



# Resident Portal

A Resident's Guide to Understanding  
Our NEW Resident Portal

**SHIPLAKE**

April 16, 2024

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## 1. PURPOSE

The RentCafe Resident Portal is an online platform designed to enhance your living experience in your Shiplake community. All features from your previous resident portal will now be available here, with the addition of new features!

RentCafe is a replacement for Yuhu, your previous Resident Portal. Once RentCafe launches in your community, your Yuhu account will be automatically deactivated, and you will no longer be able to log in.

***Only leaseholders have access to all RentCafe Resident Portal features.***

Leaseholders will have the ability to:

- Complete rent payments online using a variety of payment methods.
- Submit work orders and view the status of previously submitted work orders.
- Reserve amenity spaces, sign forms, and complete deposit payments.
- Access all lease documents and information.
- Receive community updates and notices.
- Post on the community bulletin board accessible to other residents.
- Add authorized guests to provide a seamless experience for your visitors.
- Let Shiplake know when you are going to be away.
- Gain mobile app access to all features.

*To add a leaseholder to your current lease, please contact your Resident Services Team.*

## 2. ACCESSING RENTCAFE

You must register your account to gain access to your new RentCafe Resident Portal. See Section 3. for additional details.

Your account will be available for login on your community's launch date.

### DESKTOP

To access your Shiplake RentCafe login page on a desktop browser, scan the QR code, or visit <https://shiplake.securecafe.com/residentservices/apartmentsforrent/userlogin.aspx>.

Desktop



### MOBILE

In the App Store on your smart device, search “RentCafe Resident”, and look for the RentCafe logo. You can also scan the below QR codes on the camera of your smart device to find the app in your device's App Store.

Google Play App Store



Apple IOS App Store



### 3. REGISTER YOUR ACCOUNT

Only leaseholders will be given access to all features of your new Resident Portal, including online payments, work orders, and amenity bookings.

***To gain access to your portal, you must have a registered account. Your account will not be available until your community's launch date.***

If you **have not** used RentCafe's Resident Portal before, you will be emailed a registration link on the day of your community's launch. Click the link and follow the prompts to create a password to register your account.

*If you are unable to click the link in your email, you can register your account directly through the login page by clicking [Click here to register](#). The information you enter will be cross-referenced with your details in Shiplake's resident database. If the information you enter matches Shiplake's records, you will be emailed verification of your registered account.*

If you had a **previously registered** RentCafe account at a different rental community, or when Shiplake Properties was utilizing this platform in the past, your account credentials will still be valid. Once you log in, your account will automatically reflect information about your current Shiplake rental community. *Please ensure the email address you previously used to register your account matches Shiplake's current resident records.*

If you have forgotten your previous password, go to Shiplake's login page, click [Forgot Password?](#), and follow the verification prompts.

***If you do not receive a registration link or are experiencing technical difficulties while logging in, please contact your Resident Services Team.***

## 4. COMPLETE RENT PAYMENTS

Your new RentCafe Resident Portal provides you with seamless access to complete rent payments online through your desktop or mobile app.

Rent payments can be completed using one of three options: your Bank Account Details, Credit Card, or Debit Card. Residents can also choose to complete one-time payments or set up recurring payments with any of these methods.

***Pre-Authorized Payment (PAP): If you are already set up with monthly PAP transactions from your bank account, your payment details will remain the same and you can view and change them as needed directly within your account.***

***If you had two PAP/EFT accounts linked to your suite previously, please be aware that only ONE PAP/EFT has been transferred. Residents with secondary PAP/EFT accounts must log in and re-register their accounts. Kindly review all resident portal logins for your suite to determine which PAP/EFT needs to be added.***

## PAYMENT METHOD OPTIONS

### I. BANK ACCOUNT DETAILS

You must verify your banking details before using this rent payment option. This process can take up to five (5) business days and must be completed before your rent's due date.

Only Canadian Bank Accounts can be used in RentCafe.

#### DESKTOP

1. In your resident portal, go to the **Payments > Payment Accounts** section, and click **Add Bank Account**.

BANK ACCOUNTS					<a href="#">Add Bank Account</a>	
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	
Imogen Bauer	123123123	****2199	Checking	<a href="#">Edit</a>	<a href="#">Delete</a>	
Primary Checking	123123123	****7890	Checking	<a href="#">Edit</a>	<a href="#">Delete</a>	

2. You will be asked to enter the following information found in your online banking platform or through your bank.

### ADD A BANK ACCOUNT

For your protection, new bank accounts must be verified before you can use them to make payments.  
[View Verification FAQs](#)

\* Denotes a Required Field [Where do I find account info?](#)

