

INSTRUCTIONS FOR SETTING UP ONLINE RENT PAYMENTS

**** Please note: your email address must be registered in Yardi before you can create the account. Contact your Property Administrator if you have any questions by calling 780-799-4050.**

Online Options:

1. *Rent Café*
 - a. Pay from bank account
 - b. Pay from credit card
2. *Online Banking*
 - a. Set up Wood Buffalo Housing as a payee

To register and start using the RentCafé portal, please follow these steps:

- Go to www.wbhousing.ca and click on the Resident Portal tab located at the top right-hand corner
- Click on "Tenant Portal"
- Click on "Click here to register"
- Enter your unique Resident ID number, which is an eight-digit alphanumeric code beginning with the letter 't' that can be found at the top right-hand corner of a recent WBH receipt, next to the "Account"
- For Older receipts, it can be found next to the "Customer Code"
- If you cannot locate your Resident ID, please contact our Administration Office at 780-799-4050
- Please note that the system is case-sensitive

The system will then ask you to enter your email address and create a password. It will also require you to complete all necessary security steps to confirm your registration. Your email address must be current to receive community updates and other online activity confirmations. Should your email address change, you must login to your account and update your Resident Portal account profile.

The Resident Portal provides you with access to:

- Check your own account ledger "live" and make payments
- Submit and track online maintenance request
- Receive building announcements
- View and print the Resident Guide and the WBH quarterly newsletter
- Access the Resident Portal on any device by downloading the RentCafé Resident Portal App and much more, 24 hours a day, 7 days a week from the comfort of your home or office

To make a payment online, whether it be a full payment or partial, please note that you are required to check all or uncheck the items listed on your screen. Making sure that you have the amount you are paying indicated at the bottom of this page. All payments will have to be made via the Resident Portal, through your financial Institution's online banking. These are the only ways to pay at the moment outside of the two days per month that the office will be open.