

## RESIDENT PORTAL USER GUIDE

We are continually looking for new ways to enhance the lives of our valued residents. That's why we are excited to announce the launch of our new Resident Portal. Once you register, you'll be able to make payments, create service requests, and renew your lease online at your convenience. Registration is fast and easy.

To register for Resident Portal, a member of our leasing staff will be happy to provide the following information needed to register:

- Go to your community's website
- Click on the "Resident Center" link from the left menu
- Click on the "Resident Portal" button and the "Click here to register" link
- Enter your email address used during your application process and your registration code



We are excited to be able to offer Resident Portal and hope that you'll take advantage of the services that it provides.

### RENTCafé Resident Mobile App is now available for your smartphone!

**RENTCafé Resident App**  
Available on the App Store

With the RENTCafé Resident App, communicating with your property manager and managing your apartment information has never been easier.

Sign up to receive your RENTCafé Resident account today! If you already have an account with us, let's get started! With RENTCafé Resident App now you may be able to complete all of your apartment rental needs on the go.

[Free Download >>](#)

### Resident App Features

If your property manager uses RENTCafé Resident Portal, you can use the Resident App by RENTCafé on your iPhone or iTouch to:

- › View your account activity, balance and monthly charges
- › Submit maintenance requests complete with a description, photos and voice memo
- › Track progress of maintenance requests
- › Pay your rent through a secure and encrypted transmission

# Resident Portal Payments

[PAYMENTS](#) | [MAINTENANCE REQUESTS](#) | [LEASE INFORMATION](#) | [PROFILE](#) | [SIGN OUT](#)

## Payments

[Make Payments](#) | [Pending Activity](#) | [Payment Accounts](#)

**Current Outstanding Charges** [Pay Now](#)

Date	Description	Amount
07/01/2012	RENT (07/2012)	\$904.00
06/29/2012	Unapplied Prepayment Amount	-\$25.00
<b>Account Balance:</b>		<b>\$879.00</b>

**Monthly Charges and Monthly Auto-Pay** [Schedule Monthly Auto-Pay](#)

Description	Amount	Auto-Pay By	Auto-Pay Type	Auto-Pay Amount	Remaining
RENT	\$1,005.00				\$1,005.00
MONTHLY CONCESSION	-\$25.00				-\$25.00
<b>Total:</b>				<b>\$980.00</b>	<b>\$0.00</b> <b>\$980.00</b>

**Coventry Park**  
6650 Corporate Center Parkway  
Jacksonville, FL 32216

**Resident Information**

**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.

[PAYMENTS](#) | [MAINTENANCE REQUESTS](#) | [LEASE INFORMATION](#) | [PROFILE](#) | [SIGN OUT](#)

## Payments

[Make Payments](#) | [Pending Activity](#) | [Payment Accounts](#)

Transactions in process and not yet posted to your bank account.

Show 10 entries Search:

Date	Pending Payment Description	Amount
No data available in table		

Showing 0 to 0 of 0 entries

[First](#) | [Previous](#) | [Next](#) | [Last](#)

**Coventry Park**  
6650 Corporate Center Parkway  
Jacksonville, FL 32216

**Resident Information**

**Tooltip**

- Select Payments to pay rent and other charges, and to schedule automatic payments.
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[PAYMENTS](#) | [MAINTENANCE REQUESTS](#) | [LEASE INFORMATION](#) | [PROFILE](#) | [SIGN OUT](#)

## Payments

[Make Payments](#) | [Pending 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
No data available in table				

Showing 0 to 0 of 0 entries

[Add Credit Card](#)

Credit Cards available to Make a One-Time Payment or Schedule Monthly Auto-Pay.

Card Type	Card Number	Description	Edit
American Express	*****1045	Auto-Pay Card	Edit

Showing 1 to 1 of 1 entries

**Coventry Park**  
6650 Corporate Center Parkway  
Jacksonville, FL 32216



**Resident Information**

**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.

Thank you for using RENTCafé Resident Services. Your account is safe and secure with us.

