BOULDER HOUSING PARTNERS

RentCafe Resident Portal User Manual

Contents

Part 1: Registration

To get to the RentCafe Registration Page

From the BHP website click **Pay My Rent** - https://www.boulderhousing.org/

Read through the Easy Rent Payment Options. Click **Pay Through RentCafe** - https://www.boulderhousing.org/resident-login
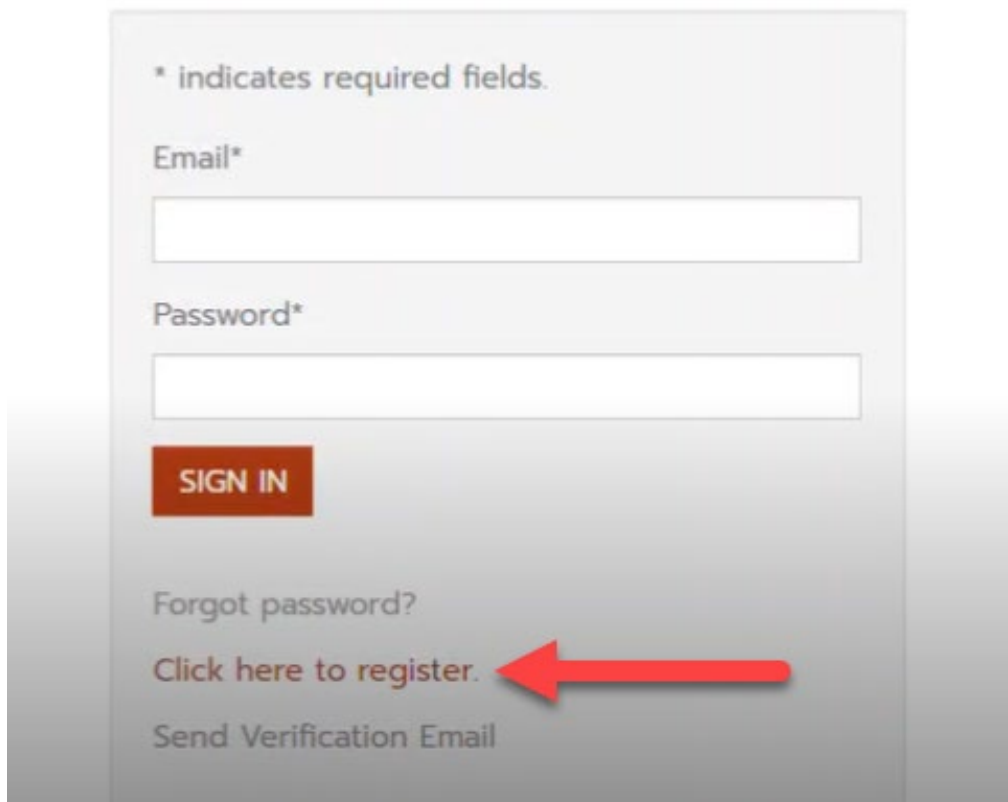
When you are ready to register, click Login to RentCafe - https://boulderhousing.securecafe.com/residentservices/apartmentsforrent/userlogin.aspx

Step 1 – Have your registration code and email ready. If you do not have your registration code, you can get it from the Property Management team or you can request your login information here.

Step 2 - Choose **Click here to register.**

RESIDENT ACCOUNT LOGIN

* indicates required fields.

Email*

Password*

SIGN IN

Forgot password?

Click here to register.

Send Verification Email

New visitors to BHP's RentCafe page must register for BHP's site. If you have used RentCafe before, or if you are not sure if you have ever logged in, it is best to select **Click here to register**.

Step 3 – Search for your property. When the community's name appears, choose it and click **Search**. When you see your property, click **Select this Property**.

USER LOGIN

RESIDENT ACCOUNT LOGIN

To start, we need to locate your property. Please enter the postal code or name of your property below:

ENTER YOUR ZIP CODE

| Zip Code | SEARCH |

SEARCH FOR YOUR PROPERTY

| Shutter Island | SEARCH |

SEARCH RESULTS

'Image Pending'

Bedroom:
0 - 0
Bath:
0.00 - 0.00

Shutter Island
13 Spookie Ave
Halloweentown, CO 80301

SELECT THIS PROPERTY

1 PROPERTIES FOUND

Step 4 – Complete the Personal Details questions.

Already a member? Click here to login.

