

# RENTCafé Adding Properties Guide



[Corporate Website](#)

[Client Central](#)

c\_ren\_apg\_rev\_a

## Documentation and Online Help

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## Document Changes

The following table lists the plug-in versions documented in each manual revision. To determine which plug-in versions you use, select **Administration > About**. If a manual documents multiple plug-ins, use the manual revision associated with the most recent plug-in version you use.

A number following the revision letter indicates changes since the previous revision are non-substantive: style, pagination, and so on. Thus, revision a.1 contains the same substantive material as revision a.

Publication Date	Document Revision	Newly Documented Software	Other Substantive Changes
29 January 2016	a	RENTCafé Plug-in 8.0	

# Adding Properties

## In this document:

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Once you add a property and enter the basic details about the property, you must submit a case to RENTCafé technical support and request that they connect the new property to your Voyager ID.

Once a connection has been established between Voyager and the property, you can then configure all of the other details about the property, such as photos, custom URL, amenities, pet policy, and office hours. You can either set these details manually, or copy them from an existing property.

If the existing property has a live website URL, then images and other data can be collected from the website and applied to the new property. This is accomplished by submitting a case to RENTCafé technical support and requesting that they perform the task for you.

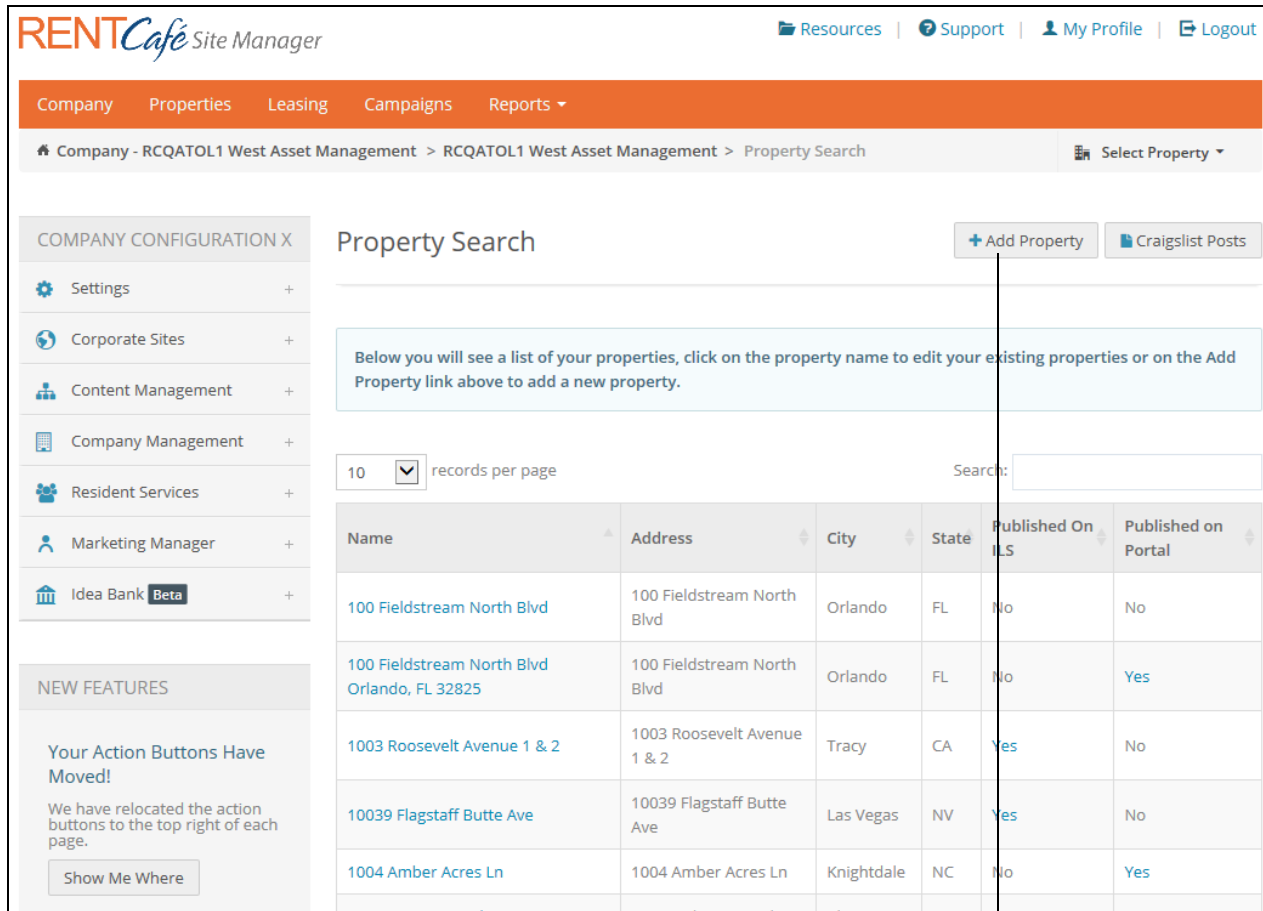
More information about adding and configuring properties can be found in the *RENTCafé Site Manager User's Guide*.

## Adding Properties

You add new properties from the RENTCafé **Property Search** dashboard.

### To add a property

- 1 From the RENTCafé top menu, select **Properties**. The **Property Search** dashboard appears.



Add Property button

- 2 Click **Add Property**. The **Add Property** screen appears.
- 3 Complete the screen. For field descriptions, see "Add Property Screen Reference" on page 3.
- 4 Click **Save Changes**.

## Add Property Screen Reference

### ● Top Half of Screen

The screenshot shows the 'Add Property' form with the following fields and values:

- Functionality Type:** Multi Family (dropdown menu)
- Marketing Type \*:**
  - Structure Type:**
    - Apartment
    - Condo
    - Home
    - Townhouse
    - Loft
    - Duplex/Triplex
  - Specialty Type:**
    - Student
    - Affordable
- Country:** United States (dropdown menu)
- Address \*:** 102 Burro Ave
- City \*:** Tonopah
- State-Zip \*:** NV (dropdown menu) 89049
- Property Time Zone:** Pacific Time (dropdown menu)
- International Property:**

A 'Save Changes' button is located in the top right corner of the form.

#### Functionality Type

Type of market that the property is open to:

**Multi Family** Property has multiple units, each with its own lease.

**Single Family** Property has only one unit and lease.

**Market List** RENTCafé does not use this option.

**NOTE** In most cases, Site Manager screens appear the same for **Multi Family** and **Single Family** properties. This document indicates exceptions to this in the appropriate sections

#### Marketing Type

On RENTCafé ILS, prospective residents can search for properties by type. Select the check boxes corresponding to each type that describes the property. *Structure types* describe the physical building. *Specialty types* describe the markets that the property is open to (student or affordable).

#### Property Time Zone

Time zone in which the property is located. RENTCafé uses the time zone to determine when to allow residents and roommates to make one-time and partial payments and when to consider payments as received.

If a payment is late in the server's time zone but on-time in the property's time zone, RENTCafé adjusts the payment receipt date to one day prior to prevent residents from incurring late fees.

For example, the server is on EST (-0500 UTC) and the property is on PST (-0800 UTC). A resident's payment is due by 12:00 AM PST (property time) on May 3rd. The resident makes the payment at 11:00 PM PST on May 2nd. Because the server is on EST, the payment is processed at 02:00 AM EST on May 3rd. RENTCafé recognizes that the property is three hours behind and adjusts the payment receipt date to one day prior (May 2nd).

#### International Property

RENTCafé does not use this field.

