



# Resident and Applicant Portal Guide

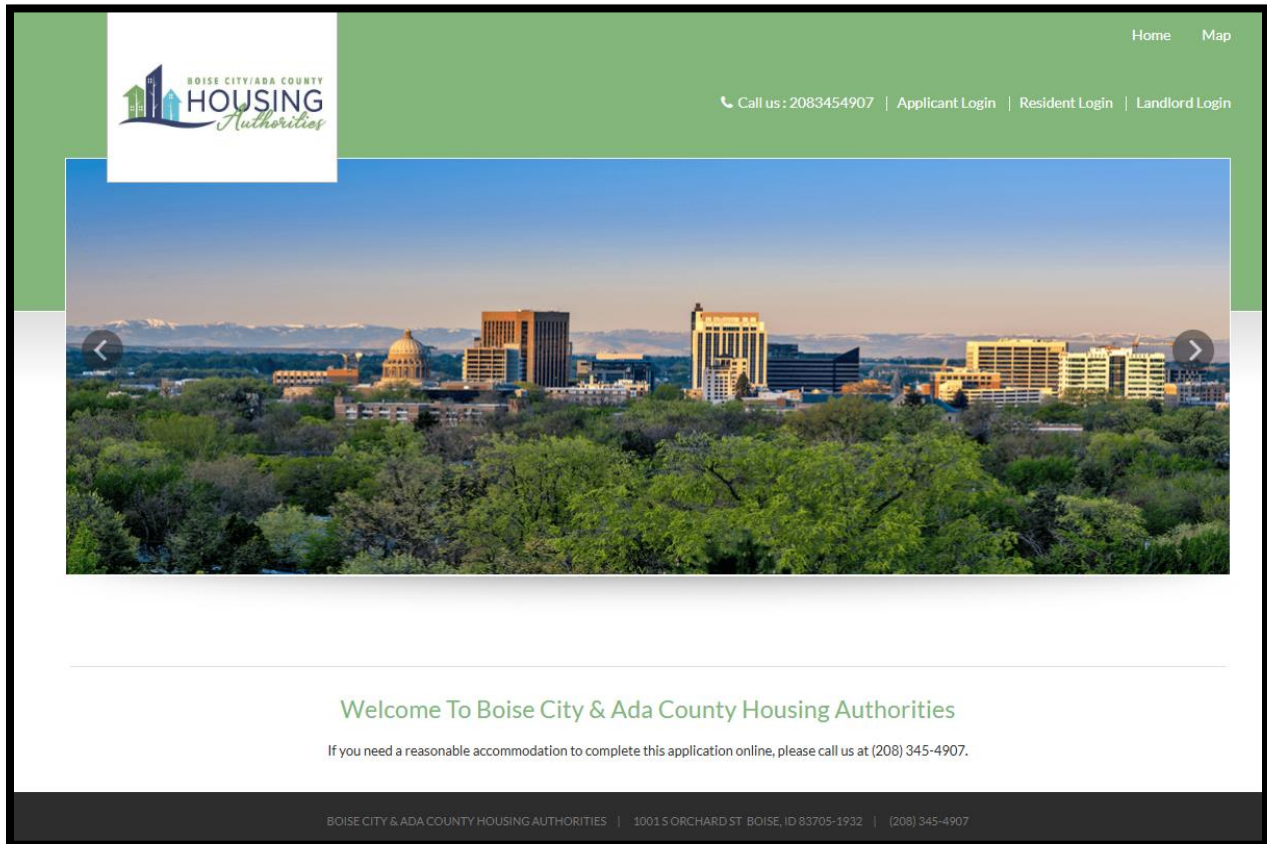
Welcome to the Boise City / Ada County Housing Authorities Rent Café Online Account Guide for Residents and Applicants. This guide has step by step instructions and photos that will help you register for our landlord portal, navigate the dashboard, and manage your account and properties effectively. 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 – Applicants .....	3
Creating Your Account – Residents/Participants .....	6
Dashboard Overview .....	9

## Navigating to the Portal

Access our portal at: [portal.bcacha.org](http://portal.bcacha.org)



If you are currently on the section 8 program, select “Resident Login”.

If you do NOT have your section 8 voucher and are currently not receiving rental assistance, select “Applicant Login”.