RESIDENT ACCOUNT LOGIN

* Denotes a Required Field

BEFORE YOU BEGIN:
You will need your Registration Code to complete your RentCafe portal account registration.
Please complete the request form here: https://boulderhousing.org/rent-cafe-login-request

PERSONAL DETAILS

First Name*

Last Name*

Phone Number*

☐ Yes, I'd be happy to receive text messages!

Show More

Registration Code ❓*

My Property

Image Pending

Shutter Island
13 Spookie Ave
Halloweentown, CO 80301

SELECT ANOTHER

Step 5 - Complete the Account Information questions and choose a security question.
Please Note! When you enter your email, if you already have an account with RentCafe, a pop-up box will appear asking if you would like to use the existing account!

ACCOUNT INFORMATION

Email*

Password*   **Weak**

Confirm Password*

Security Question*   What was your first pet's ▾

Security Answer*

Step 5A – Existing Account
If you already have a RentCafe account, you will get this notice - click **Use My existing Account**.

✖

HI!

Good news! It looks like you have an existing account tied to your email address (d_____) with the following details.

AN APPLICANT FOR A PROPERTY LOCATED IN BOULDER, CO.

Why am I seeing this?
More FAQs

USE MY EXISTING ACCOUNT!

Create a new account with a different email address

Step 5B – Continue with registration process
If you do not have an existing account, continue with the registration process. Complete the account information and hit **Submit**.

Step 6 - Check that you have read the Terms and Conditions. Click **Register**.

USER VERIFICATION

This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply.

☑ I have read and accept the Terms and Conditions

REGISTER

USER REGISTRATION

* Denotes a Required Field

Thank you for registering. Your account has been successfully created.

In order to verify that the email address associated with your account is correct, we have sent an email to the email address you specified while registering on ResidentCafé. To activate your ResidentCafé account, please access your email and click on the link provided inside the email.

NOTE: If you do not receive the activation email in your Inbox within 10 minutes of registering, please check your Spam folder. If the email is not found please call the help desk.

Already verified? Click here to login.

Step 7 - Go to your personal email inbox and click the verification link.
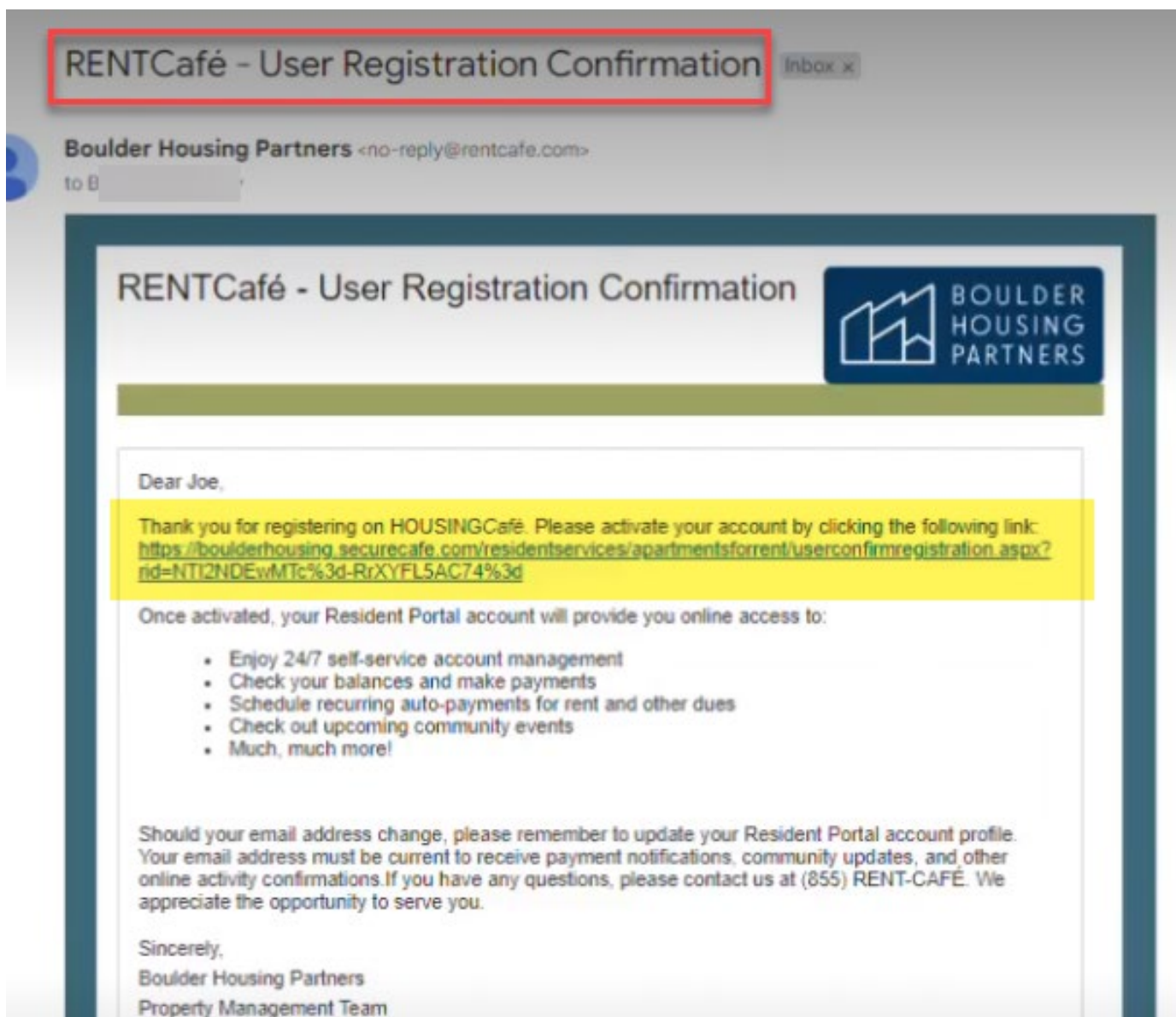
Step 8 – Authenticate User

