

# **RENTCafé Waiting List Application Guide**

AHFC is utilizing RENTCafé to accept online applications for our Anchorage Housing Choice Voucher Program Waiting List.

1. Before you can register with RENTCafé to enter your application, you need a valid email address (which will become your username). Free email services are available at:

Gmail: <a href="www.google.com/gmail">www.google.com/gmail</a>
 Outlook: <a href="www.outlook.com">www.outlook.com</a>
 Yahoo: <a href="mail.yahoo.com">mail.yahoo.com</a>

- 2. Along with an email address, you will need your social security number (if you have never been issued one, you will enter 999-9999).
- 3. As part of the registration process, you will need to create a password. The password must be at least ten (10) characters and include at least one of each of the following: an uppercase and lowercase letter, a number, and a symbol.
- 4. Before you start the application be sure to have the date of birth and Social Security Number (SSN) for all persons in your household. If a member has not been assigned a SSN, you will enter 999-99-9999.

If you need to exit and gather this information, you may re-access RENTCafé at <a href="https://housing.ahfc.us">https://housing.ahfc.us</a>.

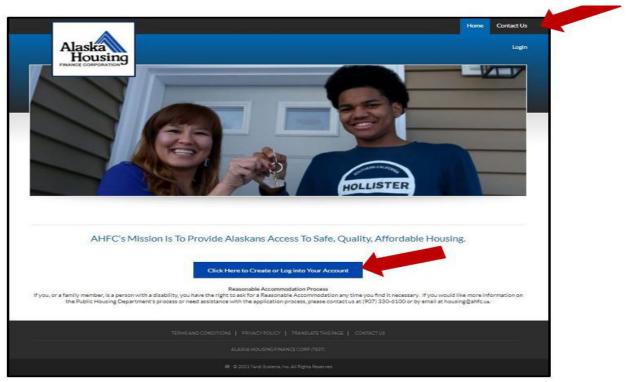
**Need Assistance?** If you are having difficulties logging in or need further assistance with your account, please call 1-877-330-8415. Or use the Contact Us link (top right) to send us an email. An AHFC representative will respond during our regular business hours.

Reasonable Accommodation Process: If you, or a family member, is a person with a disability, you have the right to ask for a Reasonable Accommodation any time you find it necessary. If you would like more information on the Public Housing Department's process or need assistance with the application process, please contact us at (907) 330-6100 or by email at <a href="mailto:phd.anchorage@ahfc.us.">phd.anchorage@ahfc.us.</a>

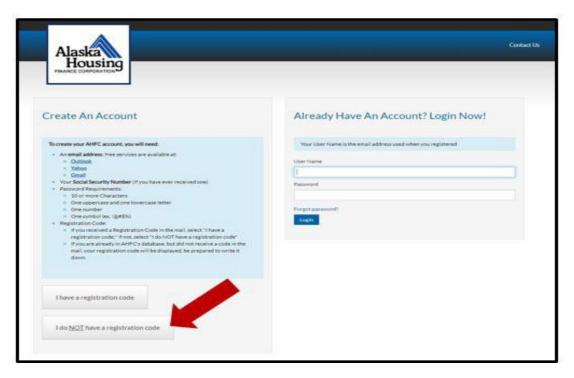
Your application for the Anchorage Housing Choice Voucher waiting list must be complete and submitted before 1:00 PM on April 30, 2025.

#### Access RENTCafé at <a href="https://housing.ahfc.us">https://housing.ahfc.us</a>

Click the blue button to create an account or to log in to your existing account.



Current or past applicants and participants proceed to page 6.



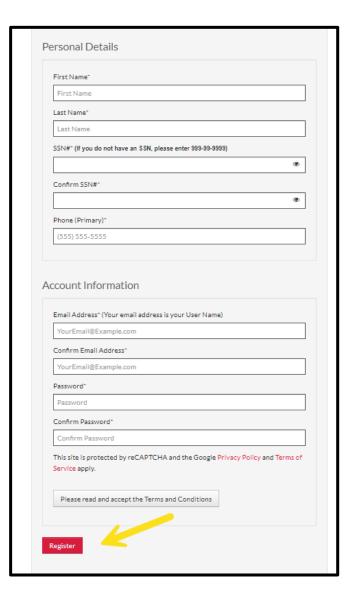
If you have a registration code proceed to page 6. Otherwise, on the left side, under Create An Account, click: I do <u>NOT</u> have a registration code

