

# RENTCafe Online Rent Payments Guide for Residents

RENTCafe allows you to view your current balance due, view activity of charges to your accounts and payments made to your account, set-up and manage payment methods, make one-time payments, and set-up automatic recurring payments.

RENTCafe FAQs can be found by clicking here.

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### Creating a RENTCafe Account

If you do not yet have a RENTCafe account, contact your property manager or go to <u>https://www.communityhousingpartners.org/residentsupport</u> to fill out the support form, selecting "Create a RENTCafe Account/Receive Registration Email" as the reason for your support request.

Once your RENTCafe account has been created you will receive an email with an account activation link. Click that link to set-up your password and activate your account. Once your account is active you can login to RENTCafe using your email address and password by going to https://www.communityhousingpartners.org/rentcafelogin.



### Making a One Time Payment

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- 1. Go to <u>https://www.communityhousingpartners.org/rentcafelogin</u> and login to your account using your email address and password.
- 2. Click Pay Now. If you do not see Pay Now, or you need to add a new payment method to use for this payment, view the <u>Adding a Payment Method</u> section in this guide for more information

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					Logged in as:	Compare No. 64 Lot
Payn	nents					
Make Pa	yments Auto-pay Setup Recent Activ	vity Payment Account	nts			
Curre	nt Balance: \$329.00		As o	of: 6/16/2021		
Charge		Amount	Charged on		Set up duto-p	ay >
RENT 7/	1/2021 to 7/31/2021	\$329.00	7/1/2021		Pay	y Now
ike						
nd			Bank Account transact	ions. The proper	ty management company does	not receive any
	portion of this fee. Service fee is no	on-refundable.				
					Add Bank Account Add Credit	Card Add Debit Card
	Description	Total Amou	unt Paid	Unpaid	Payment Amount	
	RENT 7/1/2021 to 7/31/2021	\$329.00	\$0.00	\$329.00	329.00	
				Total	\$329.00	
	Enter Payment Details					
	Select Payment AccountSelect Paym	ent Account 🗸				
	Payment Amount \$329.00					
	Extra Payment Amount 0.00					
	Total Amount \$329.00					
	Next					
	Make Po Make Po Curree Charge RENT 7/	Make Poyments Auto-poy Setup Recent Actor   Current Balance: \$329.00   Charge RENT 7/J/2021 to 7/3J/2021   RENT 7/J/2021 to 7/3J/2021 Charge of this fee. Service fee is not portion of this fee. Service fe		Yeynettic Compliance   Payments Auto-poy Setup Recent Activity Payment Accounts   Make Poyments Auto-poy Setup Recent Activity Payment Accounts   Current Balance: \$329.00 As or   Charge Amount Charged on   RENT 7/1/2021 to 7/31/2021 \$329.00 7/1/2021   Sike A service fee will be charged at the time of payment for Bank Account transaction   portion of this fee. Service fee is non-refundable.   Description Total Amount Paid   RENT 7/1/2021 to 7/31/2021 \$329.00 \$0.00   Enter Payment Details Select Payment Account Select Payment Account   Payment Ansourt Select Payment Account Select Payment Account   Total Amount Si29.00 Solo	Yeynettic Congduance   Payments Auto-poy Setup Recent Activity Payment Accounts   Make Payments Auto-poy Setup Recent Activity Payment Accounts   Current Balance: \$329.00 As of: 6/16/2021   Charge Anount Charged on   RENT 7/1/2021 to 7/31/2021 \$329.00 7/1/2021   A service fee will be charged at the time of payment for Bank Account transactions. The proper portion of this fee. Service fee is non-refundable. Image: Charged at the time of payment for Bank Account transactions. The proper portion of this fee. Service fee is non-refundable.   Image: Charged at the time of payment for Bank Account transactions. The proper portion of this fee. Service fee is non-refundable. Image: Charged at the time of payment for Bank Account transactions. The proper portion of this fee. Service fee is non-refundable.   Image: Charged at the time of payment for Bank Account transactions. The proper portion of this fee. Service fee is non-refundable. Image: Charged at the time of payment Account transactions. The proper portion of this fee. Service fee is non-refundable.   Image: Charged at the time of payment Account transactions. The proper portion of this fee. Service fee is non-refundable. Image: Charged at the time of payment Account transactions. The proper payment Account transaction.   Image: Charged at the time of payment Account transaction of this fee. Service fee is non-refundable. Image: Charged at the time of t	Permet Congreta   Image: Congreta Second Activity   Voide Poyments Auto-poy Setup Recent Activity   Current Balance: \$329.00 As of: 6/16/2021 Missing a poymer accounts   Current Balance: \$329.00 7/1/2021 Permet Permet   RENT 7/1/2021 to 7/31/2021 \$329.00 7/1/2021 Permet Permet   Rent 7/1/2021 to 7/31/2021 \$329.00 7/1/2021 Permet Permet   Origina A service fee will be charged at the time of payment for Bank Account transactions. The property management company doest portion of this fee. Service fee is non-refundable. Description Text Poyment Anount Text Poyment Anount Text Poyment Anount   Enter Poyment Account State Poyment Account State Poyment Anount State Poy