The link will bring you to this verification page. Enter the email and password you used to register and click **Authenticate User**.

Congratulations! You are now registered and verified! Next step is to set up your account.

Part 3 – Navigating the Resident Portal

Resident Account Login landing page

There are four main parts to the resident portal landing page
   A.   Top section
   B.   Payment management ribbon
   B.2. One-time payment setup
   C.   Informational side bar

Payments	Maintenance Request	←	A	→	✏ 📁 👤 ➡
					Logged in as:

Payments

Make Payments	Auto-pay Setup	Recent Activity	Payment Accounts	← B

REMINDER Once you have set a payment account, select the "Auto-pay Setup" tab to turn on automatic payments using this account

Current Balance: $179.00   C   As of: 5/4/2023

Auto-Pay
Your account is setup for payments to be automatically withdrawn from your account.

Change your auto-pay settings

Charge	Amount	Charged on
Additional Key Charge	$20.00	11/17/2021
Rent	$159.00	5/1/2023

Pay Now

B.2.

May Monthly Charges

Charge	Amount
Total Amount	$0.00

Additional Charges : Rent, Maintenance Charges, Rent Non Dwelling Units, Rental Concessions, Pet Rent, MTM Fee, Refund Other, Utilities - (Service Period) may have varying amounts each month.

Section A – The two toolbars at the top of the page: Payments and Maintenance Requests tabs and the Profile section.

Section B – Navigate through this payment toolbar to the various payment sections you will need to add a bank account or credit/debit card, review your ledger and recent payments, or set up an automatic, recurring payment.

Section B.2. – Quick link to make a **One-time payment**.

Section C – This is a quick view snapshot of the way your account is currently set up.

Section A – Profile and Payments and Maintenance Requests Tab
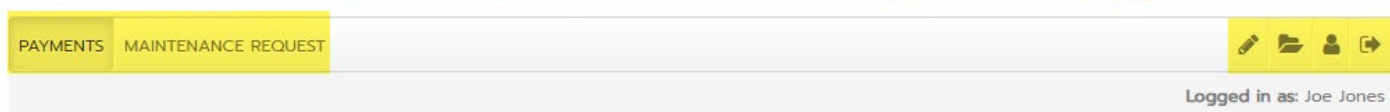
Profile

On the right is the Profile section. In the Profile section click the person icon 👤 to **view** or **edit** your profile information or **change** your password.

If you have other changes to your profile information, please contact your community manager.

Maintenance Requests
On the left is the Payment and Maintenance Tab where you can select **Payments** to navigate the payment portal or select **Maintenance Request** to submit or review a previous work order.

PAYMENTS	MAINTENANCE REQUEST

RESIDENT ACCOUNT LOGIN

Submit Maintenance Request	Request History

Category* — Select a Category ⌄

Sub Category — Select a Sub category ⌄

Full Description* — [ ]

1499 characters remaining

Access Instructions — [ ]

Permission to Enter* — Please select ⌄

SUBMIT

Submit Maintenance Request	**Request History**

My Requests already on file.

