SPAXEL

RESIDENT PORTAL USER GUIDE

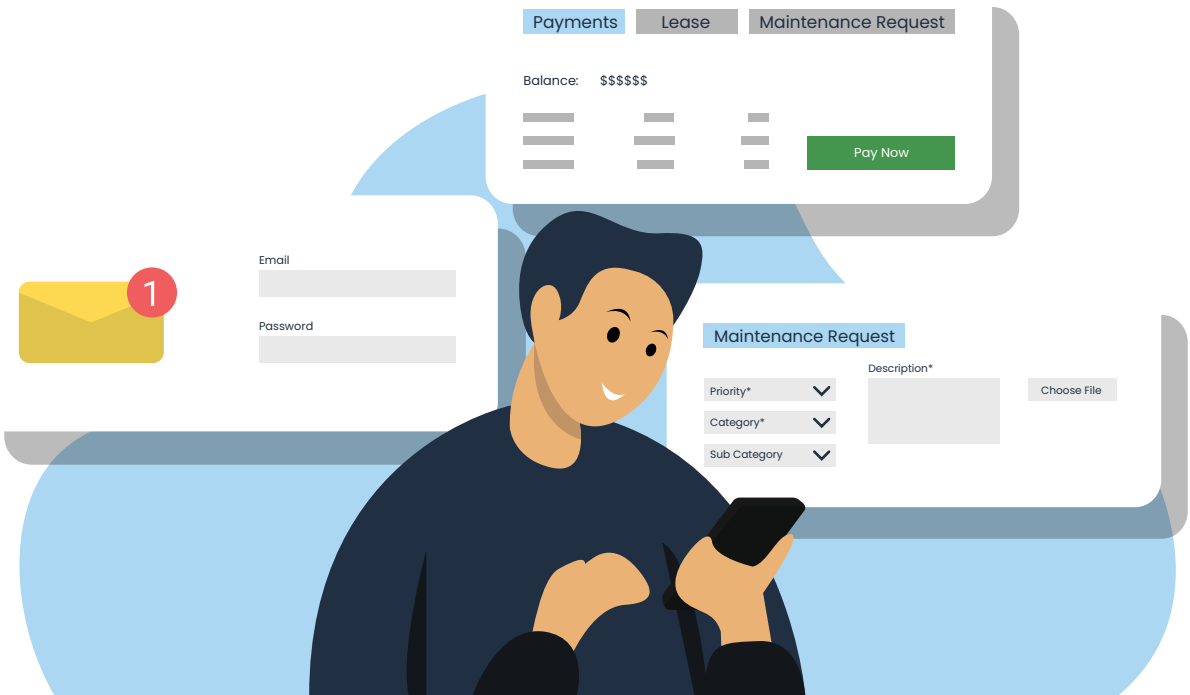
Here at Spaxel, technology lies at the heart of everything we do!

We are continuously working to digitize all aspects of being a Spaxel resident in order to help make managing your rental easier and more efficient, giving you more time to spend doing what you love. We use the RentCafé Resident Platform to allow residents to pay rent, send maintenance requests, view payment history and much more!

- How to register in RentCafé? Registration is fast and easy. The Spaxel team will send you an invitation link to create your account on RentCafé in two simple steps. First, set up the account password through clicking on the invitation link emailed to you and afterwards click on the verification link you will receive through a follow-up email. You will use the same login info to use your RentCafé account at http://resident.spaxel.com.
- Handle everything apartment-related, safely and securely, 24/7. RentCafé Resident can be used to securely pay your rent online with just a click of a button.You can also manage your personal details, vehicle and contact information, view your payment history, review outstanding balances, view your lease, and even renew it!
- Fill out maintenance requests using RentCafé Resident. Life happens, and things break, wear out or get damaged. Just log-in to your secure Resident Portal to place a maintenance request, monitor progress for repairs and more.

