

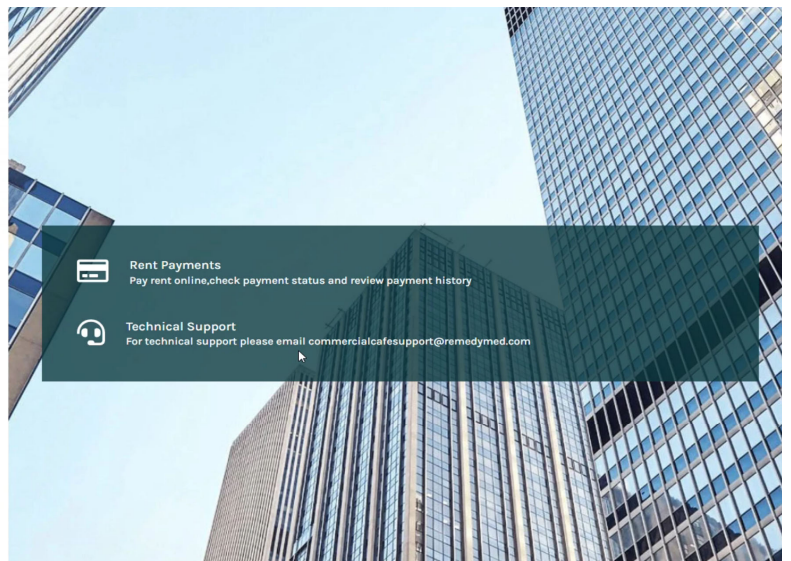
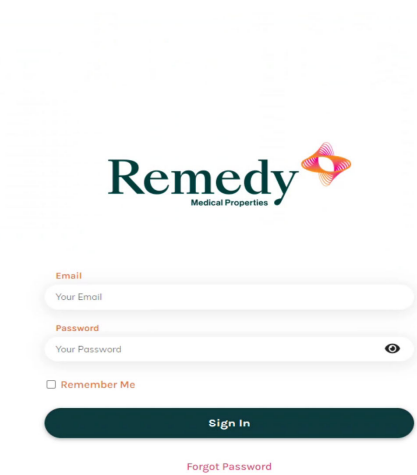
# CommercialCafe Tenant Portal Quick Guide

## + Registration

### Register to access the Tenant Portal

With CommercialCafe you will receive an email with instructions on how to register and what the portal will offer you.

1. Open the CommercialCafe Tenant Portal registration invitation email.
2. Click the **Click here** link in the body of the email. The **Instant Registration** screen opens in a browser.
3. Complete the fields.
4. Select the **Terms and Conditions** check box.
5. Click **Submit**. A confirmation message appears. The **CommercialCafe Tenant Portal Login** screen appears.



**Note:** You may need to update your trusted site if you encounter an error loading the page.

**Add As Trusted Site - Chrome:** three horizontal dots at the very right of your browser>Settings>Privacy and Security

Site Settings

Under Content>Pop-ups and redirects

Allowed to send pop-ups and use redirects

Click Add

Enter: <https://commercialcafe.securecafe3.com/newtenantportal/content2/login/?companyID=2923>

Click Add

**Clear Cache - Chrome:** three horizontal dots at the very right of your browser>Settings

Advanced at the very bottom

Privacy and Security>Clear Browsing Data>Cookies and Cached Images and Files> Clear Data

**Add Trusted Site – Internet Explorer:**

Add <https://commercialcafe.securecafe3.com/newtenantportal/content2/login/?companyID=2923> to Trusted Sites in IE internet options Tools→Internet options→Security Tab→Trusted sites→Sites

