

RENTCafé Resident Portal Overview



Manage your home online—all in one place with the *RENTCafé Resident Portal*.

- ✓ Pay rent
- ✓ Set up autopay
- ✓ Submit maintenance requests
- ✓ View documents & lease details
- ✓ Contact your property team

Get Started: Accounts & Payments

Register for Your Resident Account

- Click "Create an Account"
- Use the same email on file with your Property Manager
- Set password + confirm details
- Accept terms → Create Account

Tip: Using a different email may prevent your account from linking properly.

Add & Verify Payment Method

- Add Account:
 - Go to Payments → Payment Accounts → Add Payment Account
 - Choose Bank Account (recommended) or Credit Card
 - Enter details → Connect
- Verify Account:
 - A small deposit (1–3 days) will appear labeled "ACCTVERIFY"
 - Enter that amount in the portal to verify

Set Up Recurring Monthly Payments

- Go to Payments → Setup Autopay
- Set payment date to 1st of the month
- Choose start date (ideally the day before rent is due)
- Confirm & accept terms
- ✓ Covers all charges (rent, parking, storage, etc.)
- ✓ Automatically updates with lease changes

One-Time Payment

- Go to Payments → Make Payment
- Enter amount + select account
- Review → Submit

Check Your Balance

- Go to Recent Activity
- Positive = charges
- Negative = payments/credits

Maintenance & Lease Management

Maintenance Requests

- Go to Maintenance → New Request
- Select:
 - Priority (use Service Call for regular issues)
 - Category + description
- Add photos (optional)
- Choose entry permission:
 - Yes = allows entry without notice
 - No = requires notice
- ✳️ Emergencies: Call your Property Manager directly

Lease & Documents

- Documents: View lease files anytime
- Lease Renewal:
 - Go to Lease Info
 - Review options → Submit renewal
 - Or select "I Am Moving Out"

Contact Property Manager

Need to reach your Property Manager?

You can contact them directly through your RENTCafé portal at any time.



SCAN TO ACCESS YOUR
RESIDENT PORTAL