



RentCafe Site Manager

In order to provide superior customer service and expedite resolution, you should always attempt to troubleshoot any resident portal issues prior to submitting a Help Desk ticket. If submitting a Help Desk ticket, use category Marketing - Rent Cafe (Portal/Website).

Troubleshooting Resident Service Portal

It is a common misconception that only certain communities offer a resident portal to their residents. **All Peak Living communities using Yardi offer a Resident Service Portal**, used to make rental payments, submit maintenance requests and communicate with the onsite team.

To enroll/register a Resident's Service Portal account, there are three things they will need - their Resident ID, unit number and email address. When registering, the information entered **must match exactly** as it's entered into Yardi (this includes case sensitivity).

USER REGISTRATION

* Denotes a Required Field

Personal Details

First Name*

Last Name*

Phone Number

Registration Code*

Apartment Code*

Account Information

Email*

Resident ID: t0101207

Property: cottonwo

Unit: 250

Prospect: 01/17/2013

Status: Current

City State:

Zip:

Contact Details: Office, Home, FAX, Mobile, Pager, Secretary, Other 1, Other 2, Other 3, Other 4

Emergency Contact Details: Name, Relation, Address, City, State - Zip, Emergency Phone

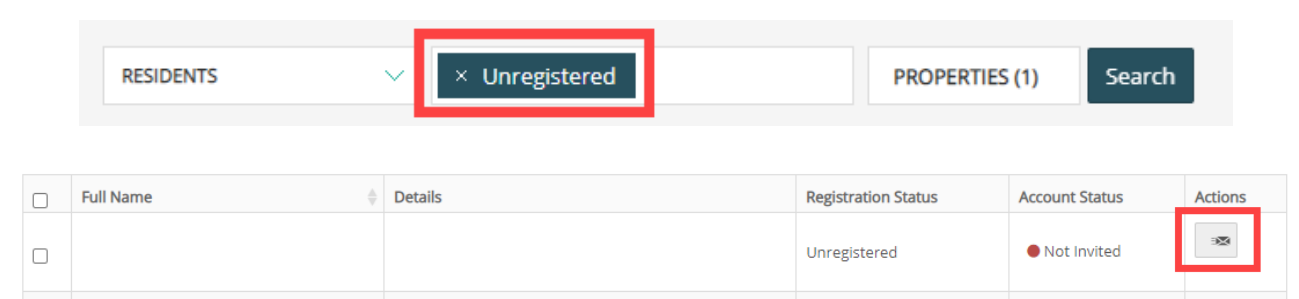
E-mail:

Helpful Tips

Resident ID = Registration Code
Email address must be from main Email field in Yardi - not Alt. Email field

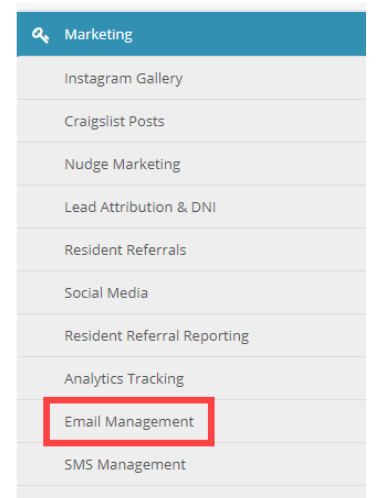
To assist in Resident registration -

- Provide Resident with registration letter, directing them on how to complete the portal setup (can be found internally on the Peak Living portal)
- Send resident invitation through Rent Cafe to register their account



Creating / Sending Bulk Emails to Residents

- From Rent Cafe main login, navigate to Marketing > Email Management
- Click on +Create New Email in the top right corner



- Select **Recipients** (who do you want to send email to?)



