahoo
 - Gmail
- Your **Social Security Number** (if you have ever received one)
- Password Requirements:
 - 10 or more Characters
 - One uppercase and one lowercase letter
 - One number
 - One symbol (ex. !@#%)
- Registration Code:
 - If you received a Registration Code in the mail, select "I have a registration code;" if not, select "I do NOT have a registration code"
 - If you are already in AHFC's database, but did not receive a code in the mail, your registration code will be displayed, be prepared to write it down.
- You will be required to type the requested information to create your account. The system will not process your request if the information has been entered using an auto-fill or copy and paste function.

I have a registration code

I do NOT have a registration code

Already Have An Account? Login Now!

Your User Name is the email address used when you registered

If you are having difficulties logging in or need further assistance with your account please call 1-877-330-8415

User Name

Password

Forgot password?

Login

If creating a new account, you will be prompted to enter the registration code listed on your Registration letter; then click on Go

Please contact the leasing office if you don't know your registration code.

Enter Your Registration Code

4955-tt0067408

Go

A.3 When creating an account, you will be prompted to enter the navigator's personal details; for the social security number you will need to enter 999-99-9999.

If you already have an account, you can move to the next section.

The screenshot displays a web form for account creation, divided into two main sections: 'Personal Details' and 'Account Information'.

Personal Details Section:

- First Name***: Mickey
- Last Name***: Mouse
- SSN****: 999-99-9999 (indicated by a blue arrow pointing to the field)
- Phone (Primary)***: (907) 555-2369

Account Information Section:

- Email Address* (Your email address is your User Name)**: rtovsen+mouse1@gmail.com
- Confirm Email Address***: rtovsen+mouse1@gmail.com
- Password***: [Redacted with dots]
- Confirm Password***: [Redacted with dots]

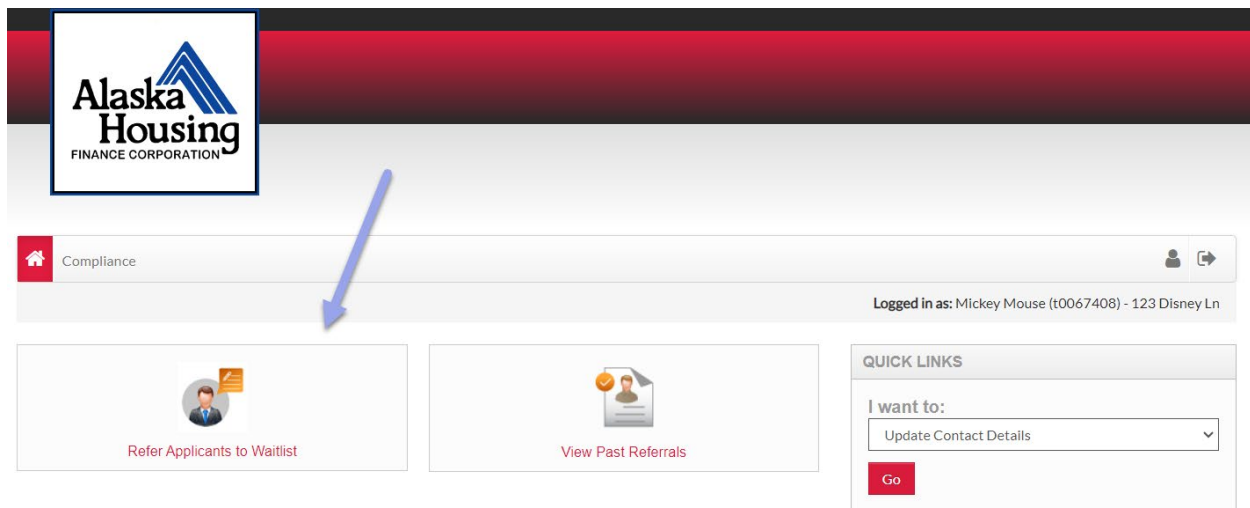
Below the password fields, there is a note: "This site is protected by reCAPTCHA and the Google [Privacy Policy](#) and [Terms of Service](#) apply." and a checkbox labeled "Please read and accept the Terms and Conditions".

