



RentCafé guía del usuario

Tabla de contenido

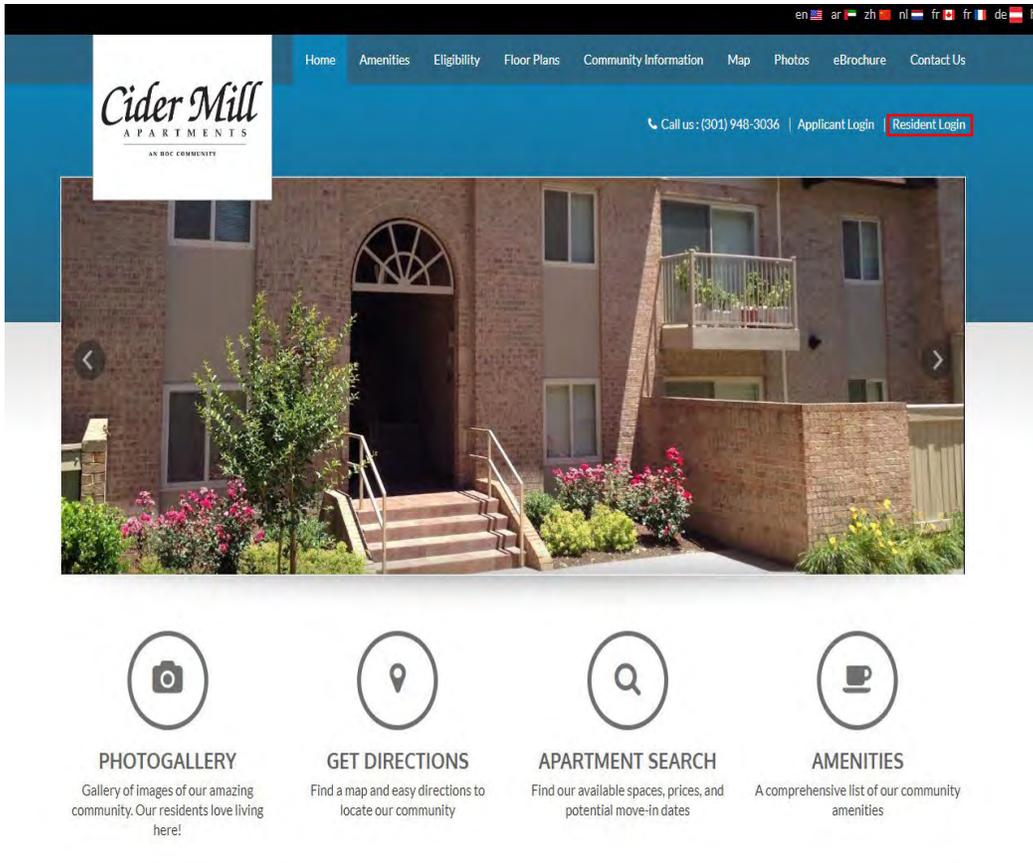
Inicio de Sesión.....	2
Añadir cuentas/tarjetas en RentCafé	4
Añadir una cuenta bancaria en RentCafé.....	4
Añadir una tarjeta debito/crédito en RentCafé.....	7
Hacer Pagos en línea	10
Pagos únicos	10
Configuración de pagos automático	12
Envío de una orden de trabajo/solicitud de mantenimiento	14

Inicio de sesión

Los inquilinos que deseen iniciar sesión en su cuenta de RentCafé seguirán los pasos a continuación.

a) Seleccione **Resident Login**

Nota: Si se registra, debe ingresar manualmente su "T-code" (código de inquilino), la función de copiar/pasar no está disponible en este paso.



The screenshot shows the homepage of Cider Mill Apartments. At the top right, there are language selection options: en, es, zh, nl, fr, de, hi. Below this is a navigation menu with links for Home, Amenities, Eligibility, Floor Plans, Community Information, Map, Photos, eBrochure, and Contact Us. A contact number (301) 948-3036 and links for Applicant Login and Resident Login are also present. The Resident Login link is highlighted with a red box. Below the navigation is a large photograph of the brick apartment building. At the bottom, there are four service icons: a camera for Photogallery, a location pin for Get Directions, a magnifying glass for Apartment Search, and a coffee cup for Amenities. Each icon is accompanied by a title and a brief description of the service.

PHOTOGALLERY
Gallery of images of our amazing community. Our residents love living here!

