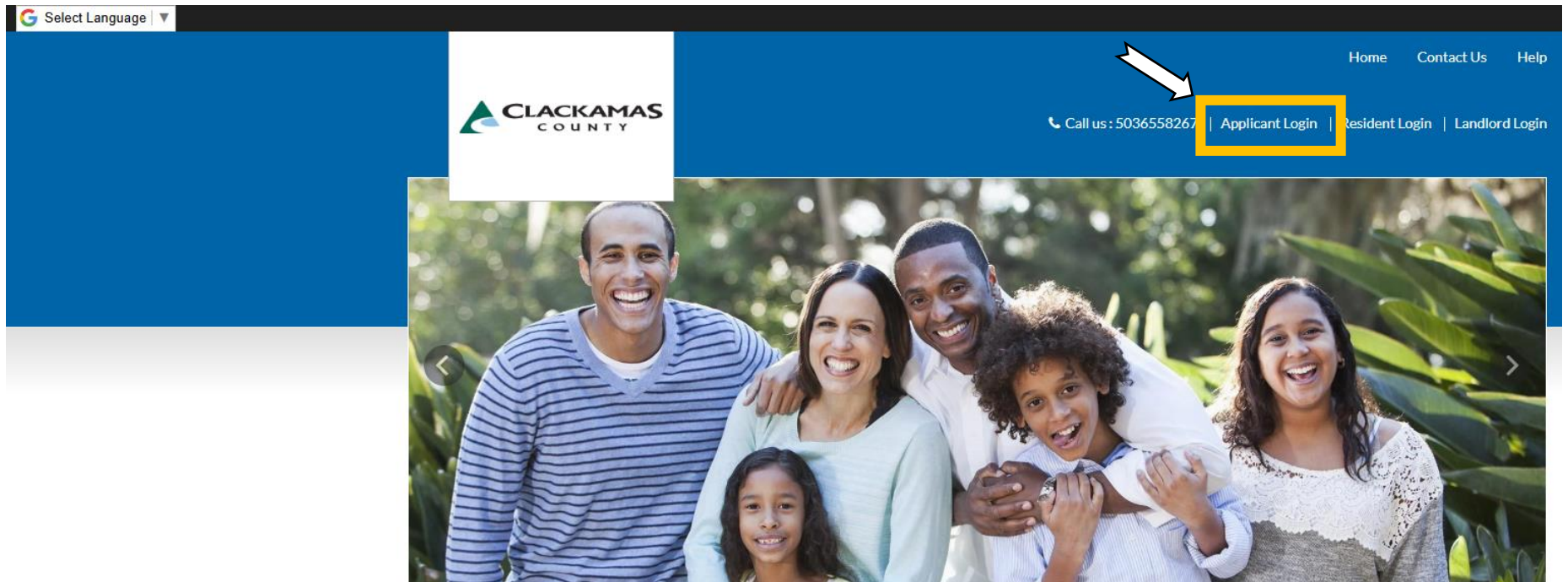





ONLINE WAITLIST REGISTRATION & APPLICATION GUIDE

Step 1: To get started, go to the RentCafe registration page at www.clackamasha.org and click “Applicant Login”.



Step 2: Next, “Click here to register”.

Select Language ▾

CLACKAMAS
COUNTY

Call us : 5036558267

Applicant Portal

To create your Clackamas Housing Authority account and apply online 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.

Note: For better use of the Online Portal we recommend using the most recent version of one of the Supported browser's list:

