

# RENTCafe Resident Portal Features Guide

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**If you have not registered for the Resident Portal, please contact your property for a registration link.**

\*\*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!



Wimmer Communities has engaged RentCafe, which is a licensed party of Yardi Systems, Inc payment processing services, to administer credit card and ACH payments.

### **Credit Card Payments**

Online credit card payments made by residents through RENTCafé are highly secure. RENTCafé itself does not directly process credit card payments or collect, store or transmit any resident cardholder data. Rather, when a resident who uses RENTCafé chooses to make an online credit card payment, she or he is redirected to a Card Services (CS) system. All critical components of the CS system—including its databases, web servers and necessary payment elements—meet and are independently audited to ensure compliance with the current Payment Card Industry Data Security Standard (PCI DSS). The current standard is 3.1 level one compliance, which ensures, among other things, that:

- Cardholder data is fully encrypted when transmitted;
- Cardholder data is saved in the CS system only as needed and in a highly secure “tokenized” form; and
- The CS system is accessible only on a strict need-to-know basis, and is firewalled, segmented, and protected from internal and external connections.

In sum, the CS system operates in an independently audited secure cardholder data environment that complies with high industry standards designed to ensure safe, PCI-compliant online credit card payment transactions. To the extent there was ever any willful or malicious activity that resulted in a loss consumer should contact their credit card provider. Many credit cards will remove the charge while investigating potential fraudulent activity. We recommend confirming your credit card’s policy in the unlikely scenario that this occurs. In light of PCI DSS, which is the standard used to protect virtually all credit card transactions, the probability of any other type of loss is so extraordinarily low as to be essentially non-existent.

### **ACH Payments**

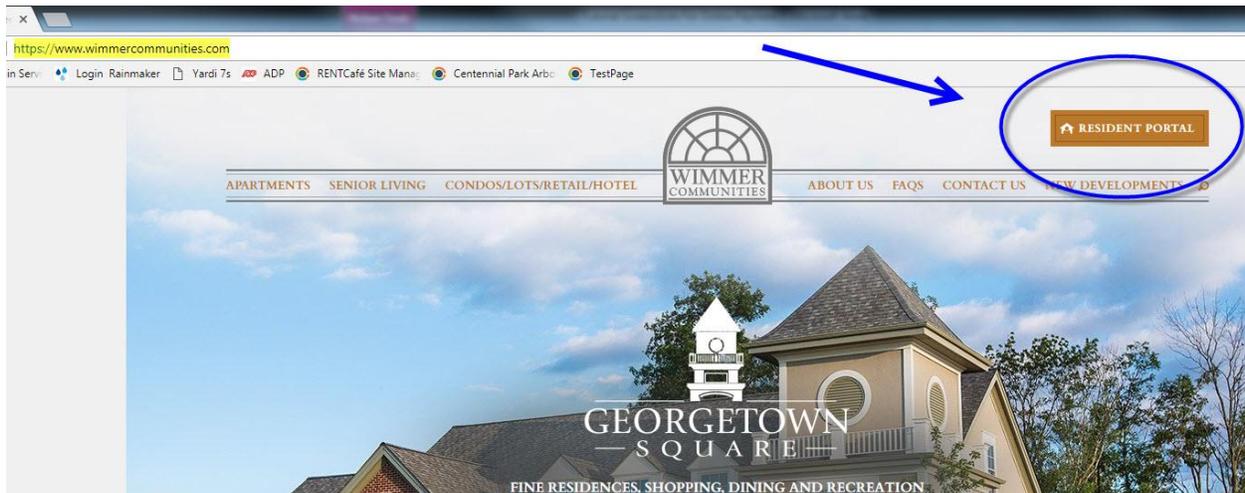
ACH direct debit transfers or an “electronic check” is fully encrypted when transmitted . These payments are processed in accordance with banking rules. With a resident’s account and routing number, someone could—with the ability to create ACH files—process “payments” that would result in debits from the corresponding account. Any unauthorized activity should be reported to your banking institution. Many banks provide an automatic refund as long as the bank receives notification within 90 days. We recommend confirming your bank’s policy in the unlikely scenario that this occurs.

However, RENTCafé and the Voyager software work together to protect the information that is used to process ACH payments, and these same protections would also apply:

- ACH data is fully encrypted when transmitted;
- ACH data is saved in the Voyager database only as needed; and
- Databases are firewalled and protected in the Yardi cloud by not less than 16 different layers of security.

