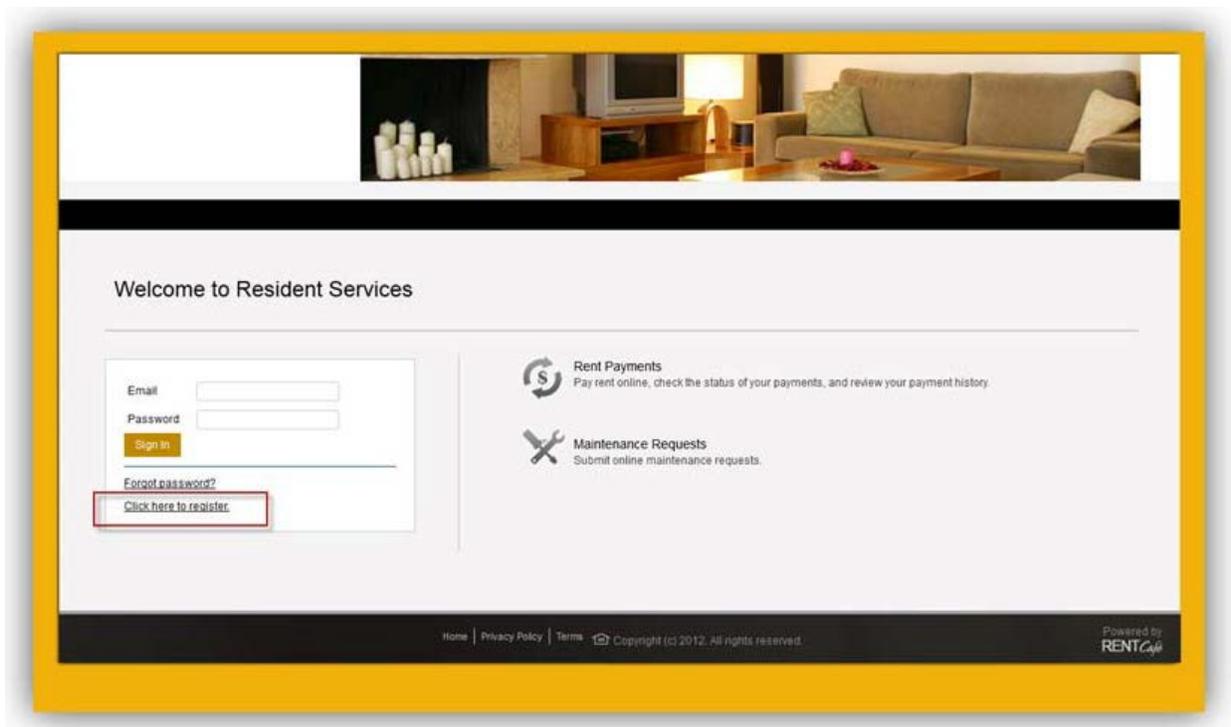




INSTRUCTIONS FOR REGISTERING YOUR ONLINE PORTAL ACCOUNT

How to Set Up your Resident Portal Account on RentCafe:

- (1) Visit your Property Website
- (2) Click the blue “Resident Login” button in the middle of the page.
- (3) Select “Click Here to Register” on the Welcome to Resident Services screen. This will take you to RentCafe, which hosts our resident portal.



- (4) Enter your name and registration code (Sometimes called a “t-code”. This is to be provided by Property Manager. Contact the leasing office for more information). If your phone number is on file, you may use it instead of the registration code.
- (5) Create a password. Passwords must be at least 8 characters.

