

# RENTCafe Resident Portal Features Guide

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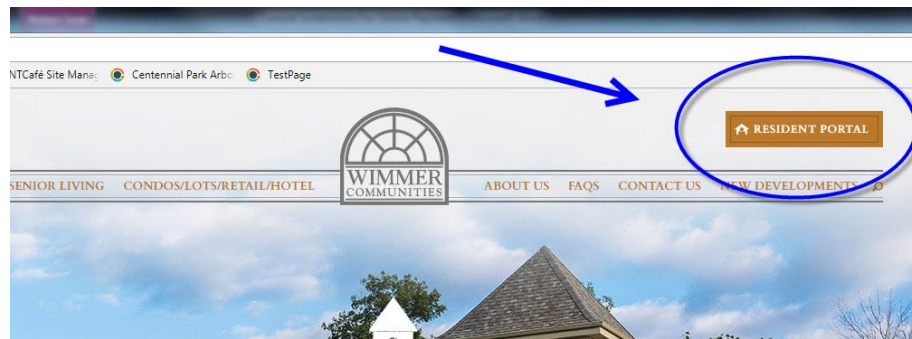
**If you are not yet registered for the Resident Portal, please contact your property's leasing office for assistance.**

\*\*Please note that your specific Resident Portal may vary slightly from the examples provided in this guide. If you have any further questions or concerns, please feel free to contact us at the leasing office or email us at [info@wimmerbrothers.com](mailto:info@wimmerbrothers.com)

Thank you!

# Adding a Credit Card or Bank Account

- 1) Go to the Wimmer Communities website: [www.wimmercommunities.com](http://www.wimmercommunities.com)
- 2) Click the Resident Portal button in the upper righthand corner of the screen



- 3) Sign in using the information you originally registered with (if you applied online, it's the same login information)
  - If you haven't already registered, you can click the link provided to register. If you need help registering, please contact the leasing office
  - You can also download the RENTCafe Resident application on your Android or iPhone. Search for "RENTCafe Resident"