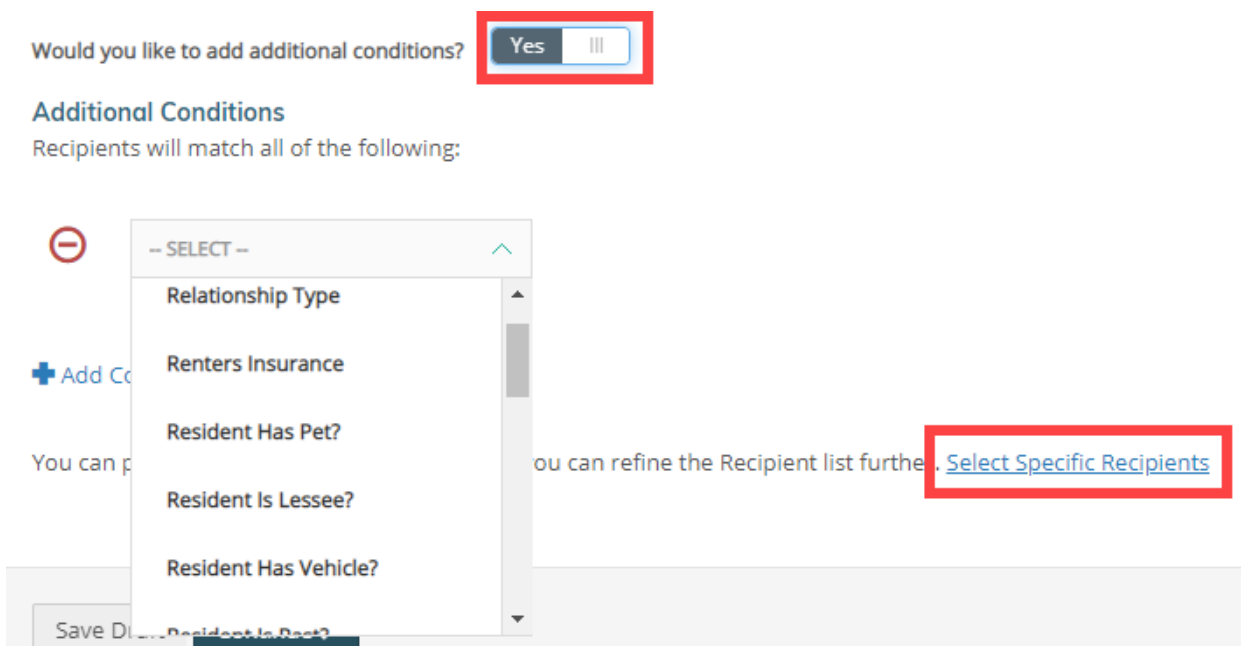
1 Recipients 2 Message 3 Send/Schedule

Recipient Type: Resident Prospect Site Manager

Registration Status: All Registered Non Registered

Resident Status: Current Future Notice

- Use the Yes/No toggle to select additional specifications such as Relationship Type, Residents with Pets, Has Renters Insurance, etc. to specify who email should be sent to; or click **Select Specific Recipients** to individually select those who should receive the email. Click **Continue** when ready to proceed.



- From here, enter the body of the email. Copy/paste the available tokens to customize the email to the recipient, if desired.

Dear ^UserName^,

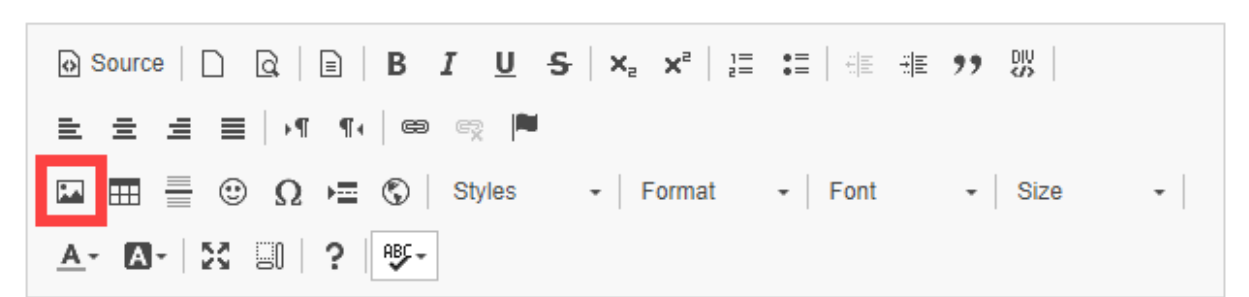
Thank you for contacting ^PropertyName^.

We have received your email and someone from our office will follow up as soon as possible.