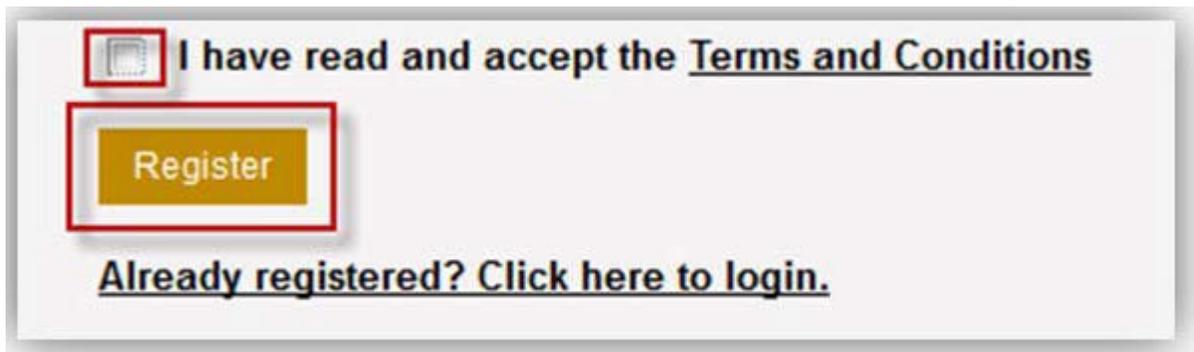
- (6) Confirm the password. Enter the same password as you created in step 5.
- (7) Select a security question and enter answer to question that you will remember.

- (8) To confirm the security code, enter the words you see in the box, in order and separated by a space. If you are unsure what the words are, either enter your best guess or click the reload button next to the distorted words.



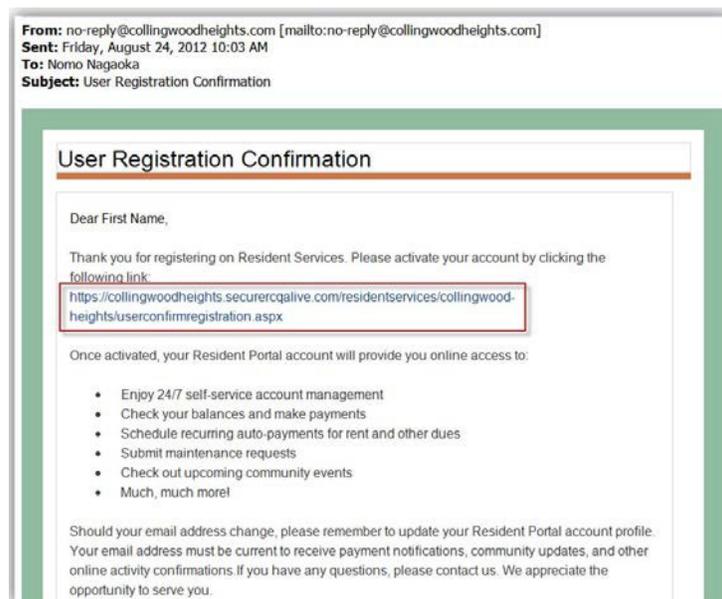
(9) Read the Terms and Conditions and Check the Box.

(10) Click the “Register” button.



(11) A confirmation email will be sent to the above listed email address. Follow the instructions to complete set up. *If you do not receive the activation email in your Inbox within 10 minutes of registering, please check your Spam folder.*

*** You must register your RentCafe account using a computer and not a mobile device. Once your account is set up, you can download the RentCafe App from the App Store and use your mobile device to make rent payments and submit works orders on your mobile device.



- (12) Enter the email address and password that you entered during registration.
- (13) To confirm the security code, enter the words you see in the box, in order and separated by a space.
- (14) Click on the “Authenticate User” button.

