Creating a KCDC RentCafe Resident Account

KCDC uses a resident portal system called RentCafe.

This system allows you to pay your rent online via
bank draft (ACH payment), credit, or debit card,
put in requests for maintenance,
and submit income information and annual recertification information to
your rental office.

Here's how to get started.

1 On your personal computer or mobile device, open the
web browser and go to www.kcdc.org

2 Click on **Current Resident** at the top right-hand corner of the screen.

3 Select your property from the list shown.

Gmail
Yahoo!
Outlook

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

Returning Visitors: Login with your email and password.

Note: Password must be a minimum of 10 characters long and must contain all of the following: One lowercase letter, One uppercase letter, One number
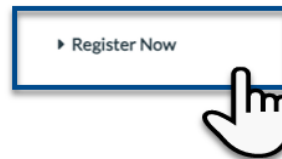
Email

Password

Forgot password?
Click here to register

Login

Register for a Fast, Easy Application

With a free account, you can:

✔ Save your application and log in at any time to continue.
✔ Check the status of your applications.
✔ Use your account with multiple applications.

▸ Register Now

4 Click on **Register Now** at the bottom right corner of the screen.

Mechanicsville

Create An Account

I have a registration code

I do NOT have a registration code

Don't have an account yet?

Create your account today, and Apply Online!

✏ Submit your application
✔ Check out the status of your application
🚚 Get ready to move in!

Already have an account? Login Now!

5 Click on **I have a registration code**. This code was provided to you by property management. If you do not have a code, or you do not know what your code is, please contact your property. You must have a registration code in order to create a resident account.

Mechanicsville

Create An Account

Please contact Knoxville Community Development Corporation if you don't know your registration code. Type in the registration code as shown on your registration letter.

Enter Your Registration Code

| 00000-TT0000000 |

Go

Don't have an account yet?

Create your account today, and Apply Online!

✏️ Submit your application

✔️ Check out the status of your application

🚚 Get ready to move in!

Already have an account? Login Now!

6 Enter the registration code provided to you and click **Go**. If an error message appears, confirm that you have entered the code correctly and try again.

Personal Details

First Name*

| First Name |

Last Name*

| Last Name |

SSN#**

| 👁 |

Phone (Home)*

| (555) 555-5555 |

Account Information

Email Address*

| YourEmail@Example.com |

Confirm Email Address*

| YourEmail@Example.com |

Already have an account? Login Now!

To create your Knoxville Community Development Corporation account and register online 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

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

Returning Visitors: Login with your email and password.

Note: Password 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

Email

| |

Password

| |

7 Complete all fields in the **Personal Details** and **Account Information** sections. You will need to provide your full Social Security Number or other government ID number as well as a valid email address. The password you create 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.

YourEmail@Example.com

User Name (must be email address)*

User Name

Password*

Password

Confirm 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 inf[ormation av]ailable with Knoxville's Community Development Corp.

Password

Forgot password?

Login

Register

8 When you have completed all fields, click **Please read and accept the Terms and Conditions** and click **Accept** in the pop-up window which appears. Then, click **Register**. You might see an error message with something like this:
Error: The [information] you entered does not match our records.
This means that the information you provided does not match the information your property has on record for you. Confirm that you have entered the information correctly, and contact your property for assistance if needed.

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

Returning Visitors: Login with your email and password.

Note: Password must be a minimum of 10 characters long and must contain all of the following: One lowercase letter, One uppercase letter, One num[ber]

* indicates required fields.

Email*

Password*

Sign In

Forgot pas[sword]
Click here to register.

Make Payments
Pay online, check the status of your payments and review your paymen[t]

Maintenance Requests
Submit online maintenance requests.

Download on the App Store

ANDROID APP ON Google Play

9 Once you have registered successfully, you should be redirected to the Resident Services login screen. Enter your email address and password in the fields indicated, and then click **Sign In**. If at any point you forget your password, you can click **Forgot password?** below and an email with a password reset link will be sent to the email address on file for you.

Common RentCafe Account Errors & Solutions

As you attempt to create a KCDC RentCafe resident account, you may encounter other error messages that prevent you from continuing.

The following information is provided to help you understand what these errors mean and how to fix them.

Existing RentCafe Account Errors

Scenario

You attempt to register using a registration code. However, you then enter a registration code or SSN on the registration screen that has already been used to create a RentCafe account. This triggers one of the following error messages listed below.

Account Already Exists: The registration code you entered was used to create an account. Click here to log in.

Account Already Exists: The social security number you entered was used to create an account. Click here to log in.

Account Already Exists: The email address you entered is already registered with an account. To access this account, log in using your user name and password.

Cause/Solution

You probably already have a RentCafe account (you may have started an online application in the past and never submitted it).

You should log in using your user name and password. If you have forgotten your login information, contact your property management and ask them to look it up for you. If needed, you can reset your password.

Login Page Errors

Scenario

You attempt to sign in to RentCafe from the login page. This triggers one of the following error messages listed below.

Invalid Login

Cause/Solution

The user name or password you entered does not match what is on file for you.

If you have forgotten your login information, contact your property management and ask them to look it up for you. If needed, you can reset your password.

Invalid Account

Cause/Solution

You are attempting to log in to a RentCafe site for a different property or agency. Alternatively, you may be attempting to log in to the applicant/resident portal using the login credentials associated with a landlord account.

Confirm that you are using the correct URL and that you are on the login page for the correct property.

You have exceeded the maximum login failures. You may use the Forgot Password link to reset your password.

Cause/Solution

Your account is locked until you reset your password by clicking the Forgot Password link and resetting it.

If needed, property management can also manually reset your password for you.

Login Page Errors (cont.)

This account is locked until your password is reset. Please check your email. A message has been sent with instructions on how to reset your password.

Cause/Solution

You selected the Forgot Password link but have not completed resetting your password. Your account is locked until you complete that process.

You should check your email inbox or spam folder for the Reset Password email which includes a link and instructions. If needed, property management can also manually reset your password for you.

Forgot Password Screen Errors

Scenario

You attempt to use the forgot password screen. This triggers one of the following error messages listed below.

Error: This email address is not associated with ^CompanyName^.

Cause/Solution

The most likely cause of this error is that you are attempting to log in to a RentCafe site for a different property or agency.

Confirm that you are using the correct URL and that you are on the login page for the correct property.

That email address is not associated with an account at ^CompanyName^. Please use the registration link to register.

Cause/Solution

The most likely cause of this error is that you are attempting to log in to a RentCafe site for a different property or agency. Confirm that you are using the correct URL and that you are on the login page for the correct property.

Forgot Password Screen Errors (cont.)

That email address is not associated with an account at ^CompanyName^.

Cause/Solution

This error occurs when a landlord user attempts to log in to the applicant/tenant portal or vice versa.

Make sure you are using the correct URL and login page for your user type.

For assistance with any other issues not mentioned here, or if you require accommodations in order to complete the creation of your resident account, please contact your property management for support.

We hope you enjoy the use of our resident portal!