- Google Chrome
- Mozilla Firefox
- Safari (macOS)
- Opera

Email

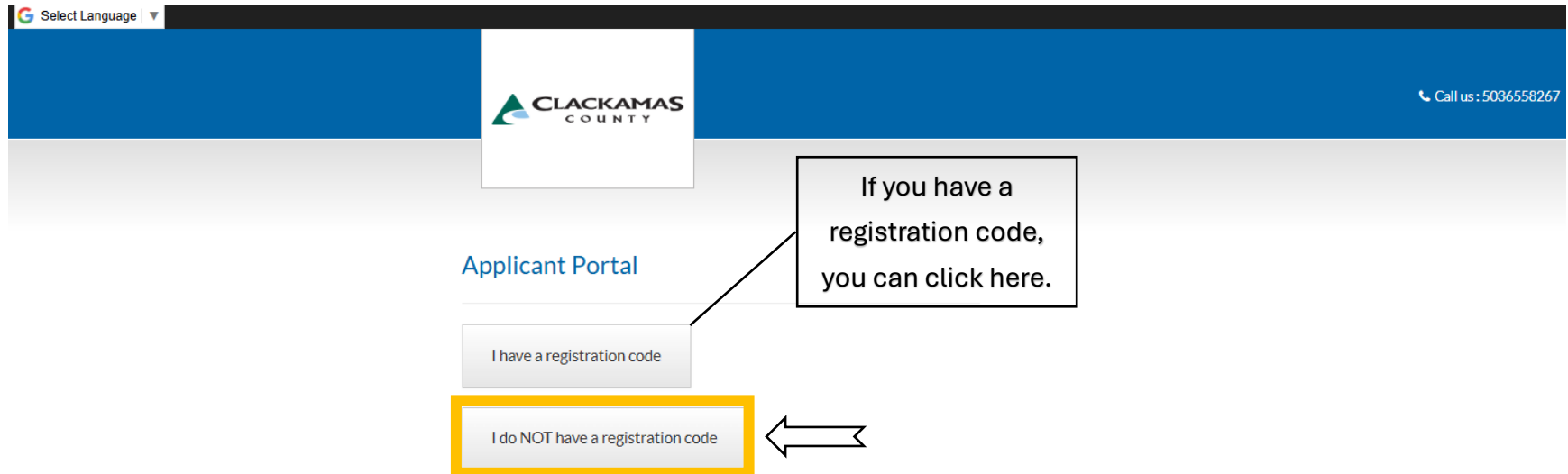
Password

NOTE: Password must be least 10 characters long and contain all of the following: one uppercase letter, one number and one symbol.

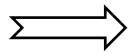
Click here to register


Login

Step 3: Click “I do NOT have a registration code”.



Step 4: Enter your personal information to create an account. You need an email address to register.



**CLACKAMAS**
COUNTY

Applicant Portal

* Denotes a required field

Personal Details

First Name*

First Name

Last Name*

Last Name

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

Confirm SSN#*

Phone (Home)*

(555) 555-5555

Account Information

Email Address* (Your email address is your user name)

YourEmail@Example.com

Confirm Email Address*

YourEmail@Example.com

Password*

Password

Confirm Password*

Confirm Password

This site is protected by reCAPTCHA and the Google [Privacy Policy](#) and [Terms of Service](#) apply.

Please read and accept the [Terms and Conditions](#)

Register

Step 5: Click “Please read and accept the Terms and Conditions” and then click “Accept”.

This site is protected by reCAPTCHA and the Google [Privacy Policy](#) and [Terms of Service](#) apply.

Please read and accept the Terms and Conditions

Register

Terms and Conditions

×

TERMS OF SERVICE

These Terms of Service (these “Terms” or the “Agreement”) describe our company’s (“Company,” “we,” “us,” or “our”) terms of service with respect to persons or entities who access our property’s RENTCafé website or mobile applications (collectively, the “Site”), including without limitation renters and potential renters (collectively, with all persons or entities who access the Site, “Users,” “you,” or “your”). To access the Terms of Service of RENTCafé, please visit: <https://resources.yardi.com/legal/rentcafe-terms-of-service/>.

This Site is owned and operated by us to offer certain services to renters and potential renters (the “Services”). This Site uses the RENTCafé technology platform, which is owned and operated by Yardi Systems, Inc. (collectively, with its subsidiaries and affiliates, “Yardi”).

IMPORTANT – PLEASE READ CAREFULLY. THESE TERMS CONSTITUTE A LEGAL AGREEMENT BETWEEN YOU AND US. THIS AGREEMENT ALONG WITH ANY OTHER TERMS THAT MAY BE POSTED ON THE SITE WITH RESPECT TO RENTCAFÉ PRODUCTS AND SERVICES, AND ANY OTHER WRITTEN AGREEMENTS OR CONTRACTS BETWEEN YOU AND US THAT INCORPORATE THESE TERMS BY REFERENCE, SET FORTH THE COMPLETE TERMS AND CONDITIONS UNDER WHICH YOU MAY ACCESS AND USE THE SITE AND THE SERVICES. IF YOU DO NOT AGREE TO THESE TERMS, YOU MAY NOT USE THE SITE OR THE SERVICES.

