



homeforward

How to Create an Account

How to Create an Account in the Home Forward Application Portal

Applications for the waitlist will not be available until April 15th, but you can prepare for the application opening by creating an account in advance.

If you have an existing Rent Café account with Home Forward, you do not need to register a new account.

You can check access by entering the email and password you used to register. If you don't remember your password there is a link to reset it on the login page.

If you have an existing Rent Café account with another agency, you will need to register with Home Forward. If you use the same email address, you will be prompted to use your existing Rent Café account. You can use your existing account or create a new one.

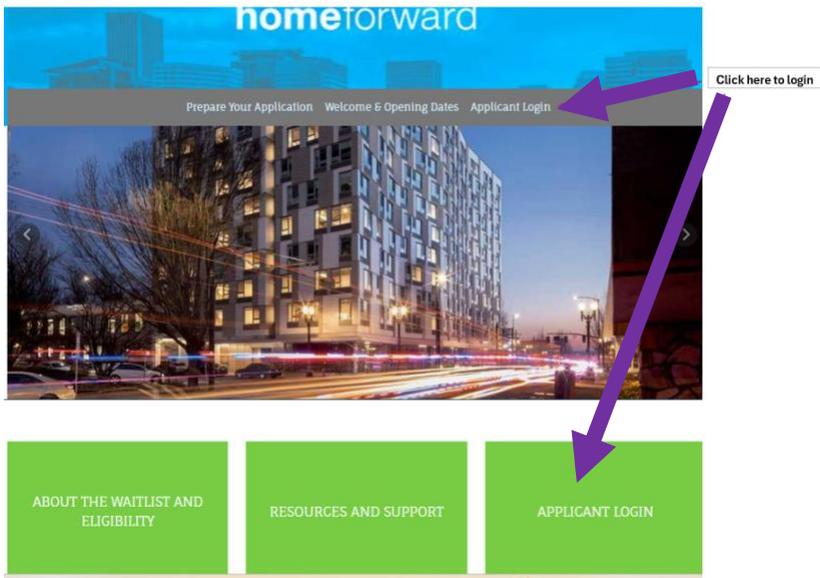
Important

- You must remember your email and password. Home Forward cannot reset it for you.
 - Your password must have:
 - At least 10 characters
 - One uppercase letter (A-Z)
 - One lowercase letter (A-Z)
 - One number (0-9)
 - One symbol (@, \$, etc.)
- Write down your email and password in a safe place!

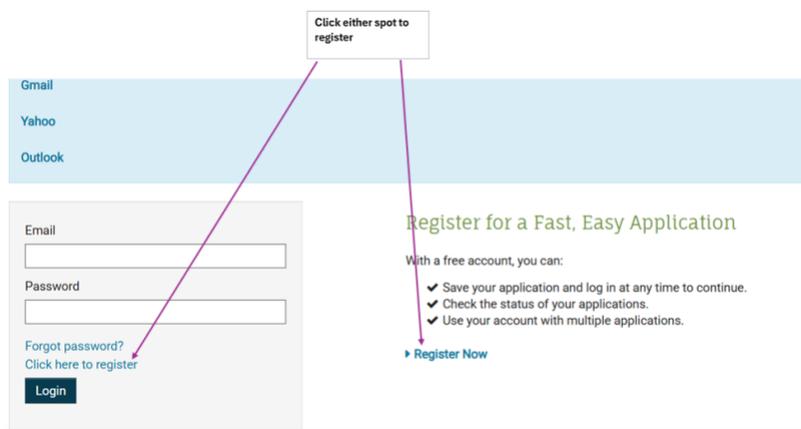
I. To Create a New Account- New User

This is for users that have never applied to Home Forward through connect.homeforward.org, and you do not have a Rent Café account with another agency.

- A. In your browser, go to the Home Forward Applicant Portal connect.homeforward.org
- B. Make sure you have pop-ups enabled (this is in Settings on your browser)
- C. Click on “Applicant Login”

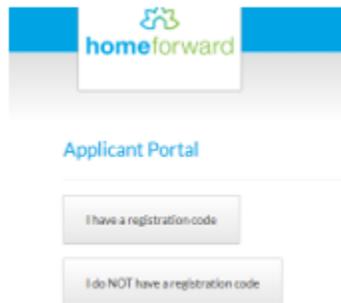


- D. On the next screen choose “Click here to register”:



