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

<u>Smart Phone Access</u>: use either the browser on your smart phone OR download the app:

RENTCafé Resident

Each property has its own URL: <u>propertyname.avestahousing.org</u> – 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"

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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.

licant for a property located in PORTLAND, ME.

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



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 Add a Payment Account from which your rent will be withdrawn by clicking on the Payment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

Make Payments Auto-pay Setup Recent Ac	tivity Payment Accounts	
Bank Accounts		Add Bank Account
Using the Add Bank Account button, you will be	directed to a third-party provider to verify your bank account.	
Some banks are not supported If you can't find your bank in the list of supported	banks, please contact our office for other payment options.	

- 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)



Resident Portal Instructions June 2024

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

4	Finba	nk
	🔒 finbank.prod.fin	i.city
Banking Userid		
Banking Passwoi	rd	0
	Submit	
	Forgot sign i	n?
Your sign-on inform	mation is secured by e	ncryption and will only b

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

< Elig	ible acco	Finbank	
	Savings \$1,101.06	Ending in 2222	
	Checking \$1,101.06	Ending in 1111	
		Save	

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

You're in control. You've successfu	illy shared data with Rent
Cafe - Dev. from the following a	ccounts.
S FINBANK	Details 📏
+ Add new 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



Resident Portal Instructions June 2024

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





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 pendir Systems deposited labeled Bank Verify into	ng verification. Please click the Verify bu your account.	utton next to the account to be verified and	l enter the exact amount th	at Yardi
Name on Account	Bank Transit Number	Bank Account Number	Account Type	Verify
Peoples United			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 a Systems.	mount that was deposited by Yardi		
Account Name	Allhi Amato		
Routing Number	012114263		
Account Number	mber **		
Account Type Savings Account			
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:

Verifying Bank Account ****1146	Verifying Bank Account #####2987
Sorry, the amount you entered was incorrect Try Again If you exceed the max number of attempts, connection to this bank account will be blocked. Where do I find the deposit?	Sorry, the amount you entered was incorrect Try Again Attempt(s) Remaining O1 If you exceed the max number of attempts, connection to this bank account will be blocked. Where do I find the deposit?
I'll verify my account later	Fill verify my account later

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

You have exceeded the number of attempts. The amounts you entered do not match the amount we deposited into your bank account. Because verification is still pending, making a payment from your bank account is not yet possible. Please use a different form of payment, or to request a reset, please

contact us at

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 Add a Credit Card or Debit Card

NOTE: a nonrefundable service fee will be charged for each credit and debit card payment made. This is charged by the payment services provider. Avesta Housing does not receive any of this service fee.

- 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 Credit Card or Add Debit Card

Credit Cards or Debit Cards

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

natic payments.

Add Credit Card

Add Debit Card

- 3. Complete the required fields
- 4. Select the check box to indicate you agree to the Yardi Card Services terms and conditions
- 5. Click Save

YARDI		09 :36 Minutes before session expires
CARD SERVICES		
Company Details Sandbox7S	Select Option Debit Card	
The payment will show on your statement as "sandbox7s01".	Card Information	Card Number + Name on the Card + Exp MM * Exp YY * CVV/CVD Code *
	Billing Information	United States Address Line 1 Address Line 2 City State Zip
		Your card information will be stored on our secure, PCI compliant server and used in case a refund is requested or to pay another charge from this merchant.
	PCIDSS	Cancel Save The information on this form is collected to process a payment card transaction. It will be stored on our secure servers in Texas. For information about this collection or how to obtain access to or correct your personal information you may contact our privacy officer at privacy@yardi.com.

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 y	our auto-pay setup, pleas	e click on the DELETE button.		
 Your average r 	nonthly charges are	<u>\$800.00/month</u> .				
Payment Accourt	it	Sta	art Date	End Date	Pay on Day	
Select Payment A	ccount 🔽					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	\frown
checking 2 Chk *****6111	11/1/2017		<mark>7th</mark> ►	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	1		
Payment Account	Start Date	End Date	Pay on Day
checking 2 Chk ****6111	11/1/2017		7th
You authorize to have the above amount with specified Terms and Conditions until you cance	drawn from your sel el your authorizatio	lected payment account n.	every month under the
I have read and accept the <u>Terms and Condit</u>	<u>tions</u>	CAN	ICEL SET UP AUTO-PAY

If you are using a credit card, the following message will appear:

 Your first payment You have not set a Payment has no e 	it is scheduled for a maximum paymei nd date.	nt amount , this r	neans there is no	payment limit
Payment Account	Start Date	End Date	Pay on Day	Max Payment Amount
By setting up AutoPay shown or, if no amoun will remain in place ur take up to 24 business understand and agree transaction and that t	y, I authorize the au t is shown, the bala stil I change or can shours to process r that I will be charg his service fee is ch	itomatic withdra ance due each mo cel it by logging i my change or car ged a non-refund parged by and pa	wal from my select onth. I understand nto my Resident P ncellation before i lable service fee o id to the payment	ted payment account the amount and agree that my authorization fortal account, and that it may t will become effective. I f 2.95% for each AutoPay services provider for making

×

If you are using a debit card, the following message will appear:

							Logged	t in a:		
AVMENTS										
IIIIEIIIO										
lake Payments	Auto-pay Setup	Recent Activ	vity Payme	ent Accounts						
A service fee w	vill be charged at the	time of payme	ent for Debit C	Card and Credit	Card transaction	s. The property n	nanagement co	mpany does	not	
receive any poi	rtion of this fee. Serv	vice fee is non-	-refundable.							
A Your average	e monthly charges	are \$841 33/n	nonth							
Payment Accou	unt Auto-nav Setun							Amour	nt	
	Auto-poy Setup								_	
Visa XXXX-2550	6									
	· Your fir	et naumont ie	cohodulod f	0.5 01110004						
1	Your fire You hav	st payment is re not set a ma	scheduled f	or <u>311/2024</u> ent amount , this	s means there is	no payment limit				
Next	Your fire You hav Payment	st payment is re not set a ma it has no end d	scheduled f ximum payme late.	or <u>30/2024</u> ent amount , this	s means there is	no payment limit				
Next	Your fire You hav Paymen	st payment is e not set a ma t has no end d	scheduled f ximum payme late.	or 311/2024 ent amount , this	s means there is	no payment limit				
Next	Your fir: You hav Payment Payment Ac	st payment is e not set a ma it has no end d count	scheduled f ximum payme late. Start Date	or 311/2024 ant amount , this End Date	s means there is Pay on Day	no payment limit Max Paymer	nt Amount			
Next	Your fir: You hav Payment Payment Ac Visa XXXX-2	st payment is e not set a ma it has no end d count	scheduled f ximum payme late. Start Date 2/28/2024	or 311/2024 ant amount , this End Date	Pay on Day	no payment limit Max Paymer	nt Amount			
Next	Your fir: You hav Payment Payment Ac Visa XXXX-2 By setting up	st payment is e not set a ma it has no end d count 2556 o AutoPay, I au	Scheduled f ximum payme late. Start Date 2/28/2024 uthorize the au	End Date	Pay on Day 1st wal from my sele	no payment limit Max Paymen	nt Amount			
Next	Your fir: You hav Payment Ac Visa XXXX-2 By setting up amount show authorization	st payment is e not set a ma it has no end d count 2556 o AutoPay, I au wn or, if no am n will remain in	scheduled f ximum payme late. Start Date 2/28/2024 uthorize the at ount is shown place until (ent amount , this End Date Utomatic withdra h, the balance du	Pay on Day 1st uwal from my seli e each month. I el it by logaing int	Max Payment limit Max Payment ected payment ar understand and o my Resident P	nt Amount			
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Next	Your fir: You hav Payment Ac Visa XXXX-2 By setting up amount show authorizatior and that it m effective. I u payments up \$1,999.99 th \$9.95. for ea services prof fee will not a	st payment is e not set a ma it has no end d count 2556 b AutoPay, I au wn or, if no am n will remain in ay take up to nderstand and o to \$999.99 th se service fee i ach AutoPay tra vider for makir uppear on my k	scheduled f ximum payme late. Start Date 2/28/2024 uthorize the au ount is shown place until I o 24 business h agree that I v ie service fee s \$4.95. For a ansaction and g payments t edger.	ent amount , this End Date tomatic withdra a, the balance de change or cance ours to process vill be charged a is \$3.95. For re- all recurring payl that this service hrough RentCat	Pay on Day 1st wal from my seld ue each month. 1 el it by logging int my change or ca a non-refundable curring payments ments greater that e fee is charged fe, this fee is not	Max Payment limit Max Payment ected payment ad understand and o my Resident P ancellation before service fee of Fr s greater than \$9 an \$1,999.99 the by and paid to th charged by the p	nt Amount ccount the agree that my vortal account, e it will become or recurring 99.99 and up to service fee is e payment property, and thi			
Next	Your fir: You hav Payment Ac Visa XXXX-2 By setting up amount show authorization and that it m effective. I u payments up \$1,999.99 th \$9.95. for ea services profee will not a	st payment is e not set a ma it has no end d count 2556 o AutoPay, I au wn or, if no am n will remain in iay take up to 2 nderstand and o to \$999.99 th ies service fee i icch AutoPay tra vider for makir uppear on my ke and accept the <u>Te</u>	scheduled f ximum payme late. Start Date 2/28/2024 uthorize the au ount is showr place until 1 24 business h agree that I v ie service fee s \$4.95. For a ansaction and g payments t edger.	ent amount , this End Date Utomatic withdra a, the balance du change or cance ours to process will be charged a is \$3.95. For re- is \$3.95. For re- all recurring payt I that this service hrough RentCal	Pay on Day 1st uwal from my sele ue each month. I el it by logging int my change or ca a non-refundable curring payments ments greater the e fee is charged fe, this fee is not	Max Payment limit Max Payment ected payment ar understand and o my Resident P ancellation before service fee of Fo s greater than \$9 an \$1,999.99 the by and paid to th charged by the p	nt Amount ccount the agree that my ortal account, e it will become or recurring 99.99 and up to service fee is e payment property, and thi	o is		

The following message will appear confirming your auto-pay setup

Confirm Auto-pay Setup

Auto-payment Configured Successfully



How to Make a One-Time Payment:

- 1. Click on the Make Payments tab
- 2. Click on Make a One-Time Payment OR Pay Now

Payments

Make Payments	Auto-pay Setup Recen	t Activity Pay	ment Accounts		
Current Outs	tanding Charges				Make a One-time Payment
Make Payments	Auto-pay Setup Recent Activ	vity Payment A	ccounts		
Current Bal	ance: \$1,249.00			As of: 6/5/2024	Missing a payment can be expensive.
<u>Charge</u>		Amount	Charged on		Set up auto-pay >
<u>Charge</u> Rent		<u>Amount</u> \$371.00	<u>Charged on</u> 5/1/2024		Set up auto-pay >

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 Amounts in
Late Charge Late Fees, 4% of \$661.00	\$26.44	\$0.00	\$26.44	26.44 these fields can
Rent (05/2023)	\$661.00	\$0.00	\$661.00	661.00 be <u>changed</u>
			Total	\$1,374.88

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	Select Bank Account 🗸
Amount Due	\$1,374.88
Payment Amount	\$1,374.88
Extra Payment Amount	0.00
Total Amount	\$1,374.88
	Next