# Accessing the Resident Portal

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



- 3) Sign in to the Resident Portal using the information you originally registered with.
  - If you haven't already registered, you can click the link to register. If you need help registering, please contact the leasing office and ask for the registration link to be emailed to you or email [info@wimmerbrothers.com](mailto:info@wimmerbrothers.com)
  - You can also download the RENTCafe Resident application on your Android or iPhone. Search for "RENTCafe Resident"



## Welcome to Resident Services

Email

Password

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



### Make Payments

Pay online, check the status of your payments and review your payment history.



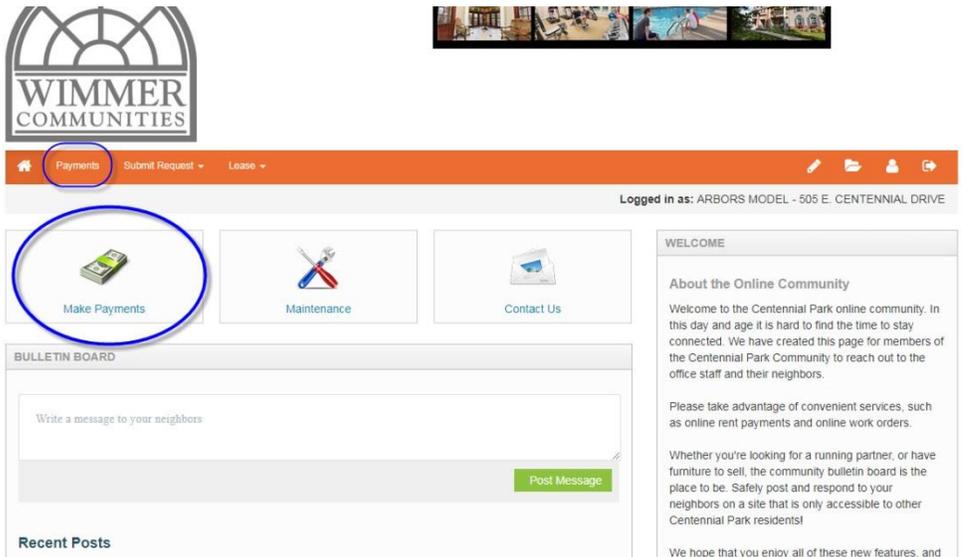
### Maintenance Requests

Submit online maintenance requests.



# Making Online Payments

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



- 5) Click the "Make Payments" tab to add a payment account, such as your bank account or credit card information.

## Payments

[Make Payments](#) [Auto-pay Setup](#) [Recent Activity](#) [Payment Accounts](#)

[Make a One-time Payment](#)

**Current Outstanding Charges**  
No charges available for payment.

Date	Description	Amount
	Account Balance:	\$0.00

**September Monthly Charges**

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

6) You have the option to choose your preferred method of payment. We recommend electronic drafting from your bank account to avoid fees.

## Payments

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

### Bank Accounts

Use the bank accounts listed below to make one-time payments or schedule monthly automatic payments.

Name on Account	Bank Transit Number	Bank Account Number	Account Type	Edit	Delete
No data available in table					

Showing 0 to 0 of 0 entries

[Add Bank Account](#)

### Credit Cards

Use the credit cards listed below to make one-time payments or schedule monthly automatic payments.

Card Type	Card Number	Edit	Delete
No data available in table			

Showing 0 to 0 of 0 entries

[Problems adding a credit card?](#) You may need to enable TLS

### Text To Pay

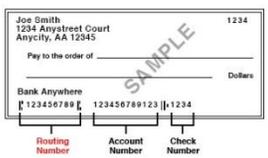
Pay your outstanding balance at any time with only a text message. Save a PIN and payment account below, then text BALANCE to 85938 at any time, and follow the instructions.

PIN (alphanumeric allowed):       Payment Account:       [Save](#)

7) Fill out your account information. All fields are required.

## Add a Bank Account

[Back to Payment Accounts](#)



**Fill in your account info.**

Account Name

Routing Number (9 digits)

Confirm Routing Number

Account Number (3-17 digits)

Confirm Account Number

Account Type

[Save](#)

8) Your account information will now appear on the “Payment Accounts” screen. If you wish to set up more than one account (i.e. multiple people paying rent, you wish to split payments) you can add them here.