5. Review the payment details, check the box to accept the terms and conditions, and click Submit Payment.

ONE-TIME PAYMENT	(	Details - Payment Account Service Fee if applicable And Payment Amount
Payment Details		₽ ₽
Payment Account	Checking Chk *****7278	
Payment Amount	\$1,725.00	
PLEASE READ THIS ENTIRE AGREEMENT BEFORE PROCE CLICK "SUBMIT" BELOW. I have read and accept the Terms and Condition		CCEPT THE TERMS AND CONDITIONS. IF YOU DO NOT ACCEPT THESE TERMS, DO NOT
Back to Payment Details Submit Payment		Agree to Terms and



6. Once you submit your payment you will be taken to a payment confirmation page, where you can print the payment details. You will also receive a confirmation email.

ONE-TIME PAYMENT	CONFIRMATION PAGE
Payment Details » Review Payment » Confirmati	on
	ation email has been sent to brittney.dol@yari.com. month, please set up an automatic monthly payment. yments page.
Payment Details	<b>⊖</b> Print
Confirmation Number:	600000995
Payment Date:	6/6/2016 4:06 PM (EST)
Payment Account:	Brit Checking Chk ****7278
Payment Amount:	\$1,725.00
2	



## Setting Up Auto-Pay Recurring Payments

Note that automatic payments are pulled at 4:15AM on the date they are scheduled. You can only set-up auto-pay recurring payments if you have a Bank Account added as a payment method. If you do not have a bank account added as a payment method you must first follow the instructions in <u>Adding a Payment Method</u> to add a Bank Account.

- 1. Go to <u>https://www.communityhousingpartners.org/rentcafelogin</u> and login to your account using your email address and password.
- 2. Click the Auto-Pay Set-up tab.

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Payments					
Make Payments Auto-pay Setup Rece	nt Activity Payment	Accounts			
Current Balance: \$329.00			As of: 6/16/2021		Missing a payment can be expensive. Set up auto-pay >
Charge	Amount	Charged on			
RENT 7/1/2021 to 7/31/2021	\$329.00	7/1/2021			Pay Now

3. Select the appropriate payment account, choose the start and end date of the recurring payment, the date you want the payment to be made from your account, and the payment amount to be taken with each automatic payment. Click next.

Make Payments	Auto-pay Setup	Pending Activity	Recent Activity	Payment Accounts		
Fixed Monthl	Charget					
i ixcu Monun	y Chargely					
	- 0	are \$1,725.00/mon	th			

4. Review the payment details, check the box to verify that you have read and accept the terms and conditions, and click Submit.

ixed Monthly C	harges		
O Your total month	present and a second		2
Checking Chk *****	7278 Start Date End Date	Checking Chk *****7278 7/1/2016 12/31/2016	Next
/ariable Monthl Description Au	y Chi Pay On Payment Amount	5th of every month \$1,725.00	sunt
Rent	Select Conditions until you cancel your authorization	n from your selected payment account every month und	Cancel Submit



## Adding a Payment Method

- 1. Go to <u>https://www.communityhousingpartners.org/rentcafelogin</u> and login to your account using your email address and password.
- 2. Click the Payment Accounts tab.

