

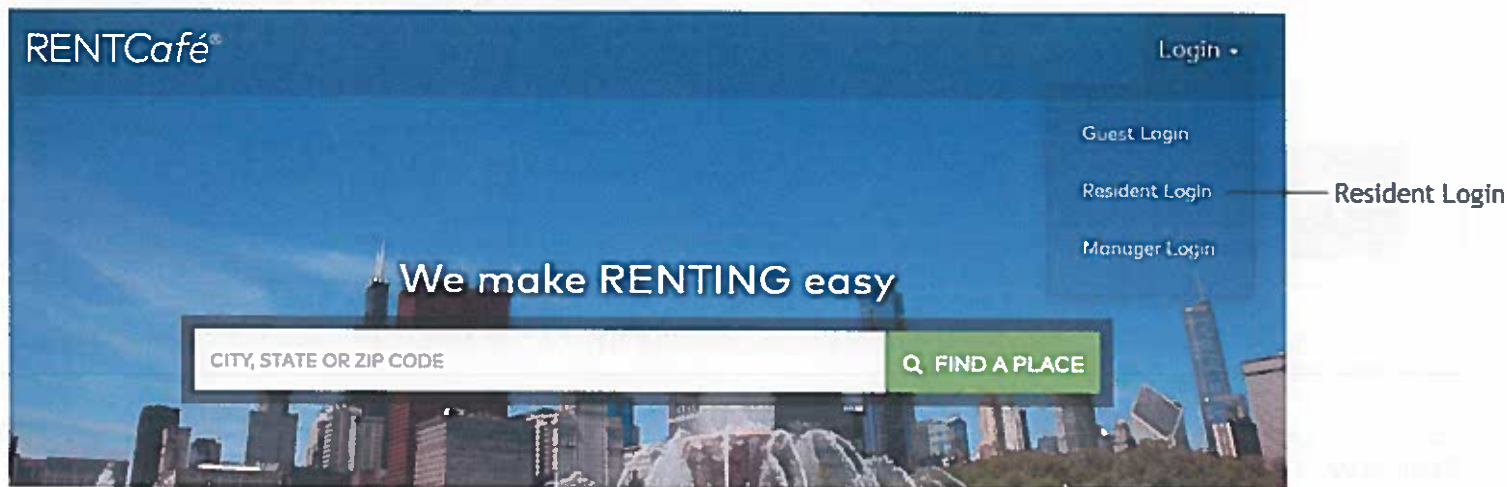
How do tenants log into RENTCafé for the first time?

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.