## Bank Accounts

Use the bank accounts listed below to make one-time payments or schedule monthly automatic payments.



Name on Account	Bank Transit Number	Bank Account Number	Account Type	Edit	Delete
Harry Potter	123123123	*****5309	Checking	Edit	Delete

Showing 1 to 1 of 1 entries

# Auto-Pay Setup

**\*\*Note: When you renew your lease, you will need to adjust your monthly amount.**

- 1) Under the “Auto-pay Setup” tab you can set your preferences to automatically make recurring payments.

## Payments

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

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

Payment Account	Start Date	End Date	Pay on Day	Max Pay Amount
Select Payment Account ▼			▼	

Next

- 2) Review the terms and conditions, then check the box and click the “Set Up Auto-Pay” button.

Auto-pay Setup

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

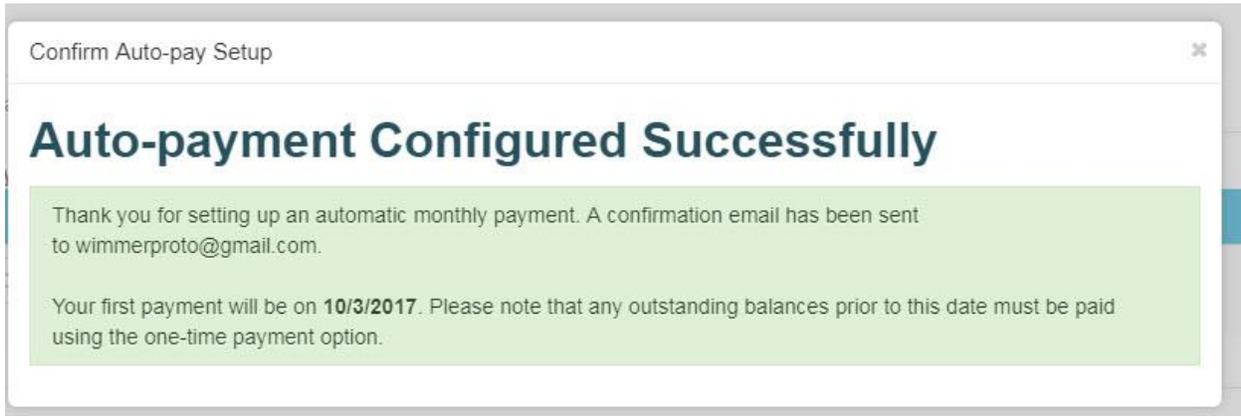
Payment Account	Start Date	End Date	Pay on Day	Max Payment Amount
Harry Potter Chk *****4567	10/1/2017	1/31/2018	1st	\$1,500.00

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

3) The following confirmation will pop up:



**\*\*Note:** This screen confirms that you made a one-time payment request. 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 will be your responsibility to pay any NSF and late fees as applicable. It's your responsibility to have the proper funds available in your account to make online payments.

4) You can review or change your information through Resident Portal at any time by logging back into the site/app.

## Payments

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
	Account Balance:	\$0.00

**September Monthly Charges**

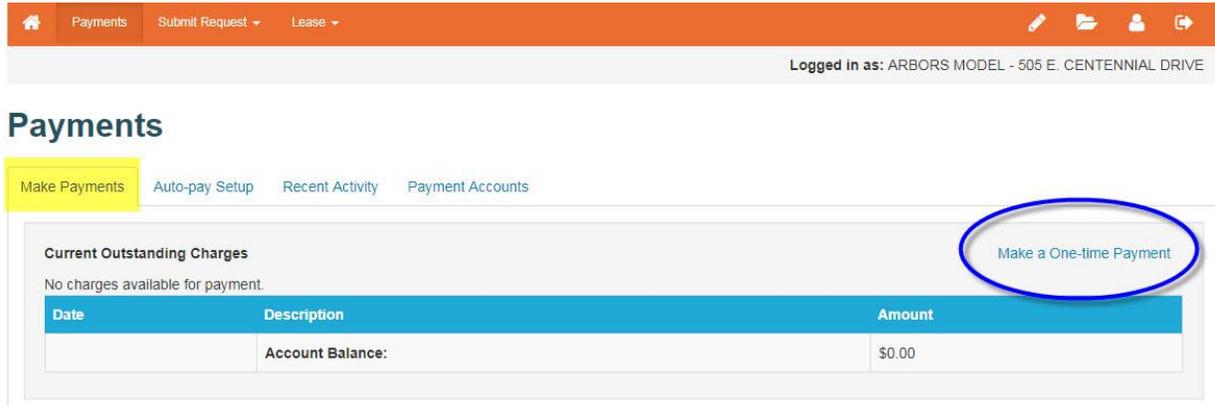
Description	Amount
Rent	\$1,285.00
Model	-\$1,285.00
<b>Total:</b>	\$0.00

