

RentCafe User Guide

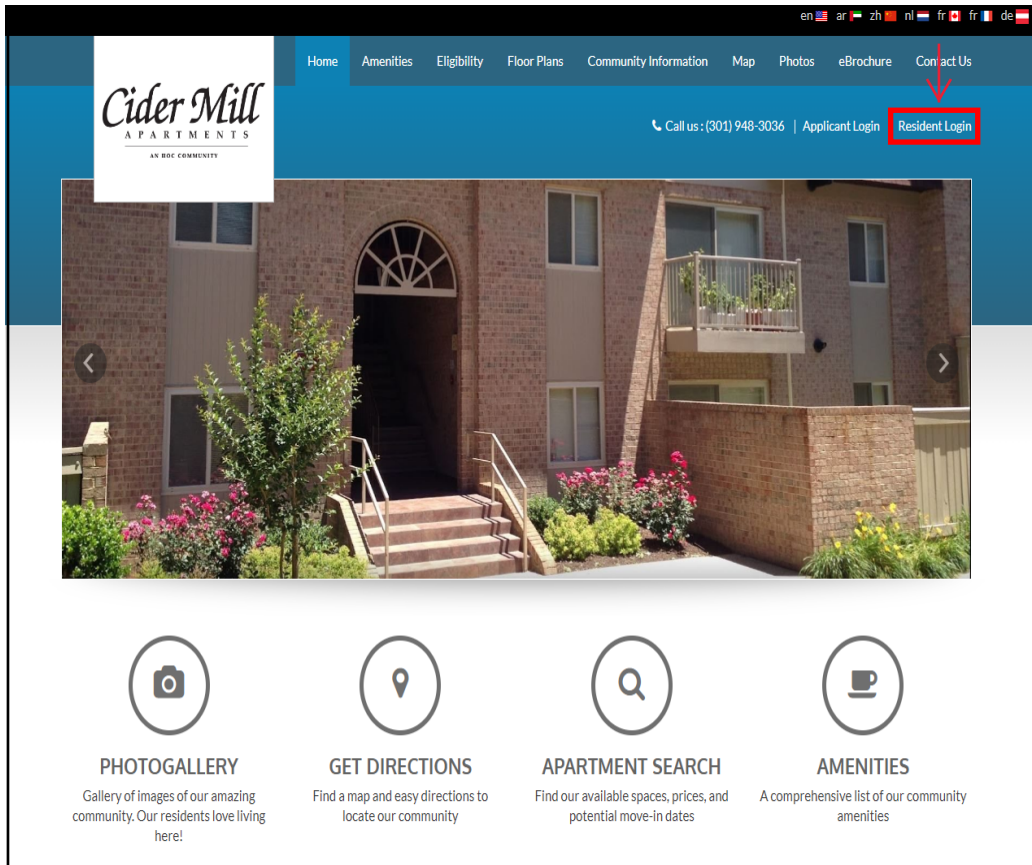
Table of Contents

Logging In	2
Adding Accounts/Cards in Rentcafe	4
Adding a Bank Account in Rentcafe	4
Adding a Debit/Credit Card in Rentcafe	7
Making Payments Online	10
One Time Payment	10
Setting up Auto-Pay.....	12
Submitting a Work Order/Maintenance Request	14

Logging Into RENTcafe

Tenants who want to log into their RENTcafe account will follow the steps below to do so.

a) Select **Resident Login**



b) Enter the **email** and **password** associated with the RENTcafe account.

* indicates required fields.

Email*

Password*

[Sign In](#)

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

Logging Into RENTcafe

c) A successful login will take the tenant to the Payments screen by default.