If you want to port-in to Boise City or Ada County, please contact your housing representative at your current Housing Authority to initiate that process.

## Create Your Account – Applicants

Applicants are those who are not currently receiving rental assistance through the Boise City/Ada County Housing Authority. If you are currently receiving assistance, please use our **Resident Login**. Instructions for the Resident login can be found on page 7 of this document

To create your account, Select the “Click here to register” link above the Login button.

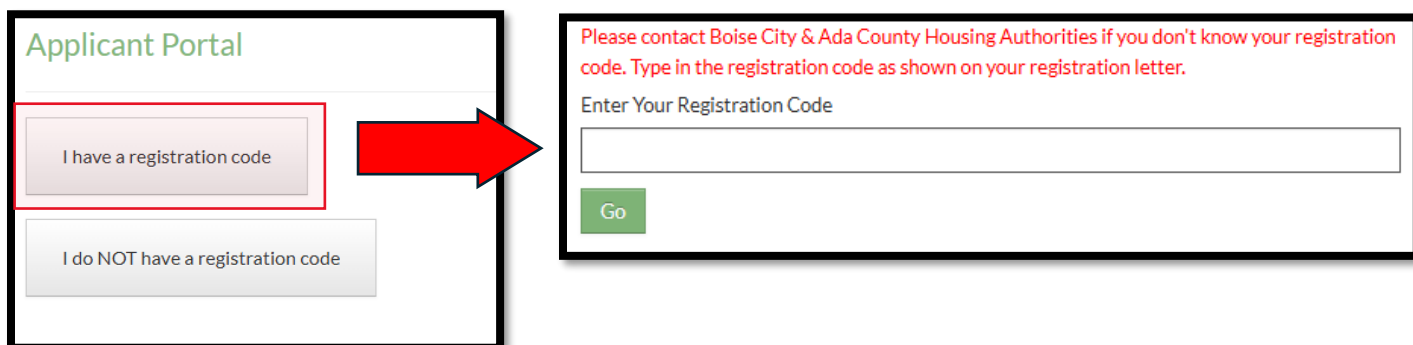


The image shows a registration form with the following elements:

- Email input field
- Password input field
- NOTE: Password must be least 10 characters long and contain all of the following: one uppercase letter, one number and one symbol.
- Forgot password? link
- Click here to register** link (highlighted with a red box and a red arrow pointing to it from the right)
- Login button

To the right of the form is a separate box containing the text **Click here to register** in a light blue box with a red border.

If you are currently on our Section 8 waiting list, you were sent a letter with your unique registration code. If you no longer have this letter, please contact [Eligibility@bcacha.org](mailto:Eligibility@bcacha.org) to request a new one. If you would like to apply for an open waiting list, please select “I do NOT have a registration code”. Any open waiting lists will be posted on our main website, [www.bcacha.org](http://www.bcacha.org).



The image shows two parts of the registration process:

**Applicant Portal**

- I have a registration code** (button highlighted with a red box and a red arrow pointing to the right)
- I do NOT have a registration code** (button)

**Registration Code Entry Form**

- Text: Please contact Boise City & Ada County Housing Authorities if you don't know your registration code. Type in the registration code as shown on your registration letter.
- Label: Enter Your Registration Code
- Input field for the registration code
- Go button

To finish the registration process, fill out the Personal Details and Account Information.

Personal Details

First Name\*

Last Name\*\*

SSN#\*\*

Phone (Home)\*

**IMPORTANT NOTICE:**  
DO NOT USE SOMEONE ELSE'S EMAIL! Emails can only be attached to one account. If you are a case manager assisting an applicant, please use their personal email or help them create a new email address.

