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# RESIDENT PORTAL GUIDE

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Guide to the RentCafe Resident Portal

**TABLE OF CONTENTS**

**REGISTERING FOR THE RESIDENT PORTAL ..... 3**  
    *Current Resident Portal Registration ..... 4*

**SETTING UP PAYMENT ACCOUNTS..... 5**

**SETTING UP ELECTRONIC PAYMENTS ..... 7**  
    *One-Time Payments..... 7*  
    *Recurring Payments..... 9*  
    *Text to Pay Payment..... 10*

**SUBMITTING A MAINTENANCE REQUEST ..... 12**

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.

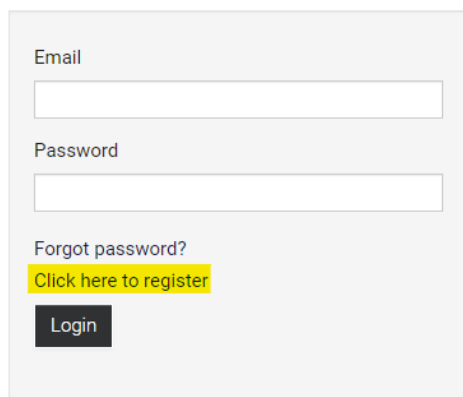
## Registering for the Resident Portal

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

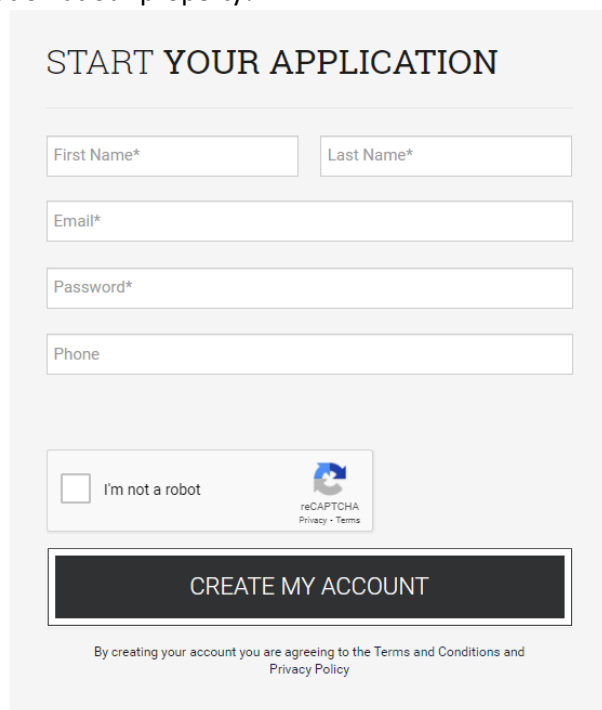
3. Fill in your name, email, and create a password. Select “Create My Account.”
  - a. **Note:** If you are registered at another property with your email, just select “Use My Existing Account” to continue with the application at our property!

#### 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, it says "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	 reCAPTCHA Privacy - Terms
<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**

#### BANK ACCOUNTS

[Add Bank Account](#)

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

#### CREDIT CARDS OR DEBIT CARDS

[Add Credit Card](#) [Add Debit Card](#)

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

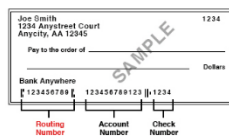
[Problems adding a credit card?](#) You may need to enable TLS

**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**

<b>CARD INFORMATION</b>	<b>BILLING ADDRESS</b>
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Country\*

Address Line 1\*

Address Line 2

City\*

State\*

Zip\*

Card Number\*   
*Card number is required.*


Name on the Card\*

Exp Date\*

CVV Code\*

I have read & agree to the terms & conditions.

Fields marked with (\*) are required.