#### Begin setting up your account

- Take your time to avoid typos!
- If you create your account and find you have made an error in the entry of the Head of Household's name or Social Security Number (SSN), you will need to contact AHFC for assistance.
- If you set up a new email account, write down the address. This is your User Name that will be used each time you return to RENTCafé.
- Remember to securely store your password.
- If your confirmation entries (SSN, email address or password) do not match once you click Register, you will be prompted to make corrections to the entry that does not match. It may be difficult to determine which entry is wrong. It is often easiest to retype both entries.

Once all information is complete:

- Agree to the Terms and Conditions by checking the Terms and Conditions box and clicking Accept once the Terms and Conditions appear
- Click Register



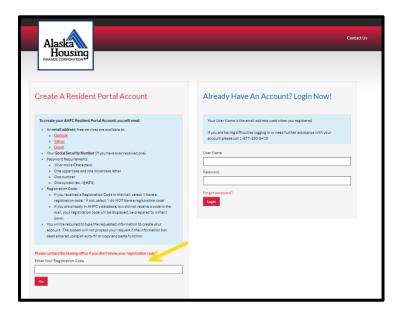
In response to your successful registration, you will see a message appear thanking you for registering with RENTCafé. You will also receive an email confirmation. You can now proceed to page 10 to begin your application.

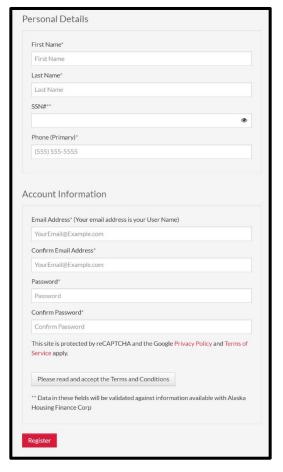
If an error code appears at the top of the screen, this means you are already in AHFC's system. The Error Message will look like this:

Error: Your Social Security number is already in our system. To register, click here and use this registration code: 4955-TT0060212

Write down the registration code provided, then click on click here.

Enter the Registration Code, then click Go.





Unfortunately, you will need to reenter your Personal Details

Once all information is complete:

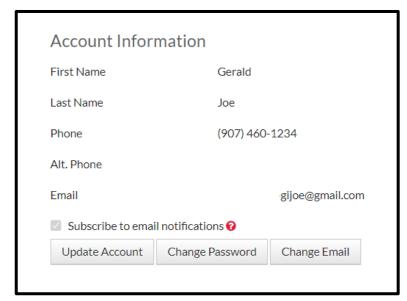
- Agree to the Terms and Conditions by checking the Terms and Conditions box and clicking Accept once the Terms and Conditions appear
- Click Register

In response to your successful registration, you will receive a confirmation email. You can now proceed to page 10 to begin your application.

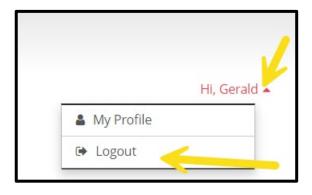
To update your contact information, change your password, or change the email address associated with your account, follow the instructions below.



- To update information, log into RENTCafé and click the dropdown arrow next to your name in the top right corner of your screen.
- Then click My Profile.



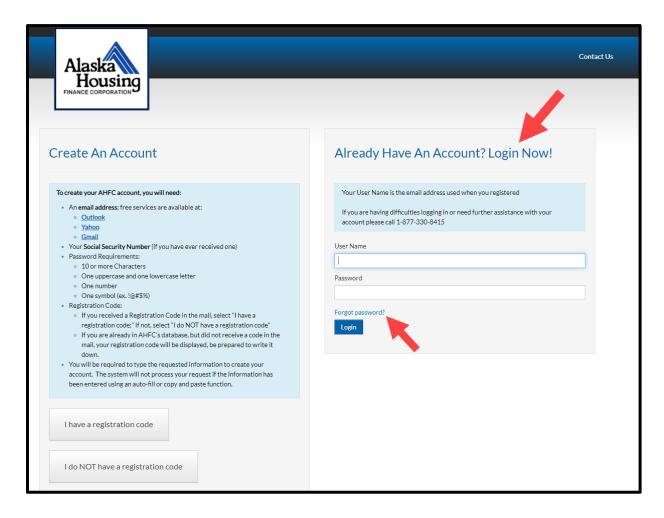
- To update your first or last name, phone number, or alternate phone number, click Update Account.
- To change your password, click Change Password.
- To change your email, click Change Email.