# Resident Portal Maintenance Requests

[PAYMENTS](#)   [MAINTENANCE REQUESTS](#)   [LEASE INFORMATION](#)   [PROFILE](#)   [SIGN OUT](#)

## Maintenance Requests

[Add New Request](#)   Maintenance Request History

Priority\*

Category\*

Sub Category


Full Description\*

Access Instructions

Permission to Enter

**Coventry Park**  
6650 Corporate Center Parkway  
Jacksonville, FL 32216

**Resident Information**



**Tooltip**

- > Send requests to the maintenance technician
- > Review the history of those requests online.

[PAYMENTS](#)   [MAINTENANCE REQUESTS](#)   [LEASE INFORMATION](#)   [PROFILE](#)   [SIGN OUT](#)

## Maintenance Requests

[Add New Request](#)   [Maintenance Request History](#)

**My Maintenance Requests already on file.**

Show 10  entries


Maintenance #	Requested	Category	Description	Status	Date Completed
203228	06/25/2012	AMENITIES	Testing Portal	Canceled	
203222	06/25/2012	AMENITIES	Testing Portal WO	Canceled	

Showing 1 to 2 of 2 entries

     1

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Jacksonville, FL 32216


**Resident Information**




**Tooltip**

- > Send requests to the maintenance technician
- > Review the history of those requests online.

# Resident Portal Lease Information





PAYMENTS
MAINTENANCE REQUESTS
LEASE INFORMATION
PROFILE
SIGN OUT

## Lease Information

**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.


**Please select one of the Approved Proposals.**

Renewal Term	Proposed Rent	Total Other Charges	Total Monthly Charges	
12 Months	\$1,005.00	\$0.00	\$1,005.00	Select Lease

**Coventry Park**  
6650 Corporate Center Parkway  
Jacksonville, FL 32216

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**Resident Information**




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**Tooltip**

- Select a Lease Renewal Proposal.
- You will be able to review the Terms and Monthly Charges before accepting.

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Thank you for using RENTCafé Resident Services. Your account is safe and secure with us.



PAYMENTS
MAINTENANCE REQUESTS
LEASE INFORMATION
PROFILE
SIGN OUT

## Lease Renewal Selection

**Lease Details**

Please select how many months you would like to renew your lease for: 12

Renew Lease From: 5/28/2013 To: 5/27/2014

Description	Start Date	End Date	New Amount
RENT	05/28/2013		\$1,005.00
<b>Total Amount:</b>			<b>\$1,005.00</b>

**Terms & Conditions.**

Terms and Conditions


I accept the terms & conditions above.

Renew Lease

**Coventry Park**  
6650 Corporate Center Parkway  
Jacksonville, FL 32216

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**Resident Information**




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**Tooltip**

- Select the number of months if applicable.
- Accept the Terms and Conditions.
- Click: Renew Lease to accept this Lease Renewal Proposal.

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Thank you for using RENTCafé Resident Services. Your account is safe and secure with us.



# Resident Portal Profile Update

PAYMENTS   MAINTENANCE REQUESTS   LEASE INFORMATION   **PROFILE**   SIGN OUT

## My Profile

[Edit Profile](#)   [Change Password](#)


Vehicles	First	Second
Year		
Make		
Model		
Color		
License Plate		
State		

Residents

Lessee	Co-Residents
<a href="#">Sunchoice Corporate Housing</a>	

**Coventry Park**  
6650 Corporate Center Parkway  
Jacksonville, FL 32216


### Resident Information



**Tooltip**

- Click Edit Profile to update phone numbers, email addresses, vehicles and login information.

Thank you for using RENTCafé Resident Services. Your account is safe and secure with us.



- Complete applications online
- Execute your lease

## Setting up Auto-Pay for Residents

First, set up a bank account, credit card account, or both.

**Payments**

Make Payments   Pending 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
No data available in table				
Showing 0 to 0 of 0 entries				

[Add Credit Card](#)

Credit Cards available to Make a One-Time Payment or Schedule Monthly Auto-Pay.