10 ⌄ records per page

Request #	Requested	Category	Description	Status	Date Completed	Maintenance Notes	Originator	Attachments
206051	4/20/2023	Final Check	TEST	Canceled		TEST	Joe Jones	
205629	4/12/2023	Electrical	Reason for request	Canceled		Reason for request	Joe Jones	

Showing 1 to 2 of 2 entries

← Previous 1 Next →

Section B– Payment Portal
Click payments to navigate the payment portal.

PAYMENTS   MAINTENANCE REQUEST
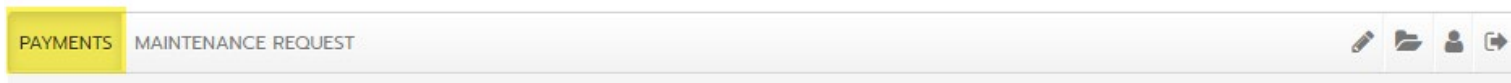
Payment Toolbar: Check your ledger
Step 1 – In the Payment Toolbar click **Recent Activity** to check your ledger and recent payment activity.

RESIDENT ACCOUNT LOGIN

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

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

10 ▾ records per page   Search:

Date	Payments and Charges	Charge	Payments	Balance
4/20/2023	Payment	$0.00	$1.00	$1.00
4/20/2023	Security Deposit	$1.00	$0.00	$2.00
4/13/2023	Payment	$0.00	$1.00	$1.00
4/13/2023	Maintenance Charges	$1.00	$0.00	$2.00
4/6/2023	Rent	$1.00	$0.00	$1.00

Showing 1 to 5 of 5 entries   ← Previous   1   Next →

Payment Toolbar: Adding a Payment Method
Step 2 – In the payment toolbar, select **Payment Accounts**

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

REMINDER ONCE YOU HAVE SET A PAYMENT ACCOUNT, SELECT THE "AUTO-PAY SETUP" TAB TO TURN ON AUTOMATIC PAYMENTS USING THIS ACCOUNT

DEBIT AND CREDIT CARD TRANSACTIONS WILL BE CHARGED THE FOLLOWING NON-REFUNDABLE SERVICE FEE. BHP DOES NOT RECIEVE ANY PORTION OF THIS FEE.

CREDIT CARD - 2.5% FEE PER TRANSACTION

DEDIT CARD - FLAT FEE PER TRANSATION:

   $0 - $1,000: $3.95

   $1,000 - $2,000 $4.95

   $2,000 AND ABOVE $9.95

FOR WALK-IN PAYMENTS (WIPS), PLEASE BRING YOUR BAR CODE, THE AMOUNT YOU OWE, AND THE WIPS FEE ($3.99). CLICK BELOW TO GET YOUR BAR CODE. AT THIS TIME, THERE ARE THREE LOCATIONS IN BOULDER FOR PAYNEARME CASH PAYMENTS - THE 7-ELEVENS AT 1091 13TH ST., 2605 VALMONT DR., AND 4700 BASELINE RD.

BANK ACCOUNTS

[ADD BANK ACCOUNT]

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
			Checking	Edit	Delete

Showing 1 to 1 of 1 entries

Bank Accounts
Review any current added accounts. Click **Edit** to change your bank account settings or click **Delete** to remove a previously added account.

Fees and Instructions – Read the fee and instructions section carefully to understand what type of payment method has an attached fee, and the locations where you can make Walk-in payments.

Add a Checking or Savings Account – In the Payment Accounts tab, Select **Add Bank Account** to add a new checking or savings account. You will need your bank's routing number and your full account number.

Please Note: Federal law mandates a micro deposit to your account ("penny test"). Micro deposits are small deposits transferred to your account with the purpose of verifying ownership of the account added.

This micro deposit takes up to 72 hours to verify and can slow down your auto-pay enrollment. Please keep that in mind when scheduling an auto-payment toward the end of the month.

Complete all of the fields and click **Next**.

Read the verification instructions and then click **Confirm & Save Account**.

VERIFICATION REQUIRED

HOW VERIFICATION WORKS

1 | Yardi Systems will make a small deposit into your account.
(The deposit may take 1-3 business days to appear)

2 | Check your bank account transaction summary.

3 | Locate the amount deposited by Yardi Systems.
(The deposit will be labeled "Bank Verify")

4 | Sign in to your Resident Portal account.

5 | Click on "Verify" next to the appropriate bank account.