GET DIRECTIONS
Find a map and easy directions to locate our community

APARTMENT SEARCH
Find our available spaces, prices, and potential move-in dates

AMENITIES
A comprehensive list of our community amenities

b) Ingrese el correo electrónico y la contraseña asociados a la cuenta de RentCafé

* indicates required fields.

Email*

Password*

[Sign In](#)

[Forgot password?](#)
[Click here to register.](#)

Inicio de sesión

c) Un inicio de sesión exitoso llevará al inquilino a la pantalla Payments de forma predeterminada.

The screenshot shows the 'Payments' dashboard for a user logged in as 'Test Rent Cafe'. The dashboard includes navigation tabs for 'Make Payments', 'Auto-pay Setup', 'Recent Activity', and 'Payment Accounts'. It provides instructions on how to pay online and offers two payment methods: 'Pay by Bank Account' and 'Pay by Credit Card'. A 'Current Balance' table shows a total amount of \$10.10 as of 8/9/2023. There is also a section for 'Monthly Auto-Pay Setup' which is currently not set up, and a table for 'August Monthly Charges'.

Item	Amount
Rent (08/2023)	\$10.00
Miscellaneous Charges (08/2023)	\$0.10
Total Amount:	\$10.10

Item	Amount
Rent	\$10.00
Miscellaneous Charges	\$0.00

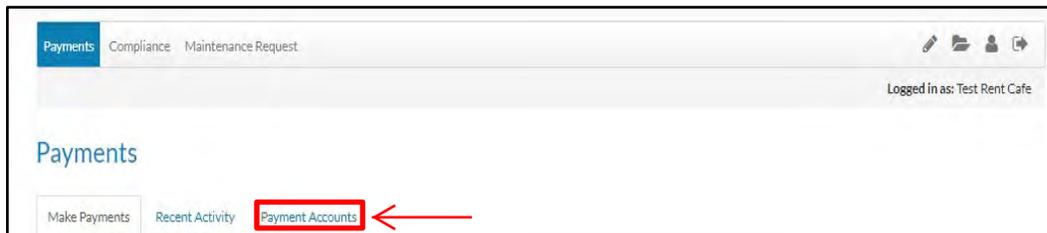
Añadir una cuenta bancaria

Nota: Los pagos en línea no se pueden programar sin agregar una cuenta bancaria o tarjeta.