- When you are finished updating your account information, you can log out of RENTCafé or continue with the application process.
- To logout: Click the drop down arrow next to your name in the top right corner of your screen. Then click Logout.

Please proceed to page 10 to begin entering your application, or if you choose to log out, you may return to your RENTCafé account at <a href="https://housing.ahfc.us.">https://housing.ahfc.us.</a>. Your application for the Anchorage Housing Choice Voucher waiting list must be complete and submitted before 1:00PM on April 30, 2025.

# Current or past applicants and participants follow these steps to log in to RENTCafé.

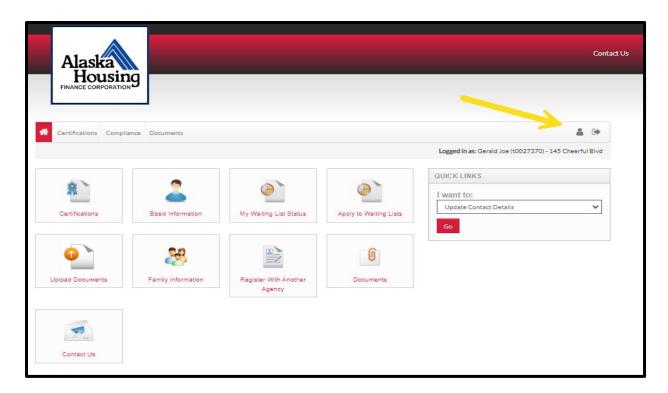


Enter your username and password into the appropriate fields. If you don't remember your password, select Forgot password and follow the steps to reset your password.

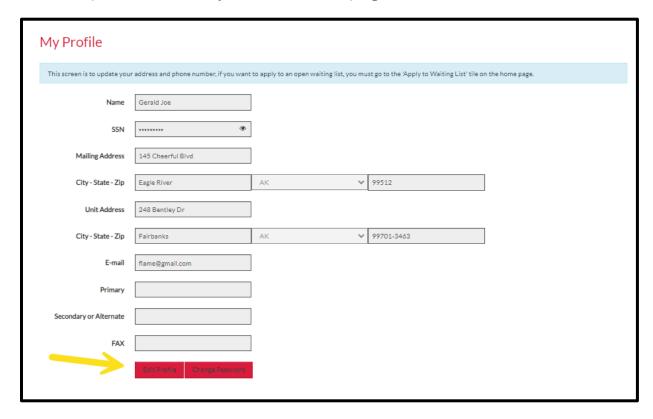
#### **Applicant or Participant Portal**

You are now in the Applicant or Participant portal. From here you may review your waiting list status (if you are already on other waiting lists), your family information, update your profile, or Contact Us.

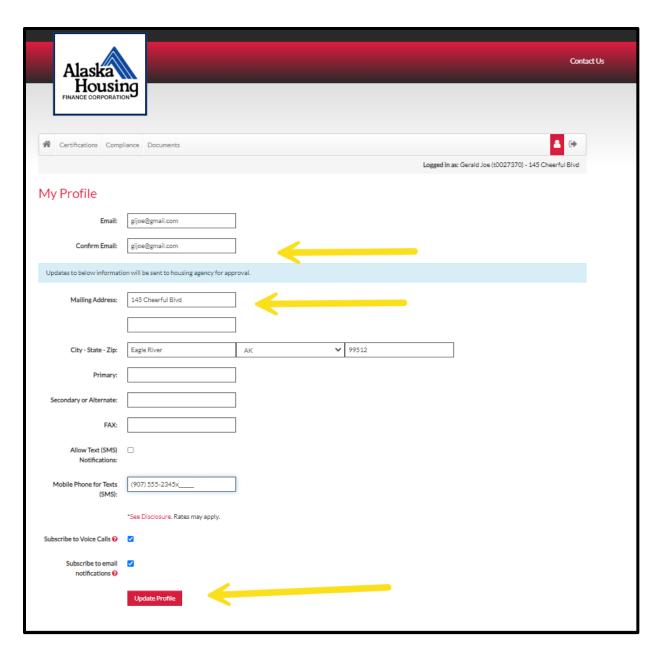
To change the phone number, mailing address, or password associated with your account, follow the instructions below.



