



RESIDENT PORTAL GUIDE

Guide to the RentCafe Resident Portal

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The purpose of this guide is to assist residents in their online portal functionality.

This is in no way an all-inclusive guide, as RentCafe is multi-faceted and ever changing in terms of the features and functionality of the products. For more in-depth questions, please reach out to your property manager for assistance.

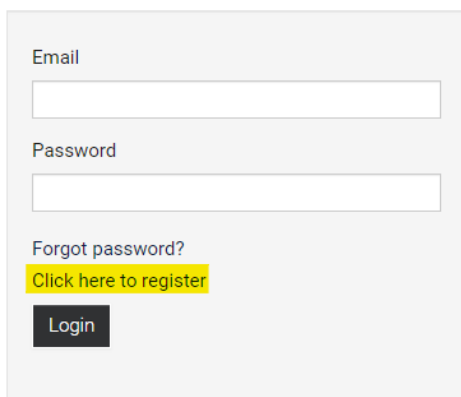
Registering for the Resident Portal

Registering for the portal is easy! Follow the steps below to get registered for our convenient online portal!

For Future Residents

1. Go to the homepage of our property and click “Start Your Application” or “Apply Now.”
2. Register by selecting one of the register options.

LOGIN



A screenshot of a login form. It features two input fields: "Email" and "Password". Below the password field is a link "Forgot password?" and a yellow button labeled "Click here to register". At the bottom is a dark "Login" button.

REGISTER FOR A FAST, EASY APPLICATION

With a free account, you can:

- ✓ Save your application and log in at any time to continue.
- ✓ Check the status of your applications.
- ✓ Use your account with multiple applications.

[▶ Register Now](#)

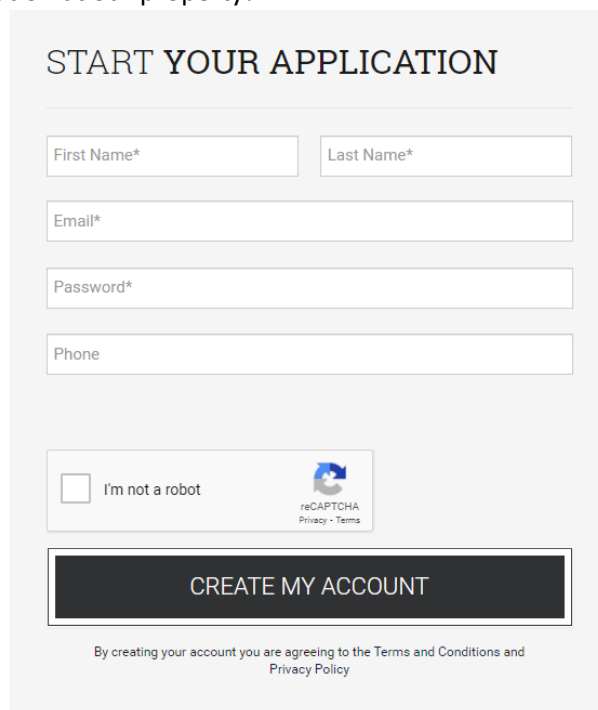
3. Fill in your name, email, and create a password. Select “Create My Account.”
 - a. **Note:** If you are registered at another property with your email, just select “Use My Existing Account” to continue with the application at our property!

Apply Online Now

- ✓ 100% safe and secure
- ✓ Thousands apply online every day
- ✓ Get the apartment you want right away!

Application Questions?

Give us a call at [REDACTED] during our office hours if you have any questions we can answer for you.



A screenshot of the "START YOUR APPLICATION" form. It includes input fields for "First Name*", "Last Name*", "Email*", "Password*", and "Phone". Below these fields is a reCAPTCHA widget with the text "I'm not a robot" and a "reCAPTCHA Privacy - Terms" link. At the bottom is a large dark button labeled "CREATE MY ACCOUNT". Below the button, small text reads: "By creating your account you are agreeing to the Terms and Conditions and Privacy Policy".

4. It may take a second to load, do not hit refresh! The site is creating your online profile. Once this is complete you can start your application.

For Current Residents


If you are a current resident that has not registered, you will need to contact the leasing office for your registration, or “T” code.