1. YOUR ACCEPTANCE. We are pleased to provide the Site and the Services conditioned upon your acceptance, and we hope that you will find the Site informative and useful. BY USING THE SITE, YOU EXPRESSLY ACCEPT AND CONSENT TO THESE TERMS WITHOUT QUALIFICATION. YARDI AND/OR COMPANY MAY AMEND THESE TERMS FROM TIME TO TIME. SHOULD THESE TERMS BE MODIFIED IN ANY WAY, THE NEW TERMS WILL BE POSTED TO THIS WEBPAGE. BY USING THE SITE AFTER THE EFFECTIVE DATE OF ANY MODIFICATION TO THESE TERMS, YOU EXPRESSLY CONSENT, WITHOUT QUALIFICATION, TO THE MODIFIED TERMS.

2. YARDI IS NOT A PARTY TO ANY RENTAL TRANSACTIONS.

2.1 The Site serves as a platform for property managers and owners to provide the Services to renters and potential renters. Yardi does not own or manage the properties listed on the Site and does not enter into rental contracts for those properties. Although the Site may lead to certain business transactions expressly agreed to between Yardi and Users, Yardi is not a party to any transactions between Users and property managers other than providing the Site. AS A RESULT, YARDI SHALL NOT BE LIABLE UNDER ANY CIRCUMSTANCES FOR INFORMATION, THE CONTENTS OF ANY DOCUMENTS, OR FOR ANY OTHER INTERACTIONS BY, BETWEEN OR AMONG USERS, PROPERTY MANAGERS OR OWNERS THROUGH THE SITE.

2.2 You are responsible for how you use the Site, and Company encourages anyone who accesses the Site, including Users, to exercise sound judgment when entering into property rental transactions. IN THE EVENT THAT YOU HAVE A DISPUTE WITH A PROPERTY MANAGER OR OWNER, YOU RELEASE YARDI FROM ANY CLAIMS, DEMANDS AND DAMAGES (ACTUAL AND CONSEQUENTIAL) OF EVERY KIND AND NATURE, KNOWN AND UNKNOWN, SUSPECTED AND UNSUSPECTED, DISCLOSED AND UNDISCLOSED, ARISING OUT OF OR IN ANY WAY CONNECTED WITH SUCH DISPUTES.

3. ACCESS TO AND USE OF THE SITE.

3.1 We provide you with certain information and functionality through the Site. You are solely responsible for providing all equipment necessary to establish a connection to the Internet, access to the Internet, and any telephone, wireless or other connection and service fees associated with such access.

3.2 We have the right, but not the obligation, to take any of the following actions without providing any prior notice to you: (a) change or terminate all or any part of the Site or the Services; (b) restrict or terminate your access to all or any part of the Site or the Services; or (c) refuse, move, or remove any content that is available on the Site and any material that you submit to the Site.

3.3 Subject to your compliance with these Terms, we hereby grant you permission to access and use the Site and the Services, provided that you shall not (and shall not allow any third party to): (a) engage in commercial use of the Site or any content on the Site; (b) reproduce, copy, display, store, perform, re-post, publish, transmit, distribute, sell, offer for sale, license, modify, create derivative works, or otherwise use any portion of the content offered on the Site for other than your own personal, non-commercial use; (c) remove any copyright, trademark or other proprietary rights notices contained in or on the Site or Service or in or on any content or other material obtained via the Site or the Services; (d) use any robot, spider, site search/retrieval application, or other automated device, process or means to access, retrieve, scrape or index any portion of the Site or the Services, including, but not limited to, for purposes of constructing or populating a searchable database of business or property reviews; (e) collect or harvest any information about other users or members (including usernames and/or email addresses) for any purpose; (f) reformat or frame any portion of the web pages that are part of the Site or the Services; (g) create user accounts by automated means or under false, misleading or fraudulent pretenses; (h) create or transmit unwanted electronic communications such as “spam” to other users or members of the Site or the Services or otherwise interfere with other users’ or members’ enjoyment of the Site or the Services; (i) transmit any viruses, worms, defects, Trojan horses or other items of a destructive nature; (j) use the Site or the Services to violate the security of any computer network, crack passwords or security encryption codes, transfer or store illegal material, including any material that may be deemed threatening or obscene; (k)

Accept Do not Accept

Step 6: After you've accepted the Terms and Conditions, click "Register".