The following instructions pertain to the PC version of RentCafe. However, you can also utilize the RentCafe mobile phone app:

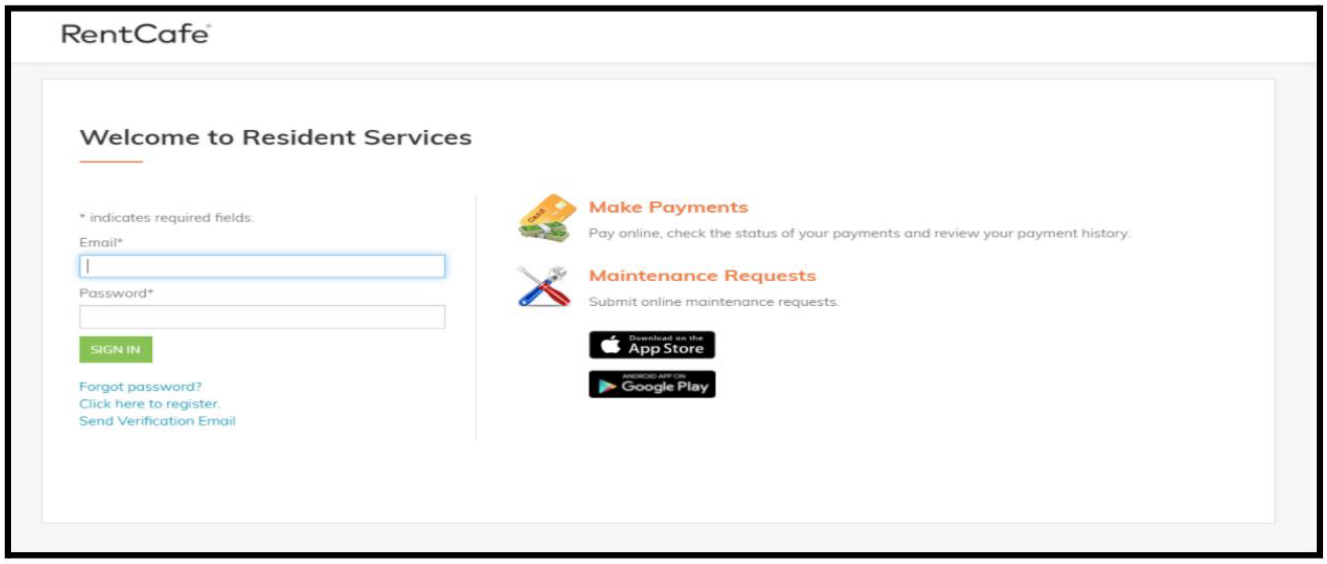
- Apple Store Link : https://apps.apple.com/us/app/rentcafe-resident/id541403633
- Play Store Link: https://play.google.com/store/apps/details?id=com.yardi.systems.rentcafe.resident&hl=en&gl=US



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RESIDENT PORTAL LOG IN

1. After you have created and verified your account, log into the online portal through the following link: http://resident.spaxel.com



