



## RENTCafé Frequently Asked Questions

1. How do I create an account with RENTCafé?
2. How do I reset my password?
3. I don't have an email address. Can I still use RENTCafé?
4. Where do I go to login to RENTCafé after I complete registration?
5. What payment methods are accepted through RENTCafé?
6. What are the service fees for paying online through RENTCafé?
7. How do I make a payment through RENTCafé?
8. How do I schedule recurring payments through RENTCafé?
9. Where can I see my payment activity?
10. How do I add a new method of payment?
11. Is there a mobile app for RENTCafé?
12. Why does my payment have a "Pending" status?
13. How do I cancel automatic payments?

### 1. How do I create an account with RENTCafé?

Go to <http://cvillerha.com> and click Resident Login at the top right in blue. This will take you to the Tenant Portal page, where you can register for an account. You will be required to put in a registration code; this is your "t" code. It is listed on your Welcome to RentCafe email. If you do not know your t code, contact your property manager.

Once your RENTCafe account has been created you will receive an email RENTCafé account registration verification link. Upon receipt of the registration email, click the link within the email to verify your email address and create your password.

### 2. How do I reset my password?

Forgotten passwords can be retrieved by using the "Forgot password link" on the log in page, or if you need assistance email [support@cvillerha.com](mailto:support@cvillerha.com).

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

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 RENTCafé after I complete registration?

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

- Go to <https://portal-cvillerha.securecafe.com> and then click the Resident login at the top.
- Go to <https://cvillerha.com> scroll to the bottom of the page and click Resident Portal under Residents section, it takes you to the Tenant portal.
- The RENTCafé mobile app, which can be downloaded by going to the App Store on your device and searching for RENTCafé Resident.

**5. What payment methods are accepted through RENTCafé?**

Acceptable payment methods include ACH (bank withdraw), credit card or debit card. Service fees may apply. Fees do apply on ACH, credit card & debit card payments.

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

The service fees are as follows:

- ACH: There is a .95 fee for online ACH payments
- Credit Card: A service fee of 2.50% 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 RENTCafé?**

Instructions for making a payment through RENTCafe can be found in the RENTCafe Online Rent Payments Guide for Residents. You can view this guide by clicking [here](#), or by going to [www.cvillerha.com](http://www.cvillerha.com), scrolling to the bottom of the page and clicking the Online payment guide.

**8. How do I schedule recurring payments through RENTCafé?**

Instructions for making a recurring payment through RENTCafe can be found in the RENTCafe Online Rent Payments Guide for Residents. By going to [www.cvillerha.com](http://www.cvillerha.com), scrolling to the bottom of the page and clicking the Online payment guide.

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 RENTCafé, go to the Recent Activity tab 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 in the RENTCafe Online Rent Payments Guide for Residents. You can view this guide by going to [www.cvillerha.com](http://www.cvillerha.com), scrolling to the bottom of the page and clicking the Online payment guide.



**11. Is there a mobile app for RENTCafé?**

Yes, you can download the RENTCafé mobile app for Apple or Android devices by going to the App Store on your device and searching for RENTCafé 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 business days for RENTCafé to post payments to your account. Please allow sufficient time for payments to process.

**13. How do I cancel automatic payments?**

Once logged into RENTCafé, 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 Auto-Pay 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.