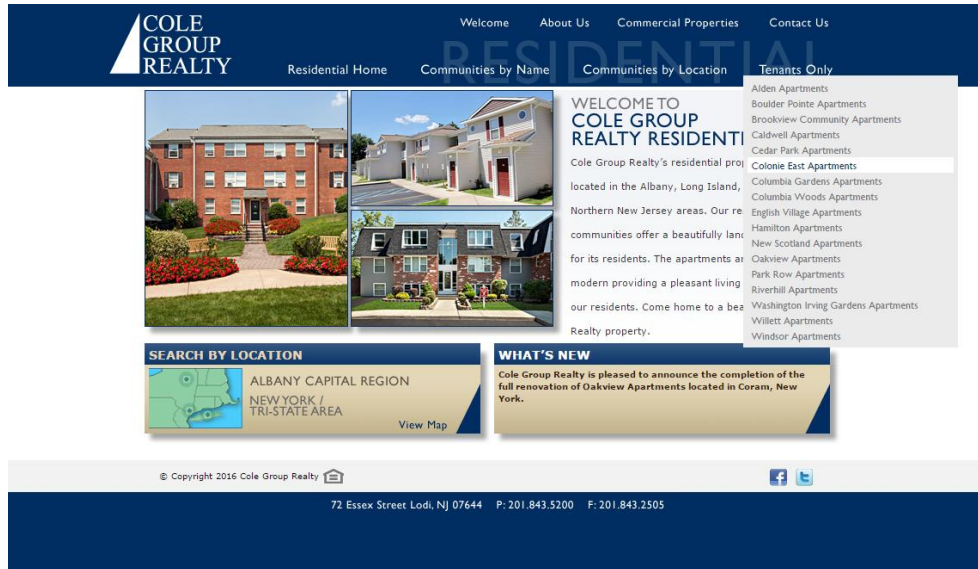


## RESIDENT PORTAL USER GUIDE

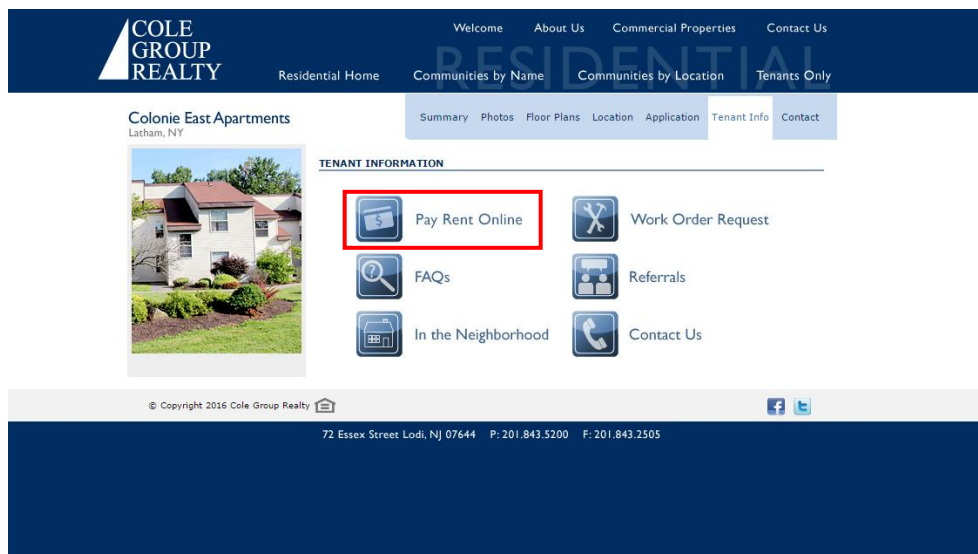
We are continually looking for new ways to enhance the lives of our valued residents. That's why we are excited to announce the launch of our new Resident Portal. Once you register, you'll be able to make payments, create service requests, and renew your lease online at your convenience. Registration is fast and easy.

### How to Set Up your Resident Portal Account on RentCafe:

- (1) Visit your Property Website



- (2) Click the blue **"Tenant Info"** button in the middle of the page, then select **"Pay Rent Online"**



- (3) Select **“Click Here to Register”** on the Welcome to Resident Services screen. This will take you to RentCafe.