Save And Preview

- Token List
- ^EmailTitle^
 - ^EmailLogo^
 - ^PropertyLogo^
 - ^CompanyLogo^
 - ^PropertyCode^
 - ^PropertyName^
 - ^PropertyAddress^
 - ^PropertyCity^
 - ^PropertyPhone^
 - ^PropertyEmail^
 - ^PropertyListingPhone^
 - ^PortalLoginURL^
 - ^ResidentLoginUrl^
 - ^ResidentLoginConversionURL^
 - ^PropertyURL^

- You can additionally insert images into your email as well by clicking the desired location in the body of the email and then clicking the picture icon on the toolbar.

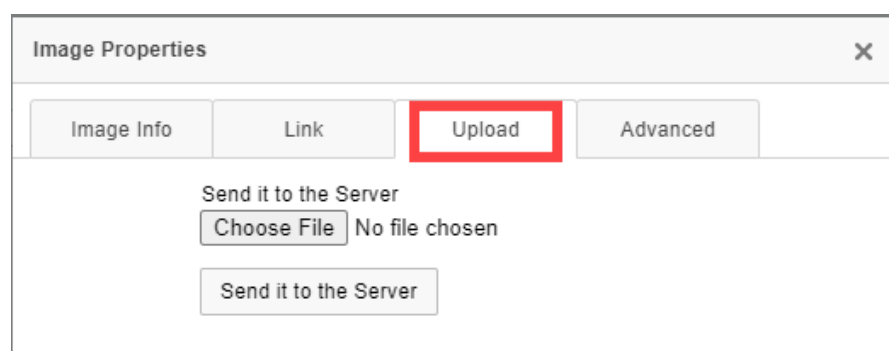




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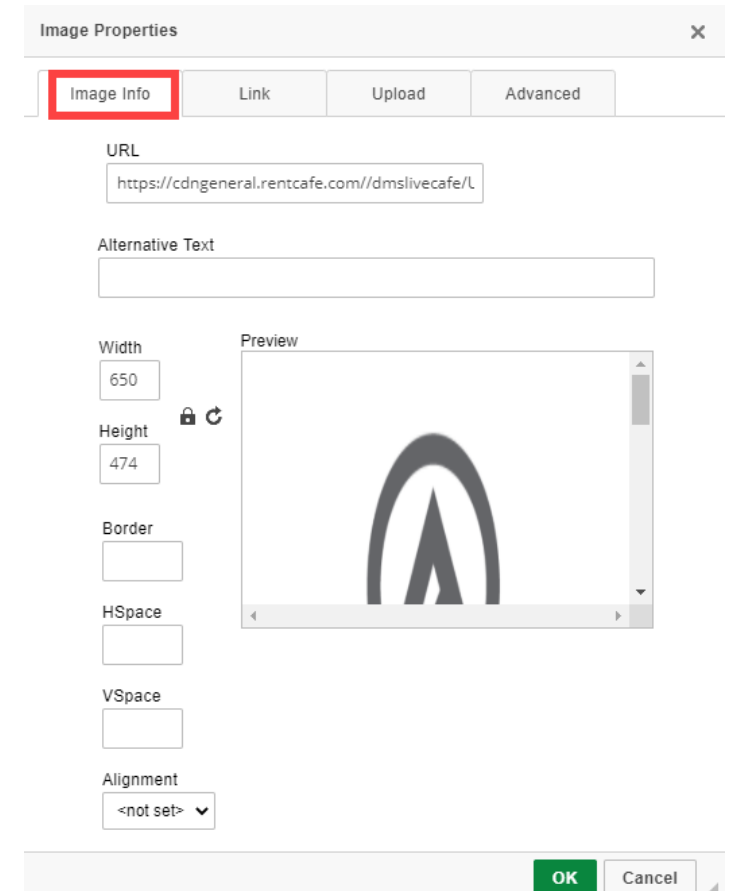
Creating / Sending Bulk Emails to Residents (cont).

- Select the Upload tab to upload the desired image straight from your computer (Choose File > Send it to the Server).