## 4 | RENTCafé Adding Properties

### ● Bottom Half of Screen

The screenshot shows a web form for adding a property listing. The fields are as follows:

- Listing Title:** Cityview Towers
- Property Phone \*:** (452) 156-7896
- Property Fax:** (713) 526-2213
- Listing Phone \*:** (855) 286-8029
- Use this phone number on both the property website and the RENTCafé ILS
- Property Email \*:** rentcafeqa@gmail.com
- Full Listing
- Home Page Title \*:** Welcome to Cityview Towers

The **Description** field is a rich text editor containing the following text:

**\*\*THIS IS A RENTCAFE DEMONSTRATION PROPERTY. DO NOT CONTACT THIS TEST PROPERTY\*\***

Come experience true luxury in Tonopah at Cityview Towers Apartment Homes. We have created a unique atmosphere of luxury living in Southeast Tonopah, NV that is beyond compare. Our one, two and three bedroom apartment homes and desirable location have all been carefully designed to combine the best of both classic and modern styles to accommodate even the most refined tastes.

Live your way with our top quality amenities such as our resort-style pool, fully equipped modern fitness center and our exclusive concierge service. Relax with family and friends on our sundeck or in our year-round barbecue lounges or take some time just for you and unwind in our lush, green space area. Our friendly, professional staff is available to assist with your needs and ensure that your

<b>Listing Title</b>	Name of the property.
<b>Property Phone</b>	Phone number that RENTCafé technical support and approved applicants can call to report any issues. Only RENTCafé technical support and approved applicants can view this number.
<b>Listing Phone</b>	Phone number that prospects can call to inquire about the property. This number appears on the <b>Contact Us</b> page. If you do complete this field, this defaults to the RENTCafé call center number: (855) 736-8223.
<b>Use this phone number on both the property website and the RENTCafé ILS</b>	Displays the <b>Listing Phone</b> number on the property's RENTCafé ILS listing page. If you clear this check box, complete the <b>RENTCafé ILS Listing Phone</b> field below.
<b>RENTCafé ILS Listing Phone</b>	(Appears only if you cleared the <b>Use this phone number on both the property website and the RENTCafé ILS</b> check box.)  Phone number that prospects can call to inquire about the property. This number appears on the property's RENTCafé ILS listing page.

<b>Property Email</b>	Email address that RENTCafé technical support contacts to address any issues. <b>NOTE</b> By default, this is also the email address that receives guest card notifications and service requests. You can specify different addresses in the <b>Guest Card Email Address</b> and <b>Service Request Email Address</b> fields, respectively, on the <b>Settings</b> tab.
<b>Full Listing</b>	Select this check box. A full listing is required for property marketing sites.
<b>Home Page Title</b>	Name of the home page. Appears on the top of the browser window or tab when a page is open. Used for SEO.
<b>Description</b>	Text that explains to prospective residents why they would want to live at your property. Also known as a “romance paragraph” (although you can include more than one paragraph of text).

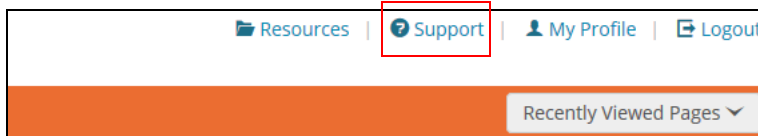
## Establishing a Voyager Connection

You must create a support case in Site Manager to request that a connection be established between RENTCafé and Voyager. If you are your company’s single point-of-contact for RENTCafé, you can create support cases directly from Site Manager.

RENTCafé monitors the support case queue from Monday–Friday, 8 AM–8 PM EST. RENTCafé typically responds to requests within one business day. You can review your submitted requests at any time.

### To establish a Voyager connection

- 1 Select **Support** from the top links.



The **Submit Support Request** screen appears.

**Submit Support Request**

Please fill out the form below and save to submit a support request.

Company RCQATOL1 West Asset

Case Contact RCQATOL1 Admin

Property  
Ridge Wood Avenue  
Ridgeland Ranch  
**Riverwood**  
Rock Creek

Case Priority Medium

Case Description  
Please connect <property name> to Voyager ID <ID number>.  
443 characters left.

Case Attachments  Browse...

Save

2 Complete the **Submit Support Request** tab:

<b>Property</b>	Hold CTRL and click the properties related to the support request.
<b>Case Priority</b>	Please select an appropriate priority for the request. This helps RENTCafé technical support address your most critical requests first.
<b>Case Description</b>	When writing your description, request that one or more properties be connected to your Voyager ID. For example:  <i>"Please connect &lt;property name&gt; to Voyager ID &lt;ID number&gt;."</i>

3 Click **Save**. A confirmation message with a case number appears.

Submit Support Request [Support Request History](#)

Support Case 1667022 has been submitted to the RENTCafé support team. The support queue is monitored [Mon-Fri 8am to 8pm ET](#). Please expect to receive a response within one business day.

New Support Request

## Setting up Properties

### In this section:

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This section describes how to configure property settings once a new property has been added and a connection to Voyager has been made. If you have an existing property whose settings can be copied to the new property, you can either copy the settings yourself, or you can request that RENTCafé technical support copy them for you. For RENTCafé technical support to copy the settings for you, the property must already be set up with a URL.

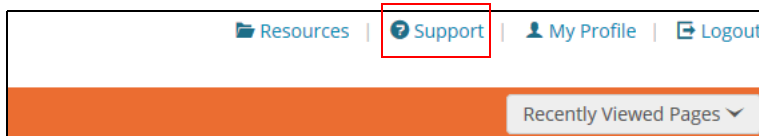
### Gathering Data from an Existing Site

If a property already has photos and floor plans, RENTCafé technical support can “scrape” the property’s website to extract those files and apply them to a new property. Create a support case in Site Manager to request that RENTCafé technical support extract and apply this data for you.

Once the data from the existing property’s website has been applied to the new property, you will still need to map the floor plans, as usual. For more information, see “Adding Floor Plans” in the *RENTCafé Site Manager User’s Guide*.

#### To request that data to be copied from an existing property

- 1 Select **Support** from the top links.



The **Submit Support Request** screen appears.

**Submit Support Request**

Please fill out the form below and save to submit a support request.

Company: RCQATOL1 West Asset

Case Contact: RCQATOL1 Admin

Property: Ridge Wood Avenue, Ridgeland Ranch, **Riverwood**, Rock Creek

Case Priority: Medium

Case Description: Please scrape <property URL> for floor plan data, images, and any other property information and apply to <property name>. 378 characters left.

Case Attachments: [File Upload] Browse...

Save

**2** Complete the **Submit Support Request** tab:

<b>Property</b>	Hold CTRL and click the properties related to the support request.
<b>Case Priority</b>	Please select an appropriate priority for the request. This helps RENTCafé technical support address your most critical requests first.
<b>Case Description</b>	When writing your description, request that data from an existing property’s URL be collected and applied to another property. For example: <i>“Please scrape &lt;property URL&gt; for floor plan data, images, and any other property information and apply to &lt;property name&gt;.”</i>

**3** Click **Save**. A confirmation message with a case number appears.

Submit Support Request | [Support Request History](#)

Support Case 1667022 has been submitted to the RENTCafé support team. The support queue is monitored [Mon-Fri 8am to 8pm ET](#). Please expect to receive a response within one business day.

[New Support Request](#)

## Copying Property Settings

You can manually copy settings in Site Manager, such as pricing or application settings, from one property to other properties. For some categories of settings, you can select each individual setting to copy. These procedures are intended to be performed during single-family property setup, but you can perform them any time for either single-family or multi-family properties. For more information, see “Appendix G: Single-Family Property Setup Utilities” in the *RENTCafé Site Manager User’s Guide*.

