



LCS®

2025

RENTCafé Resident & Family Billing Portal User Guide



Resident Portal

Welcome to Resident and Family Billing Portal

With your Portal you are able to view your current balance, make online payments, setup auto-pay, view monthly payer statements, contact our community management team, and more. Register now to start accessing all of these benefits today!

LCS Financial Support Team

5/1/2025

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OVERVIEW

RENTCafé is a Yardi product that allows communities to accept online payments from residents and family members via bank accounts, debit cards, and credit cards. It also provides access to view monthly statements online. For LCS communities, this is called the Resident & Family Billing Portal.

Key Features

- **NEW** Shared Payments: Allows all payers to make one-time payments and view the resident ledger.
- Contact Information: Residents can update their phone, email, and address.
- Monthly Statements: View current and prior statements. - Account Balance: View current balance and activity.

REGISTRATION PROCESS

Before you can view your statement or make an online payment, you must first register on the Resident & Family Billing Portal. Your community will send you a *Registration Invitation Email* to get started. If you don't see the email in your inbox, be sure to check your junk or spam folder. Still can't find it? Contact your Business Office Manager to request that the invitation be resent.

Registration Letter

Your community will provide you with a Registration Letter, which gives a brief overview of the Resident & Family Billing Portal and outlines any potential fees. Please review the information highlighted in **red** to ensure its accuracy. If any details need to be updated, contact your Business Office Manager for assistance.

Moira Rose
101 Rosebud Lane
Lotts Creek IA 50133



April 21, 2025

**Residents and Family Members of TRAINING COMMUNITY
Your Online Resident and Family Portal is Here!**

Dear **Moira Rose**,

We are excited to introduce to you our Resident and Family Portal; by using the portal, residents and designated family members will be able to:

- Confirm your contact information on file such as phone, email, and address
- Email our community with any billing or support questions

Additionally, **Moira Rose** who is setup as the **Primary Payer** will be able to:

- View Current Balance and View Monthly Payer Statements
- Make secure online payments using one of the following payment options:
 - **ACH (Free)** For security purposes, account validation will be initiated at the time of bank account entry. This verification is required by the account owner before an ACH payment can be made.
 - **Debit Cards** (For Debit Card payments a service fee of \$3.95 will be charged at the time of payment.)
 - **Credit Cards** (For Credit Card payments a service fee equal to a percentage of payment will be charged (Amex: 3.00%, Visa: 2.20%, MasterCard: 2.20%, Diners: 2.20%, Discover: 2.20%).)

NOTE: Training Community does NOT receive any portion of the service fee. Service fees are non-refundable, and an NSF fee may apply for any insufficient funds.

All charges will be assigned to the Primary Payer, but all payers have the ability to pay off those charges with one-time payments. Please contact our office if resident **Moira Rose** needs their primary payer adjusted.

If you are a family member of multiple residents, once we have invited you to your portal, you can visit your profile page and link yourself to all residents in which we have you setup as a contact. The next time you login you may select amongst the linked residents and use our online services.

Website Address: www.trainingcommunity.com

Name on File: **Moira Rose**

Primary Payer on File: **Moira Rose**

Email on File: icsyarditestuser02@gmail.com

Your Email serves as your User ID. If incorrect/missing, please contact our office.

We will be sending you an email invitation to use your online portal. Once you receive the email invitation and complete your account activation, you may access the portal login page from the community website address provided above. If you have any questions or would like further assistance, please contact our office at:

(515) 555-5555 or mmouse@train.com

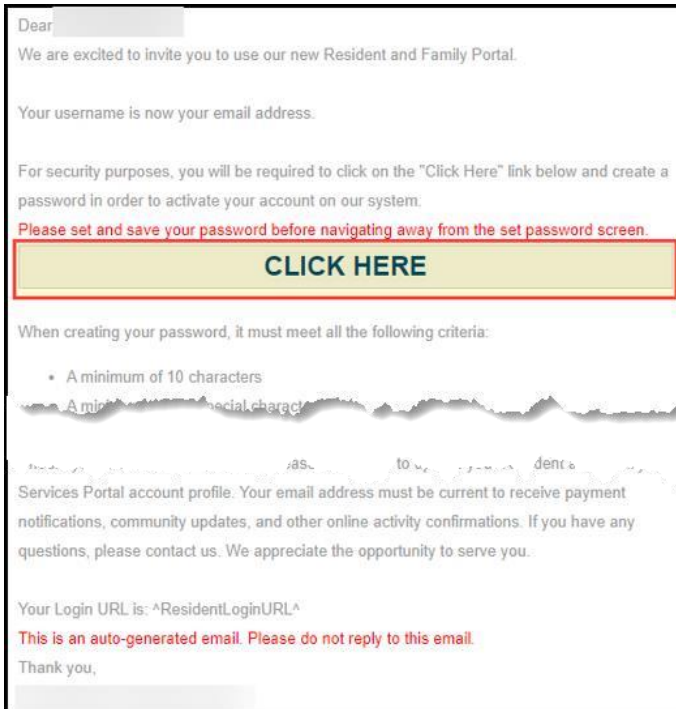
The business office is open Monday through Friday, 9am-3pm.

Thank you,
Minnie Mouse

[Registration Invitation Email](#)

1. Your community will send you the Registration Invitation Email. Open the email invitation and click the '[CLICK HERE](#)' link.

