

# 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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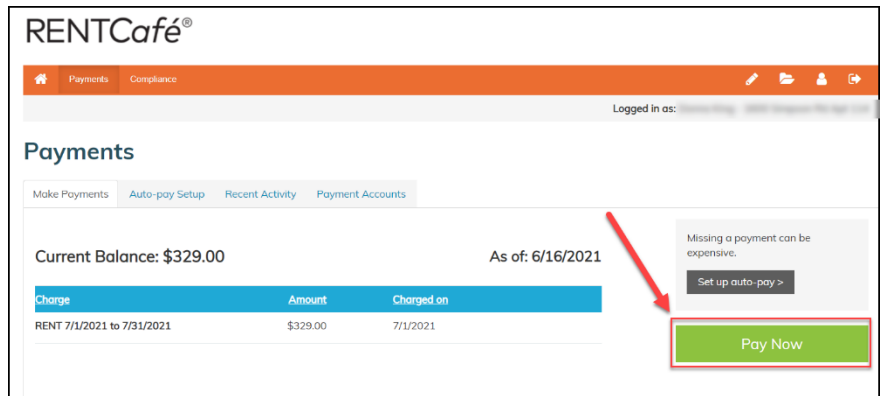
## Creating a RENTCafe Account

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

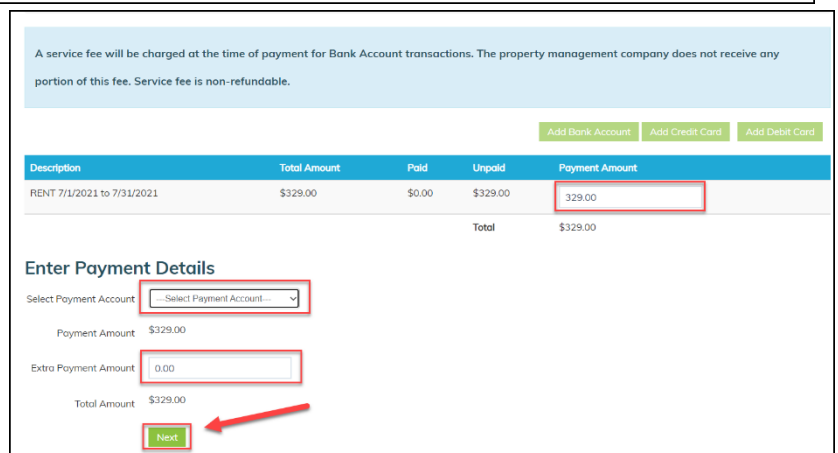
Once your RENTCafe account has been created you will receive an email with an account activation link. Click that link to set-up your password and activate your account. Once your account is active you can login to RENTCafe using your email address and password by going to <https://www.communityhousingpartners.org/rentcafe/login>.

## Making a One Time Payment

1. Go to <https://www.communityhousingpartners.org/rentcafe/login> 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 [Adding a Payment Method](#) section in this guide for more information about adding a payment method before proceeding.