Account Name \*

Routing Number (9 digits) \*

Confirm Routing Number \*

Account Number (3-17 digits) \*

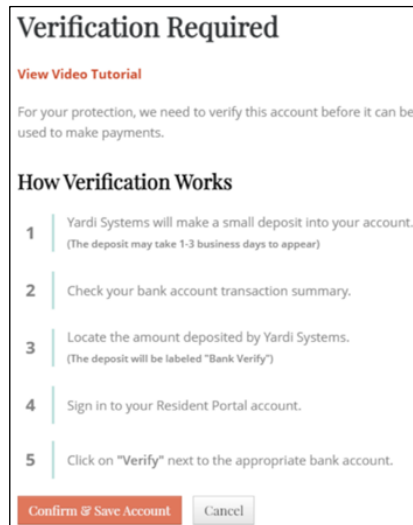
Confirm Account Number \*

Account Type

[Next](#) [Cancel](#)



- Once you enter your banking details, RentCafe must verify that the details you entered are accurate and yours before you can use this payment method. The verification process can take up to five (5) business days to complete.



- Once you have entered your bank account details, the account added will appear with “pending verification” under your payment accounts.

**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	

**Verification Process**

- RentCafe will deposit a nominal amount (less than a dollar) into your bank account, with the item description listed as “Bank Verify”.
  - Continue checking your online banking statement once a day for the next few days until you see this deposit posted.
  - If after 5 days you do not receive the “Bank Verify” deposit in your chosen bank account, please check that the information you entered is accurate. If it is accurate but still not processing, contact your Resident Services Team for assistance.

- Once your deposit is posted, in your Resident Portal go to **Payments > Payment Accounts** and click the **Verify** button on your bank account. You will be prompted to enter the *exact amount* deposited into your account.

Bank Accounts Pending Verification				
The bank account(s) listed below are pending verification. <a href="#">View Verification FAQs</a>				
Name on Account	Bank Transit Number	Bank Account Number	Account Type	Verify
ABN Amro	*****4263	*****	Savings	<a href="#">Verify</a>

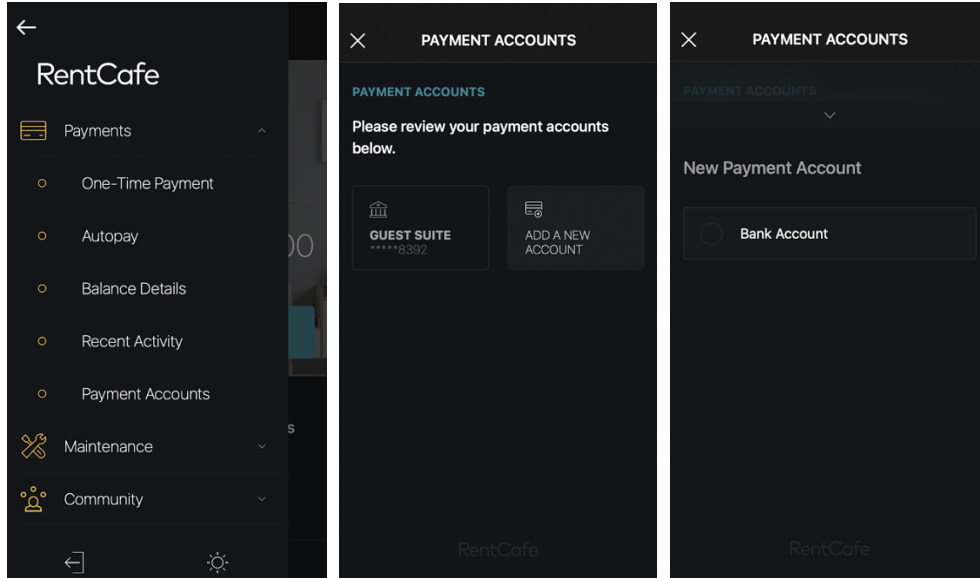
- Once this final step is completed, your banking details will be verified, and you may use this method to pay your rent moving forward.

Bank Accounts						<a href="#">Add Bank Account</a>
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	
ABN Amro	*****4263	*****	Savings	<a href="#">Edit</a>	<a href="#">Delete</a>	

