

Tips and Tricks for Using the Resident Portal

Please contact your Property Manager or Resident Service Coordinator if you try to register for the Resident Portal and receive an error message or are having difficulties registering.

Accessing the Resident Portal:

The resident portal can be accessed on a desktop computer, a tablet or a smart phone

Smart Phone Access: use either the browser on your smart phone OR download the app:

RENTCafé Resident

Each property has its own URL: propertyname.avestahousing.org – refer to the letter you received for the exact address.

- Click on “Resident Login”
- Select “Click Here to Register”
- Enter your registration code (code provided by management that begins with a “t”), your email address and create a password
- Click register

If the email address was used to register for a rent café account previously, you will see the below message. Click on “Use my existing account”

Good news! It looks like you have an existing account tied to your email address (owy*****@gmail.com) with the following details.

An Applicant for a property located in PORTLAND, ME.

 Applicant for a property located in PORTLAND, ME.

An Applicant for a property located in GREATER PORTLAND, ME.

Why am I seeing this?

[More FAQs](#)

[Use my existing account!](#)

After clicking on USE MY EXISTING ACCOUNT, you will be prompted to enter the password associated with the account. There is a FORGOT PASSWORD link you can click on to receive a reset password email if you do not remember your rent café password.

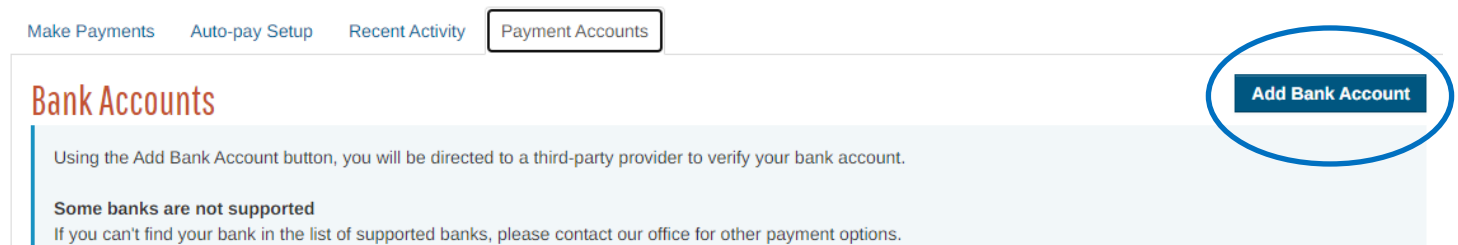
Make Online Rental Payments:

The Resident Portal provides residents with a quick and easy way to make one-time payments for rent and other charges and/or to set up recurring monthly rent payments. In order to do this, a payment account needs to first be set up.

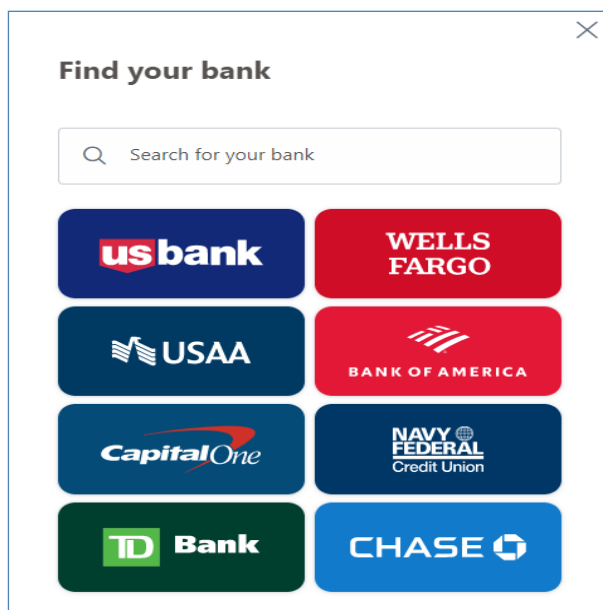
How to Set Up a Payment Account

1. Click on the **Payments** link
2. Add a Payment Account from which your rent will be withdrawn by clicking on the **Payment Accounts** tab and selecting **Add Bank Account**

