



# RESIDENT PORTAL REGISTRATION HANDBOOK

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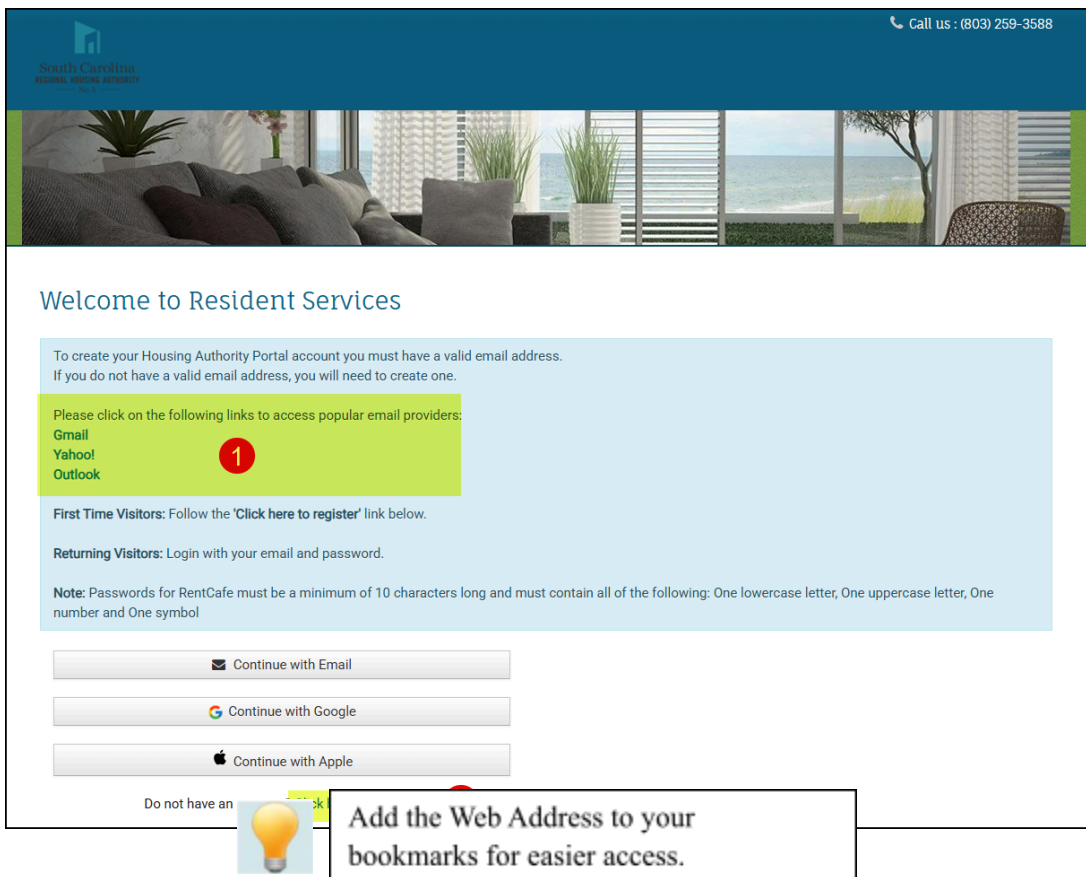
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# Resident Portal Guide – Login

## Login Screen

The Resident Portal makes it easy for new users to create an account and access their housing information. First-time visitors should select **“Click here to register”** and use a valid email address to set up their account. Residents can sign up with their email or a supported provider such as Google or Apple, with password requirements in place for security. Once registered, residents can log in anytime to pay rent, view documents, submit maintenance requests, and review important notices.

	Description	Details
1	Email Provider Options	If you don't have an email address, please click on one of the supported email providers
2	Click Here to Register link	If you have an email address. Please click on the “Click Here to Register” link



The screenshot shows the 'Welcome to Resident Services' page. At the top right, there is a phone icon and the text 'Call us : (803) 259-3588'. Below the header is a banner image of a living room with a view of the ocean. The main content area has a light blue background and contains the following text:

**Welcome to Resident Services**

To create your Housing Authority Portal 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:

- Gmail
- Yahoo!
- Outlook

A red circle with the number '1' is placed over the 'Yahoo!' link.

**First Time Visitors:** Follow the 'Click here to register' link below.

**Returning Visitors:** Login with your email and password.

**Note:** Passwords for RentCafe must be a minimum of 10 characters long and must contain all of the following: One lowercase letter, One uppercase letter, One number and One symbol

Below the text are three buttons: 'Continue with Email', 'Continue with Google', and 'Continue with Apple'.