The screenshot displays the RENTcafe Payments interface. At the top, there are navigation tabs for 'Payments', 'Compliance', and 'Maintenance Request'. The user is logged in as 'Test Rent Cafe'. The main heading is 'Payments', with sub-tabs for 'Make Payments', 'Auto-pay Setup', 'Recent Activity', and 'Payment Accounts'. The 'Make Payments' section offers two options: 'Pay by Bank Account' (with a service fee of \$0.95) and 'Pay by Credit Card' (with a service fee of 2.50%). To the right, a 'Current Balance' table shows a total amount of \$10.10 as of 8/9/2023. Below this, there is a 'Monthly Auto-Pay Setup' section indicating no current setup and a 'Setup Now' link. At the bottom right, there is a blue notification bell icon.

	As of: 8/9/2023
Rent (08/2023)	\$10.00
Miscellaneous Charges (08/2023)	\$0.10
Total Amount:	\$10.10

Rent	\$10.00
Miscellaneous Charges	\$0.00

***** If a tenant is having any issues registering to Rentcafe, they are to call 301-948-3036 or email cidermill@gradymgt.com**

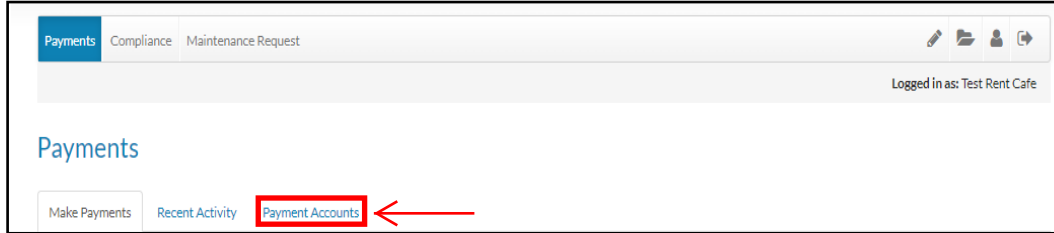
Adding Accounts/Cards in RENTcafe

Note: Online Payments cannot be scheduled without adding a bank account or card.

