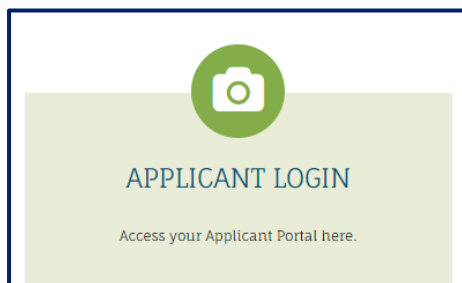
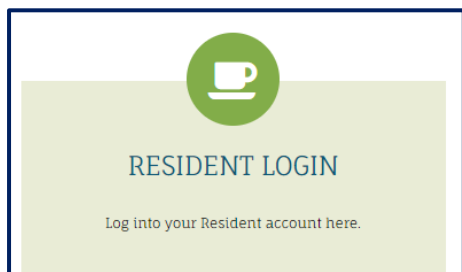


MyOHAPortal Registration Help Guide

Updated: September 2024



The **Applicant Login** is for individuals who want to register so they may **APPLY** for an OHA waiting list for the very first time.



The **Resident Login** is for individuals who want to register and have a client number in Yardi due to:

- Previously applied for a waiting list,
- They were previously a Participant or
- They were previously referred to OHA through a community partner.

To assist the individual in registering for MyOHAPortal, begin with searching for the individual in Yardi by their SSN.

- If they do **not** have a client # (as the Head of Household), walk them through the **Applicant Login** steps to register. Beginning on page 2.
- If they **do** have a client # (as the Head of Household), walk them through the **Resident Login** steps to register. Beginning on page 8.
- If they **previously registered**, but do not have access to or forgot the email address they used to register, send an email to Initial Eligibility Managers, Carmella Farr (cfarr@oakha.org) and Jerry Ruan (jruan@oakha.org) with the client's full name, the old email address, the new email address and the last four digits of their social security number. The Manager will update the email address in Site Manager and send a "reset password" link to the new email account.

APPLICANT Login registration steps for MyOHAPortal



1. Visit OHA's online portal
<https://myohaportal.oakha.org>
2. Click on the **Applicant Login** box.

A screenshot of the "APPLICANT PORTAL" registration page. The header shows "Oakland Housing Authority" and "APPLICANT PORTAL". The main content area contains the following text: "Notice- All OHA wait lists are currently closed.", "Income limits are available at <https://www.huduser.gov/portal/datasets/il.html>.", "Welcome! To create your account 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:", followed by links for "Gmail", "Yahoo", and "Outlook". Below this is a registration form with two input fields: "User Name" and "Password". At the bottom of the form, there are two links: "Forgot password?" and "Click here to register". A red arrow points to the "Click here to register" link.

3. Scroll down the page and **Click here to register**.

	<p>Create an Account</p> <hr/> <p>I have a registration code</p> <p>I do <u>NOT</u> have a registration code</p>		<p>4. Click "I do NOT have a registration code."</p>
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Personal Details

First Name*

Last Name*

SSN#**

Phone (Home)*

Account Information

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

Confirm Email Address*

Password*

Confirm Password*

I'm not a robot



I have read and accept the [Terms and Conditions](#)

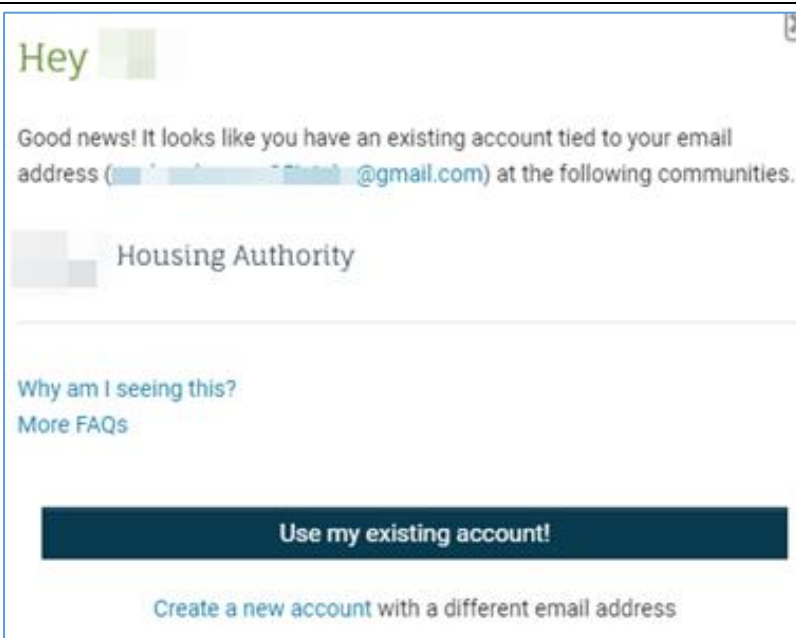
** Data in these fields will be validated against information available with Oakland Housing Authority