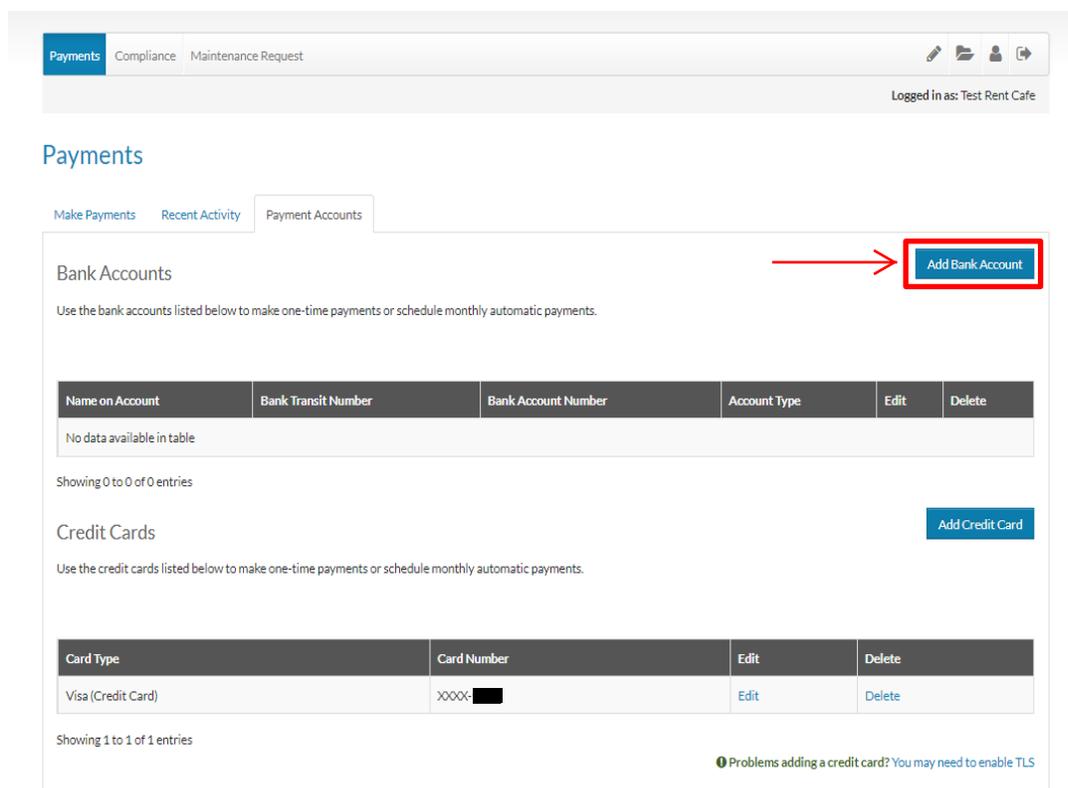
1. Agregar una cuenta bancaria

Para usar una cuenta bancaria para realizar pagos, siga los pasos a continuación para agregar la cuenta en RentCafé.

a) Seleccione la pestaña **Payment Accounts**.



b) haga clic **Add Bank Account** en la pestaña.



Añadir una cuenta bancaria

- c) Ingrese un **Account Name** (nombre de cuenta): esto ayudará a identificar esta cuenta de otras cuentas bancarias.
- d) Ingrese el **Routing Number** (número de ruta): se verificará el número de ruta para garantizar que corresponda a un banco.
- e) Ingrese el **Account Number** (número de cuenta).
- f) Seleccione el **Account Type** – **Checking or Savings** (tipo de cuenta: cheques o ahorros).
- g) Haga clic en **Next**.

Payments Compliance Maintenance Request

Logged in as: Test Rent Cafe

Add A Bank Account

For your protection, new bank accounts must be verified before you can use them to make payments. [View Verification FAQs](#)

* Denotes a Required Field

Where do I find account info?

Account Name *

Routing Number (9 digits) *

Confirm Routing Number *

Account Number (3-17 digits) *

Confirm Account Number *

Account Type

[Next](#) [Cancel](#)

- h) Una vez que se guarde la cuenta, la información aparecerá en la pantalla **Payment Account** (cuentas de pago):

Payments Compliance Maintenance Request

Logged in as: Test Rent Cafe

Payments

[Make Payments](#) [Recent Activity](#) [Payment Accounts](#)

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
No data available in table					

Showing 0 to 0 of 0 entries

Añadir una cuenta bancaria

i) Antes de que el residente pueda realizar pagos con esta cuenta, deberá verificarse. Este proceso se describe a continuación:

- Al residente se le debitará un monto de \$0.12 o menos dentro de los 3 días.
- Se enviará un correo electrónico de confirmación al residente para verificar esta cantidad.
- Una vez recibido el débito, acceda al correo electrónico de confirmación y abra el enlace provisto.
- Este enlace lo llevará de regreso a RentCafé, donde se le pedirá que ingrese el monto de débito exacto.
- Una vez confirmada la cantidad, recibirás un correo electrónico de confirmación, completando así su verificación bancaria.

Nota: Al residente no se le cobrará ninguna tarifa por este proceso, pero RentCafé recuperará su depósito.

****** Si un inquilino tiene problemas para agregar una cuenta bancaria o tarjeta de crédito/débito a RentCafé, debe llamar al 301-948-3036 o enviar un correo electrónico a cidermill@gradymgt.com***

Añadir una tarjeta debito/crédito

2. Agregar una tarjeta de crédito o débito

Para usar una tarjeta de crédito o débito para pagos, siga los pasos a continuación para agregar esa tarjeta en RentCafé.

- a) haga clic en **Add Credit Card** (agregar tarjeta de crédito) en la pestaña Payment Account (cuentas de pago).

The screenshot shows the 'Payments' section of the RentCafé interface. The 'Payment Accounts' tab is active. Under 'Bank Accounts', there is an 'Add Bank Account' button. Below that is a table with columns: Name on Account, Bank Transit Number, Bank Account Number, Account Type, Edit, and Delete. The table is empty with the message 'No data available in table'. Below the table, it says 'Showing 0 to 0 of 0 entries'. Under 'Credit Cards', there is an 'Add Credit Card' button highlighted with a red box and a red arrow pointing to it. Below that is a table with columns: Card Type, Card Number, Edit, and Delete. The table has one entry: 'Visa (Credit Card)' with a card number 'XXXX: [REDACTED]'. Below the table, it says 'Showing 1 to 1 of 1 entries'. At the bottom right, there is a message: 'Problems adding a credit card? You may need to enable TLS'.

