



## **RentCafé guía del usuario**

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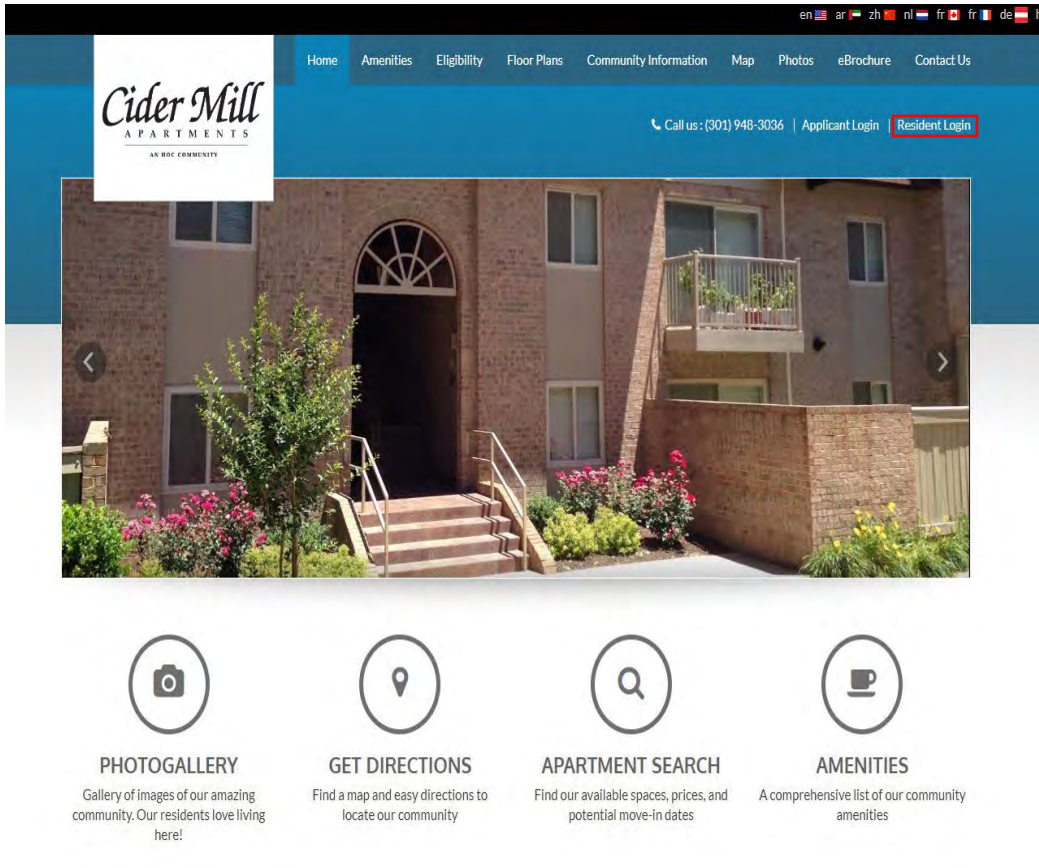
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## Inicio de sesión

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.**



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.

Payments | Compliance | Maintenance Request

Logged in as: Test Rent Cafe

### Payments

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

Easily pay your bill online with a one-time payment or set up automatic recurring payments. Select your payment method from the options below to get started.

**Pay by Bank Account**  
Pay your bill using a bank account. A service fee of \$0.95 will be charged at the time of payment. The property management company does not receive any portion of this fee.  
[Setup Auto-Pay](#) [Make One-Time Payment](#) [Learn More](#)

**Pay by Credit Card**  
Use your credit card to pay your bill. A service fee of 2.50% will be charged at the time of payment. The property management company does not receive any portion of this fee.  
[Setup Auto-Pay](#) [Make One-Time Payment](#) [Learn More](#)

Current Balance		As of: 8/9/2023
Rent (08/2023)	\$10.00	
Miscellaneous Charges (08/2023)	\$0.10	
<b>Total Amount:</b>	<b>\$10.10</b>	