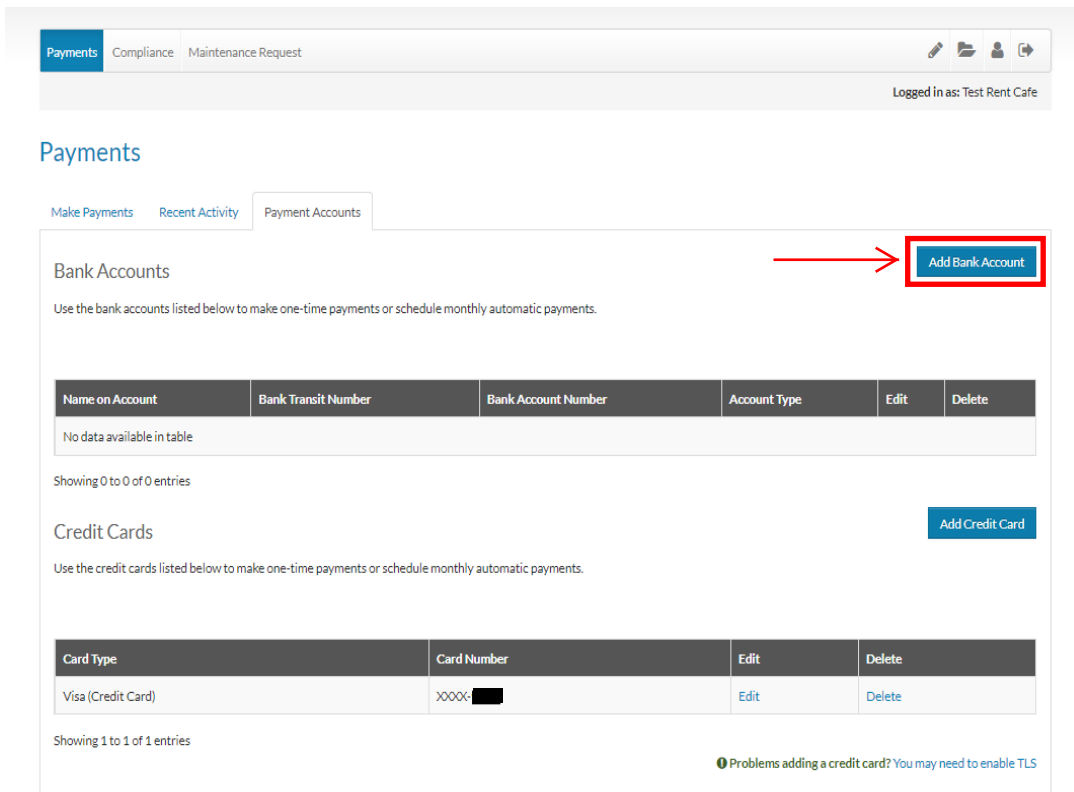
1. Adding a Bank Account

Tenants who want to use their bank account for payments will follow the steps below to add that account in RENTcafe.

a) Select the **Payment Accounts** tab.



b) click **Add Bank Account** on the Payment Accounts tab.



Adding Accounts/Cards in RENTcafe

c) Enter an **Account Name** – this will help identify this account from other bank accounts.

d) Enter the **Routing Number** – the routing number will be verified to ensure it corresponds to a bank.

e) Enter the **Account Number**

f) Select the **Account Type** – **Checking or Savings**.

g) click **Next**.

The screenshot shows the 'Add A Bank Account' form. At the top, there are navigation tabs for 'Payments', 'Compliance', and 'Maintenance Request'. Below the tabs, it says 'Logged in as: Test Rent Cafe'. The main heading is 'Add A Bank Account'. A note states: 'For your protection, new bank accounts must be verified before you can use them to make payments. View Verification FAQs'. A legend indicates '* Denotes a Required Field'. The form includes the following fields: 'Account Name *', 'Routing Number (9 digits) *', 'Confirm Routing Number *', 'Account Number (3-17 digits) *', 'Confirm Account Number *', and 'Account Type' (a dropdown menu currently set to 'Checking Account'). At the bottom, there are 'Next' and 'Cancel' buttons.

h) Once the account is saved, **account information** will appear on the tenant's Payment Accounts screen:

The screenshot shows the 'Payment Accounts' screen. At the top, there are navigation tabs for 'Payments', 'Compliance', and 'Maintenance Request'. Below the tabs, it says 'Logged in as: Test Rent Cafe'. The main heading is 'Payments'. There are three sub-headers: 'Make Payments', 'Recent Activity', and 'Payment Accounts' (which is highlighted). Below these is a 'Bank Accounts' section with an 'Add Bank Account' button. A note says: 'Use the bank accounts listed below to make one-time payments or schedule monthly automatic payments.' Below this is a table with the following columns: 'Name on Account', 'Bank Transit Number', 'Bank Account Number', 'Account Type', 'Edit', and 'Delete'. The table is currently empty, with the text 'No data available in table' below it. A red box highlights the table header, and a red arrow points to the 'Account Type' column. At the bottom, it says 'Showing 0 to 0 of 0 entries'.

Name on Account	Bank Transit Number	Bank Account Number	Account Type	Edit	Delete
No data available in table					

Adding Accounts/Cards in RENTcafe

i) Before the resident can make payments using this account, it will need to be verified. This process is described below:

- The resident will be debited an amount of \$0.12 or less within 3 days at most
- A confirmation email will be sent to the resident in order to verify this amount
- Once the resident receives the debit, they will need to head over to the confirmation email and open the link provided
- This link will lead the resident back to RentCafe where they will be prompted to input the exact debit amount
- Once the amount has been confirmed, the resident will receive a confirmation email, thus completing their bank verification

Note: The resident will not be charged any fees for this process, but RentCafe will recover their deposit.