How to add Payment Accounts and make payments

- (1) Select the Payments tab on your resident services home screen

Glen Park APARTMENTS

Payments Maintenance Requests Lease Information Profile Sign Out

Payments

Make Payments Pending Activity Recent Activity Payment Accounts

Current Outstanding Charges Pay Now

Date	Description	Amount
08/28/2012	Rent- Residential	\$940.00
08/28/2012	Garage (Residential)	\$75.00
08/28/2012	Cable (Residential)	\$30.00
Account Balance:		\$1,045.00

Monthly Charges and Monthly Auto-Pay Schedule Monthly Auto-Pay

Description	Amount	Auto-Pay By	Auto-Pay Type	Auto-Pay Amount	Remaining
Rent- Residential	\$940.00				\$940.00
Garage (Residential)	\$75.00				\$75.00
Cable (Residential)	\$30.00				\$30.00
Total:	\$1,045.00			\$0.00	\$1,045.00

Glen Park Apartments
421 Fayetteville St
Raleigh, NC 27601
Send Email

Resident Information

Name: Briana Adams
Unit: 3219
Last Login: 8/28/2012

Tooltip

- Select Payments to pay rent and other charges, and to schedule automatic payments.
- Select Recent Activity to review payments you've made.
- Select Payment Accounts to add and change your bank accounts and credit cards.

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- (2) Click on the “Payment Accounts” tab to add a payment account. Your property is currently accepting only Bank Accounts for ACH payments. **Credit Card payments are not available at this time.**

Payments

Make Payments Pending Activity Recent Activity **Payment Accounts** Add Bank Account

Bank Accounts available to Make a One-Time Payment or Schedule Monthly Auto-Pay.

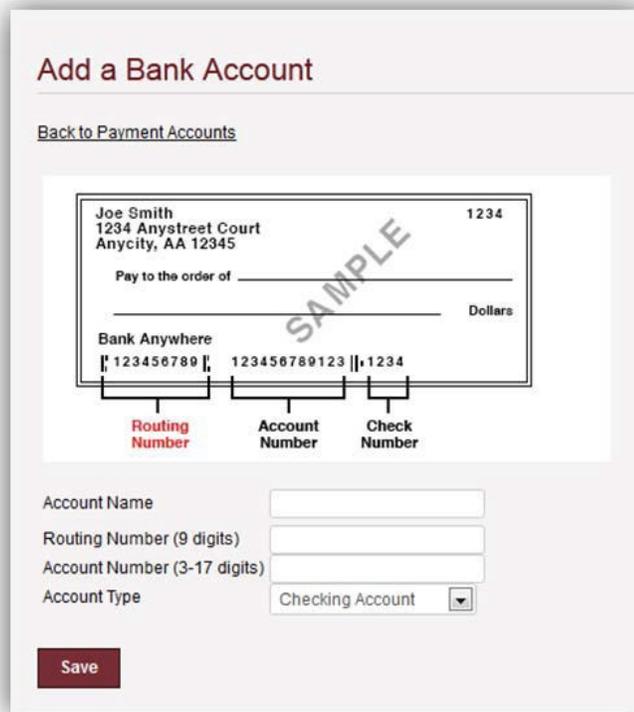
Name on Account	Bank Transit Number	Bank Account Number	Account Type	Edit
Rent	123123123	****7899	Checking	Edit

Showing 1 to 1 of 1 entries

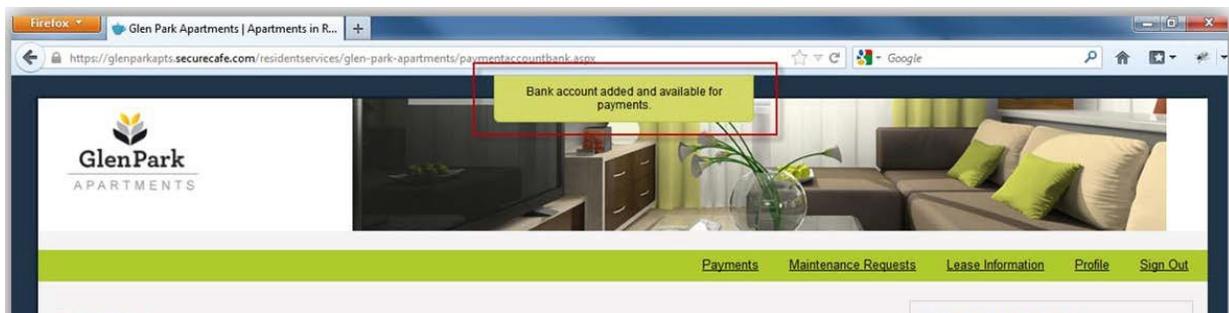
(3) To add a bank account, click on the “Add Bank Account” button.