Card Type	Card Number	Description	Edit
American Express	*****1045	Auto-Pay Card	Edit
Showing 1 to 1 of 1 entries			

## Add Bank Account Info

### Add a Bank Account

[Back to Payment Accounts](#)

Joe Smith 1234  
1234 Anystreet Court  
Anycity, AA 12345 1234

Pay to the order of \_\_\_\_\_  
\_\_\_\_\_ Dollars

Bank Anywhere  
⑆ 123456789 ⑆ 123456789123 ⑆ 1234

**Routing Number**      **Account Number**      **Check Number**

Account Name:

Routing Number (9 digits):


Account Number (3-17 digits):

Account Type:

## Add Credit Card Info



### YARDI CARD SERVICES

#### Card Information (Please enter your credit card details for saving)

<b>CARD INFORMATION</b>	<b>BILLING ADDRESS</b>
Card Type:* <input type="text"/>	Country: <input type="text" value="United States"/>
Card Number:* <input type="text"/>	State: <input type="text"/>
Name on the Card:* <input type="text"/>	House No: <input type="text"/>
Expiration Date:* <input type="text"/> <input type="text"/>	Street: <input type="text"/>
Card Security Code:* <input type="text"/>  <a href="#">What's this?</a>	City: <input type="text"/>
	Zip: <input type="text"/>

I have read & agree to the Yardi Card Services [terms & conditions](#).

Fields marked with an asterisk (\*) are required.

The payment accounts are now set up.

### Payments

Make Payments | Pending 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
Test	540600106	****6123	Checking	<a href="#">Edit</a>

Showing 1 to 1 of 1 entries

[Add Credit Card](#)

Credit Cards available to Make a One-Time Payment or Schedule Monthly Auto-Pay.

Card Type	Card Number	Description	Edit
American Express	*****1045	Auto-Pay Card	<a href="#">Edit</a>

Showing 1 to 1 of 1 entries

Click the “Make Payments” tab to set up a one-time payment or a recurring payment.

### Payments

Make Payments | Pending Activity | Payment Accounts

**Current Outstanding Charges** [Pay Now](#)

Date	Description	Amount
08/09/2012	Unapplied Prepayment Amount	-\$100.00
<b>Account Balance:</b>		<b>-\$100.00</b>




**Monthly Charges and Monthly Auto-Pay** [Schedule Monthly Auto-Pay](#)

Description	Amount	Auto-Pay By	Auto-Pay Type	Auto-Pay Amount	Remaining
RENT	\$1,005.00				\$1,005.00
MONTHLY CONCESSION	-\$25.00				-\$25.00
<b>Total:</b>	<b>\$980.00</b>			<b>\$0.00</b>	<b>\$980.00</b>



Choose the charge codes and the payment amounts for each, including the concession.




### Schedule Monthly Auto-Pay

 Payment Selection > 
  Review Payment > 
  Payment Confirmation

Monthly Charge Description	Amount	Select your Auto-Pay account and amount	
<b>RENT</b>	<b>\$1,005.00</b>		
Your current Auto-Pay amount	\$0.00	<input type="text" value="Checking ****6123"/>	<input type="text" value="1,005.00"/>
<b>MONTHLY CONCESSION</b>	<b>-\$25.00</b>		
Your current Auto-Pay amount	\$0.00	<input type="text" value="Checking ****6123"/>	<input type="text" value="-25.00"/>
		<b>Total Auto-Pay Selected</b>	<b>980.00</b>

Currently, payments must be made in full.




### Schedule Monthly Auto-Pay

 Payment Selection > 
  Review Payment > 
  Payment Confirmation

Monthly Charge Description	Amount	Select your Auto-Pay account and amount	
<b>RENT</b>	<b>\$1,005.00</b>	<b>Payments must be paid in full or cancelled.</b>	
Your current Auto-Pay amount	\$0.00	<input type="text" value="Checking ****6123"/>	<input type="text" value="1.00"/>
<b>MONTHLY CONCESSION</b>	<b>-\$25.00</b>		
Your current Auto-Pay amount	\$0.00	<input type="text" value="Checking ****6123"/>	<input type="text" value="0.00"/>
		<b>Total Auto-Pay Selected</b>	<b>1.00</b>

Accept the terms and conditions and click "Setup Monthly Payment."

