

Reference this handout to manage common FAQ's that can be easily resolved at the community level

### 1. Auto-Payments

- a. Auto-Payments only stop when:
  - i. A resident's status is set to "past"
  - ii. A resident's status is changed to "cash equivalent"
  - iii. A resident's auto-payment has reached its end date  
\*Note: A resident's auto-payment does not change when a resident's "Notice to Vacate" is submitted into Yardi.
- b. Roommate Auto-Payments:
  - i. Roommates who each want to individually set up an auto-payment must do so in a specific way.  
(1) Each roommate must first go to the "Payments" tab and click on "Auto-Pay Setup." They will be asked to select one of two options:
    - Option 1: Pay my account in full
    - Option 2: Share lease costs with roommates  
(2) Each roommate will need to ensure they create an auto-payment under **Option 2**.
    - If roommates chose Option 1, they will receive an instructional message indicating they should ask their roommate to remove their existing auto-payment and sign up using Option 2. All roommates can then create individual auto-payments.

### 2. Roommate Swaps & Transfers

- a. When roommate swaps/transfers are not done correctly, one resident's data can become visible to the other resident. That data includes private payment information.
- b. **eLearning:** To ensure roommate swaps and transfers are being done correctly, at least one person on your team should complete the [Rentcafé training in the eLearning environment](#)
- c. **Job Aid:** [Follow these instructions to perform a roommate swap/transfer.](#)

### 3. Resetting a Resident's Account

- a. **Job Aid:** [On-site associates can reset a resident's account by following these instructions.](#)
- b. Reasons to perform resets include:
  - i. When a resident enters an incorrect email address upon registration
  - ii. When they have forgotten their password, and are unable to reset it on their own
  - iii. When a resident transfers on-site or to a different Essex community
  - iv. When processing a roommate swap

### 4. Data in Yardi vs Rentcafé

- a. Rentcafé obtains all its data from Yardi; therefore, you should always check Yardi first to ensure accuracy before escalating an issue to Rentcafé Support. Examples of data matching issues are:
  - i. If a resident's name is misspelled in Rentcafé it's due to a misspelling in Yardi
  - ii. If a charge is showing incorrectly in Rentcafé, it's due to an issue in Yardi.
  - iii. The address of a future/past resident in Rentcafé does not match the community address. This can sometimes lead to confusion on where a payment will post. If the resident logs in to [www.essexrentcafe.com](http://www.essexrentcafe.com) using the registration information you provided them, there should be no problem. Please note that a future resident's address will update to the community address once you have officially moved them into Yardi. A past resident's address will continue to reflect their forwarding address as that is normally the information found in Yardi. Even if the address does not match the community address, they are still able to make a payment that will reach the community.