Añadir una tarjeta debito/crédito

- b) Aparecerá la pantalla YARDI/Credit Card (YARDI/tarjeta de crédito) e ingresará toda la información requerida (señalada con un asterisco rojo). Aceptará **los terms and conditions** (términos y condiciones) y luego hará clic en **Save**.

YARDI

Credit Card

Fields marked with (*) are required.

CARD INFORMATION

MasterCard VISA American Express Discover JCB

Card Number*

Name on this Card*

Expiry Month* Month

Expiry Year* Year

CVV Code*

BILLING ADDRESS

Country* United States

Address Line 1*

Address Line 2

City*

State* State

Zip*

I have read and agree to the terms and conditions.

pci DSS COMPLIANT

Cancel Save

- c) A continuación, se validarán los datos de la tarjeta. Si la tarjeta o la información de facturación no se ingresa correctamente, la compañía de la tarjeta de crédito rechazará la tarjeta y no se agregará.



Añadir una tarjeta debito/crédito

- d) Una vez guardada la tarjeta, la **información de la tarjeta** aparecerá en la pantalla Payments Accounts (cuentas de pago):

The screenshot shows the 'Payments Accounts' section of the RentCafé system. At the top, there are navigation tabs for 'Payments', 'Compliance', and 'Maintenance Request'. The user is logged in as 'Test Rent Cafe'. The main content area is titled 'Payments' and has sub-tabs for 'Make Payments', 'Recent Activity', and 'Payment Accounts'. Under 'Payment Accounts', there are two sections: 'Bank Accounts' and 'Credit Cards'. The 'Bank Accounts' section is currently empty, with a table header showing columns for 'Name on Account', 'Bank Transit Number', 'Bank Account Number', 'Account Type', 'Edit', and 'Delete'. Below it, it says 'No data available in table' and 'Showing 0 to 0 of 0 entries'. The 'Credit Cards' section has a table with columns for 'Card Type', 'Card Number', 'Edit', and 'Delete'. One entry is visible: 'Visa (Credit Card)' with a card number 'XXXX-███'. A red arrow points to the 'Add Credit Card' button in the top right corner of the 'Credit Cards' section. At the bottom right, there is a message: 'Problems adding a credit card? You may need to enable TLS'.

*** Si un inquilino tiene problemas para agregar una cuenta bancaria o tarjeta de crédito/débito a RentCafé, debe llamar al 301-948-3036 o enviar un correo electrónico a cidermill@gradymgt.com.

Hacer Pagos en línea

1. Hacer un pago único

- a) En la pestaña **Make Payments** (realizar pagos), haga clic en **Make One-time Payments** (realizar pago único) en Pay by Bank Account (pagar con cuenta bancaria) o Pay by Credit Card (pagar con tarjeta de crédito), según cómo desee pagar.

The screenshot shows the 'Payments' section of a website. It has three tabs: 'Make Payments', 'Recent Activity', and 'Payment Accounts'. Below the tabs, there is a heading 'Payments' and a sub-heading 'Make Payments'. The main content area is divided into two sections: 'Pay by Bank Account' and 'Pay by Credit Card'. Each section has a 'Setup Auto-Pay' button and a 'Make One-Time Payment' button. The 'Make One-Time Payment' buttons are highlighted with red boxes, and red arrows point to them from below. To the right, there is a 'Current Balance' section showing 'No charges available for payment' and a 'Total Amount' of '\$0.00'.

- b) En el menú desplegable, seleccione la cuenta o tarjeta que desea utilizar. Se agregará una tarifa de servicio de \$ 1.95 si usa un banco y una tarifa de 2.5% de su monto total si usa una tarjeta de crédito. Estos se añadirán en la página siguiente. Tendrás la opción de incluir un pago extra. El **total amount** (monto total) del pago aparecerá en la parte inferior.

The screenshot shows the 'Enter Payment Details' page. At the top right, there is an 'Add Credit Card' button. Below it is a table with the following data:

Description	Total Amount	Paid	Unpaid	Payment Amount
Pet Maintenance Fee for 30 days	\$10.00	\$0.00	\$10.00	<input type="text" value="10.00"/>
			Total	\$10.00

Below the table, there is a section titled 'Enter Payment Details'. It contains the following fields:

- Select Payment Account: --Select Credit Card--
- Amount Due: \$10.00
- Payment Amount: \$10.00
- Extra Payment Amount:
- Total Amount: \$10.00 (highlighted with a red box and a red arrow pointing to it)

At the bottom, there is a 'Next' button and a blue envelope icon.