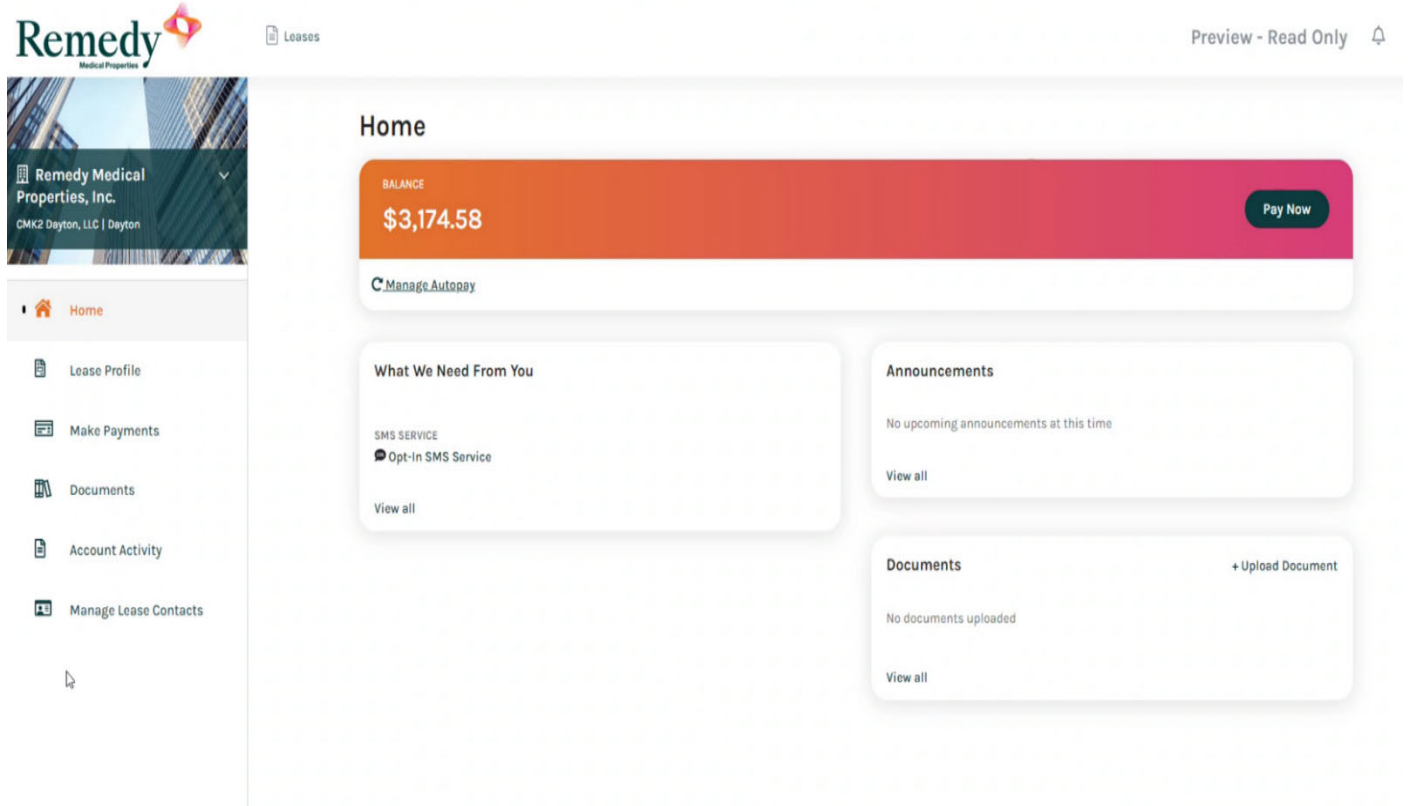
**Clear Cache - Internet Explorer:**

Settings>Internet Options>General>Browsing History>Delete

Close all Browsers and open fresh.

# CommercialCafe Tenant Portal Quick Guide

## DASHBOARD



## + Payments

Make a one-time payment

With CommercialCafe, you can make a one-time payment with a credit card or bank account.

1. Click Make Payments on the side menu.
2. Select the Make Payments tab then click the Pay Now button. If necessary, you can add a credit card or bank account.