****** If a tenant is having any issues adding a bank account or credit/debit card to Rentcafe, they are to call 301-948-3036 or email cidermill@gradymgt.com***

Adding Accounts/Cards in RENTcafe

2. Adding a Credit or Debit Card

Tenants who want to use their credit or debit card for payments will follow the steps below to add that card in RENTcafe.

a) click **Add Credit Card** on the Payment Accounts tab.

The screenshot shows the RENTcafe interface. At the top, there are navigation tabs: 'Payments' (selected), 'Compliance', and 'Maintenance Request'. On the right, there are icons for edit, print, user, and refresh, and a status bar indicating 'Logged in as: Test Rent Cafe'.

Payments

Sub-tabs: 'Make Payments', 'Recent Activity', 'Payment Accounts' (selected).

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
No data available in table					

Showing 0 to 0 of 0 entries

Credit Cards

Use the credit cards listed below to make one-time payments or schedule monthly automatic payments.

Card Type	Card Number	Edit	Delete
Visa (Credit Card)	XXXX- [REDACTED]	Edit	Delete

Showing 1 to 1 of 1 entries

Add Credit Card button highlighted with a red box and a red arrow pointing to it.

Add Bank Account button visible in the top right of the Bank Accounts section.

Problems adding a credit card? You may need to enable TLS message at the bottom right.

Adding Accounts/Cards in RENTcafe

b) The YARDI Credit Card screen will pop up and tenants will enter all required information (noted with a red asterisk). They will agree to the terms and conditions and then click **Save**.

YARDI

Credit Card

Fields marked with (*) are required

CARD INFORMATION		BILLING ADDRESS	
		Country*	United States
Card Number*	<input type="text"/>	Address Line 1*	<input type="text"/>
Name on the Card*	<input type="text"/>	Address Line 2	<input type="text"/>
Expiry Month*	Month	City*	<input type="text"/>
Expiry Year*	Year	State*	State
CVV Code*	<input type="text"/>	Zip*	<input type="text"/>

I have read and agree to the terms and conditions.

PCI DSS COMPLIANT

Cancel **Save**

c) The card information will then be validated. If the card or billing information is not entered correctly, the tenant's credit card company will decline the card and it will not be added.

YARDI

CARD SERVICES

Thank you for your information.

Please wait while we redirect back to the master7s site in **02** seconds.

Don't close the browser tab or window.
Don't refresh your browser or click the back button.

Adding Accounts/Cards in RENTcafe

d) Once the card is saved, **card information** will appear on the tenant's Payment Accounts screen:

Payments | Compliance | Maintenance Request 🔍 📄 👤 ↻

Logged in as: Test Rent Cafe

Payments

Make Payments | 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
No data available in table					



Showing 0 to 0 of 0 entries

Credit Cards Add Credit Card

Use the credit cards listed below to make one-time payments or schedule monthly automatic payments.

Card Type	Card Number	Edit	Delete
Visa (Credit Card)	XXXX-████	Edit	Delete

Showing 1 to 1 of 1 entries

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

*** If a tenant is having any issues adding a bank account or credit/debit card to Rentcafe, they are to call 301-948-3036 or email cidermill@gradymgt.com

Making Payments Online

1. Making a One-Time Payment

- a) On the **Make Payments** tab, the tenant will click **Make One-Time Payment** on either Pay by Bank Account or Pay by Credit Card depending on how they want to pay.

The screenshot shows the 'Payments' section of a tenant portal. At the top, there are tabs for 'Make Payments', 'Recent Activity', and 'Payment Accounts'. Below the tabs, there is a message: 'Easily pay your bill online with a one-time payment or set up automatic recurring payments. Select your payment method from the options below to get started.' On the right, the 'Current Balance' is shown as '\$0.00' as of 5/17/2023. Two payment options are listed: 'Pay by Bank Account' and 'Pay by Credit Card'. Each option has a 'Setup Auto-Pay' button and a '\$ Make One-Time Payment' button. The '\$ Make One-Time Payment' buttons are highlighted with red boxes, and red arrows point to them from below.