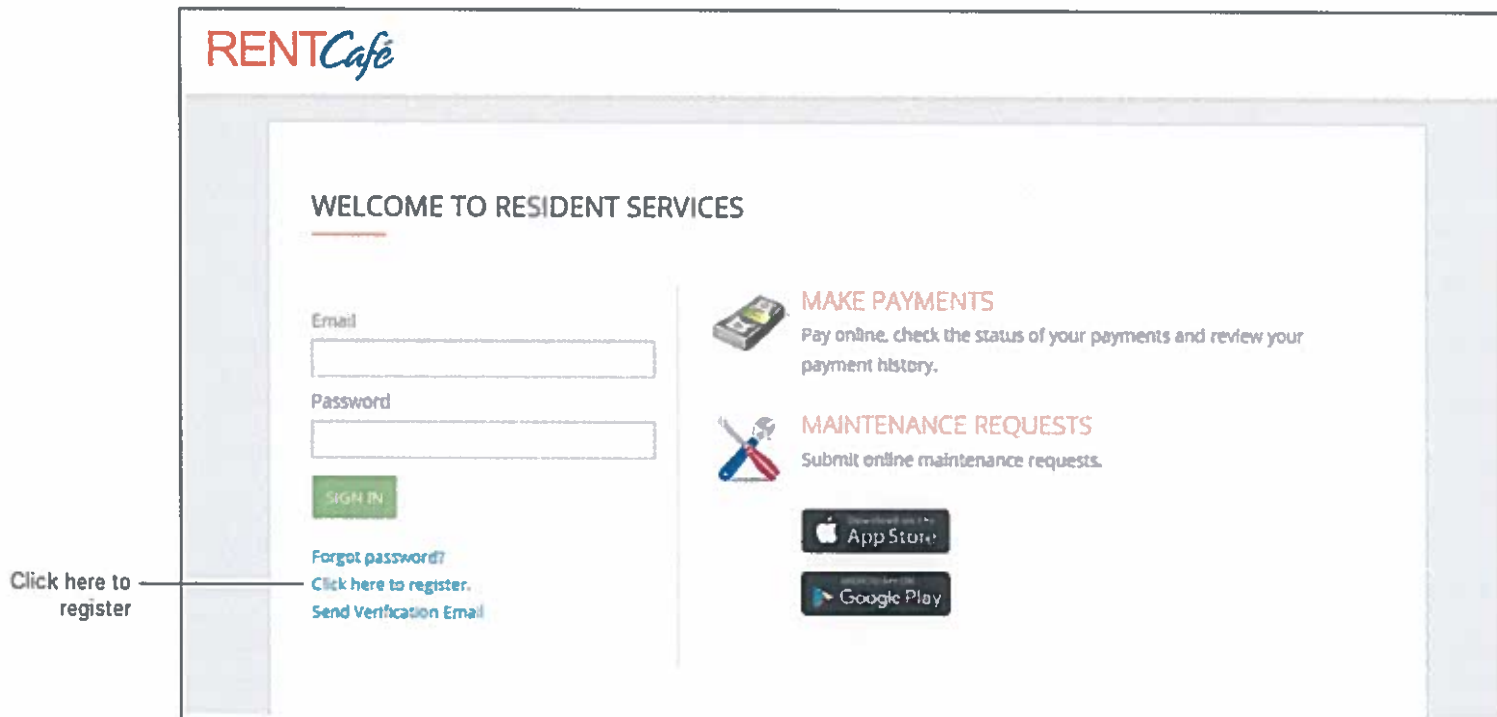
If a tenant applied for their unit via RENTCafé, they have already set up a login and can use it to access the Resident Portal. If a tenant did not apply through RENTCafé, they have to register before they can log in.

Registering on RENTCafé

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



The Login page appears.



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

User Login

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.)

RENTCafé 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

[SELECT ANOTHER](#)

ACCOUNT INFORMATION

Email*

Password*
Weak Medium Strong

Confirm Password*


Security Question*

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.

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

User Verification

I'm not a robot 
reCAPTCHA
Privacy Terms

I have read and accept the [Terms and Conditions](#)

REGISTER

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

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

USER REGISTRATION

Thank you for registering. Your account has been successfully created.

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.

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.

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 RENTCafé.

Dear Peter,

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

<https://www.588mills.com/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 RENTCafé login screen appears.

RENTCafé

User Login

Enter the email address and password that you entered when you registered for your account.

Email

Password

I'm not a robot

Authenticate User

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

Payments

Make Payments Auto-pay Setup Recent Activity Payment Accounts

Current Balance: \$3,000.00

As of: 3/19/2018

Missing a payment can be expensive.

[Set up auto-pay >](#)

[Add a Debit Card](#)

[or use other form of payment](#)

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

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 RENTCafé?](#)
- [How do tenants enter maintenance requests on RENTCafé?](#)