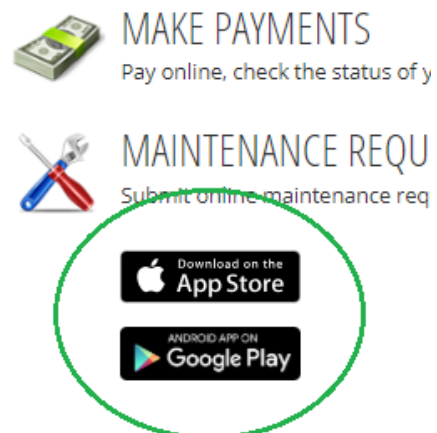
## WELCOME TO RESIDENT SERVICES

Email

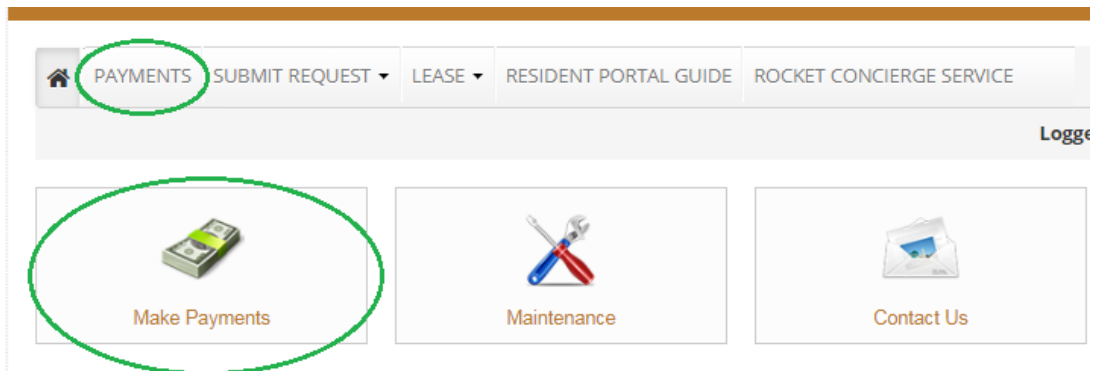
Password

**Sign In**

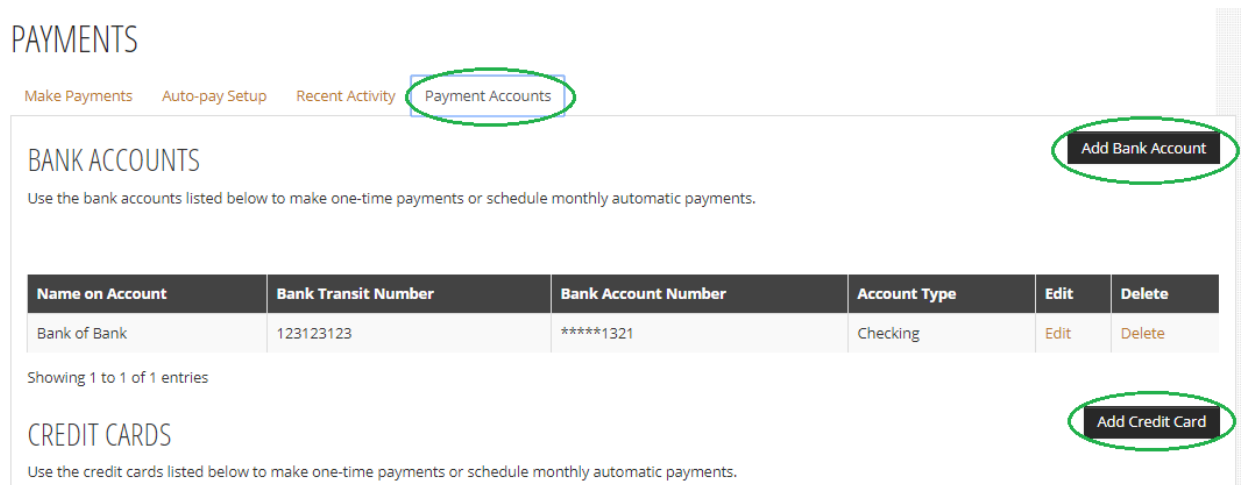
[Forgot password?](#)  
[Click here to register.](#)  
[Send Verification Email](#)



- 4) Once you've logged in, click on either the 'Make Payments' button or 'Payments' tab



- 5) Click the 'Payment Accounts' tab and then 'Add Bank Account' or 'Add Credit Credit'. *\*We recommend using a checking account to avoid processing fees*



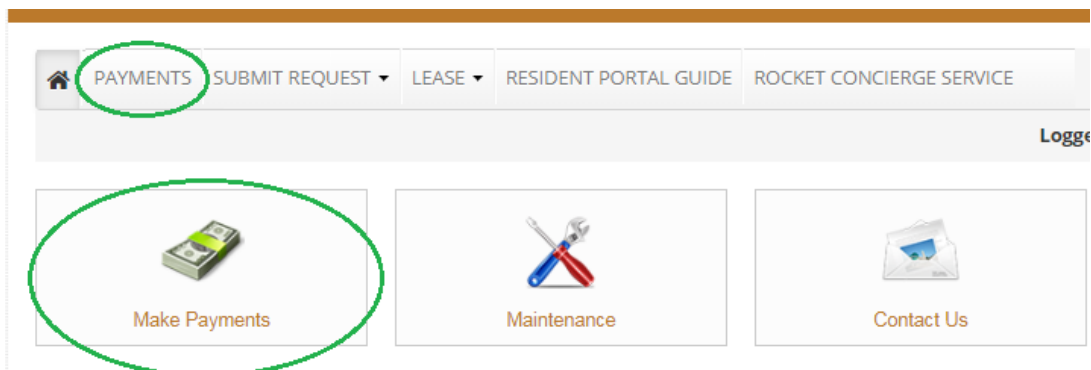
- 6) Fill out all account information, then click 'Save'
- 7) Your Credit Card or Bank Account information is now saved to your Rent Café portal, and is available to setup recurring payments (auto-pay) and one-time payments – Continue through this guide to learn how to do both.