**Current Auto-Pay Setup**

Auto-Pay By	Payment Account	Start Date	End Date	Pay on Day	Max Pay Amount
ARBORS MODEL	Bank Account	9/21/2017	3/15/2018	3rd	\$1,500.00

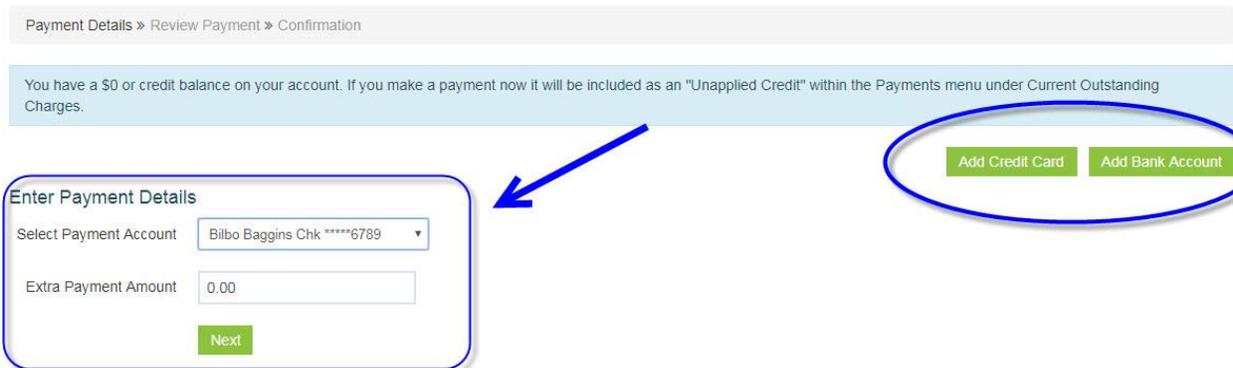
# To set up one-time payments:

- 1) Under the "Make Payments" tab, click the link that says "Make a One Time Payment"

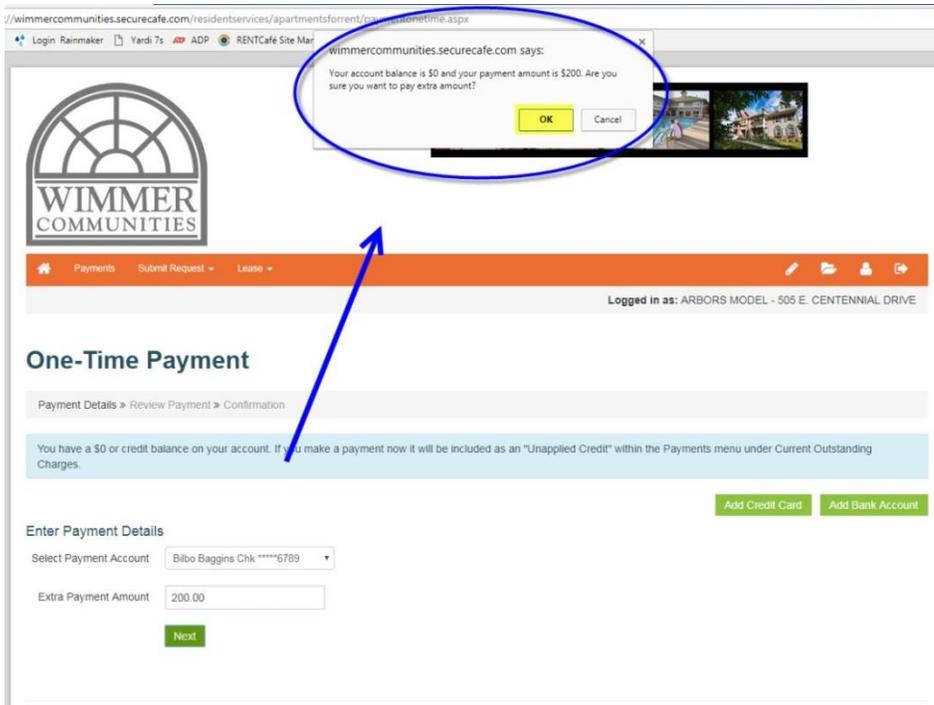


- 2) You can select an existing account or add a new account to pay with.