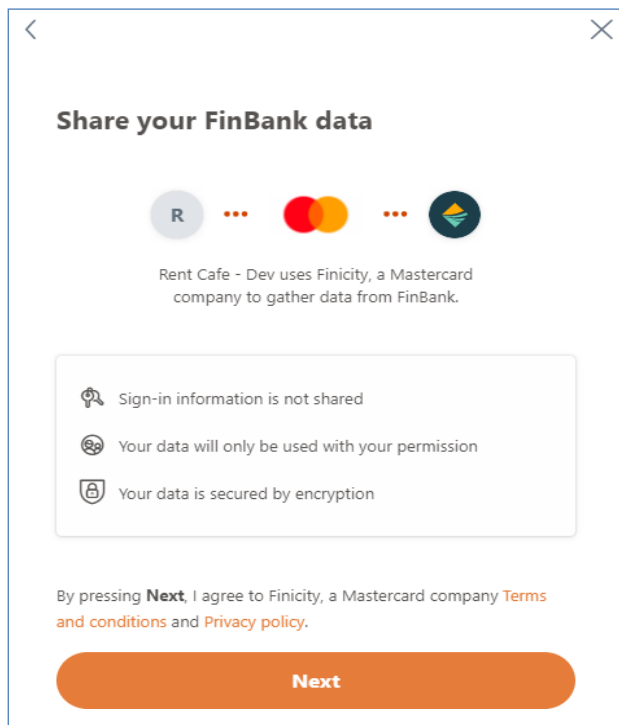
PAYMENTS



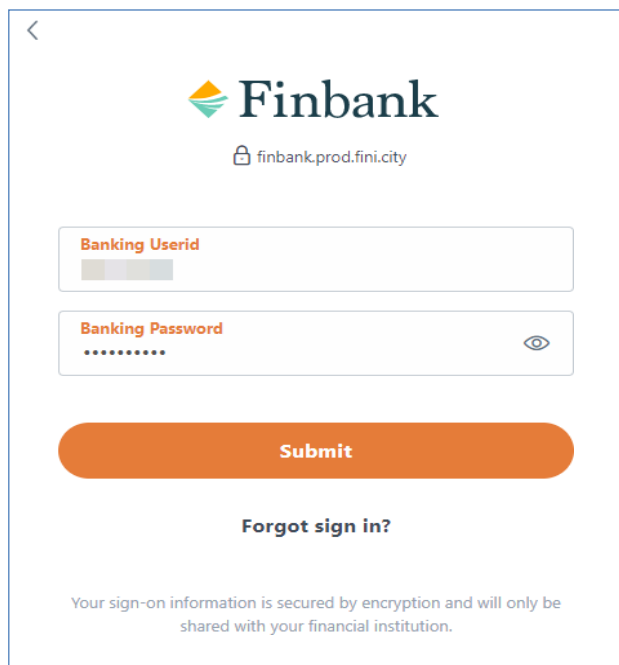
3. The **Find Your Bank** screen opens
4. Use the **Search** field to locate your bank (see instructions below if you are unable to locate your bank)



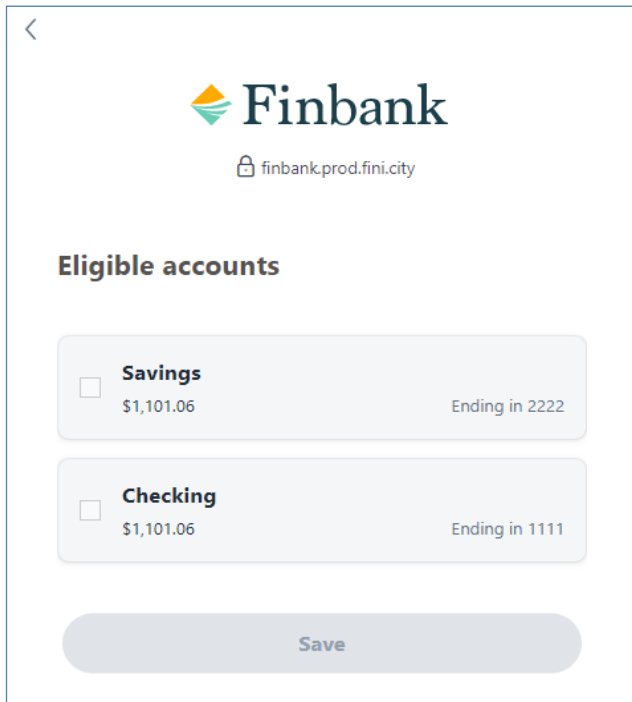
5. The **Share Your Data** screen opens. Click **Next**



