

# Creating a Boise City / Ada County RentCafé Online Account for Landlords

Welcome to the Boise City / Ada County Housing Authorities Rent Café Online Account Guide for Landlords. This guide has step by step instructions and photos that will help you register for our landlord portal, navigate the dashboard, and manage your account and properties effectively. If you have any questions, please call us at: (208) 345-4907 or email us at [housing@bcacha.org](mailto:housing@bcacha.org).

## Contents

Navigating to the portal .....	2
Create Your Account .....	3
Dashboard Icon Guide .....	6
EFT Setup .....	8
Changing Email or Password.....	11

## Navigating to the portal

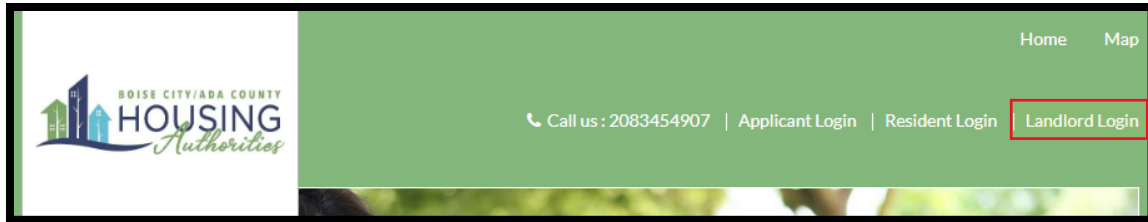
You will receive your vendor invitation by email or paper mail. This invitation will include a registration code you will need to start the registration process. Please contact us directly if you need this code.

Once you have your registration code and you are ready to register, visit our Rent Café website.



## Create Your Account

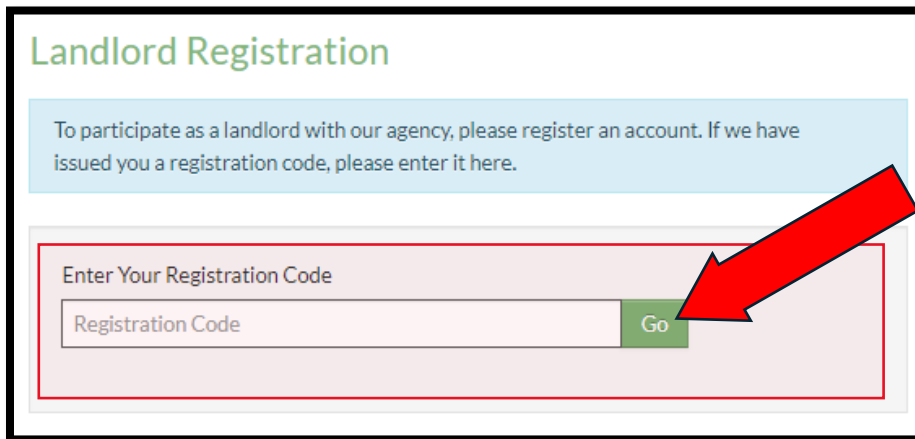
1. Select Landlord Login on the top right of the page



2. Select the "Click here to register" link



3. Enter your registration code that was sent either through email or physical mail



Registration codes may differ, but will generally be in the format: #####-LV#####

4. Enter your personal information into the correct fields.
  - a. For your Tax ID or SSN, only include the number. **Do not include any spaces or dashes**

\* Denotes a required field  
\*\* Data in these fields will be validated against information available with RCPHA-Boise City & Ada County Housing Authorities

