Interim Re-Examinations

Reporting Household Changes Using RENTCafé®

CHA
CHICAGO HOUSING AUTHORITY™

VISIT RES-PAR.THECHA.ORG

WiFi Check!
You need a strong internet connection to complete your request! The system processes a lot of data — to see if a page is loading, check the bottom left of your screen.

CLICK "RESIDENT LOGIN"

LOG IN TO YOUR ACCOUNT

Your email address is your user name!

Forgot password? *Click "Forgot password?" and enter your user name. A temporary password will be sent to your email on file. You will be prompted to change your password as soon as you log in with the temporary password.*

No Registration Code?
If you cannot find your RENTCafé® registration code email or letter from CHA, contact the CHA Customer Call Center for assistance.

FIRST TIME USER? REGISTER YOUR ACCOUNT!

1. *Click the link 'Click here to register.'*
2. *Enter the registration code exactly as it is written on your RENTCafé® registration email or letter (include caps and hyphens). Then click "GO". Additional boxes will then appear below.*
3. *Carefully enter the Head of Household's name, Social Security number, email and phone number. The information must be correct!*
   Note*: If you already have a RENTCafé® account connected to your email address, you will see an on-screen message with further instructions.*
4. *Create a strong password that is at least 8 characters long and uses a mix of upper and lower case letters, numbers and symbols.*
5. *Check "I'm not a robot", accept the Terms and Conditions and Register.*

CLICK ON THE "INTERIM REQUEST" BOX

THEN CLICK ON THE "INTERIM RE-EXAMINATION REQUEST" BUTTON

WELCOME PAGE

Read the on-screen instructions.
Click "Save and Continue" to proceed.

FIRST TIME USER? SELECT YOUR LANGUAGE!

Select your preferred language. Click "Save and Continue" to proceed.
Note: *This section will pre-fill if you previously notified CHA of your preference.*

INTERIM QUESTIONS

1. *Answer the question that appears on screen by selecting Yes or No from the drop-down menu. Remember, if you are adding or removing a household member, you must also add or remove any affiliated income or expenses for that household member.*
2. *For each change, answer the follow-up questions that appear on the screen. Select Yes from the drop-down menu of the final question to report more than one change per type (i.e. Loss of more than one source of income, or addition of more than one family member).*
   Note*: This section is a high-level questionnaire only. You will be asked to re-enter this information as well as provide additional information about each change in subsequent sections.*

4. *Click "Save and Continue" to proceed to the next question .*

Quick Tips!
- *Save time by gathering any needed supporting documents before you begin the Interim.*
- *Questions marked with a red asterisk are required to complete.*
- *Answering questions may trigger additional follow-up questions to appear on screen.*
- *Answers in a gray shaded box cannot be edited. Contact CHA for assistance.*

Need a Break? *Your work is saved after each section so you can log off and return later to complete your request.*

CHANGE IN HOUSEHOLD MEMBERS

If you reported Yes to request a change in household on the first section, you must complete this section! Not reporting a change in household members? Scroll to the bottom and click "Save and Continue" to proceed.

1. *To request to add a household member to the voucher, click the "Add Household Member" button to open a Member Details box. Enter the household member's information. Then click "Save" to return to the household members list.*
2. *To remove a person from the voucher, click the "Delete" button next to their name in the household members list.*
   ***Note**: You cannot remove the Head of Household from the account. To change the Head of Household, contact CHA.*
3. *Once complete, click "Save and Continue" to proceed.*

CHANGE IN INCOME

If you reported Yes to request a change in income on the first section, you must complete this section! Not reporting a change in income? Scroll to the bottom and click "Save and Continue" to proceed.

1. *To report a change in existing income (i.e. reduction of hours), click "Edit" next to the listed income. Update the information, then click "Save" to return to the full income list.*
2. *To add an adult household member's income, click "Add Income" to open an Income Details box. Select the household member and enter the income information. Then click "Save" to return to the full income list.*
3. *To remove a household member's income, click the "Delete" button next to the listed income.*
4. *Once complete, click "Save and Continue".*

CHANGE IN EXPENSES

If you reported Yes to request a change in expenses on the first section, you must complete this section! Not reporting a change in expenses? Scroll to the bottom and click "Save and Continue" to proceed.

1. *To report a change in existing expenses, click "Edit" next to the listed expense. Update the information, then click "Save" to return to the full expenses list.*
2. *To add an expense, click "Add Expense" to open a blank Expense Details box. Select the household member and enter the expense information. Then click "Save" to return to the full expenses list.*
3. *To remove an expense, click the "Delete" button next to the listed expense.*
4. *Once complete, click "Save and Continue".*

ERROR CHECK

The system will flag any inconsistent information. Review the flagged items then edit or confirm the data.

Once complete, click "Save and Continue".

DOCUMENTS

Click the "Upload" button next to each item to attach files or take photos of the requested documents using your phone or tablet. Review the income checklist to determine the needed documents.

Once complete, click "Save and Continue".

SUMMARY

Review the summary for accuracy and ensure all supporting documents are attached where requested. Check the box to certify all information is true and correct, then click "Save and Continue" to sign and submit the request.

SIGN AND SUBMIT

Click "Click here to sign" to open the request form. The Head of Household must: accept the digital signature terms, establish a digital signature, review the document and click all of the yellow boxes to digitally sign and date.

Once the request form is signed, the Interim Re-Examination Request will be automatically submitted for review. Additionally, a copy of the request will be sent to the email address on file for your records. CHA will contact you if additional information is needed to complete your request.