An example is below.



2. Complete the complete the sign-up process with either your email, Google account, or you're Apple account.
3. User Login screen appears. Sign in with your email, Google, or Apple.



4. Click **Sign In**.

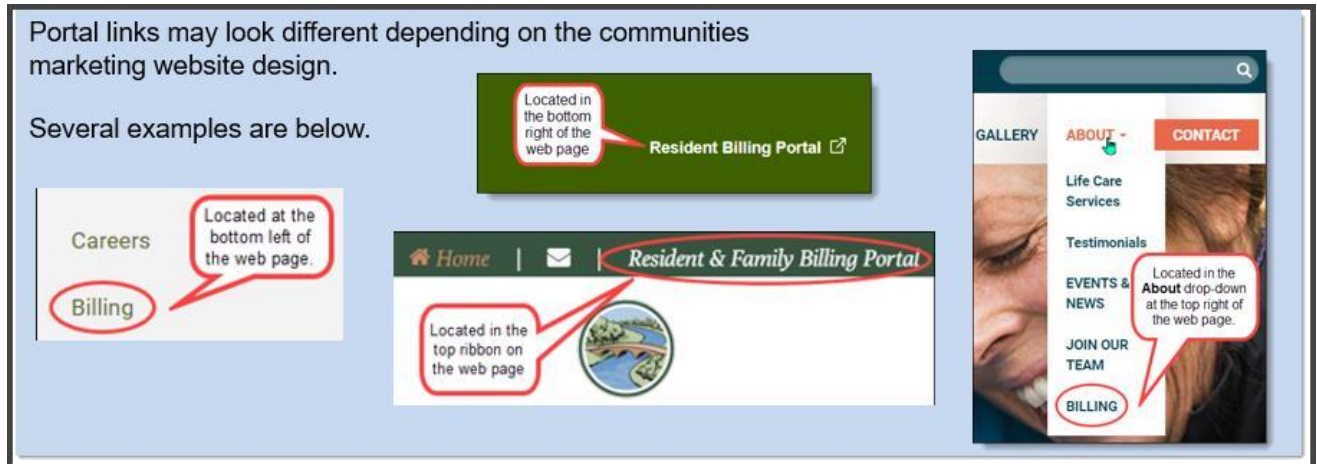
LOG IN

Once you have registered, you will access the Resident & Family Billing Portal from your community's website. This can be found on your Registration Letter and the Registration Invitation Email.

1. Click the Resident and Family Billing Portal Link on your community's website. It will take you to the Login Screen (like the image above in Step #4) where you will login with either your email, Google, or Apple sign-in.

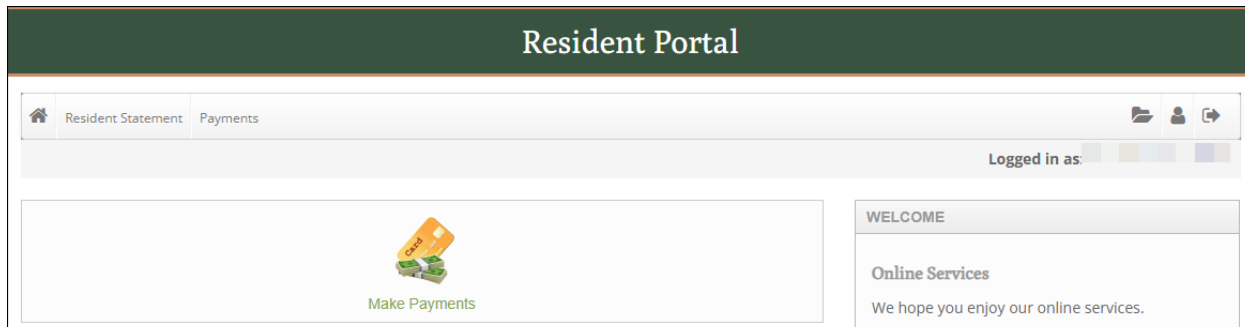
NOTE: Because each community's website is unique, the portal link and naming convention will look different for each community.

Below are a few examples.



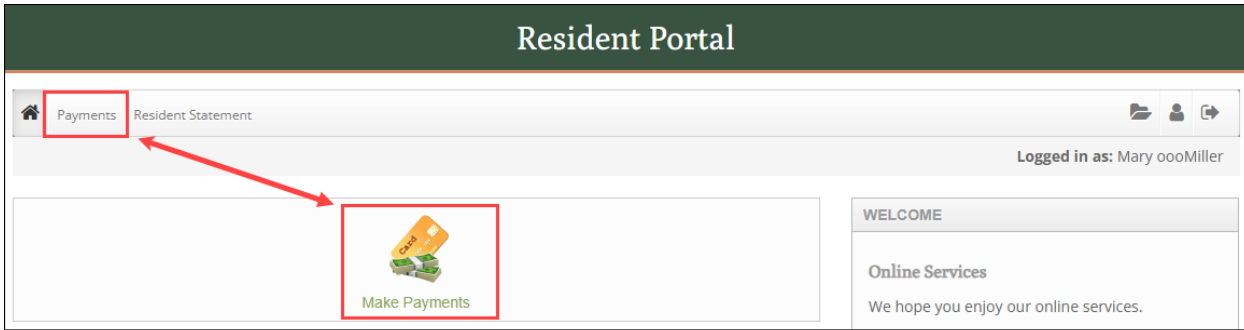
RESIDENT AND FAMILY BILLING PORTAL

Once you've completed the registration process and logged in, you can go to your Payment Information or see the Resident Statement.