Account Information

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

Confirm Email Address\*

Password\*

Confirm Password\*

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

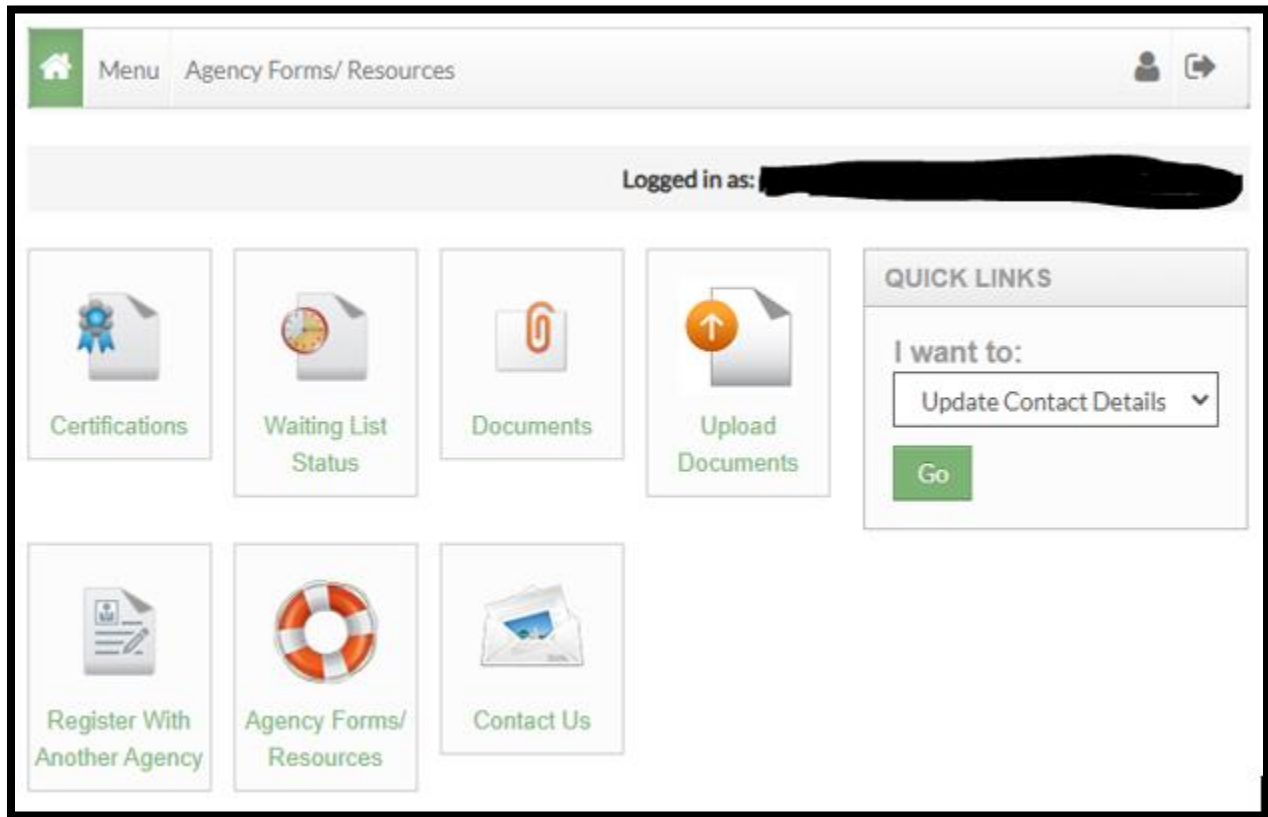
Please read and accept the Terms and Conditions

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

Register

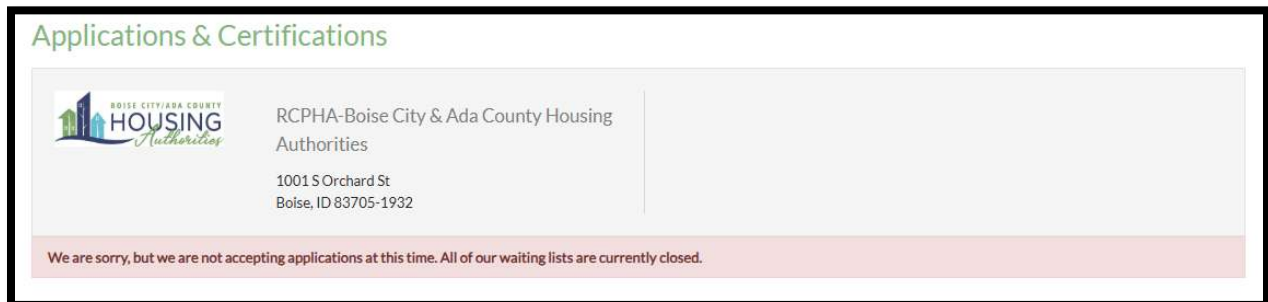
Don't forget to read and accept the terms and conditions!