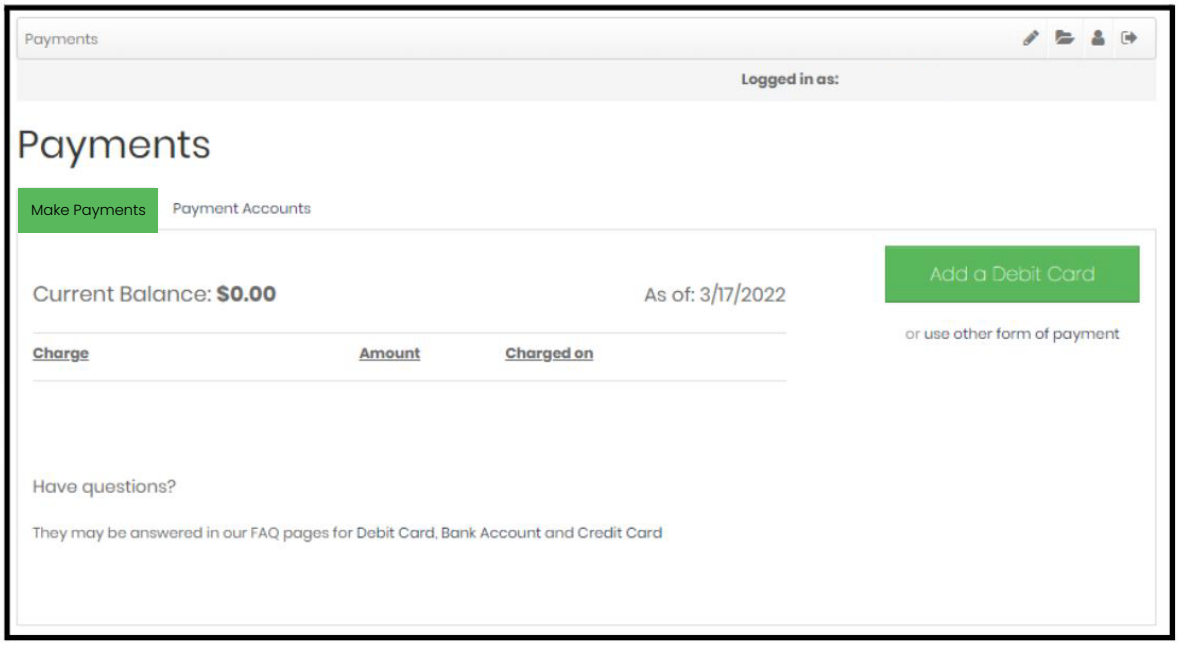
RESIDENT PORTAL PAYMENTS

1. After you have logged in, you will be directed to the Payments window. Here, you will have two options:

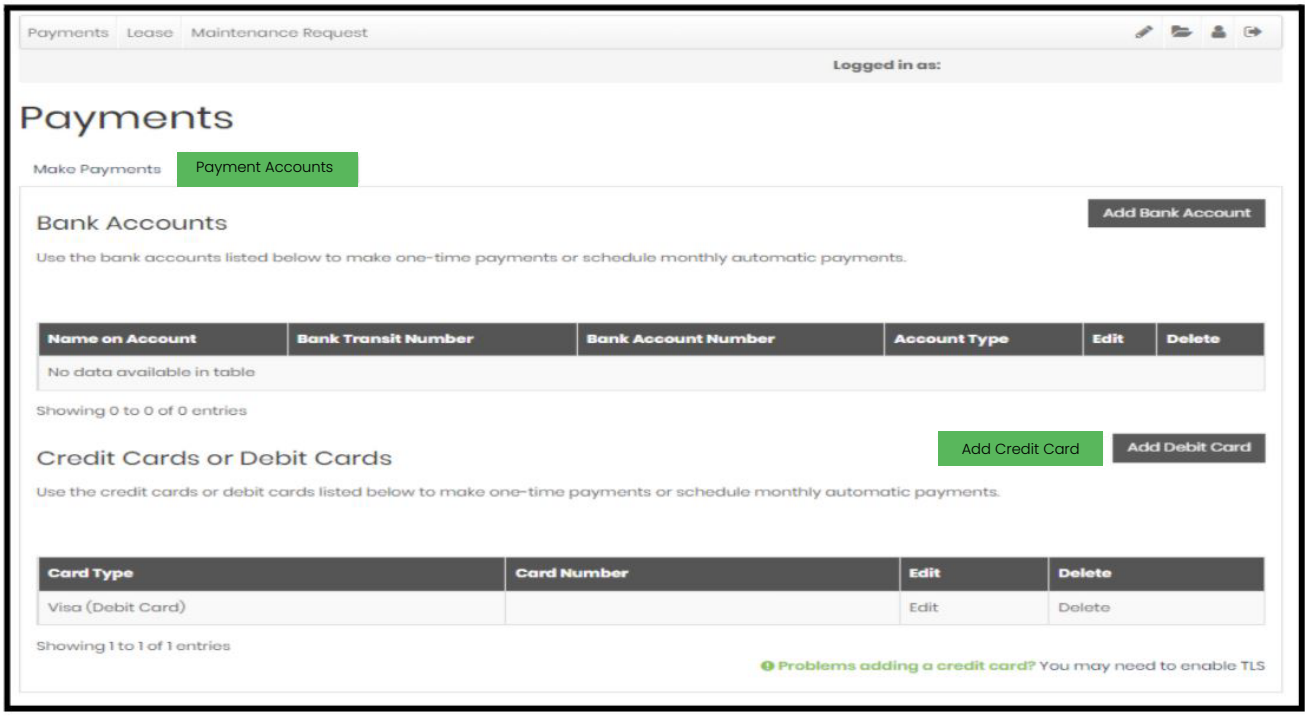
a. Make a Payment

b. Payment Accounts

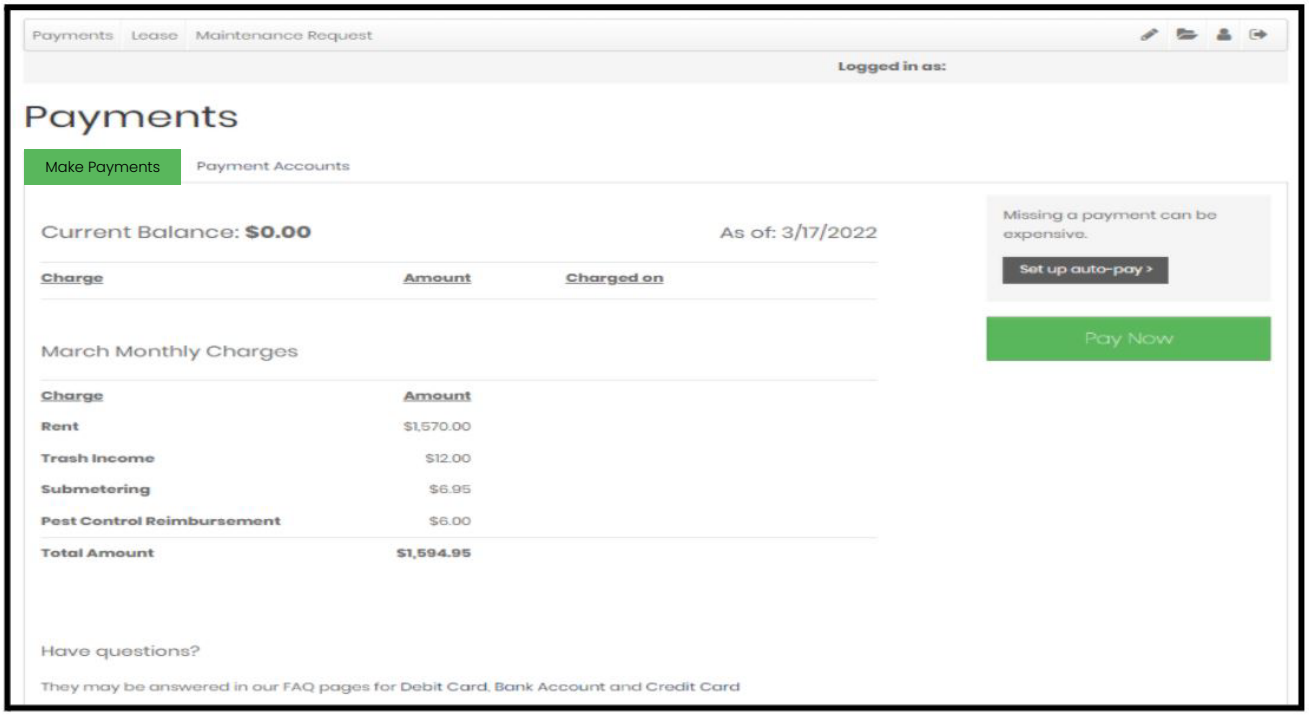
a. Under Make Payments, you can check your current balance and proceed with payment. At first, the green button shown below will read "Add a Debit Card". First, add your Debit Card information or you can also use other forms of payment such as Credit Card, Bank Account and so on.



b. You can also add Payment Accounts through the Payment Accounts option (see below):



2. After you have added at least one payment account, the green button shown below will read "Pay Now". Click on the button to proceed with the payment.