If you would rather have RENTCafé technical support copy the property settings for you, you can create a support case and request that data from an existing property website be applied to a new property. For more information, see “Gathering Data from an Existing Site” on page 7.

### To copy settings from one property to other properties

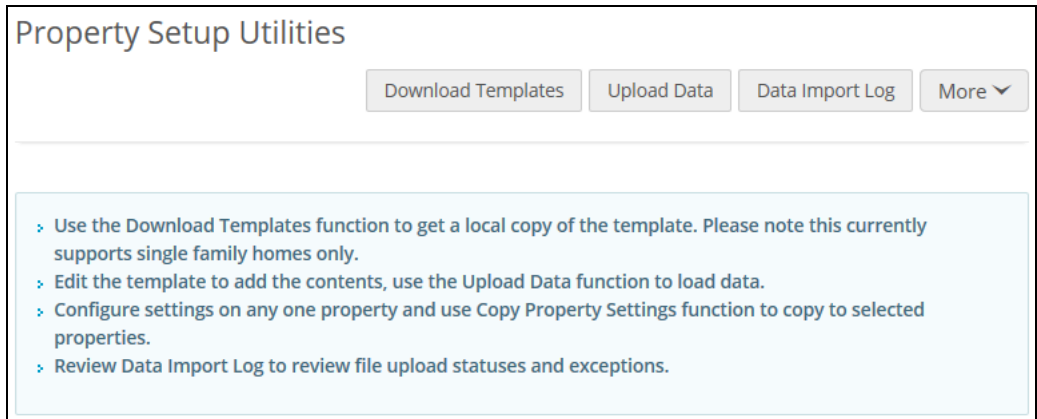
- 1 From the RENTCafé top menu, select **Company**. The **Company Information** dashboard appears.

The screenshot displays the RENTCafé Site Manager interface. At the top, there is a navigation bar with links for Resources, Support, My Profile, and Logout. Below this is a secondary navigation bar with tabs for Company, Properties, Leasing, Campaigns, and Reports. The main content area is titled 'Company Information' and contains a form with the following fields:

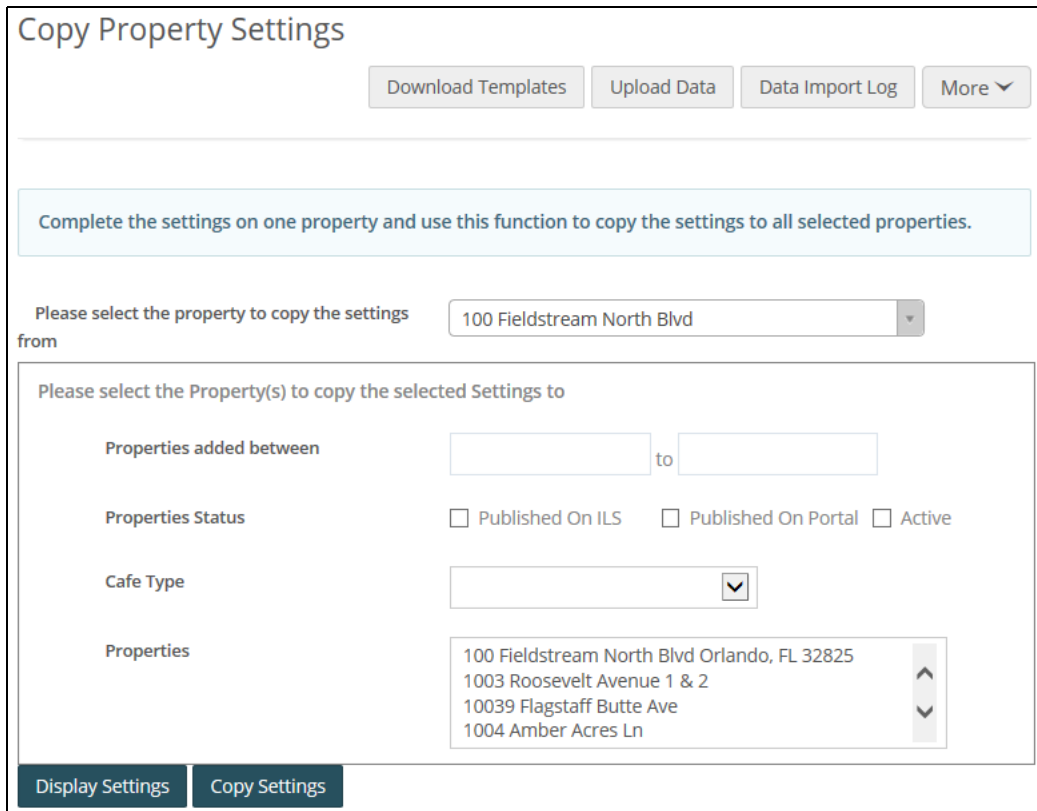
- Company Name:** RCQATOL1 West Asset Manager
- Country:** United States (dropdown menu)
- Address \*:** 3100 Lincoln Avenue
- City \*:** Chicago45
- State-Zip \*:** DC (dropdown menu) and D6H 6H7
- Website:** www.rcqatolprop4.com (with a link to 'Modify your domain here')
- Phone Number:** (214) 515-7000
- Tech Support Phone:** (805) 699-2040

The sidebar on the left lists various configuration options under 'COMPANY CONFIGURATION', including Settings, Company Information, Company Details, Company Level Settings, Social Media Settings, Custom Roles, Settings Template, API Vendor Settings, Conversion Optimization, Compliance Settings, Corporate Sites, Content Management, and Company Management.

- From the side menu, select **Company Management > Property Setup Utilities**. The **Property Setup Utilities** screen appears.