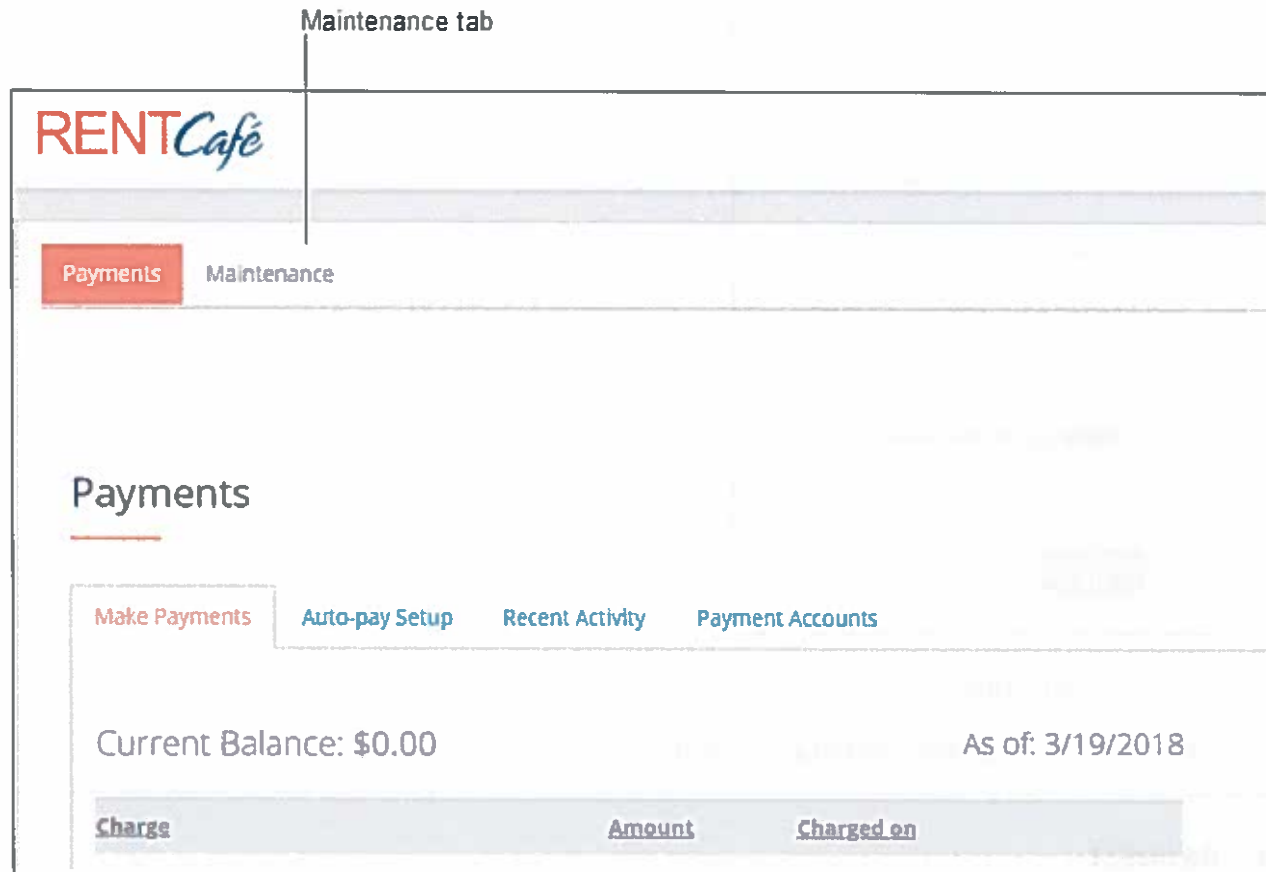
How do tenants enter maintenance requests on RENTCafé?

This article is intended for property managers; its purpose is to help you answer questions you might receive from tenants. To do this, we show the process from the tenant's perspective.

To enter a maintenance request

Log into RENTCafé. (For questions about logging in, see [How do tenants log into RENTCafé?](#))

On the home page, click the **Maintenance** tab.



The **Maintenance Request** form appears.

Maintenance Request

Submit Maintenance Request Request History

Priority* High

Category* Plumbing

Sub Category

Full Description* The hot water heater is leaking
1467 characters remaining

Access Instructions Use the front door

Permission to Enter* Yes

Attachment **i** Choose File No file chosen

SUBMIT

Complete the form and click **Submit**.

After the request is saved, the **Request History** tab appears.

Maintenance Request

Submit Maintenance Request Request History

My Requests already on file.

10 records per page

Request #	Requested	Category	Description	Status	Date Completed
4	3/19/2018	Plumbing	The hot water heater is leaking.	Web	

Showing 1 to 1 of 1 entries

← Previous 1 Next →

This tab displays a list of your maintenance requests.

If the work has been done, the status is **Work Completed** and the **Date Completed** field is filled in.

Maintenance Requests in Progress

YARDI breeze OWNERS PROPERTIES TENANTS VENDORS ACCOUNTING MAINTENANCE ADMIN REPORTING

Maintenance Requests 3 Search + Add New Filters

PROPERTY	UNIT	TENANT	STATUS	PRIORITY	CATEGORY	DATE	DESCRIPTION
588 Mills Way	4	Peter Max	Web	High	Plumbing	03/19/2018	The hot water heater is leaking.
1200 Maricopa Highway	2		Call	Medium	Other	01/31/2018	Snow needs to be cleared before Barn

For more information, see the following:

- [How do I track the status of a maintenance request?](#)