Nice job! 😊

# Setting Up Auto-Pay

**\*\*Note: When setting up Auto-Pay, an end date is required. Many people choose the last day of their lease as the payment end date. If/When you renew your lease, you will need to update your Auto-Pay Information.**

- 1) Login to the Resident Portal and click the 'Payments' tab or the 'Make Payments' button – if you have not already added a payment account (credit card or bank account) to your profile, please go to page 2 of this guide and complete the 'Adding a Credit Card or Bank Account' section



- 2) Click the 'Auto-pay Setup' tab, select which Payment Account you would like to setup for Auto-Pay, then complete the rest of the information and click 'Next'

Payment Account	Start Date	End Date	Pay on Day	Max Pay Amount
Select Payment Account			1st	
Bank of Bank Chk *****1321				

3) Review and accept the Terms and Conditions, then click Set Up Auto-Pay

Auto-pay Setup

Your first payment is scheduled for **5/1/2019**

Payment Account	Start Date	End Date	Pay on Day	Max Payment Amount
Bank of Bank Chk *****1321	5/1/2019	9/30/2019	1st	\$2,000.00

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.

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

**Cancel** **Set Up Auto-Pay**

4) You will receive a confirmation screen that your Auto-Pay was successfully setup

**\*\*\* NOTE: Automatic Monthly Payments occur on the 1st of the month, unless that day occurs on a weekend, in which case 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 on Pages 6 & 7.**

You can review or change your Auto-Pay and other payment information through Resident Portal at any time by logging back into the site/app.

# Making a One-Time Payment

- 1) After logging in to your Resident Portal account and going to the 'Payments' page, click the 'Make Payment's tab and 'Make a One-Time Payment' link on the right-hand side

PAYMENTS

Make Payments Auto-pay Setup Recent Activity Payment Accounts

Current Outstanding Charges

No charges available for payment.

Make a One-time Payment

Date	Description	Amount
	Account Balance:	\$0.00

- 2) Select which account you'd like to pay from and enter the amount you'd like to pay (you can select an already saved payment account or add a new one)

ONE-TIME PAYMENT

Payment Details > Review Payment > Confirmation

Add Credit Card Add Bank Account

Enter Payment Details

Select Payment Account ---Select Payment Account---

Extra Payment Amount 0.00

Next

- 3) A pop-up will appear at the top of your screen, confirming the amount you are paying. Review it and click the "Ok" button.

- 4) Review and Accept the “Terms and Conditions”, then click the “Submit Payment” button

## ONE-TIME PAYMENT

[Payment Details](#) » [Review Payment](#) » Confirmation

### Payment Details

Payment Account	Bank of Bank Chk *****1321
Extra Payment Amount	\$1.00
Total Amount	<b>\$1.00</b>

PLEASE READ THIS ENTIRE AGREEMENT BEFORE PROCEEDING. BY CLICKING ON THE "SUBMIT" BUTTON BELOW, YOU ACCEPT "SUBMIT" BELOW.

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

[Back to Payment Details](#)

[Submit Payment](#)

- 5) You will be brought to a request confirmation screen which you can print for your records if desired. You will also receive an email confirmation.

**\*\*Note:** The Confirmation screen/Confirmation email confirms that you made a one-time payment request only. It does not guarantee that the funds were received by Wimmer Communities. If your bank account returns with non-sufficient funds (NSF), your payment will be declined, and it may take several days for the bank to notify us of this. It will be your responsibility to pay any outstanding fees including NSF fees and late fees. It is your responsibility to have the proper funds available in your account to make online payments.

# Splitting Auto-Payments With Roommates

- 1) On the Payments screen, click the “Auto-Pay Setup” tab

Make Payments **Auto-pay Setup** Recent Activity Payment Accounts

**Current Outstanding Charges** [Make a One-time Payment](#)

No charges available for payment.

