RentCafe Resident Portal User Manual

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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 -

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.

Already a member? Click here to login.

**RESIDENT ACCOUNT LOGIN**

* Denotes a Required Field

**PERSONAL DETAILS**

First Name*  
Last Name*  
Phone Number*  
 registration code:  
Yes, I'd be happy to receive text messages!  
Show More  
Registration Code  

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*  
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 (email@email.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 and click **Register**.

![USER VERIFICATION]

**Step 7** - Go to your personal email inbox and **click the verification code**.
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

C. Current Balance: $179.00
   As of: 5/4/2023
   Charge | Amount  | Charged on
   ------|--------|-----------
   Additional Key Charge | $20.00 | 11/17/2021
   Rent    | $159.00| 5/1/2023

B.2. Pay Now

Have questions?
They may be answered in our FAQ pages for Debit Card, Bank Account and Credit Card
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.
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

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.

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

Add a Bank Account

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

**One-Time Payment**

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.
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

Click **Next**.

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

**PAYMENT DETAILS**

Payment Account
Payment Amount: $100

I have read and accept the Terms and Conditions

Click **Submit Payment**.

A payment receipt will be emailed to you.