COLE GROUP REALTY

Welcome to Resident Services

Email

Password

Sign In

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

**Make Payments**  
Pay online, check the status of your payments and review your payment history.

**Maintenance Requests**  
Submit online maintenance requests.

Available on the App Store  
 GET IT ON Google Play

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72 Essex Street Lodi, NJ 07644 P: 201.843.5200 F: 201.843.2505

- (4) Enter your name and registration code (Sometimes called a “t-code”. This is to be provided by Property Manager. Contact the leasing office for more information).
- (5) Enter email address that you provided to property manager.
- (6) Create a password. Passwords must be at least 8 characters.
- (7) Confirm the password. Enter the same password as you created in step 5.
- (8) Select a security question and enter answer to question that you will remember.

Already a member? [Click here to login.](#)

### User Registration

#### Personal Details

First Name\*

Last Name\*

Registration Code ?

OR

Phone Number

#### Account Information

Email\*

Password\*  Weak Medium Strong

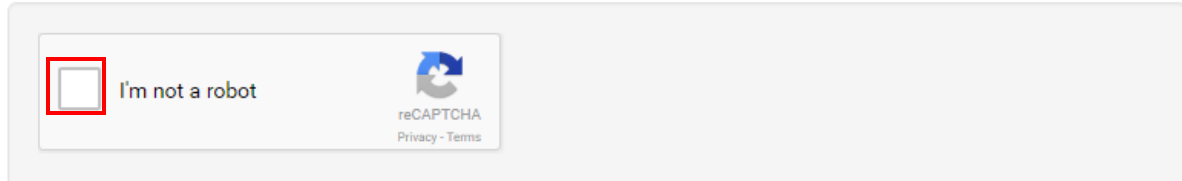
Confirm Password\*

Security Question\*

Security Answer\*

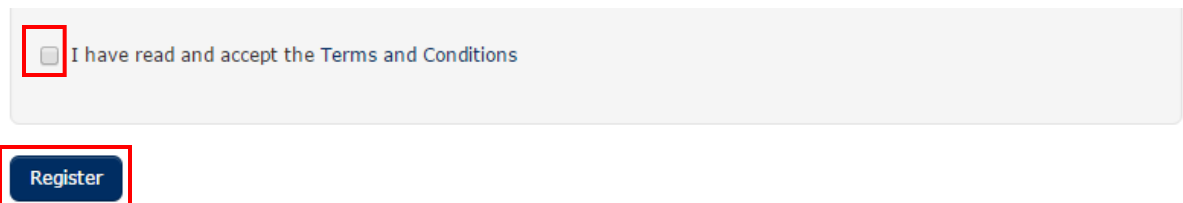
- (9) Click **“I’m not a robot”**

#### User Verification

The image shows a 'User Verification' section. It contains a reCAPTCHA widget with a checkbox labeled 'I'm not a robot'. The checkbox is highlighted with a red square. To the right of the checkbox is the reCAPTCHA logo and the text 'reCAPTCHA' with links for 'Privacy' and 'Terms'.

- (10) Read the Terms and Conditions and Check the Box.

- (11) Click the **“Register”** button.

The image shows a form section for accepting terms and conditions. It contains a checkbox labeled 'I have read and accept the Terms and Conditions'. The checkbox is highlighted with a red square. Below this is a blue button labeled 'Register', which is also highlighted with a red square.

- (12) A confirmation email will be sent to the above listed email address. Follow the instructions to complete set up. If you do not receive the activation email in your Inbox within 10 minutes of registering, please check your Spam folder.

\*\*\* You must register your RentCafe account using a computer and not a mobile device. Once your account is set up, you can download the RentCafe App from the App Store and use your mobile device to make rent payments and submit works orders on your mobile device.

- (13) Enter the email address and password that you entered during registration.
- (14) To confirm the security code, enter the words you see in the box, in order and separated by a space.
- (15) Click on the **“Authenticate User”** button.

## How to add Payment Accounts and make payments

- (1) Select the “Payments tab on your resident services home screen

### 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 Debit Card

Pay your bill using a debit card. A service fee of \$3.95 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 Bank Account

Pay your bill using a bank account. A service fee of \$1.95 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 will be included with your payment. The fee will be displayed for your review before submitting the payment. The property management company does not receive any portion of this fee. Click Learn More for service fee details.