Payments

Click the 'Payments' or 'Make Payments' button. You'll use this button even if you're just viewing your "payer statement".



Make Payments Tab

The first tab is the **Make Payments** tab. On this page, you will see 'My Balance', 'Resident Balance', pending recurring payments, as well as options to pay by bank account, credit card, or debit card.

Payments

Make Payments | Auto-pay Setup | Pending Activity | Recent Activity | Resident Transactions | Payment Accounts | Payer Statement

Bank Account Payments will be withdrawn within 1-2 banking business days of the scheduled/submitted payment date.

- On your banking statement, online payments to our community will display as: **Web Authorized Pmt.**
- On your credit card statement, online payments to our community will display doing business as: **Yardi Systems**

Please use the **Setup Auto-Pay** button below to set up your auto-pay. If you wish to adjust your auto-pay, please use your Resident and Family Billing Portal account to make the necessary adjustments.

****Reach out to your Business Office Manager with any questions.**

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.

Pay by Debit Card

Pay your bill using a debit card. A service fee will be included with your payment. The fee will be displayed for your review before submitting the payment. The property management company does not receive any portion of this fee.

[\\$ Make One-Time Payment](#) [> Learn More](#)

Pay by Bank Account

Pay your bill using a bank account.

[Setup Auto-Pay](#) [\\$ Make One-Time Payment](#) [> Learn More](#)

Pay by Credit Card

Use your credit card to pay your bill. A service fee of 2.95% will be charged at the time of payment. The property management company does not receive any portion of this fee.

[\\$ Make One-Time Payment](#) [> Learn More](#)

My Balance

Current Balance :	\$0.00
Statement Balance:	\$0.00
Pending Payment:	\$0.00

Resident Balance

Current Balance :	\$0.00
Statement Balance:	\$0.00
Pending Payment:	\$0.00

Max Auto Pay Setup for Statement Period 05/2025

XXXX - ACH	As actual*
Max Total Auto Pay Amount:	As actual*

May Monthly Charges

Monthly Service Fee IL	\$3,802.00
Total Amount:	\$3,802.00

Auto-pay Setup Tab

The **Auto-pay Setup** tab is for setting up recurring monthly payments. This will allow you to set up recurring payments: Option 1: Pay my account in full (PWIO – pay what I owe). Option 2: Pay a fixed amount.

Payments

Make Payments **Auto-pay Setup** Pending Activity Recent Activity Resident Transactions Payment Accounts Payer Statement

Option 1: Pay my account in full ←

Pay What I Owe (PWIO) automatically pays all outstanding charges on your account balance.

Option 2: Pay fixed and variable monthly charges ←

Fixed Monthly Charges

Fixed Payments let you schedule a set amount—like your monthly rent or cable bill—to be withdrawn automatically each month. You can even specify a dollar figure (for example, \$1,000) from one bank account. If you'd like to split a fixed amount across multiple accounts, simply create a separate automatic payment for each.

Pending Activity Tab

The **Pending Activity** tab shows any unposted pending transactions.

Payments

Make Payments Auto-pay Setup **Pending Activity** Recent Activity Resident Transactions Payment Accounts Payer Statement

This page indicates transactions that are being processed and have not yet been posted to your ledger. Once your payment has been fully processed in our system it will be reflected on your **Recent Activity** tab.

Transactions in process and not yet posted to your bank account.

Recent Activity Tab

The **Recent Activity** tab shows your ledger detail. This will not show any activity from the Pending Activity tab. It only reports on activity that has been posted.

Payments

[Make Payments](#) [Auto-pay Setup](#) [Pending Activity](#) **[Recent Activity](#)** [Resident Transactions](#) [Payment Accounts](#) [Payer Statement](#)

This page indicates transactions that have been fully processed in our system and have been posted to your ledger. Onetime payments and Auto-Payments will be withdrawn from your Bank Account within 1-2 banking business days of the submitted/scheduled date. If we are unable to withdraw the funds from your bank account, a late fee and/or an NSF fee may be charged and your account balance will be updated accordingly.

Online payments are reflected in the Recent Activity only after they are fully processed.

10 records per page

Search:

Date	Description	Charge	Credits	Payments	Balance
4/6/2025	(chk) :ACH Pre-Authorized Payment	\$0.00	\$0.00	(\$3,800.00)	\$0.00
4/1/2025	Monthly Service Fee IL	\$3,802.00	\$0.00	\$0.00	\$3,800.00
3/6/2025	(chk) :ACH Pre-Authorized Payment	\$0.00	\$0.00	(\$3,805.50)	(\$2.00)
3/6/2025	Gift/Conv Store - Non Tax	\$0.50	\$0.00	\$0.00	\$3,803.50

****NEW Resident Transactions Tab**

The **Resident Transactions** tab will show all transactions for the Resident and will contain a **Payer Name** column.