This site is protected by reCAPTCHA and the Google [Privacy Policy](#) and [Terms of Service](#) apply.

Please read and accept the Terms and Conditions

Register ←

Step 6 (Continued): If you already have an account with the Housing Authority of Clackamas County (HACC) and try to create a new one, you will get an error message. To move forward, click "Click Here", then click "Go".

↓

Error: Your Social Security number is already in our system. To register [click here](#) and use this registration code: 14303-T70460 X

Enter Your Registration Code

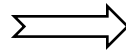
14303-T70460


Go ←

* Denotes a required field

Your code will be added automatically

Step 6 (Continued): Enter your personal information to continue to the waitlist portal.





Applicant Portal

* Denotes a required field

Personal Details

First Name*

First Name

Last Name*

Last Name

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

Confirm SSN#

Phone (Home)*

(555) 555-5555

Account Information

Email Address* (Your email address is your user name)

YourEmail@Example.com

Confirm Email Address*

YourEmail@Example.com

Password*

Password

Confirm Password*

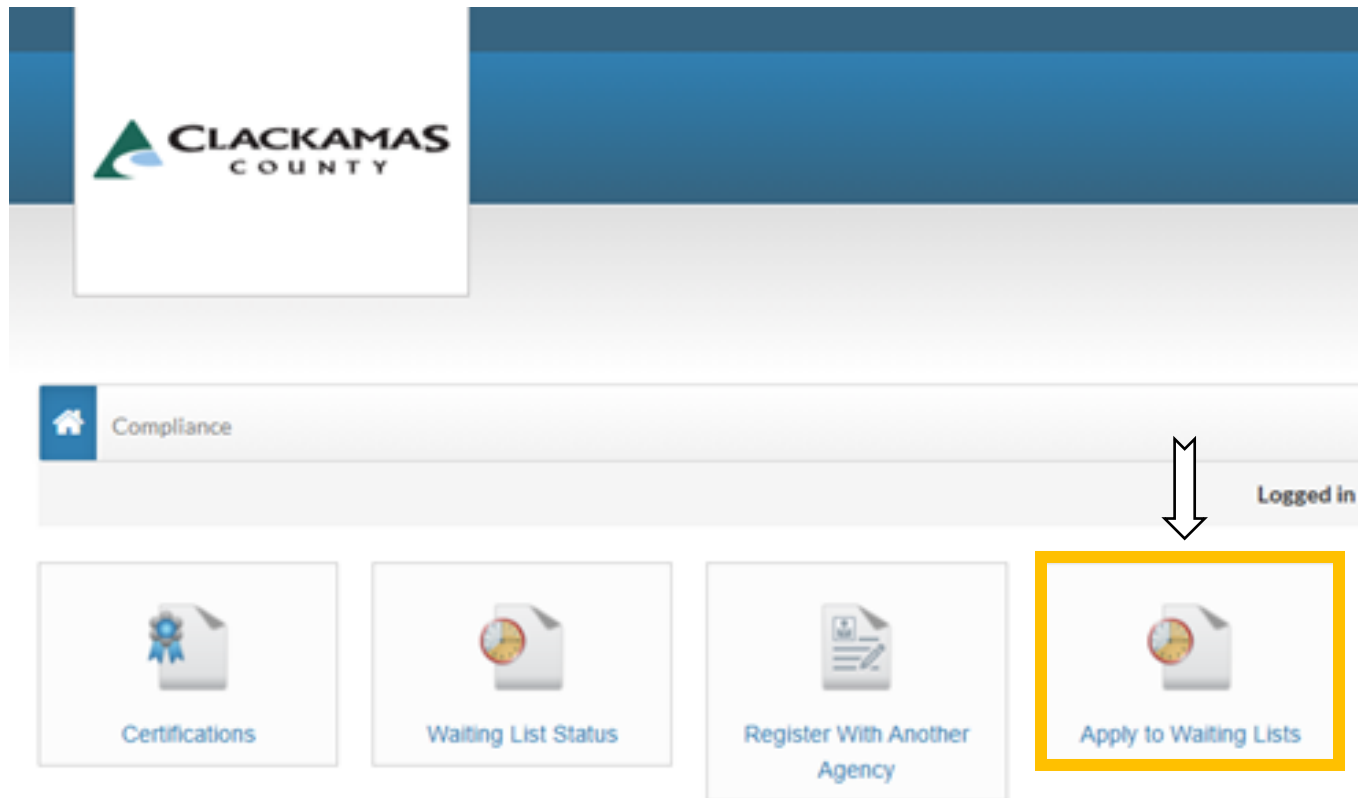
Confirm Password

This site is protected by reCAPTCHA and the Google [Privacy Policy](#) and [Terms of Service](#) apply.

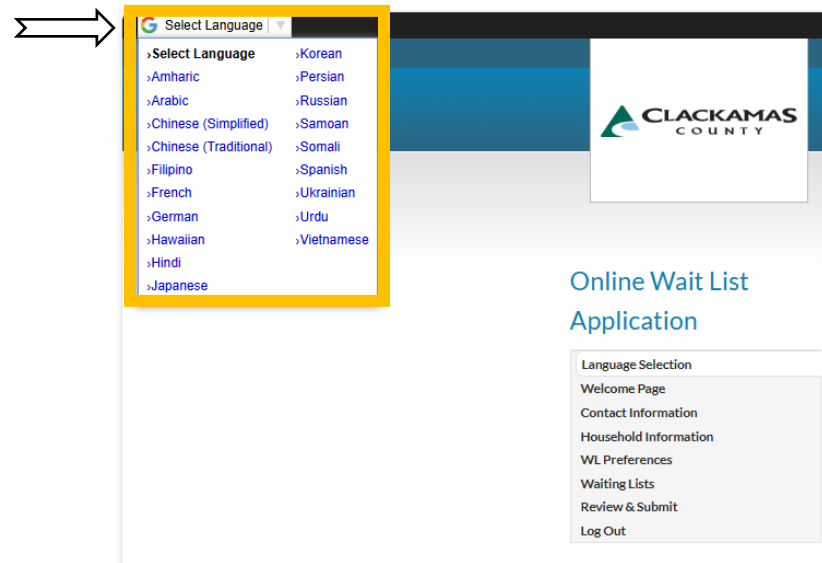
Please read and accept the [Terms and Conditions](#)

Register

Step 6 (Continued): Click “Apply to Waiting Lists” and continue with Step 7 below.



Step 7 (Optional): After registering, you'll land on the application page. Select your preferred language to translate the page. Please note that only the languages offered by Google are available.