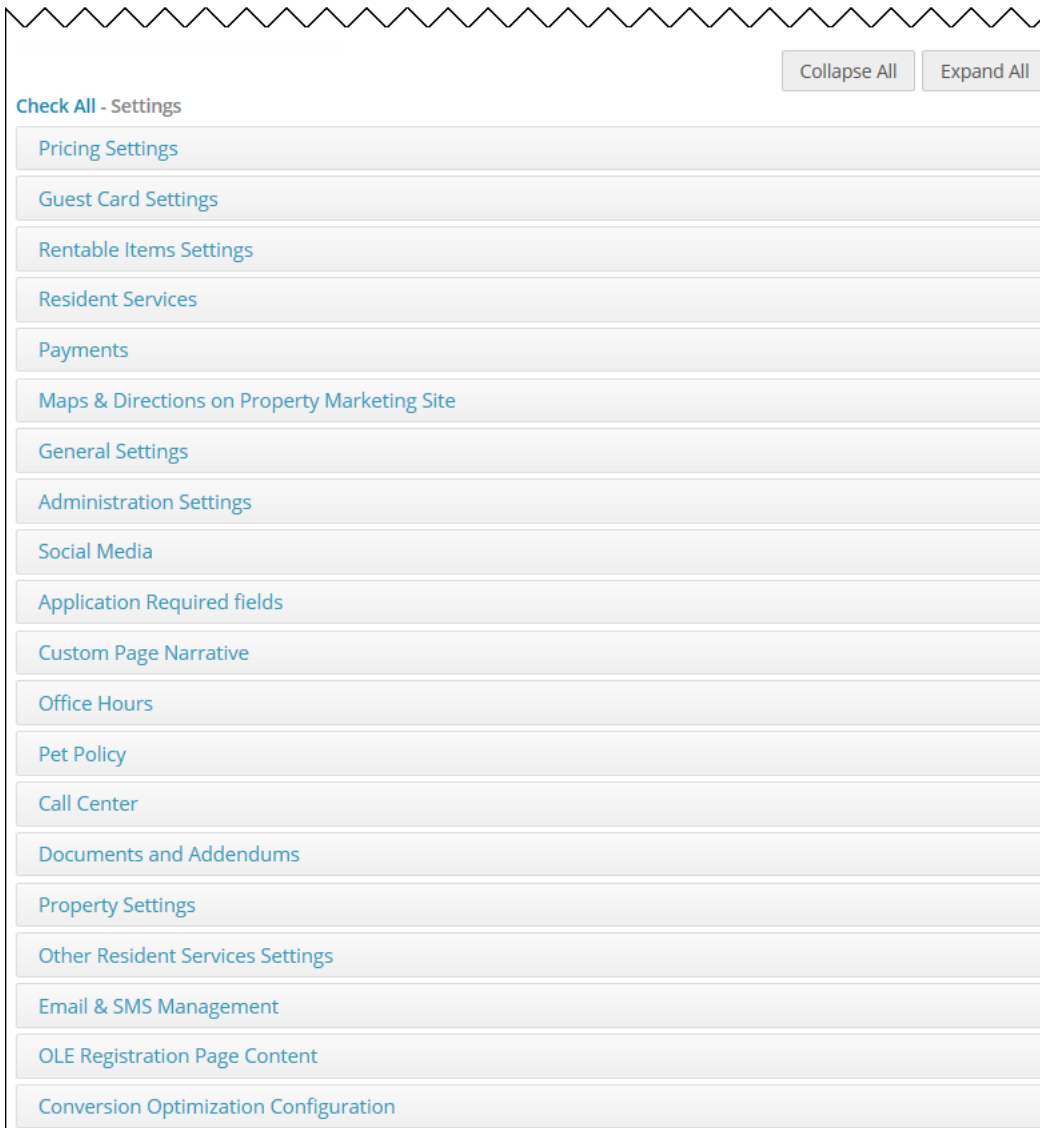


- From the **More** drop-down menu, select **Copy Property Settings**.
- The **Copy Property Settings** screen appears. You can use this screen to apply the settings from one property to multiple other properties at once.



- Complete the **Please select the property to copy settings from** field.

- 6 In the **Please select the property to copy the settings from** section, use the fields to specify one or more properties that you want to copy settings to, and then click **Display Settings**. A list of settings appears at the bottom of the screen.



The screenshot shows a settings interface with a decorative top border. At the top right, there are two buttons: "Collapse All" and "Expand All". Below these buttons, the text "Check All - Settings" is displayed. A list of settings categories follows, each in a light gray box with a blue link-like text:

- Pricing Settings
- Guest Card Settings
- Rentable Items Settings
- Resident Services
- Payments
- Maps & Directions on Property Marketing Site
- General Settings
- Administration Settings
- Social Media
- Application Required fields
- Custom Page Narrative
- Office Hours
- Pet Policy
- Call Center
- Documents and Addendums
- Property Settings
- Other Resident Services Settings
- Email & SMS Management
- OLE Registration Page Content
- Conversion Optimization Configuration

- 7 Click **Expand All**.

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- 8 Select the check boxes corresponding to each setting that you want to copy. For field descriptions of some settings, see Appendix C, “Property Settings” in the *RENTCafé Site Manager User’s Guide*.



To select all or most check boxes in a subsection, click **Check All**, then clear any check boxes as needed.

- 9 In the **Properties** field, hold CTRL and click the properties to which you want to copy settings.

Please select the property to copy the settings from: 100 Fieldstream North Blvd

Please select the Property(s) to copy the selected Settings to

Properties added between: [ ] to [ ]

Properties Status:  Published On ILS  Published On Portal  Active

Cafe Type: [ ]

Properties (3):

- 100 Fieldstream North Blvd Orlando, FL 32825
- 1003 Roosevelt Avenue 1 & 2
- 10039 Flagstaff Butte Ave
- 1004 Amber Acres Ln

Display Settings Copy Settings

Properties

- 10 Click **Copy Settings**. RENTCafé applies the settings to the properties that you selected.

## Setting up Floor Plans

You must add floor plan information to finish setting up a property. In Voyager, a typical multi-family property contains many individual units (apartments). Unit types group together units with a common number of bedrooms, market rent, deposit amount, and area. You set up a floor plan by mapping it to one or more unit types with a common number of bedrooms. You must, at a minimum, provide at least one image for each floor plan. This image can cover all apartments in the floor plan. For more information, see “Adding Floor Plans” in the *RENTCafé Site Manager User’s Guide*.

## To set up a floor plan

- 1 From the RENTCafé top menu, select **Properties**. The **Property Search** dashboard appears.

Property Search

+ Add Property   Craigslis Posts

Below you will see a list of your properties, click on the property name to edit your existing properties or on the Add Property link above to add a new property.

10 records per page   Search:

Name	Address	City	State	Published On ILS	Published on Portal
100 Fieldstream North Blvd	100 Fieldstream North Blvd	Orlando	FL	No	No
100 Fieldstream North Blvd	100 Fieldstream				

- 2 Select the property that you want to add floor plan information to. The **Property Information** screen appears.

PROPERTY CONFIGURATION

Content & Settings  
Property Information  
Rental Info  
Property Buildings  
Site Map  
Amenities  
Pet Policy

Property Information

Preview ILS Listing   Publish Listing on ILS

Café Type: RENTCafé

Functionality Type: Single Family

Marketing Type \*

Structure Type

Apartment    Duplex/Triplex    Townhouse  
 apt-test1    Home  
 Condo    Loft

Save Changes

3 From the side menu, select **Content & Settings > Rental Info**. The **Floor Plans** screen appears.

4 Select **Add Floor Plan**. The **Edit Floor Plan** screen appears.

5 Complete the screen. For field descriptions, see “Edit Floor Plan Screen Reference” on page 17.

6 Click **Save Changes**.

**To map a floor plan to a Voyager unit type**

1 From the side menu, reselect **Content & Settings > Rental Info**. The **Floor Plans** screen reappears.


This property is currently configured to opt out of automatic rent updates for floor plans. If you would like to change that setting, use the settings tab to change the pricing settings. Otherwise, be sure to set all the rent and deposit values for all the floor plans.

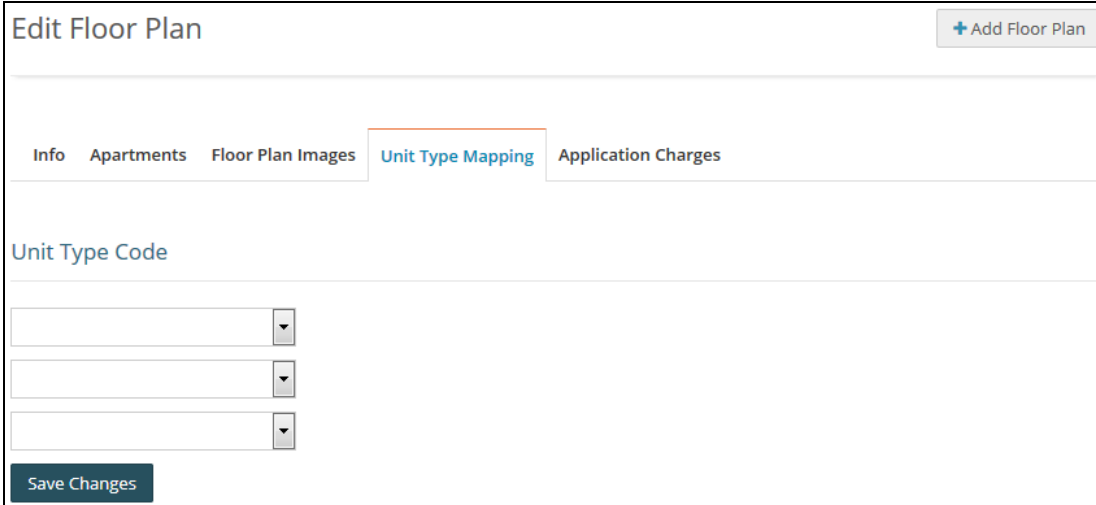
This property is setup to Use Voyager Specials in Floor Plan Rent Calculations and Display in Detail on Apartment Listing. If you would like to configure different marketing specials, you will need to deselect that setting, from the property settings setup tab.