Date	Description	Amount
9/20/2017	Unapplied Credit	-\$1.00
	<b>Account Balance:</b>	-\$1.00

**September Monthly Charges**

Description	Amount
Rent	\$1,285.00
Model	-\$1,285.00
<b>Total:</b>	\$0.00

**Monthly Auto-Pay Setup For Lease Charges**

- 2) On Auto-Pay Setup screen, you will see two option dropdowns. Choose Option 2: Share lease costs with roommates. You can also choose to pay various other charges.

**Payments**

Make Payments **Auto-pay Setup** Recent Activity Payment Accounts

☐ Option 1: Pay my account in full

☒ Option 2: Share lease costs with roommates

**Fixed Monthly Charges**

**i** Your average monthly charges are \$642.50/month.

Auto-Pay Account	Start Date	End Date	Pay On	Payment Amount	
Select Payment Account					<a href="#">Next</a>

**Variable Monthly Charges**

Description	Auto-Pay Account	Start Date	End Date	Pay On	Payment Percent	Max Payment Amount
Water	Select Payment Account					0.00
Sewer	Select Payment Account					0.00

[Next](#)

\*Payment scheduled on or after the late fee day (6th) will incur Late fees.



- 3) Review the “Terms and Conditions” and check the box. Then, click “submit.”

Auto-pay Setup ✕

Your first payment is scheduled for **10/1/2017**

Payment Account	Start Date	End Date	Pay on Day	Max Payment Amount
Harry Potter Chk *****4567	10/1/2017	1/31/2018	1st	\$1,500.00

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.

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

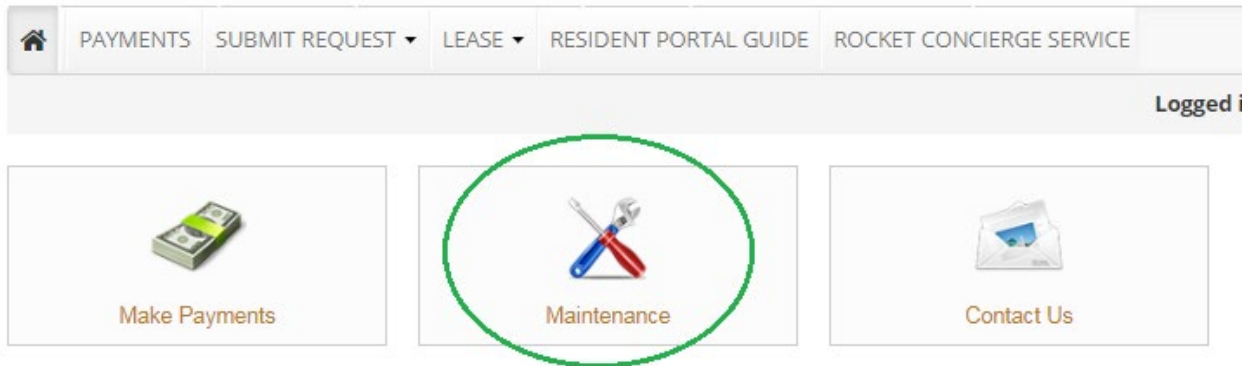
Cancel Set Up Auto-Pay

- 4) A confirmation screen will pop-up, which you can print for your records if desired. You should also receive an email confirmation.

**\*\*\* NOTE: Automatic Monthly Payments occur on the 1st of the month, unless that day occurs on a weekend, in which case 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 on Pages 6 & 7.**

# Submitting Maintenance Requests

1) After logging in, click the “Maintenance” button



2) Under the “Submit Maintenance Request” tab, fill out the form with as much detail as possible, including if you have any pets in your home and whether or not we can enter your apartment if no one is home.

## MAINTENANCE REQUEST

Submit Maintenance Request

Request History

Priority\*

\*\*Online Maintenance Requ

Category\*

Sub Category

Location

Full Description\*

1499 characters remaining

Access Instructions

Permission to Enter\*

Yes

Attachment

Choose File

No file chosen

Submit

- 3) After clicking 'Submit', a pop-up message will display, confirming your request has been sent. You will also receive an email confirmation.
- 4) Once your Work Order has been completed, you should receive an email letting you know it's been closed. You can also check the status of current or past work orders submitted through the Resident Portal under the 'Request History' tab. Unfortunately, work orders submitted through the office, or email are not available under the Request History tab at this time.