Register

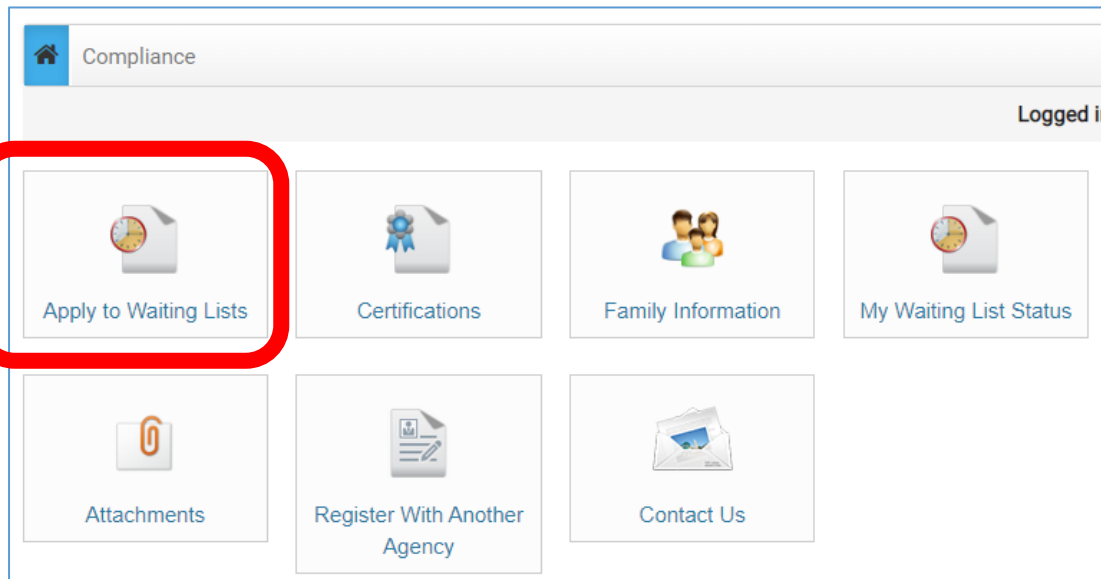
5. On the next screen, fill in your Personal Details and Account Information. Be sure to click the "I'm not a robot" & the "I have read and accept the Terms and Conditions" boxes.

6. When done, select **Register**

Make sure to keep your email and password information safe. This is how you will log in to the Resident Portal.

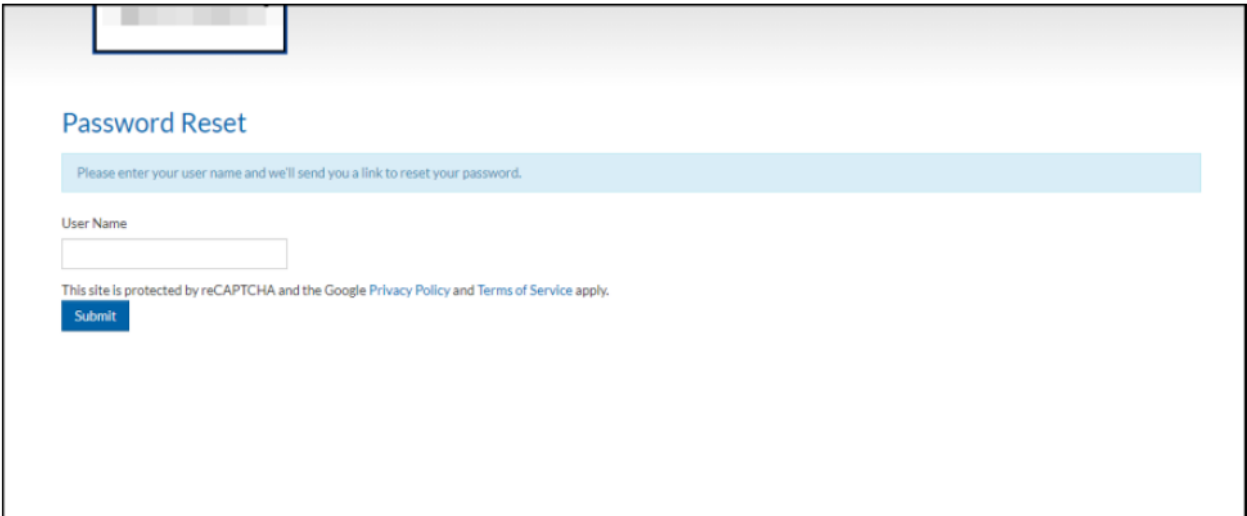


7. If you see a window pop up advising you have an existing account tied to your email address, select “Use My Existing Account!”