- b) The tenant will select the account or card they want to use from the drop down menu. A service fee of \$1.95 will be added if using a bank and a fee of 2.5% of your total amount will be added if using a credit card. These will be added at the next page. They also have the option to include an extra payment. The **total amount** of the payment will appear at the bottom.

The screenshot shows the 'Enter Payment Details' form. At the top right, there is an 'Add Credit Card' button. Below it is a table with the following data:

Description	Total Amount	Paid	Unpaid	Payment Amount
Pet Maintenance Fee for 30 days	\$10.00	\$0.00	\$10.00	<input type="text" value="10.00"/>
			Total	\$10.00

Below the table, there is a section titled 'Enter Payment Details'. It includes a dropdown menu for 'Select Payment Account' with the text '---Select Credit Card---'. Below that, the 'Amount Due' is \$10.00 and the 'Payment Amount' is \$10.00. There is an 'Extra Payment Amount' field with the value 0.00. At the bottom, the 'Total Amount' is \$10.00, which is highlighted with a red box and an arrow pointing to it from the right. Below the total amount is a 'Next' button and a blue envelope icon.

Making Payments Online

c) The service fee will now appear along with the total payment. Before the tenant can submit their payment, they must agree to the Terms and Conditions. By agreeing to the Terms and Conditions, they are authorizing their account/card to be charged.

One-Time Credit Card Payment

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

Payment Details

Payment Account	Visa XXXX-████
Payment Amount	\$10.00
Service Fee ⓘ	\$0.25
Total Amount	\$10.25

Service fee is non-refundable.

PLEASE READ THIS ENTIRE AGREEMENT BEFORE PROCEEDING. BY CLICKING ON THE "SUBMIT PAYMENT" BUTTON BELOW, YOU ACCEPT THE TERMS AND CONDITIONS. IF YOU DO NOT ACCEPT THESE TERMS, DO NOT CLICK "SUBMIT PAYMENT" BELOW.

I have read and accept the Terms and Conditions



[Back to Payment Details](#)

[Submit Payment](#)



d) Successful payments will result in a confirmation number along with a confirmation email.

confirmation number

One-Time Credit Card Payment

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

Your payment was successful! A confirmation email has been sent to test.rentcafe@hoomc.org.

If you would like your rent paid automatically every month, please set up an automatic monthly payment.

You can access payment details anytime from the Payments page.

Your credit card statement will reflect this payment as "YSI*MD".


Payment Details

[Print](#)

Confirmation Number:	601898192
Payment Date:	5/5/2023 11:38 AM (EST)
Payment Account:	Visa XXXX-████
Payment Amount:	\$10.25

confirmation email

Payment Confirmation



Dear Test,

This email confirms we have received your one-time online payment. Please review the payment information below and keep this email for your personal records.


PAYMENT INFORMATION

Payment confirmation number:
601922469

Payment Account used:
Visa XXXX-████

Total Payment Amount:
\$1.01
*Service Fee: \$0.03
Total Amount: \$1.04

** The service fee is collected by the Payment Agent, not the property management company, and will not display on your ledger. Service fee is non-refundable.*



Making Payments Online

Setting Up Auto-Pay

- a) On the **Make Payments tab**, the tenant will click **Setup Auto-Pay** on either Pay by Bank Account or Pay by Credit Card depending on how they want to pay.

Note: if setting up auto pay by credit card the tenant must pay amount in full

The screenshot shows the 'Payments' interface. At the top, there are tabs for 'Make Payments', 'Recent Activity', and 'Payment Accounts'. Below the tabs, there's a section for 'Current Balance' as of 5/17/2023, showing 'No charges available for payment' and a 'Total Amount' of '\$0.00'. The main area is divided into two sections: 'Pay by Bank Account' and 'Pay by Credit Card'. Each section has a description of the payment method and a service fee. Below each description are three buttons: 'Setup Auto-Pay', 'Make One-Time Payment', and 'Learn More'. Red boxes highlight the 'Setup Auto-Pay' buttons for both sections, with red arrows pointing to them.