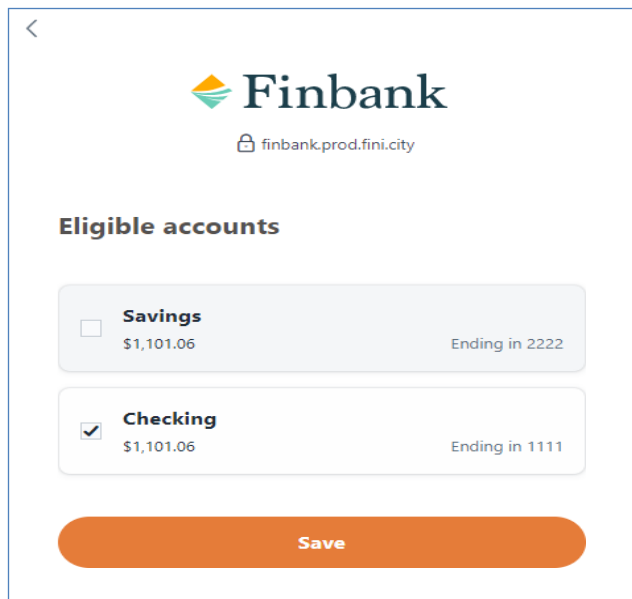
6. A login screen for your bank opens. Enter your bank account user ID and password and click **Submit**



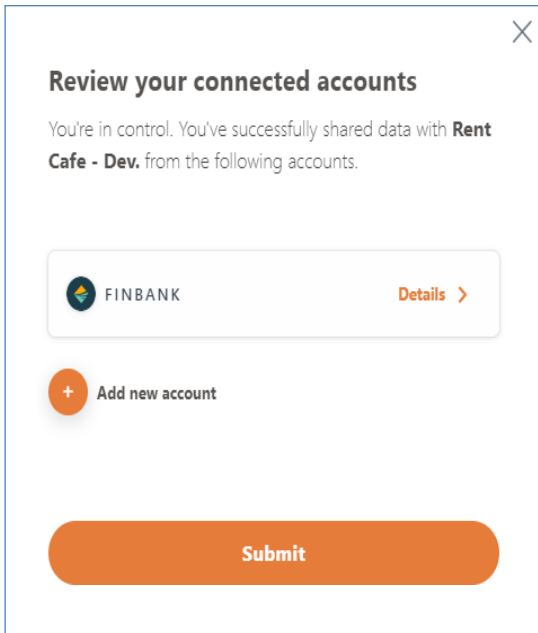
7. Any bank accounts that are eligible to be selected will be listed