Setup Auto-Pay

Make One-Time Payment

Learn More

**Current Balance**

Due: 10/10/2016

Residential Rent (10/2016)	\$1,250.00
Late Fees lat	\$50.00
<b>Total Amount:</b>	<b>\$1,300.00</b>

**Monthly Auto-pay Setup**

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


**October Monthly Charges**

Residential Rent	\$1,250.00
<b>Total Amount:</b>	<b>\$1,250.00</b>

**November Monthly Charges**

Residential Rent	\$1,250.00
<b>Total Amount:</b>	<b>\$1,250.00</b>

- (2) Click on the “**Payment Accounts**” tab to add a payment account. We currently accept ACH, Debit and Credit Card payments.

 COLE GROUP REALTY

201.843.5200

Payments

Lease

Maintenance Request

Logged in as

Payments

Make Payments

Auto-pay Setup

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.

- (3) To add a bank account, click on the **“Add Bank Account”** button.

The screenshot shows the Cole Group Realty portal interface. At the top is a dark blue header with the company logo and phone number (201.843.5200). Below the header is a navigation bar with tabs for 'Payments', 'Lease', and 'Maintenance Request'. The 'Payments' tab is selected. On the right side of the navigation bar, there are icons for editing, deleting, and adding, along with a 'Help' button. Below the navigation bar, the 'Payments' section is displayed. It includes sub-tabs for 'Make Payments', 'Auto-pay Setup', 'Recent Activity', and 'Payment Accounts'. The 'Payment Accounts' tab is selected. In the 'Payment Accounts' section, there is a sub-section titled 'Bank Accounts' with a description: 'Use the bank accounts listed below to make one-time payments or schedule monthly automatic payments.' To the right of this section, there is a red-bordered button labeled 'Add Bank Account'.

- (4) Enter your bank account information and Click the **“Save”** button.

The screenshot shows the 'Add a Bank Account' form. At the top, there is a title 'Add a Bank Account' and a link 'Back to Payment Accounts'. Below the title is a sample check image. The check is from 'Joe Smith' at '1234 Anystreet Court, Anycity, AA 12345'. The check number is '1234'. The check is payable to 'Pay to the order of' followed by a blank line and 'Dollars'. Below the check image, there are three input fields: 'Routing Number' (with a sample value of 123456789), 'Account Number' (with a sample value of 123456789123), and 'Check Number' (with a sample value of 1234). Below these fields are three more input fields: 'Account Name', 'Routing Number (9 digits)', and 'Account Number (3-17 digits)'. There is also a dropdown menu for 'Account Type' with 'Checking Account' selected. At the bottom left of the form is a red 'Save' button.

- (5) If your bank account is added successfully, you should see a confirmation message at the top of the screen
- (6) You should now see the payments accounts available on the **“Payments Accounts”** tab.

**Please be sure to accurately input your banking information. Incorrect information will result in rejected payments. Residents are responsible for ensuring the accuracy of their banking information.**


## How to submit a one-time payment

- (1) On the **"Make Payments"** tab, click on the **"Make One-Time Payment"** button. Lease charges appear towards the end of the month, prior to rent being due. You can make a one-time rent payment at any time and before the lease charges appear.


### 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 Debit Card**  
Pay your bill using a debit card. A service fee of \$3.95 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 Bank Account**  
Pay your bill using a bank account. A service fee of \$1.95 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 will be included with your payment. The fee will be displayed for your review before submitting the payment. The property management company does not receive any portion of this fee. Click [Learn More](#) for service fee details.  
[Setup Auto-Pay](#) **\$ Make One-Time Payment** [Learn More](#)

- (2) Select the payment method to be used.
- (3) Select the charges you would like to pay by introducing the amount in the **"Payment Amount"** box.

### One-Time Debit Card Payment

Payment Options » Payment Details » Review Payment » Confirmation

A service fee of \$3.95 will be charged at the time of payment. The property management company does not receive any portion of this fee. Service fee is non-refundable.

Add Debit Card

Description	Total Amount	Paid	Unpaid	Payment Amount
Residential Rent (10/2016)	\$1,250.00	\$0.00	\$1,250.00	1,250.00
Late Fees lat	\$50.00	\$0.00	\$50.00	50.00
			<b>Total</b>	\$1,300.00

- (4) If your lease charges are not showing on your screen (i.e. it is before the 1st of the month when rent is due and lease charges appear) you can make a payment using the “extra payment” box. Enter the amount for all your monthly rent charges, per your lease agreement. If you submit less than the rent due per your lease agreement, the payment will be accepted by the system but management will still consider rent outstanding and you will be responsible for any late fees, if and as they apply to your property.