1. Scroll to the bottom of the website homepage or go to one of the tabs to select the “Resident” tab near the top of the page.
2. Fill in the User Registration form so the system can find your account and attach it to your newly created portal. Select “Register.”


USER REGISTRATION

* Denotes a Required Field


PERSONAL DETAILS

First Name*	<input type="text"/>
Last Name*	<input type="text"/>
Registration Code 	<input type="text"/>
OR	
Phone Number	<input type="text"/>

ACCOUNT INFORMATION

Email*	<input type="text"/>
Password*	<input type="password"/> Weak Medium Strong
Confirm Password*	<input type="password"/>
Security Question*	What was your first pet's name 
Security Answer*	<input type="text"/>

USER VERIFICATION

<input type="checkbox"/> I'm not a robot 
<input type="checkbox"/> I have read and accept the Terms and Conditions

Register

3. A confirmation email will be sent to your email on file. Navigate to your email, find the confirmation email, and follow the link to confirm your registration.

Setting Up Payment Accounts

Select the "Payment Accounts" tab in the middle of the page to take you to payment methods page. Select "Add Bank Account" or "Add Credit Card" or "Add Debit Card" depending on the method with which you choose to pay rent. Save once information inputted.

IMPORTANT NOTE: Type in your account or card information CORRECTLY. Failure to input correctly can result in late fines and processing fees

PAYMENTS | LEASE | MAINTENANCE REQUEST
Logged in as: [REDACTED]

PAYMENTS

Make Payments
Auto-pay Setup
Recent Activity
Payment Accounts

Add Bank Account

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
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Edit	Delete

Showing 1 to 1 of 1 entries

Add Credit Card
Add Debit Card

CREDIT CARDS OR DEBIT CARDS

Use the credit cards or debit 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

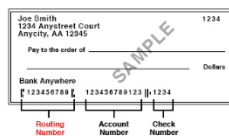
! Problems adding a credit card? You may need to enable TLS

Note: There are a few payment methods to choose between:

- 1. Bank Account:** Takes funds directly from your account. No processing fees.

ADD A BANK ACCOUNT

[Back to Payment Accounts](#)



Account Name

Routing Number (9 digits)

Confirm Routing Number

Account Number (8-17 digits)

Confirm Account Number


Account Type

Save

2. **Credit or Debit Card:** Charges your card. Processing fee required.


Yardi

Debit Card

CARD INFORMATION	BILLING ADDRESS
	Country* <input type="text" value="United States"/>
Card Number* <input type="text" value=""/> <small>Card number is required.</small>	Address Line 1* <input type="text"/>
Name on the Card* <input type="text"/>	Address Line 2 <input type="text"/>
Exp Date* <input type="text" value="Month"/> <input type="text" value="Year"/>	City* <input type="text"/>
CVV Code* <input type="text"/>	State* <input type="text" value="State"/>
	Zip* <input type="text"/>

I have read & agree to the terms & conditions.

Fields marked with (*) are required.



Electronic Payments

Electronic payments make paying rent easy and simple. There are three different ways to pay rent through the portal: One-Time Payment, Recurring Automatic Payments, and Text to Pay.

In all these cases the payment accounts need to be set up BEFORE paying electronically.

One-Time Payments

1. Log in to the Resident Portal and select “Pay Now.”
 - a. **Note:** After the 1st of the month, the monthly charges will appear at the bottom of the page.

The screenshot shows the 'PAYMENTS' section of the Resident Portal. At the top, there are navigation tabs for 'PAYMENTS', 'LEASE', and 'MAINTENANCE REQUEST'. Below this, it says 'Logged in as: [redacted]'. The main heading is 'PAYMENTS' with sub-tabs for 'Make Payments', 'Auto-pay Setup', 'Recent Activity', and 'Payment Accounts'. The 'Make Payments' tab is active. It displays 'CURRENT BALANCE: \$[redacted]' and 'AS OF: 1/4/2021'. A table lists charges: 'Market Rent' for \$[redacted] on 1/1/2021. Below this is a section for 'JANUARY MONTHLY CHARGES' with another table showing 'Market Rent' for \$[redacted] and a 'Total Amount' of \$[redacted]. A green 'Pay Now' button is highlighted. A sidebar note says 'Missing a payment can be expensive.' with a 'Set up auto-pay >' button.