E. Unless Home Forward has sent you a registration code Click “I do NOT have a registration code”

1. If you have a registration code, see Section II



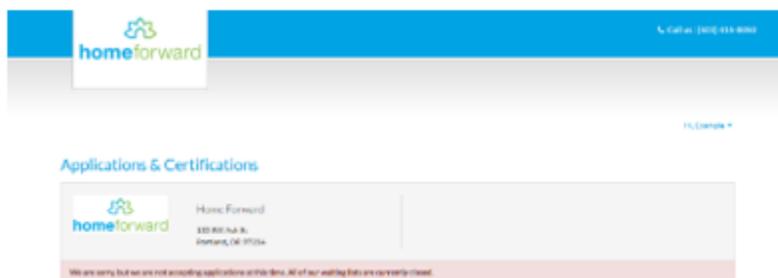
F. **Next**, input your Personal Details and Account Information:

A screenshot of the Home Forward Applicant Portal registration form. The form is titled "Applicant Portal" and includes a note: "* Denotes a required field". The form is divided into two sections: "Personal Details" and "Account Information". The "Personal Details" section has two input fields: "First Name" and "Last Name". The "Account Information" section has four input fields: "Email Address" (with a note: "Your email address is your user name"), "Confirm Email Address", "Password", and "Confirm Password". Below the input fields, there is a small text block: "This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply." and a button: "Please read and accept the Terms and Conditions". At the bottom of the form is a blue "Register" button.

G. Be sure to click on Terms and Conditions

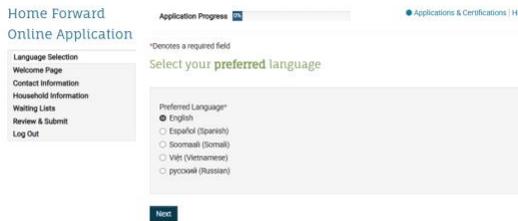
H. Click Register. If a field needs to be fixed, you will be prompted to correct it.

I. Before the waitlist opens you will see screen below with following message. “We are sorry, but we are not accepting applications at this time. All our waiting lists are currently closed”

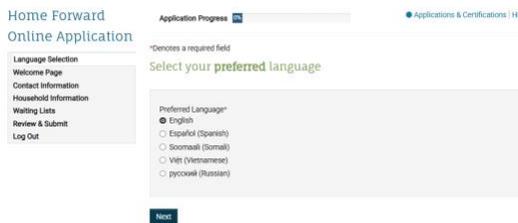


- J. When your account is successfully created, you will get a confirmation email.
- K. **Between April 15th and April 21st, you will be able to use** your login credentials to return to your account and apply during the open application period.

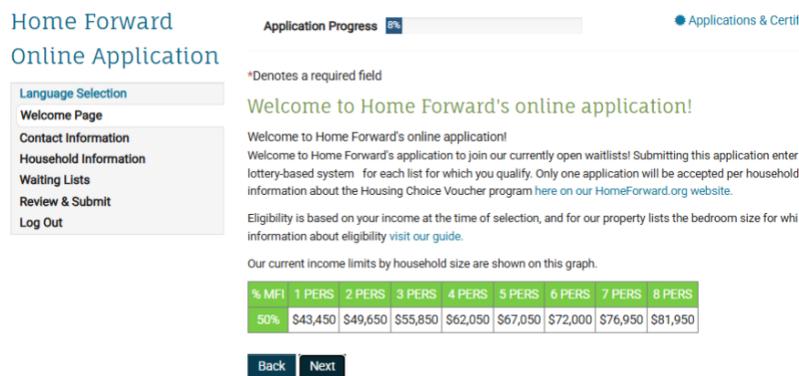
When you log in the screen should look like this:



Pick your language preference and then “Next” to start the application



This what the welcome page of the application looks like:

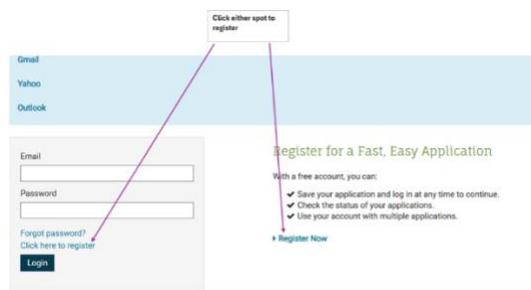


II. If you received a registration code from Home Forward

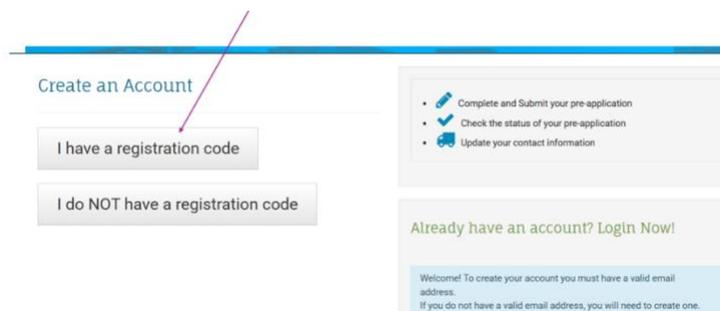
- A. In your browser, go to the Home Forward Applicant Portal connect.homeforward.org
- B. Make sure you have pop-ups enabled (this is in Settings on your browser)
- C. Click on “Applicant Login”