Once you are done registering, you will be redirected to your Dashboard.



The dashboard interface includes a top navigation bar with a home icon, a 'Menu' dropdown, and the text 'Agency Forms/ Resources'. On the right side of the top bar are user profile and refresh icons. Below the navigation bar, a 'Logged in as:' field is present, with the user's name obscured by a black redaction bar. The main content area features a grid of seven icons with labels: 'Certifications' (blue ribbon), 'Waiting List Status' (clock), 'Documents' (paperclip), 'Upload Documents' (orange arrow), 'Register With Another Agency' (document with person icon), 'Agency Forms/ Resources' (lifebuoy), and 'Contact Us' (envelope). To the right of this grid is a 'QUICK LINKS' section containing a dropdown menu labeled 'I want to:' with 'Update Contact Details' selected, and a green 'Go' button below it.

If you are not currently on a waiting list, you will instead be notified whether one of our waiting lists is open or closed.

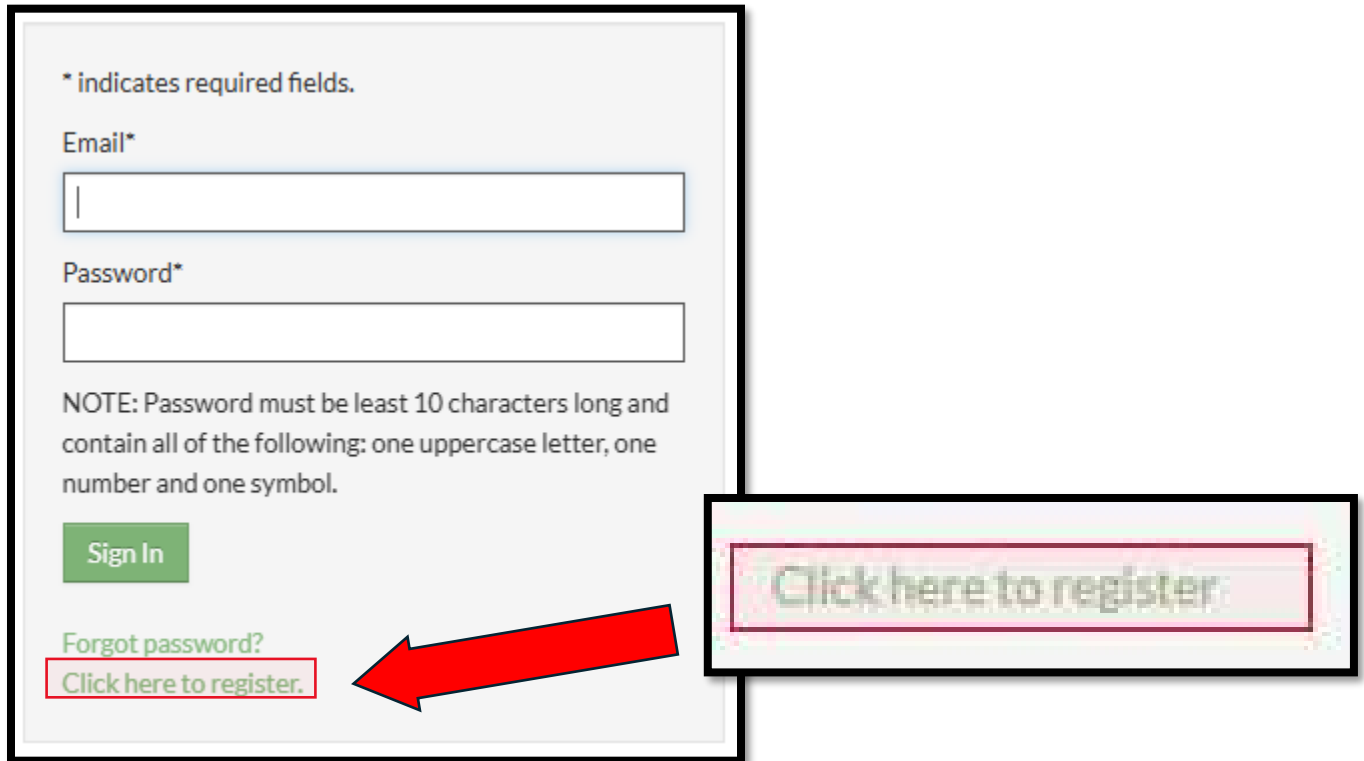


The screenshot shows a section titled 'Applications & Certifications'. On the left is the Boise City/Ada County Housing Authorities logo. To the right of the logo is the text: 'RCPHA-Boise City & Ada County Housing Authorities', '1001 S Orchard St', and 'Boise, ID 83705-1932'. At the bottom of the section, a pink banner contains the message: 'We are sorry, but we are not accepting applications at this time. All of our waiting lists are currently closed.'

