

Welcome to your new online access to our resident services portal. Once activated, you can manage a variety of resident needs right from your computer or mobile device. The following steps will show you how to register, maintenance request, make a payment and navigate our HMC Portal app.

To register, you will need to use contact information on file for you at your Community Office; please contact your office and ask for your registration code and email on file.

Using the link provided to you by your Community Office, select the **Click here to register** link.

The registration form contains the following elements:

- An "Email" label above a text input field.
- A "Password" label above a text input field.
- A red button labeled "SIGN IN".
- Three links below the button: "Forgot password?", "Click here to register." (with a yellow star icon), and "Send Verification Email".

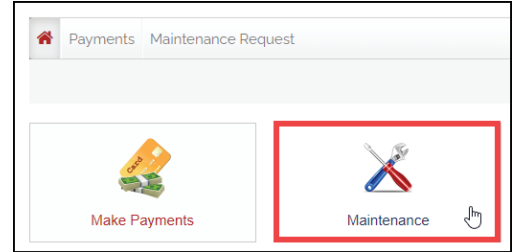
Complete the required fields and click Register. Be sure to use the registration code and email provided to you by your Community Office. Once registration is completed, you will receive a user confirmation email from no-reply@rentcafe.com.

The email will contain a link; **click the link to activate your account**. This is the final step to activate your account. If you do not receive an email, please check your junk mailbox.

From the homepage, you can access a quick reference tool on the right-hand side, click each icon to see a fly out with information on announcements, calendars, and more.



You can submit a Routine Maintenance Request using the Maintenance icon on the homepage. Be sure to complete all the fields when entering a maintenance request.



MAINTENANCE REQUEST

The form below should be used only for routine maintenance requests.
For urgent or emergency maintenance after hours, please call [redacted]

Submit Maintenance Request | Request History | **Request History** - View your previously submitted maintenance requests on this tab

Priority: **Priority** - Routine

Category: Select a Category **Category** - Select the most fitting category to your needs

Sub Category: Select a Sub category **Subcategory** - Select the most fitting subcategory to your needs

Full Description:
1499 characters remaining **Description** - Enter a detailed description of your maintenance needs

Access Instructions: **Access Instructions** - Enter information about pets, alarm notice, additional contacts, etc.

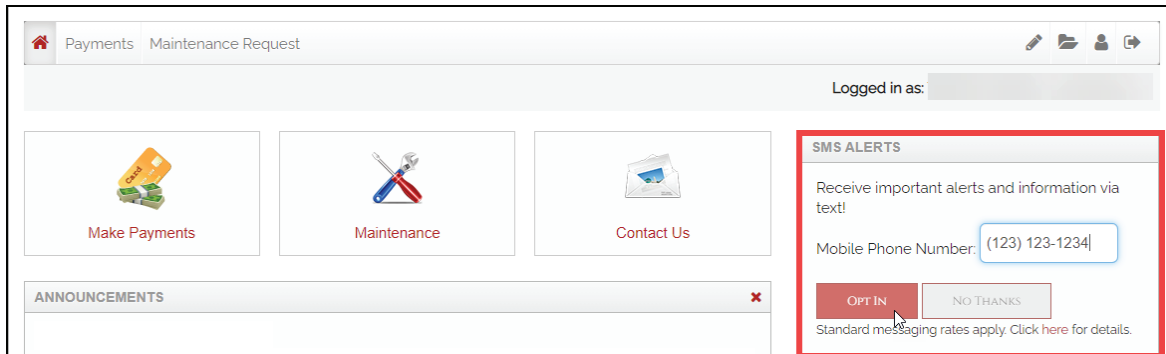
Permission to Enter: Please select **Permission to Enter** - Select Yes to allow maintenance to enter your home without you present. Select No and a team member will contact you prior to arriving to complete your maintenance request

Attachment: Choose File No file chosen **Attachment** - You can add photos or voice recordings to your maintenance request