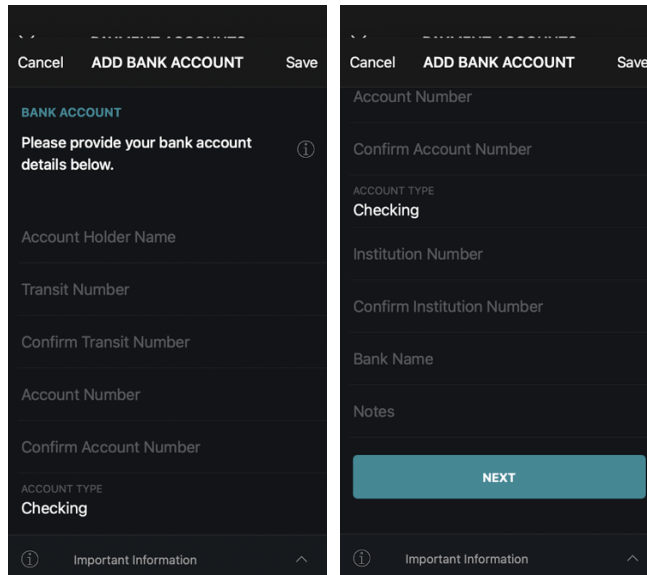
- If there is any error in your verification process, RentCafe will email you directly with a notification outlining the error, and the next steps. Once verification of the bank account is completed, you will not be required to verify these bank account details again.

**MOBILE**

1. Once you log into your mobile app, open the menu bar in the top right corner, and select **Payments > Payment Accounts**. Select **Add a New Account > Bank Account**.

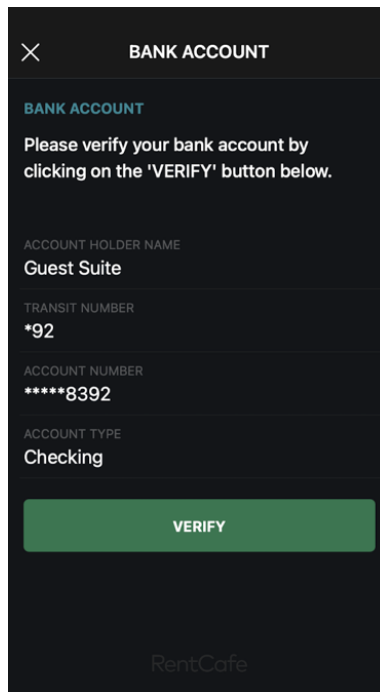


2. Enter the details required, then select **Next**. Once you enter your banking details, RentCafe must verify that the details you entered are accurate and yours before you can use this payment method. The verification process can take up to five (5) business days to complete.



### Verification Process

3. RentCafe will deposit a nominal amount (less than a dollar) into your bank account, with the item description listed as “Bank Verify”.
  - a. *Continue checking your online banking statement once a day for the next few days until you see this deposit posted.*
  - b. *If after 5 days you do not receive the “Bank Verify” deposit in your chosen bank account, please check that the information you entered is accurate. If it is accurate but still not processing, contact your Resident Services Team for assistance.*
4. Once the deposit is posted, log into your mobile app, open the menu bar in the top right corner, and select **Payments > Payment Accounts**. Select the bank account and click the **Verify** button. You will be prompted to enter the exact amount deposited into your account.



5. Once this final step is completed, your banking details will be verified, and you may use this method to pay your rent moving forward.
6. If there is any error in your verification process, RentCafe will email you directly with a notification outlining the error, and the next steps. Once verification of the bank account is completed, you will not be required to verify this payment method again.

## II. CREDIT CARD OR DEBIT CARD

Your Resident Portal accepts credit card and debit card payments from the following payment networks:

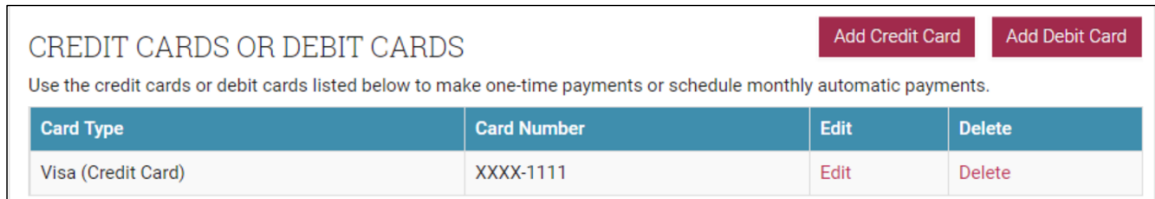
- Visa
- MasterCard
- American Express

Please be advised there is a **1.75% service fee** on all credit card transactions and a **0.75% service fee** on debit card transactions. PAP and Bank Account payments do not incur this fee.

### DESKTOP

To complete rent payments through your Credit Card or Debit Card, you must add these details to your account first. Verification of the card details is done immediately, like regular online payments.

1. To complete your rent payments using a credit or debit card, you must add the card as a payment account. In your resident portal, go to **Payments > Payment Accounts**, and click either **Add Credit Card** or **Add Debit Card**.