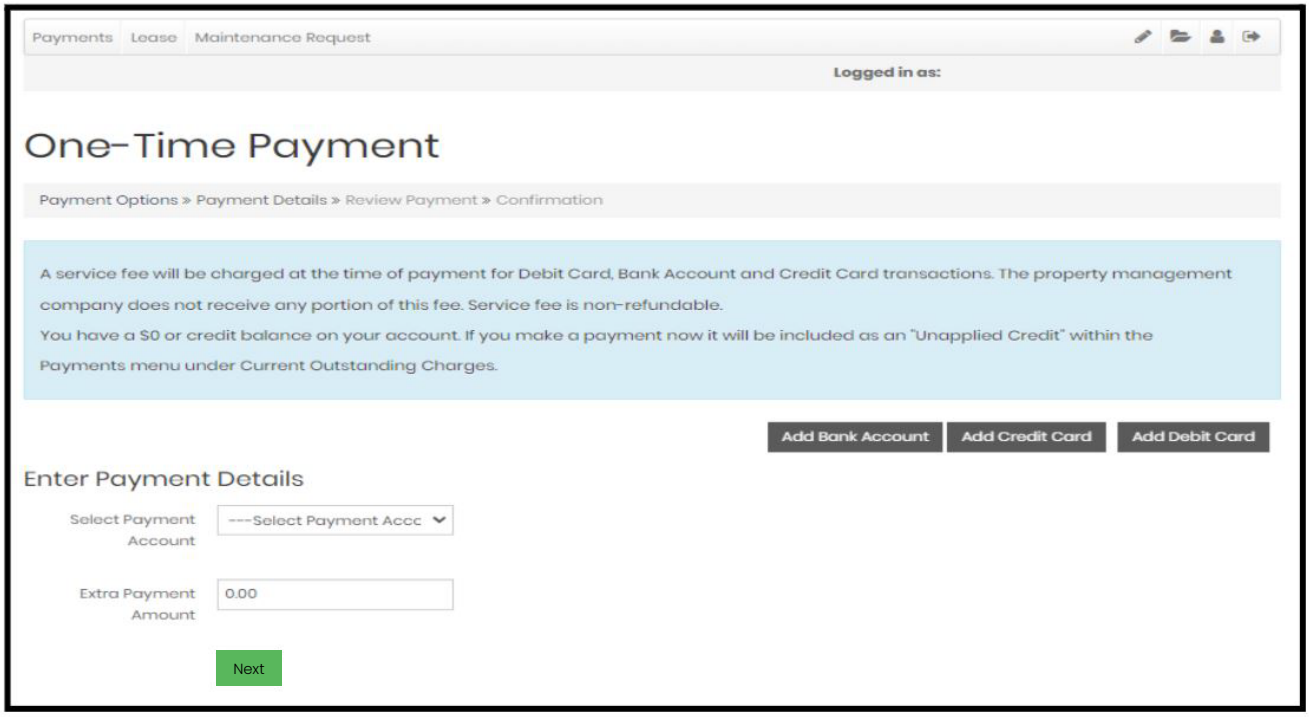


3. Next, under One-Time Payment:

1. Select your payment account,

2. Enter the payment amount

2. Click “Next”

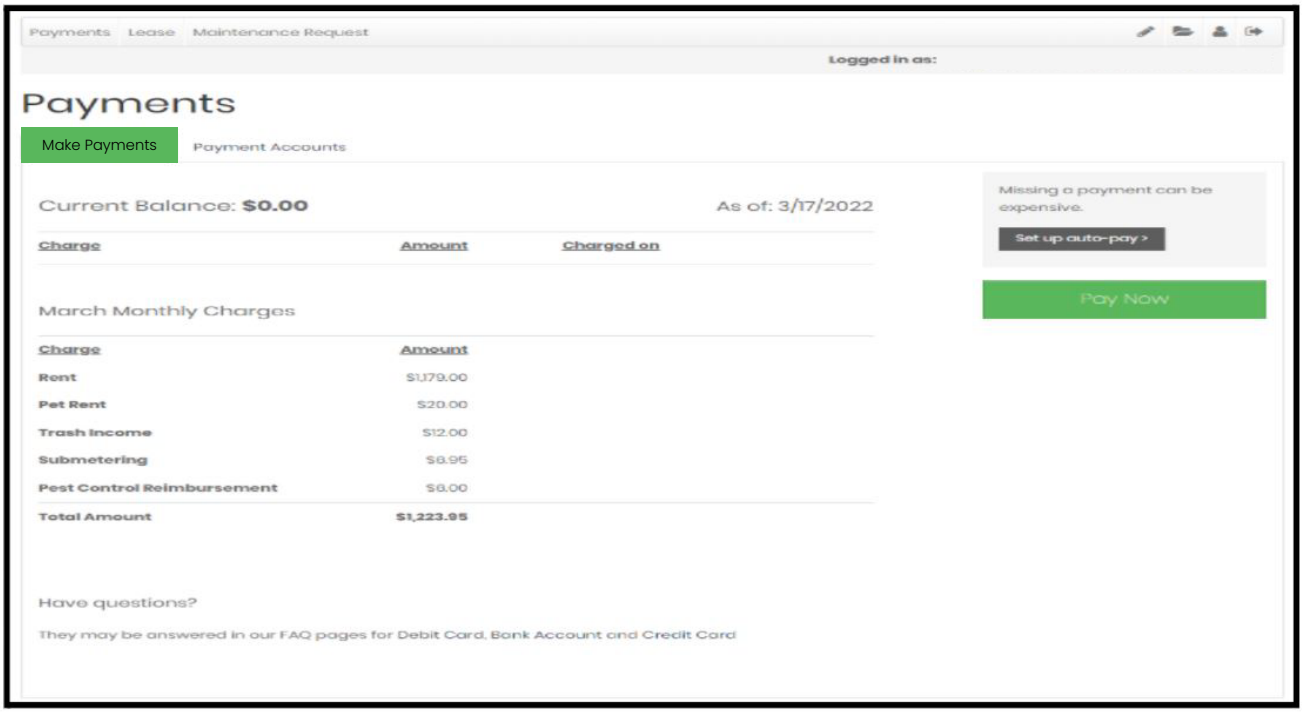


4. You will receive an email confirming that your payment has been successfully processed.

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SETTING UP AUTO-PAY FOR RESIDENTS