At the bottom of the form, there is a red button labeled "Register".

** Data in these fields will be validated against information available with Alaska Housing Finance Corp

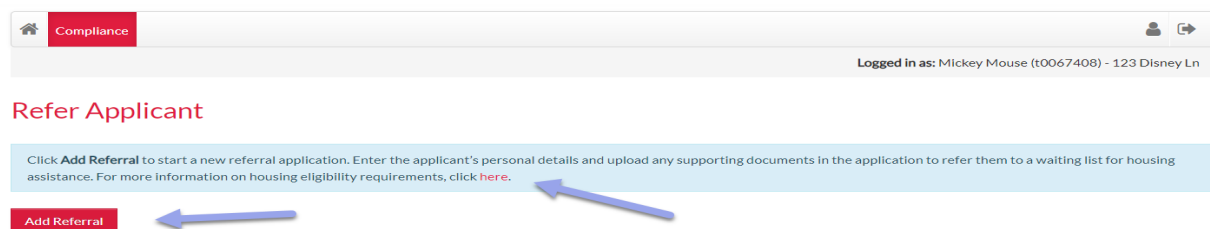
Passwords requirements: Passwords must be 10 characters and include an uppercase letter, lowercase letter, number and special character

B.1 Once your account has been created, this is the home screen. Each tab is called a tile. Click on the Refer Applicants to Waitlist tile

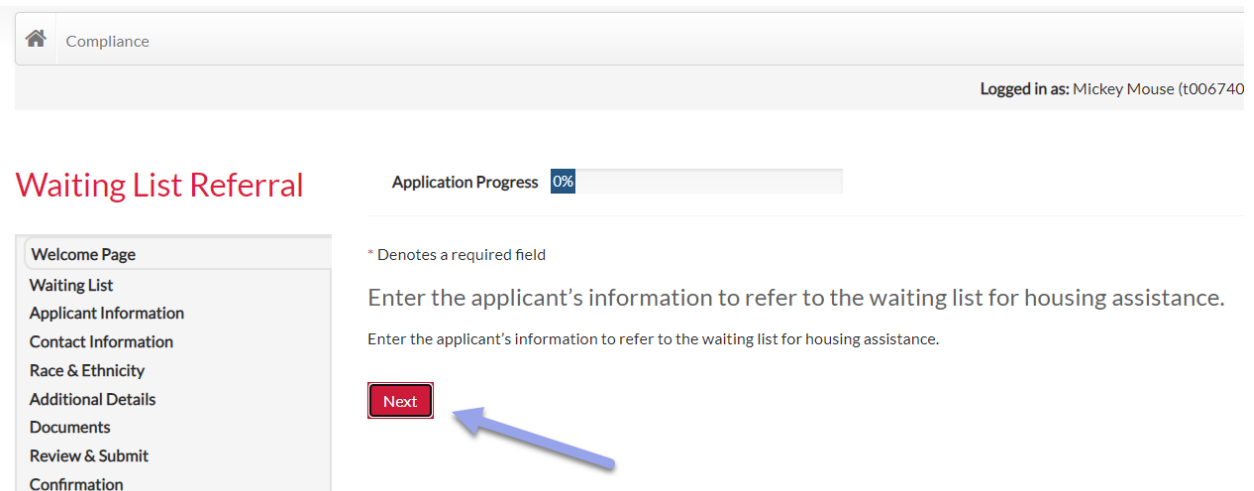


B.2 Click on Add Referral button

Note-To view AHFC's screening criteria click on the Here link.



Click on Next button



B.3 The Waiting List should already be listed as nsvo (New Start Voucher). If not, please contact AHFC. Click Next

Waiting List Referral

Application Progress 11%

Welcome Page

Waiting List

Applicant Information

Contact Information

Race & Ethnicity

Additional Details

Documents

Review & Submit

Confirmation

* Denotes a required field

Waiting List

Select the waiting list you want this applicant to be placed on.