## Creating Your Account – Residents/Participants

The Resident Login is for those who have a Section 8 voucher and are currently receiving rental assistance with Boise City/Ada County Housing Authorities. If you are on the waiting list, or wish to apply for a waiting list, please use the Applicant Login. Instructions

To create your account, Select the “Click here to register” link below the Sign In button.



\* indicates required fields.

Email\*

Password\*

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

[Sign In](#)

[Forgot password?](#)

[Click here to register.](#)

[Click here to register](#)

A red arrow points from the 'Click here to register' link in the bottom right to the 'Click here to register.' link in the bottom left of the form.

The registration code will be on the letter that was sent to your address. If you do not have that letter, contact your Housing Representative for your registration code.

Please contact Boise City & Ada County Housing Authorities if you don't know your registration code. Type in the registration code as shown on your registration letter.

Enter Your Registration Code

[Go](#)

To finish the registration process, fill out the Personal Details and Account Information.

Personal Details

First Name\*

Last Name\*\*

SSN#\*\*

Phone (Home)\*

**IMPORTANT NOTICE:**  
DO NOT USE SOMEONE ELSE'S EMAIL! Emails can only be attached to one account. If you are a case manager assisting an applicant, please use their personal email or help them create a new email address.

Account Information

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

Confirm Email Address\*

Password\*

Confirm Password\*

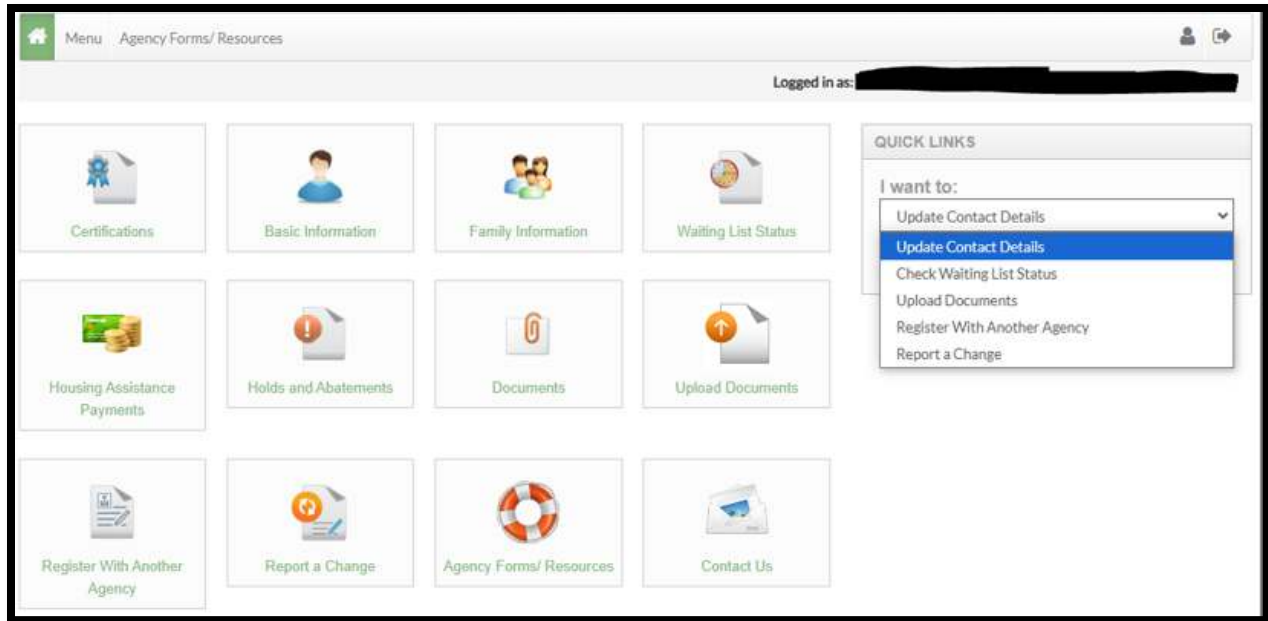
This site is protected by reCAPTCHA and the Google [Privacy Policy](#) and [Terms of Service](#) apply.

