RENTCafé Frequently Asked Questions

If you need additional assistance, please create a support ticket at
www.communityhousingpartners.org/residentsupport.

1. **How do I create an account with RENTCafé?**
2. **How do I reset my password?**
3. **I don't have an email address. Can I still use RENTCafé?**
4. **Where do I go to login to RENTCafé after I complete registration?**
5. **What payment methods are accepted through RENTCafé?**
6. **What are the service fees for paying online through RENTCafé?**
7. **How do I make a payment through RENTCafé?**
8. **How do I schedule recurring payments through RENTCafé?**
9. **Where can I see my payment activity?**
10. **How do I add a new method of payment?**
11. **Is there a mobile app for RENTCafé?**
12. **Why does my payment have a "Pending" status?**
13. **How do I cancel automatic payments?**
14. **How do I submit a payment for someone else, such as a roommate or a relative?**

1. **How do I create an account with RENTCafé?**
Contact your Property Manager or create a support ticket by going to
www.communityhousingpartners.org/residentsupport, choosing "Create a RENTCafé
Account/Receive Registration Email" as the Reason for Support.

Once your RENTCafe account has been created you will receive an email RENTCafé account
registration verification link. Upon receipt of the registration email, click the link within the email to
verify your email address and create your password.

2. **How do I reset my password?**
Forgotten passwords can be retrieved by using the "Forgot password link" on the log in page, or fill
out the RENTCafé support form and select "RENTCafé Password Reset" as the Reason for Support.

3. **I don't have an email address. Can I still use RENTCafé?**
Yes! You can create a free Gmail email account by going to https://accounts.google.com/SignUp.

4. **Where do I go to login to RENTCafé after I complete registration?**
You can access RENTCafé and login to your account through any of the following methods:
*   Go to http://www.communityhousingpartners.org/rentcafelogin.
*   Go to www.communityhousingpartners.org, scroll to the bottom of the page and click the
    Resident Resources button, choose RENTCafe, then choose RENTCafe Login.
*   The RENTCafé mobile app, which can be downloaded by going to the App Store on your device
    and searching for RENTCafé Resident.

5. What payment methods are accepted through RENTCafé?

Acceptable payment methods include ACH (bank withdraw), credit card or debit card. Service fees apply.

6. What are the service fees for paying online through RENTCafé?

The service fees are as follows:

- ACH: A service fee of $0.95 will be charged at the time of payment.
- Credit Card: A service fee of 2.50% will be charged at the time of payment.
- Debit Card: For payments up to $999.99 the service fee is $3.95. For payments greater than $999.99 and up to $1,999.99 the service fee is $4.95. For all payments greater than $1,999.99 the service fee is $9.95.
- Note: The service fee is charged as a separate fee at the time of payment. Any overdraft fees issued by your banking institution for insufficient funds may apply to both the online payment and the service fee.

7. How do I make a payment through RENTCafé?

Instructions for making a payment through RENTCafe can be found in the RENTCafe Online Rent Payments Guide for Residents. You can view this guide by clicking here, or by going to www.communityhousingpartners.org, scrolling to the bottom of the page and clicking the Resident Resources button, choose RENTCafe, then choose RENTCafe Online Rent Payment Guide.

8. How do I schedule recurring payments through RENTCafé?

Instructions for making a recurring payment through RENTCafe can be found in the RENTCafe Online Rent Payments Guide for Residents. You can view this guide by clicking here, or by going to www.communityhousingpartners.org, scrolling to the bottom of the page and clicking the Resident Resources button, choose RENTCafe, then choose RENTCafe Online Rent Payment Guide.

Please note that automatic payments are pulled at 4:15AM on the date they are scheduled.

9. Where can I see my payment activity?

Once you have logged in to RENTCafé, go to the Recent Activity tab and you can view all payments, or search for a specific payment.

10. How do I add a new method of payment?

Instructions for adding a payment method can be found in the RENTCafe Online Rent Payments Guide for Residents. You can view this guide by clicking here, or by going to www.communityhousingpartners.org, scrolling to the bottom of the page and clicking the Resident Resources button, choose RENTCafe, then choose RENTCafe Online Rent Payment Guide.

11. Is there a mobile app for RENTCafé?
Yes, you can download the RENTCafé mobile app for Apple or Android devices by going to the App Store on your device and searching for RENTCafé Resident.

12. Why does my payment have a "Pending" status?
Payments can have the "Pending" status for one or two days. Furthermore, it can take up to three business days for RENTCafé to post payments to your account. Please allow sufficient time for payments to process.

13. How do I cancel automatic payments?
Once logged into RENTCafe, click Payments on the top menu. Then:
If the Auto-pay Setup tab is visible, click the tab, and then click the Delete button next to the automatic payment that you want to cancel.

If the Auto-pay Setup tab is not visible, click the Set Up Automatic Recurring Payments button on the Make Payments tab, scroll to the bottom of the screen, and then click the Cancel Scheduled Auto-Pay button.

Please note that automatic payments are pulled at 4:15AM on the date they are scheduled, so any changes to the automatic payment must be made prior to this time on the scheduled date.

14. How do I submit a payment for someone else, such as a roommate or a relative?
RENTCafé Resident Portal should only be used by the individual who has registered and logged in to submit payments. If you need to submit a payment on behalf of another tenant or if someone else needs to submit a payment on your behalf, please complete a RENTCafé support ticket through http://www.communityhousingpartners.org/residentsupport.