#### One-Time Debit Card Payment

Payment Options » Payment Details » Review Payment » Confirmation

A service fee of \$3.95 will be charged at the time of payment. The property management company does not receive any portion of this fee. Service fee is non-refundable.  
You have a \$0 or credit balance on your account. If you make a payment now it will be included as an "Unapplied Credit" within the Payments menu under Current Outstanding Charges.

Add Debit Card

Enter Payment Details

Select Payment Account

Extra Payment Amount

Service Fee ⓘ \$3.95

Total Amount \$3.95

Next

- (5) Click the “Next” button.

#### One-Time Debit Card Payment

Payment Options » Payment Details » Review Payment » Confirmation

A service fee of \$3.95 will be charged at the time of payment. The property management company does not receive any portion of this fee. Service fee is non-refundable.  
You have a \$0 or credit balance on your account. If you make a payment now it will be included as an "Unapplied Credit" within the Payments menu under Current Outstanding Charges.

Add Debit Card

Enter Payment Details

Select Payment Account

Extra Payment Amount

Service Fee ⓘ \$3.95

Total Amount \$3.95

Next

- (6) Read the Terms and Conditions and check the box next to “I have read and accept the Terms and Conditions.”

One-Time Debit Card Payment

Payment Options » Payment Details » Review Payment » Confirmation

Payment Details

Payment Account	Visa XXXX
Extra Payment Amount	\$1,300.00
Service Fee ⓘ	\$3.95
Total Amount	<b>\$1,303.95</b>

Service fee is non-refundable.

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

☒ I have read and accept the Terms and Conditions

- (7) Click on the “**Submit Payment**” button.

One-Time Debit Card Payment

Payment Options » Payment Details » Review Payment » Confirmation

Payment Details

Payment Account	Visa XXXX
Extra Payment Amount	\$1,300.00
Service Fee ⓘ	\$3.95
Total Amount	<b>\$1,303.95</b>

Service fee is non-refundable.

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

☐ I have read and accept the Terms and Conditions

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

- (8) If payment is accepted you will see the screen below. You will also receive a confirmation email.

**Note that this screen and email confirms that you have requested to make a one-time payment through the online resident portal. It does not confirm that funds were received by the management company. If your bank account returns with non-sufficient funds (NSF), your payment will bounce and you will be responsible for paying any NSF and late fees, as they apply at your property. It is the resident’s responsibility to ensure that there are sufficient funds in their account to make online payments.**




## How to setup recurring payments

- (1) On the **“Make Payments”** tab, click on the **“Setup Auto-Pay”** button.

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 Debit Card



Pay your bill using a debit card. A service fee of \$3.95 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 Bank Account



Pay your bill using a bank account. A service fee of \$1.95 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 will be included with your payment. The fee will be displayed for your review before submitting the payment. The property management company does not receive any portion of this fee. Click Learn More for service fee details.

 Setup Auto-Pay  Make One-Time Payment [Learn More](#)

- (2) Select the payment account to be charged every month per lease charge.

Payments

Make Payments Auto-pay Setup Recent Activity Payment Accounts

A service fee of \$3.95 will be charged at the time of payment. The property management company does not receive any portion of this fee. Service fee is non-refundable.

**i** Your average monthly charges are **\$1,175.00/month**.

Payment Account	Start Date	End Date	Pay on Day	Max Pay Amount	
Select Debit Card ▾	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="button" value="Next"/>

- (3) Enter the date and amount to pay for each recurring lease charge, and then click **“Next”**.

Payments

Make Payments Auto-pay Setup Recent Activity Payment Accounts

A service fee of \$3.95 will be charged at the time of payment. The property management company does not receive any portion of this fee. Service fee is non-refundable.

**i** Your average monthly charges are **\$1,175.00/month**.

Payment Account	Start Date	End Date	Pay on Day	Max Pay Amount	
Select Debit Card ▾	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="button" value="Next"/>

- (4) Read the Terms and Conditions and check the box next to **“I have read and accept the Terms and Conditions.”**

Auto-pay Setup

Your First Payment will be on: 11/1/2016

Payment Account	Start Date	End Date	Pay on Day	Max Payment Amount
Visa XXXX	10/11/2016		1st	\$1,300.00

A service fee of \$3.95 per transaction will be charged at the time of payment. The property management company does not receive any portion of this fee. Service fee is non-refundable.

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](#)

CancelSet Up Auto-Pay

- (5) Click on the **“Setup Auto-Pay”** button.