## One-Time Payment



- 3) A pop-up will appear at the top of your screen. Review it and click the “Ok” button.



- 4) Review the “Terms and Conditions” and check the box. Then click the “Submit Payment” button

## One-Time Payment

Payment Details » Review Payment » Confirmation

Payment Details

Payment Account	Bilbo Baggins Chk ****6789
Extra Payment Amount	\$200.00
Total Amount	<b>\$200.00</b>

PLEASE READ THIS ENTIRE AGREEMENT BEFORE PROCEEDING. BY CLICKING ON THE "SUBMIT" BUTTON BELOW, YOU ACCEPT THE TERMS AND CONDITIONS. IF YOU DO NOT ACCEPT THESE TERMS, DO NOT CLICK "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. You can print it for your records. You will also be emailed a confirmation of your request.

## One-Time Payment

Payment Details » Review Payment » Confirmation

✔ Your payment was successful! A confirmation email has been sent to wimmerproto@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.

Payment Details



Confirmation Number:	600485172
Payment Date:	9/19/2017 4:17 PM (CST)
Payment Account:	Bilbo Baggins Chk ****6789
Payment Amount:	\$200.00

**\*\*Note:** This screen confirms that you made a one-time payment request. 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 will be your responsibility to pay any NSF and late fees as applicable. It's your responsibility to have the proper funds available in your 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 on pages 8 & 9.**

# Splitting Auto-Payments Between 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				

**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](#)

- 4) A confirmation screen will pop-up. You should also receive a confirmation e-mail.

Auto-pay Setup Confirmation

## Monthly Auto-Pay Setup For Lease Charges Confirmed

Thank you for setting up your automatic monthly payment!

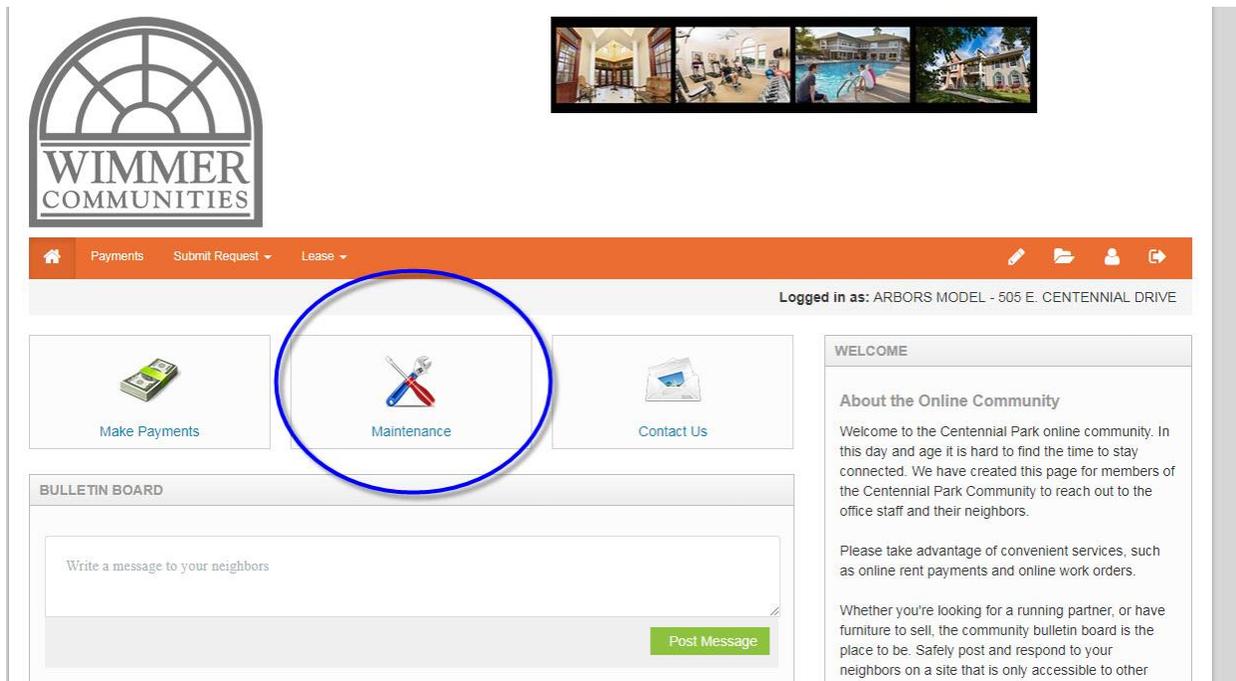
Your first payment will be on 10/3/2017. Please note that any outstanding balances prior to this date must be paid using the one-time payment option.