### Schedule Monthly Auto-Pay

 Payment Selection >  Review Payment >  Payment Confirmation

Monthly Charge Description	Amount	Verify your monthly Auto-Pay selections		
<b>RENT</b>	<b>\$1,005.00</b>			
Your current Auto-Pay amount	\$0.00	Setup Auto-Pay	Checking ****6123	\$1,005.00
<b>MONTHLY CONCESSION</b>	<b>-\$25.00</b>			
Your current Auto-Pay amount	\$0.00	No Auto-Pay selected for this charge.		
		<b>Total Monthly Auto-Pay</b>		<b>\$1,005.00</b>

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.

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

You'll receive a payment confirmation via email.

### 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 @gmail.com.

## Deleting Auto-Pay

Click on the “Schedule Monthly Auto-Pay” button as shown below.

**Payments**

Make Payments | Pending Activity | Payment Accounts

**Current Outstanding Charges** [Pay Now](#)




Date	Description	Amount
08/13/2012	Unapplied Prepayment Amount	-\$100.00
<b>Account Balance:</b>		<b>-\$100.00</b>

**Monthly Charges and Monthly Auto-Pay** [Schedule Monthly Auto-Pay](#)

Description	Amount	Auto-Pay By	Auto-Pay Type	Auto-Pay Amount	Remaining
RENT	\$1,005.00		Bank Account	\$1,005.00	
MONTHLY CONCESSION	-\$25.00		Bank Account	-\$25.00	\$0.00
<b>Total:</b>	<b>\$980.00</b>			<b>\$980.00</b>	

Change the dollar values to “0.00”

**Schedule Monthly Auto-Pay**

 Payment Selection >  Review Payment >  Payment Confirmation

Monthly Charge Description	Amount	Select your Auto-Pay account and amount	
<b>RENT</b>	<b>\$1,005.00</b>		
Your current Auto-Pay amount	\$1,005.00	Checking ****6789	1,005.00
<b>MONTHLY CONCESSION</b>	<b>-\$25.00</b>		
Your current Auto-Pay amount	-\$25.00	Checking ****6789	-25.00
<b>Total Auto-Pay Selected</b>			<b>980.00</b>

[Next](#)


You'll see the message show below; click "ok".

### Schedule Monthly Auto-Pay

Payment Selection > Review Payment > Payment Confirmation

Monthly Charge Description	Amount	
RENT	\$1,005.00	
Your current Auto-Pay amount	\$1,005.00	
MONTHLY CONCESSION	-\$25.00	
Your current Auto-Pay amount	-\$25.00	
<b>Total Auto-Pay Selected</b>		<b>-25.00</b>

**Message from webpage**

 Your Total Auto-Pay Selected must be greater than or equal to zero.

Note that RENTCafe recognizes that you want to cancel the auto-pay. Accept the terms and conditions, and click "Setup Monthly Payment."

### Schedule Monthly Auto-Pay

Payment Selection > Review Payment > Payment Confirmation

Monthly Charge Description	Amount	Verify your monthly Auto-Pay selections	
RENT	\$1,005.00		
Your current Auto-Pay amount	\$1,005.00	Cancel Auto-Pay	\$0.00
MONTHLY CONCESSION	-\$25.00		
Your current Auto-Pay amount	-\$25.00	Cancel Auto-Pay	\$0.00
<b>Total Monthly Auto-Pay</b>			<b>\$0.00</b>

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.

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

## Troubleshooting

(1) You set up for auto-pay, however, the payment has not yet drafted your bank account.

There multiple reasons that a payment has not drafted your account. The reasons can include but are not limited to the following:

- The bank has returned the payment due to a lack of funds (NSF), an invalid routing number or invalid bank account. You will be notified by the leasing staff if this applies to you.
- Sometimes weekends or holidays may delay the processing of your payment. You can contact the leasing staff if you'd like to confirm the date that these payments were processed.
- Occasionally, the timing of when you set yourself up for auto-pay may require that you make a one-time payment for the first month, and then subsequent payments will be made via our auto-pay system.
- Your auto-pay set up expires at the end of your lease term. If you've renewed your lease, you will be required to authorize payments under the terms of your new lease, as your payment amount may have changed.

(2) You are unable to make a payment and receive the following message.

**“This account does not allow Credit Card or Bank Account Payments. Please contact your Property Manager for assistance.”**

You have reached the maximum NSF count of “2”.

(3) You receive the following message.