Auto-pay Setup

Your First Payment will be on: 11/1/2016

Payment Account	Start Date	End Date	Pay on Day	Max Payment Amount
Visa XXXX	10/11/2016		1st	\$1,300.00

A service fee of \$3.95 per transaction will be charged at the time of payment. The property management company does not receive any portion of this fee. Service fee is non-refundable.

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](#)

CancelSet Up Auto-Pay

- (6) You will see the following message:

Automatic Monthly Payment Confirmed.

Thank you for setting up your automatic monthly payment!

Automatic monthly payments will be effective as of the 1st of next month. Please note that outstanding balance due for the current month must be paid using our one-time payment option.

You can access your payment details anytime from Payment Menu.

A confirmation email has been sent


## Deleting Auto-Pay

- (1) Click on the **“Setup Auto-Pay”** button as shown below.

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 Debit Card



Pay your bill using a debit card. A service fee of \$3.95 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 Bank Account



Pay your bill using a bank account. A service fee of \$1.95 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 will be included with your payment. The fee will be displayed for your review before submitting the payment. The property management company does not receive any portion of this fee. Click Learn More for service fee details.

 Setup Auto-Pay  Make One-Time Payment [Learn More](#)

- (2) click **“Delete”**.

Payments

Make Payments Auto-pay Setup Recent Activity Payment Accounts

A service fee will be charged at the time of payment for Debit Card, Bank Account and Credit Card transactions. The property management company does not receive any portion of this fee. Service fee is non-refundable.

**i** Your average monthly charges are **\$1,160.00/month**.

Payment Account	Start Date	End Date	Pay on Day	Max Pay Amount	
Bank Account	11/2/2016		2nd	\$1,160.00	<a href="#">Edit</a> <a href="#">Delete</a>

- (3) You'll see the message shown below; click **“ok”**.
- (4) Note that RENTCafe recognizes that you want to cancel the auto-pay. Accept the terms and conditions, and click **“Setup Auto-Pay.”**

## Troubleshooting

- (1) You set up for auto-pay, however, the payment has not yet drafted your bank account.

There multiple reasons that a payment has not drafted your account. The reasons can include but are not limited to the following:

- The bank has returned the payment due to a lack of funds (NSF), an invalid routing number or invalid bank account. You will be notified by the leasing staff if this applies to you.
- Sometimes weekends or holidays may delay the processing of your payment. You can contact the leasing staff if you'd like to confirm the date that these payments were processed.
- Occasionally, the timing of when you set yourself up for auto-pay may require that you make a one-time payment for the first month, and then subsequent payments will be made via our auto-pay system.
- Your auto-pay set up expires at the end of your lease term. If you've renewed your lease, you will be required to authorize payments under the terms of your new lease, as your payment amount may have changed.

- (2) You are unable to make a payment and receive the following message.

**"This account does not allow Credit Card or Bank Account Payments. Please contact your Property Manager for assistance."**

You have reached the maximum NSF count of "2".

- (3) You receive the following message.

**"You have a credit balance on your account. This will be an extra payment and will be included in the "Unapplied Prepayment Amount" under Payments menu Current Outstanding Charges."**

The Property Manager has not yet posted the monthly charges to the resident ledgers or you currently have a credit balance on your account. You are simply being notified that your payment will post as prepaid until those charges post to your ledger.

- (4) I registered for Resident Portal, however, I'm unable to log in to my account.

You'll receive an email upon registration that will ask you to activate your account. Follow the link within your email. This will activate your account and provide you with a confirmation email. If you don't receive the email asking that you activate your account, check your junk mail or spam folder. If you are using Internet Explorer as your browser, please make sure that you are using version 8 or higher.

## RENTCafé Resident Mobile App is now available for your smartphone!



**RENTCafé** Resident App



With the RENTCafé Resident App, communicating with your property manager and managing your apartment information has never been easier.

Sign up to receive your RENTCafé Resident account today! If you already have an account with us, let's get started! With RENTCafé Resident App now you may be able to complete all of your apartment rental needs on the go.