Floor Plans will be listed on your marketing site in the same order you define here. You can drag and reorder the floor plans in the table below, or you can use predefined sorting options.

Use predefined sorting options  **OFF** **Save Changes**

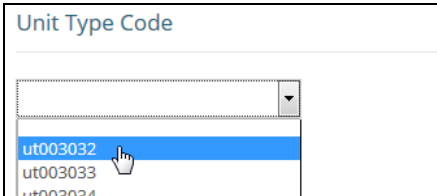
	Name	Beds	Baths	Min Rent	Max Rent	Min Sq.Ft.	Max Sq.Ft.	Actions
	Cosmopolitan	2	2.00	920.00	1,500.00	1010.00	1080.00	

- 2 Click the **Edit** button  in the row corresponding the floor plan that you just added. The **Edit Floor Plan** screen reappears, this time with additional tabs on it.
- 3 Click the **Unit Type Mapping** tab.



The screenshot shows the 'Edit Floor Plan' interface. At the top right is a '+ Add Floor Plan' button. Below the title are five tabs: 'Info', 'Apartments', 'Floor Plan Images', 'Unit Type Mapping' (which is highlighted with a red border), and 'Application Charges'. Under the 'Unit Type Mapping' tab, there is a section titled 'Unit Type Code' containing three empty drop-down menus. At the bottom left of this section is a 'Save Changes' button.

- 4 In a blank drop-down list, select the unit types that you want to map to the floor plan.

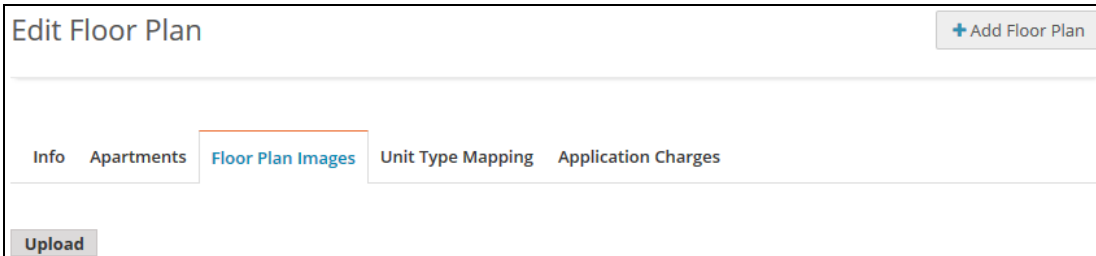


This close-up shows the 'Unit Type Code' drop-down menu. The menu is open, displaying a list of unit type codes: 'ut003032', 'ut003033', and 'ut003034'. A mouse cursor is pointing at the 'ut003032' option, which is highlighted in blue.



You can select up to three unit types at once. Additional drop-down lists will appear on the screen after you save your changes and reopen the **Edit Floor Plan** screen.

- 5 Click **Save Changes**.
- 6 Click the **Floor Plan Images** tab.



The screenshot shows the 'Edit Floor Plan' interface with the 'Floor Plan Images' tab selected. The tabs are 'Info', 'Apartments', 'Floor Plan Images' (highlighted with a red border), 'Unit Type Mapping', and 'Application Charges'. Below the tabs is an 'Upload' button.

- 7 Upload images of the floor plan.
  - a Click **Upload**. The file upload screen appears.
  - b Select the image that you want to upload.
  - c Click **Open**.

8 Click the **Apartments** tab.

Edit Floor Plan + Add Floor Plan

Info **Apartments** Floor Plan Images Unit Type Mapping Application Charges

This property is currently configured to opt out of automatic rent updates for units. If you would like to change that setting, use the settings tab to change the pricing settings. Otherwise, be sure to set all the rent and deposit values for all the units.

Displaying Apartments That Are Save Changes

Available Only	rent	Sqft	Min Deposit	Varies	Order	Do not publish	Upload Images
All							

9 In the **Displaying Apartments That Are** field, select **All**. A grid of all apartments in the floor plan appears. In Voyager, these are the units that belong to the unit types mapped to the floor plan.

If apartments do not appear on the **Apartments** tab, exit and reopen the **Edit Floor Plan** screen. If apartments still do not appear, contact RENTCafé technical support.

## 10 Complete the grid. For column descriptions, see “Apartments Tab” on page 20.

11 Click **Save Changes**.

## Edit Floor Plan Screen Reference

### ● Info Tab

### Edit Floor Plan

---

Info
Apartments
Floor Plan Images
Unit Type Mapping
Application Charges

Floor Plan Name

Bedrooms - Baths

Rent Range

Square Foot Range

Deposit Range

Varies

Order

Do Not Publish

Opt Out of Automatic Rent Updates

Date Rents Last Updated Automatically (m/d/yyyy)

Marketing Description ?

If you love a two story home, this two bedroom is for you. Your kitchen and living room are located on the first floor, along with a half bath and spacious patio for outdoor living. Escape to the bedrooms upstairs for a peaceful night's sleep.

Save Changes

---

**Floor Plan Name** Marketing name of the floor plan. Use an understandable and memorable name. You might want to name each of your floor plans using a common theme.

---

**Bedrooms – Baths** Number of bedrooms and baths in the floor plan, respectively.

- For bedrooms, type any integer between 1–99.
- For bathrooms, type any decimal number between 1.00–99.99. Use the digits to the left of the decimal point for half bathrooms (for example, 2.50).

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<b>Rent Range</b>	<p>If you want to manually set the displayed market rent range for this floor plan, type the lowest and highest market rent that you want to display. This requires an active marketing override. Ensure that one of the following is true before you save your changes:</p> <ul style="list-style-type: none"> <li>• The <b>Opt Out of Automatic Rent Updates for Floor Plans</b> property setting is enabled.</li> <li>• The <b>Opt Out of Automatic Rent Updates</b> check box on this screen is selected.</li> </ul> <p>If you want to receive market rent range data from unit types in Voyager, type any values greater than 0. The range that you enter will be discarded the next time that RENTCafé runs the nightly task that receives data from Voyager.</p>
<b>Square Foot Range</b>	<p>If you want to manually set the displayed area range for this floor plan, type the smallest and largest area (in square feet) that you want to display. This requires an active marketing override. Ensure that one of the following is true before you save your changes:</p> <ul style="list-style-type: none"> <li>• The <b>Opt Out of Automatic Rent Updates for Floor Plans</b> property setting is enabled.</li> <li>• The <b>Opt Out of Automatic Rent Updates</b> check box on this screen is selected.</li> </ul> <p>If you want to receive area range data from unit types in Voyager, type any values greater than 0. The range that you enter will be discarded the next time that RENTCafé runs the nightly task that receives data from Voyager.</p>
<b>Deposit Range</b>	<p>If you want to manually set the displayed deposit amount range for this floor plan, type the lowest and highest deposit amount that you want to display. This requires an active marketing override. Ensure that the <b>Opt Out of Automatic Deposit Updates</b> property setting is enabled.</p> <p>If you want to receive deposit amount range data from unit types in Voyager, or if you want to hide the displayed deposit amount range for the floor plan by selecting the <b>Varies</b> check box below, leave this field as is.</p> <p><b>NOTE</b> If you want to hide the displayed deposit amount range for the floor plan by selecting the <b>Varies</b> check box below, the <b>Opt Out of Automatic Deposit Updates</b> property setting must also still be enabled.</p> <p><b>NOTE</b> If you enable the <b>Opt Out of Automatic Deposit Updates</b> property setting for the purposes of manually setting deposit amount ranges for floor plans, you must also manually set the deposit amount values for individual apartments. You must choose to either receive deposit amount data from Voyager for both floor plans and apartments, or not receive the data at all.</p>
<b>Varies</b>	<p>Replaces the displayed deposit amount range for this floor plan with the text “Varies”.</p> <p>Select this check box if you do not want to explicitly state the deposit amount range to prospective residents. This requires an active marketing override. Ensure that the <b>Opt Out of Automatic Deposit Updates</b> property setting is enabled.</p> <p><b>NOTE</b> If you enable the <b>Opt Out of Automatic Deposit Updates</b> property setting for the purposes of manually setting deposit amount ranges for floor plans, you must also manually set the deposit amount values for individual apartments. You must choose to either receive deposit amount data from Voyager for both floor plans and apartments, or not receive the data at all.</p>
<b>Order</b>	<p>Leave this field as is. You can configure the order in which floor plans appear on the property marketing site from the <b>Floor Plans</b> screen in Site Manager.</p>
<b>Do Not Publish</b>	<p>Hides the floor plan from the property marketing site.</p>