**Monthly Auto-Pay Setup**  
Currently, there are no monthly auto-pay setup.  
[Setup Now](#)

August Monthly Charges	
Rent	\$10.00
Miscellaneous Charges	\$0.00

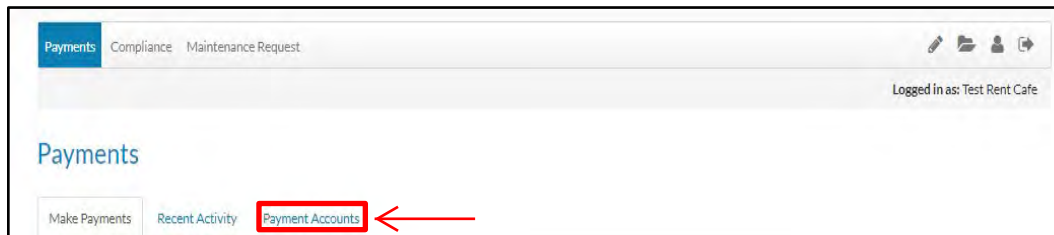
# Añadir una cuenta bancaria

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

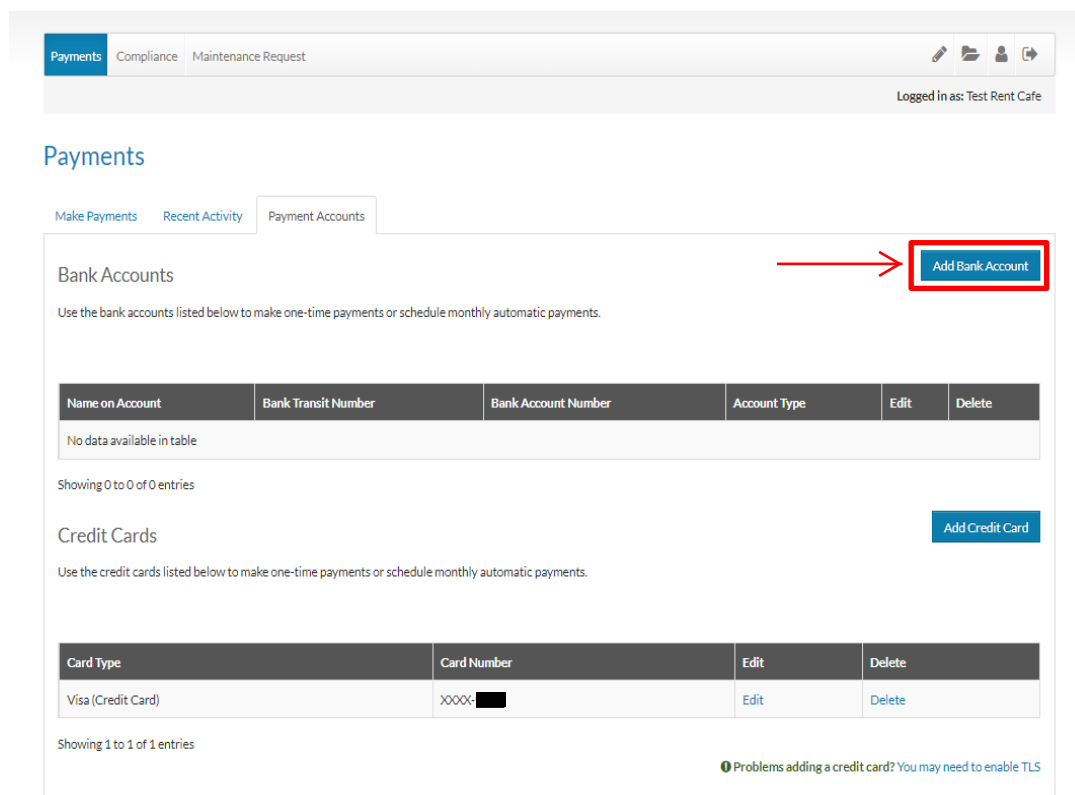
## 1. Agregar una cuenta bancaria

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](mailto: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. At the top, there are navigation tabs for 'Payments', 'Compliance', and 'Maintenance Request'. The user is logged in as 'Test Rent Cafe'. Below this, the 'Payments' section is active, with sub-tabs for 'Make Payments', 'Recent Activity', and 'Payment Accounts'. The 'Payment Accounts' sub-tab is selected, showing a 'Bank Accounts' section with an 'Add Bank Account' button. Below this 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 text 'No data available in table' below it. Below the table, it says 'Showing 0 to 0 of 0 entries'. The 'Credit Cards' section is also visible, with an 'Add Credit Card' button highlighted by a red box and a red arrow pointing to it. Below this is another table with columns: 'Card Type', 'Card Number', 'Edit', and 'Delete'. The table contains 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 Accounts' and contains two sub-sections: 'Bank Accounts' and 'Credit Cards'. The 'Bank Accounts' section has an 'Add Bank Account' button and a table with columns: Name on Account, Bank