Waiting List *

nsvo (New Start Voucher) ▼

Back

Next

B.4 Enter Applicant's Information; then click Next

Waiting List Referral

Application Progress 22%

Welcome Page

Waiting List

Applicant Information

Contact Information

Race & Ethnicity

Additional Details

Documents

Review & Submit

Confirmation

* Denotes a required field

Applicant Information

Enter the applicant's information in the fields provided. If there are multiple people in the household, enter the details for the Head of Household.

First Name *

Minnie

Middle Name

L

Last Name *

Mouse

SSN * ⓘ

Date of Birth (mm/dd/yyyy) *

Sex *

Female ▼

Estimated Annual Family Income *

\$2,622.00

Back

Next

When entering the head of the household name, please use the legal name as listed on their Social Security card. Only the middle initial is needed.

Enter applicant's address. If they do not have a mailing address, click on the button and leave address fields blank. **The applicant's email is required; enter their email then click Next**

Waiting List Referral

Application Progress 33%

Welcome Page
Waiting List
Applicant Information
Contact Information
Race & Ethnicity
Additional Details
Documents
Review & Submit
Confirmation

* Denotes a required field

Contact Information

Enter the applicant's contact information. If the applicant does not have a mailing address, your organization's mailing address will be used for further correspondence

☐ Applicant does not have a mailing address

Applicant Street Address
123 Disney Ln Apt B1

City
Anchorage

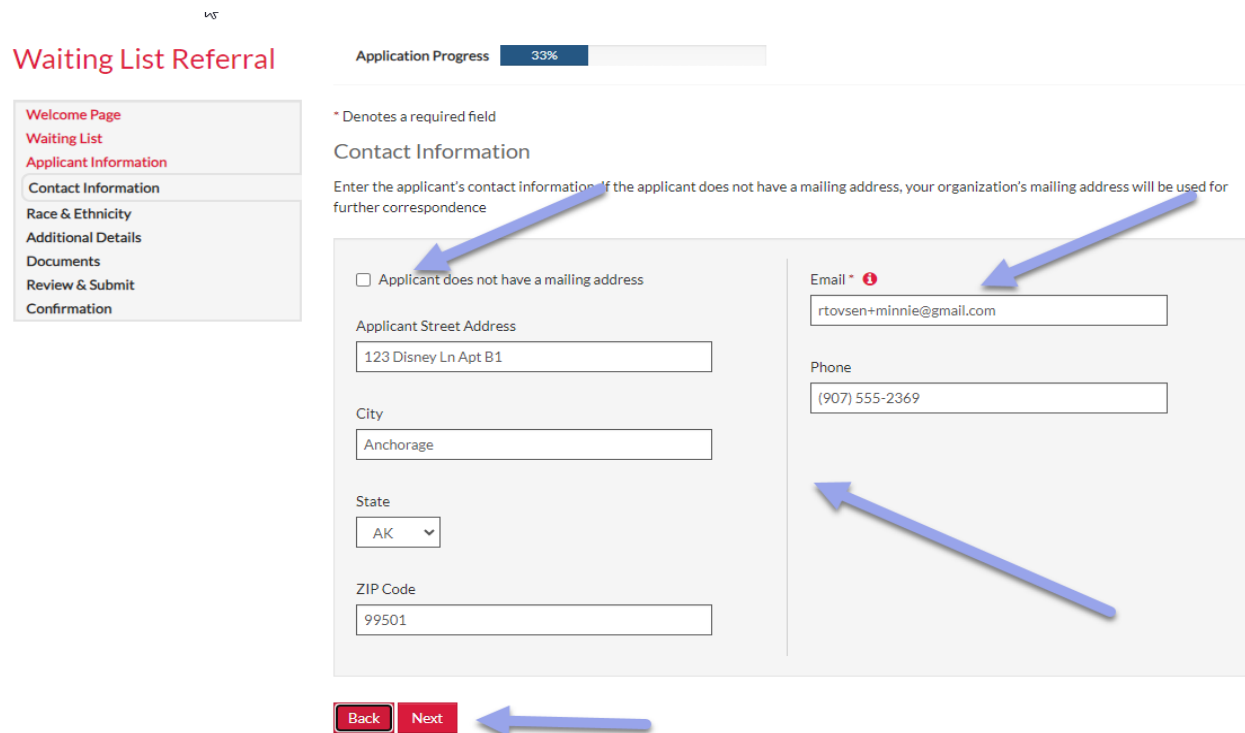
State
AK

ZIP Code
99501

Email * 
rtovsen+minnie@gmail.com

Phone
(907) 555-2369

Back Next



B.5 Select the Applicant's Race and Ethnicity; then click Next

Please note categories apply to multiple races. If unknown, leave blank and the family will update their race through their RENTCafé account

- Black includes African American
- Pacific Islander includes Native Hawaiian

Waiting List Referral

Welcome Page
Waiting List
Applicant Information
Contact Information
Race & Ethnicity
Additional Details
Documents
Review & Submit
Confirmation

Application Progress 44%

* Denotes a required field

Race & Ethnicity

Select the Head of Household's race and ethnicity.

Race (select all that apply): ☐ White ☐ Black ☒ American Indian ☐ Asian ☐ Pacific Islander	Ethnicity Not Hispanic or Latino
--	---

Back Next

B.6 Select the Community where the applicant lives and then select Yes or No if they have lived in that community for at least 30 days. Enter the navigator name and phone number in the Representative fields; then click Next.

Note-If applicants live in Bethel, Cordova, Nome or Seward, those communities do not have a voucher program and the New Start Voucher cannot be utilized there.