- b) Tenants will then choose what monthly charge(s) they would like to setup auto-pay for. After doing so, they will click **Next**.

Current Monthly Auto-Pay: \$0.00

Monthly Charge Description	Amount	Select your Auto-Pay Account	Auto-Pay Amount	
Rent From 5/2/2023 To 4/30/2024	\$10.00			
Your current Auto-Pay amount	\$0.00	Visa XXXX [REDACTED]	10.00	CLEAR
Pet Maintenance Fee From 5/2/2023	\$10.00			
Your current Auto-Pay amount	\$0.00	Visa XXXX [REDACTED]	10.00	CLEAR
Total Auto-Pay Selected			\$20.00	

Next

Making Payments Online

c) The Total Monthly Auto-Pay should now appear along with the service fee. Tenants will need to accept the **Terms and Conditions** in order to proceed. After doing so, they can Setup Monthly Payment.

Schedule Monthly Auto-Pay Using Credit Card

Payment Options » Payment Details » Review Payment » Confirmation

Monthly Charge Description	Amount	Verify Your Monthly Auto-Pay Selections		
Rent From 5/2/2023 To 4/30/2024	\$10.00			
Your current Auto-Pay Amount	\$0.00	Setup Auto-Pay	Visa XXXX [REDACTED]	\$10.00
Pet Maintenance Fee From 5/2/2023	\$10.00			
Your current Auto-Pay Amount	\$0.00	Setup Auto-Pay	Visa XXXX [REDACTED]	\$10.00
Service Fee ⓘ				\$0.50
Total Monthly Auto-Pay				\$20.50

*Partial payments will be rounded to the nearest 1/10th of a percent.

By setting up AutoPay, I authorize the automatic withdrawal from my selected payment account the amount show or, if no amount is shown, the balance due each month. I understand and agree that my authorization will remain in place until I change or cancel it by logging into my Resident Portal account, and that it may take up to 24 business hours to process my change or cancellation before it will become effective. I understand and agree that I will be charged a non-refundable service fee for each AutoPay transaction and that this service fee is charged by and paid to the payment services provider for making payments through RentCafe, this fee is not charged by the property, and this fee will not appear on my ledger.

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

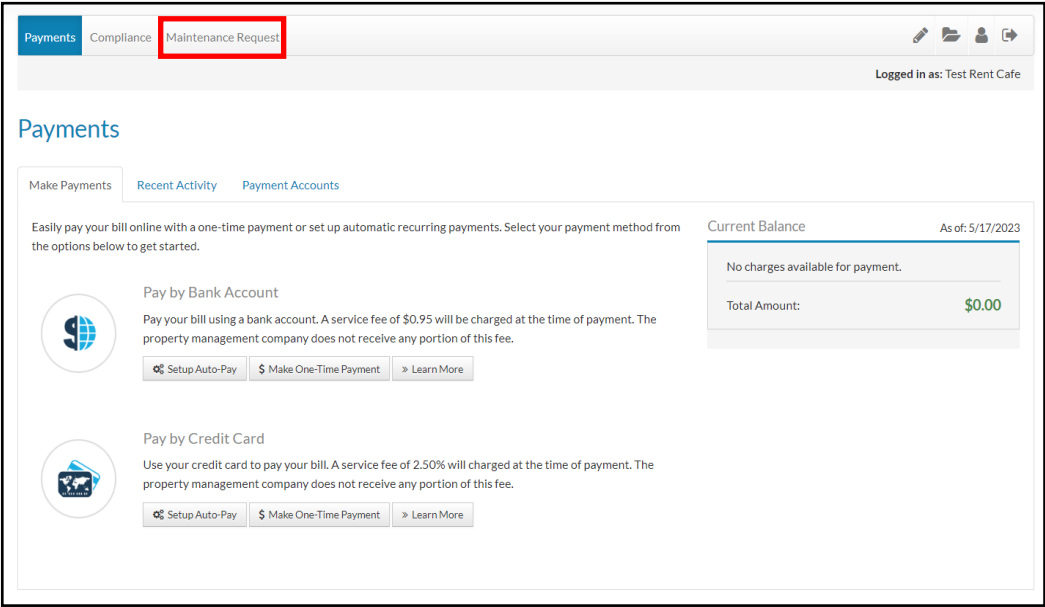
[Back to Payment Selection](#) [Setup Monthly Payment](#)