Home



3. Enter the amount of the payment you will make in the Your Charge Payment field.
4. Select the Payment account from the drop-down menu and click Next.
5. Read the terms and conditions and check I have read and accept the Terms and Conditions.
6. Click Submit Payment to complete your payment.

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## Set up recurring payments

With CommercialCafe, you can setup recurring payments with a credit card or bank account. Click Make Payments on the side menu. Select Manage Auto-Payments.

### **Pay by Lease Charge:**

For each scheduled lease charge, you wish to setup for auto-pay, complete steps 1-3 then proceed to step 4.

1. Enter a **Start Date** and **End Date** for the recurring payments to begin and stop on.
2. Select a **Pay On** date from the drop-down menu.
3. Select an **Auto Pay Account** from the drop-down menu.
4. Click **Next**.
5. Read the terms and conditions and check **I have read and accept the Terms and Conditions**.
6. Click **Submit** to complete your auto-pay setup.

## View account balance and fully processed payments

You can see your account balance and past payments in CommercialCafe.

1. Click **Account Activity** on the side menu.
2. Click the **Ledger** tab to display your account balance and payments that are fully processed.

## View pending payments

You can see information about pending payments in CommercialCafe.

1. Click **Account Activity** on the side menu.
2. Click the **Pending Activity** tab to see transactions that are in process and not yet posted to your account.

## Add or update a bank account

You can add bank account information to CommercialCafe for making one-time and recurring payments.

1. Click **Make Payments** on the side menu then select the **Accounts** tab.
2. Click the **+ Account** button.
3. Select whether you are entering a **Business Account** or **Personal Account**
4. Complete the **Account Name**, this must match the name of the owner on the account
5. Complete the **Routing Number**, and **Account Number** fields.
6. Select the account type from the drop-down menu.
7. If you would like this to be the default payments account, check the **Set Default** checkbox.
8. Click **Save**.
9. After the account is saved **Yardi Systems** will make a nominal deposit into your account in a random amount

When you add bank account information, the system validates the routing number. If you enter an invalid routing number, the system will return an error message. However, the bank account number is not validated, so you must be careful when entering it.

# CommercialCafe Tenant Portal Quick Guide

## Add Bank Account ×

For your protection, new bank accounts must be verified before you can use them to make payments. To verify that this is your bank account, Yardi Systems will make a nominal deposit into your account in a random amount. Please allow 48 hours for the deposit to appear. After the deposit has been made, please note the amount that was deposited, log in to your Tenant Portal account, click the Verify button next to your bank account, and when prompted, enter the exact amount that was deposited. After completing this verification process you can immediately begin using your bank account to make payments.

Business Account     Personal Account

Account Name

Routing Number (9 digits)

Account Number (3-17 digits)

Confirm Account Number

Account Type

Set Default

SAVE
CANCEL

10. Please allow 24-48 hours for that amount to be deposited, then verify that amount under the **Accounts** tab.

## Payments

Make Payments
Accounts
Activity
Pending Activity

### Bank Accounts Pending Verification

The bank account(s) listed below are pending verification. Please click the Verify button next to the account to be verified and enter the exact amount. You will see a **deposit** labeled **Bank Verify** under the amount of \$1.00 in your account. Allow 1-2 business days for the deposit to appear.

Name on Account	Bank Transit Number	Bank Account Number	Account Type
[REDACTED]	[REDACTED]	[REDACTED]	Checking <span style="float: right; border: 1px solid #0070c0; padding: 2px 5px; color: white;">VERIFY</span> <span style="float: right; font-size: x-small;">🗑️</span>

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Clicking on “Verify” displays the screen below. Tenant must enter the deposit amount.

Verify Bank Account

This is the last attempt permitted to verify this account. Please enter the amount that was deposited by Yardi Systems labeled “Bank Verify”.

