



Registering for RentCafe

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

Staff will send an email with an invitation link for RentCafe.

#1 - Go to the homepage of our property and click **“Start Your Application”** or **“Apply Now.”**

#2 - Register by selecting one of the registration options.

LOGIN

Email

Password

Forgot password?
[Click here to register](#)

Login

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 and email, then create a password. Select **“Create My Account.”**

a. Note: If you are registered at another property with your email, just select **“Use MyExisting 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?
Get on a call with [redacted] during our office hours if you have any questions we can answer for you.

START YOUR APPLICATION

First Name* Last Name*

Email*

Password*

Phone

I'm not a robot

[CREATE MY ACCOUNT](#)

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 and staff will send an email with an invitation link.

#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 n
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 center of the page to take you to the payment methods page. Select **“Add Bank Account”** **“Add Credit Card”** or **“Add Debit Card”** depending on the method with which you choose to pay rent. Save once information is inputted.

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

Navigation: PAYMENTS | LEASE | MAINTENANCE REQUEST

Logged in as: [REDACTED]

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

Showing 1 to 1 of 1 entries

Add Bank Account

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

Add Credit Card **Add Debit Card**

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

Note: There are a few payment methods to choose between

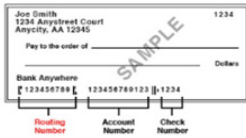


1. Bank Account:

 Takes funds directly from your account with NO processing fees.

ADD A BANK ACCOUNT

[Back to Payment Accounts](#)



Account Name

Routing Number (9 digits)

Confirm Routing Number

Account Number (3-17 digits)

Confirm Account Number

Account Type

2. Credit or Debit Card:

 Charges your card and processing fees are required.

The screenshot shows the Yardi Debit Card form. It is divided into two main sections: CARD INFORMATION and BILLING ADDRESS. The CARD INFORMATION section includes fields for Card Number (with a red error message "Card number is required."), Name on the Card, Exp Date (Month and Year dropdowns), and CVV Code. The BILLING ADDRESS section includes fields for Country (dropdown, set to United States), Address Line 1, Address Line 2, City, State (dropdown), and Zip. At the bottom, there is a checkbox for "I have read & agree to the terms & conditions." and a "Save" button. A "Cancel" button is also present. A PCI DSS COMPLIANT logo is visible in the bottom left corner.



Electronic Payments

Electronic payments make paying rent easy and straightforward. There are three different ways to pay rent through the portal: One-Time Payments, Recurring Automatic Payments, and Text to Pay. In all these cases the payment accounts need to be set up BEFORE paying electronically.

For Future Residents

Staff will send an email with an invitation link for RentCafe.

#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.

PAYMENTS LEASE MAINTENANCE REQUEST

Logged in as: [redacted]

PAYMENTS

Make Payments Auto-pay Setup Recent Activity Payment Accounts

CURRENT BALANCE: \$ [redacted] AS OF: 1/4/2021

Missing a payment can be expensive.
Set up auto-pay >

Charge	Amount	Charged on
Market Rent	\$ [redacted]	1/1/2021

JANUARY MONTHLY CHARGES

Charge	Amount
Market Rent	\$ [redacted]
[redacted]	[redacted]
Total Amount	\$ [redacted]

Pay Now

#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

Payment Options » **Payment Details** » Review Payment » Confirmation

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.

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

Description	Total Amount	Paid	Unpaid	Payment Amount
Market Rent	\$1,050.00	\$210.00	\$840.00	<input type="text" value="840.00"/>
Total				\$840.00

Enter Payment Details

Select Payment Account

Payment Amount \$840.00

Extra Payment Amount

Total Amount \$840.00

[Next](#)

ONE-TIME BANK ACCOUNT PAYMENT

Payment Options » Payment Details » **Review Payment** » Confirmation

PAYMENT DETAILS

Payment Account	<input type="text" value="REDACTED"/>
Service Fee	\$1.50
Total Amount	<input type="text" value="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 on February 1st.

b. Note: There is a 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 the timeframe needed to avoid fees and fines.

c. Note: Pro-tip: Making the End Date at the end of your lease will help you to avoid unneeded or incorrect payments after your lease term ends.

#4 - Select “Next.”

PAYMENTS LEASE MAINTENANCE REQUEST

Logged in as: [REDACTED]

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.

The screenshot shows a 'Confirm Auto-pay Setup' dialog box with the following fields: Payment Account, Start Date, End Date, Pay On, and Payment Amount. A service fee notice states: '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.' Below this, there is an authorization 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.' A checkbox is checked and labeled 'I have read and accept the Terms and Conditions'. At the bottom right 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 Resident Portal interface. At the top, there are navigation links for 'Payments' and 'Maintenance Request'. A 'Logged in as:' dropdown shows 'Your name – Your address'. Below this are 'Edit Profile' and 'Change Password' buttons. The 'MY PROFILE' section includes a profile picture placeholder, 'Your name (Primary Resident)', 'Your address', 'Email: Your email', 'Office:', 'Home:', 'FAX:', and 'Co-Residents: Your roommates, if any'.



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

MY PROFILE

Email:

Office:

Home:

FAX:

Allow Text (SMS) Notifications:

Mobile Phone for Texts (SMS):

*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	<input type="text" value="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.
- Priority should be Low, Medium, or High.
 - Select the category as close to the issue as possible. This indicates to the maintenance team what they should bring when they come by.
 - Be as descriptive as possible with the description of your request. Mention what is happening, where it is happening, how long it has been going on, when you noticed it, and 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 it.
 - Permission to enter is ALWAYS required for maintenance to be able to enter and address your needs.
 - Please restrain pets when maintenance comes by. Even though they are pet lovers, pet safety is more important.