Select the person icon above your name in the top right corner of the screen.



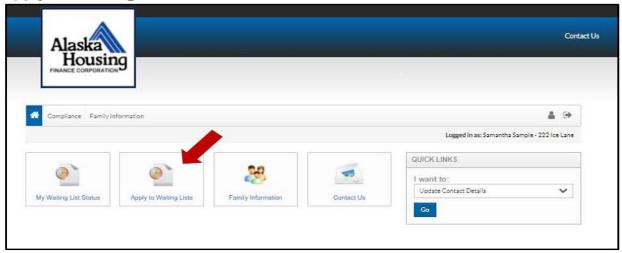
Select the Edit Profile button to update your mailing address or phone number. Select the Change Password button to change your password.



Make changes to the appropriate fields and save your changes by selecting the Update Profile button. To change your email address, please contact your AHFC case manager or the RENTCafé helpline at 1-877-330-8415.

Once your updates are entered, click Home icon (top left of screen) to proceed with application entry, or use the Exit arrow (top right of screen) to exit RENTCafé.

### **Apply to Waiting Lists tile**



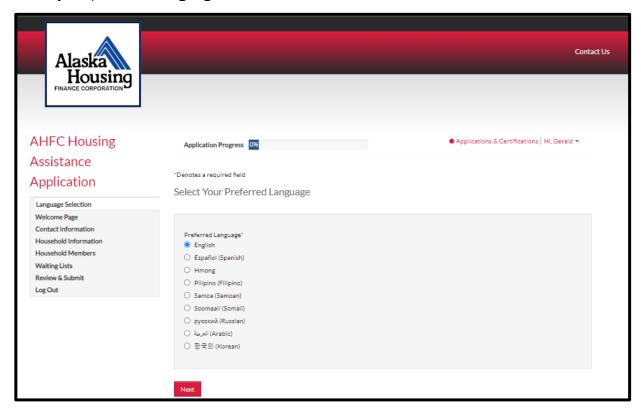
To apply for the Anchorage Housing Choice Voucher Waiting List, click on the Apply to Waiting Lists tile.



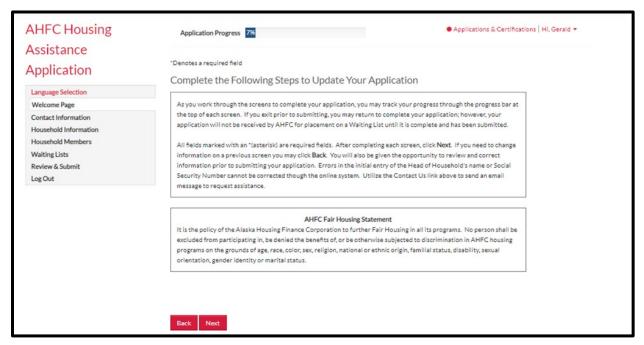
Click on the AHFC Housing Assistance Application button to go to the application start page.

# Start of the Anchorage Housing Choice Voucher 2025 Application Language Selection Page

Select your preferred language and click Next.

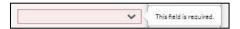


#### **Welcome Page**



This screen provides some basic information on how to work through the application:

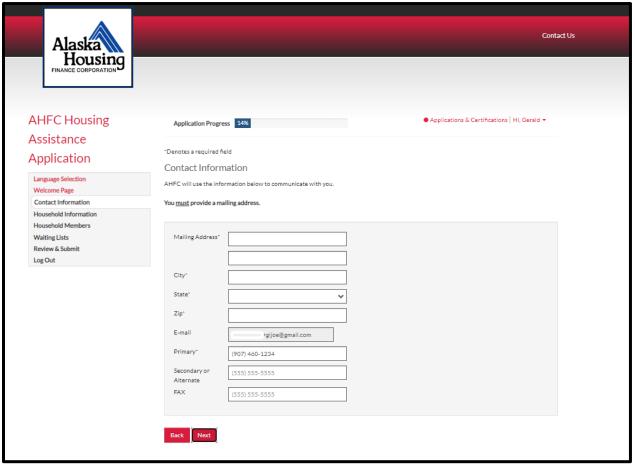
- The Application Progress bar at the top of the screen allows you to track your progress.
- As you proceed to complete each screen, each field with an "\*" (asterisk) will need to be completed.
- If you miss a required field and click the Next button, you will receive an error message and the missed field will turn pink.