## MAINTENANCE REQUEST

[Submit Maintenance Request](#)

[Request History](#)

My Requests already on file.

10 records per page

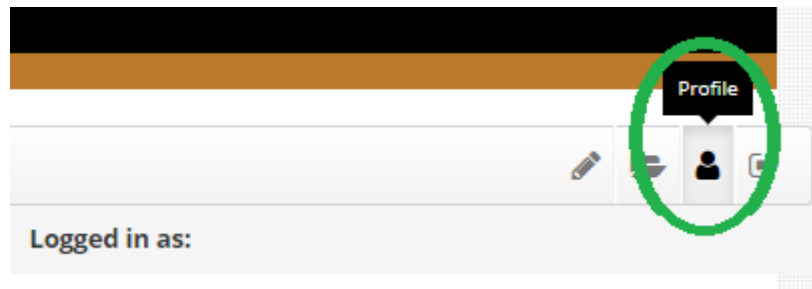
Request #	Requested	Category	Description	Status	Date Completed
274777	3/20/2019	Drywall Concerns		Web	
85290	4/28/2015	Appliance Issue		Work Completed	4/28/2015
85127	4/27/2015	Appliance Issue		Work Completed	5/1/2015

Showing 1 to 3 of 3 entries

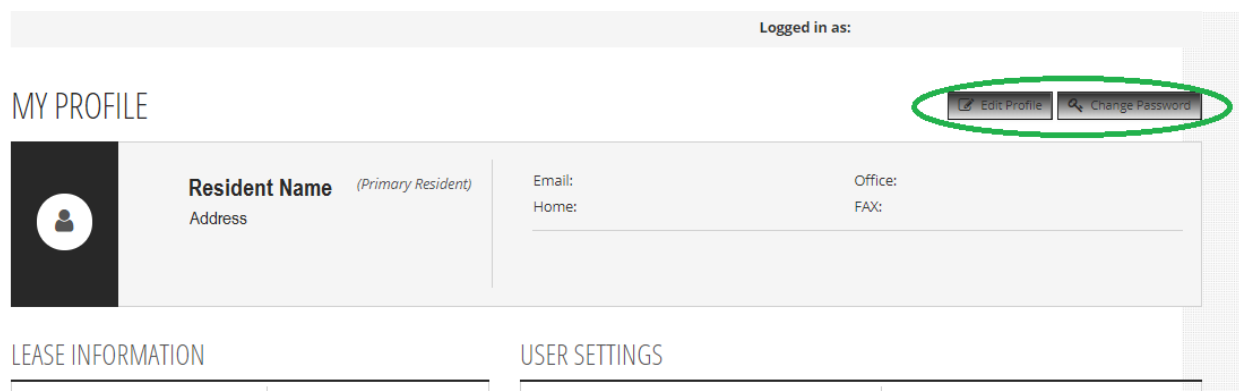
← Previous 1 Next →

# Updating your Profile

- 1) To update your vehicle information, phone number, email address, or change your password or notification preferences: login to the Resident Portal and click the 'Profile' button on the top right-hand side.