Payments

Make Payments Auto-pay Setup Pending Activity Recent Activity **Resident Transactions** Payment Accounts Payer Statement

This page indicates transactions that have been fully processed in our system and have been posted to your ledger. Onetime payments and Auto-Payments will be withdrawn from your Bank Account within 1-2 banking business days of the submitted/scheduled date. If we are unable to withdraw the funds from your bank account, a late fee and/or an NSF fee may be charged and your account balance will be updated accordingly.

Online payments are reflected in the Recent Activity only after they are fully processed.

10 records per page Search:

Date	Description	Payer Name	Charge	Credits	Payments	Balance
4/6/2025	(chk) :ACH Pre-Authorized Payment		\$0.00	\$0.00	(\$3,800.00)	\$0.00
4/1/2025	Monthly Service Fee IL		\$3,802.00	\$0.00	\$0.00	\$3,800.00
3/6/2025	(chk) :ACH Pre-Authorized Payment		\$0.00	\$0.00	(\$3,805.50)	(\$2.00)
3/6/2025	Gift/Conv Store - Non Tax		\$0.50	\$0.00	\$0.00	\$3,803.50
3/1/2025	Monthly Service Fee IL		\$3,802.00	\$0.00	\$0.00	\$3,803.00

Payment Accounts Tab

The **Payment Accounts** tab is where you enter your account information.

Payments

Make Payments Auto-pay Setup Pending Activity Recent Activity Resident Transactions **Payment Accounts** Payer Statement

Bank Accounts [Add Bank Account](#)

If you click to add a bank account, you will be redirected to a third-party website and must follow their instructions to verify your account. Once your account is verified, your bank account will appear as a payment option. Only your bank account and routing number are used to set up a verified bank account.

If you do not wish to verify your bank account, or if your bank account is not listed (not all banks are supported), please select another payment method or contact our office for other payment options.

Use the bank accounts listed below to make one-time payments or schedule automatic payments.

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

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.

Card Type	Card Number	Default Account	Edit	Delete
No data available in table				

Payer Statement Tab

The last tab on this page is where you can see your **Payer Statement**. This statement includes ONLY charges and payments associated with the specified Payer logged into the portal. You can view the most recent statement or go back and look at prior statements by changing the period.

Payments

Make Payments Auto-pay Setup Pending Activity Recent Activity Resident Transactions Payment Accounts **Payer Statement**

Payer Statement

**Note: This digital payer statement may be different than the printed payer statement mailed to you. Printed payer statements may include a consolidated summary of all charges that are spread amongst multiple residents and/or multiple payer ledgers.

Our digital payer statement as shown below reflects only a single payer's responsible charges for a single resident.

Select Period:

Statement
Page 1
Print Date: 04/22/2025




Account#	Unit	Statement Date
	115	04/01/2025
Resident Name		
Total Amount Due: \$3,800.00		
Due Date: 04/01/2025		

Balance Forward				\$3,805.50
Date	Description	Days/Units	Credits	Charges
02/28/25	Gift/Conv Store - Non Tax	0.00	(\$2.50)	
03/06/25	Electronic payment	1.00	(\$3,805.50)	
	Pre-Authorized Payment			

[Resident Statement](#)

Click '[Resident Statement](#)'. This statement includes a consolidated summary of all charges and payments that may be spread amongst multiple payer ledgers for a specified resident. You can view the most recent statement or go back and look at prior statements by changing the period.

Resident Portal



Resident Statement Payments   

Logged in as: Mary oooMiller

Resident Statement

This statement includes a consolidated summary of all charges that may be spread amongst multiple payer ledgers for a specified resident. To view a statement with charges specific to your account, please navigate to the Payer Statement tab found under the Payments menu

Select Period:

rs_SeniorResidentStatement 1 / 1 - 100% +  

Consolidated Statement

Page 1

Account Summary					
Prior Statement Balance	Payments	Credits	New Charges	Statement Net	TOTAL DUE
\$3,800.00	(\$3,800.00)	\$0.00	\$3,802.00	\$2.00	\$3,802.00

Mary oooMiller **Resident Name:** Mary oooMiller **Training Community**
 400 Locust Street **Move In Date:** 11/13/2018 **400 Locust Street**
 # 102 **Unit:** 201 **Des Moines IA 50309**
 Des Moines IA 50309 **Resident ID:** 00001440

Current Activity		
Payments	Date	Amount
Electronic payment	04/06/25	(\$3,800.00)
Pre-Authorized Payment		
TOTAL Payments		(\$3,800.00)

Credits	From	To	Quantity	Rate	Frequency	Amount
n/a	n/a	n/a	n/a	n/a	n/a	\$ 0.00

ADD ACCOUNT

Bank Account

1. On the **Payment Accounts** tab, click **Add Bank Account**.

Payments

Make Payments Auto-pay Setup Pending Activity Recent Activity Resident Transactions **Payment Accounts** Payer Statement

Bank Accounts

If you click to add a bank account, you will be redirected to a third-party website and must follow their instructions to verify your account. Once your account is verified, your bank account will appear as a payment option. Only your bank account and routing number are used to set up a verified bank account.

If you do not wish to verify your bank account, or if your bank account is not listed (not all banks are supported), please select another payment method or contact our office for other payment options.

Use the bank accounts listed below to make one-time payments or schedule automatic payments.

