RENTCafé Resident Portal FAQs

Welcome to your new safe and secure RENTCafé resident portal that will make your rental experience seamless.

The new portal allows you to pay your rent effortlessly, keep up to date with what's happening in your rental community and submit your service requests instantly.

A little bit about Yardi:

Established in 1984, Yardi has grown dramatically over the last three decades to become a leading provider of high-performance software solutions for the real estate industry. Today, they employ over 7,500 dedicated professionals working in over 45 offices throughout North America, Europe, Middle East, Asia, and Australia. Minto Apartments is very pleased to have partnered with Yardi to offer our residents state of the art software applications to improve your experience with us, starting with the Resident Portal.

The Payment Card Industry (P.C.I.) compliant RENTCafé Resident Portal is available as both a responsive website and a mobile app. The resident portal allows residents to easily, securely, and instantly: update their profiles, view balances, make online payments and submit maintenance requests with photos and voice memos. Residents will also be able to easily stay connected with their community through online announcements and calendar events.

Here are some FAQs about your new resident portal:

GENERAL QUESTIONS

Is there a mobile app?

> Yes! You can easily download the RENTCafé app on your iOS or Android device:
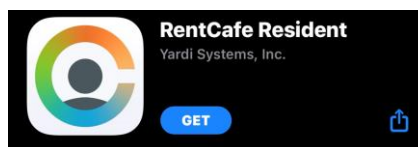
Can the main resident and co-resident both have access to the account using two (2) different email addresses?

> Yes! The main resident and co-resident are able to log into the portal with unique email addresses.

I already used RENTCafé with my previous landlord and my old account information is showing up – what do I do?

> This means that your account hasn't been moved to a "past" status. You will need to register with your Resident ID for your new property. Then, your accounts will be linked.

My email address changed – what do I do?

> Simply log into your account and update your email on your profile. The next time you log in, you'll be able to use your newly updated email address.

I can't sign into the portal.

> When a resident is having issues accessing the portal that can mean that their account is locked, they forgot their password, or are using the wrong email address. If the resident is in **evict status**, they lose access to the portal immediately contact your property management team to unlock your account.

English isn't my first language and I'm finding it difficult to navigate the app.

> Please reach out to your property manager directly to assist and have solutions offered.

REGISTERING FOR THE RESIDENT PORTAL

I'm having issues registering for the new portal.

> **Possible registration issues are:**
>
> - The email the invitation was sent to is incorrect – verify your email with your property management team
> - The invitation went to a spam folder
> - The email is already in use by another resident

My sign-up link isn't working.

> **Possible sign-up link issues are:**
>
> - Links expire after 7 days – resident must contact property management for new link if theirs is expired
> - If the original link was clicked but registration was not completed, the link will expire and a new one will need to be sent

I'm getting an error message that says "Username/email address does not exist"

Contact your property management team to correct your email in the system.

RENTAL PAYMENTS

Is the portal Payment Card Industry (P.C.I.) compliant?

Yes! When a user or a resident initiates a payment card transaction, payment card data such as the cardholder name, account number, and expiration date is not stored in Yardi's payment processing software or RENTCafé. Yardi's Payment Processor is fully compliant with the Payment Card Industry Data Security Standard (PCI DSS) for Service Providers, which provides a framework for the secure processing, transmission, and retention of payment card data."

The portal won't let me make a payment

There is a "*Tooltip*" helper in the resident portal – troubleshoot with them to see if you can figure out the issue.

- If you can't sort the issue with *Tooltip*, there could be something wrong on our end! Reach out to your property management team to look into this for you.

What if I don't want to pay my rent through RENTCafé?

Please reach out to your property manager directly to discuss your specific circumstance.

What rental payment options are available with the Resident Portal?

There are **two (2)** ways you can pay your rent through RENTCafé:

- Connecting your bank account to the app (no fee)
- One-time credit card payment (1.75% fee)

Are there any fees associated with paying my rent **through RENTCafé?**

If paying your rent with a **credit card** (Visa, AMEX, MasterCard), there will be a 1.75% fee charged

If paying by a **linked bank account**, fees are absorbed by Minto Apartments and cost you **no additional fee**

How long does it take to link my bank account to the portal?

Your bank account will be added immediately, however, it won't be available to be used to pay your rent until the bank verification process has been completed (24-72 hours)

Step 1: Add bank account details into the portal

Step 2: The portal will deposit a small sum into your account (often around $.15)

Step 3: You must log back into the portal and click on the verify link next to your bank account info. Then, you'll enter the ***exact amount*** that the portal deposited into your bank account. If the incorrect number is entered, the bank account will not link.

If I link my bank account, will my rent automatically be taken out?

No, not if you don't choose this option. You are able to control when you pay your rent. Minto Apartments cannot automatically withdraw your rent without your consent. You will have the option to set-up one time payments or a reoccurring payment. No additional fees will be incurred by paying your rent this way.

Can I add a bank account that isn't in my name?

Yes! As long as you have all the required information, you can link whatever bank account you wish to your resident portal.

How many days in advance do I need to pay my rent to ensure it's paid by the due date?

Depends on your banking institution, but typically 2-3 days – it will have a "pending" status until it has been deposited. Credit card payments will be instant.

What if my payment is "pending" for more than three (3) business days?

Please reach out to your property management team.

How do I cancel auto-payments?

On the top menu, click **Payments.** 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 **Recurring Payments** button on the **Make Payments** tab, scroll to the bottom of your screen and click the **Cancel Scheduled Auto-Pay** button.

How do I submit payments for someone else, such as a roommate or relative?

The portal should only be used by the individual who has registered. If rent needs to be paid on behalf of someone else, please reach out to property management.

RESIDENT PORTAL SECURITY

How is resident personal information protected in the Resident Portal app, given privacy breaches in other apps that have been noted in the news recently (i.e. Tim Hortons)?

Personal information is not stored locally/in the app. The app allows residents to access and send information to your Yardi database. Data is encrypted in transit at TLS 1.2, which is one of the highest levels of encrypted cyber security forms of communication available.

How is tenant banking information protected?

All payments are processed via Yardi's *Payment Card Industry* (PCI) compliant payment processing system.

Is the Resident Portal app owned and created by Minto Apartments?

No, this app is created and owned by Yardi. For more information on Yardi and their credibility, please visit their website here.

Is the information stored in Canada and subject to Canadian laws, or is it owned by another company operating in the U.S or elsewhere?

Yes, information is stored in Canada and the agreement is governed by Canadian law.

Will the app need to access other data on our devices?

No, the app will not need access to other data on your devices.