### Personal Details

First Name\*

Last Name\*

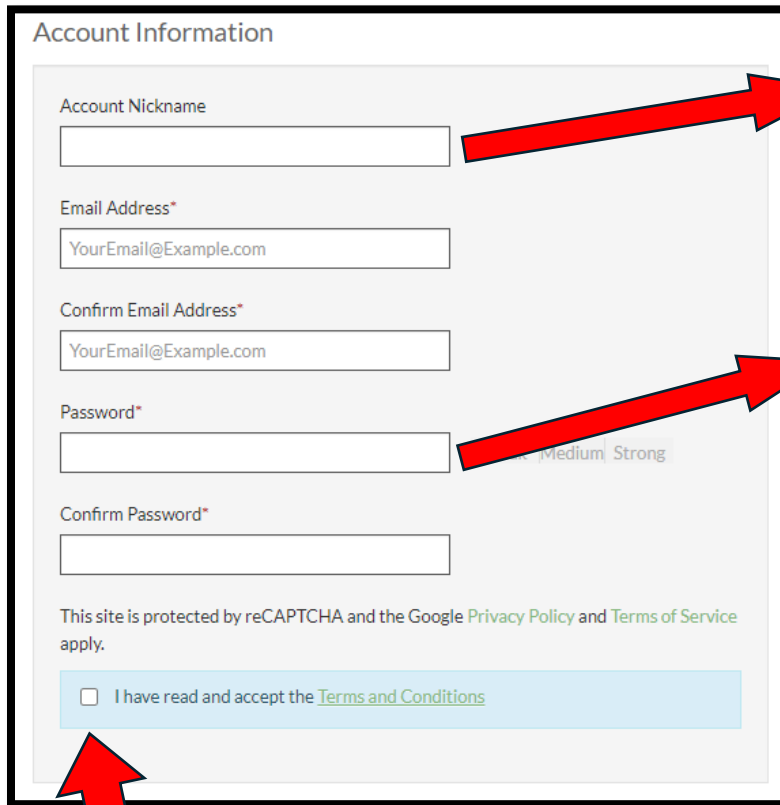
  
  

Tax ID or SSN\*\*

Phone (Office)\*

5. Enter your account information into the boxes below
  - a. Your email address will be your login username. You will be able to change this in the future.
  - b. When creating a password, you will need to follow these rules:
    - i. Minimum 10 characters long
    - ii. Contain at least one lower case letter
    - iii. Contain at least one upper case letter
    - iv. Contain at least one number
    - v. Contain at least one symbol/special character