2. The **Add A Bank Account** screen opens.

ADD A BANK ACCOUNT

[Back to Payment Accounts](#)

For your protection, new bank accounts must be verified before you can use them to make payments. To verify that this is your bank account, Yardi Systems will make a nominal deposit labeled Bank Verify into your account in a random amount. Please allow 48 hours for the deposit to appear. After the deposit has been made, please note the amount that was deposited, log in to your Resident Portal account, click the Verify button next to your bank account, and when prompted, enter the exact amount that was deposited. After completing this verification process you can immediately begin using your bank account to make payments.

Joe Smith
1234 Anystreet Court
AnyCity, AA 12345 1234

Pay to the order of _____ Dollars

Bank Anywhere
⑆ 123456789⑆ 123456789123 ⑆ 1234

Routing Number Account Number Check Number

* Denotes a Required Field

Account Name *

Routing Number (9 digits) *

Confirm Routing Number *

Account Number (3-17 digits) *

Confirm Account Number *

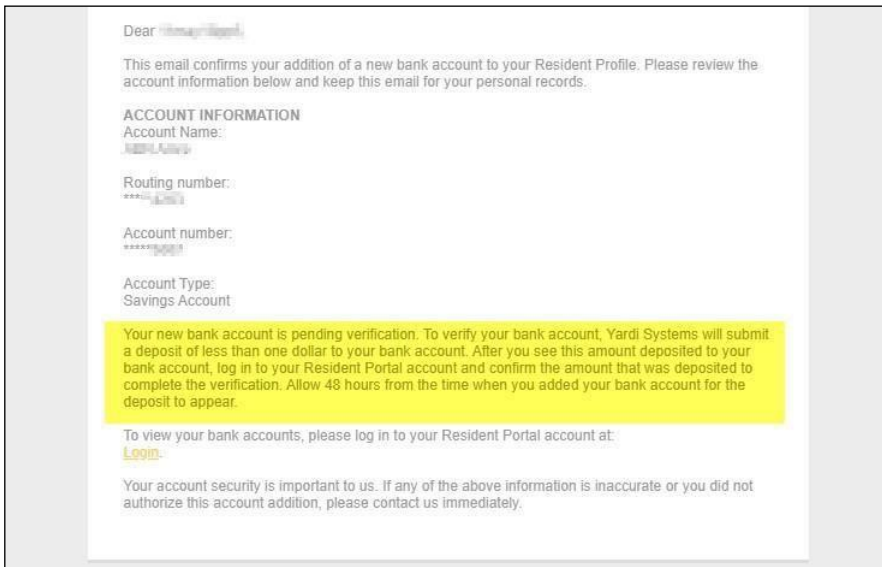
Account Type Checking Account ▾

SAVE

- After you enter and submit your account and routing numbers, the following message appears if your accounts have been added successfully.

Bank account added and will be available for payments after verification. ✕


- You will receive the Bank Account Added email notification indicating that bank account verification is pending. This message text is shown with yellow highlight in the following screenshot.



- On the **Payment Accounts** tab, an additional section appears under the heading **Bank Accounts Pending Verification**. You cannot use a bank account that is pending verification.

Bank Accounts Pending Verification

The bank account(s) listed below are pending verification. Please click the Verify button next to the account to be verified and enter the exact amount that Yardi Systems deposited labeled Bank Verify into your account.

Name on Account	Bank Transit Number	Bank Account Number	Account Type	Verify
ABN Amro	*****4263	*****0988	Savings	

- You will get a trial deposit amount from your bank account. The record for the trial deposit transaction includes the text “Bank Verify”.
 - Note:** Wait 1 to 2 business days (excludes weekends and bank holidays) for the trial deposit transaction to appear in your bank account. The trial deposit transaction is less than one dollar, and the description includes the text “Bank Verify”.
- After you see the trial deposit on your bank account, open the **Payments** screen and click the **Payment Accounts** tab.
- For the pending account, click the **Verify** link. The **Verify Bank Account** screen opens.

Verify Bank Account ✕

To verify your bank account, enter the amount that was deposited by Yardi Systems.

Account Name ABN Amro

Routing Number 000114263

Account Number *****0988

Account Type Savings Account

Amount Deposited To Bank Account

- Enter the trial deposit amount and click **Verify**.
 - Note:** Enters the trial deposit amount using one of the following formats: “0.XX” or “.XX” where XX is the trial deposit amount. You must enter the period. It’s not necessary to enter the dollar sign (\$) character.
 - Note:** The portal restricts the number of verification attempts. If you exceed the number of permitted attempts, the bank account is locked and no longer displays in the portal. If assistance is required to unlock the bank account, contact your business office manager.

10. After successful verification, the bank account appears under the **Bank Accounts** heading and you can now use it to make payments.

Name on Account	Bank Transit Number	Bank Account Number	Account Type	Edit	Delete
██████████	*****	****-	Checking	Edit	Delete

Credit or Debit Card

1. On **Payment Accounts** tab click on either **Add Credit Card** or **Add Debit Card**.

Make Payments Auto-pay Setup Pending Activity Recent Activity Resident Transactions **Payment Accounts** Payer Statement

Credit Cards or Debit Cards

Use the credit cards or debit cards listed below to make one-time payments.