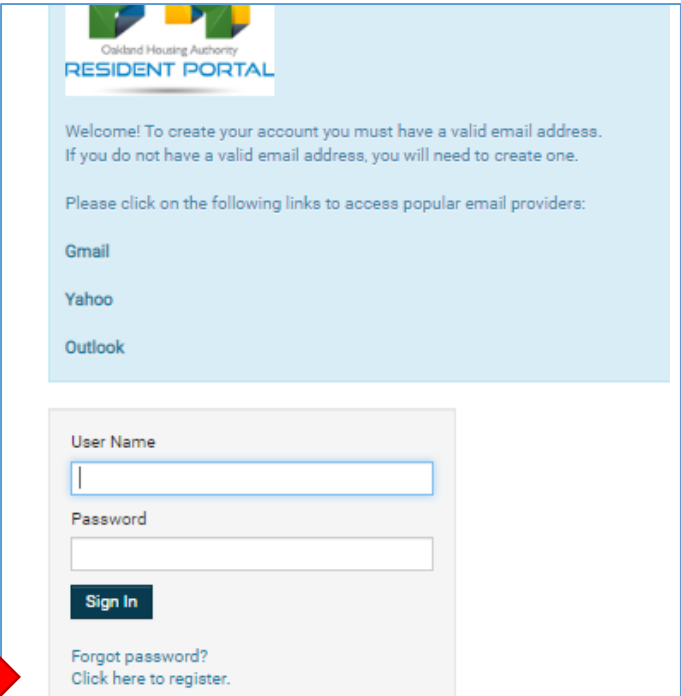



8. Once inside the portal, click on “Apply to Waiting Lists”

	<p>9. If using an existing account, enter the password for the existing RentCafe account.</p> <p>10. Click “Log In”</p> <p>11. If you forgot your password, Click “I forgot my password” to reset the password.</p> <p>NOTE: This option will reset your password for ALL your associated RentCafe accounts (regardless of where you are registered).</p>
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 <p>The screenshot shows a web page titled "Password Reset". At the top, there is a blue bar with the text "Please enter your user name and we'll send you a link to reset your password." Below this, the label "User Name" is positioned above a text input field. Underneath the input field, a small text line reads "This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply." At the bottom of the form area is a blue "Submit" button.</p>	<p>12. Enter the email address you have access too.</p> <p>You will receive an email with a reset link. Once reset, you must RESTART the registration process from the very beginning.</p>
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RESIDENT Login registration steps for MyOHAPortal

	<p>13. Visit OHA's online portal https://myohaportal.oakha.org</p> <p>14. Click on the Resident Login box.</p>
	<p>15. In order to access the Resident Portal, scroll down the page and Click here to register.</p>



Oakland Housing Authority



Please contact the leasing office if you don't know your registration code.