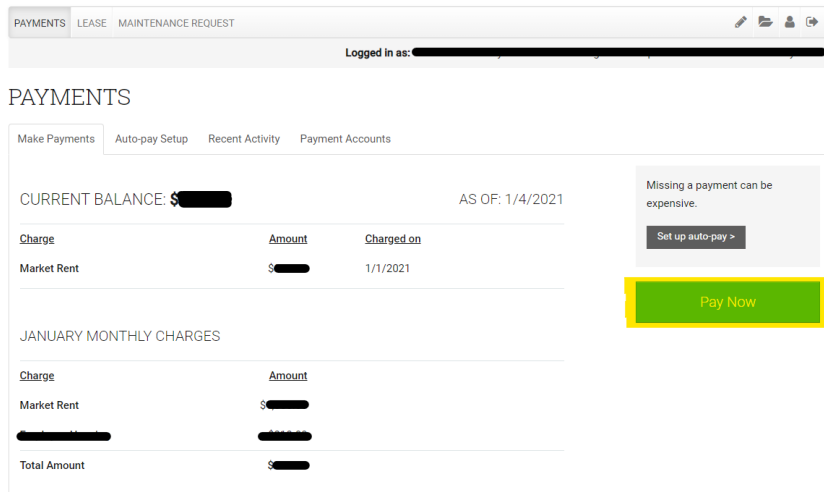
# Electronic Payments

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.

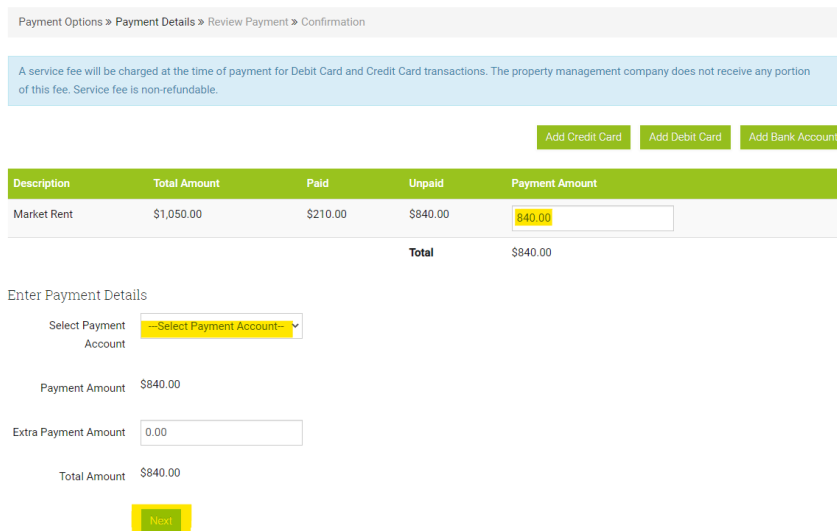
## One-Time Payments

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



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



# 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 3<sup>rd</sup> and choose the “Pay On” date to be the 1<sup>st</sup>, the recurring payments will begin February 1<sup>st</sup>.
  - 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.”

PAYMENTS

Make Payments Auto-pay Setup Recent Activity Payment Accounts

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.

**Fixed Monthly Charges**  
Your monthly charges are \$840.00/month.

Auto-Pay Account	Start Date	End Date	Pay On	Payment Amount
Select Payment Account				

Next

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.

Confirm Auto-pay Setup

Payment Account [redacted]

Start Date [redacted]

End Date [redacted]

Pay On [redacted]

Payment Amount [redacted]

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.

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 Submit

## 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 a pencil, a mail envelope, 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 'FAX:' fields, 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' heading and several input fields: 'Email:' with 'Your email', 'Office:', 'Home:', and 'FAX:'. Below these is a checkbox labeled 'Allow Text (SMS) Notifications:' which is checked. At the bottom, there is a field for 'Mobile Phone for Texts (SMS):' 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	<b>Yes</b>
Subscribe to Voice Calls	<b>Yes</b>
Mobile Phone Number for Texts	Your phone number
Allow Text (SMS) Notifications	<b>Yes - Phone Number Confirmed</b>
Text to Pay	<b>Off - See <a href="#">Payment Accounts</a></b>

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

### TEXT TO PAY

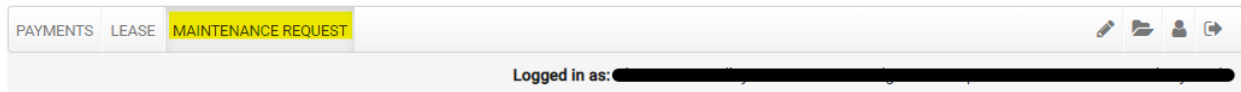
Pay your outstanding balance at any time with only a text message. Save a PIN and payment account below, then text BALANCE to 85938 at any time, and follow the instructions.

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 '1499 characters remaining'), '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.