### Contents

RentCafe Resident Portal User Manual ............................................................ 1

**Part 1: Registration** ........................................................................................ 3

To get to the RentCafe Registration Page.......................................................... 3

Step 1 ........................................................................................................... 3

Step 2 ........................................................................................................... 3

Step 3 ........................................................................................................... 4

Step 4 ........................................................................................................... 4

Step 5 ........................................................................................................... 5

Step 5A ........................................................................................................ 6

Step 5B – Continue with registration process.............................................. 7

Step 6.......................................................................................................... 7

Step 7 - ......................................................................................................... 7

Step 8 – ........................................................................................................ 8

**Part 3 – Navigating the Resident Portal** ......................................................... 9

Section A .................................................................................................... 10

Section B .................................................................................................... 10

Section B.2 ................................................................................................ 10

Section C .................................................................................................... 10

Section A – Profile and Payments and Maintenance Requests Tab ............. 10

Section B– Payment Portal ........................................................................... 12

Payment Toolbar: Check your ledger ........................................................... 12

Step 1 ......................................................................................................... 12
Payment Toolbar: Adding a Payment Method..................................................12
Step 2...............................................................................................................12
Adding Additional Payment Methods...............................................................15
Payment Toolbar: Set up automatic, recurring payments...............................17
Step 3...............................................................................................................17
Section B.2. – Making a One-Time Payment....................................................18
Add a Bank Account........................................................................................19
Make One-Time Payment.................................................................................20
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.

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.

Step 4 – Complete the Personal Details questions.
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!
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 (example@gmail.com) 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.

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

![Resident Account Login landing page diagram]

Payments

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

*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

As of: 5/4/2023

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

May Monthly Charges

- Total Amount: $0.00

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

Pay Now
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.

My Profile

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

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

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

**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**

<table>
<thead>
<tr>
<th>Name on Account</th>
<th>Bank Transit Number</th>
<th>Bank Account Number</th>
<th>Account Type</th>
<th>Edit</th>
<th>Delete</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Showing 1 to 1 of 1 entries

**Credit Cards or Debit Cards**

Use the credit cards or debit cards listed below to make one-time payments or schedule monthly automatic payments.

<table>
<thead>
<tr>
<th>Card Type</th>
<th>Card Number</th>
<th>Edit</th>
<th>Delete</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</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**

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.

![Barcode payment interface]

**Complete Your Cash Payment**

Send a barcode to pay with your phone

- **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

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

Please Note: **Always get a receipt** 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.

Payments

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**

**Payments**

<table>
<thead>
<tr>
<th>Charge</th>
<th>Amount</th>
<th>Charged on</th>
</tr>
</thead>
<tbody>
<tr>
<td>Additional Key Charge</td>
<td>$20.00</td>
<td>11/17/2021</td>
</tr>
<tr>
<td>Rent</td>
<td>$159.00</td>
<td>5/1/2023</td>
</tr>
</tbody>
</table>

**Current Balance:** $179.00  

As of: 5/4/2023

**May Monthly Charges**

<table>
<thead>
<tr>
<th>Charge</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Amount</td>
<td>$0.00</td>
</tr>
</tbody>
</table>

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

**Auto-Pay**

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

**Pay Now**

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**Add a Bank Account**

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

**One-Time Payment**

Payment Options ➞ Payment Details ➞ Review Payment ➞ Confirmation

A service fee will be charged at the time of payment for Debit Card and Credit Card transactions. The property management company does not receive any portion of this fee. Service fee is non-refundable.

**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.

<table>
<thead>
<tr>
<th>Description</th>
<th>Total Amount</th>
<th>Paid</th>
<th>Unpaid</th>
<th>Payment Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Additional Key Charge</td>
<td>$20.00</td>
<td>$0.00</td>
<td>$20.00</td>
<td>20.00</td>
</tr>
<tr>
<td>Rent</td>
<td>$234.00</td>
<td>$75.00</td>
<td>$159.00</td>
<td>159.00</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$179.00</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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

![Payment Details](image)

A payment receipt will be emailed to you.