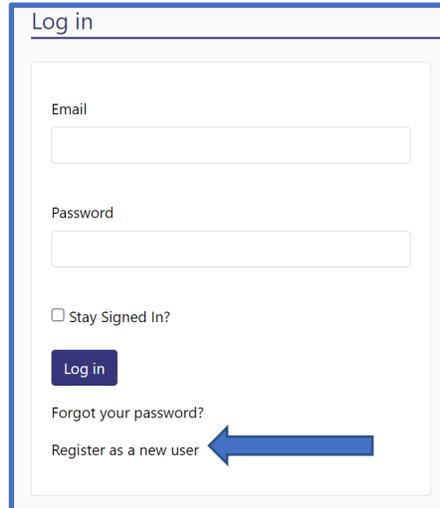


Tenant Portal – How to Register

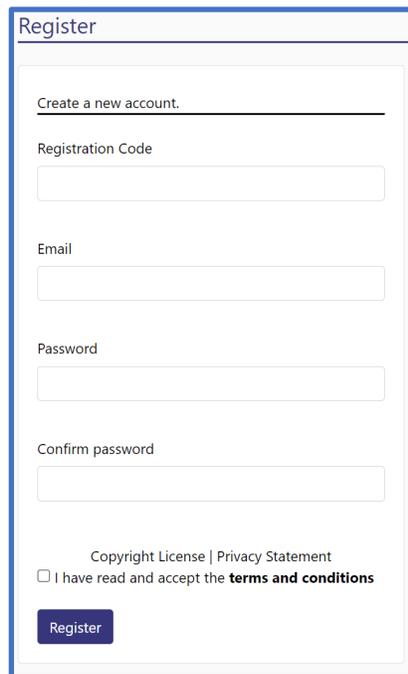
The Rochester Housing Authority is now offering a new Portal to allow tenants to pay rent, communicate with staff and exchange documents online. Before you can use any of these new features you must register on the housing authority's website. To start the registration, please visit www.rhah.org, hover over the Forms Tab then click on Tenant Portal.

On the Log In page click the link to **Register as a new user**.



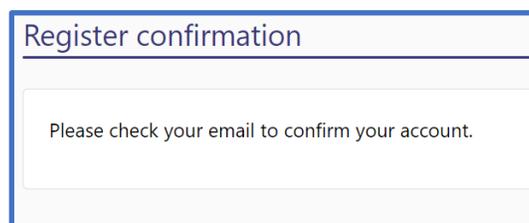
The screenshot shows the 'Log in' page. It features a title 'Log in' at the top. Below the title are two input fields: 'Email' and 'Password'. Underneath these fields is a checkbox labeled 'Stay Signed In?'. A dark blue button labeled 'Log in' is positioned below the checkbox. At the bottom of the form, there are two links: 'Forgot your password?' and 'Register as a new user'. A blue arrow points from the right towards the 'Register as a new user' link.

Complete the **Register** page as shown below. If you are adding a family member to have access to your tenant portal, please contact the RHA to get your registration code for your family member to use.



The screenshot shows the 'Register' page. It has a title 'Register' at the top. Below the title is a section titled 'Create a new account.' followed by a horizontal line. The form contains four input fields: 'Registration Code', 'Email', 'Password', and 'Confirm password'. At the bottom of the form, there is a link for 'Copyright License | Privacy Statement' and a checkbox labeled 'I have read and accept the terms and conditions'. A dark blue button labeled 'Register' is located at the bottom of the form.

After you have completed the **Register** page you will see the following screen.



The screenshot shows the 'Register confirmation' screen. It has a title 'Register confirmation' at the top. Below the title, the text reads: 'Please check your email to confirm your account.'

You will also receive an email asking you to verify the email address you registered with. Click the Verify Email Address link to verify your email address.

Demonstration Housing Authority

Verify your Demonstration Housing Authority portal email address.

Verifying your email address helps us to confirm we have the right email address to send you important messages about your Demonstration Housing Authority portal account.

To complete the email verification process of your Demonstration Housing Authority portal account, please click the button below.

[Verify Email Address](#) ←

If you didn't attempt to verify your Demonstration Housing Authority portal email address or you feel that your account may have been accessed by someone else, [please let us know](#).

After your email address is verified, this message is displayed:

Email Verified Successfully

 Thank you! Your email address has been verified. We'll now use this address to send you notifications about your account.

[Click Here To Log In](#) ←

Click the button above to login. Two factor authentication is being used to secure the portal accounts. After logging in the first time on a device you will receive an email with a numeric six-digit Authentication Code. Enter the Authentication Code in the box shown below and click Log In.

Two-factor authentication

Authenticator code

Remember this machine

[Log in](#)

Your account is now setup and active.