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<b>Opt Out of Automatic Rent Updates</b>	<p>Allows you to manually set the displayed market rent and area ranges for the floor plan, even if the <b>Opt Out of Automatic Rent Updates for Floor Plans</b> property setting is disabled.</p> <p><b>NOTE</b> You do not need to select this check box if the <b>Opt Out of Automatic Rent Updates for Floor Plans</b> property setting is enabled. That setting allows you to manually set displayed market rent and area ranges for all floor plans in the property.</p> <p><b>NOTE</b> If the <b>Rent Range</b> and <b>Square Foot Range</b> fields were read-only when you opened the screen, they will stay read-only until you click the <b>Save Changes</b> button and reopen the floor plan in RENTCafé Site Manager.</p>
<b>Date Rents Last Updated Automatically</b>	<p>(This field is read-only.)</p> <p>Date and time when RENTCafé last received pricing and other data for the floor plan from Voyager.</p> <p><b>NOTE</b> If marketing overrides are disabled, the date should never be before than yesterday's date. If you want RENTCafé to receive this data as soon as possible, contact RENTCafé technical support after you are finished setting up the floor plan.</p>
<b>Marketing Description</b>	<p>Text that explains to prospective residents why they would want to choose the floor plan.</p> <p>This text appears next to the floor plan on the <b>Floor Plans</b> page on the property marketing site if you select the <b>Accordion Layout</b>.</p> <p>RENTCafé also sends this text to third-party Internet listing services. If a service displays floor plan descriptions, it will display this text on the listing for the property.</p>

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● Apartments Tab

Info **Apartments** Floor Plan Images Unit Type Mapping Application Charges

This property is currently configured to opt out of automatic rent updates for units. If you would like to change that setting, use the settings tab to change the pricing settings. Otherwise, be sure to set all the rent and deposit values for all the units.

Displaying Apartments That Are Save Changes

All Check All

Apt #	Min Rent	Max Rent	Sqft	Min Deposit	Varies	Order	Do not publish	Exclude from ILS Feeds	Upload Images
0501	<input type="text" value="1,145.00"/>	<input type="text" value="1,145.00"/>	<input type="text" value="1,072.00"/>	<input type="text" value="0.00"/>	<input type="checkbox"/>	n/a	<input type="checkbox"/>	<input type="checkbox"/>	<input type="button" value="Images (0)"/>
0502	<input type="text" value="1,145.00"/>	<input type="text" value="1,145.00"/>	<input type="text" value="1,136.00"/>	<input type="text" value="0.00"/>	<input type="checkbox"/>	n/a	<input type="checkbox"/>	<input type="checkbox"/>	<input type="button" value="Images (0)"/>

<b>Min Rent</b>	<p>Minimum market rent to display for this apartment.</p> <p>If you want to manually set this value, you will need an active marketing override. You can edit this field only if one of the following property settings is enabled:</p> <ul style="list-style-type: none"> <li>● <b>Opt Out of Automatic Rent Updates for Units</b></li> <li>● <b>Allow individual unit level rent overrides</b> (If this setting is enabled, the <b>Override Rent</b> column appears on the grid. You must select this check box in the same row.)</li> </ul>
<b>Max Rent</b>	<p>Maximum market rent to display for this apartment.</p> <p>If you want to manually set this value, you will need an active marketing override. You can edit this field only if one of the following property settings is enabled:</p> <ul style="list-style-type: none"> <li>● <b>Opt Out of Automatic Rent Updates for Units</b></li> <li>● <b>Allow individual unit level rent overrides</b> (If this setting is enabled, the <b>Override Rent</b> column appears on the grid. You must select this check box in the same row.)</li> </ul>
<b>Sq. Ft.</b>	<p>Area of the apartment (in square feet).</p> <p>If you want to manually set this value, you will need an active marketing override. You can edit this field only if the <b>Opt Out of Automatic Rent Updates for Units</b> property setting is enabled.</p>
<b>Min Deposit</b>	<p>Deposit amount of the apartment.</p> <p>If you want to manually set this value, you will need an active marketing override by enabling the <b>Opt Out of Automatic Deposit Updates</b> property setting.</p>
<b>Varies</b>	<p>Replaces the displayed deposit amount for this apartment with the text “Varies”.</p> <p>Select this check box if you do not want to explicitly state the deposit amount to prospective residents. This requires an active marketing override. Ensure that the <b>Opt Out of Automatic Deposit Updates</b> property setting is enabled.</p>
<b>Override Rent</b>	<p>(Appears only if the <b>Allow individual unit level rent overrides</b> property setting is enabled.)</p> <p>If you manually set the <b>Min Rent</b> and <b>Max Rent</b> values for the apartment, select this check box.</p>
<b>Order</b>	(RENTCafé Site Manager does not use this field.)
<b>Do not publish</b>	Hides the apartment from the property marketing site.

<b>Exclude from ILS feeds</b>	Prevents RENTCafé from sending information about the apartment to third-party Internet listing services.
<b>Images</b>	Uploads images for the apartment.

## Adding a Photo Gallery Image

For each property, upload at least one image with the **Photo Gallery** type. Other image types are optional. For more information, see “Uploading Property Design Images” in the *RENTCafé Site Manager User’s Guide*.

### To add a photo gallery image

- 1 From the RENTCafé top menu, select **Properties**. The **Property Search** dashboard appears.

The screenshot shows the RENTCafé Site Manager interface. At the top, there's a navigation bar with 'Resources', 'Support', 'My Profile', and 'Logout'. Below that, a secondary navigation bar has 'Company', 'Properties', 'Leasing', 'Campaigns', and 'Reports'. The main content area is titled 'Property Search' and includes a '+ Add Property' button and a 'Craigslst Posts' button. A message box states: 'Below you will see a list of your properties, click on the property name to edit your existing properties or on the Add Property link above to add a new property.' There's a '10 records per page' dropdown and a search box. A table lists properties with columns: Name, Address, City, State, Published On ILS, and Published on Portal. The first row shows '100 Fieldstream North Blvd' in Orlando, FL, with 'No' for both published status indicators.

Name	Address	City	State	Published On ILS	Published on Portal
100 Fieldstream North Blvd	100 Fieldstream North Blvd	Orlando	FL	No	No

- 2 Click the property for which you want to upload a photo gallery image. The **Property Information** screen appears.