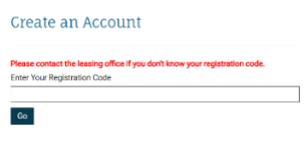
- D. On the next screen choose “Click here to register”:



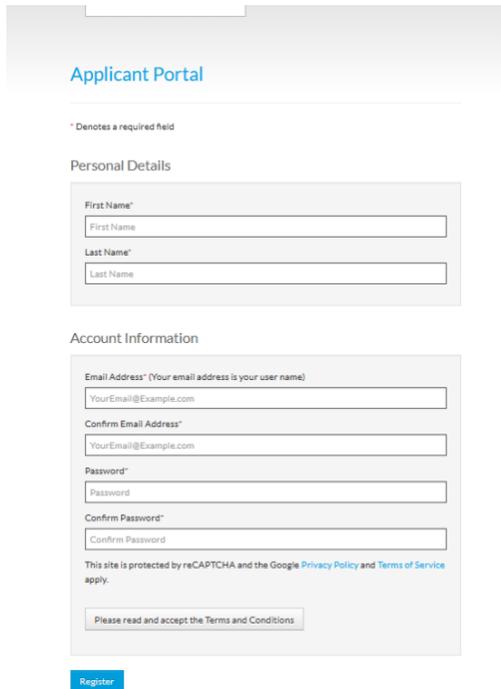
- E. Click “I have a registration code”:



F. Enter registration code here:



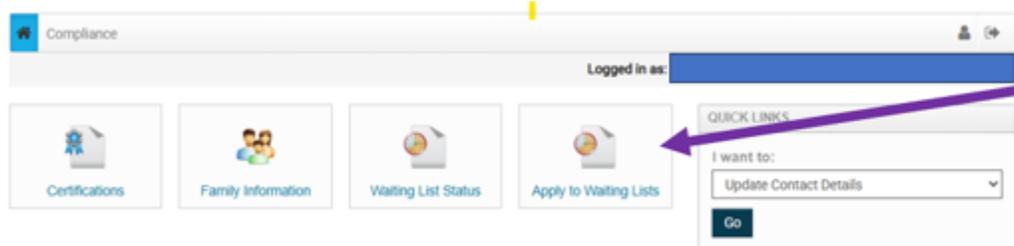
G. **Next**, input your Personal Details and Account Information:
Read and accept the Terms and Conditions



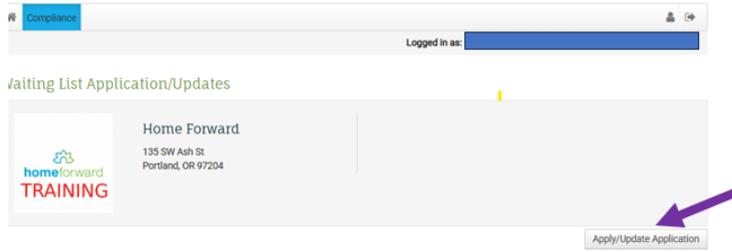
H. When your account is successfully created, you will get a confirmation email.

I. **Between April 15th and April 21st**, you will be able to use your login credentials to return to your account and apply during the open application period.

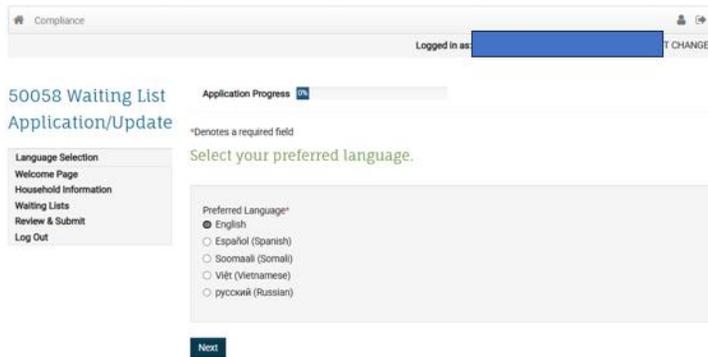
J. During the open application period use your login credentials to return to your account. To apply to open waiting lists - Click on the tile "Apply to Waiting Lists"