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
Visa (Credit Card)	XXXX-1111	Edit	Delete

2. A pop-up will prompt you to input your credit card or debit card details.
3. Read and check off **I have read & agree to the terms & conditions**.
4. Click **Save**.
5. Your credit card or debit card is now available for use.

**MOBILE**

To complete rent payments through your Credit Card or Debit Card, you must add these details to your account first. Verification of the card details is done immediately, like regular online payments.

1. Once you log into your mobile app, open the menu bar in the top right corner, and select **Payments > Payment Accounts**. Select **Add a New Account**, and click either **Add Credit Card** or **Add Debit Card**.
2. A pop-up will prompt, allowing you to complete your credit card or debit card details.
3. Read and check off **I have read & agree to the terms & conditions**.
4. Click **Save**.
5. Your credit card or debit card is now available for use.

## **ONE-TIME VS. RECURRING PAYMENTS**

Leaseholders can easily complete one-time rent payments or schedule recurring monthly payments using their preferred payment method.

**I. ONE-TIME PAYMENTS:** On the 1st of each month, you can complete a one-time payment using your preferred payment method. If you are splitting the cost of rent, or other items such as parking or lockers, with another leaseholder, you can choose to set up recurring payments for just your portion of the rent.

**II. RECURRING PAYMENTS:** Set up monthly, automatic payments directly from your preferred payment method. If you are splitting the cost of rent, or other items such as parking or lockers, with another leaseholder, you can choose to set up recurring payments for just your portion of the rent.

## I. ONE-TIME PAYMENTS

On the 1<sup>st</sup> of each month, you can complete a one-time payment using your preferred payment method. Please note that bank account details must be verified before using this payment method; the verification process may take up to 5 business days to complete (please refer to page 8 for additional details).

### DESKTOP

1. In your Resident Portal, go to **Payments > Make Payments**.
2. Click **Pay Now**.

The screenshot shows the 'Make Payments' interface. At the top, there are navigation tabs: 'Make Payments', 'Auto-pay Setup', 'Recent Activity', and 'Payment Accounts'. The current balance is \$1,095.00 as of 3/26/2018. Below this, there are two tables of charges. The first table shows 'MARCH MONTHLY CHARGES' with a total amount of \$975.00. The second table shows 'APRIL MONTHLY CHARGES' with a total amount of \$975.00. On the right side, there is an 'Auto-Pay' section with a 'Pay Now' button and a 'Change your auto-pay settings' link.

Charge	Amount	Charged on
Damages	\$150.00	3/14/2017
Rent- Residential	\$945.00	3/14/2017

Charge	Amount
Rent- Residential	\$945.00
Cable (Residential)	\$30.00
<b>Total Amount</b>	<b>\$975.00</b>

\*Additional Charges : Water, Gas, Electric may have varying amounts each month.

Charge	Amount
Rent- Residential	\$945.00
Cable (Residential)	\$30.00
<b>Total Amount</b>	<b>\$975.00</b>

3. Your Resident Portal will prompt you to complete your rent payment with a payment account you have previously entered into the system.
4. If you are splitting the rent with another suite member listed as a leaseholder, you can choose to enter only your total portion of the rent due. *Please be advised that all leaseholders are responsible for ensuring rent payments for their suite are fully paid.*

### MOBILE

1. In your Resident Portal, go to **Payments > One-Time Payment**.
2. Your mobile app will prompt you to select how much you would like to pay and allow you to select your preferred payment method.
3. If you are splitting the rent with another suite member listed as a leaseholder, you can choose to enter only your total portion of the rent due. *Please be advised that all leaseholders are responsible for ensuring rent payments for their suite are fully paid.*



## II. RECURRING PAYMENTS

A recurring payment is a scheduled monthly payment that automatically pulls from your chosen payment method. You must set this up ahead of time for it to automatically pull your funds owed on the 1<sup>st</sup> of each month. Please note that bank account details must be verified before using this payment method; the verification process may take up to 5 business days to complete (please refer to page 8 for additional details).

### FIXED / RECURRING PAYMENTS

Fixed payments pull the exact amount of money you enter from your chosen payment method each month. If you are splitting your rent with another leaseholder in your suite, you have the option to enter only the amount you owe. *Please be advised that all leaseholders are responsible for ensuring rent payments for their suite are fully paid.*

#### DESKTOP

1. Go to **Payments > Auto-pay Setup**. Click **Add Fixed Payment**.
2. Complete the grid with the payment details.
  - a. Select the payment method you would like recurring payments set up from.
  - b. Start date: select the 1<sup>st</sup> of the next month when rent is due.
  - c. End date: we recommend the 1<sup>st</sup> of the final month of your lease.
  - d. Pay on Day: ensure you select the 1<sup>st</sup> of the month.
  - e. Payment Amount: Enter the exact amount you would like pulled each month.
3. Click **Next** and **Confirm Auto-Pay Setup**.