Add Credit Card Add Debit Card

2. The **Yardi Card Services** screen appears in a new window.

YARDI 09:36 Minutes before session expires

CARD SERVICES

Company Details: Sandbox75

Select Option: Debit Card

The payment will show on your statement as "sandbox7s01".

Card Information:

- Card Number *
- Name on the Card *
- Exp MM * / Exp YY * CVV/CVD Code *

Billing Information:

- United States
- Address Line 1
- Address Line 2
- City
- State
- Zip

Your card information will be stored on our secure, PCI compliant server and used in case a refund is requested or to pay another charge from this merchant.

I have read & agree to the terms & conditions

Cancel Save

PCI DSS

The information on this form is collected to process a payment card transaction. It will be stored on our secure servers in Texas. For information about this collection or how to obtain access to or correct your personal information you may contact our privacy officer at privacy@yardi.com.

3. Enter your credit card or debit card information.
4. Select the **check box** to indicate that you agree to the Yardi Card Services terms and conditions.
5. Click **Save**.

PAYMENT PROCESS

After the payment accounts have been added, you can then make a payment.

Recurring Payment

You can set up an automatic payment to draft monthly via bank account. This is the preferred payment as recurring payments eliminate the need to manually enter payment information, remember due dates avoiding late fees, and missed payments.

1. Go to the **Make Payments** tab on the Payments page and select **“Setup Auto-Pay”** under the **Pay by Bank Account** section **OR** go to the second tab, **Auto-pay Setup** and choose **Option 1 or Option 2**. You can only set up a recurring payment through your bank account.

The screenshot shows the 'Payments' page with the 'Make Payments' tab selected. A blue information box at the top provides details about bank account payments and a 'Setup Auto-Pay' button. Below this, three payment methods are listed: 'Pay by Debit Card', 'Pay by Bank Account', and 'Pay by Credit Card'. The 'Pay by Bank Account' option is highlighted with a red box around the 'Setup Auto-Pay' button. To the right, there are three summary tables: 'My Balance', 'Resident Balance', and 'Max Auto Pay Setup for Statement Period 05/2025'. At the bottom right, a 'May Monthly Charges' table is displayed.

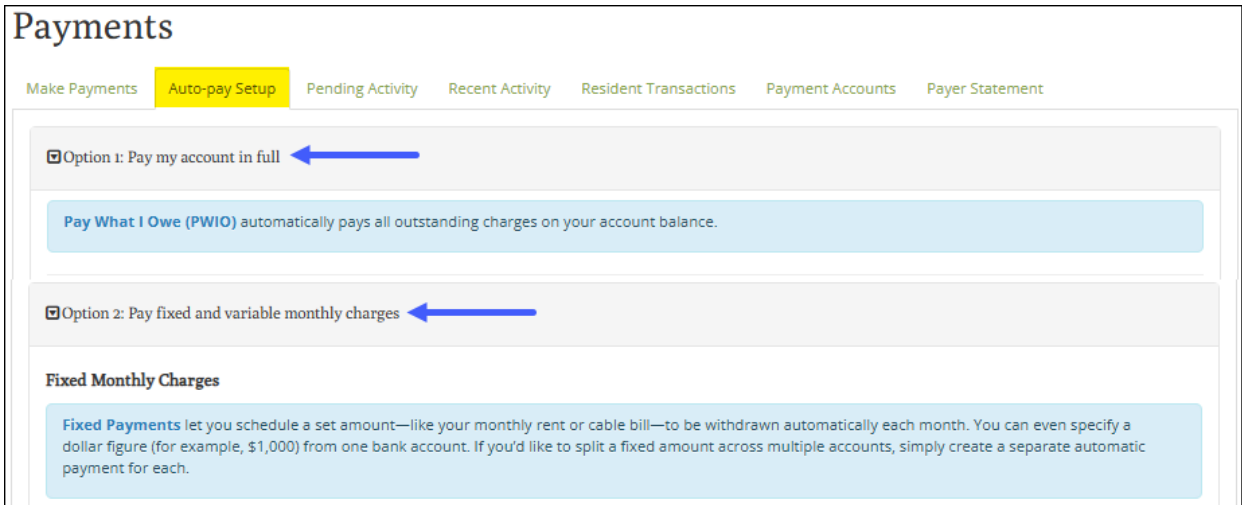
Current Balance :	\$0.00
Statement Balance:	\$0.00
Pending Payment:	\$0.00

Current Balance :	\$0.00
Statement Balance:	\$0.00
Pending Payment:	\$0.00

XXXX . ACH	As actual*
Max Total Auto Pay Amount:	As actual*

Monthly Service Fee IL	\$3,802.00
Total Amount:	\$3,802.00

OR



Pay What I Owe

Residents can set up a "Pay What I Owe" (PWIO) recurring payment if they want to pay their outstanding charges on their account with a single payment.

Reminder: Before setting up a recurring payment, please ensure your bank account information has been added.

1. Select the **Auto-pay Setup** tab.
2. Select **Option 1: Pay my account in full**.
3. Complete the grid.

Your average monthly charges are \$6,065.00/month.			
Payment Account	Start Date	End Date	Pay on Day
Select Payment Account			

[Next](#)

- a. Select the payment account you want to use for the recurring payment
 - b. Enter the start date when the payment becomes active and eligible for processing.
 - Please note, the start date is not the day of the month when RENTCafé processes the payment.
 - c. Leave blank or enter end date when the payment is no longer active.
 - d. Select the pay day in the dropdown.
4. Click **Next**. The Auto-pay Setup page appears in a new window.