Waiting List Referral

Welcome Page
Waiting List
Applicant Information
Contact Information
Race & Ethnicity
Additional Details
Documents
Review & Submit
Confirmation

Application Progress 56%

* Denotes a required field

Additional Details

In which community do you live? *	Anchorage
Have you lived in this community for at least 30 days? *	Yes
Guardian, Power of attorney or Representative Name:	Daffy Duck
Guardian, Power of attorney or Representative Phone:	907-555-2369

Back Next

B.7 Upload the completed *Release of Information to AHFC* form. All adult members of the household should be identified on the form and must sign before uploading. Once uploaded, click next.

Release of Information to AHFC



Head of Household: Minne Mouse

Adult Household Member: Mickey Mouse

Adult Household Member:

Adult Household Member:

Adult Household Member:

Last 4 of SSN: 2369

Last 4 of SSN: 5498

Last 4 of SSN:

Last 4 of SSN:

Last 4 of SSN:

I authorize and direct housing navigators and program administrators of any Emergency Rental Assistance Program to release to the Public Housing Department of Alaska Housing Finance Corporation (AHFC) any information needed to verify my status on the Stabilization and Recovery program, legal identity to complete my application and information needed to complete my intake certification.

Inquiries that may be requested between parties include, but are not limited to:

- Length of time remaining on the relief programs i.e., Stabilization and Recovery Program
- New Start Voucher Waitlist Verification including contact information
- New Start Voucher Intake Status including outstanding documents and deadlines
- New Start Voucher Shopping Status

Conditions

I understand that this authorization cannot be used to obtain any information about me that is not pertinent to my eligibility for, or continued participation in, the New Start Voucher housing assistance program. I agree that a copy of this authorization may be used for the purposes stated above. This authorization will remain in effect for 36 months from the date signed.

Minne Mouse

Head of Household Signature

Mickey Mouse

Adult Household Member Signature

Adult Household Member Signature

Adult Household Member Signature

Adult Household Member Signature

Minne Mouse

Print Name

Mickey Mouse

Print Name

Print Name

Print Name

Print Name

1/22/25

Date

1/22/25

Date

Date

Date

Date

VFOins



Page 1 of 1

01/08/2025



Note: If this step is skipped, you will not be able to upload the Release of Information form after the application is submitted. This is a required document so please make sure the form is attached prior to submission.