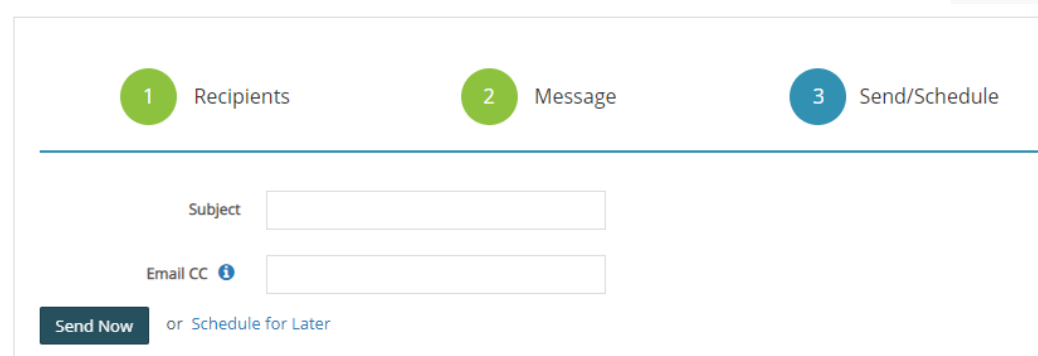


- Use the Image Info tab to adjust the height and width of the image within the email. Click OK to finalize adding the image.

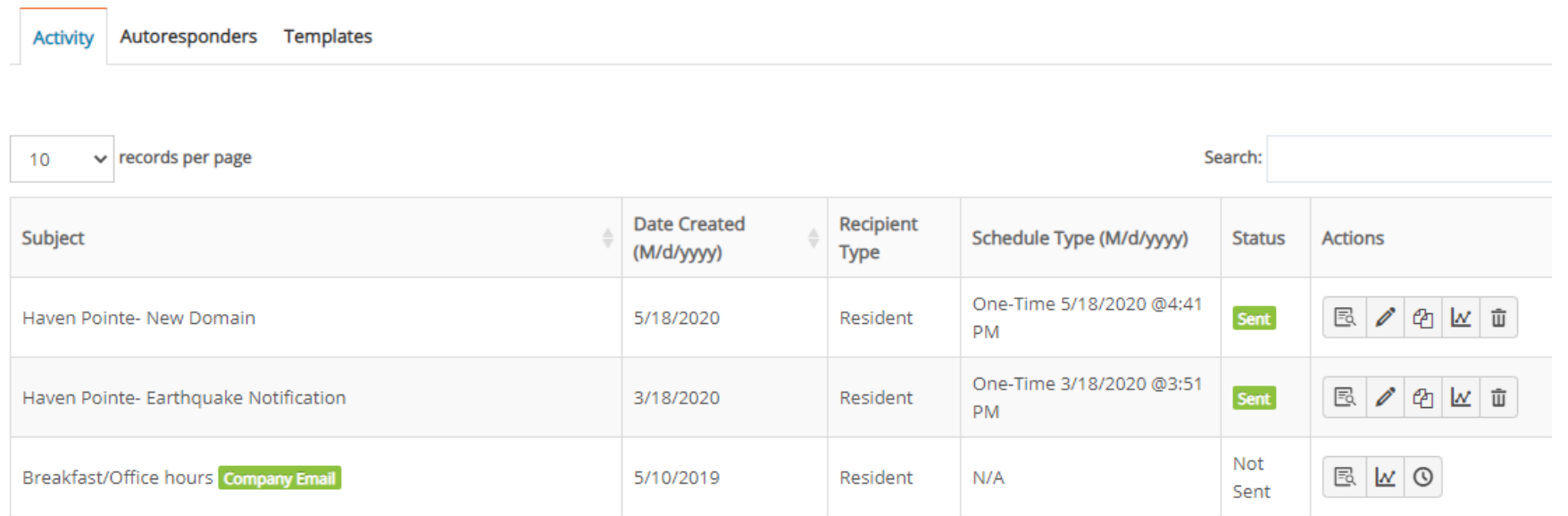
Note - photos must have a width of 650 or less to fit emails clearly.



- Always click **Save & Preview** prior to sending to residents. If happy with how the email looks, click **Continue**.
- Next enter the Subject line and indicate any recipients that you'd like copied on the email.
- Select to **Send Now** or **Schedule for Later**, or **Save Draft**.



- All emails can be managed within the Activity screen. Use this to view the status and analytics of the email.