Auto-pay Setup

Page contains warnings!

- Your First Payment will be on: 1/1/2022
- Payment has no end date.

Payment Account	Start Date	End Date	Pay on Day
Payment Information	12/7/2021		1st

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 Set Up Auto-Pay

5. Review the payment details. If service fees apply, a page narrative appears with the amount of the service fee.
 - a. If you want to edit your payment information, click Cancel. Edit the grid, as needed.
 - b. If you want to finish setting up the recurring payment, accept the terms and conditions and click Set Up Auto-Pay. The Confirm Auto-pay Setup page appears, confirming the payment was successfully set up.

Fixed Recurring Payment

Residents can set up a fixed amount payment to withdraw the same amount of money each month – for example, \$100 every month. This type of payment does not change regardless of usage, balance or other variables.

1. Select the **Auto-pay Setup** tab.
2. Click **Option 2: Pay fixed and variable monthly charges**.
3. Complete the grid.

Payment Account	Start Date	End Date	Pay On Day	Payment Amount
Select Payment Account				

Next

- a. Select the payment account you want to use for the fixed payment.
- b. Enter the start date when the payment becomes active and eligible for processing.
 - Please note, the start date is not the day of the month when RENTCafé processes the payment.
- c. Leave blank or enter end date when the payment is no longer active.
- e. Select the pay day in the dropdown.
- f. Enter fixed payment amount.

4. Click **Next**. The Confirm Auto-Pay Setup page appears in a new window.

Confirm Auto-pay Setup

Please review below warnings before you proceed with the monthly auto-pay setup:

- Payment has no end date.
- Your First Payment will be on: 1/1/2022

Payment Account	[Blurred]
Start Date	12/7/2021
End Date	None
Pay On Day	1st of every month
Payment Amount	\$1,000.00

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

5. Review the payment details. If service fees apply, a page narrative appears with the amount of the service fee.
 - a. If you want to edit your payment information, click Cancel. Edit the grid, as needed.
 - b. If you want to finish setting up the recurring payment, accept the terms and conditions and click Submit. The Auto-pay Setup Confirmation page appears, confirming the payment was successfully set up.

****UPDATED One-Time Payment**

You can make One-Time Payments using a bank account, debit card, or credit card.

Note: Debit and Credit Card payments are only available for one-time payments due to associated processing fees.

****NEW Shared Payments**

Shared Payments has been added to One-Time Payments. This feature allows multiple payers to share payment responsibilities and provide visibility into account activity.

NOTE: Shared Payments are not available to communities with subsidized residents/payers.

Reminder: Before making a One-time Payment, please ensure your payment account information has been added.

1. Go to the first tab on the **Make Payments** page and select “**\$ Make One-Time Payment**” under the form of payment; Debit Card, Bank Account, or Credit Card.

Payments

[Make Payments](#) [Auto-pay Setup](#) [Pending Activity](#) [Recent Activity](#) [Resident Transactions](#) [Payment Accounts](#) [Payer Statement](#)

- Bank Account Payments will be withdrawn within 1-2 banking business days of the scheduled/submitted payment date.
- On your banking statement, online payments to our community will display as: **Web Authorized Pmt.**
 - On your credit card statement, online payments to our community will display doing business as: **Yardi Systems**

Please use the **Setup Auto-Pay** button below to set up your auto-pay. If you wish to adjust your auto-pay, please use your Resident and Family Billing Portal account to make the necessary adjustments.

**Reach out to your Business Office Manager with any questions.

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.



Pay by Debit Card

Pay your bill using a debit card. A service fee will be included with your payment. The fee will be displayed for your review before submitting the payment. The property management company does not receive any portion of this fee.

[\\$ Make One-Time Payment](#) [» Learn More](#)



Pay by Bank Account

Pay your bill using a bank account.

[Setup Auto-Pay](#) [\\$ Make One-Time Payment](#) [» Learn More](#)



Pay by Credit Card

Use your credit card to pay your bill. A service fee of 2.95% will be charged at the time of payment. The property management company does not receive any portion of this fee.

[\\$ Make One-Time Payment](#) [» Learn More](#)

My Balance

Current Balance :	\$0.00
Statement Balance:	\$0.00
Pending Payment:	\$0.00

Resident Balance

Current Balance :	\$0.00
Statement Balance:	\$0.00
Pending Payment:	\$0.00

Max Auto Pay Setup for Statement Period 05/2025

XXXX . ACH	As actual*
Max Total Auto Pay Amount:	As actual*

May Monthly Charges

Monthly Service Fee IL	\$3,802.00
Total Amount:	\$3,802.00

- The One-Time Payment Workflow appears:
- Click the dropdown on **Payment For:**
 - My Charges:** Use this option to view and pay your own charges.

Payment For: My Charges

Select Payment Account: Account Chk ****

Payment Amount: \$500.00

NEXT

- Payment For – Select dropdown to choose My Charges
- Select Payment Account – Select dropdown to choose payment account
- Payment Amount – Automatically populates your charges

b. **All Charges:** Use this option to view and pay charges that belong to other payers associated with the same resident.