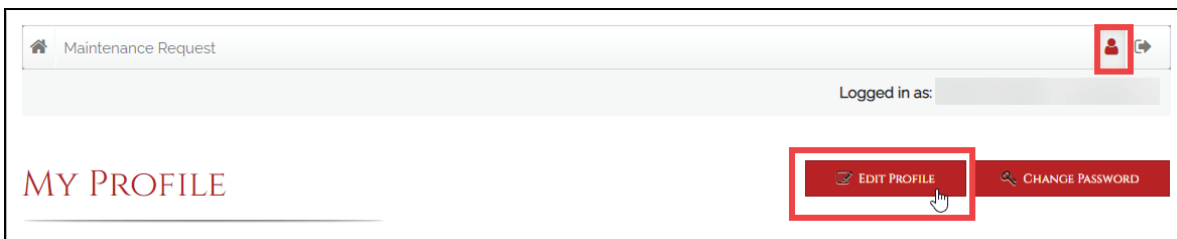
Click **Submit** once completed to send your maintenance request to your Community Office.

The resident portal should only be used to enter routine maintenance requests. Please call your community's after hours phone number for all emergency or urgent maintenance requests.

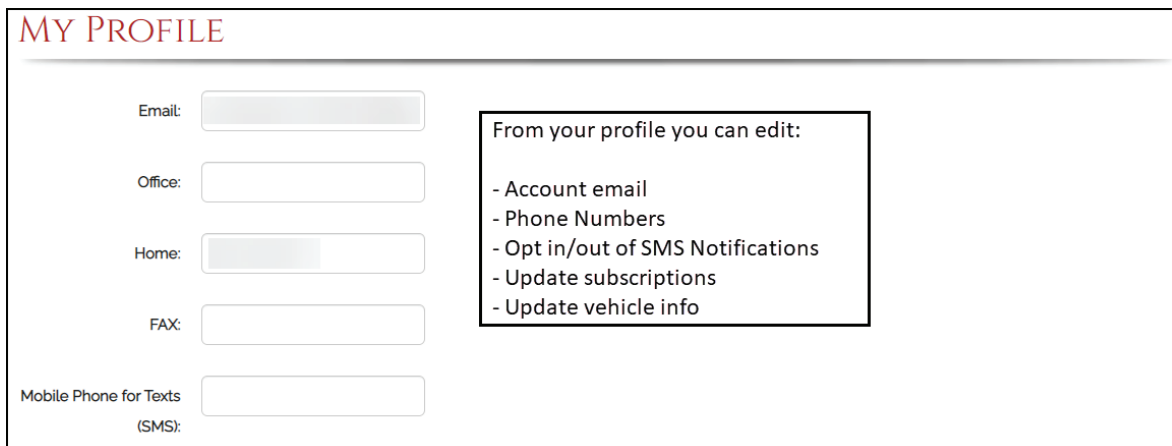
From your homepage, you can also sign up for SMS alerts. By opting in to this program, you will receive text message alerts for upcoming events, announcements, and more. Please note, if you choose to opt-out, you will still receive emergency or critical alerts via SMS sent by your Community Office.



You can edit your profile and settings at any time by clicking the person icon then Edit profile.



If you need to change the email address connected to your account, you can do so on the edit profile page.



Online Payments

Online Payments will allow you to view your balance, set up a monthly auto-pay or make one-time payments. You may use a bank account (checking or savings), debit card, or credit card.

All qualified military residents are encouraged to pay their monthly rent by allotment. All other charges can be paid online through the Hunt Resident Portal or App. (ex: Resident move-in/move-out charges, Damage charges, Late payments, Utility balances, Pet damages, Ending balances at move out)

To set up your accounts, click the Payments tab at the top of your screen or the Make Payments button. Click Payment Accounts or Add a Debit Card to begin the setup of your payment accounts.