8. Select the bank account to be used and click **Save**

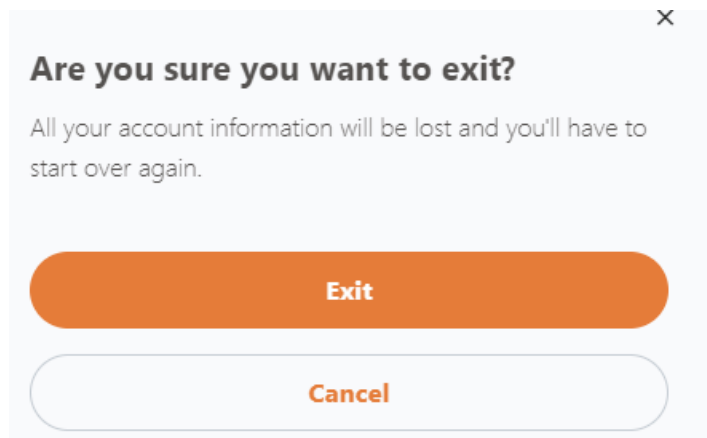
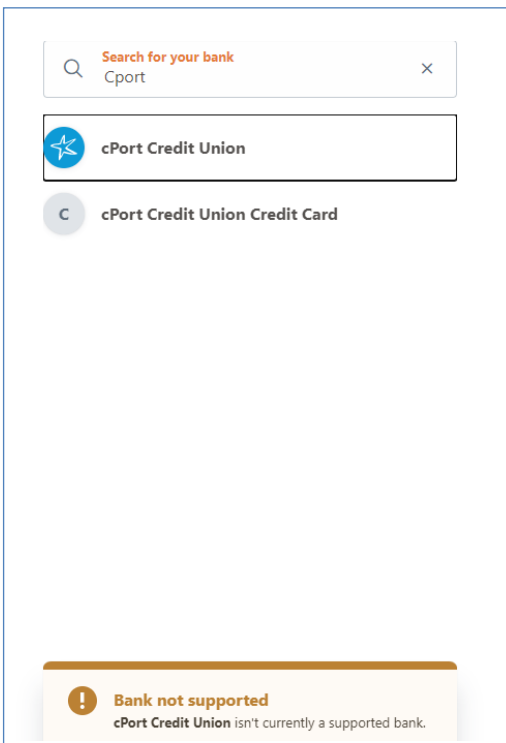


9. The **Review Your Connected Accounts** screen opens. If you want to add another bank account, click **Add New Account** and follow the steps above. Otherwise, click **Submit** to complete the process of enabling your bank account

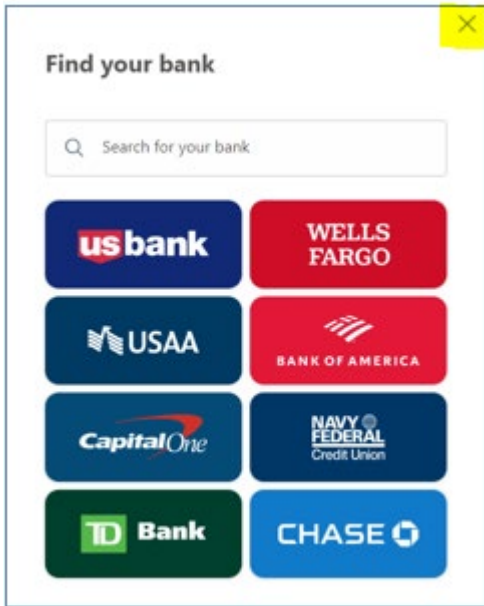


What To Do If Your Bank Account Is Not Available To Be Enabled:

If you search for your bank and it is not supported by the system, the below message will appear. Click on the "X" to close out of the window and click on EXIT



A warning will appear that you have 3 attempts to add your account. In order to bypass adding a bank account in this manner, click on **Add Bank Account** and close the **Find Your Bank** window 2 more times



How to Manually Add a Bank Account

Once you have exceeded the maximum number of attempts to add your bank account in the manner above, the below message will appear.

1. Click on **Manually Add Bank Account**

PAYMENTS

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

Bank Accounts

You have reached the maximum number of attempts for instant bank verification. Please use another payment method or click the Manually Add Bank Account button to add your bank account through a deposit verification process.

Manually Add Bank Account

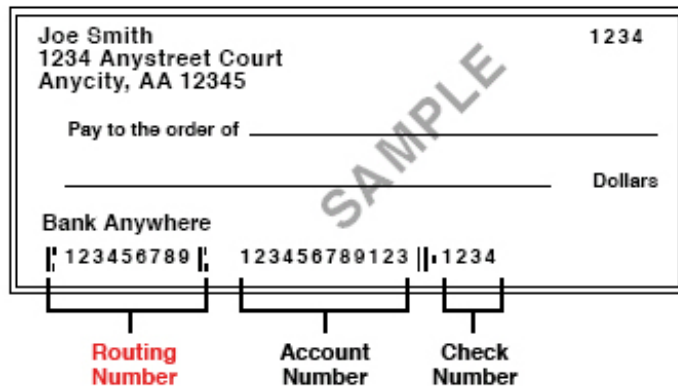
2. Fill out all relevant fields:

Name on the Account

Routing Number

Account Number

Account Type (checking or savings)



3. Verify the bank account

Once the bank account information has been entered, Yardi Systems (rent café) will make a small deposit into the account within three (3) business days.