Hacer Pagos en línea

- c) Ahora aparecerá la tarifa del servicio junto con el pago total. Antes de enviar su pago, debe aceptar los **Terms and Conditions** (términos y condiciones). Al aceptar los términos y condiciones, autoriza el cargo en su cuenta/tarjeta.

One-Time Credit Card Payment

Payment Options > Payment Details > Review Payment > Confirmation

Payment Details

Payment Account	Visa XXXX [REDACTED]
Payment Amount	\$10.00
Service Fee	\$0.25
Total Amount	\$10.25

Service fee is non-refundable.

PLEASE READ THIS ENTIRE AGREEMENT BEFORE PROCEEDING. BY CLICKING ON THE "SUBMIT PAYMENT" BUTTON BELOW, YOU ACCEPT THE TERMS AND CONDITIONS. IF YOU DO NOT ACCEPT THESE TERMS, DO NOT CLICK "SUBMIT PAYMENT" BELOW.

I have read and accept the Terms and Conditions

[Back to Payment Details](#) [Submit Payment](#)



- d) Los pagos realizados con éxito darán lugar a un número de confirmación junto con un correo electrónico de confirmación.

One-Time Credit Card Payment

Payment Options > Payment Details > Review Payment > Confirmation

Your payment was successful! A confirmation email has been sent to retire@ca.gov.

If you would like you may find additional information about your payment at [Payment Details](#).

Your credit card statement will reflect a payment of \$10.25.

Confirmation Number	60192409
Payment Date	8/2/2023 11:37:44 AM (PST)
Payment Account	Visa XXXX [REDACTED]
Payment Amount	\$10.25



Payment Confirmation

Dear Test,

This email confirms we have received your one-time online payment. Please review the payment information below and keep this email for your personal records.

PAYMENT INFORMATION
Payment confirmation number: 60192409

Payment Account (card): Visa XXXX [REDACTED]

Total Payment Amount: \$10.25
*Service Fee: \$0.00
Total Amount: \$10.25

* The service fee is collected by the Payment Agent, not the property management company, and will not display on your ledger. Service fee is non-refundable.

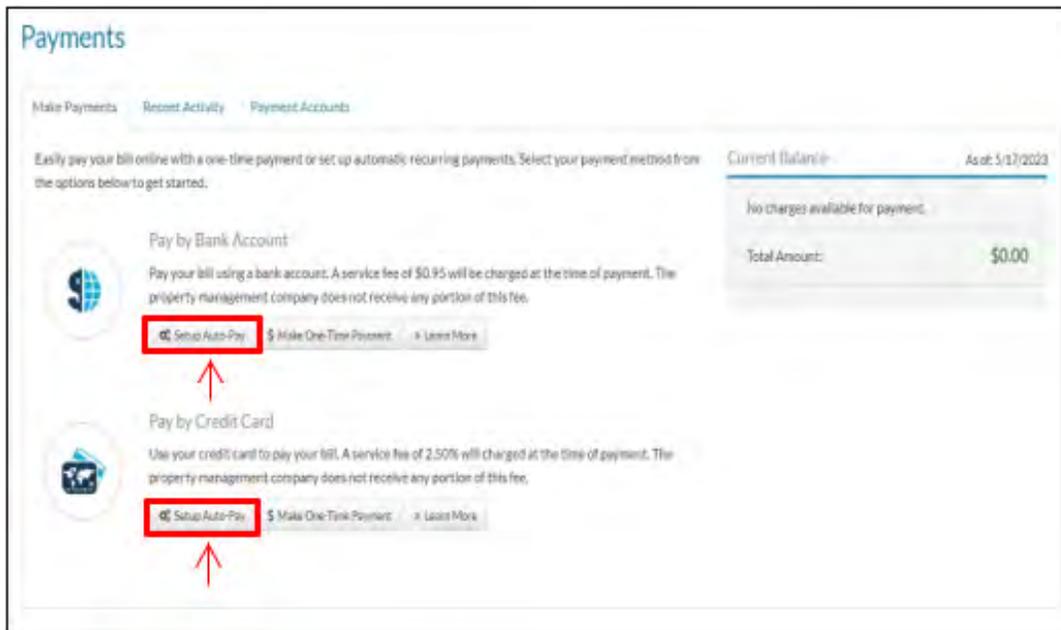


Hacer Pagos en línea

Configuración de pago automático

- a) En la pestaña **Make Payments** (realizar pagos), haga clic en **Setup Auto-Pay** (configurar pago automático) en Pay by Bank Account (pagar con cuenta bancaria) o Pay by Credit Card (pagar con tarjeta de crédito), según cómo desee pagar.