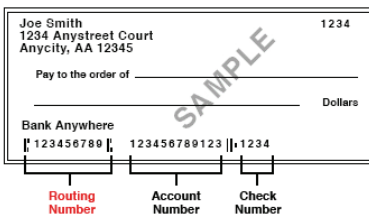
The screenshot shows the 'PAYMENTS' section of the Hunt Resident Portal. At the top, there are navigation tabs for 'PAYMENTS', 'LEASE', and 'MAINTENANCE REQUEST'. Below this, the 'PAYMENTS' title is displayed in red. A sub-menu includes 'Make Payments', 'Auto-pay Setup', 'Recent Activity', and 'Payment Accounts', with 'Payment Accounts' highlighted by a red box. The current balance is shown as '\$ [redacted]' and the date is 'AS OF: 9/13/2020'. A 'Set up auto-pay >' button is visible. A red box highlights a red button labeled 'ADD A DEBIT CARD' with the text 'or use other form of payment' below it. A table for 'CURRENT OPEN CHARGES' is shown with a placeholder box stating 'Your current open charges will appear here.' Below this is a section for 'SEPTEMBER MONTHLY CHARGES' with a table listing charges like 'Civilian Rent', 'Utility Fee-Electric', 'Utility Fee-Gas', 'Utility Fee-Sewer', 'Utility Fee-Water', and 'Total Amount'. A red box highlights a red button labeled 'ADD A DEBIT CARD' with the text 'or use other form of payment' below it. A 'HAVE QUESTIONS?' section at the bottom has a red box highlighting a link: 'They may be answered in our FAQ pages for Debit Card, Bank Account and Credit Card'. Another red box highlights the text: 'Take advantage of the FAQ section on payments.'

When setting up payments, be sure to have all your information ready to enter in the account fields. Setting up an account incorrectly could cause delays in your ability to set it up again. 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 into your account, in a random amount under one dollar, the deposit record will include the text **Bank Verify**. Please allow 24 - 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.

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.



Utilize the helpful image to ensure you are entering the routing and account information correctly.

* Denotes a Required Field

Account Name *	<input type="text" value="Checking Test"/>
Routing Number (9 digits) *	<input type="text" value="081904808"/>
Confirm Routing Number *	<input type="text" value="081904808"/>
Account Number (3-17 digits) *	<input type="text" value="123456789"/>
Confirm Account Number *	<input type="text" value="123456789"/>
Account Type	<input style="border: none; background: none; border-bottom: 1px solid #ccc;" type="text" value="Checking Account"/>

Click Save once complete.

Once saved, the account will show as Pending Verification with a red ⓘ under the Verify column. After 24 hours this icon will turn to a Verify button.

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
Checking Test	****4808	****6789	Checking	ⓘ

The nominal deposit will appear on your bank statement under the title **Bank Verify**. Once the deposit is visible in your account, you will be able to verify and begin using the ACH setup for Online Payments.

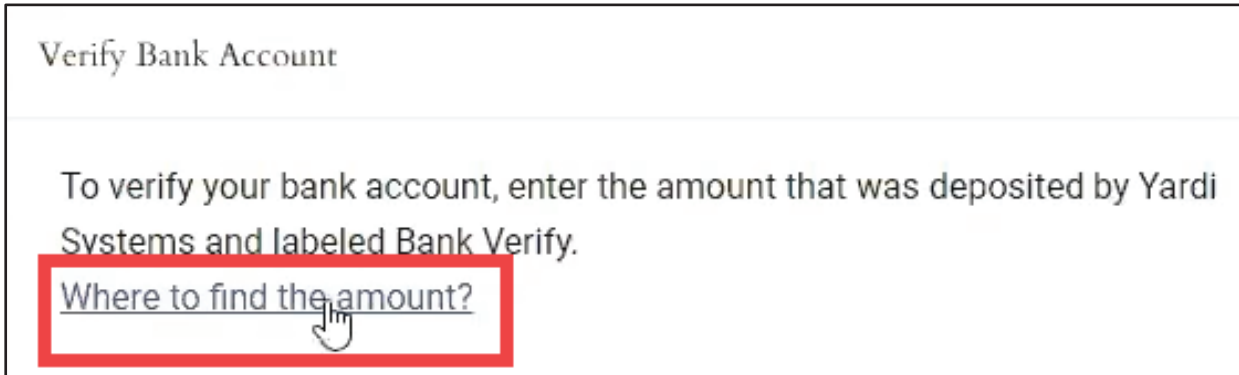
Tip: If you are having trouble finding the Bank Verify deposit, click the Verify button.

