



Dear Owner and Landlord Partners,

RentCafe is NH Housing's secure, self-service portal that allows landlords to access tenant payment information and manage contact and banking information at their convenience. We are pleased to offer this service as part of our commitment to making it easier for landlords to do business with NH Housing.

We are reaching out with a reminder about steps you can take to help keep your RentCafe account and payment information secure. NH Housing is aware of isolated incidents involving unauthorized access to landlords' email accounts that led to unauthorized access to associated RentCafe accounts. We encourage all landlords to follow these practices:

- **Protect the email account and phone associated with RentCafe.** RentCafe uses a passwordless login process and sends a security code to your established authentication method, which may be your email or phone. Keep these accounts secure by using strong, unique passwords and appropriate security settings. If your email or phone is compromised, someone may be able to obtain your security code and access your RentCafe account. If your email or phone provider notifies you of suspicious activity, an unfamiliar login, or another potential security concern, or if you believe your account may have been compromised, secure the account promptly and contact NH Housing.
- **Never share your security code.** RentCafe security codes are intended only for you. Never share this code with anyone. NH Housing staff will never ask you for your password or verification code. If you receive a code you did not request, please contact NH Housing.
- **Access RentCafe through trusted sources.** Bookmark <https://hcvportal.nhhousing.org/> and use that URL to login in directly to our portal.
- **Review your account information periodically.** Confirm that your email address, phone number, mailing address, and banking information remain accurate in the portal.
- **Pay attention to unexpected activity.** If you receive a login verification code or notification of a change you did not initiate, please contact NH Housing promptly.
- **Verify communications from NH Housing.** Email correspondence from NH Housing will come from an address ending in "@nhhousing.org" or "@nhhfa.org". Legitimate automatic emails from the RentCafe portal will come from "no-reply@rentcafe.com". Be cautious of messages claiming to be from NH Housing that originate from other domains.

Protecting landlord information and payments is important to NH Housing. Following these practices can help safeguard your RentCafe account and reduce the risk of unauthorized access.

If you have questions or notice anything unusual with your RentCafe account, please contact NH Housing at rentinfo@nhhousing.org or 603-472-8623.

Thank you for your partnership and for helping us keep your account information secure.