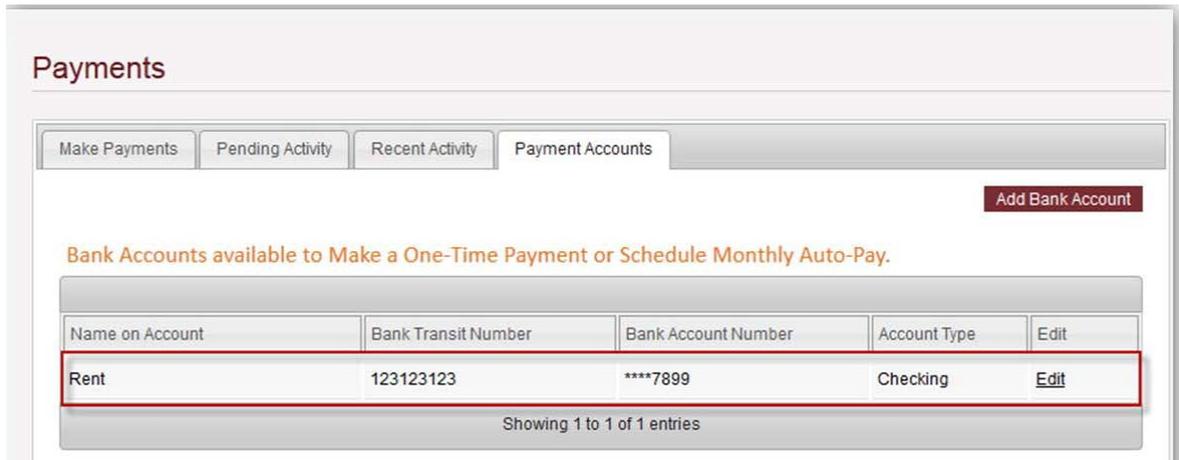
(4) Enter your bank account information and Click the “Save” button.



(5) If your bank account is added successfully, you should see a confirmation message at the top of the screen.



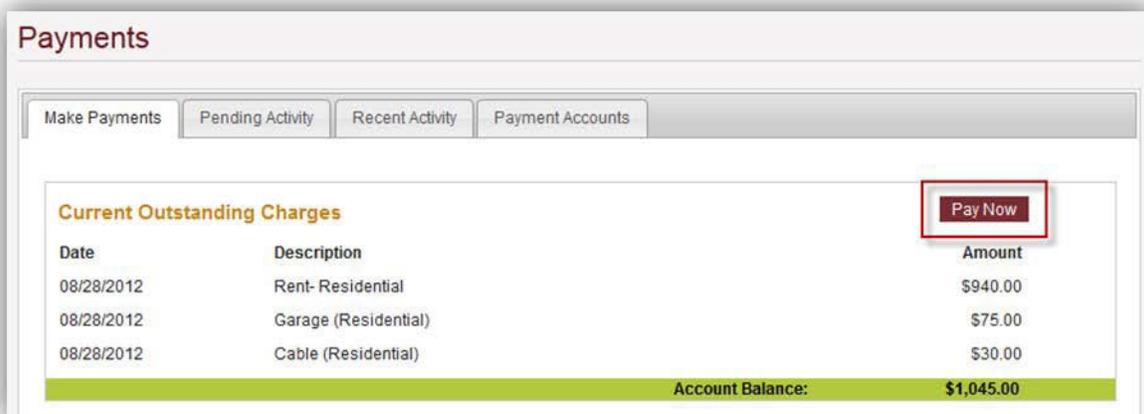
(6) You should now see the payments accounts available on the “Payments Accounts” tab.