**“You have a credit balance on your account. This will be an extra payment and will be included in the “Unapplied Prepayment Amount” under Payments menu Current Outstanding Charges.”**

The Property Manager has not yet posted the monthly charges to the resident ledgers or you currently have a credit balance on your account. You are simply being notified that your payment will post as prepaid until those charges post to your ledger.

(4) I registered for Resident Portal, however, I'm unable to log in to my account.

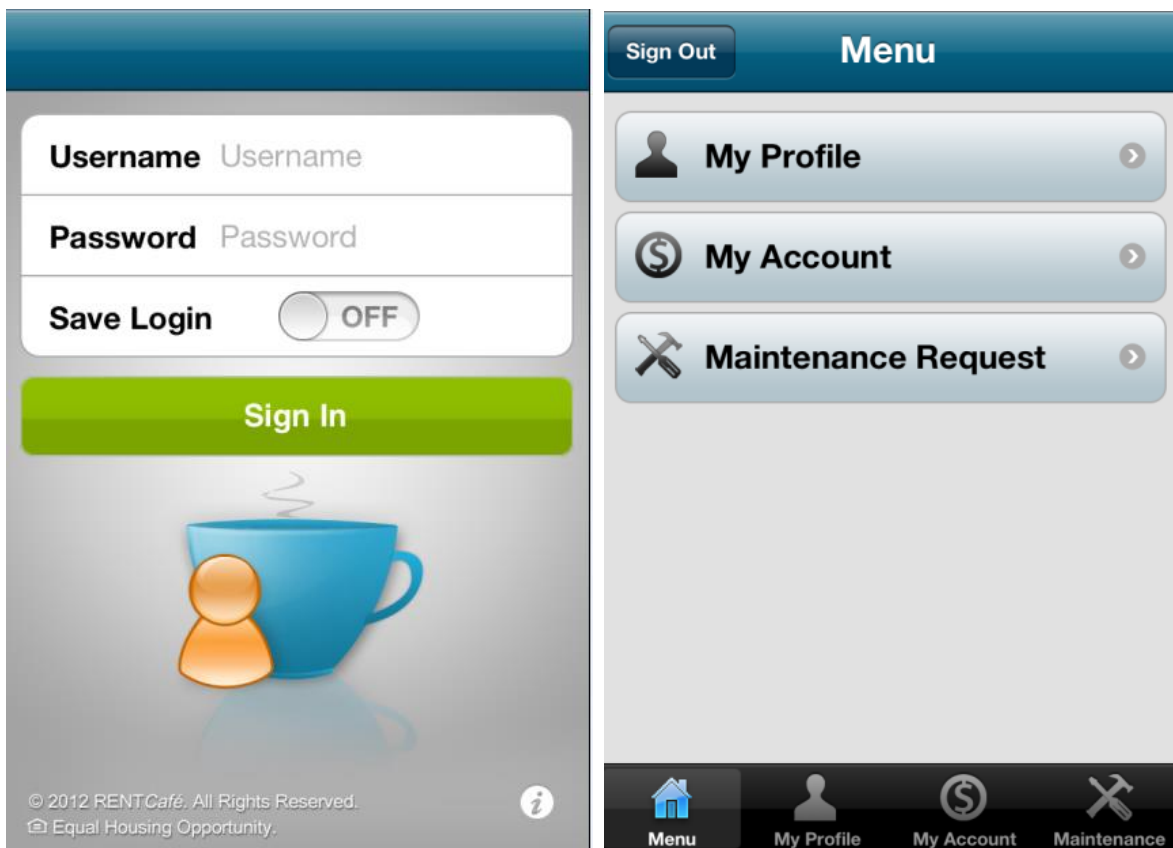
You'll receive an email upon registration that will ask you to activate your account. Follow the link within your email. This will activate your account and provide you with a confirmation email. If you don't receive the email asking that you activate your account, check your junk mail or spam folder. If you are using Internet Explorer as your browser, please make sure that you are using version 8 or higher.