Documents are best uploaded to the RENTCafé portal in PDF format, rather than a picture.

Waiting List Referral

Application Progress 67%

Welcome Page
Waiting List
Applicant Information
Contact Information
Race & Ethnicity
Additional Details
Documents
Review & Submit
Confirmation

* Denotes a required field

Documents

Upload any supporting documentation to help determine eligibility including the release form. Additional items that can be uploaded are a certification of remaining housing assistance.

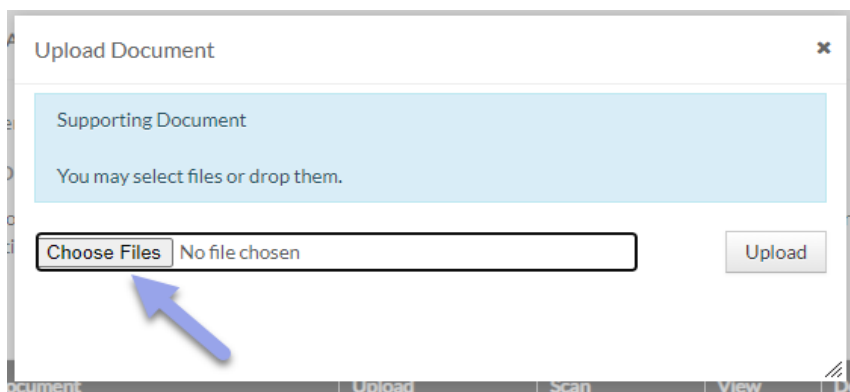
Document	Upload	Scan	View	Delete	Uploaded Date
Supporting Document	Upload	Scan			

Showing 1 to 1 of 1 entries

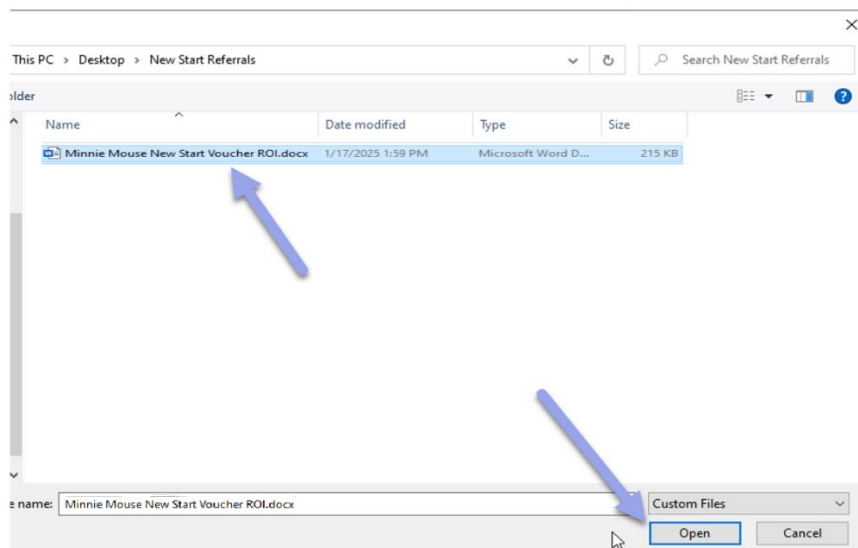
Back Next

Note- You may upload the document from your computer's desktop by selecting Upload. From a mobile device, such as a Cell phone or tablet, you can also scan the document using the camera function. Below are the instructions to upload the document via a desktop computer.