Please be sure to accurately input your banking information. Incorrect information will result in rejected payments. Residents are responsible for ensuring the accuracy of their banking information.

How to submit a one-time payment

(1) On the “Make Payments” tab, click on the “Pay Now” button. **Lease charges appear towards the end of the month, prior to rent being due. You can make a one-time rent payment at any time and before the lease charges appear.**



(2) Select the payment account to be used.

- (3) Select the charges you would like to pay by checking the appropriate box. **Note that your property does not accept partial payments, and therefore all outstanding lease charges must be selected in order to proceed with your online payment.**
- (4) If your lease charges are not showing on your screen (i.e. it is before the 1st of the month when rent is due and lease charges appear) you can make a payment using the “extra payment” box. Enter the amount for all your monthly rent charges, per your lease agreement. If you submit less than the rent due per your lease agreement, the payment will be accepted by the system but management will still consider rent outstanding and you will be responsible for any late fees, if and as they apply to your property.

One-Time Payment

Payment Selection > Review Payment > Payment Confirmation

2 Select Payment Account: Checking ****7899 Add Credit Card Add Bank Account

Description	Total Amount	Paid	Unpaid	Select to Pay
Rent- Residential	\$940.00	\$0.00	\$940.00	3 <input checked="" type="checkbox"/>
Garage (Residential)	\$75.00	\$0.00	\$75.00	<input checked="" type="checkbox"/>
Cable (Residential)	\$30.00	\$0.00	\$30.00	<input checked="" type="checkbox"/>

4 Extra Payment Amount: 0.00

Total Charges: 1,045.00

Total Amount: 1,045.00

5 Next

- (5) Click the “Next” button.
- (6) Read the Terms and Conditions and check the box next to “I have read and accept the Terms and Conditions.”
- (7) Click on the “Submit Payment” button.

One-Time Payment

 Payment Selection >
  Review Payment >
  Payment Confirmation

Payment Account: Checking ****7899
 Payment Amount: \$1,045.00

Description	Payment Amount
Rent- Residential	\$940.00
Garage (Residential)	\$75.00
Cable (Residential)	\$30.00
Total Payment:	\$1,045.00

PLEASE READ THIS ENTIRE AGREEMENT BEFORE PROCEEDING. BY CLICKING ON THE "SUBMIT" BUTTON BELOW, YOU ACCEPT THE TERMS AND CONDITIONS FOUND WITHIN RENTCafé. IF YOU DO NOT ACCEPT THESE TERMS, DO NOT CLICK "SUBMIT" BELOW.

6 I have read and accept the [Terms and Conditions](#)

7

(8) If payment is accepted you will see the screen below. You will also receive a confirmation email.

One-Time Payment

 Payment Selection >
  Review Payment >
  Payment Confirmation

Your payment was successful! A confirmation email has been sent to resident2.reson01@gmail.com.

If you would like your rent paid automatically every month, please set up an automatic monthly payment.

You can access payment details anytime from the Payments page.

 Print

Confirmation Number: 600098464

Payment Date: 8/28/2012 7:20 PM

Payment Account: Checking ****7899

Payment Amount: \$1,045.00

Note that this screen and email confirms that you have requested to make a one-time payment through the online resident portal. It does not confirm that funds were received by the management company. If your bank account returns with non-sufficient funds (NSF), your payment will bounce and you will be responsible for paying any NSF and late fees, as they apply at your property. It is the resident's responsibility to ensure that there are sufficient funds in their account to make online payments.

How to setup recurring payments

(1) On the “Make Payments” tab, click on the “Schedule Monthly Auto-Pay” button.