2. Enter the amount you would like to pay under “Payment Amount.” Then select the payment account you would like to pay from next to “Select Payment Account.” Select Next.
3. A window will appear confirming the information you entered. You MUST check “I have read and accept the Terms and Conditions” in order to continue. This window will also note any service fees for the type of payment. Select “Submit” to save the one-time payment.

ONE-TIME PAYMENT

The screenshot shows the 'ONE-TIME PAYMENT' confirmation window. At the top, it says 'Payment Options > Payment Details > Review Payment > Confirmation'. A blue box contains a service fee notice: 'A service fee will be charged at the time of payment for Debit Card and Credit Card transactions. The property management company does not receive any portion of this fee. Service fee is non-refundable.' Below this are three buttons: 'Add Credit Card', 'Add Debit Card', and 'Add Bank Account'. A table shows payment details: 'Market Rent' with a 'Total Amount' of \$1,050.00, 'Paid' of \$210.00, 'Unpaid' of \$840.00, and a 'Payment Amount' of \$840.00. The 'Total' is \$840.00. Below the table is the 'Enter Payment Details' section with a dropdown for 'Select Payment Account', a 'Payment Amount' of \$840.00, and an 'Extra Payment Amount' of 0.00. The 'Total Amount' is \$840.00. A green 'Next' button is at the bottom.

ONE-TIME BANK ACCOUNT PAYMENT

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

PAYMENT DETAILS

Payment Account	[REDACTED]
[REDACTED]	\$ [REDACTED]
Service Fee ⓘ	\$1.50
Total Amount	\$ [REDACTED]

Service fee is non-refundable.

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](#)

Recurring Payments

1. Log in to the Resident Portal and select “Auto-pay Setup.”
2. Under “Auto-Pay Account” is a dropdown box where you will select which payment account you want the recurring payment to come from.
 - a. **Note:** There are service fees you will need to account for in your Payment Amount. This will be confirmed on the next page pending the payment account you choose from.
3. Then you will fill in the start date, end date, day of the month to pay, and how much to pay for each recurring charge.
 - a. **Note:** The recurring payments will start on the NEXT “Pay On” day you choose. So if you set up your recurring payments on January 3rd and choose the “Pay On” date to be the 1st, the recurring payments will begin February 1st.
 - b. **Note:** There is processing time that the bank needs to release funds no matter what the payment account. Be sure to account for this when selecting your day of the month to pay. Check with your bank to confirm that timeframe needed to avoid fees and fines.
 - c. **Pro-tip:** Making the End Date the end of your lease will help you to avoid unneeded or incorrect payments after your lease term ends.
4. Select “Next.”

The screenshot shows the 'PAYMENTS' section of the Resident Portal. At the top, there are navigation tabs for 'PAYMENTS', 'LEASE', and 'MAINTENANCE REQUEST'. Below this, a user is logged in. The 'PAYMENTS' section has sub-tabs for 'Make Payments', 'Auto-pay Setup', 'Recent Activity', and 'Payment Accounts'. A blue informational banner states: 'A service fee will be charged at the time of payment for Debit Card and Credit Card transactions. The property management company does not receive any portion of this fee. Service fee is non-refundable.' Below the banner, the 'Fixed Monthly Charges' section shows a monthly charge of \$840.00. The main form has a table with columns: 'Auto-Pay Account', 'Start Date', 'End Date', 'Pay On', and 'Payment Amount'. The 'Auto-Pay Account' column has a dropdown menu with 'Select Payment Account'. The other columns have yellow input fields. A green 'Next' button is located to the right of the 'Payment Amount' field.

5. A window will appear confirming the information you entered. You MUST check “I have read and accept the Terms and Conditions” in order to continue. This window will also note any service fees for the type of payment. Select “Submit” to save the recurring payment.

The screenshot shows a 'Confirm Auto-pay Setup' dialog box. It lists the following information: 'Payment Account', 'Start Date', 'End Date', 'Pay On', and 'Payment Amount', each followed by a redacted field. Below this, a grey box contains the same service fee notice as the previous screenshot: 'A service fee of \$[redacted] per transaction will be charged at the time of payment. The property management company does not receive any portion of this fee. Service fee is non-refundable.' At the bottom, there is a statement: '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.' Below this statement is a checked checkbox and the text 'I have read and accept the Terms and Conditions'. At the bottom right, there are 'Cancel' and 'Submit' buttons.