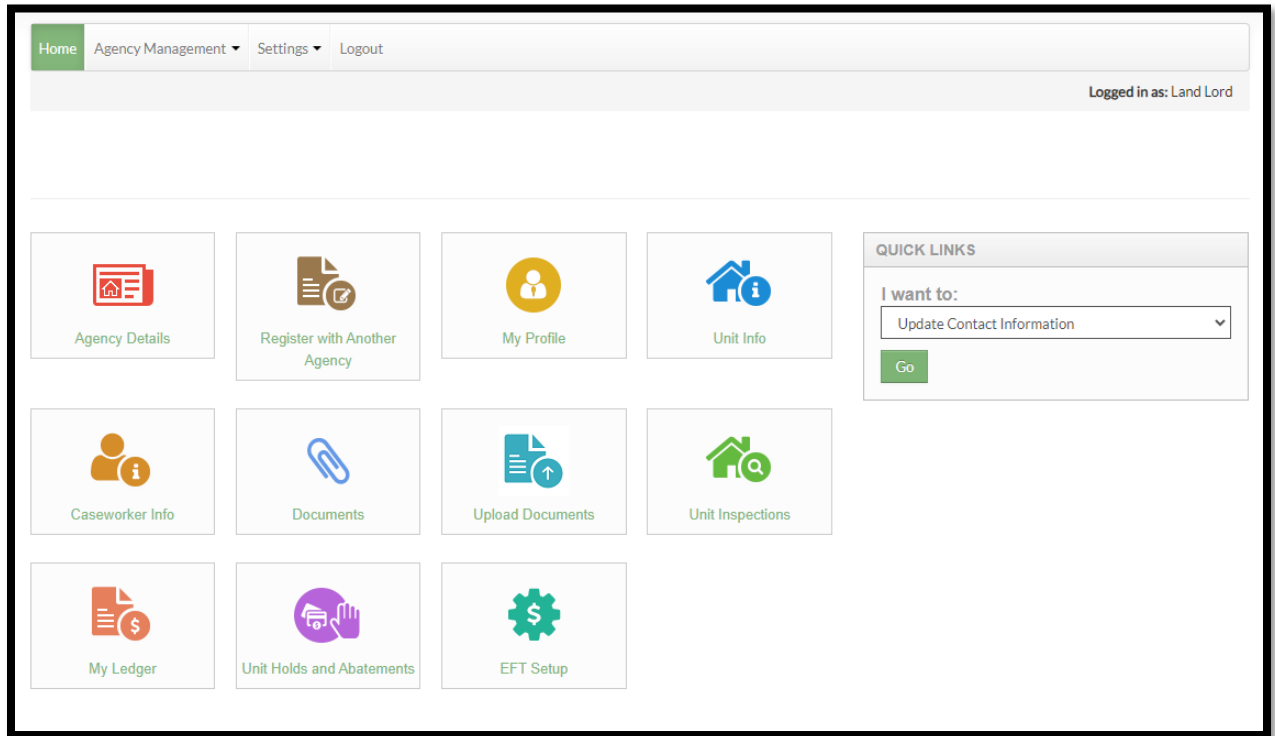
The screenshot shows a form titled "Account Information" with the following fields: "Account Nickname", "Email Address\*", "Confirm Email Address\*", "Password\*", and "Confirm Password\*". A strength indicator "Medium Strong" is visible next to the password field. At the bottom, there is a checkbox for "I have read and accept the Terms and Conditions" with a link to "Terms and Conditions". Red arrows point from the "Account Nickname" field to a callout box, from the "Password\*" field to another callout box, and from the "Terms and Conditions" checkbox to a third callout box.

Account Nickname is useful to keep track of multiple properties with multiple bank accounts. This field is not mandatory.

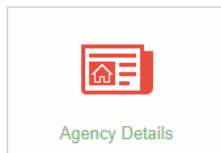
**Password making Tip:** Think of a word or phrase that you would associate with this account. Replace any letters with numbers or symbols that look like those letters.  
Ex: Password = P@s\$word  
**DO NOT USE PASSWORD IN ANY FORM AS A PASSWORD!**

Don't forget to accept the terms and conditions!

Once you have successfully registered, you will be led to the following Dashboard:

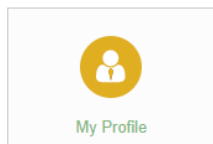
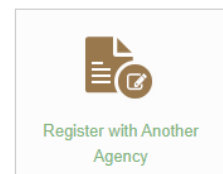


### Dashboard Icon Guide



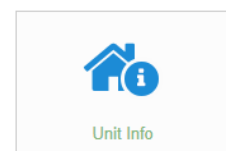
**Agency Details:** Find information about BCACHA (Boise City & Ada County Housing Authorities) including Address and contact information.

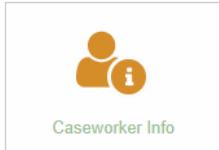
**Register with Another Agency:** If you have another agency you want to register with, or have multiple vendor codes with our agency, you may use this feature to allow you to toggle between accounts.



**My Profile:** Here you can update your contact information and address.

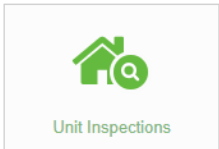
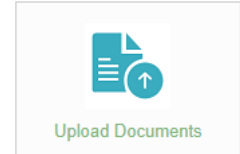
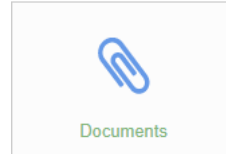
**Unit Info:** View information about the different units or properties. You can also view





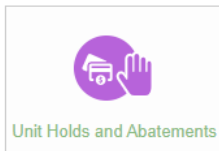
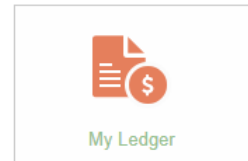
*Caseworker Info:* View the caseworker contact information for your current, past, or future tenants.