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			L	ogged in as	the fields. He important is an of
Make Payments   Auto-pay Setup   Recent Act	tivity Paymen	nt Accounts			
Current Balance: \$121.00			As of: 6/16/2021		Missing a payment can be expensive. Set up auto-pay >
Charge	Amount	Charged on			
RENT 7/1/2021 to 7/31/2021	\$121.00	7/1/2021			Add a Debit Card

3. Click Add Bank Account, Add Credit Card, or Add Debit Card, depending on the type of account you want to add.

Payments				
Make Payments Auto-pay S Bank Accounts Use the bank accounts listed be	etup Recent Activity Payment.			Add Bank Account
Name on Account	Bank Transit Number	Bank Account Number	Account Type	Edit Delete
No data available in table Showing 0 to 0 of 0 entries				
Credit Cards or I	Debit Cards		-	Add Credit Card Add Debit Card
Use the credit cards or debit ca	rds listed below to moke one-time pay	ments.		
Card Type	Card Number		Edit	Delete
No data available in table				



4. If you are adding a credit or debit card, input the card information, billing information, check he terms and conditions box, and click Save.



 If you are adding a bank account, input the account name, routing number, account type and confirm the account type, then click Save.

ADD A BANK ACCOUNT	
Back to Payment Accounts	
Account Name	
Routing Number (9 digits)	
Confirm Routing Number	
Account Number (3-17 digits)	
Confirm Account Number	
Account Type	Checking Account
Save	

6. You can edit or delete a payment method at any time by going to the Payment Method tab.

ayments					
ske Payments Auto-pa	y Setup Recent Activity Payment	Accounts			
				Ad	dd Bank Acco
Sank Accounts	d below to make one-time payments or so	hedule monthly automatic payments.			
		ihedule monthly automatic payments. Bank Account Number	Account Type	Edit	Delete



## View Payment and Charge History

- 1. Go to <u>https://www.communityhousingpartners.org/rentcafelogin</u> and login to your account using your email address and password.
- 2. Click the Recent Activity tab.

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Payments Make Payments Auto-pay Setup Recen	t Activity Payment	Accounts							
Current Balance: \$329.00			As of: 6/16/2021		Missing a p expensive. Set up a		_	e	
Charge	Amount	Charged on							
RENT 7/1/2021 to 7/31/2021	\$329.00	7/1/2021				Pay	Now		

3. Scroll through the pages or use the search box to locate the payment or charge you wish to view.

ake Payments	Auto-pay Setup Recent Activity Payment Accounts				
Online payme	nts are reflected as Pending until they are fully processed.				
10 v records per page		[	Search:		
Date	Payments and Charges	Charge	Payments	Balance	
7/1/2021	RENT 7/1/2021 to 7/31/2021	\$329.00	\$0.00	\$329.00	
6/10/2021	Debit Card On-Line Payment ; Mobile Web - Resident Services	\$0.00	\$332.00	\$0.00	
6/1/2021	RENT 6/1/2021 to 6/30/2021	\$329.00	\$0.00	\$332.00	
5/21/2021	:CHECKscan Payment	\$0.00	\$658.00	\$3.00	
5/3/2021	RENT Adj GR, 01/17/2021 to 05/31/2021	\$1,475.00	\$0.00	\$661.00	
5/3/2021	RENT Adj AR, 01/01/2021 to 01/16/2021	\$171.00	\$0.00	-\$814.00	
5/3/2021	RENT Adj GR. 01/17/2021 to 05/31/2021	-\$1,475.00	\$0.00	-\$985.00	
5/3/2021	RENT Adj AR, 01/01/2021 to 01/16/2021	-\$171.00	\$0.00	\$490.00	
5/1/2021	RENT 5/1/2021 to 5/31/2021	\$329.00	\$0.00	\$661.00	
4/8/2021	4/1-4/8	\$8.00	\$0.00	\$332.00	