Payment For: All Charges

Select Payment Account: test 1 Chk ****9999

Payment Amount:

- \$5,200.00 Outstanding Balance
- \$0.00 Manually Select Charges/Credits For Payment
- \$6,000.00

NEXT

- Payment For – Select dropdown to choose All Charges
- Select Payment Account – Select dropdown to select payment account
- Payment Amount
 - **\$\$\$ Outstanding Balance** – Displays the outstanding charge balance
 - **\$0.00 Manually Select Charges/Credits for Payment** – By selecting this option, a table appears with charge and payer information.

- Mark the checkboxes in the **Pay Now** column to select the expenses you want to pay.
- Marking the **Pay Now** checkbox in the table header selects all available items.

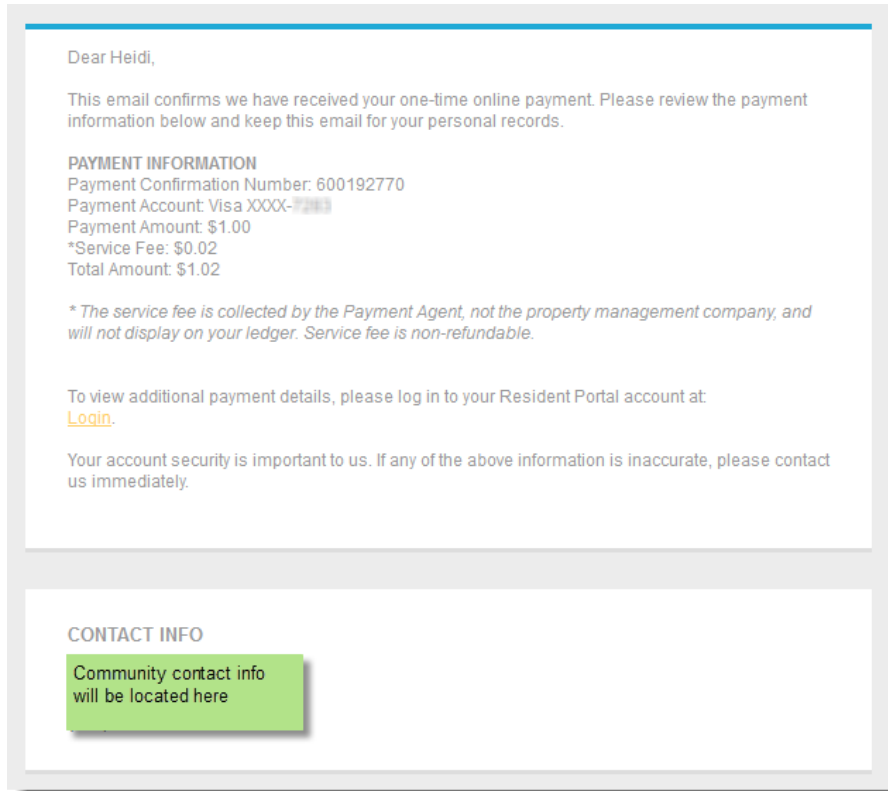
Charge Date	Charge Description	Payer Name	Outstanding Balance	Pay Now	Scheduled Payment By
3/22/2021	Beauty Shop	Peterson, Anjie	\$19,780.15	<input type="checkbox"/>	
3/22/2021	Beauty Shop	Peterson, Anjie	\$3,000.00	<input type="checkbox"/>	
3/22/2021	Bistro Charge	Peterson, Anjie	\$1,724.00	<input type="checkbox"/>	
5/16/2022	Special Activity	Peterson, Anjie	\$25.00	<input type="checkbox"/>	
5/16/2022	Special Event	Louis, Cara	\$40.00	<input type="checkbox"/>	
5/16/2022	Special Activity	Louis, Cara	\$15.00	<input type="checkbox"/>	
5/16/2022	Special Event	Louis, Cara	\$25.00	<input type="checkbox"/>	
5/16/2022	Special Event	Louis, Cara	\$25.00	<input type="checkbox"/>	
5/16/2022	Special Activity	Peterson, Anjie	\$15.00	<input type="checkbox"/>	

- **Other Amount** – Enter the amount you want to pay in the **Payment Amount** field. If the amount exceeds the outstanding balance, a confirmation message will appear before proceeding.

seniorboulderestatestest-thecafesandbox.securecafe.com says
 Your account balance is \$5200.00 and your total amount is \$6000. Are you sure you want to pay extra amount?

4. Click **Next** and follow the prompts to finalize your payment.
5. After completing the payment, you will receive a confirmation email with payment details.

See example below.



Note: Process is similar for Credit Cards and/or Debit Cards. The big difference is the resident is responsible for the fee. The fees are as follows:

Debit Card - \$3.95/transaction

Credit Card – Amex 3.00%, Visa 2.20%, MC 2.20%, Diners 2.20%, Discover 2.20%

See the example of a credit card payment on your credit card statement:

Posting Date ↓	Description	Type ▾	Amount	Balance
02/13/2017	PROPERTY PAYMENT RENT 805-6992040 CA		\$1.02	\$3,974.15

See the example of an ACH payment on your bank statement:

Pending Transactions ?			
02/15/2017	Web Authorized Pmt Lifecare-2008wel		\$0.01 Pending