3 From the side menu, select **Content Management > Site Design**. The **Site Design** screen appears.

The screenshot shows the 'Site Design' interface. At the top, it says 'Site Design'. Below that is the 'Portal Template' section. It displays 'Current Template: Olympia2' and 'Current Variation: Default'. There is a preview image of a website template with a family and a 'WELCOME TO CHANCELLOR PROPERTIES!' banner. Below the preview are three buttons: 'Select New Template', 'View Current Website', and 'Customize Template [BETA]' with an information icon. To the right of the preview is a light blue box with text: 'The template you choose will determine the aspect ratio used for your images. If you change your template after uploading images, you may need to Edit your images to fit your new template.' Below the buttons is the 'Portal Images' section. It has a dropdown menu labeled 'Select the type of image you are uploading' with 'Photo Gallery' selected. To the right is a 'Browse...' button under the heading 'Upload the image(s) from your computer'. Below the button are two information icons with text: 'Image dimensions must be less than 5000 x 5000 pixels, and less than 2MB in size.' and 'Image name cannot include these special characters \/:\*?"<>| # % + & . \'

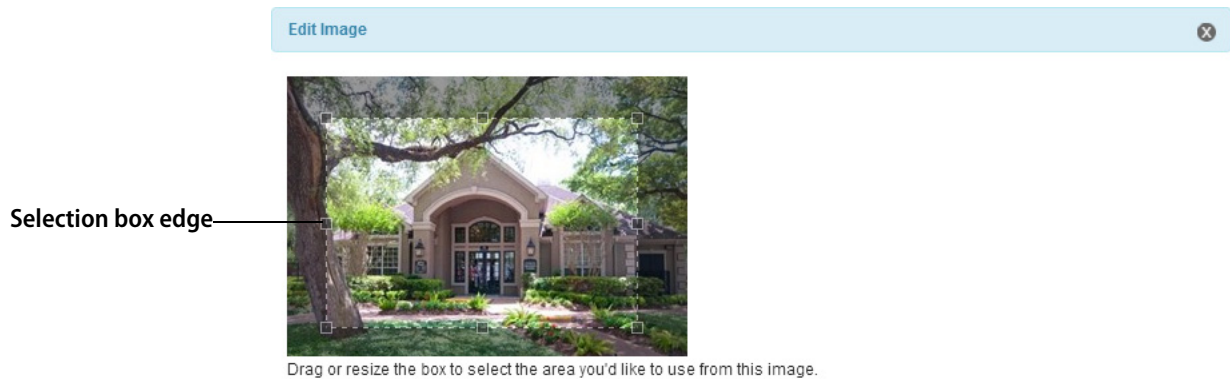
4 In the **Select the type of image you are uploading** field, select **Photo Gallery**.

5 Click **Browse**, and then select the image that you want to upload.



Image dimensions must be less than 5000 x 5000 pixels and less than 2 MB in size.

6 Click **Open**. The **Edit Image** screen appears.





7 Resize the selection box to the area of the image that you want to upload.

8 Click **Save Image**. The image appears in the **Existing Photo Gallery Images** section.

Existing Photo Gallery Images

Note: To delete multiple files, click on each filename to select, then click delete. To reorder images drag and drop rows.

Bulk Actions  Apply

<input type="checkbox"/>	File	Status
<input type="checkbox"/>	 SSRS.png <a href="#">Edit</a>   <a href="#">Delete</a>	<input type="checkbox"/> Active
<input type="checkbox"/>	 add_prop_2.png <a href="#">Edit</a>   <a href="#">Delete</a>	<input type="checkbox"/> Active

Bulk Actions  Apply

## Setting Up Amenities, Pet Policies, and Office Hours

If you have set up amenities in RENTCafé, you can apply them to a new property. If you have set up unit amenities in Voyager, you can map those amenities to apartment amenities in RENTCafé. If you map apartment amenities to unit amenities, ensure that the unit amenities are properly assigned to the Voyager units. RENTCafé receives amenity data from Voyager as part of the synchronization task that it runs nightly. For more information, see “Chapter 5: Amenities and Leasing Specials” in the *RENTCafé Voyager Implementation Guide*.

You can also map pet policy statements to specify unit amenities from Voyager. Comments for the policy statement appear on applications for units that have the mapped amenity. For more information, see “Adding Pet Policy Details” in the *RENTCafé Site Manager User’s Guide*.

## To set up amenities

- 1 From the RENTCafé top menu, select **Properties**. The **Property Search** dashboard appears.

RENTCafé Site Manager

Resources | Support | My Profile | Logout

Company Properties Leasing Campaigns Reports

Company - RCQATOL1 West Asset Management > RCQATOL1 West Asset Management > Property Search

COMPANY CONFIGURATION

- Settings +
- Corporate Sites +
- Content Management +
- Company Management +
- Resident Services +
- Marketing Manager +
- Idea Bank **Beta** +

Property Search

+ Add Property | Craigslist Posts

Below you will see a list of your properties, click on the property name to edit your existing properties or on the Add Property link above to add a new property.

10 records per page

Search:

Name	Address	City	State	Published On ILS	Published on Portal
<a href="#">100 Fieldstream North Blvd</a>	100 Fieldstream North Blvd	Orlando	FL	No	No

- 2 Click the property for which you want to set up amenities. The **Property Information** screen appears.

3 From the side menu, select **Content & Settings > Amenities**. The **Amenities** screen appears.

Amenities
+ Add Amenity Details

Save Changes

<input checked="" type="checkbox"/> Air Conditioner	<input type="checkbox"/> Door Attendant	<input type="checkbox"/> Historic Building	<input type="checkbox"/> Racquetball Court
<input type="checkbox"/> Availability 24 Hours	<input type="checkbox"/> Efficient Appliances	<input type="checkbox"/> House Sitting	<input type="checkbox"/> Recreation Room
<input type="checkbox"/> Basketball Court	<input type="checkbox"/> Electronic Thermostat	<input type="checkbox"/> Housekeeping	<input type="checkbox"/> Recycling
<input type="checkbox"/> BBQ/Picnic Area	<input type="checkbox"/> Elevator	<input type="checkbox"/> Large Closets	<input type="checkbox"/> Refrigerator
<input type="checkbox"/> Bike Racks	<input type="checkbox"/> Extra Storage	<input type="checkbox"/> Laundry Facilities	<input type="checkbox"/> Sauna
<input type="checkbox"/> Business Center	<input type="checkbox"/> Fireplace	<input type="checkbox"/> Library	<input type="checkbox"/> Security Alarm
<input checked="" type="checkbox"/> Cable Ready	<input type="checkbox"/> Fitness Center	<input type="checkbox"/> Meal Service	<input type="checkbox"/> Short Term Lease
<input type="checkbox"/> Carpeting	<input type="checkbox"/> Free Weights	<input type="checkbox"/> Media Room	<input type="checkbox"/> Skylight
<input type="checkbox"/> Carport	<input type="checkbox"/> Furnished	<input type="checkbox"/> Microwave	<input type="checkbox"/> Spa/Hot Tub
<input type="checkbox"/> Ceiling Fan	<input type="checkbox"/> Garage	<input type="checkbox"/> Night Patrol	<input type="checkbox"/> Spanish Speaking Staff
<input type="checkbox"/> Child Care	<input type="checkbox"/> Gas Range	<input type="checkbox"/> Off Street Parking	<input type="checkbox"/> Sundeck
<input type="checkbox"/> Club Discount	<input type="checkbox"/> Green Building	<input type="checkbox"/> On-Site Maintenance	<input type="checkbox"/> Tennis Court
<input type="checkbox"/> Clubhouse	<input type="checkbox"/> Group Exercise	<input type="checkbox"/> On-Site Management	<input type="checkbox"/> View
<input type="checkbox"/> Concierge	<input type="checkbox"/> Guest Room	<input type="checkbox"/> Package Receiving	<input type="checkbox"/> Volleyball Court
<input type="checkbox"/> Controlled Access/Gated	<input type="checkbox"/> Handrails	<input type="checkbox"/> Patio/Balcony	<input type="checkbox"/> W/D Hookup
<input type="checkbox"/> Courtyard	<input type="checkbox"/> Hardwood Floors	<input type="checkbox"/> Playground	<input type="checkbox"/> Washer/Dryer
<input type="checkbox"/> Covered Parking	<input type="checkbox"/> High Ceilings	<input type="checkbox"/> Pool	<input type="checkbox"/> Wheelchair Access
<input type="checkbox"/> Dishwasher	<input type="checkbox"/> High Speed Internet	<input type="checkbox"/> Public Transportation	<input type="checkbox"/> Window Coverings
<input type="checkbox"/> Disposal			