Transit Number, Bank Account Number, Account Type, Edit, and Delete. Below the table, it says 'No data available in table' and 'Showing 0 to 0 of 0 entries'. The 'Credit Cards' section has an 'Add Credit Card' button and a table with columns: Card Type, Card Number, Edit, and Delete. Below the table, it says 'Showing 1 to 1 of 1 entries'. A red arrow points to the 'Add Credit Card' button. 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](mailto: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"/>
			<b>Total</b>	\$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
<b>Total Amount</b>	<b>\$10.25</b>

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@cah.com](mailto:retire@cah.com).

If you would like you may paid additional every month, please visit [CAH's website](#) to set up a payment.

You can access payment details anytime from the Payments page.

Your credit card statement will reflect a payment of "10140".

#### Payment Details

Confirmation Number	001000150
Payment Date	8/2/2023 11:37:44 (EST)
Payment Account	Visa XXXX [REDACTED]
Payment Amount	\$10.25

### Housing Opportunities Commission

OF MONROE COUNTY

#### 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: 001000150

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.

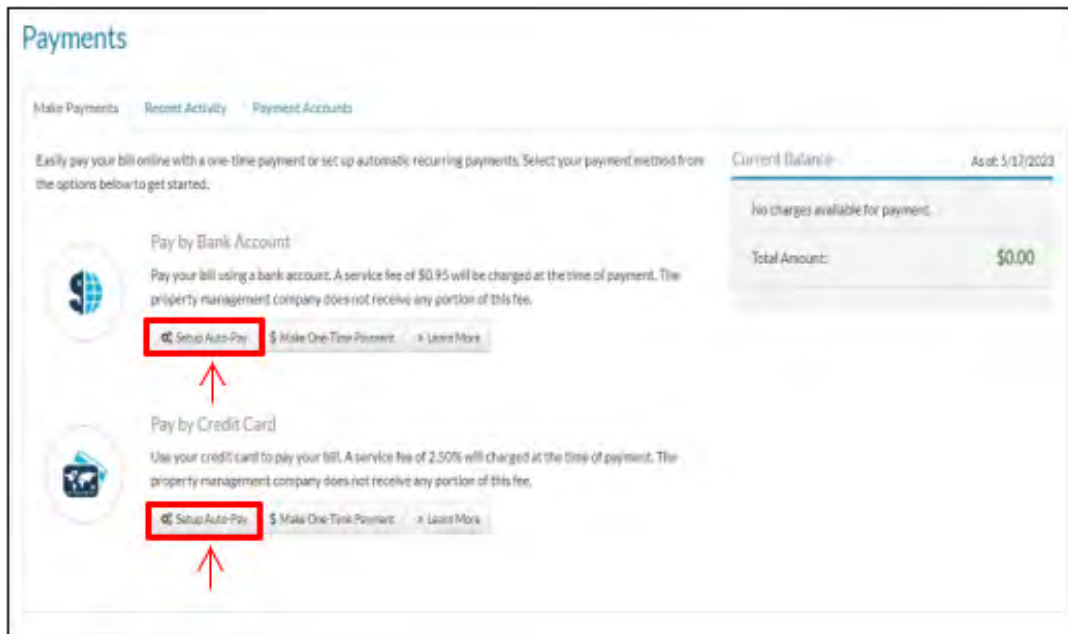


# Hacer Pagos en línea

## 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
<b>Total Monthly Auto-Pay</b>				<b>\$20.50</b>

\*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](#)