Text-to-Pay Set Up

1. Log in to the Resident Portal, click on the Profile icon in the upper right corner, then Edit Profile.

The screenshot shows the top navigation bar with 'Payments' and 'Maintenance Request' links. On the right, there are icons for editing, a profile icon, and a refresh icon. Below the navigation bar, it says 'Logged in as: Your name – Your address'. The main heading is 'MY PROFILE' with two buttons: 'Edit Profile' and 'Change Password'. The profile form includes a teal sidebar with a profile icon, a 'Your name' field with '(Primary Resident)' below it, a 'Your address' field, an 'Email:' field with 'Your email', 'Office:' and 'Home:' fields with 'FAX:' below them, and a 'Co-Residents:' field with 'Your roommates, if any'.

2. Check the box to “Allow Text (SMS) Notifications,” then scroll down to click Update Profile.

The screenshot shows the 'MY PROFILE' section with the following fields: 'Email:' with 'Your email', 'Office:', 'Home:', 'FAX:', and 'Co-Residents:' with 'Your roommates, if any'. Below these fields is a checkbox labeled 'Allow Text (SMS) Notifications:' which is checked. At the bottom, there is a 'Mobile Phone for Texts (SMS):' field with 'Your phone number'.

*See Disclosure. Rates may apply.

3. You should receive a confirmation message from “85938” to confirm opt-in of text notifications. Once complete, go back to the profile page on the Resident Portal, and under User Settings click Payment Accounts

USER SETTINGS

Subscribe to Email Notifications	Yes
Subscribe to Voice Calls	Yes
Mobile Phone Number for Texts	Your phone number
Allow Text (SMS) Notifications	Yes - Phone Number Confirmed
Text to Pay	Off - See Payment Accounts

4. Scroll down to Text To Pay, input a PIN, select the desired payment account, and click Save.

TEXT TO PAY

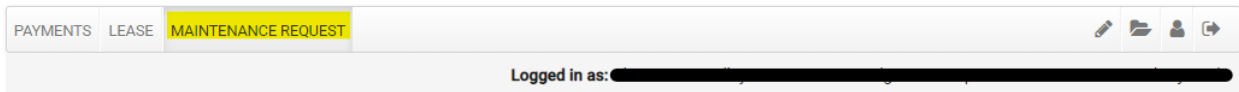
Pay your outstanding balance at any time with only a text message. Save a PIN and payment account below, then text BALANCE to 85938 at any time, and follow the instructions.

PIN (alphanumeric allowed): Payment Account:

Congratulations, you are now all set to pay your rent via text (SMS) message! Simply text "BALANCE" to 85938 to get your current balance and follow the instructions given to pay.

Submitting a Maintenance Request

1. Log onto the Resident Portal. At the top of the page there is a “Maintenance Request” option you can select. The page will automatically open for you to fill out a request.
 - a. Priority should be Low, Medium, or High.
 - b. Select the category as close to the issue as possible. This indicates to the maintenance team what they should bring when they come by.
 - c. Be as descriptive as possible with the description! Mention what is happening, where it is happening, how long it has been going on, when you notice it, anything you think may be relevant to the issue. The more information maintenance has, the more likely they are able to identify the issue and address.
 - d. Permission to enter is ALWAYS required for maintenance to be able to enter and address your needs.
 - e. Please restrain pets for when maintenance comes by. Even though they are pet lovers, pet safety is more important than pats!
2. Submit your request! Maintenance will come by as soon as they can!



MAINTENANCE REQUEST

A screenshot of the 'Submit Maintenance Request' form. The form has two tabs: 'Submit Maintenance Request' (active) and 'Request History'. The form fields are: 'Priority*' (dropdown menu), 'Category*' (dropdown menu with 'Select a Category'), 'Sub Category' (dropdown menu with 'Select a Sub category'), 'Full Description*' (text area with a '1499 characters remaining' indicator), 'Access Instructions' (text area), 'Permission to Enter*' (dropdown menu with 'Yes'), 'Do you have a pet?*' (dropdown menu with 'Please select'), and 'Attachment' (file upload button labeled 'Choose File' and 'No file chosen'). A green 'Submit' button is at the bottom.