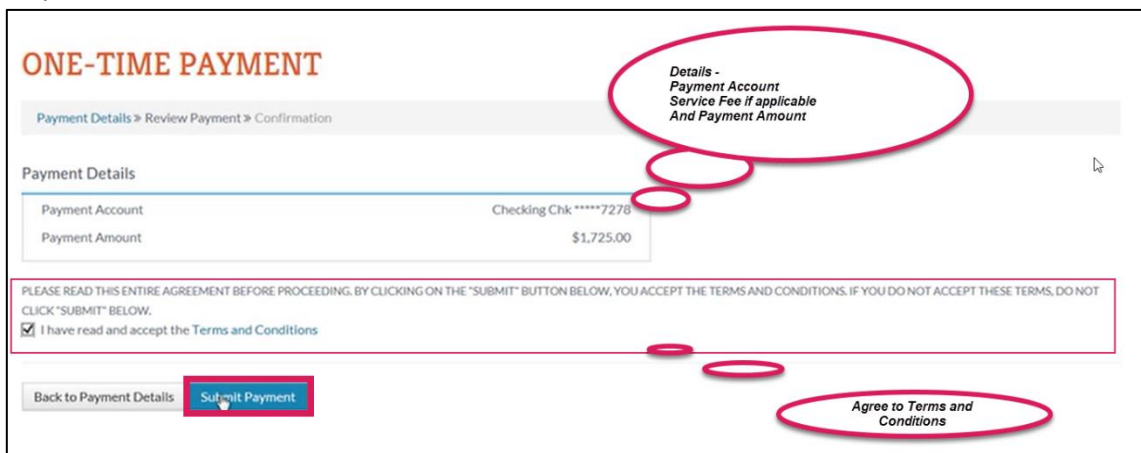


3. Input the amount you would like to pay in Payment Amount, and select the payment method you wish to use. You can also add an extra payment amount if you want to pre-pay for future charges.

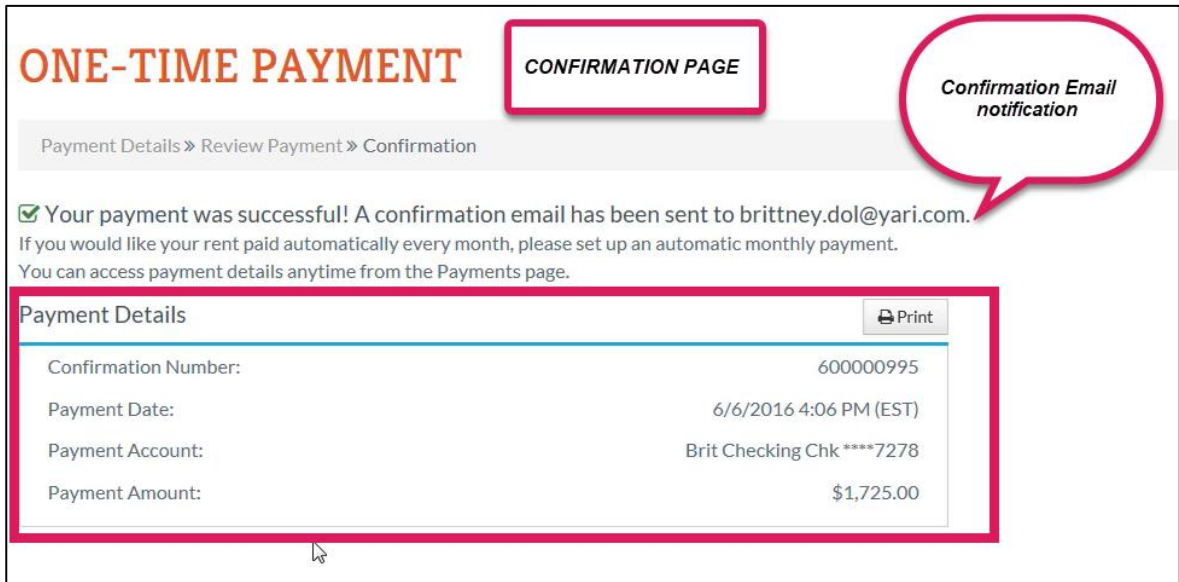


4. Click Next.

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



- 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**

*Confirmation Email notification*

Payment Details » Review Payment » Confirmation

Your payment was successful! A confirmation email has been sent to brittney.dol@yari.com.  
If you would like your rent paid automatically every month, please set up an automatic monthly payment.  
You can access payment details anytime from the Payments page.

**Payment Details** Print

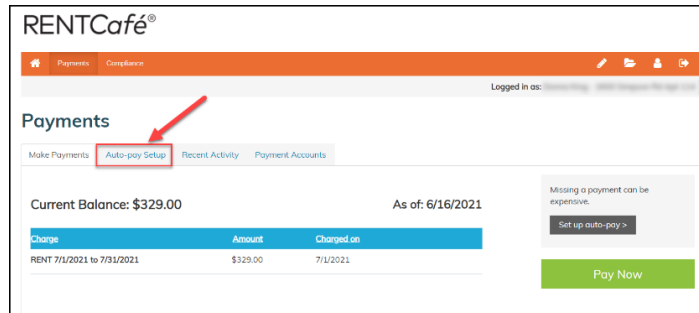
Confirmation Number:	600000995
Payment Date:	6/6/2016 4:06 PM (EST)
Payment Account:	Brit Checking Chk ****7278
Payment Amount:	\$1,725.00