#### MOBILE

1. Go to **Payments > Autopay**. Click **Add Fixed Charge Autopay**.
2. Complete the grid with the payment details.
  - a. Select the payment method you would like recurring payments set up from.
  - b. Start date: select the 1<sup>st</sup> of the next month when rent is due.
  - c. End date: we recommend the 1<sup>st</sup> of the final month of your lease.
  - d. Pay on Day: ensure you select the 1<sup>st</sup> of the month.
  - e. Payment Amount: Enter the exact amount you would like pulled each month.
3. Click **Confirm Setup**.

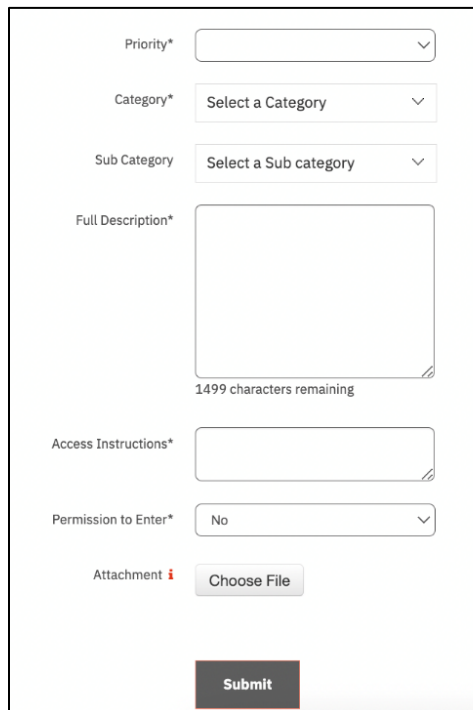
## 5. WORK ORDERS

The RentCafe Resident Portal may have terminology that alternates “**Work Order**” and “**Maintenance Request**”. Both terms have the same meaning.

### SUBMIT A WORK ORDER

#### DESKTOP

To submit a Work Order online through your **desktop**, log into your Resident Portal click the **Work Orders** tab, then **Submit Maintenance Request**. Fill out the required information and attach a photo for reference if applicable.

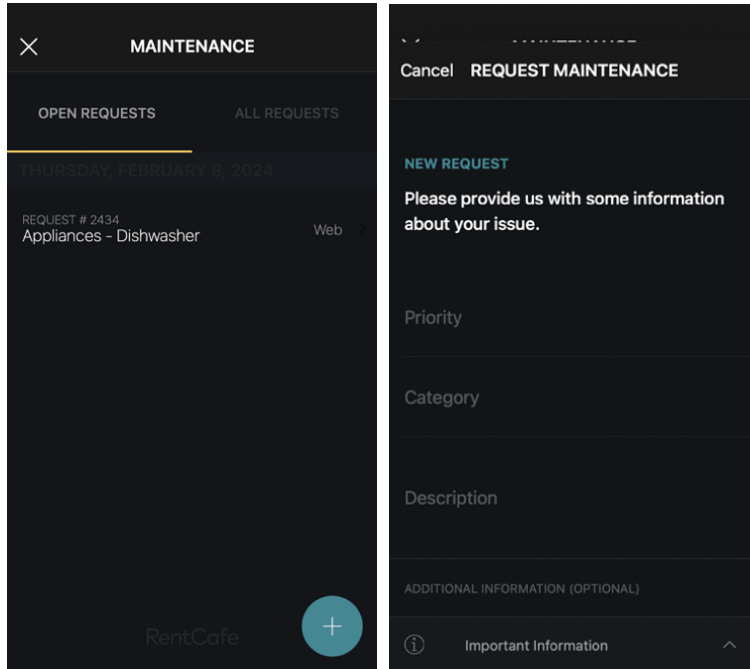


The screenshot shows a web form for submitting a maintenance request. The form includes the following fields and controls:

- Priority\***: A dropdown menu.
- Category\***: A dropdown menu with the text "Select a Category".
- Sub Category**: A dropdown menu with the text "Select a Sub category".
- Full Description\***: A large text area with a "1499 characters remaining" indicator at the bottom.
- Access Instructions\***: A text area.
- Permission to Enter\***: A dropdown menu with the value "No".
- Attachment i**: A "Choose File" button.
- Submit**: A dark grey button at the bottom of the form.

**MOBILE**

To submit a Work Order online through your mobile app, select **Maintenance** from your homepage, or go into the menu bar in the top left corner, then select **Maintenance > Request Maintenance**. Click the **+** in the bottom right corner. Fill out the required information and attach a photo for reference if applicable.