- If you realize you have made a mistake or left out information on a screen, you can click the Back button. Prior to submitting your application, you will also be given a chance to review the information you submitted and move directly to the screen where the correction is needed.
- If you discover an error was entered in the Head of Household's SSN or name, use the Contact Us link at the top of the page to send us an email to let us know a correction is needed. You will not be able to correct these errors in the applicant entry process.
- If you are currently a participant in one of our housing programs, the information you can update here is limited without AHFC approval. Please take this opportunity to review the information AHFC has on file for your household. If you need to report changes in your family members or income, contact AHFC for more information.

#### **Contact Information Page**

This page is only available to first time applicants. Current or past applicants and participants must update contact information from their profile. See instructions on pages 7 -8. In addition, current or past applicants and participants' progress bar are adjusted to indicate this step is completed.

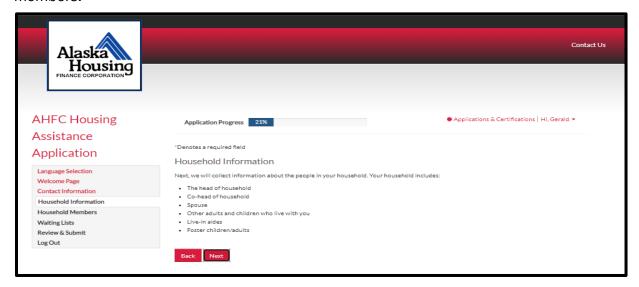


The ability to contact you is critical! Make sure all information here is entered correctly.

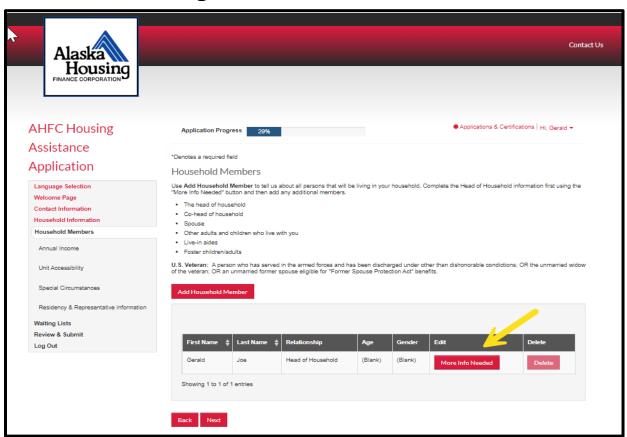
- We will contact you via email during the RENTCafé account set up and application process.
- Once you are added to the waiting list, we will contact you through email. Always
  make sure AHFC has up-to-date contact information including email, phone
  number, and mailing address.
- If you are using someone else's mailing address, make sure they understand the importance of getting mail to you in a timely manner.
- As you wait and move up the waiting list, AHFC may request time-sensitive information; failure to respond within time limits provided will result in your removal from the waiting list.

#### **Household Information Page**

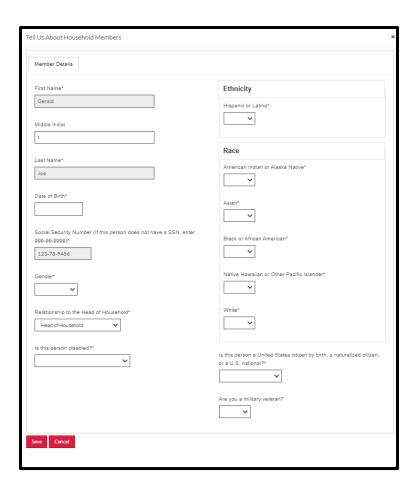
This is a landing page, click next to edit the head of household information and add other members.



#### **Household Members Page**



Before you tell us about other members of your household by clicking the Add Household Member button, take a moment to complete the Head of Household's information by clicking on the More Info Needed button.