Enter Your Registration Code

Go



16. Enter your registration code exactly as it appears, including the dashes.

Resident

Function Data Reports Jump To

First Name

Last Name

Address

City State

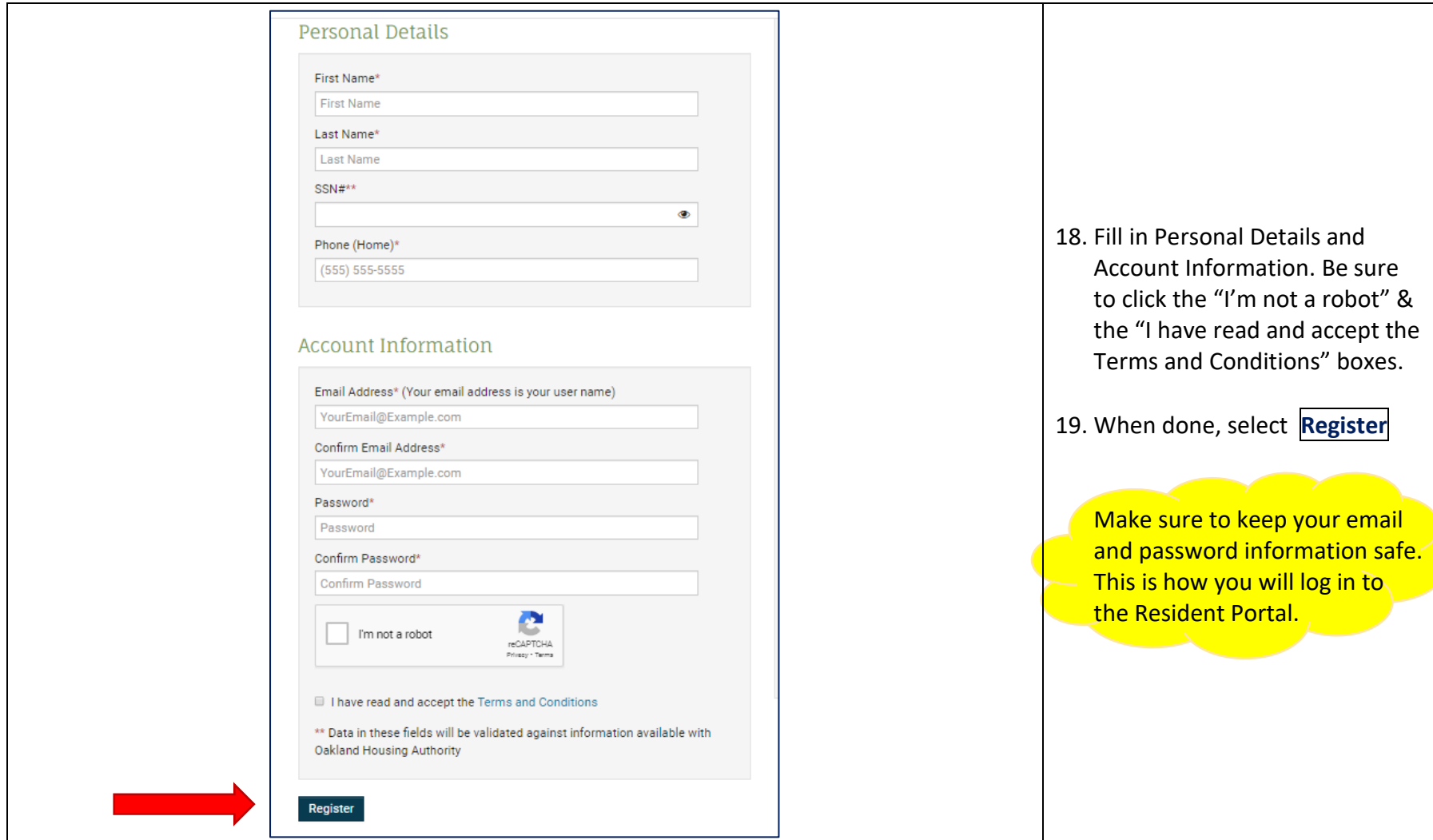
Zip

Edit Close Help

R Family Detail Info	Recurring Payment Setup	MPAC Comm. Tenant	Criminal Background Screening
P Waiting Lists	Resident History	MPAC Res. Tenant	Denied/Cancellation
U Attachment	Workflow	Billing & Payments Interface	Case Management/Referrals
S Credit Card Setup	Renters Insurance Interface	Reasonable Accommodations	UB Budget Billing
L EFT Setup	Revenue Management	Scholarship Award	SVT Tenant Data
	Collections Interface	Member Education	Housing Cafe Registration Code
	N4 History	Relocation/Reoccupancy	WIPS Setup
	RTA Charges	HomeOwnership	Deferral Payments

17. OHA staff will need to provide the individual with their **Registration Code.**

The Registration Code is located on the Resident Screen > Under Data.



The image shows a registration form with two main sections: "Personal Details" and "Account Information".

