

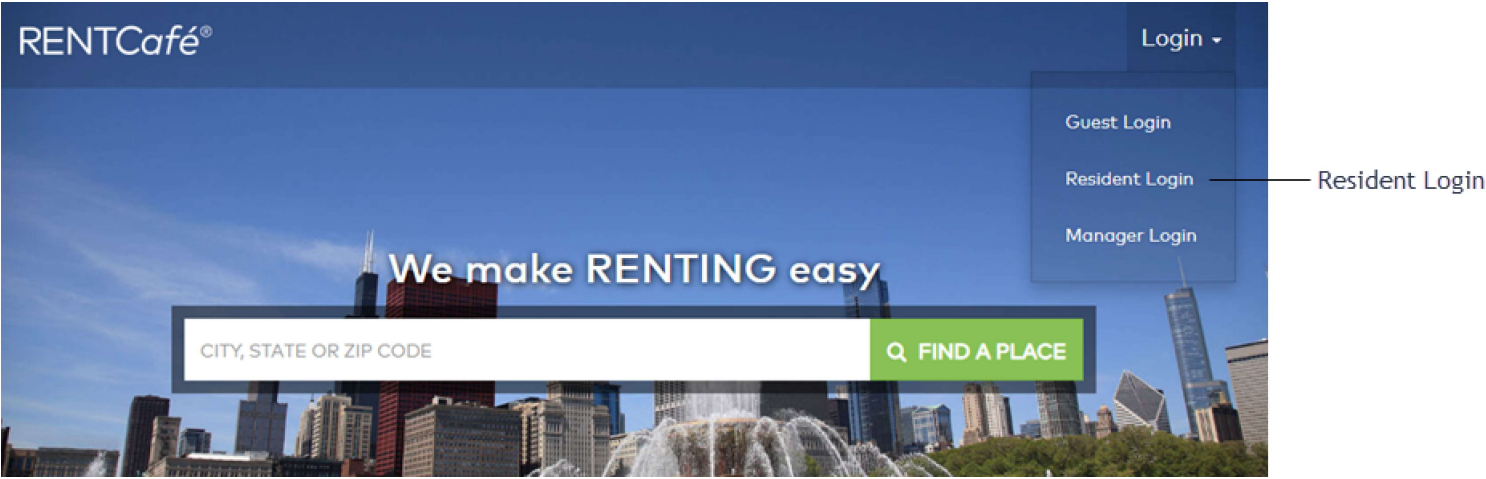
How do tenants log into RentCafe for the first time?

This article is intended for property managers; its purpose is to help answer questions you might receive from tenants. To do this, we show the process from the tenant's perspective. You can print out this article and hand it to them; or you can print it as a PDF and email it to them.