## Setting Up Auto-Pay Recurring Payments

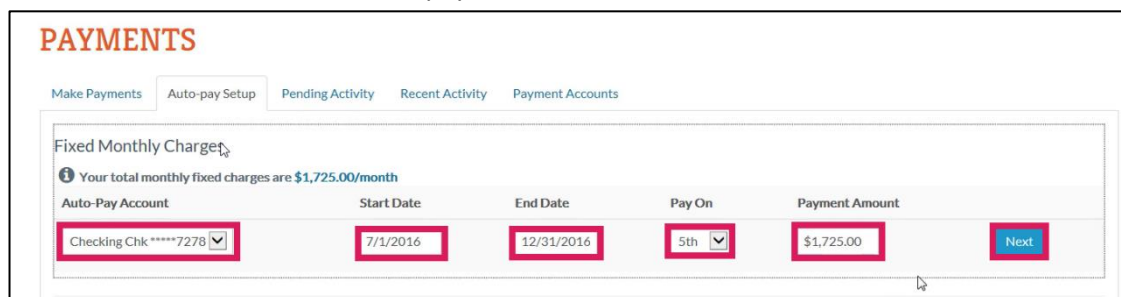
Note that automatic payments are pulled at 4:15AM on the date they are scheduled.

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 [Adding a Payment Method](#) to add a Bank Account.

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

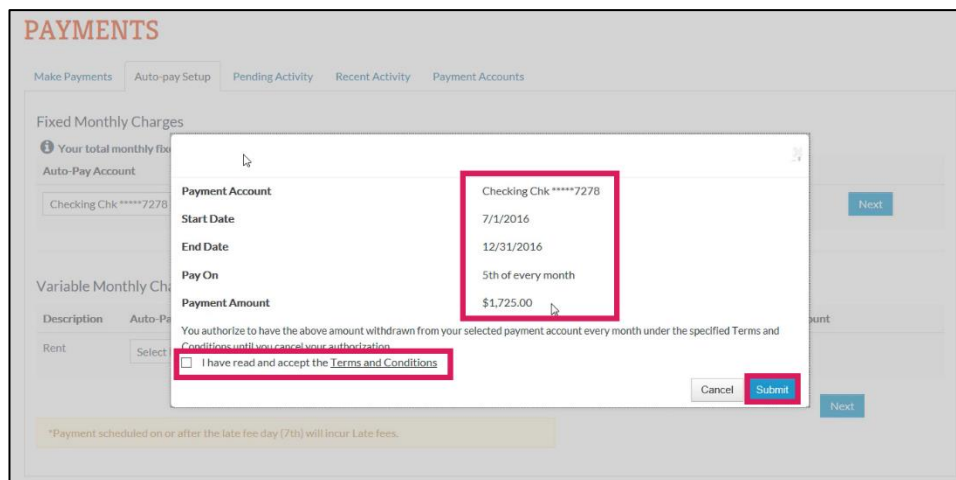


3. Select the appropriate payment account, choose the start and end date of the recurring payment, the date you want the payment to be made from your account, and the payment amount to be taken with each automatic payment. Click next.



Auto-Pay Account	Start Date	End Date	Pay On	Payment Amount
Checking Chk ****7278	7/1/2016	12/31/2016	5th	\$1,725.00