Nota: si configura el pago automático con tarjeta de crédito, el inquilino debe pagar el monto total.



- b) Luego elegirá qué cargo(s) mensual(es) le gustaría configurar para el pago automático. Después de hacerlo, haga clic en Next.



Hacer Pagos en línea

- c) Ahora debería aparecer el Total Monthly Auto-Pay (pago automático mensual total) junto con el Service Fee (cargo por servicio). Para continuar, debe aceptar los **Terms and Conditions** (términos y condiciones), luego puede configurar el pago mensual.

Schedule Monthly Auto-Pay Using Credit Card

Payment Options » Payment Details » Review Payment » Confirmation

Monthly Charge Description	Amount	Verify Your Monthly Auto-Pay Selections		
Rent From 5/2/2023 To 4/30/2024	\$10.00			
Your current Auto-Pay Amount	\$0.00	Setup Auto-Pay	Visa XXXX [REDACTED]	\$10.00
Pet Maintenance Fee From 5/2/2023	\$10.00			
Your current Auto-Pay Amount	\$0.00	Setup Auto-Pay	Visa XXXX [REDACTED]	\$10.00
Service Fee ⓘ				\$0.50
Total Monthly Auto-Pay				\$20.50

*Partial payments will be rounded to the nearest 1/10th of a percent.

By setting up AutoPay, I authorize the automatic withdrawal from my selected payment account the amount show or, if no amount is shown, the balance due each month. I understand and agree that my authorization will remain in place until I change or cancel it by logging into my Resident Portal account, and that it may take up to 24 business hours to process my change or cancellation before it will become effective. I understand and agree that I will be charged a non-refundable service fee for each AutoPay transaction and that this service fee is charged by and paid to the payment services provider for making payments through RentCafe, this fee is not charged by the property, and this fee will not appear on my ledger.

I have read and accept the [Terms and Conditions](#)

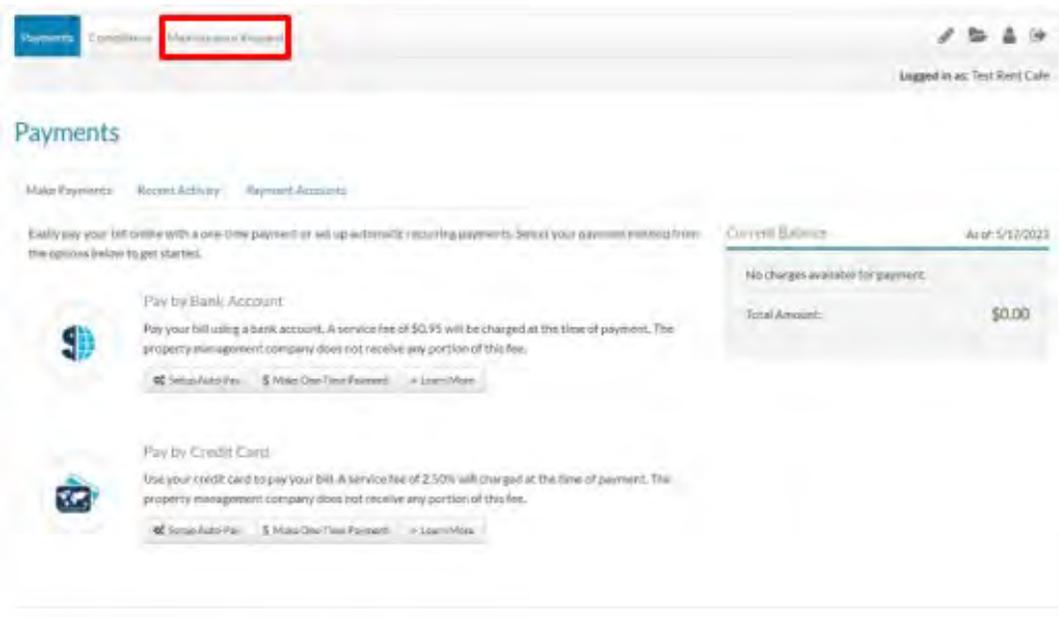
[Back to Payment Selection](#) [Setup Monthly Payment](#)

*** Si un inquilino tiene problemas para realizar pagos en línea, debe llamar al 301-948-3036 o enviar un correo electrónico a cidermill@gradymgt.com.