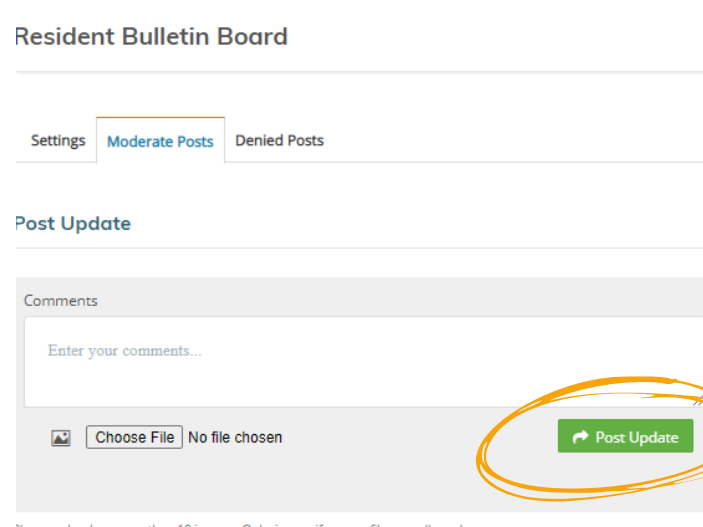
Using the Bulletin Board

The Bulletin Board is where residents can interact with the onsite team and with each other. They can post messages, questions or even photos - depending on how it is setup. The Bulletin Board will show on the home page inside the Resident Services Portal, as well as on the RentCafe Mobile App.

Navigate to Property Configuration > Residents Services > Resident Bulletin Board.

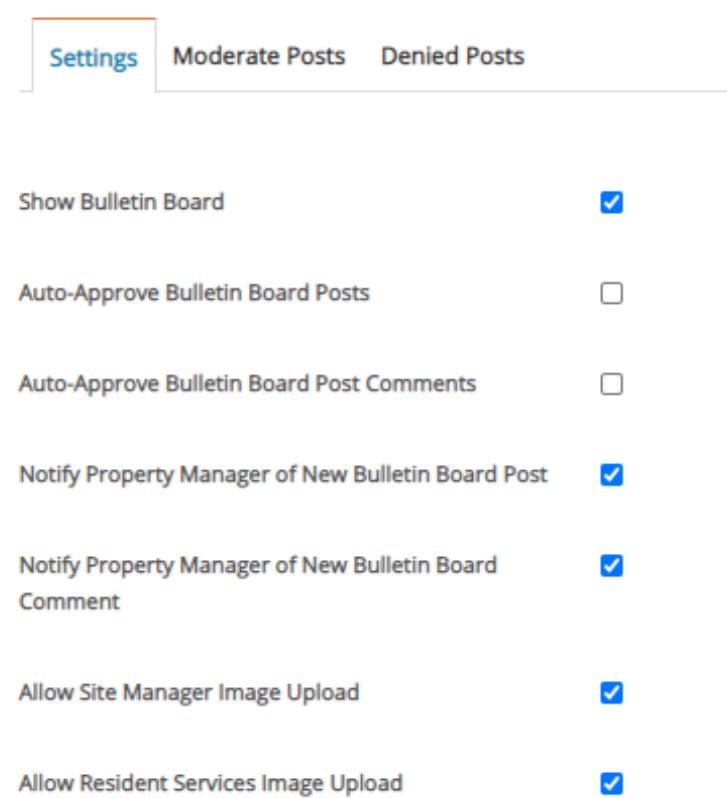
Moderating Posts

Through moderating posts you have visibility to see all posts in the Bulletin Board. From here, you can approve pending posts, submit a reply or deny the post. This is also where you can create a post.

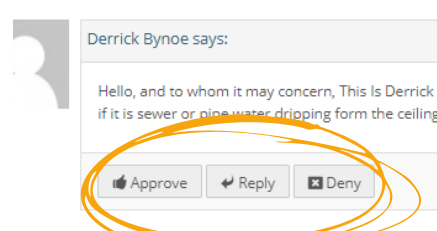


As we like to review all posts prior to publicly posting, the resident will receive a confirmation message saying that their post was submitted but in a pending status. Once reviewed and approved, others can view the message publicly.

Resident Bulletin Board



Appropriate configuration allows team to moderate posts before posting content publicly, in addition to access to uploading photos. Remember that nothing is shared publicly without your prior approval.



If we do not want to post a message publicly, we can still reply privately. The resident will receive our message but no one else will see it. We can also reply publicly, which will allow others to comment in the thread. All comments are moderated.



On the Denied Posts tab, you can view all posts that were denied. If denied by mistake, easily click to Restore Post. Residents are able to see when their posts are denied and can opt to edit the post and resubmit if they chose to.