The message below will appear instructing you to click on the word **Verify** and then enter the amount that was deposited into your account. This will require you to access your account to determine the amount deposited. The small deposit will be labeled “ACCTVERIFY”

Bank Accounts Pending Verification

The bank account(s) listed below are pending verification. Please click the Verify button next to the account to be verified and enter the exact amount that Yardi Systems deposited labeled Bank Verify into your account.

Name on Account	Bank Transit Number	Bank Account Number	Account Type	Verify
Peoples United <input type="text"/>	<input type="text"/>	<input type="text"/>	Checking	Verify

Once you click on the **Verify** button, you will see a pop-up with an area to enter the amount that was deposited. Click on **Verify** after entering the deposited amount

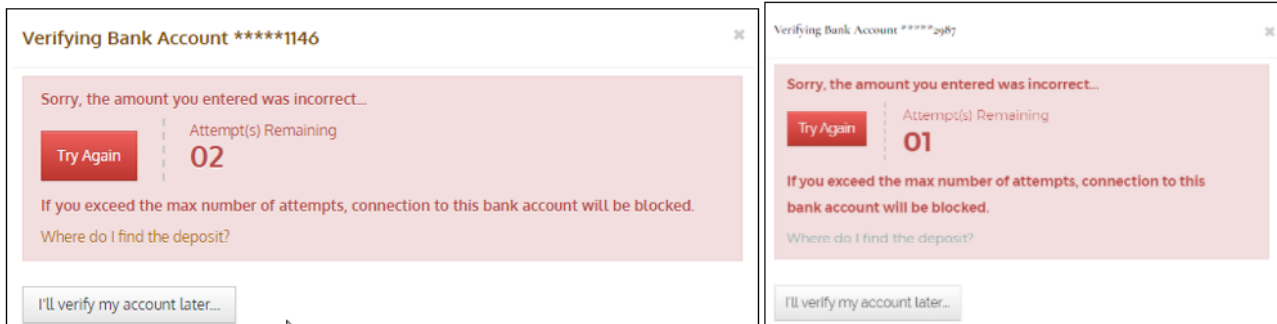
To verify your bank account, enter the amount that was deposited by Yardi Systems.

Account Name
Routing Number
Account Number
Account Type
Amount Deposited To Bank Account

VERIFY

You will be given three (3) attempts to enter the correct deposited amount

The **Verify** page will alert you of incorrect entries and how many attempts are remaining Incorrect entries:



If you exceed the allowable number of attempts, the below message will appear with a phone number to call to reset your account



Once the bank account has been successfully enabled, you are able to set up Auto-Pay (recurring monthly payments) or make a one-time payment

How to Set Up Auto-Pay (recurring monthly payments)

1. To set it up for your rent to be withdrawn automatically every month, select the **Auto-Pay Setup** tab

Payments

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

**Please do not enter an END DATE. If you wish to stop your auto-pay setup, please click on the DELETE button.

i Your average monthly charges are [\\$800.00/month](#).

Payment Account	Start Date	End Date	Pay on Day
Select Payment Account <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

NEXT

2. Select the account from which you want your rent withdrawn from the **Select Payment Account** drop-down menu

3. Enter the date you want the auto-pay to begin. The expected date format is xx/x/xxxx

NOTE: the system is set up for rent to be pulled on the 7th of every month for any resident who signs up for auto-pay, so the start date needs to be prior to the 7th of the month you want this to begin)

4. **Leave End Date BLANK** (if you want to end the auto-pay, you can do so by deleting it)

5. From the **Pay on Day** menu, select the 7th (this will be the only option)

6. Click Next

Payment Account	Start Date	End Date	Pay on Day
checking 2 Chk *****6111	11/1/2017		7th

NEXT

7. The following message will appear. You must check the box next to “I have read and accept the Terms and Conditions (you can read these by clicking on that link)