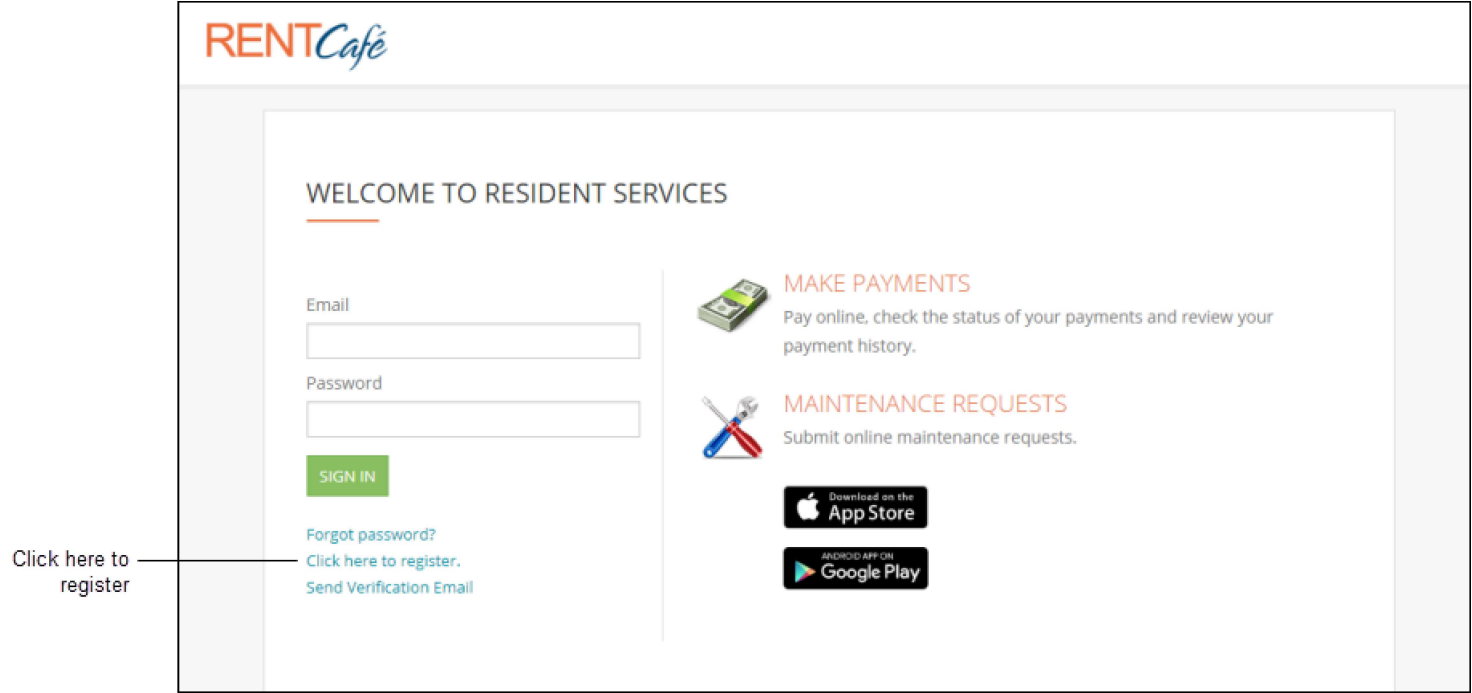
If a tenant applied for their unit via RentCafe, they have already set up a login and can use it to access the Resident Portal. If a tenant did not apply through RentCafe, they have to register before they can log in.

Registering on RentCafe

Go to rentcafe.com and select **Login > Resident Login**.



The Login page appears.



Select **Click here to register**. The **Resident Registration** page appears.

RESIDENT REGISTRATION

To start, we need to locate your apartment community. Please enter the postal code or name of your apartment community below:

ENTER YOUR ZIP CODE

SELECT YOUR APARTMENT COMMUNITY

588 Mills Way

SEARCH RESULTS



Bedroom:
1 - 1
Bath:
1.0 - 1.00

588 Mills Way
588 Mills Way
Goleta, CA 93117
(805) 669-8080

Enter the zip code and the name of the apartment community. (If the property does not have a name, enter the address.)

RentCafe searches for possible matches and returns results. Locate your property and click **Select This Property**. The **User Registration** page appears.

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

USER REGISTRATION

PERSONAL DETAILS

First Name*

Last Name*

Registration Code ?

OR

Phone Number

My Property



588 Mills Way

588 Mills Way

Goleta, CA 93117

ACCOUNT INFORMATION

Email*

Password*

Weak Medium Strong

Confirm Password*

Security Question*

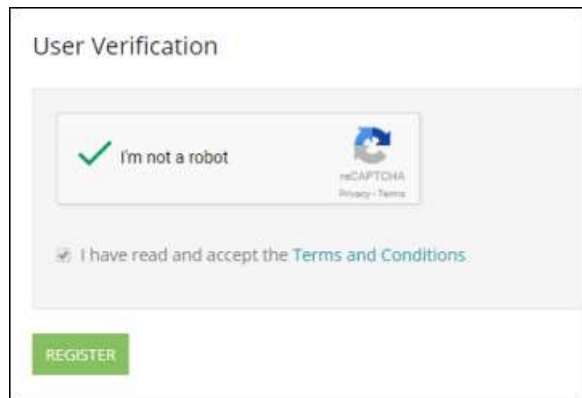
What was your first pet's name? ▼

Security Answer*

Complete the form. You must use the exact name that was entered in Breeze (first and last), and the **Email** address must be an exact match as well.