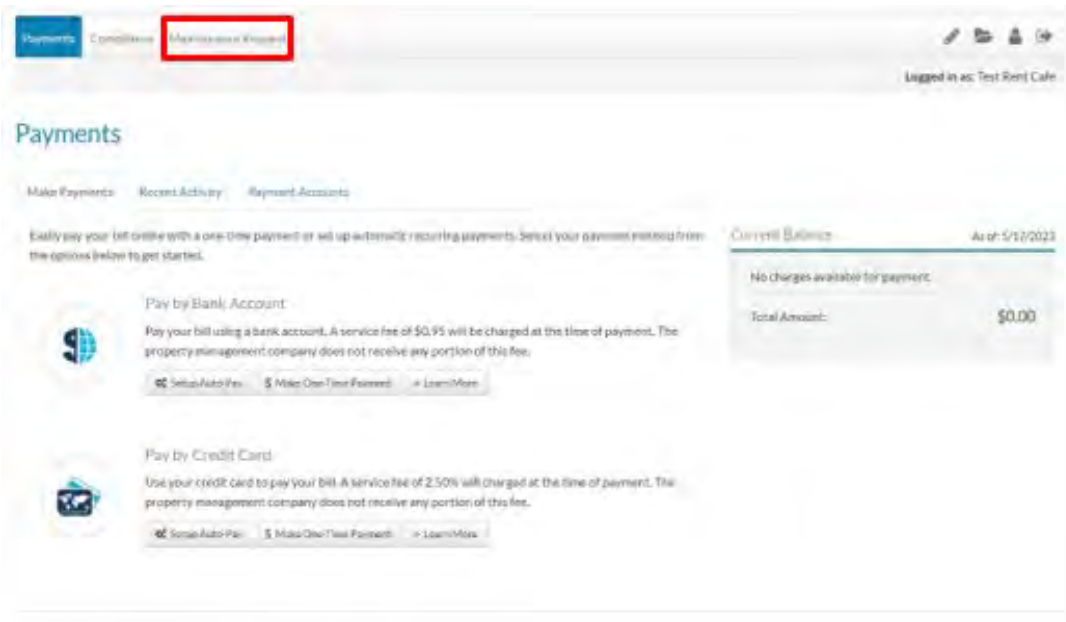
[Back to Payment Selection](#) [Setup Monthly Payment](#)

\*\*\* 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](mailto:cidermill@gradymgt.com).

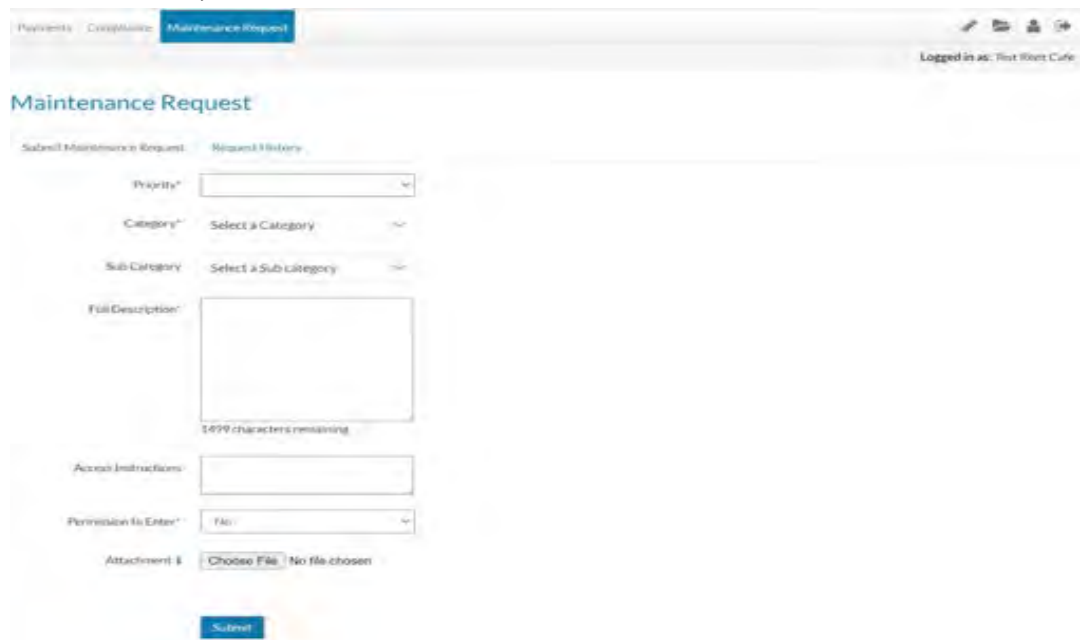
## Envío de una orden de trabajo/solicitud de mantenimiento

### 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 '1499 characters remaining' indicator.
- 'Access Instructions': A text input field.
- 'Permission to Enter': A dropdown menu with the text 'No'.
- 'Attachment': A file selection area with a 'Choose File' button and the text 'No file chosen'.

A blue 'Submit' button is located at the bottom of the form. 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](mailto:cidermill@gradymgt.com).**