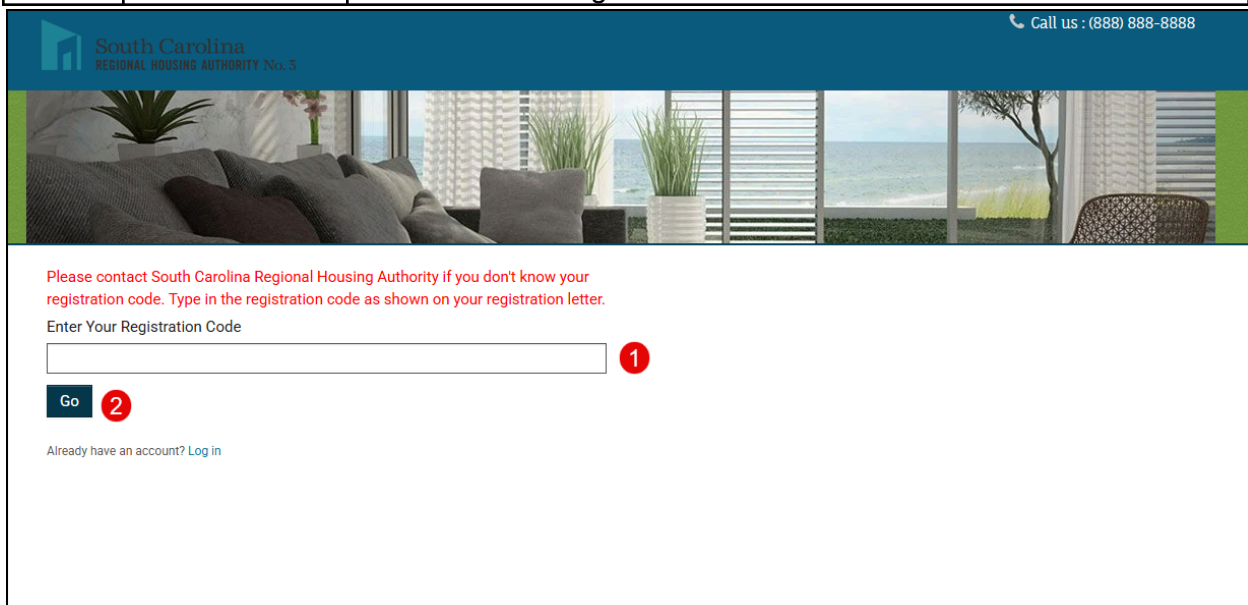
At the bottom left, there is a lightbulb icon and the text 'Do not have an'. A callout box with a black border and white background points to the lightbulb icon, containing the text: 'Add the Web Address to your bookmarks for easier access.'

# Resident Portal Guide – Registration

## Registration Code

After selecting “**Click here to register,**” residents are taken to a page where they enter the registration code from their registration letter. This code confirms their identity and links their account to the correct household. If they do not have their code, they should contact the Housing Authority for help. Once the code is accepted, they can create their login information and finish setting up their account.

Steps	Description	Details
1	Registration Code	Enter the registration code within this field
2	Go	Click “Go” after registration code is entered



South Carolina  
REGIONAL HOUSING AUTHORITY No. 5

Call us : (888) 888-8888

Please contact South Carolina Regional Housing Authority if you don't know your registration code. Type in the registration code as shown on your registration letter.

Enter Your Registration Code

Go

Already have an account? [Log in](#)

## Resident Account Creation

After entering a valid registration code, residents are taken to the account setup page to complete their **Personal Details** and **Account Information**. This includes confirming their name, entering required information, adding a mobile phone number, and creating a login using their email address (which becomes their username). The information is checked against Housing Authority records for accuracy. Residents must also accept the Terms and Conditions before selecting **Register** to finish creating their account and access the portal.

Steps	Description	Details
1	Personal Details	Enter your personal details per each field
2	Account Information	Enter Account Information (email)
3	Terms & Conditions	Click and review the terms and conditions
4	Register	Click Register after all details are entered
5	Click here to Login	After successful registration, click on the highlighted field to login to the portal

Please contact South Carolina Regional Housing Authority if you don't know your registration code. Type in the registration code as shown on your registration letter.

Enter Your Registration Code

**Go**

\* Denotes a required field

### Personal Details 1

First Name\*

Last Name\*

SSN#\*\*

Phone (Mobile)\*

### Account Information 2

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

Confirm Email Address\*

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

Please read and accept the [Terms and Conditions](#) 3

**Register** 4

Already have an account? [Log in](#)

Thank you for registering. Your account has been successfully created.

**Click here to sign in** 5

✂ Cut along dashed line

**SEHCD Resident Portal** **FRONT**

Portal Website: \_\_\_\_\_

Username (Email): \_\_\_\_\_

Password: \_\_\_\_\_

Password Hint: \_\_\_\_\_

*Keep this card private. Do not share your password.*

**SEHCD Resident Portal** **BACK**

Registration Code: \_\_\_\_\_

Property Manager: \_\_\_\_\_

Manager Phone: \_\_\_\_\_

Housing Authority: \_\_\_\_\_

*For help logging in, contact your property manager.*

✂ Cut along dashed line