Personal Details

- First Name* (text input)
- Last Name* (text input)
- SSN#** (text input with eye icon)
- Phone (Home)* (text input with placeholder (555) 555-5555)

Account Information

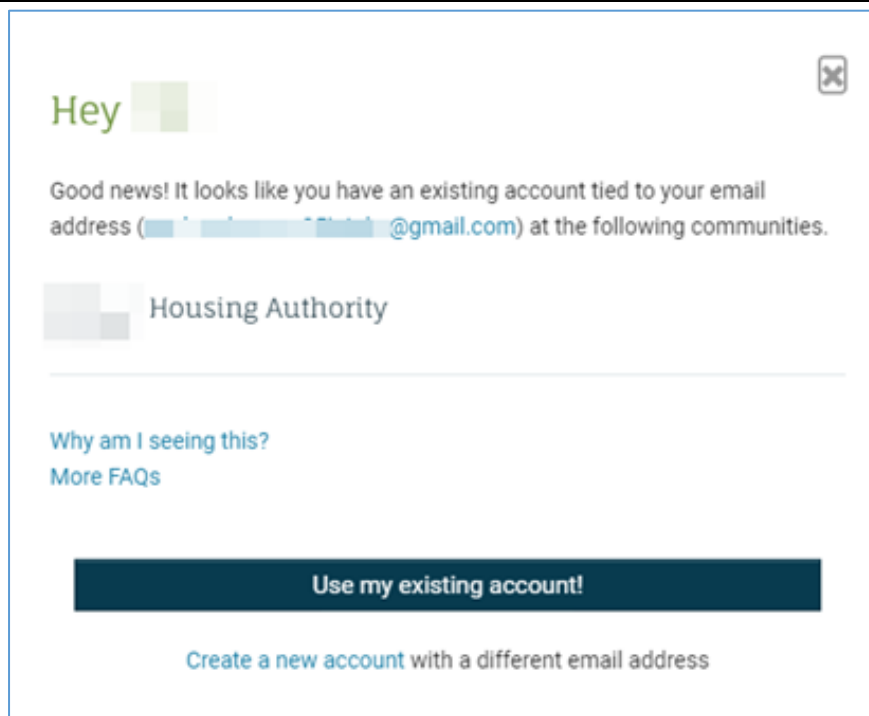
- Email Address* (Your email address is your user name) (text input with placeholder YourEmail@Example.com)
- Confirm Email Address* (text input with placeholder YourEmail@Example.com)
- Password* (text input)
- Confirm Password* (text input)
- I'm not a robot (reCAPTCHA)
- I have read and accept the [Terms and Conditions](#)
- ** Data in these fields will be validated against information available with Oakland Housing Authority

A red arrow points to the **Register** button at the bottom of the form.

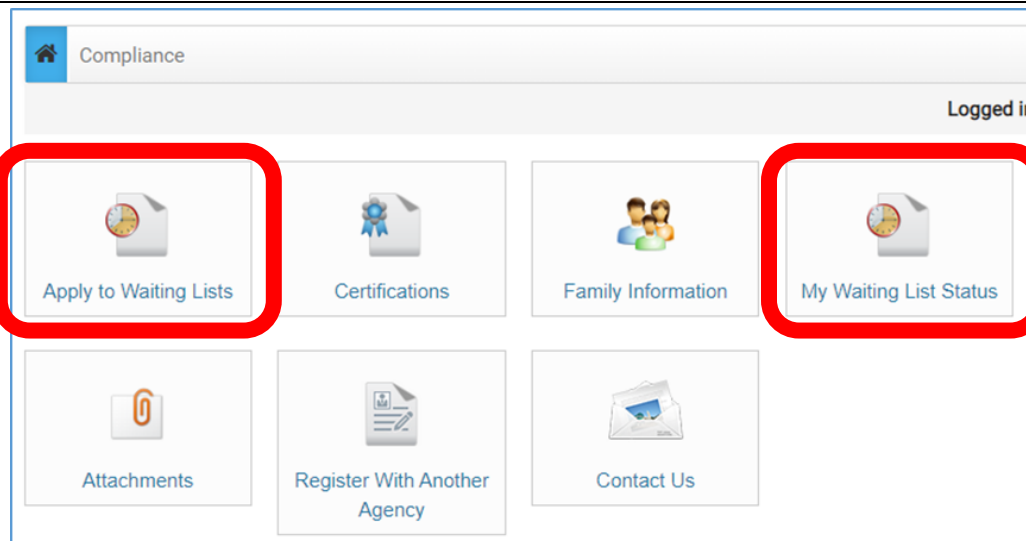
18. Fill in Personal Details and Account Information. Be sure to click the "I'm not a robot" & the "I have read and accept the Terms and Conditions" boxes.

19. When done, select **Register**

Make sure to keep your email and password information safe. This is how you will log in to the Resident Portal.



20. If you see a window pop up advising you have an existing account tied to your email address, select “Use My Existing Account!”



21. Once logged in to the Resident Portal, they may:

- Apply to an open waiting list.

OR

- Check the status of their application