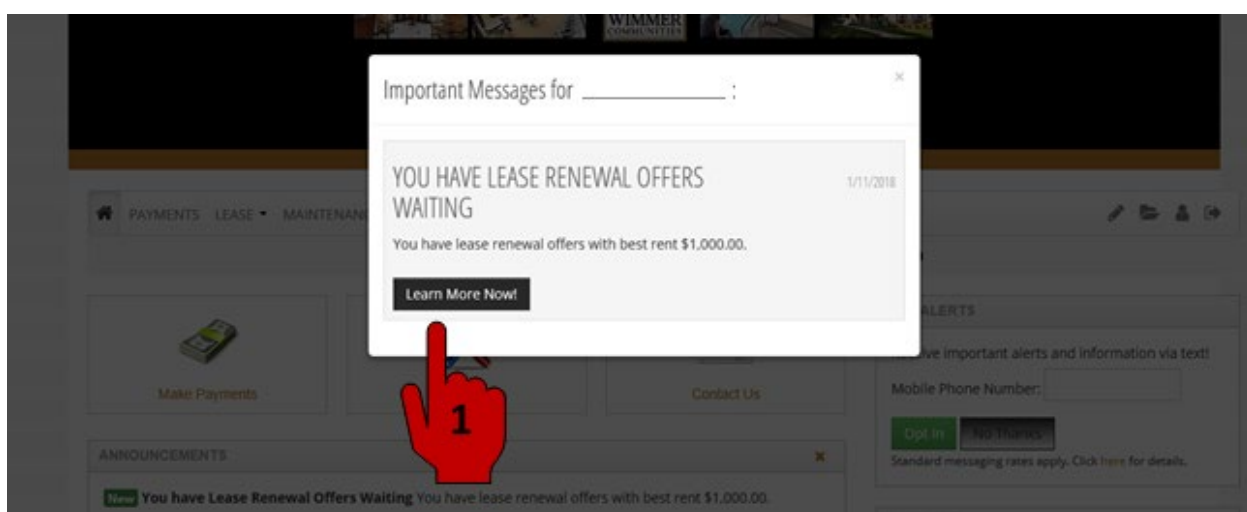
- 2) All of your current information we have on file will appear on this screen. You can update it by clicking the 'Edit Profile' button.



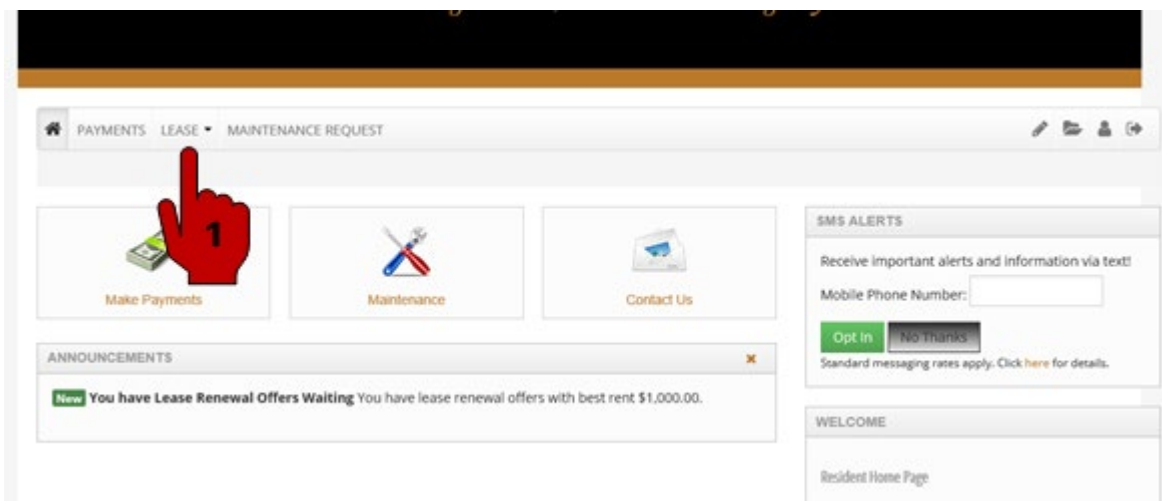
# Renewing Your Lease Online

**\*\*Note:** If you currently use automatic payments, you will need to update your Auto-Pay settings after you renew your lease. The payments are typically set to expire at the end of your current lease and do not automatically update the amount or dates with a new lease.

- 1) Log into your Rent Cafe account using the Resident Portal. If your lease is ready to be renewed, a pop-up message will display, alerting you that you have lease renewal offers available.




*If for some reason you don't receive this message, you can also find your lease renewal options under the Lease drop down tab, at the top left of the page (below).*



- 2) Next, you will see a list of your renewal options ranging in term and price. Review and select the lease term that you'd like to renew for. *\*Please note that the Proposed Rent reflects the base rent only and does not include additional monthly charges such as pet fees, water/sewer fees, parking, etc. Your available terms (lease lengths) may vary from the example below.*

## LEASE INFORMATION

	<b>RESIDENT INFO</b> (Primary Resident)	Email:	Office:
		Home:	FAX:

Please select one of the Approved Proposals.