You can access your payment details anytime from Payment Menu.

A confirmation email has been sent to wimmerproto@gmail.com.

# Submitting Maintenance Requests

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



2) Under the “Submit Maintenance Request” tab, fill out the form. An asterisk \* denotes required fields. Please fill out the form as thoroughly as you are able.

### Maintenance Request

Submit Maintenance Request | Request History

Priority\*

Category\*

Sub Category

Location

Full Description\*

1499 characters remaining

Access Instructions

Permission to Enter\* No

Attachment  No file chosen

3) A pop-up will appear after your request has been submitted.

## Maintenance Request

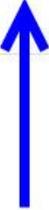
Your maintenance request has been successfully created. ×

Submit Maintenance RequestRequest History

Priority\* \*\*Online Maintenance Request

Category\* Electrical Issue

Sub Category



4) Your request will show up under the “Request History” tab.

## Maintenance Request

Submit Maintenance RequestRequest History

My Requests already on file.

10 records per page

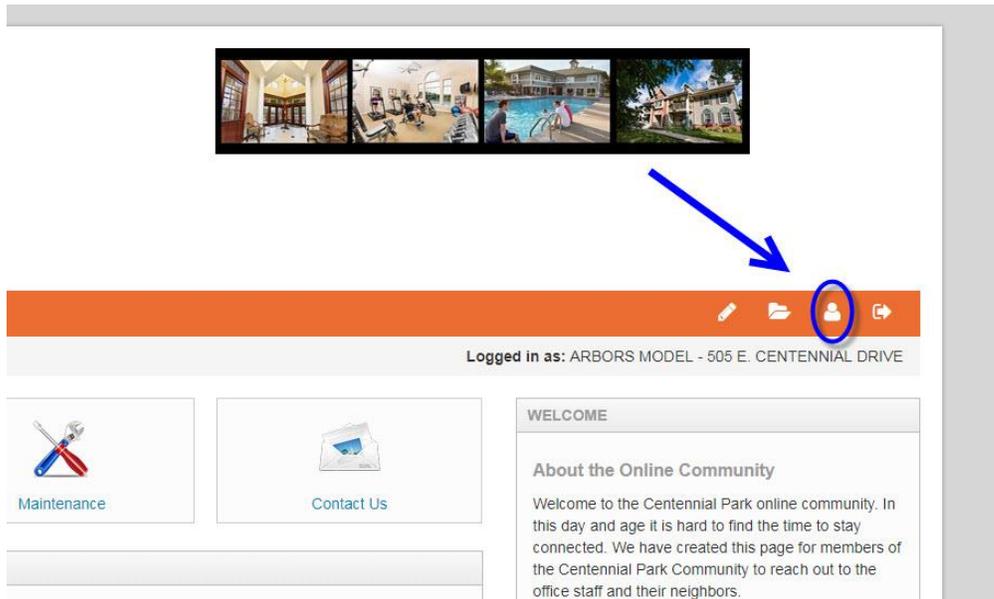
Request #	Requested	Category	Description	Status	Date Completed
182577	9/20/2017	Electrical Issue	This is a test, you can ignore this. Thanks! -Elle	Web	