Don't see your property's amenity listed? Enter custom amenities here.

Display "Only available in select apartments" note on the page.

Save Changes

4 Select the amenities that are offered at the property.

5 Click **Save Changes**.

## To set up pet policies

1 From the side menu, select **Pet Policy**. The **Pet Policy** screen appears.

Pet Policy [+ Add Pet Policy Detail](#)

Dogs Allowed

Cats Allowed

Pet Friendly

Not Allowed

Want to add more details such as Maximum Weight, Number of Pets, etc? [Add more detail here.](#)

Save Changes

2 Select the statements that describe the property's pet policy.

3 Click **Save Changes**.

## To set up office hours

- From the side menu, select **Office Hours**. The **Office Hours** screen appears.

### Office Hours

Suppress Office Hours from Website

Day	Start Hour	Start Min	AM/PM	End Hour	End Min	AM/PM	Clear
Monday	00	00	AM	00	00	PM	<input type="checkbox"/>
Tuesday	00	00	AM	00	00	PM	<input type="checkbox"/>
Wednesday	00	00	AM	00	00	PM	<input type="checkbox"/>
Thursday	00	00	AM	00	00	PM	<input type="checkbox"/>
Friday	00	00	AM	00	00	PM	<input type="checkbox"/>
Saturday	00	00	AM	00	00	PM	<input type="checkbox"/>
Sunday	00	00	AM	00	00	PM	<input type="checkbox"/>
MondayFriday	09	00	AM	05	00	PM	<input type="checkbox"/>
SaturdaySunday	09	00	AM	01	00	PM	<input type="checkbox"/>

Additional Message

Sunday by appointment only.

[Save Changes](#)

- Complete the screen:

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#### Suppress Office Hours from Website

Hides office hours on the property marketing site.

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#### Clear

Hides the corresponding day from the office hours.

**TIP** If the property's office is open during set weekday and weekend hours, complete only the **Monday–Friday** and **Saturday–Sunday** rows, then select the **Clear** check boxes in the rows corresponding to the individual days.

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#### Additional Message

Additional details about the property's office hours.

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- Click **Save Changes**.

## Adding a Custom URL

If you have a custom domain that you want to use for your property, you can enter it on the **Property Settings** screen. The domain's *address record* should be set to point to 209.235.109.238.

If you need help setting up a custom domain, or if you have more than one domain for your property, contact RENTCafé technical support.

### To add a custom URL

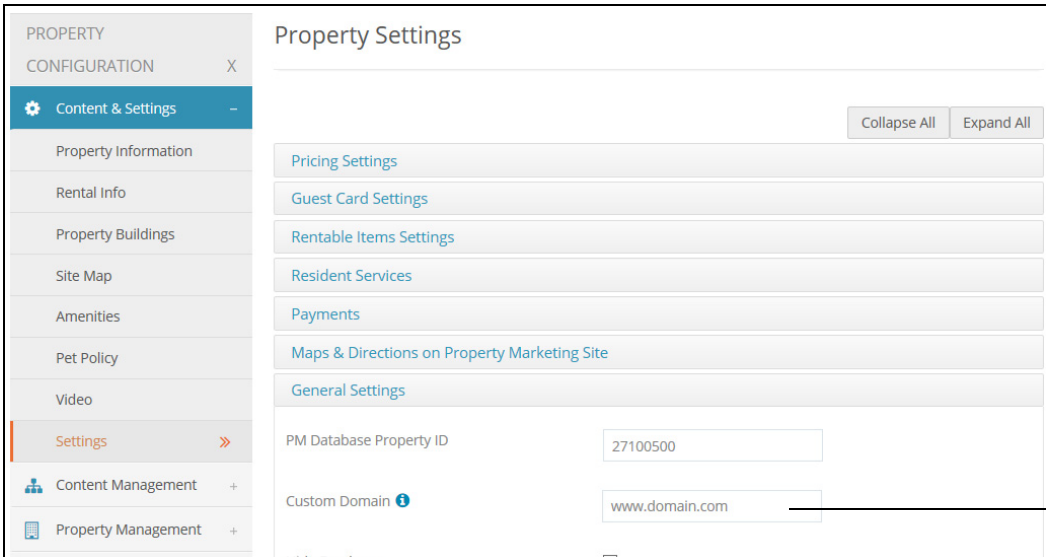
- 1 From the RENTCafé top menu, select **Properties**. The **Property Search** dashboard appears.

The screenshot displays the RENTCafé Site Manager interface. At the top, there's a navigation bar with 'Resources', 'Support', 'My Profile', and 'Logout'. Below that, a secondary navigation bar includes 'Company', 'Properties', 'Leasing', 'Campaigns', and 'Reports'. The breadcrumb trail shows 'Company - RCQATOL1 West Asset Management > RCQATOL1 West Asset Management > Property Search'. On the left, a 'COMPANY CONFIGURATION' sidebar lists various settings like 'Settings', 'Corporate Sites', 'Content Management', 'Company Management', 'Resident Services', 'Marketing Manager', and 'Idea Bank Beta'. The main content area is titled 'Property Search' and features '+ Add Property' and 'Craigslist Posts' buttons. A message box states: 'Below you will see a list of your properties, click on the property name to edit your existing properties or on the Add Property link above to add a new property.' Below the message, there's a '10 records per page' dropdown and a search input field. A table lists properties with columns: Name, Address, City, State, Published On ILS, and Published on Portal.

Name	Address	City	State	Published On ILS	Published on Portal
100 Fieldstream North Blvd	100 Fieldstream North Blvd	Orlando	FL	No	No

- 2 Select the property for which you want to add a custom URL. The **Property Information** screen appears.

- 3 From the side menu, select **Content & Settings > Settings**. The **Property Settings** screen appears.



The screenshot displays the 'Property Settings' interface. On the left, a sidebar menu lists various settings categories, with 'Content & Settings' currently selected. The main panel shows a list of settings sections: Pricing Settings, Guest Card Settings, Rentable Items Settings, Resident Services, Payments, Maps & Directions on Property Marketing Site, and General Settings. The 'General Settings' section is expanded, revealing two input fields: 'PM Database Property ID' (containing '27100500') and 'Custom Domain' (containing 'www.domain.com'). A red line points from the text 'Custom Domain field' to the 'Custom Domain' input field.

- 4 Click **General Settings** to expand that section.
- 5 In the **Custom Domain** field, enter the primary property domain.



Enter the domain using the *www.domain.com* format. Do not include *http://* in the address.

- 6 Click **Save Changes**.

