

# 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 15<sup>th</sup>, 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":



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- 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

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A	opplicant Portal		
	Thave a registration code		
	I do NOT have a registration code		

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

Denotes a	required field
	regular do meno
ersona	l Details
First Na	me"
FirstN	ame
Last Nar	ne'
Last No	ama
ccoun	tinformation
CCOUN	t Information
Email Ar	L Information Stress' (Your easil address is your user name) mill@Example.com
Email Ac VourEr Confirm	L Information district "Officerentil address is your user name) wolf Scampin com Beni Address"
CCOUN Email Ar YourEr YourEr	LInformation blear (four enail adress is your user name) and Scomptonen Exail Adress' Exail Adress'
Email Ac YourEr Confirm YourEr Passwor	t Information Information Statisticanyscan Smith Address' Smith Statess' ST ST
CCOUN Email Ac YourEr Confirm YourEr Passwor	Linformation Stear's Volvensil advess lysor user need wild Scamphicon Ben Advess' wild Scamphicon of of
CCOUN Email Ar YourEr YourEr Passwor Passwor Confirm	Linformation Seen 'Nor wall advess is your user senal Shift Samplu con Beak Address' eff eff Pamoore'
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- 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"

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- J. When your account is successfully created, you will get a confirmation email.
- K. **Between April 15<sup>th</sup> and April 21<sup>st</sup>, 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

Home Forward	Application Progress	Applications & Certifications   HL
Language Selection Welcome Page	"Denotes a required field Select your <b>preferred</b> language	
Conserved Information Waiting Lists Review & Submit Log Out	Perferred Language* © English © Español (Spanish) © Soomaal (Small) © Velt (Vietnamese) © ppcowie (Russian)	
	Next	

This what the welcome page of the application looks like:

Home Forward	Application Progress	Applications & Certil
Online Application Language Selection Welcome Page Contact Information Household Information Waiting Lists Review & Submit Log Out	*Denotes a required field Welcome to Home Forward's online application! Welcome to Home Forward's online application! Welcome to Home Forward's application to join our curr lottery-based system for each list for which you qualify information about the Housing Chicle Youcher program Eligibility is based on your income at the time of selectic information about the ligibility visit our guide. Our current income limits by household size are shown MFI 1 PERS 2 PERS 3 PERS 4 PERS 5 PER 50% \$43,450 \$49,650 \$55,850 \$62,050 \$67,07	nline application! ently open waitlists Submitting this application enter 0 only one application will be accepted per household here on our HomeForward.org website. on, and for our property lists the bedroom size for whi on this graph. IS 6 PERS 7 PERS 8 PERS 50 \$72,000 \$76,950 \$81,950
	Back Next	



### 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":

Create an Account	Complete and Submit your pre-application     Check the status of your pre-application     Get Update your contact information
I do NOT have a registration code	Already have an account? Login Now!
	Already have an account? Login Now! Welcome! To create your account you must have a valid email address.

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F. Enter registration code here:

Create an .	ccount	
Please contact the le Enter Your Registration	sing office if you don't know your registration code. I Code	
Go		

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

Denotes a	i required field
ersona	al Details
First Na	ime"
FirstN	lame
Last Na	me"
Last N	ame
Accoun	t Information
Email A YourE	t Information ddress: 'Your email address is your user name) mail@Example.com 1Email Address"
Email A YourEi Confirm YourE	t Information ddress 'Your email address is your user name) mail@Example.com tEmail Address" mail@Example.com
Email A YourEl YourEl Passwo	t Information ddress '(Your email address is your user name) mail@Example.com 1Email Address ' mail@Example.com rd'
Email A YourEi YourEi YourEi Passwo Passwo	t Information ddress: (Your email address is your user name) mail@Example.com temail Address: mail@Example.com df ord
Email A YourE YourE YourE Passwo Confirm	t Information ddress: (Your email address is your user name) mail@Example.com tEmail Address* mail@Example.com rd* ord PBasword*
Email A YourE YourE Passwo Confirm Confirm	t Information  ddress: (Your email address is your user name) mail@Example.com  nall Address* mail@Example.com  rd*  rd*  ra*  spasword* m Password
Email A YourEi YourEi Passwo Passwo Confirm Confir This site apply.	It Information  ddress: (Your email address is your user name) mail@Example.com  Email Address: mail@Example.com  d*  rat  Password*  Password*  is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service

- H. When your account is successfully created, you will get a confirmation email.
- I. **Between April 15<sup>th</sup> and April 21<sup>st</sup>,** 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"



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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.

R Compliance		å (+
	Logged in as:	T CHANGE
50058 Waiting List	Application Progress	
Application/Update	*Denotes a required field	
Language Selection	Select your preferred language.	
Welcone Page Household Information Walting Lists Review & Submit Log Out	Preferred Language* © English Español (Spanish) Soomaal (Somal) Viet (Vietnamene) pycoswi (Russian)	

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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":



B home forward

- 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:

enotes a rec	juired field
ersonal (	Details
First Name	
FirstNam	e
Last Name*	
Last Name	2
Email Addr	nformation ss*(Your email address is your user name) @Example.com
Email Addr YourEmail Confirm En	nformation ss: Yhor enailedess is your user name! disample.com diddess: Bicample.com
Email Addr YourEmail Confirm En YourEmail Password*	nformation ess (Nor eval advess is your user namd) @Comple.com @Comple.com
CCOUNT IN Email Addr YourEmail YourEmail Password* Password	nformation ws 'Nov enal stores is your aar rand Bosnych com #D sample com Bosnych com
CCOUNT II Email Addr YourEmail YourEmail Password* Confirm Pa	Information ser York sent ledets it your user nemd @Completion #I Advess* @Completion #I Advess* #I
Email Addr YourEmail Confirm En YourEmail Password* Confirm Pa Confirm Pa	nformation set Oter enail address is your user namel @Comple.com @Comple.com @Comple.com
Email Addr YourEmail Confirm Em Yoursmall Password* Confirm Pa Confirm Pa This site is 1 apply.	Information ser Yolver small eddess is your user named @Durampin com #I Address" @Durampin com #I Address" #I Address" #I Address" #I Address" #I Address

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



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- 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.

EMAIL ADDRESS" (YOUR EMAIL ADDRESS IS YOUR USER NAME)
hfrd @gmail.com
PASSWORD* 0
FIRST NAME*
First Name
LAST NAME*
Last Name

- 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:



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



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.



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