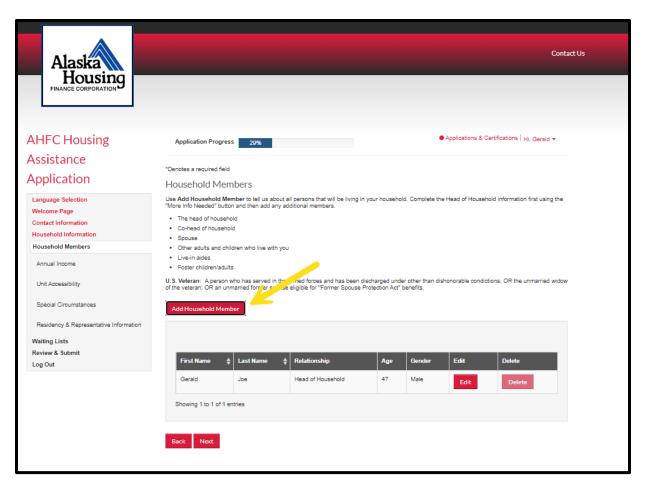
Almost every field on this screen is required, so work through it carefully.

A Head of Household must be at least 18 years of age or an emancipated minor.
 Persons with a date of birth indicating an age of 16 or 17 years, will be given a subsequent question regarding emancipation status:

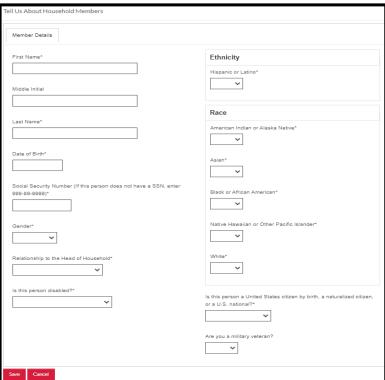


 In the Race section, you must answer Yes or No to each race listed. You may answer "Yes" to as many as apply.

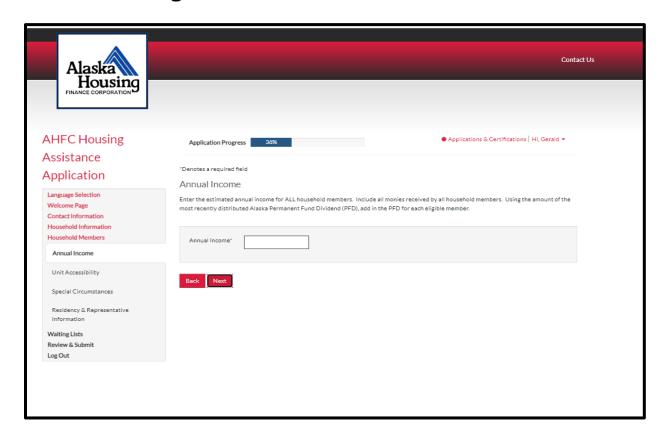
Once you click Save, the Head of Household's information is updated (the More Info Needed button has changed to Edit). You may proceed with entering additional household members.



Click the Add Household
Member button. A screen for
the individual member's
information will show (it looks
much like the Head of
Household member screen,
see example on the right).
Complete the screen for the
member then Save. Repeat for
each additional member.



#### **Annual Income Page**

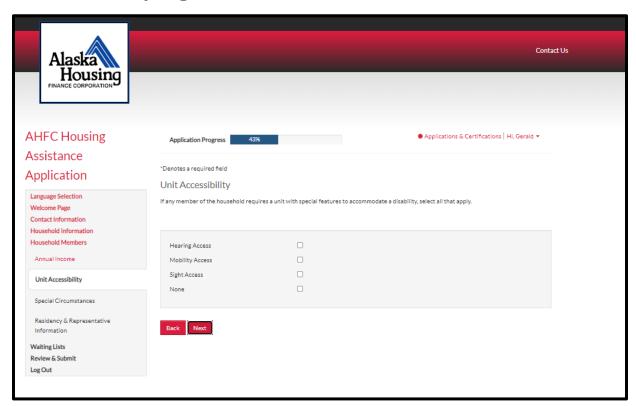


AHFC needs to know the estimated total gross annual income for the household. Please include the amount of the most recent Alaska Permanent Fund Dividend (PFD) for each eligible member. AHFC is counting \$1,404 of the 2024 PFD. The energy relief is excluded. No minimum income applies.