K. Then click on Apply/Update Application

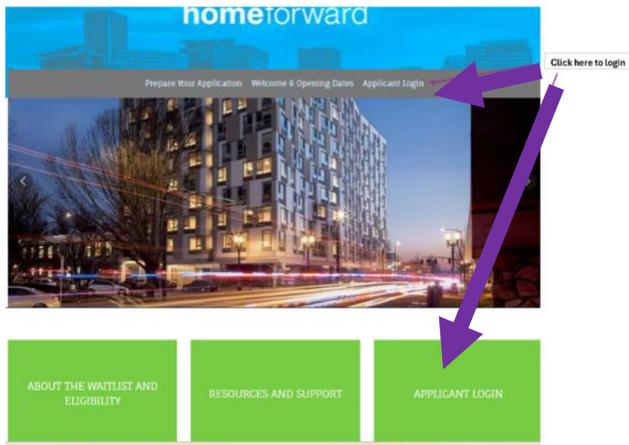


L. The next screen should be the landing page for the application, and you can complete your application.

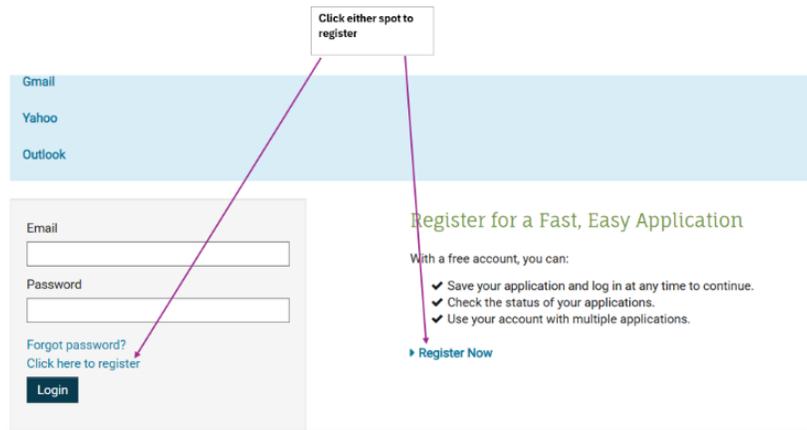


III. If you have an existing Rent Cafe account with another agency and did not apply online through Home Forward's applicant portal in 2022 or 2023

- A. In your browser, go to the Home Forward Applicant Portal connect.homeforward.org
- B. Make sure you have pop-ups enabled (this is in Settings on your browser)
- C. Click on “Applicant Login”



- D. On the next screen choose “Click here to register”:



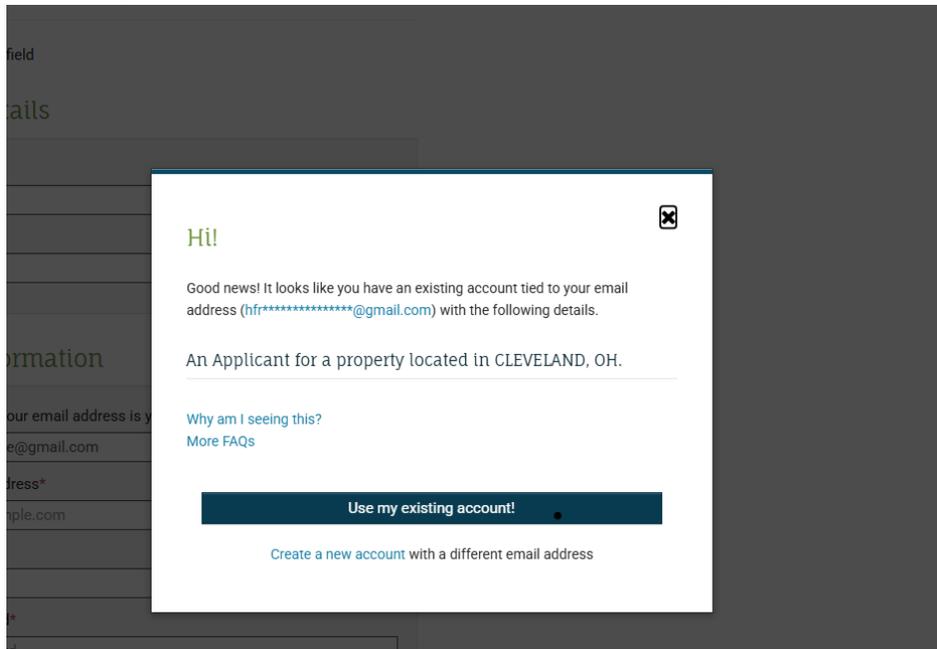
E. Unless Home Forward has sent you a registration code Click **“I do NOT have a registration code”**