BANK ACCOUNTS PENDING VERIFICATION

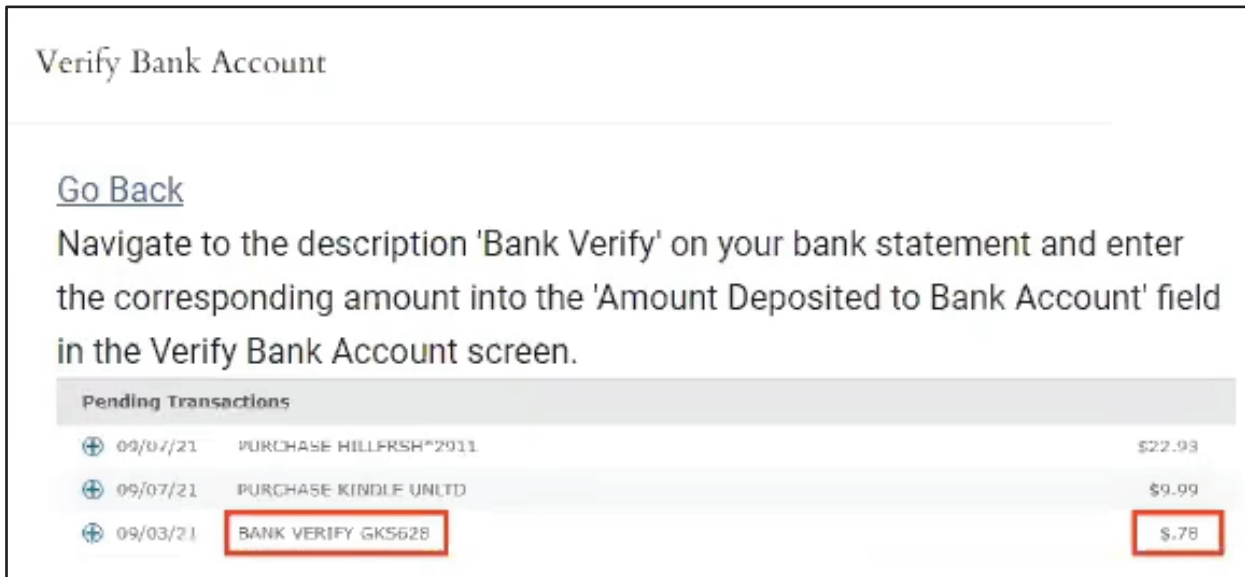
The bank account(s) listed below are pending verification. Please click the Verify button next to the account to be verified and enter the exact amount that Yardi Systems deposited labeled Bank Verify into your account.

Name on Account	Bank Transit Number	Bank Account Number	Account Type	Verify
Checking Test	****4808	****6789	Checking	Verify

When the verify box opens, click the link *Where to find the amount?*



A helpful guide will show how the deposit would appear on your bank statement.



If you have trouble locating the **Bank Verify** deposit on your statement, contact your bank directly to assist in locating the deposit. Be sure to inform your bank you are setting up an ACH payment to the account and confirm your banking institution allows this per the account you are using.

Once you have the **Bank Verify** amount from your statement, enter it on the *Amount Deposited to Bank Account* field and click Verify.

Verify Bank Account ✕

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

Account Name	Checking Test
Routing Number	****4808
Account Number	****6789
Account Type	Checking Account
Amount Deposited To Bank Account	<input type="text" value=".22"/>

VERIFY

You will receive a confirmation the bank account was successfully verified.

Bank account verified and available for payments. ✕

The account will be available for payment and appear in your Bank Accounts list.

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
Test	****3123	****3123	Checking	Edit	Delete

Showing 1 to 1 of 1 entries

Each resident with a login may set up an account. However, the same account info cannot be used on more than one resident. Ex: If you have a joint bank account, only one person in the home may have the account set up under their Hunt Resident Portal login.

Once your payment account is set up, you will receive an email confirmation of the change. You can return to the Payment Accounts tab to edit or delete accounts as needed.

Auto-Pay

The Auto-Pay feature will allow you to set up a recurring monthly payment towards your lease charges.

PAYMENTS

Make Payments
Auto-pay Setup
Payment Accounts

A service fee will be charged at the time of payment for Credit Card transactions. The property management company does not receive any portion of this fee. Service fee is non-refundable.