Account Name [blurred]

Routing Number [blurred]

Account Number \*\*\*\*45

Account Type Checking

Amount Deposited to Bank Account 0.00

VERIFY CLOSE

*NOTE: If you enter the amount incorrectly 3 times, you will not be able to verify that account again. Contact [commercialcafesupport@remedymed.com](mailto:commercialcafesupport@remedymed.com) for assistance.*

11. After successful verification, the bank account will be available for payments. The tenant will receive a confirming email and the account will be listed in the “Bank Accounts” section of the Accounts page.

To edit a bank account, click the **Edit** button for the account.

## Add or update a credit card

You can add credit cards to CommercialCafe for making one-time and recurring payments.

1. Click **Make Payments** on the side menu then select the Accounts tab.
2. Click the **+ Card** button.
3. Complete the card and billing information fields.
4. Check the **I have read & agree to the terms and conditions** checkbox.
5. Click **Save**.

To edit a credit card, click the **Edit** button for the card.

NOTE: The type of credit cards allowed depends on the property management company’s rules and the system configuration.

## Review your charge schedule

The *charge schedule* lists your current monthly charges as well as the scheduled rent increases for your lease. Click **Lease Profile** on the side menu then select the **Charge Schedule** tab to see the charge schedule.

## **+ Account Information**

### Add and edit your lease contact information

You can add or edit your contact information.

1. Click your initials in the upper-right corner.
2. Add or edit the fields you wish to change.
3. Click the **Update Profile** button.

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## Add and edit additional lease contact information

1. Click **Manage Lease Contacts** on the side menu.
2. Click the **+ Update Contact** button.
3. Here you will be able to:
  - a. change the primary contact
  - b. update the contact role
  - c. add new role
  - d. edit existing role

## Edit your CommercialCafe email address

1. Click your initials in the upper-right corner.
2. Click the **Change Login Credentials** button.
3. Add a new email address to the **Email** field.
4. Enter your current password.
5. Click **Update Profile**.

## Change your CommercialCafe password

1. Click your initials in the upper-right corner.
2. Click the **Change Login Credentials** button.
3. Enter your old password in the **Old Password** field.
4. Enter a new password in the **New Password** field and confirm it by adding it to the **Confirm Password** field.
5. Click **Update Profile**.

## **+ Lease Information**

### Review information about your lease

The CommercialCafe Lease Profile contains information about your lease including the charge schedule, lease clauses, lease options, and units. To review lease information, click **Lease Profile** on the side menu.

### Review Property Contacts

With CommercialCafe, you can review property contacts. To review property contacts, click the **Property Contacts** side menu.

## **+ Documents**

### Review and upload a document

With CommercialCafe, you can review, download, print, and upload **insurance documents**.

To review, download, and save a document:

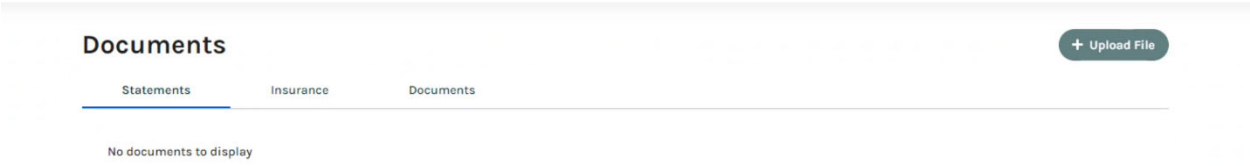
1. Click **Documents** on the side menu.
2. Find the document in the list and click the name.
3. Use the **Download** button and printer icons to download and print.

To upload insurance document:

1. Click **Documents** on the side menu.
2. Click the **+ Upload** button.
3. Click **Choose File** and choose a file.

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- 4. Add a description and select the document type.
- 5. Click **Submit**.



## + SMS Service

You may choose to 'opt-in' for SMS service to receive alerts via text message.