## RENTCAFÉ MOBILE APP

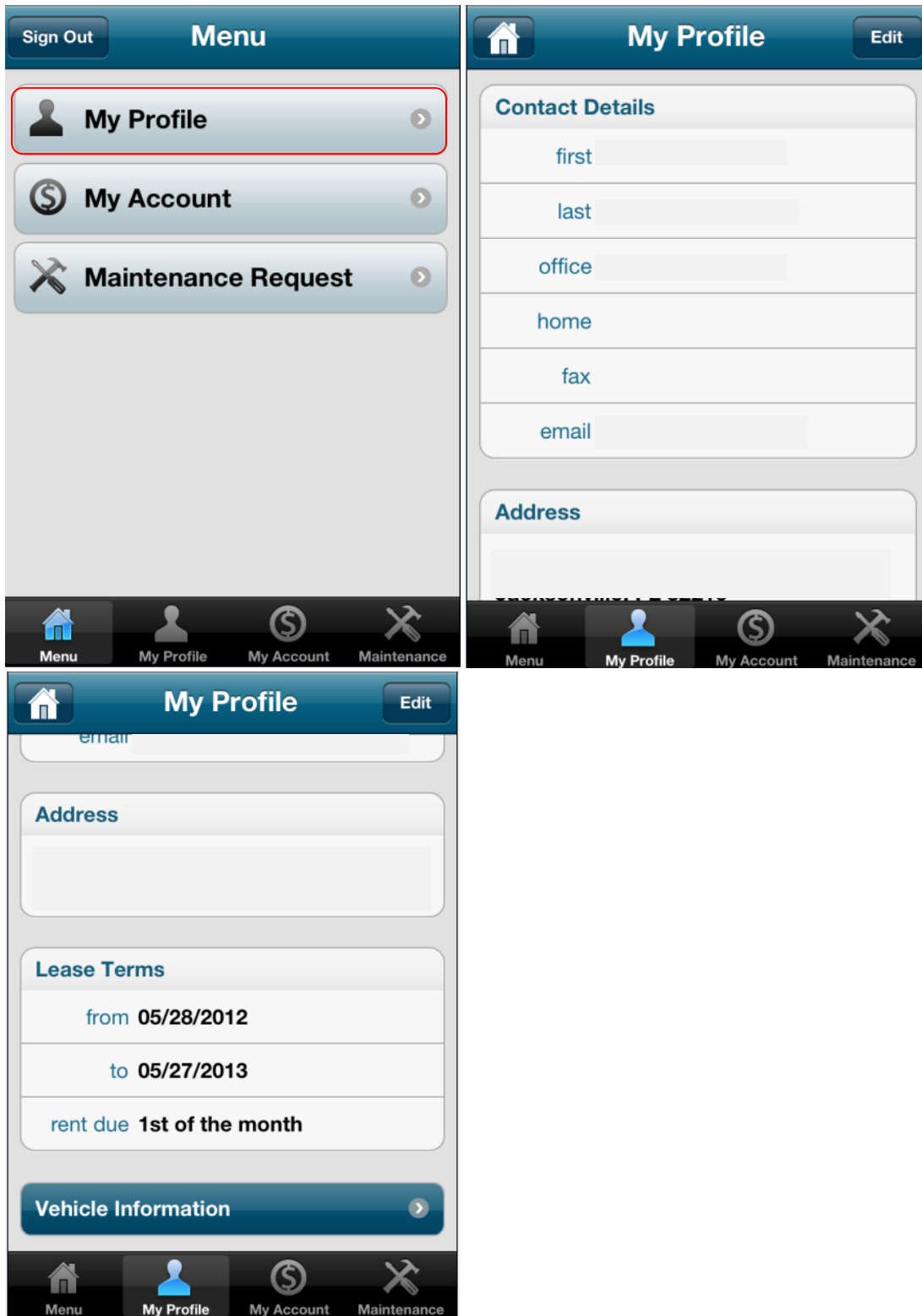


### RENTCafé Resident

The RENTCafé Resident iPhone app is a mobile version of RENTCafé Resident Portal that allows current residents to manage their profiles, view their ledgers, pay rent and other charges from a mobile device. Residents can also initiate maintenance requests that include pictures taken with their mobile device. [Available in the iTunes App Store.](#)



