

RentCafe Frequently Asked Questions

If you need additional assistance, please contact your property management team.

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1. How do I create an account with RentCafe?

To register for the RentCafe Resident Portal, you will need:

- Resident name
- Registration code (your T-number) that can be requested from your property manager
- Email associated with the resident account

Visit <https://www.rentcafe.com/residentservices/apartmentsforrent/propertyselect.aspx> and search for your property by zip code or name. Select the property. Complete the required information in the form and submit. An email will be sent to verify the email address.

2. How do I reset my password?

Forgotten passwords can be retrieved by using the "Forgot password link" on the log in page or fill out the RentCafe support form and select "RentCafe Password Reset" as the Reason for Support.

3. I don't have an email address. Can I still use RentCafe?

Yes! You can create a free Gmail email account by going to <https://accounts.google.com/SignUp>.

4. Where do I go to login to RentCafe after I complete registration?

You can access RentCafe and login to your account through any of the following methods:

- Use the *Apartment Search* toolbar at the top of the Pennrose.com page to find your property. Click the *Pay Online* link.
- The RentCafe mobile app, which can be downloaded by going to the App Store on your device and searching for RentCafe Resident.

5. What payment methods are accepted through RentCafe?

Acceptable payment methods include ACH (bank withdraw), credit card, or debit card. Service fees apply. Another rent payment option is to make a payment with cash at thousands of trusted payment locations using PayNearMe.

6. What are the service fees for paying online through RentCafe?

The service fees are as follows:

- ACH: no fee up to \$25k per year.
- Credit Card: A service fee of 2.950% will be charged at the time of payment.
- Debit Card: For payments up to \$999.99 the service fee is \$3.95. For payments greater than
- \$999.99 and up to \$1,999.99 the service fee is \$4.95. For all payments greater than
- \$1,999.99 the service fee is \$9.95.
- Note: The service fee is charged as a separate fee at the time of payment. Any overdraft
- fees issued by your banking institution for insufficient funds may apply to both the online
- payment and the service fee.

7. How do I make a payment through RentCafe?

Instructions for making a payment through RentCafe can be found on the For Residents - Paperless Rent Payment page of Pennrose.com or by using the link www.PowerofPaperless.com .

8. How do I schedule recurring payments through RentCafe?

Instructions for making a payment through RentCafe can be found on the For Residents - Paperless Rent Payment page of Pennrose.com or by using the link www.PowerofPaperless.com.

Please note that automatic payments are pulled at 4:15AM on the date they are scheduled.

9. Where can I see my payment activity?

Once you have logged in to RentCafe, go to the Recent Activity tab and you can view all payments, or search for a specific payment.

10. How do I add a new method of payment?

Instructions for adding a payment method can be found on the For Residents - Paperless Rent Payment page of Pennrose.com or by using the link www.PowerofPaperless.com.

11. Is there a mobile app for RentCafe?

Yes, you can download the RentCafe mobile app for Apple or Android devices by going to the App Store on your device and searching for RentCafe Resident.

12. Why does my payment have a “Pending” status?

Payments can have the “Pending” status for one or two days. Furthermore, it can take up to three (3) business days for RentCafe to post payments to your account. Please allow sufficient time for payments to process.

13. How do I cancel automatic payments?

Once logged into RentCafe, click Payments on the top menu. Then:

- If the Auto-pay Setup tab is visible, click the tab, and then click the Delete button next to the automatic payment that you want to cancel.
- If the Auto-pay Setup tab is not visible, click the Set Up Automatic Recurring Payments button on the Make Payments tab, scroll to the bottom of the screen, and then click the Cancel Scheduled AutoPay button.

Please note that automatic payments are pulled at 4:15AM on the date they are scheduled, so any changes to the automatic payment must be made prior to this time on the scheduled date.

14. How do I submit a payment for someone else, such as a roommate or a relative?

RENTCafé Resident Portal should only be used by the individual who has registered and logged in to submit payments. If you need to submit a payment on behalf of another tenant or if someone else needs to submit a payment on your behalf, please contact your property management team.