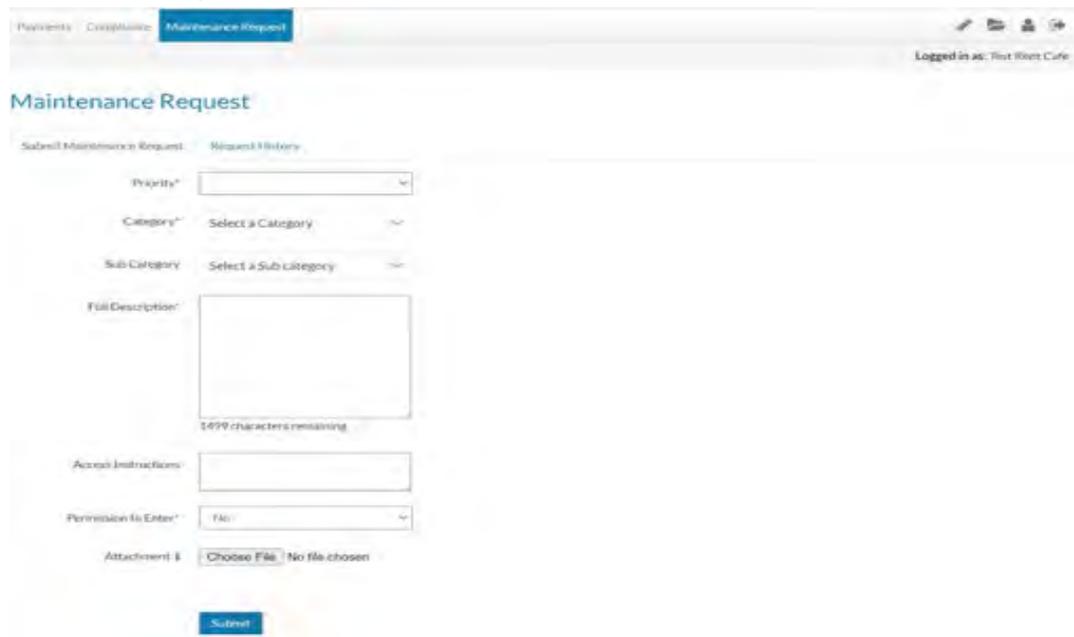
Envío de una orden de trabajo/solicitud de mantenimiento

Órdenes de trabajo/Solicitudes de mantenimiento

- a) Al iniciar sesión, se le presentará una pantalla similar a esta. Seleccione la opción **"Maintenance Request"** (solicitud de mantenimiento).



- b) Elija una prioridad y una categoría junto con una descripción de la solicitud. Una vez hecho esto, enviará la solicitud.

The image shows the 'Maintenance Request' form in a web application. The 'Maintenance Request' tab is selected. The form has two tabs: 'Submit Maintenance Request' and 'Request History'. The 'Submit Maintenance Request' tab is active. The form contains the following fields:

- 'Priority': A dropdown menu.
- 'Category': A dropdown menu with the text 'Select a Category'.
- 'Sub Category': A dropdown menu with the text 'Select a Sub category'.
- 'Full Description': A large text area with a character count of '1499 characters remaining'.
- 'Access Instructions': A text input field.
- 'Permission to Enter': A dropdown menu with the text 'No'.
- 'Attachment': A file selection button labeled 'Choose File' and 'No file chosen'.

At the bottom of the form is a blue 'Submit' button. The user is logged in as 'Test Rent Cafe'.

Envío de una orden de trabajo/solicitud de mantenimiento

- c) Una vez enviada la solicitud, recibirá un correo electrónico confirmando que tiene una orden de trabajo pendiente.



***** Si un inquilino tiene problemas para enviar una solicitud de mantenimiento, debe llamar al 301-948-3036 o enviar un correo electrónico a cidermill@gradymgt.com.**