There are 13 lease offers for you to choose from.

### Instructions

According to our records, your lease is due to expire.

We hope you have enjoyed living here and that you plan to stay with us.

Please choose a lease below that works for you. Once you have selected a lease, we will contact you to come into the office to sign your new lease. We look forward to you renewing and living at our community.

You can see the details of each option and start the process of renewing your lease by choosing 'Select Lease'. The Minimum Lease Term/Maximum Lease Term is the range of months you may renew at the proposed rental rate for that term range.

Renewal Term	Proposed Rent	Other Charges	Special	Total Monthly Charges	
14 Months	\$1,071.00	\$15.00	\$0.00	\$1,086.00	Select Lease
13 Months	\$1,073.00	\$15.00	\$0.00	\$1,088.00	Select Lease
12 Months	\$1,084.00	\$15.00	\$0.00	\$1,099.00	Select Lease
11 Months	\$1,107.00	\$15.00	\$0.00	\$1,122.00	Select Lease
10 Months	\$1,125.00	\$15.00	\$0.00	\$1,140.00	Select Lease
9 Months	\$1,169.00	\$15.00	\$0.00	\$1,184.00	Select Lease
8 Months	\$1,174.00	\$15.00	\$0.00	\$1,189.00	Select Lease



- 3) After selecting your lease renewal term, verify that the information listed on the Lease Details page is correct. If the information shown is correct, review and accept the terms and conditions, then click 'Renew Lease'. If there are errors on this page, stop and contact the leasing office to make corrections.

### Lease Details

Please select how many months you would like to renew your lease for:

14 ▼

Renew Lease From: 5/1/2018 to 6/30/2019

Description	Start Date	End Date	New Amount
Rent	5/1/2018		\$1,071.00
fee-pet	5/1/2018		\$15.00
Total Amount:			\$1,086.00

### Lease Renewal Terms & Conditions.

Your acceptance of this offer to renew shall constitute a renewal of the present lease for the term of months and rent accepted.

☒ I accept the terms & conditions above.

Renew Lease

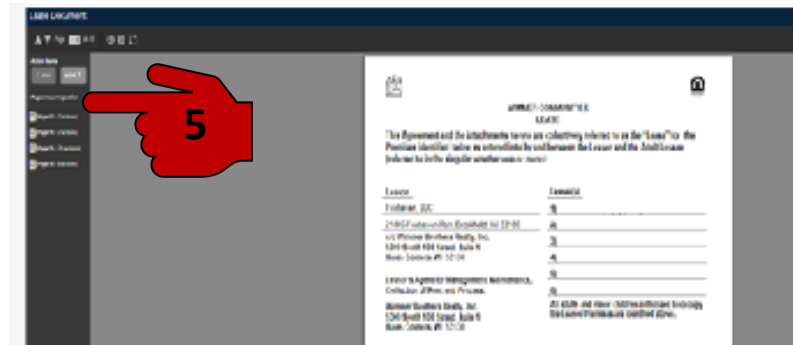


After selecting 'Renew Lease', the leasing office staff will be notified and will begin preparing your new lease documents, which you'll be able to sign electronically. You'll be notified via email when your lease is ready for you to sign.