FIXED MONTHLY CHARGES

Click here to see the past 3 months and future 3 months of your lease charges.

! Your average monthly charges are \$1,700.00/month.

Total Current Monthly Auto-Pay for Fixed Charges: \$500.00

Auto-Pay Account	Start Date	End Date	Pay On	Payment Amount
1 Select Payment Account ▾	2	3	4 ▾	5

6 NEXT

1. Select one of your Payment accounts
2. Start Date - Must be in the future
3. End Date - Optional
4. Pay On - Select to have your payment delivered to your community from the 1st - 5th of the month
5. Payment Amount - You may enter the full monthly charges, partial, or full plus additional for amount
6. Review and click Next

You will receive a pop-up, allowing you to review the transaction and agree to the terms and conditions before confirming payment.

Review the auto-pay setup paying special attention to the date of the first payment.

Once you agree to the terms and submit, you will receive a confirmation number and an email confirmation.

PAYMENTS

Make Payments
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: 10/1/2020 C

Payment Account	Test Account Chk *****3123
Start Date	9/15/2020
End Date	None
Pay On	1st of every month
Payment Amount	\$1,500.00

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

Auto-Pay Account	Start Date	End Date	Pay On	Payment Amount
A Test Account Chk *****3123 ▾	9/15/2020	B	1st ▾	\$1,500.00

NEXT

One-Time

One-time payments gives you the flexibility to make payments anytime of the month.

Description	Total Amount	Paid	Unpaid	Payment Amount
New Pet Fee	\$100.00	\$0.00	\$100.00	<input type="text" value="100.00"/>
			Total	\$100.00

ENTER PAYMENT DETAILS

Select Payment Account: **2**

Payment Amount: \$100.00

Extra Payment Amount: **3**

Service Fee: \$0.00

Total Amount: \$100.00

NEXT **4**

One time payments can be made on open balances or to send pre-payments. You will have the option to select the line item you wish to pay.

1. Enter the amount you wish to pay for the line item
2. Select your payment account
3. Enter an extra amount if you wish to build a pre-payment balance
4. Click next to review and confirm

If using the one-time payment option to pay a security deposit, residents can pay with a bank account, credit card or debit card.

Once you complete your one-time payment fields, you will be given the option to review and agree to the terms and conditions. You will receive a confirmation number, and a confirmation email will be sent to your inbox.

Frequently Asked Questions

Q: Can I enter an emergency maintenance request online?

A: No, online maintenance request should be for routine requests only. Please contact your community to enter an emergency maintenance request.

Q: How can I ask a question about my maintenance request, lease, etc.?

A: From your main page, use the Contact Us button. Have your maintenance request number handy, your address, and phone number when submitting your question.

Q: Can two residents of the same household set up the same account?

A: No, accounts can only be set up per login for a single home. If one resident has a joint bank account set up on their account, the second resident would have to set up a different account.

Q: Can I pay security deposits online?

A: Yes, residents can pay their security deposit payments with a bank account, credit card or debit card.

Q: Can I, as a past resident, access my payment accounts?

A: Yes, but you must register for the HMC Portal before moving out of your home. As a past resident with access, you will not be able to use the Maintenance request portion or set up auto-payments, but you may make one-time payments for 60 days after move out if needed.

Q: What days of the month can I set up Recurring Payments?


A: Recurring Payments can be set up at any time of the month, but you will only be able to select a payment delivery date of the 1st – 5th.

Q: When can I make a One-Time payment?

A: One-Time payments are available for use any day of the month.

Q: What are the fees to pay online?

A: The fees will be displayed throughout the website; the fees are shown in the image below. There are no fees for direct bank account transactions.



Credit Cards
2.5% service fee per transaction

Debit Cards
Service fees:
\$3.95 < \$1,000
\$4.95 for \$1,000 - \$2,000
\$9.95 > \$2,000

Q: Is there an online app for the Hunt Resident Portal?

A: Yes, you can download the Hunt Resident App for Apple or Android devices.

App Store:

<https://apps.apple.com/us/app/hunt-resident-app/id1488732669>

Google Play:

<https://play.google.com/store/apps/details?id=com.yardi.systems.rentcafe.resident.hunt>