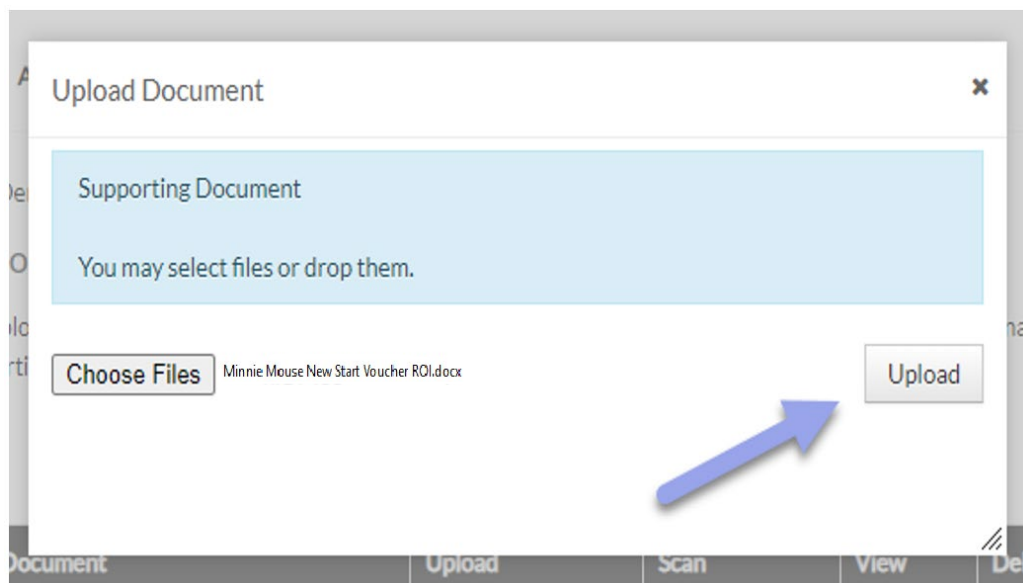
After clicking on the Upload button select Choose Files



Go to where you have the form saved and select it; then click on Open



Once document has been selected click on Upload button



Once Document has been uploaded click Next-

Waiting List Referral

Application Progress 67%

Welcome Page
Waiting List
Applicant Information
Contact Information
Race & Ethnicity
Additional Details
Documents
Review & Submit
Confirmation

* Denotes a required field

Documents

Upload any supporting documentation to help determine eligibility including the release form. Additional items that can be uploaded are a certification of remaining housing assistance.

Document	Upload	Scan	View	Delete	Uploaded Date
Supporting Document	Upload	Scan	View	Delete	09/19/2023

Showing 1 to 1 of 1 entries

Back Next

B.8 Review the information added by clicking on each tab; once reviewed click Next

Waiting List Referral

Application Progress 78%

* Denotes a required field

Review & Submit

Review the information entered for this applicant.

Waiting List *
nsvo (New Start Voucher)

Back Next

This screenshot shows the 'Waiting List Referral' application progress bar at 78%. The left sidebar contains a list of tabs: Welcome Page, Waiting List, Applicant Information, Contact Information, Race & Ethnicity, Additional Details, Documents, Review & Submit, and Confirmation. The main content area shows the 'Review & Submit' section with a progress bar and a list of tabs: Waiting List, Applicant Information, Contact Information, Race & Ethnicity, and Additional Details. The 'Waiting List' tab is selected, showing a dropdown menu with 'nsvo (New Start Voucher)'. Below the tabs are 'Back' and 'Next' buttons. A blue arrow points to the 'Next' button.

You have successfully submitted a referral to AHFC; from here you may enter another applicant by clicking on the Here link; or you can click Home to go back to the Home screen