*Documents/ Upload Documents:* View documents uploaded by a caseworker or upload documents for a caseworker



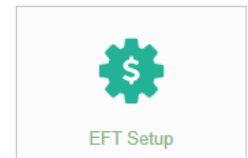
*Unit Inspections:* View information on inspections to a unit

*My Ledger:* Shows charges and payments for each of your tenants



*Unit Holds and Abatements:* Process Unit holds and Abatements

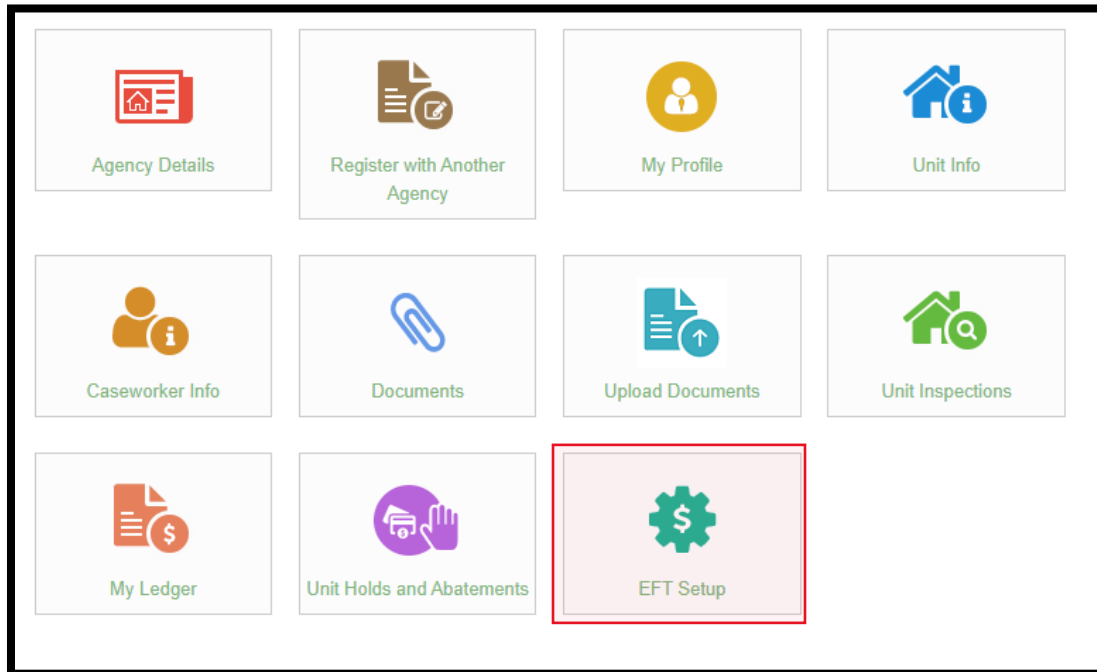
*EFT Set Up:* Set-up direct deposit



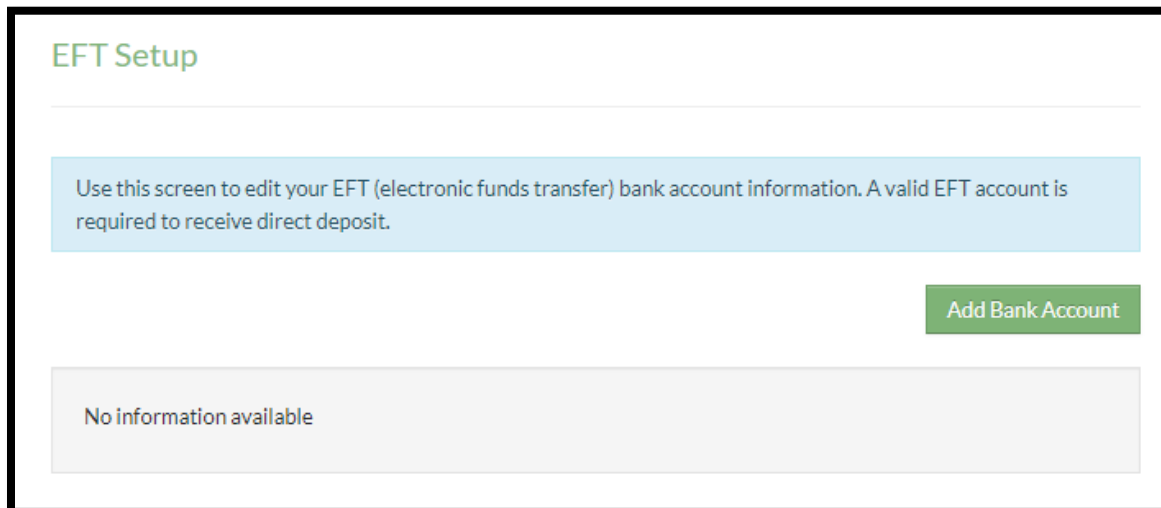
## EFT Setup

If you would like to be paid by direct deposit, follow the steps below

1. Click on the EFT Setup button on the Landlord portal home page



2. Click on the Add Bank Account button





3. Enter your bank information including Routing number and Account number.

**Account Name**

Joe Smith 1234  
1234 Anystreet Court 1234  
Anycity, AA 12345

Pay to the order of \_\_\_\_\_

\_\_\_\_\_ Dollars

Bank Anywhere

|| 123456789 || 123456789123 || 1234

**Routing  
Number**

**Account  
Number**

**Check  
Number**

Account Name

Bank Name

Routing Number (9 digits)

Confirm Routing Number

Account Number (3-17 digits)

Confirm Account Number

Account Type

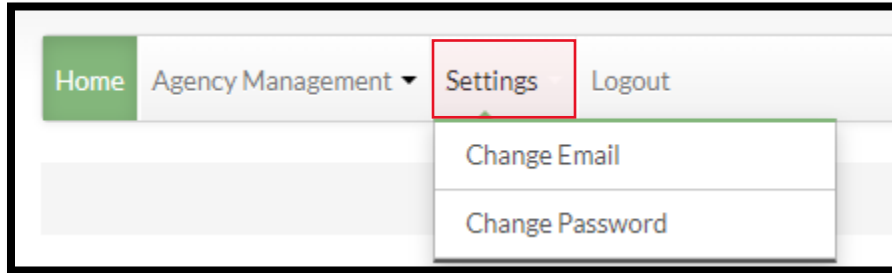
4. Once your information is saved, contact your tenant's housing representative and they will notify you when your next payment will be through direct deposit.

*You are responsible for entering the correct EFT information. By saving the information entered here, you confirm that this account is the correct account for your direct deposit payments. You may change this account in the future if needed.*

Please note, monthly Housing Assistance Payments (HAP) are processed on the 1st of the month, unless that date is a weekend or an observed federal holiday, as financial institutions may consider those as “non-business” days. In all cases, ongoing HAP will be processed no later than the 5th day of the month. Initial HAP on new contracts or move-ins are typically processed within 2 weeks. However, the timeliness of the first payment is contingent upon BCACHA’s receipt of the executed lease and HAP contract.

## Changing Email or Password

If you wish to change your login information, click on settings, and select either “Change Email” or “Change Password” and enter your new information in the prompts.



### Change Email

Please note that changing your email address will change your login information. In the future, you will use the new email address to login.

New Email

Confirm New Email

Password

### Change Password

Current Password

New Password  Weak Medium Strong

Confirm New Password