8. Click on **Set Up Auto Pay**

Auto-pay Setup

Your first payment is scheduled for **11/7/2017**

Payment Account	Start Date	End Date	Pay on Day
checking 2 Chk *****6111	11/1/2017		7th

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](#)

CANCEL **SET UP AUTO-PAY**

9. The following message will appear confirming your auto-pay setup

Confirm Auto-pay Setup

Auto-payment Configured Successfully

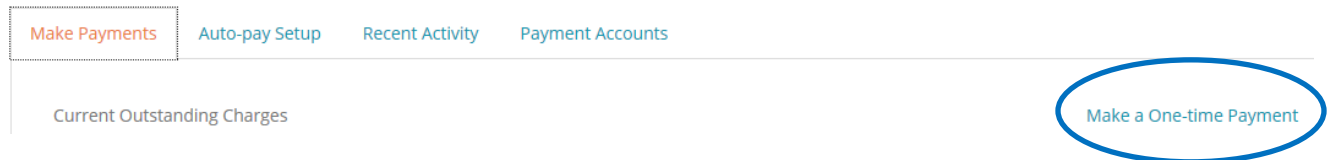
Thank you for setting up an automatic monthly payment. A confirmation email has been sent to fran.tastic@email.com.

Your first payment will be on 11/7/2017. Please note that any outstanding balances prior to this date must be paid using the one-time payment option.

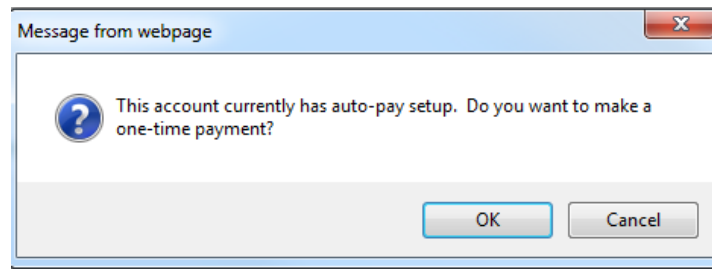
How to Make a One-Time Payment:

1. Click on the **Make Payments** tab
2. Click on **Make a One-Time Payment**

Payments



3. If you have auto-pay set up, the following message will appear. Click OK if you want to continue with making a one-time payment



4. Outstanding charges which are owed will show. The amounts listed in each payment amount field can be changed.

Description	Total Amount	Paid	Unpaid	Payment Amount
Late Charge Late Fees, 4% of \$661.00	\$26.44	\$0.00	\$26.44	26.44
Rent (04/2023)	\$661.00	\$0.00	\$661.00	661.00
Late Charge Late Fees, 4% of \$661.00	\$26.44	\$0.00	\$26.44	26.44
Rent (05/2023)	\$661.00	\$0.00	\$661.00	661.00
			Total	\$1,374.88

Amounts in these fields can be changed

Select the **Payment Account** from the drop-down menu. The **Total Amount** listed below is what will be paid. Changes made to the individual amounts above will be reflected in the **Total Amount**

5. Click NEXT

Enter Payment Details

Select Payment Account 

Amount Due \$1,374.88

Payment Amount \$1,374.88

Extra Payment Amount

Total Amount \$1,374.88

[Next](#)

How to Submit a Maintenance Work Order

DO NOT report emergency maintenance issues using the online resident portal - ALL emergency maintenance issues should be called into the office at 207-553-7777

[Submit Maintenance Request](#) [Request History](#)

Priority*

Category*

Sub Category


Location

Full Description*

1499 characters remaining

Access Instructions

Permission to Enter*

Attachment 

Select **ROUTINE** as the Priority

Select the Category that most closely matches the issue. Select other if none listed are appropriate

Select the Location of the issue. If the location you need is missing, indicate where the issue is in the Full Description section

Provide any necessary details in the Full Description section that will help the maintenance technician address the issue thoroughly and efficiently

Provide any special instructions regarding accessing your unit, i.e. "don't let the cat out" "I work 3rd shift, please come in the afternoon and call first"

Select whether the technician has permission to enter your unit to address the issue if you're not home

Attach pictures or other relevant items that will help the technician address the issue thoroughly and efficiently

Click Submit