#### **Annual Income Examples:**

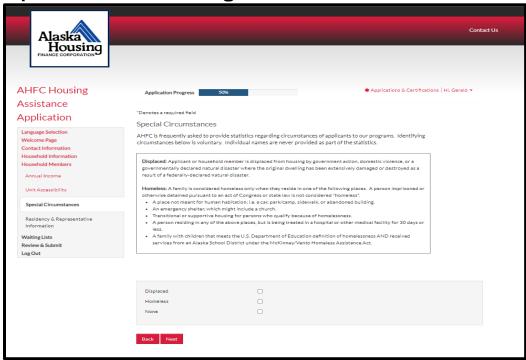
Example 1: Household includes Head and two children:  Head's gross weekly Unemployment Benefit is \$170/week. \$170 x 52 weeks/year 2024 PFD was \$1,404; \$1,404 times three (3) household members =  Annual Income to enter =	\$ 8,840 \$ 4,212 <b>\$13,052</b>
Example 2: Household includes Head only:  Head receives SSI benefits of \$881/month. \$881 x 12 months =  Head receives Adult Public Assistance of \$362/month. \$362 x 12 months =  Head is eligible for 2024 PFD of \$1,404  Annual Income to enter	\$10,572 \$ 4,344 \$ 1,404 <b>\$16,320</b>
Example 3: Household includes Head, Co-Head and three children: Head earns \$17 per hour and works 30 hours per week. \$17/hour x 30 hours per week x 52 weeks = Co-Head babysits earning \$500/month. \$500 x 12 months = 2024 PFDs for five (5) household members. \$1,404 x 5 = Annual Income to enter =	\$26,520 \$ 6,000 \$ 7,020 \$39,540

# **Unit Accessibility Page**



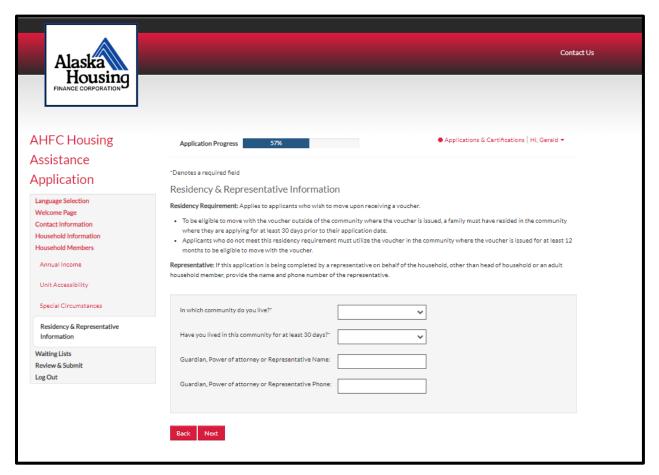
If you, or any member of your household, needs accessible unit features indicate your need(s) here or select None.

## **Special Circumstances Page**



If you or a household member meets the definition of Displaced or Homeless, and you wish to disclose this information to AHFC, check the appropriate box here, otherwise select None.

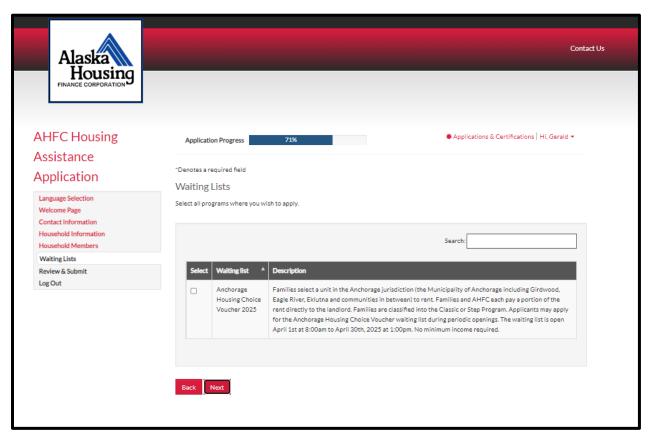
#### **Residency & Representative Information Page**



Residency Requirement: Families applying for AHFC programs are not required to be residents of Alaska or of the community for which they apply. However, as this screen explains, there is a residency requirement should a family wish to move with voucher assistance. The first two boxes in this screen are required to be completed by the applicant.