Note: Commercial tenants must use the name of their business in both name fields (first and last). For example, if your business is Andy's Coffee, enter "Andy's Coffee" in both fields.

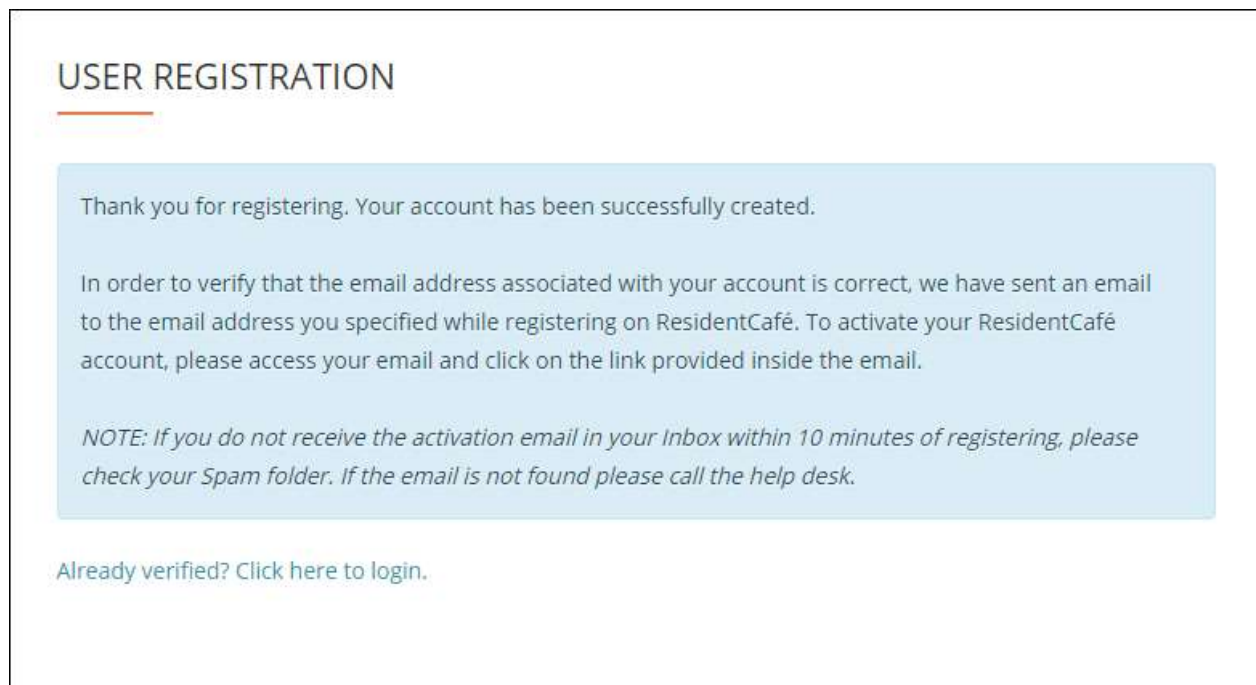
When you are finished, scroll to the bottom of the page.

A screenshot of a 'User Verification' form. At the top, it says 'User Verification'. Below that is a light gray box containing a green checkmark icon and the text 'I'm not a robot' next to a reCAPTCHA logo. Below this is a checkbox with a small icon and the text 'I have read and accept the Terms and Conditions'. At the bottom of the form is a green button with the word 'REGISTER' in white capital letters.

Select **I'm not a robot**.

Select the check box for **Terms and Conditions**. (Another page appears, where you click **Accept**.)

Click **Register**. A confirmation message appears.

A screenshot of a 'USER REGISTRATION' confirmation page. The title 'USER REGISTRATION' is at the top left. Below it is a light blue box with the following text: 'Thank you for registering. Your account has been successfully created.' followed by 'In order to verify that the email address associated with your account is correct, we have sent an email to the email address you specified while registering on ResidentCafé. To activate your ResidentCafé account, please access your email and click on the link provided inside the email.' Below this is a note: 'NOTE: If you do not receive the activation email in your Inbox within 10 minutes of registering, please check your Spam folder. If the email is not found please call the help desk.' At the bottom of the page, it says 'Already verified? Click here to login.'