## **VIEW CURRENT AND PAST WORK ORDERS**

### **DESKTOP**

To view any current or past Work Orders from your **desktop**, log into your Resident Portal and click the **Work Orders** tab, then **Request History**. Here, residents have access to view the status of open or previous Work Orders submitted.

### **MOBILE**

To view any current or past Work Orders from your **mobile app**, select **Maintenance** from your homepage, or go into the menu bar in the top left corner, then select **Maintenance > Maintenance History**. Here residents have access to view the status of open or previous Work Orders submitted.

## **6. AMENITY RESERVATIONS AND DEPOSITS**

Only residents listed as leaseholders can book reservable amenity spaces.

You asked, and we listened! We are pleased to share that we are implementing a NEW amenity booking criteria to ensure all residents get the opportunity to reserve our amenity spaces.

Reservations booked through your previous Resident Portal were transferred ONLY up until April 30, 2024. These transferred reservations will continue to follow the previously implemented booking policy.

Residents are welcome to visit the new RentCafe Resident Portal to submit amenity reservation requests. All new reservations must follow the new booking policy.

- 1. In general, leaseholders can reserve each amenity space once every three months per suite. Some bookable amenities allow more frequent bookings. For individual availability, please check the guidelines for amenities in your portal.**
- 2. A \$250 security deposit for some amenities is required immediately after your request is approved by your Resident Services Team. Payment must be made within 48 hours to confirm a booking. If the deposit payment is not completed, the amenity reservation will automatically be cancelled.**

## RESERVE AN AMENITY SPACE

If a deposit is required for the amenity reservation you have requested, you cannot submit this payment until the request has been approved by your Resident Services Team. Once the reservation is approved, you will receive an email notification. Upon receiving this notification, you have 48 hours to complete deposit payments.

### DESKTOP

- Log into your resident portal and go to **Amenity Bookings > Make a Reservation**. Select the amenity you would like to book and complete the required reservation details.
  - Reservation date, Start time, Duration, Notes – additional details you would like added about this request
  - Click **Create Reservation**
- The **Create Reservation** pop-up page will allow you to review the requested reservation details and any payment or deposit information required for this booking.

The charge(s) listed below will be applied when the reservation has been approved.

Start Time 9/28/2019 02:00 PM  
End Time 9/28/2019 04:00 PM

Date	Description	Status	Amount
9/23/2019	Reservation Cost	Not Required - Need Approval	\$0
9/23/2019	Reservation Deposit	Not Required - Need Approval	\$50.00

Reservation Balance : \$0

**Create Reservation**

- If the amenity details appear correct, click **Create Reservation**.
- If the amenity space selected requires approval** from your Resident Services Team, you will see a notification pop-up advising you that your reservation request has been submitted.
- If the amenity space selected does not require approval** from your Resident Services Team, you will see a notification advising you of the status of your new reservation.
- If the amenity space selected requires you to sign an agreement** to complete the reservation of the space, you will be brought to a page allowing you to review the document and provide an electronic signature. Once signed, you will automatically be brought back to the **View Reservations** screen in your profile.

**MOBILE**

1. Open your app, go to the menu bar in the top left corner and select **Concierge > Reserve an Amenity**. Select the specific amenity you would like to book and complete the required reservation details.
  - a. Reservation date
  - b. Duration
  - c. Notes – additional details you would like to share.
  - d. Click **Next**.
2. Select an available time.
  - a. Click **Reserve**.
  - b. If the amenity space is available, a confirmation page will appear.
3. If the amenity details appear correct, click **Create Reservation**.
4. **If the amenity space selected requires approval** from your Resident Services Team, you will see a notification pop-up advising you that your reservation request has been submitted.
5. **If the amenity space selected does not require approval** from your Resident Services Team, you will see a notification advising you of the status of your new reservation.
6. **If the amenity space selected requires you to sign an agreement** to complete the reservation of the space, you will be brought to a page allowing you to review the document and provide an electronic signature. Once signed, you will automatically be brought to the **Reservation History** screen in your profile.

## SUBMIT A DEPOSIT

### DESKTOP

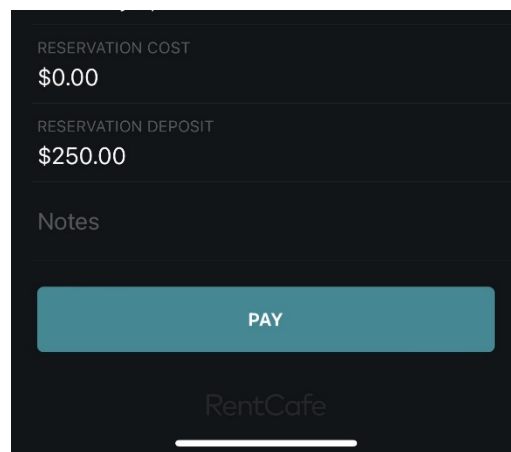
Once your amenity reservation is approved, you have 48 hours to complete your deposit payment. Log into your Resident Portal and go to **Amenity Bookings > View Reservations**.