Please read and accept the Terms and Conditions

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

Register

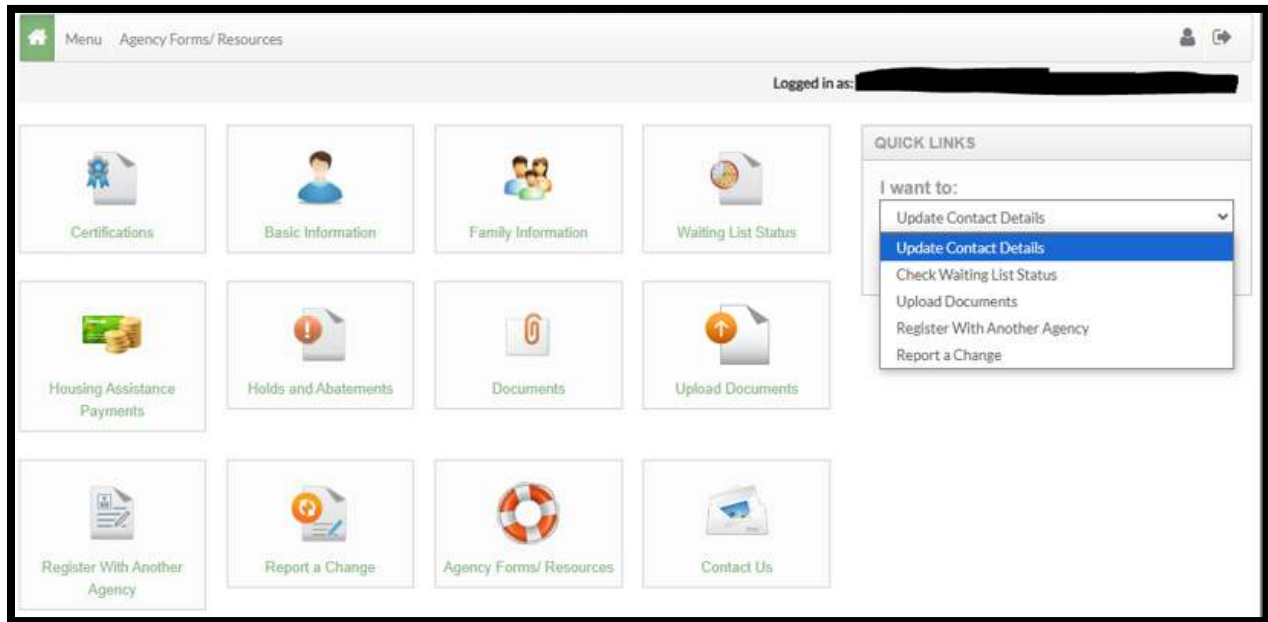
Don't forget to read and accept the terms and conditions!



Once you are done registering, you will be redirected to your dashboard. Please spend some time reviewing your information. If you notice any incorrect information, please contact your Housing Representative.



## Dashboard Overview



If you have an Annual Recertification coming up or if you have reached the top of the waiting list, you can start the process here.

View your current housing program, caseworker information, and payment information.



Basic Information



View information on your household members, including Income and Assets.

If you have applied for a waiting list, you can find more information here.



Waiting List Status



Housing Assistance  
Payments

View the Housing Assistance Payments paid to your landlord each month.

Upload documents for your Housing Representative, or view documents uploaded by your Housing Representative.



Documents



Upload Documents



Register With Another  
Agency

If another organization uses RentCafé, you will need to first log in to our portal and use the registration code here. Similarly, if you have a RentCafé account with another organization, you will need to log on to that account and use this button to register with us. This will mainly be used for Portability reasons.

You can begin the process of reporting household changes in income and household composition here, including a request to add new household members to your voucher



Report a Change



Agency Forms/ Resources

View resources and access out agency forms for Applicants and Participants.

Contact the Boise City/Ada County Housing Authority with any questions or concerns.



Contact Us