Activating Your Account

The next step is to activate your account. Check your email. There should be a message from RentCafe.

Dear Peter,

Thank you for registering on Resident Services. Please activate your account by clicking the following link:

<https://www. /residentservices/588-mills-way0/userconfirmregistration.aspx>

Once activated, your Resident Portal account will provide you online access to:

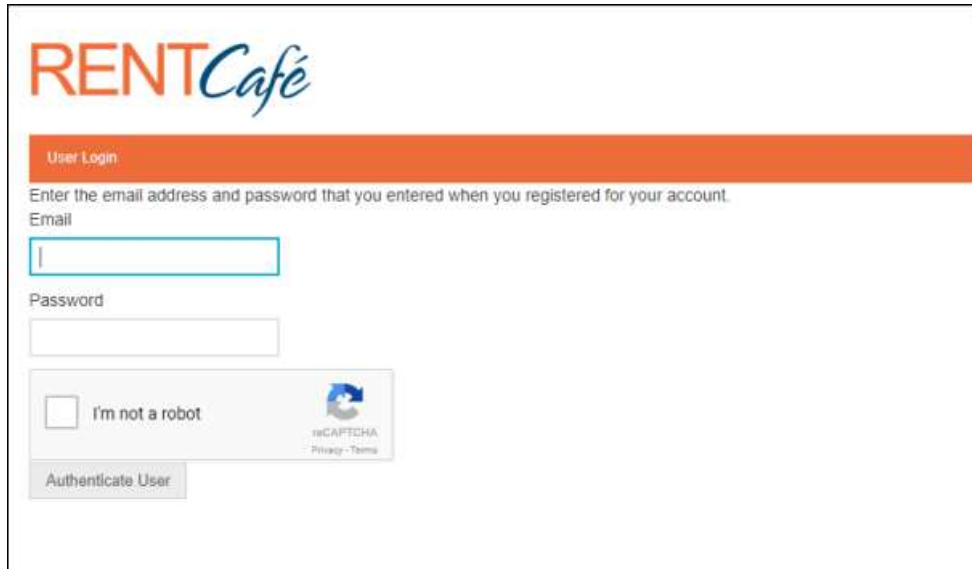
- Enjoy 24/7 self-service account management
- Check your balances and make payments
- Schedule recurring auto-payments for rent and other dues
- Submit maintenance requests
- Check out upcoming community events
- Much, much more!

Should your email address change, please remember to update your Resident Portal account profile. Your email address must be current to receive payment notifications, community updates, and other online activity confirmations. If you have any questions, please contact us. We appreciate the opportunity to serve you.

CONTACT INFO

588 Mills Way
Goleta, CA 93117
(805) 669-8080

Click the link in the email. The RentCafe login screen appears.



The image shows the RentCafe User Login screen. At the top is the RentCafe logo. Below it is an orange header bar with the text "User Login". Underneath the header bar, there is a prompt: "Enter the email address and password that you entered when you registered for your account." Below this prompt are two input fields: "Email" and "Password". Below the "Email" field is a checkbox labeled "I'm not a robot". To the right of the checkbox is a reCAPTCHA logo and the text "reCAPTCHA" and "Privacy - Terms". Below the checkbox and the reCAPTCHA logo is a button labeled "Authenticate User".

Enter your **Email** address and **Password**. Select **I'm not a robot**, and click the **Authenticate User** button. The RentCafe home page appears.

Payments

[Make Payments](#)
[Auto-pay Setup](#)
[Recent Activity](#)
[Payment Accounts](#)

Current Balance: \$3,000.00

As of: 3/19/2018

Charge	Amount	Charged on
:Movein - Rent	\$1,500.00	3/19/2018
:Movein - Deposit	\$1,500.00	3/19/2018

Missing a payment can be expensive.

[Set up auto-pay >](#)

[Add a Debit Card](#)

or [use other form of payment](#)

March Monthly Charges

Charge	Amount
Rent	\$1,500.00
Total Amount	\$1,500.00

From the home page, you can make payments or enter maintenance requests. For more information, see the following:

- [How do tenants make online payments on RentCafe?](#)
- [How do tenants enter maintenance requests on RentCafe?](#)