Representative Information: If this application is being completed or updated by someone other than an adult member of the applicant household, the person entering the information is the "Representative". The representative needs to complete the bottom two boxes on this screen.

#### **Waiting Lists Page**

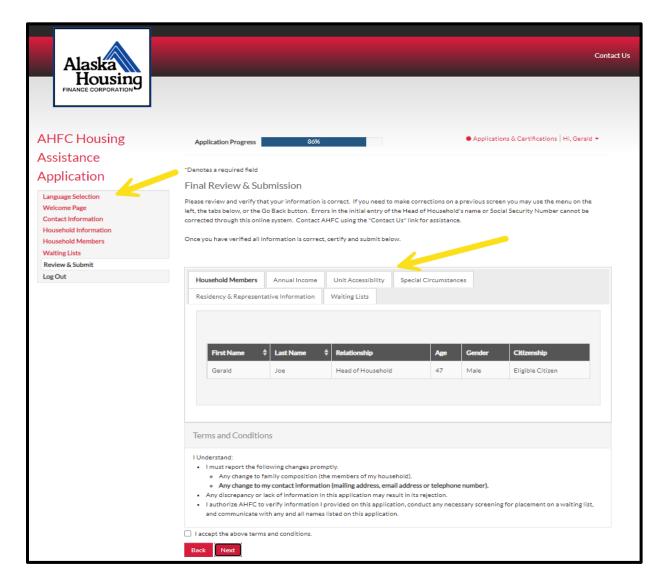


The Anchorage-Area Housing Choice Voucher program is the only program for which we are currently receiving online applications. Click the select box by the waiting list, then click Next.

If you are interested in applying for a different AHFC Rental assistance program (Housing Choice Voucher in another AHFC community, Public Housing or Multifamily in Anchorage or another community) you may check for open waiting lists and download an application from this link: <a href="https://www.ahfc.us/tenants/how-to-apply-rental-assistance/waiting-list-status">https://www.ahfc.us/tenants/how-to-apply-rental-assistance/waiting-list-status</a>

You will need to print the application and submit it to the local office where you wish to apply.

#### **Final Review & Submission Page**

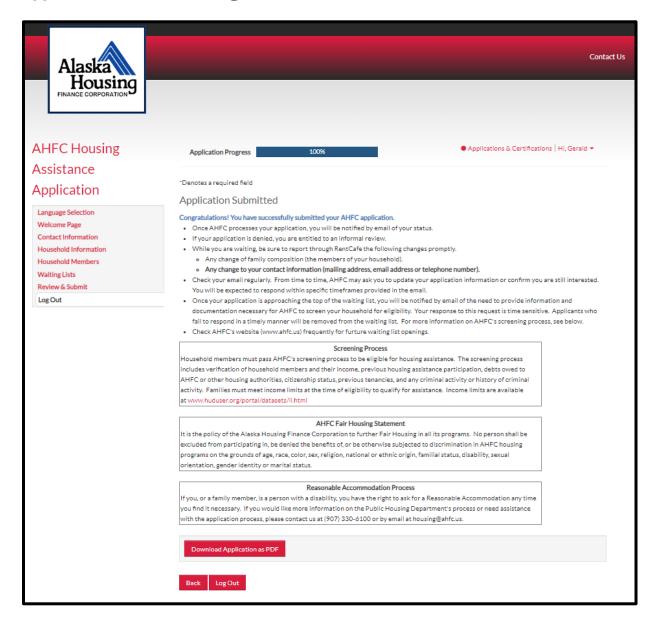


Prior to submitting, please fully review the information provided for accuracy. You may go back through the application screens by utilizing the menu links down the left side of the screen, the menu tabs or the Back button.

Once you are sure all the information provided is accurate. Click the box in front of "I accept the above terms and conditions."

Click Next to submit.

#### **Application Submitted Page**



When you see this screen, you know your application has been submitted. This page also provides important information. You will receive an email when your application has been accepted into our database. After the application period closes, AHFC will place applicants on the waiting list through a randomized process. You will be advised of your placement on the waiting list or rejection at that time.

You may save a copy of your application by clicking the Download Application as PDF button.

Click the Log Out button to exit.