[Free Download »](#)

### Resident App Features

If your property manager uses RENTCafé Resident Portal, you can use the Resident App by RENTCafé on your iPhone or iTouch to:

- › View your account activity, balance and monthly charges
- › Submit maintenance requests complete with a description, photos and voice memo
- › Track progress of maintenance requests
- › Pay your rent through a secure and encrypted transmission

## RENTCAFÉ MOBILE APP



### RENTCafé Resident

The RENTCafé Resident iPhone app is a mobile version of RENTCafé Resident Portal that allows current residents to manage their profiles, view their ledgers, pay rent and other charges from a mobile device. Residents can also initiate maintenance requests that include pictures taken with their mobile device. [Available in the iTunes App Store.](#)



## MY PROFILE

The image displays two screenshots of a mobile application interface, specifically the 'My Profile' section.

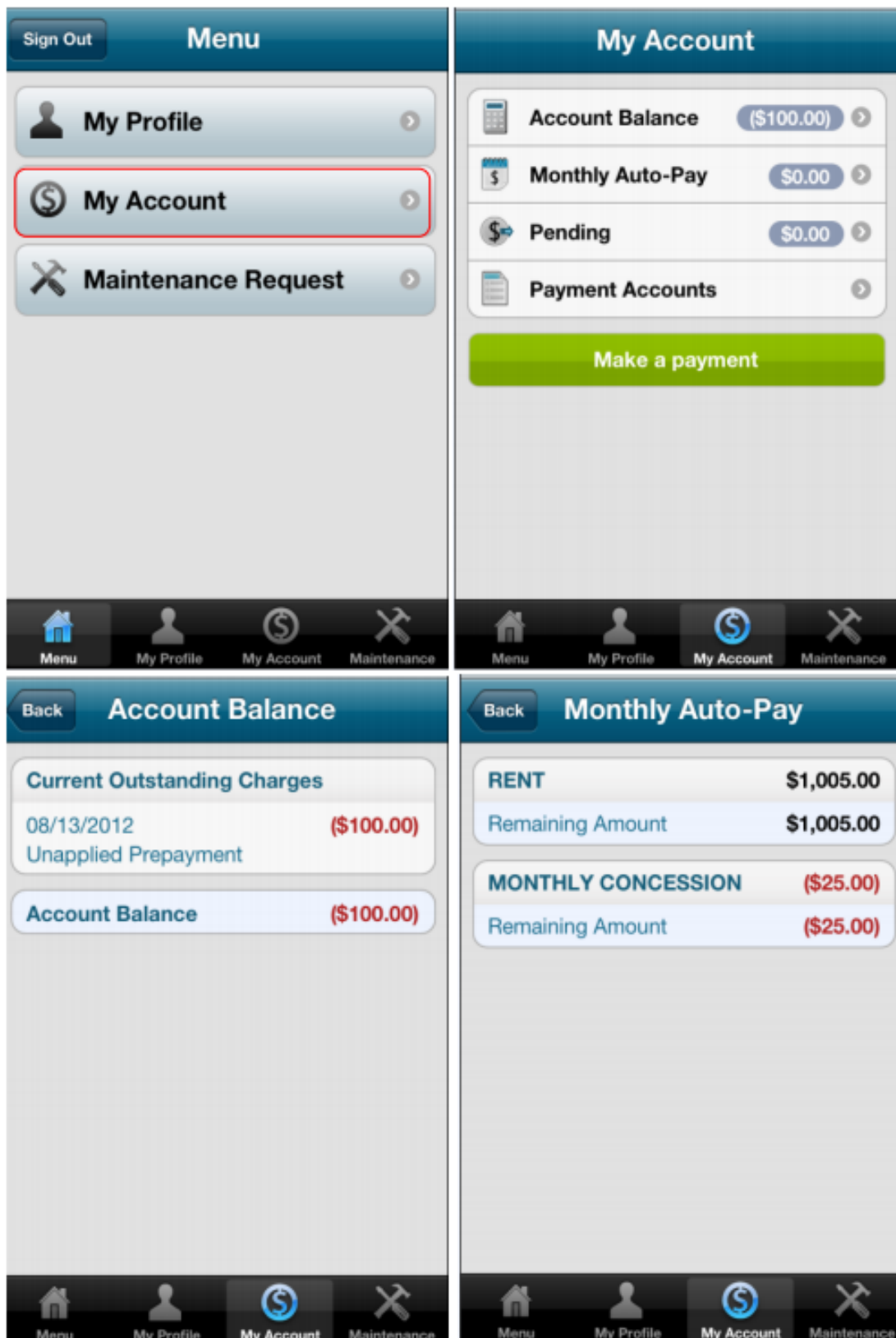
**Top Screenshot: Menu Screen**

- Header:** 'Sign Out' button, 'Menu' title.
- Menu Items:**
  - My Profile:** Highlighted with a red border, featuring a person icon and a right arrow.
  - My Account:** Features a dollar sign icon and a right arrow.
  - Maintenance Request:** Features a wrench icon and a right arrow.
- Bottom Tab Bar:** Icons for Menu, My Profile, My Account, and Maintenance.