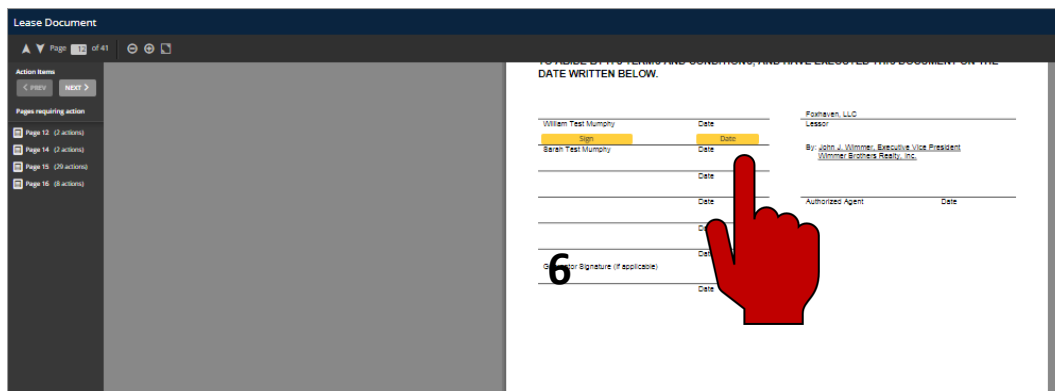
- 4) After you receive the email that your lease is ready to sign, log back into the Resident Portal. Click the 'Lease' tab, then scroll down and click 'Sign' next to your name.

**\*If multiple adults live in the apartment, you will each need to login to your own Rent Café accounts and complete Steps 4 through 7. If any adults on the lease do not have a Rent Café account, please contact the leasing office.**

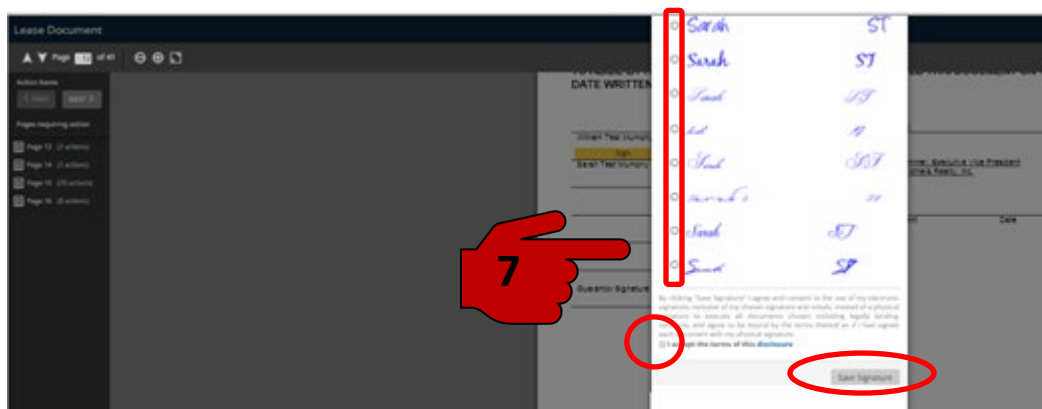
- 5) Once you click the 'Sign' button, the lease document will open. Click through and read the pages of the lease before signing.



- 6) Time to sign! - Click on a highlighted signature line.



- 7) Select your signature font, accept the terms and conditions, and save the signature.





- 8) Finish going through the entire lease and 'Sign' all required lines.
- 9) When you're done, Click 'Submit Document'. (You won't be able to submit it until all required areas have been signed.)

The screenshot shows a digital document signing interface. At the top right, it says "(Document 1 of 1)". Below that, a green bar contains a checkmark and the text "All required actions complete", followed by a green button labeled "Submit Document". The main area displays a legal document titled "Nonstandard Rental Provision Addendum". It includes a section for "IN WITNESS THEREOF, THE UNDERSIGNED HAVE READ THE FOREGOING ADDENDUM, AGREE TO ABIDE BY ITS TERMS AND CONDITIONS, AND HAVE EXECUTED THIS DOCUMENT ON THE DATE WRITTEN BELOW." Below this, there are two columns of signature lines. The left column has lines for "William Test Murphy" and "Barah Test Murphy", each with a "Date" field. The right column has lines for "Pompano, LLC" and "By John J. Wimmer, Executive Vice President", each with a "Date" field. There are also lines for "Authorized Agent" and "Guarantor Signature (if applicable)". A large red number "9" is overlaid on the right side of the document, and a red hand icon with the index finger pointing up is positioned to the right of the document.

- 10) After submitting the signed document, you'll receive an email, letting you know that the lease has been sent to the property manager for review and for them to sign.
- 11) After the property manager has approved and signed the lease, you will receive a confirmation email with the signed lease attached for your records.