1. If you have a registration code, see Section II of this document.

F. **Next**, input your Personal Details and Account Information:

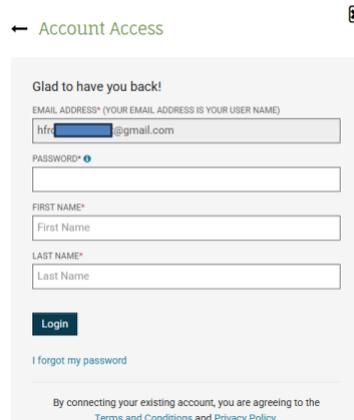
The screenshot shows the 'Applicant Portal' registration form. It includes a legend indicating that an asterisk denotes a required field. The form is divided into two main sections: 'Personal Details' and 'Account Information'. The 'Personal Details' section contains input fields for 'First Name' and 'Last Name'. The 'Account Information' section contains input fields for 'Email Address' (with a note that it should be the user's name), 'Confirm Email Address', 'Password', and 'Confirm Password'. Below these fields, there is a note about reCAPTCHA and Google's privacy policy/terms of service, followed by a 'Please read and accept the Terms and Conditions' checkbox and a blue 'Register' button.

G. When you enter your email address if you have an existing Rent Café account, you will get a pop-up that says you have an existing account



H. To link your existing account, click on “use my existing account”:

1. **Next you will** get a pop up asking to enter your password and name. Use the same password as your existing account.



← Account Access

Glad to have you back!

EMAIL ADDRESS* (YOUR EMAIL ADDRESS IS YOUR USER NAME)

hfrf[redacted]@gmail.com

PASSWORD* 

FIRST NAME*

Last Name

LAST NAME*

Last Name

[Login](#)

[I forgot my password](#)

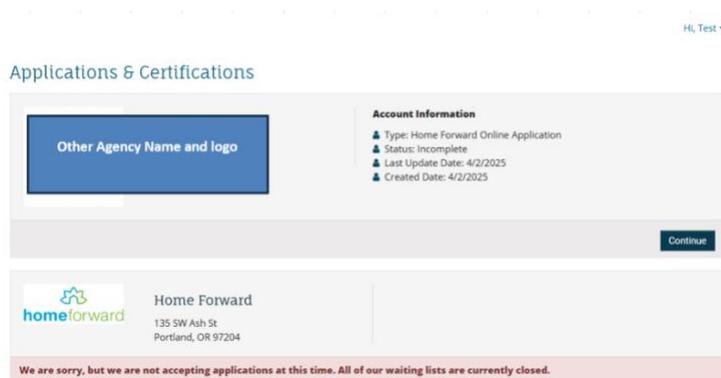
By connecting your existing account, you are agreeing to the [Terms and Conditions](#) and [Privacy Policy](#).

2. Click Log in
3. If you do not remember your password, you can reset it.

If you reset your password, you will need to start the registration process at Section III D of this document. That is because this reset is for your other account, and you still need to complete the registration with Home Forward.

4. If you don't wish to link your accounts see section “J” below

I. **Next**, you should see your existing account and a Home Forward account. When the waitlist is open, you will be able to click in the Home Forward Box and start your application:



Hi, Test ▾

Applications & Certifications

Other Agency Name and logo

Account Information

- Type: Home Forward Online Application
- Status: Incomplete
- Last Update Date: 4/2/2025
- Created Date: 4/2/2025

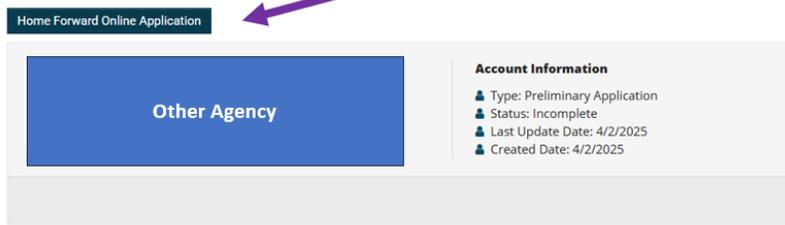
[Continue](#)

 Home Forward
135 SW Ash St
Portland, OR 97204

We are sorry, but we are not accepting applications at this time. All of our waiting lists are currently closed.

1. During Home Forward's application period you there will be a button to start a Home Forward's Application

Applications & Certifications



- J. If you do not want to link your accounts, choose “create a new account” on the existing account pop-up. Use a different email and follow the steps in Section 1.