Payments

Make Payments | Pending Activity | Recent Activity | Payment Accounts

Current Outstanding Charges Pay Now

Date	Description	Amount
Account Balance:		\$0.00

Monthly Charges and Monthly Auto-Pay Schedule Monthly Auto-Pay

Description	Amount	Auto-Pay By	Auto-Pay Type	Auto-Pay Amount	Remaining
Rent- Residential	\$940.00				\$940.00
Garage (Residential)	\$75.00				\$75.00
Cable (Residential)	\$30.00				\$30.00
Total:		\$1,045.00		\$0.00	\$1,045.00

If your lease is expiring and you have renewed your lease, you may see two sections for recurring lease charges. You are NOT being double charged. The second section includes the lease charges you will incur when your new lease begins.

Payments

Make Payments | Pending Activity | Recent Activity | Payment Accounts

Current Outstanding Charges Pay Now

Date	Description	Amount
Account Balance:		\$0.00

Monthly Charges and Monthly Auto-Pay Schedule Monthly Auto-Pay

Description	Amount	Auto-Pay By	Auto-Pay Type	Auto-Pay Amount	Remaining
Rent- Residential	\$940.00				\$940.00
Garage (Residential)	\$75.00				\$75.00
Cable (Residential)	\$30.00				\$30.00

Future Monthly Charges and Monthly Auto-Pay

Description	Amount	Auto-Pay By	Auto-Pay Type	Auto-Pay Amount	Remaining
Rent- Residential	\$1,040.00				\$1,040.00
Garage (Residential)	\$80.00				\$80.00
Cable (Residential)	\$35.00				\$35.00
Total:		\$2,200.00		\$0.00	\$2,200.00

(2) Select the payment account to be charged every month per lease charge.

- (3) Enter the amount to pay for each recurring lease charge. Your property does not accept partial payments, so you must select to pay all recurring charges.
- (4) Click the “Next” button.
- (5) Read the Terms and Conditions and check the box next to “I have read and accept the Terms and Conditions.”
- (6) Click on the “Setup Monthly Payment” button.

Schedule Monthly Auto-Pay

 Payment Selection >
  Review Payment >
  Payment Confirmation

Monthly Charge Description	Amount	Verify your monthly Auto-Pay selections		
Rent- Residential	\$940.00			
Your current Auto-Pay amount	\$0.00	Setup Auto-Pay	Checking ****7899	\$940.00
Garage (Residential)	\$75.00			
Your current Auto-Pay amount	\$0.00	Setup Auto-Pay	Checking ****7899	\$75.00
Cable (Residential)	\$30.00			
Your current Auto-Pay amount	\$0.00	Setup Auto-Pay	MasterCard *****0206	\$30.00
Total Monthly Auto-Pay				\$1,045.00

You authorize to have the above amount withdrawn from your selected payment account every month under the specified Terms and Conditions until you cancel your authorization, submit your 30-day notice or renew your lease.

5 I have read and accept the Terms and Conditions

6

You will see the following screen.

Automatic Monthly Payment Confirmed.

Thank you for setting up your automatic monthly payment!

Automatic monthly payments will be effective as of the 1st of next month. Please note that outstanding balance due for the current month must be paid using our one-time payment option.

You can access your payment details anytime from Payment Menu.

A confirmation email has been sent to resident2.reson01@gmail.com.

Note that this screen and email confirms that you have enrolled for monthly recurring payments to be automatically paid through the online resident Portal. It does not confirm that funds were received by the management company. If your account has non-sufficient funds (NSF), your payment will bounce and you will be responsible for paying any NSF and late fees, as they apply at your property. It is the resident's responsibility to ensure that there are sufficient funds in their account to make online payments.

***** Very important. Automatic Monthly Payments occur on the 1st of the month, unless that day occurs on a weekend, in which the payment will be made on the last business day of the prior month. You must be enrolled in Automatic Monthly Payments by 2:45 pm that day in order to be included in the Automatic Payment. If you enroll after the 2:45 pm deadline, your Automatic Payment will not post and will only be included in the next month's Automatic Payment. In the event that you missed the deadline, please make a one-time payment using the instructions above.**