CONFIRM & SAVE ACCOUNT   Cancel

Please Note: This one-time verification step must be completed before you can make a payment with your bank account in RentCafe. Follow the steps to add an account. You will see the Verify button next to the added account AFTER you see the small deposit in your bank account.

Adding Additional Payment Methods

Adding Credit or Debit Cards as a payment method

Name on Account	Bank Transit Number	Bank Account Number	Account Type	Edit	Delete
		.		Edit	Delete

Showing 1 to 1 of 1 entries

Credit Cards or Debit Cards

Add Credit Card   Add Debit Card

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
No data available in table			

Showing 0 to 0 of 0 entries

Click **Add Credit Card** or **Add Debit Card** and follow the instructions.

WIPS or Walk-in cash payments

Walk In Payment System

You can now pay your rent with cash at thousands of convenient payment locations nationwide. Click the link below to find a location and get your payment instructions.

https://www.paynearme.com/89

Scroll to the bottom of the Payment Accounts tab to find information about Walk-in Payment (WIPS) and **Click the link** to get your WIPS barcode.

Complete Your Cash Payment

Send a barcode to pay with your phone

Enter email or mobile number

Send to Phone   Print instructions

Payment To   **BHPWIPS**

Payment Amount   Up to $1,500.00
                                  Service Fee: $3.99

Payment Location   **Find and Verify Payment Limits by Store**

STORE HOURS DISCLAIMER - Please verify store hours and observe local guidelines before visiting.

Please Note: <u>Always get a receipt</u> with WIPS payments! It is your only proof of payment.

Payment Toolbar: Set up automatic, recurring payments.

Step 3 – Click **Auto-pay Setup** to set up an automatic, recurring payment.

Option 1 – **Pay my account in full.**
Select the Option 1 toggle to set up auto pay to always pay the full amount from one account.

Choose your preferred method of payment from the accounts that you have added, the date you would like your auto-pay to begin, which date you want the payment to be made from your account, and the max amount you want to be withdrawn and click **Next**.

Notes on how to complete the fields: The End Date and Max Pay Amount fields are both optional. If you would like your auto-pay to fully cover any monthly ledger balance, we recommend 1.5 times rent to cover any occasional ancillary charges, like maintenance fees. Nothing over what your ledger amount states will be pulled.

Confirm your choices, read the Terms and Conditions and click **Set Up Auto-Pay**.

A payment receipt will be emailed to you on the date you have chosen for your auto-pay withdrawal.

Section B.2. – Making a One-Time Payment

To make a one-time payment, click back to the Payment Portal landing page by choosing **Make Payments**.

Click **Pay Now**

Add a Bank Account

RentCafe gives you a second location to add another bank account, credit card, or debit card.

Review your charges and enter your desired payment amount for each charge

Prior to paying, quickly review the charges that have been posted to your account.

Under **Payment Amount**, enter the dollar amount you would like to apply for each ledger item.

Description	Total Amount	Paid	Unpaid	Payment Amount
Additional Key Charge	$20.00	$0.00	$20.00	20.00
Rent	$234.00	$75.00	$159.00	159.00
			Total	$179.00

Make One-Time Payment
Under **Payment Amount**, enter the amount that you would like to make for your **One-time Payment**.

Select the **Payment Account** you would like to use for this one-time payment.

Add any **Extra Payment Amount** you would like to pay.

Click **Next**.

Enter Payment Details

Select Payment Account	---Select Payment Account- ⌄
Amount Due	$179.00
Payment Amount	$179.00
Extra Payment Amount	0.00
Total Amount	$179.00

Next

Check your selections, read the Terms and Conditions, and click **Submit Payment**.

PAYMENT DETAILS

Payment Account	e Chk *****|
Payment Amount	$1.00

PLEASE READ THIS ENTIRE AGREEMENT BEFORE PROCEEDING. BY CLICKING ON THE "SUBMIT PAYMENT" BUTTON BELOW, YOU ACCEPT THE TERMS AND CONDITIONS AND YOU AUTHORIZE TO HAVE THE ABOVE AMOUNT WITHDRAWN FROM THE SPECIFIED PAYMENT ACCOUNT. IF YOU DO NOT AUTHORIZE THIS PAYMENT OR ACCEPT THESE TERMS, DO NOT CLICK "SUBMIT PAYMENT" BELOW.

☐ I have read and accept the Terms and Conditions

Back to Payment Details	SUBMIT PAYMENT

A payment receipt will be emailed to you.