# MY PROFILE



# MY ACCOUNT

The image displays four screenshots of a mobile application interface for account management. The top-left screenshot shows the 'Menu' screen with options for 'My Profile', 'My Account' (highlighted with a red box), and 'Maintenance Request'. The top-right screenshot shows the 'My Account' screen with 'Account Balance' at (\$100.00), 'Monthly Auto-Pay' at \$0.00, 'Pending' at \$0.00, and 'Payment Accounts'. A green 'Make a payment' button is also visible. The bottom-left screenshot shows the 'Account Balance' screen with 'Current Outstanding Charges' for 08/13/2012 at (\$100.00) and an 'Account Balance' of (\$100.00). The bottom-right screenshot shows the 'Monthly Auto-Pay' screen with 'RENT' at \$1,005.00 and 'MONTHLY CONCESSION' at (\$25.00), both with 'Remaining Amount' fields.

**Menu**

- My Profile
- My Account**
- Maintenance Request

**My Account**

- Account Balance (\$100.00)
- Monthly Auto-Pay \$0.00
- Pending \$0.00
- Payment Accounts

Make a payment

**Account Balance**

Current Outstanding Charges

08/13/2012 (\$100.00)  
Unapplied Prepayment

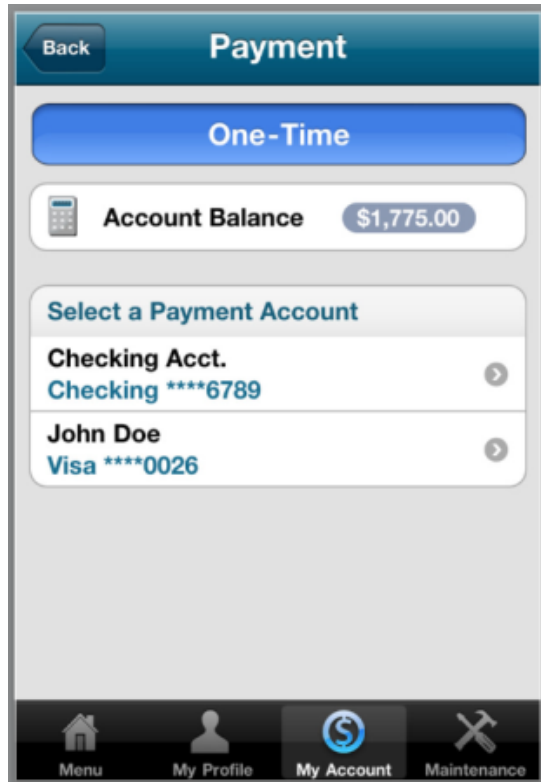
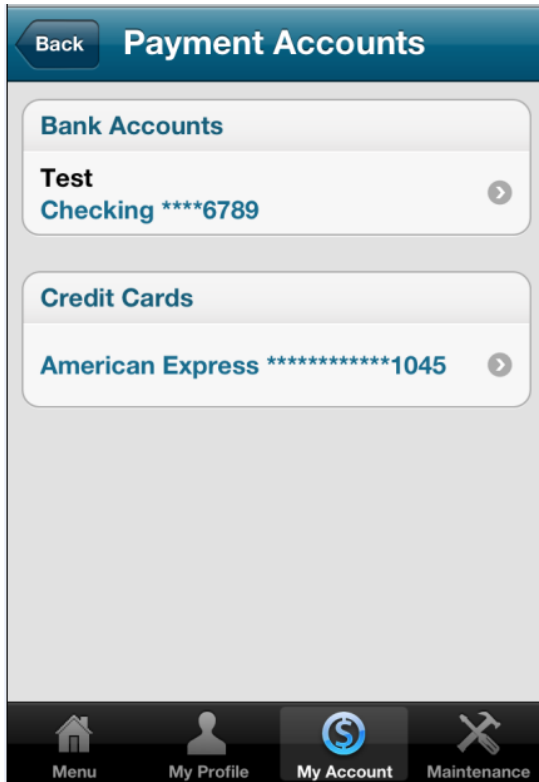
Account Balance (\$100.00)

**Monthly Auto-Pay**

RENT \$1,005.00  
Remaining Amount \$1,005.00

MONTHLY CONCESSION (\$25.00)  
Remaining Amount (\$25.00)





# MAINTENANCE