*** If a tenant is having any issues making payments online, they are to call 301-948-3036 or email cidermill@gradymgt.com

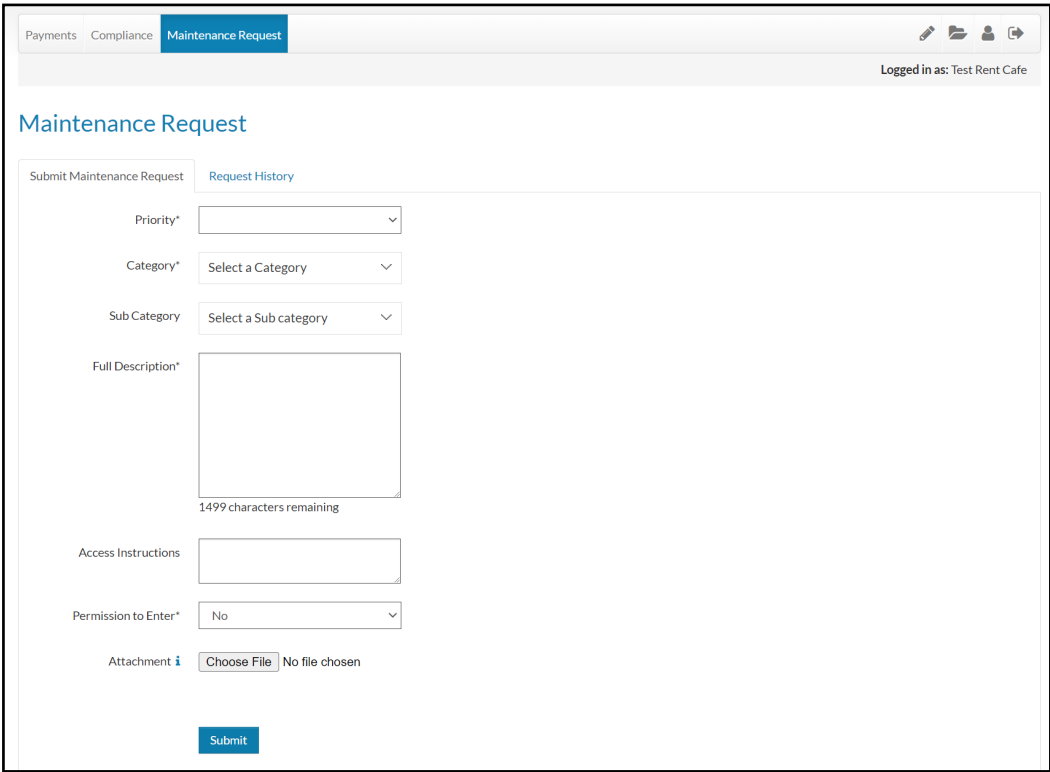
Submitting a Work Order/Maintenance Requests

Work Orders/Maintenance Requests

a) Upon logging in, the resident should be presented with a screen similar to this. They will then select the "Maintenance Request" option.