Compliance

Logged in as: Mickey Mouse (t0067408) - 123 Disney Ln

Waiting List Referral

Application Progress 100%

* Denotes a required field

Confirmation

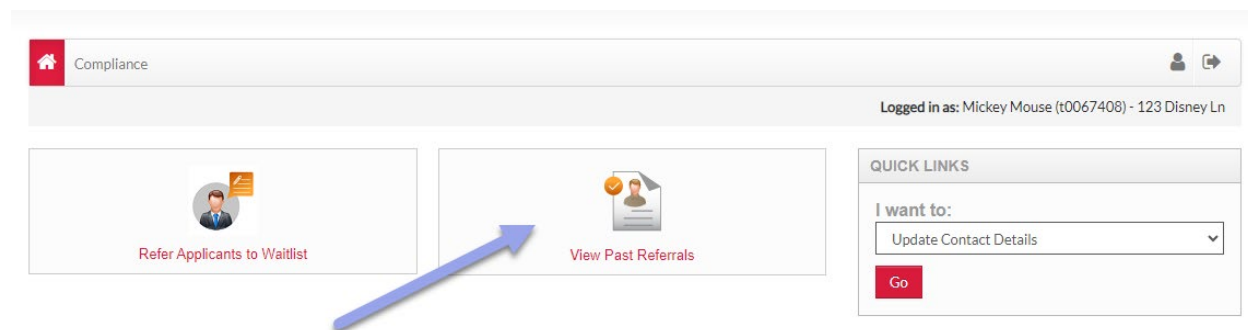
Applicant referral successfully added. To enter a new referral, click [here](#).

Confirmation Number: 1

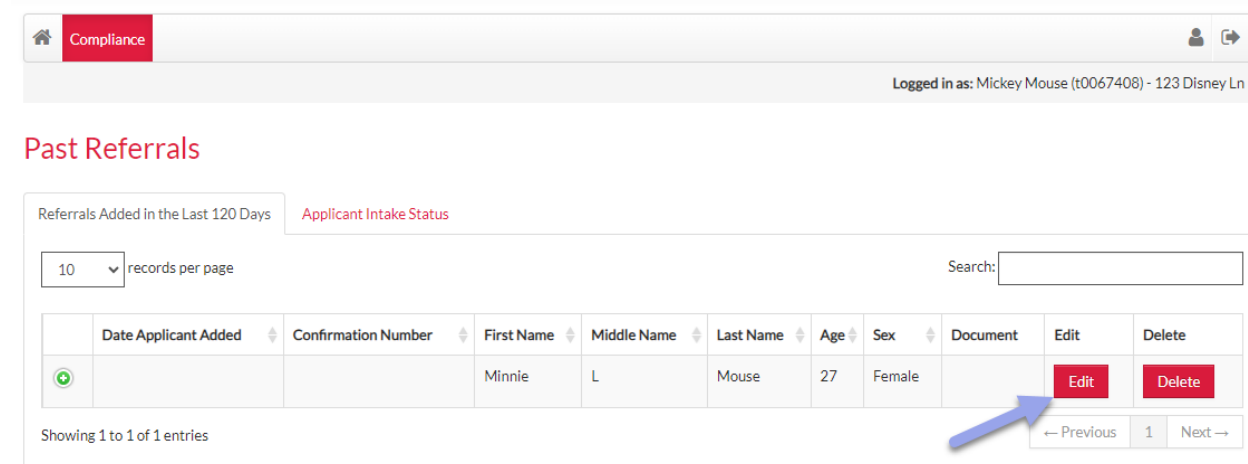
Back

This screenshot shows the 'Waiting List Referral' application progress bar at 100%. The left sidebar contains a list of tabs: Welcome Page, Waiting List, Applicant Information, Contact Information, Race & Ethnicity, Additional Details, Documents, Review & Submit, and Confirmation. The main content area shows the 'Confirmation' section with a progress bar and a list of tabs: Confirmation. The 'Confirmation' tab is selected, showing a message: 'Applicant referral successfully added. To enter a new referral, click [here](#).' Below the message is a 'Confirmation Number: 1' field. Below the field is a 'Back' button. A blue arrow points to the 'here' link.

B.9 To review the status of applicants who have been referred, select View Past Referrals



This is also where you can go if you did not complete a referral and want to finish submitting it. To do so, click on the Edit button; it will pick back up where you left off.



C. Change in Navigators

If a navigator is no longer with your agency, please notify phdreferral@ahfc.us. AHFC will need to remove the old navigator to protect client information.