RENTCafe Resident Mobile App is now available for your smartphone!
Resident Portal Payments

Payments

Bank Payments | Pending Activity | Payment Accounts

Current Outstanding Charges
- Date: 03/01/2012, Description: RENT (Prop 12), Amount: $100.00
- Date: 04/02/2012, Description: Unapplied/Prepayment Amount, Amount: $25.00

Account Balance: $970.00

Monthly Charges and Monthly Auto-Pay

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
<th>Auto-Pay By</th>
<th>Auto-Pay Amount</th>
<th>Remaining</th>
</tr>
</thead>
<tbody>
<tr>
<td>RENT</td>
<td>$100.00</td>
<td>12/1</td>
<td>$100.00</td>
<td></td>
</tr>
<tr>
<td>Monthly CONC/EXTR</td>
<td>-25.00</td>
<td>12/1</td>
<td>-25.00</td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>$970.00</td>
<td></td>
<td>$970.00</td>
<td></td>
</tr>
</tbody>
</table>

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

Make Payments | Pending Activity | Payment Accounts

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

<table>
<thead>
<tr>
<th>Name or Account</th>
<th>Bank Transit Number</th>
<th>Bank Account Number</th>
<th>Account Type</th>
<th>Call</th>
</tr>
</thead>
<tbody>
<tr>
<td>No data available in table</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Card Type</th>
<th>Card Number</th>
<th>Description</th>
<th>Edit</th>
</tr>
</thead>
<tbody>
<tr>
<td>American Express</td>
<td>**************12345</td>
<td>Auto-Pay Card</td>
<td>Edit</td>
</tr>
</tbody>
</table>

Add Bank Account | Add Credit Card
Resident Portal Maintenance Requests
## Resident Portal Lease Information

### 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/Monthly 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.

<table>
<thead>
<tr>
<th>Renewal Term</th>
<th>Proposed Rent</th>
<th>Total Other Charges</th>
<th>Total Monthly Charges</th>
</tr>
</thead>
<tbody>
<tr>
<td>12 Months</td>
<td>$1,005.00</td>
<td>$0.00</td>
<td>$1,005.00</td>
</tr>
</tbody>
</table>

[Select Lease]

### 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

**Terms & Conditions.**

Terms and Conditions

- [ ] I accept the terms & conditions above.

[Review Lease]
## Resident Portal Profile Update

### My Profile

<table>
<thead>
<tr>
<th>Vehicles</th>
<th>First</th>
<th>Second</th>
</tr>
</thead>
<tbody>
<tr>
<td>Year</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Make</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Model</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Color</td>
<td></td>
<td></td>
</tr>
<tr>
<td>License Plate</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Status</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Resident Information

**Coventry Park**  
6650 Corporate Center Parkway  
Jacksonville, FL 32219

**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.
Add Bank Account Info

Add a Bank Account

Account Name: Test
Routing Number (9 digits): 123456789
Account Number (3-17 digits): 123456123
Account Type: Checking Account

Add Credit Card Info

Card Type: 
Card Number: 
Name on the Card: 
Expiration Date: 
Card Security Code: 
Country: United States
State: 
House No.: 
Street: 
City: 
Zip: 

I have read & agree to the Yardi Card Services terms & conditions.

Fields marked with an asterisk (*) are required.

Cancel  Save >
The payment accounts are now set up.

Click the “Make Payments” tab to set up a one-time payment or a recurring payment.
Choose the charge codes and the payment amounts for each, **including the concession.**

### Schedule Monthly Auto-Pay

<table>
<thead>
<tr>
<th>Monthly Charge Description</th>
<th>Amount</th>
<th>Select your Auto-Pay account and amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>RENT</td>
<td>$1,005.00</td>
<td>Checking ****6123</td>
</tr>
<tr>
<td>Monthly Concession</td>
<td>$25.00</td>
<td>Checking ****6123</td>
</tr>
</tbody>
</table>

**Currently, payments must be made in full.**

### Schedule Monthly Auto-Pay

<table>
<thead>
<tr>
<th>Monthly Charge Description</th>
<th>Amount</th>
<th>Select your Auto-Pay account and amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>RENT</td>
<td>$1,005.00</td>
<td>Checking ****6123</td>
</tr>
<tr>
<td>Monthly Concession</td>
<td>$25.00</td>
<td>Checking ****6123</td>
</tr>
</tbody>
</table>

*Payments must be paid in full or cancelled.*
Accept the terms and conditions and click “Setup Monthly Payment.”

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.

Change the dollar values to “0.00”
You’ll see the message show below; click “ok”.

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

Contact Details
- first
- last
- office
- home
- fax
- email

Address

Lease Terms
- from 05/28/2012
- to 05/27/2013
- rent due 1st of the month

Vehicle Information
MAINTENANCE

06/25/2012

Testing Portal Canceled
Testing Portal WO Canceled

Maintenance#203228
status Canceled
priority LOW
category AMENITIES

Access
ok to enter No

Testing Portal

Description

Testing Portal