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

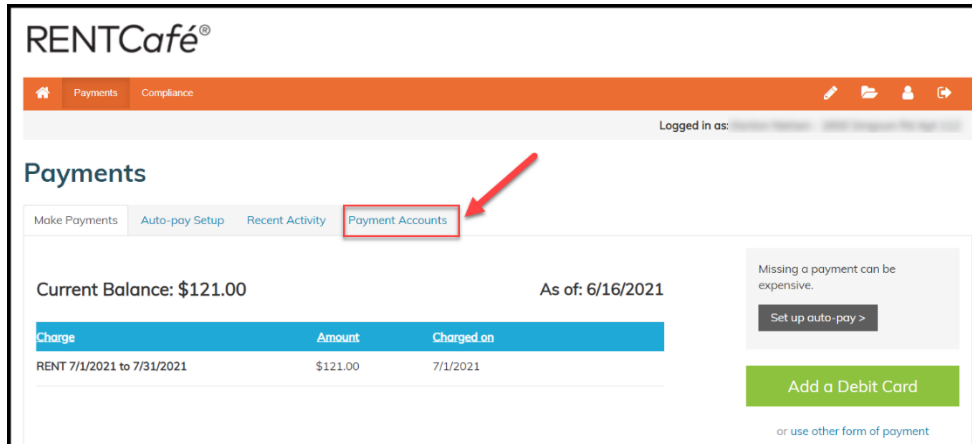


You authorize to have the above amount withdrawn from your selected payment account every month under the specified Terms and Conditions until you cancel your authorization.

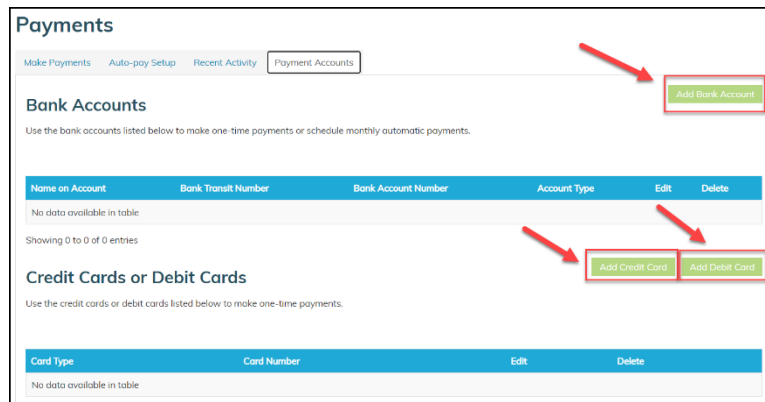
I have read and accept the Terms and Conditions

## Adding a Payment Method

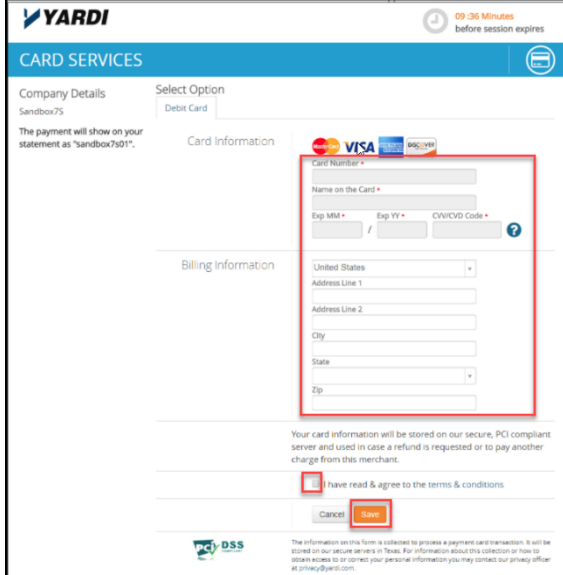
1. Go to <https://www.communityhousingpartners.org/rentcafe/login> and login to your account using your email address and password.
2. Click the Payment Accounts tab.



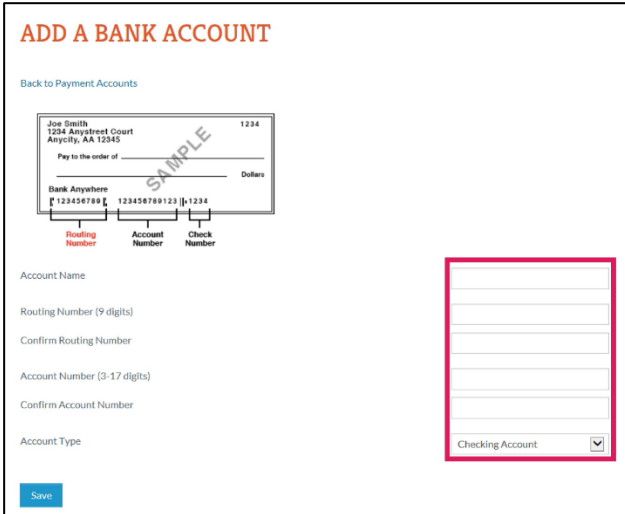
3. Click Add Bank Account, Add Credit Card, or Add Debit Card, depending on the type of account you want to add.