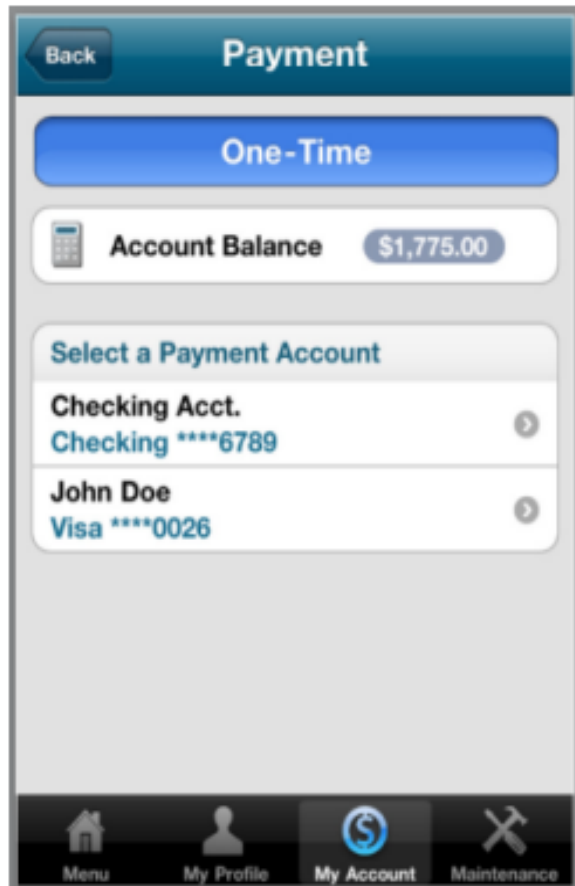
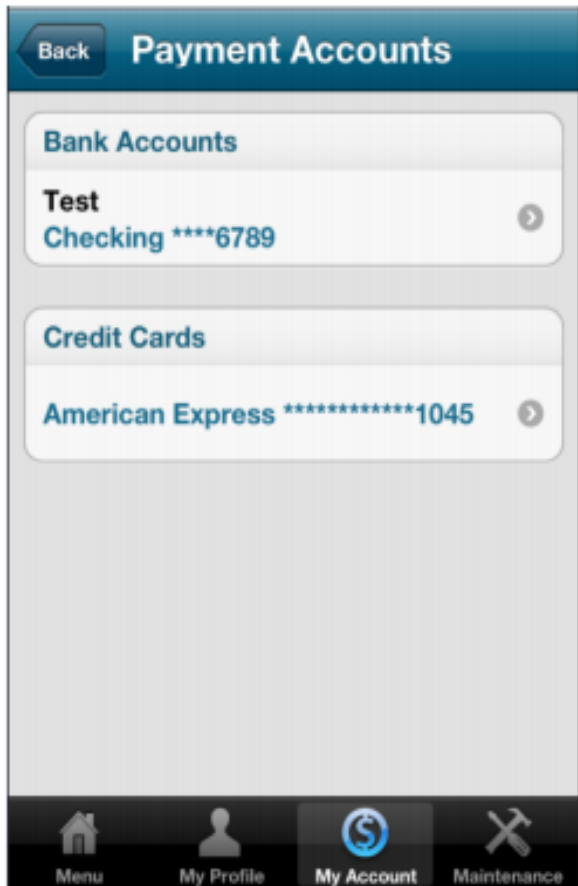
**Bottom Screenshot: My Profile Screen**

- Header:** Home icon, 'My Profile' title, 'Edit' button.
- Contact Details:**
  - first: [text input field]
  - last: [text input field]
  - office: [text input field]
  - home: [text input field]
  - fax: [text input field]
  - email: [text input field]
- Address:** [text input field]
- Lease Terms:**
  - from: 05/28/2012
  - to: 05/27/2013
  - rent due: 1st of the month
- Vehicle Information:** [button with right arrow]
- Bottom Tab Bar:** Icons for Menu, My Profile, My Account, and Maintenance.

## MY ACCOUNT







## MAINTENANCE