Reservation										
Make A Reservation		View Reservations								
Status: All										
10 records per page										
Id	Amenity	Start Date	End Date	Approval Date	Pay by Date	Status	Document Signature	Pay	Review	Documents
7458	Guest Suite 201	9/14/2019	9/19/2019	N/A	Awaiting Approval	Applied		Pay	Review	Documents
7457	PartyRoom	9/14/2019	9/14/2019	9/12/2019	9/15/2019	Confirmed		Pay	Review	Documents

Find the active reservation you want to submit payment for and click **Pay** under the Pay column. You will be prompted to select your payment method (see Section 4 of this workbook), and complete payment.

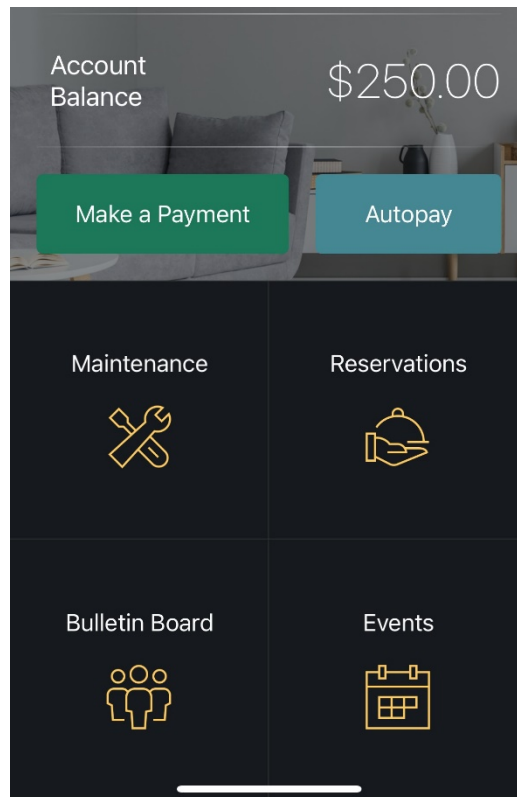
### MOBILE

Open your app and go to **Concierge > Reservation History**. Find the active reservation you would like to submit payment for and click **Pay**. You will be prompted to select your payment method (see Section 4 of this workbook), and complete payment.





You can also complete a deposit for an amenity space by using the **Make a Payment** option on the app home page. Click the **Make a Payment** > **Select Pay Total Balance** > **Continue**. Select the account you would like to make the payment from and select **Continue**. When you are ready to complete the payment, select **Confirm**.



When you return to the homepage, the balance at the top of the screen should read \$0.00 once the payment has been completed.

## VIEW RESERVATIONS

### DESKTOP

To view your amenity space reservations through your desktop, log into your RentCafe profile, go to [Amenity Bookings](#) > [Reserve Amenity](#), and select [View Reservations](#).

Here residents can see their previous and upcoming reservations, the status of each, and adjust each reservation as needed.

### MOBILE

To view your amenity reservations through your app, go to [Concierge](#) > [Reservation History](#).

## 7. UPDATE CONTACT DETAILS

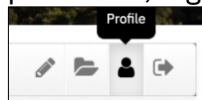
Easily update your contact details directly through your RentCafe Resident Portal. Any contact detail updates made to your profile will automatically be reflected for your Resident Services Team.

If you have any issues updating your contact information within your Resident Portal, please reach out to your Resident Services Team.

### DESKTOP

1. To make updates from your desktop browser, log into your resident portal, and click the

person icon in the top right corner.



2. Click **Edit Profile**.
3. Complete your required edits, then click the **Update Profile** button at the bottom of the screen.

### MOBILE

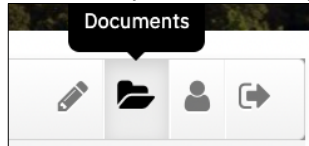
1. To make updates from your mobile app, open your app, go into your menu bar in the top left corner, then select **Settings > Personal Info**.
2. Click **Edit** in the top right corner.
3. Complete your required edits, then click **Save**.

## 8. ACCESSING IMPORTANT DOCUMENTS

Easily access important documents such as your current lease through the Documents section of your RentCafe Resident Portal. These documents are always available to you.

### DESKTOP

From your desktop browser, log into your resident portal and click the file icon in the top right



corner.

### MOBILE

From your mobile app, go into the menu bar in the top left corner, then go to [My Documents](#).