Showing 1 to 1 of 1 entries ← Previous 1 Next →

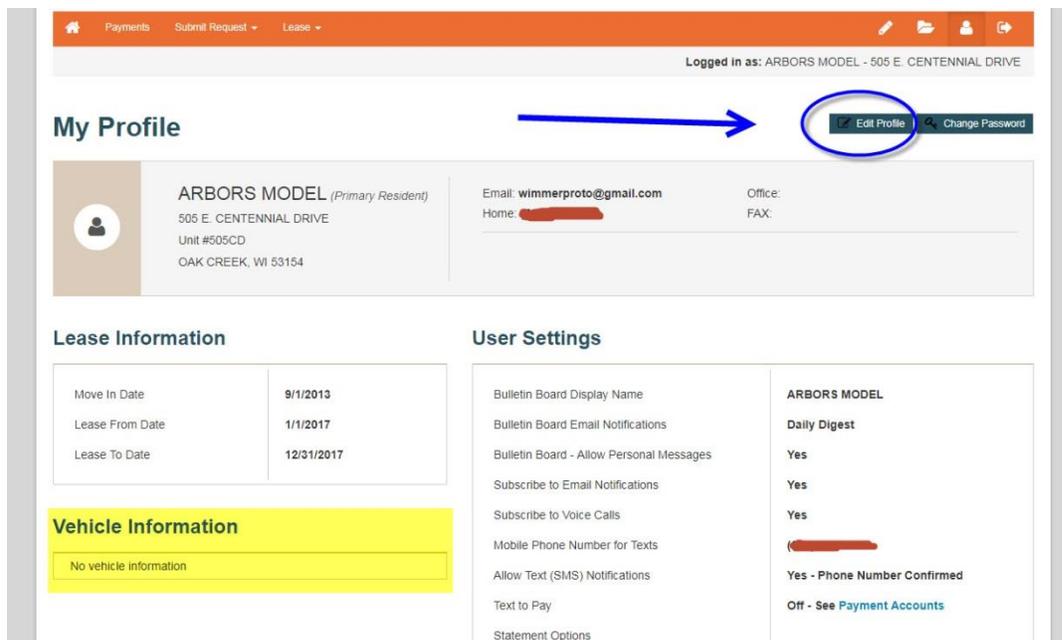


# Updating your Profile

- 1) After logging in to the Resident Portal, click the icon that resembles a person in the upper right corner.



- 2) All your current information on file will appear on this screen. You can update it by clicking the “edit profile” button.



3) On the next screen, scroll down until you see the following:

Vehicles	First Vehicle	Second Vehicle	Third Vehicle	Fourth Vehicle
Year	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Make	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Model	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Color	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
License Plate	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
State/Province	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

[Update Profile](#)

4) Enter your information and click the green “Update Profile” button.

5) Your information should now appear on your profile page.

**My Profile**

ARBORS MODEL (Primary Resident)  
505 E. CENTENNIAL DRIVE  
Unit #505CD  
OAK CREEK, WI 53154

Email: wimmerproto@gmail.com  
Home: [REDACTED]  
Office: [REDACTED]  
FAX: [REDACTED]

**Lease Information**

Move In Date	9/1/2013
Lease From Date	1/1/2017
Lease To Date	12/31/2017

**Vehicle Information**

BROOMSTICK 2000 Nimbus	License Plate: 123-ABC State: WI   Color: Brown
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**User Settings**

Bulletin Board Display Name	ARBORS MODEL
Bulletin Board Email Notifications	Daily Digest
Bulletin Board - Allow Personal Messages	Yes
Subscribe to Email Notifications	Yes
Subscribe to Voice Calls	Yes
Mobile Phone Number for Texts	[REDACTED]
Allow Text (SMS) Notifications	Yes - Phone Number Confirmed
Text to Pay	Off - See Payment Accounts
Statement Options	

- 6) If you choose to receive these messages, you will occasionally be sent messages regarding your account. For more info, please visit <http://www.yardisms.com/>

**User Settings**

Bulletin Board Display Name	ARBORS MODEL
Bulletin Board Email Notifications	Daily Digest
Bulletin Board - Allow Personal Messages	Yes
Subscribe to Email Notifications	Yes
Subscribe to Voice Calls	Yes
Mobile Phone Number for Texts	[REDACTED]
Allow Text (SMS) Notifications	Yes - Phone Number Confirmed
Text to Pay	Off - See Payment Accounts
Statement Options	

- 7) To opt-in, click the “Edit Profile” button. Under “My Profile” check the box next to “Allow Text (SMS) Notifications” and provide your mobile phone number. Please also review the disclosure.

Home: [REDACTED]

FAX: [REDACTED]

**Allow Text (SMS) Notifications:**

**Mobile Phone for Texts (SMS):** [REDACTED]

**\*See Disclosure. Rates may apply.**

**Bulletin Board Display Name:** ARBORS MODEL

**Bulletin Board Email Notifications:** Daily Digest