Step 8: You're now starting the Application process! Select your preferred language and click “Next”.

The screenshot shows the Clackamas County Online Wait List Application interface. At the top, the Clackamas County logo is on the left, and a contact number 'Call us : 5036558267' is on the right. Below the header, the page title 'Online Wait List Application' is on the left. A sidebar menu on the left lists: Language Selection, Welcome Page, Contact Information, Household Information, WL Preferences, Waiting Lists, Review & Submit, and Log Out. The main content area shows 'Application Progress' at 0%. A note states '*Denotes a required field'. The instruction 'Select your preferred language' is followed by 'All correspondence will only be in English.' Below this, a form titled 'Preferred Language*' has three radio button options: English (selected), Español (Spanish), and русский (Russian). A yellow box highlights this form, and a double-headed arrow points to it. At the bottom, a 'Next' button is highlighted with a yellow box, and a double-headed arrow points to it.

Step 9: Continue to the Welcome Page and click “Next”.

The screenshot shows the Clackamas County Online Wait List Application interface at Step 9. The 'Application Progress' bar now shows 8%. The page title is 'Welcome to the online application', and the instruction 'Let's get started.' is displayed. At the bottom, there are two buttons: 'Back' and 'Next'. The 'Next' button is highlighted with a yellow box, and a double-headed arrow points to it.