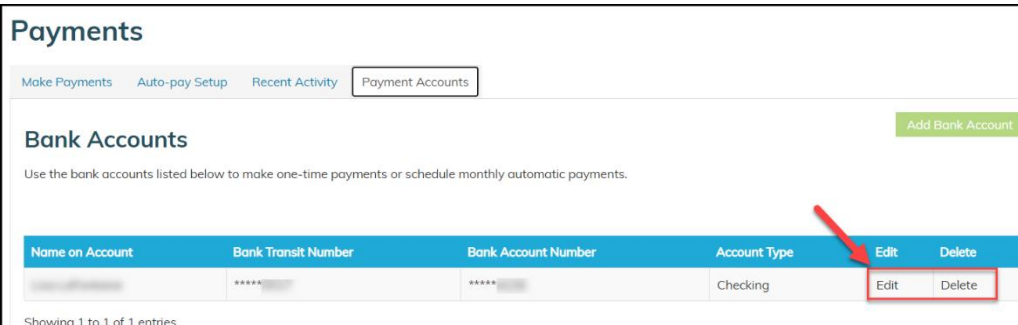
- If you are adding a credit or debit card, input the card information, billing information, check the terms and conditions box, and click Save.



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



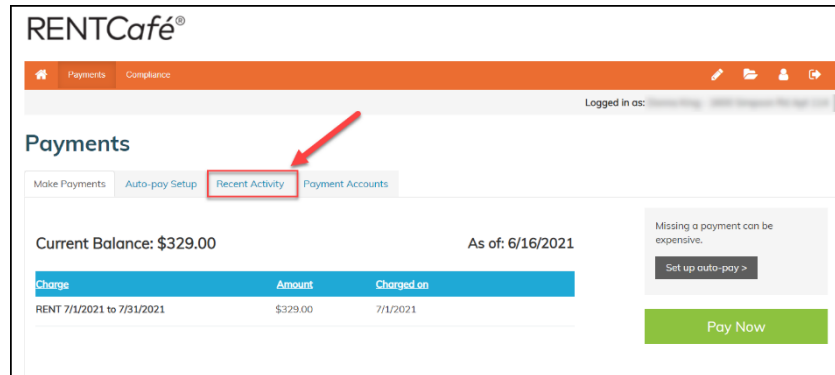
- You can edit or delete a payment method at any time by going to the Payment Method tab.



Name on Account	Bank Transit Number	Bank Account Number	Account Type	Edit	Delete
*****	*****	*****	Checking	Edit	Delete

## View Payment and Charge History

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



RENTCafé®

Payments Compliance

Logged in as: [User Name]

**Payments**

Make Payments Auto-pay Setup **Recent Activity** Payment Accounts

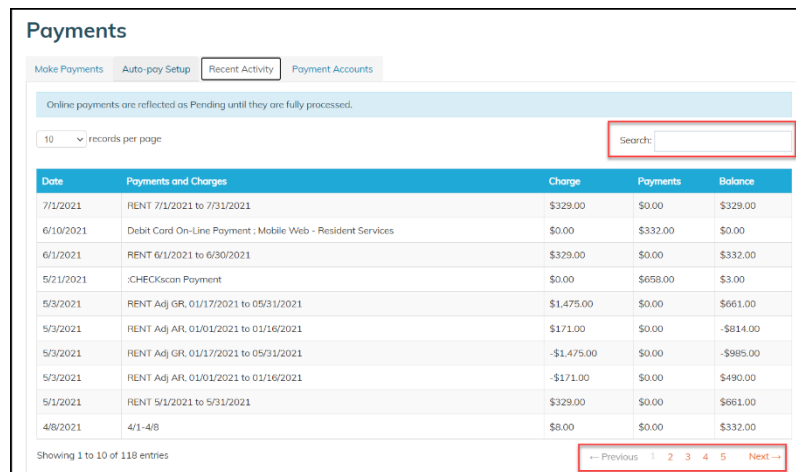
Current Balance: **\$329.00** As of: 6/16/2021

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



Payments

Make Payments Auto-pay Setup **Recent Activity** Payment Accounts

Online payments are reflected as Pending until they are fully processed.

10 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

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