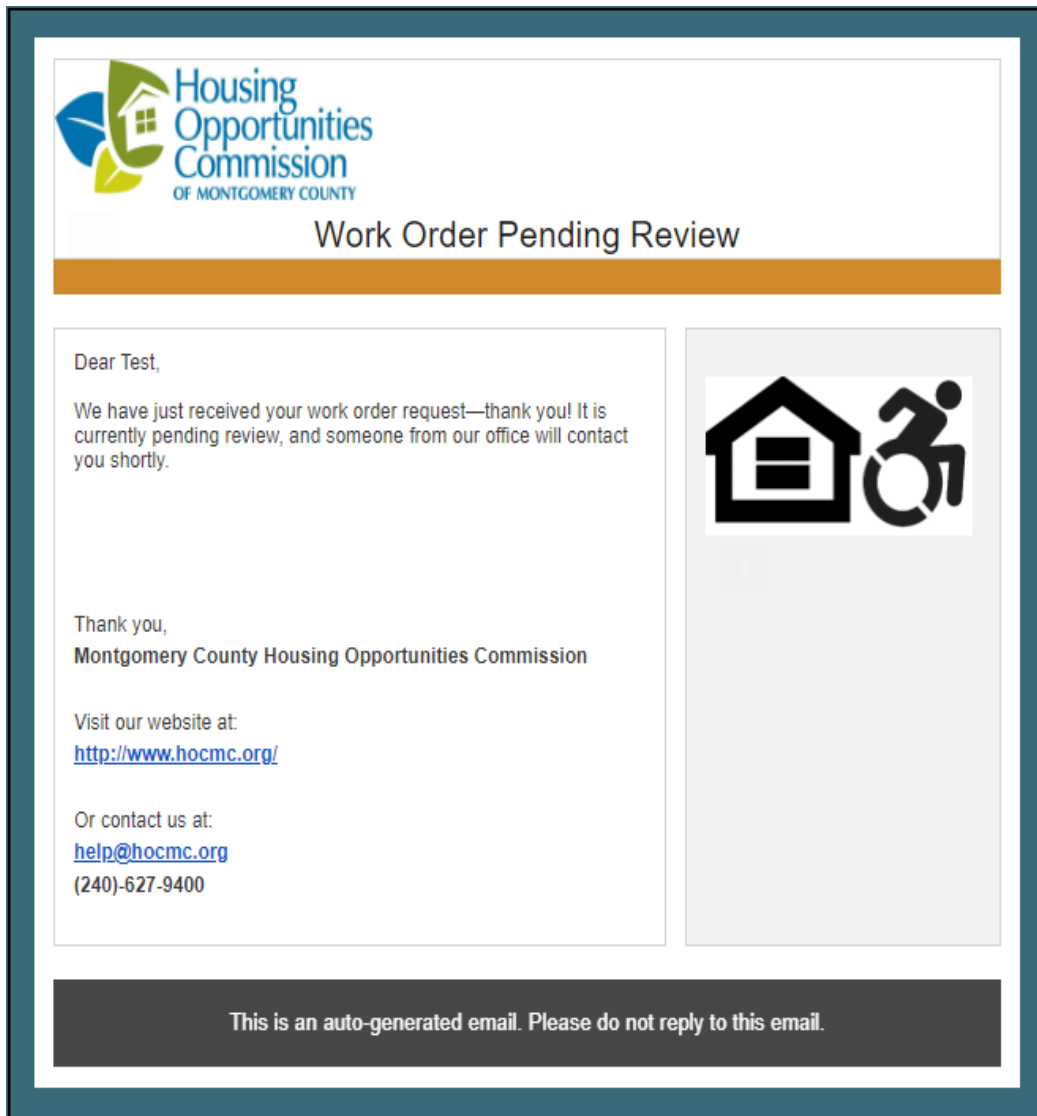


b) They will then choose a priority and a category along with a description of the request. Once that is done, the resident will submit the request.



Submitting a Work Order/Maintenance Requests

c) Once the request has been submitted, the resident should receive an email similar to this.



*** If a tenant is having any issues submitting a maintenance request, they are to call 301-948-3036 or email cidermill@gradymgt.com