Step 10: Enter your household contact information and then click “Next”.

The screenshot shows the Clackamas County Online Wait List Application interface. The header includes the Clackamas County logo and a contact number. The left sidebar lists navigation options. The main content area shows the 'Contact Information' section, which is highlighted with a yellow border. A progress bar indicates 15% completion. A yellow box highlights the 'Contact Information' section, and a yellow box highlights the 'Next' button.

CLACKAMAS COUNTY

Call us : 5036558267

Online Wait List Application

Application Progress 15%

Applications & Certifications | Hi, Mickey ▾

*Denotes a required field

Contact Information

If you do not have a mailing address use Unhoused with City, State and Zip

Mailing Address*

City*

State*

Zip*

E-mail


Home*

Mobile

Office

Back Next

Step 11: Click “Next” to start entering your household information.

Call us : 5036558267

Online Wait List Application

- Language Selection
- Welcome Page
- Contact Information
- Household Information**
 - Household Members
 - Annual Income
 - Unit Accessibility
 - Special Circumstances
- WL Preferences
- Waiting Lists
- Review & Submit
- Log Out

Application Progress 23%

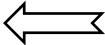
[Applications & Certifications](#) | Hi, Mickey ▾

*Denotes a required field

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

Back Next 

Step 12: Click “More Info Needed” and make sure to complete all the required fields marked with an asterisk *.

Application Progress

31%

Applications & Certifications | Hi, Mickey ▾

*Denotes a required field

Household Members

Bedroom size is based on the number of household members. Add each person who will be living with you and select the correct status for each.

- Head of household
- Co-head of household
- Spouse
- Other adults who live with you (including students aged 18+)
- Children who live with you
- Live-in attendants
- Foster children/adults

Add Household Member

First Name ▾	Last Name ▾	Relationship	Age	Gender	Edit	Delete
Mickey	Mouse	Head of Household	(Blank)	(Blank)	More Info Needed	Delete

Showing 1 to 1 of 1 entries

Step 12 (Continued): Scroll down and complete the rest of the fields. Once all the fields have been completed, click “Save”.

The screenshot shows a web form titled "Tell Us About Household Members". A large yellow rectangle highlights the main form area. A downward-pointing arrow is positioned above the form. On the right side, a vertical scroll bar is highlighted with a yellow box, and a label "Scroll down Bar" with an arrow points to it. On the left side, a rightward-pointing arrow points to the "Last Name" field. At the bottom left, a rightward-pointing arrow points to the "Save" button, which is also highlighted with a yellow box. The "Save" button is blue, and the "Cancel" button is grey.

Tell Us About Household Members

Member Details

First Name*
Mickey

Middle Name

Last Name*
Mouse

Date of Birth*

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

Gender*

Relationship to the Head of Household*
Head of Household

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

Preferred Language Other Than English (optional)

Notes:

Save Cancel

Step 13: If you have more household members to add, click “Add Household Member” and repeat the step above. Once done, click “Next”.

Application Progress

31%

● Applications & Certifications | Hi, Mickey ▾

*Denotes a required field

Household Members

Bedroom size is based on the number of household members. Add each person who will be living with you and select the correct status for each.

- Head of household
- Co-head of household
- Spouse
- Other adults who live with you (including students aged 18+)
- Children who live with you
- Live-in attendants
- Foster children/adults

Add Household Member

First Name	Last Name	Relationship	Age	Gender	Edit	Delete
Mickey	Mouse	Head of Household	35	Male	Edit	Delete

Showing 1 to 1 of 1 entries

Back

Next

Step 14: Enter your total annual household income, then click “Next”. Make sure to view the link with income limits for eligibility.

Online Wait List Application

Language Selection
Welcome Page
Contact Information
Household Information
Household Members

Annual Income

Unit Accessibility
Special Circumstances
WL Preferences
Waiting Lists
Review & Submit
Log Out

Application Progress 38%

Applications & Certifications | Hi, Mickey ▾

*Denotes a required field

Annual Income

Housing programs have income limits, click [here](#) to see current income limits.