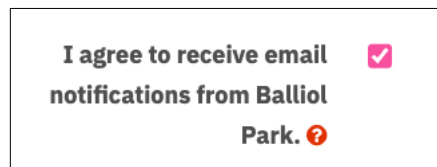
## 9. RESIDENT NOTICES AND COMMUNITY UPDATES

Your new RentCafe Resident Portal will be your communication hub for all community updates, including resident notices, urgent information, resident event updates, and community contest details.

*Ensure you are opted in to receive updates on your community.*

### DESKTOP

To opt-in to notifications, go to your profile, select [Edit Profile](#), and ensure this box is checked on, then select [Update Profile](#).



When you log into your resident portal, your home page will be your communication hub providing you with all active announcements.

### MOBILE

To opt-in to notifications, go into your menu bar in the top left corner, then select [Settings](#) > [Push Notifications](#). *Ensure you have opted into each type of communication notification.*

Through your mobile app, open the menu bar in the top left corner and select [Community](#).

A variety of options will be available:

- **Announcements:** View important updates regarding your community in resident notices.
- **Events:** View a detailed calendar of upcoming events at your Shiplake community.
- **Bulletin Board:** View recent notes from your Shiplake team and community members.
- **Notifications:** View the most recent notifications from your Shiplake team including reservation updates and community notices.

## **10. ADD AN AUTHORIZED GUEST**

Guests are residents' friends or family members who are expected to visit for more than one day, or on a consistent schedule. When a resident adds their visitor as an Authorized Guest, the Resident Services Team can better help this guest gain access to the community during the authorized times specified in the guest card.

*An example of when you may add a guest is if you have a dog walker coming by when you are not home. You can leave your suite keys with your resident services team and add the dog walker as an Authorized Guest. When the dog walker arrives at your community, concierge can easily confirm their identity with our team to receive your keys.*

*Another example would be a friend or family member staying with you for an extended period. To ensure they have seamless access to the building, or if they need to speak with a member of your Resident Services Team, having them listed as an Authorized Guest would be beneficial.*

## DESKTOP

To add a guest, go to **Resident Services > Authorized Guest**, and click **Add Guest**.

Complete the guest's contact information, determine their access times, and click **Save**. A guest must arrive within the specific Access Times to be considered an Authorized Guest.

### Add Authorized Guest

First Name

Last Name

Relation

Announce Guest?

Authorized for Key?

Lockout Assistance?

Guest Has Key?

#### Access Times

Start Date\*

End Date

Recurring Pattern

- Daily
- Weekly
- Monthly
- Yearly

Every  day(s)

All Day?

Scheduled Times

Start Time	End Time	Duration	Remove
10 ▾ 00 ▾ AM ▾	8 ▾ 00 ▾ PM ▾	600	✕

+ Add Time

Guest Inactive?

Access Blocked?

Notes

## MOBILE

To add a guest through your app, open the menu bar in the top left corner, and select **Concierge > Authorized Guests**. Click the **+** button in the bottom right corner.

Complete the guest's contact information, determine their access times, and click **Save**. A guest must arrive within the specific Access Times to be considered an Authorized Guest.

## 11. ADD AN AWAY NOTICE

If you are planning to be away from your suite for an extended period, we recommend putting an away notice on your suite in case of an emergency.

### DESKTOP

To add an away notice to your suite, select **Resident Services > Away Notice**, then click **Add Away Notice**. Input the relevant information about your departure. If someone is watching your suite, please add these details to the notes section. Click **Save**.

Once created, you can edit existing away notices to reflect any changes to your time away.

### MOBILE

To add an away notice to your suite, go to the menu bar in the top left corner, select **Concierge > Away Notices**, and click the **+** button in the bottom left corner. Input the relevant information about your departure. If someone is watching your suite, please add these details to the notes section. Click **Save**.

Once created, you can edit existing away notices to reflect any changes to your time away.



## 12. MANAGE PACKAGE DELIVERIES

When a package is delivered to your concierge desk, you will be notified through your RentCafe Resident Portal. You can easily check the status of an item or see any items available for pick-up.

### DESKTOP

1. To add an away notice to your suite, select **Resident Services**, then **Package Delivery**.
2. In the **Status** field, select either **All** or **Pending**.
3. In the **Pick-Ups** grid, review packages that are waiting for you to pick up.
4. In the **Drop-Offs** grid, review packages that you dropped off at the concierge desk for outside pick-up.

### MOBILE

1. To add an away notice to your suite, go to the menu bar in the top left corner select **Concierge > Package Deliveries**, and toggle between the **Pick-Ups** and **Drop-Offs** tab.
2. Click any open items to view details of the package.