Annual Income* \$25,000.00

Back

Next

Click this link to
view Income Limits

Example
provided

Step 15: Select any Unit Accessibility. If none apply, check “None” and then click “Next”.

Online Wait List Application

Language Selection
Welcome Page
Contact Information
Household Information
Household Members
Annual Income
Unit Accessibility
Special Circumstances
WL Preferences
Waiting Lists
Review & Submit

Application Progress 46%

Applicati

*Denotes a required field

Unit Accessibility

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

- Hearing Access ☐
- Mobility Access ☐
- Sight Access ☐
- None ☒

Back

Next

Example
provided

Step 16: Select any special circumstances. If none apply, check “None” and then click “Next”.

Online Wait List Application

Language Selection

Welcome Page

Contact Information

Household Information

Household Members

Annual Income

Unit Accessibility

Special Circumstances

WL Preferences

Application Progress

54%

*Denotes a required field

Special Circumstances

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

Displaced ☐

Homeless ☐

None ☐

Back

Next

Step 17: Select Preferences. If none apply, click “Next”.

Online Wait List Application

[Language Selection](#)
[Welcome Page](#)
[Contact Information](#)
[Household Information](#)
[WL Preferences](#)
[Waiting Lists](#)
[Review & Submit](#)
[Log Out](#)

Application Progress

69%

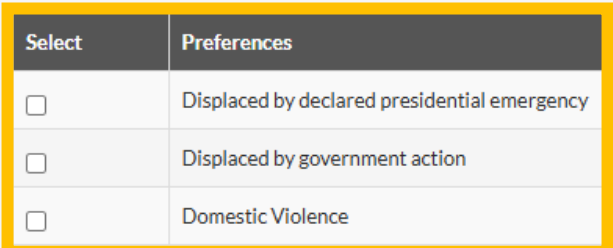
[Applications & Certifications](#) | [Hi, Mickey](#) ▼

*Denotes a required field

Preferences

Anybody in your household experiencing the following?

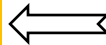
Search:



Select	Preferences		Description
<input type="checkbox"/>	Displaced by declared presidential emergency		
<input type="checkbox"/>	Displaced by government action		
<input type="checkbox"/>	Domestic Violence		

[Back](#)

[Next](#)



Step 18: Choose the waiting list(s) you want to apply for, then click “Next”.

Online Wait List Application

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

Application Progress

77%

Applications & Certifications | Hi, Mickey ▾

*Denotes a required field

Waiting Lists

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

Search:

Select	Waiting list	Description
<input checked="" type="checkbox"/>	Hillside Manor PBV	2025 Hillside Manor Project Based Waitlist

Back Next

Example
provided

Step 19: Review each tab to make sure your information is correct. Then accept the terms and conditions and click “Next”.

Online Wait List Application

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

Application Progress

85%

Applications & Certifications | Hi, Mickey ▾

*Denotes a required field

Final Review & Submission

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

Household Members

Annual Income

Unit Accessibility

Special Circumstances

WL Preferences

Waiting Lists

First Name	Last Name	Relationship	Age	Gender	Citizenship
Mickey	Mouse	Head of Household	35	Male	Eligible Citizen

Terms and Conditions

I understand that any false or misleading information will result in the rejection of this application. All applications are conditional upon final review by the housing authority.

☒ I accept the above terms and conditions.

Back

Next

Step 20: Your application has been submitted! Download a PDF copy for your records, then log out.

Online Wait List Application

Application Progress

100%

Applications & Certifications | Hi, Mickey ▾

Language Selection

Welcome Page

Contact Information

Household Information

WL Preferences

Waiting Lists

Review & Submit

Log Out

*Denotes a required field

Application Submitted

You submitted your application.

Download Application as PDF

Back

Log Out

Step 21: You'll get a confirmation email; be sure to check the inbox for the email you used to apply.

Application Submitted > Inbox x



Housing Authority of Clackamas County <no-reply@rentcafe.com>

to



CLACKAMAS
COUNTY

Application Completion Confirmation

Dear Mickey,

Thank you for submitting the application in our online portal. It is now under review.

End of tutorial.