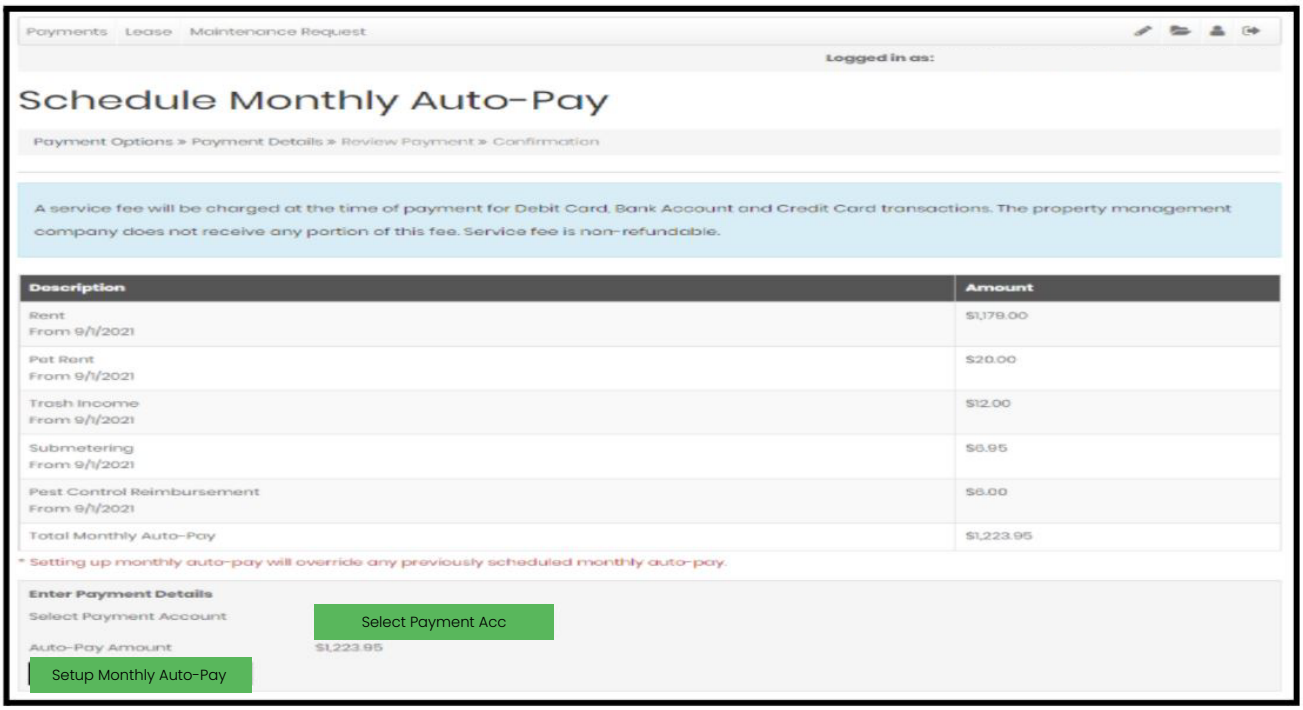
1. First, set up a bank account, credit card account, or both.
2. Add Bank Account Info.
3. Add Credit Card Info.
4. The payment accounts are now set up.
5. Click the "Make Payments" tab and then "Set up auto-pay" to set up a recurring payment.



6. Enter Payment Details:

a. Select Payment Account
b. Auto-Pay Amount (This will automatically be Full Rent)

7. Accept the terms and conditions and click "Setup Monthly Payment."
8. You'll receive a payment confirmation via email.



DELETING AUTO-PAY

1. Click on the “Schedule Monthly Auto-Pay” button.

2. Change the dollar values to “0.00”.

3. You’ll see the message shown below; click “OK”.

4. Note that RENTCafe recognizes that you want to cancel the auto-pay. Accept the terms and conditions, and click “Setup Monthly Payment.”

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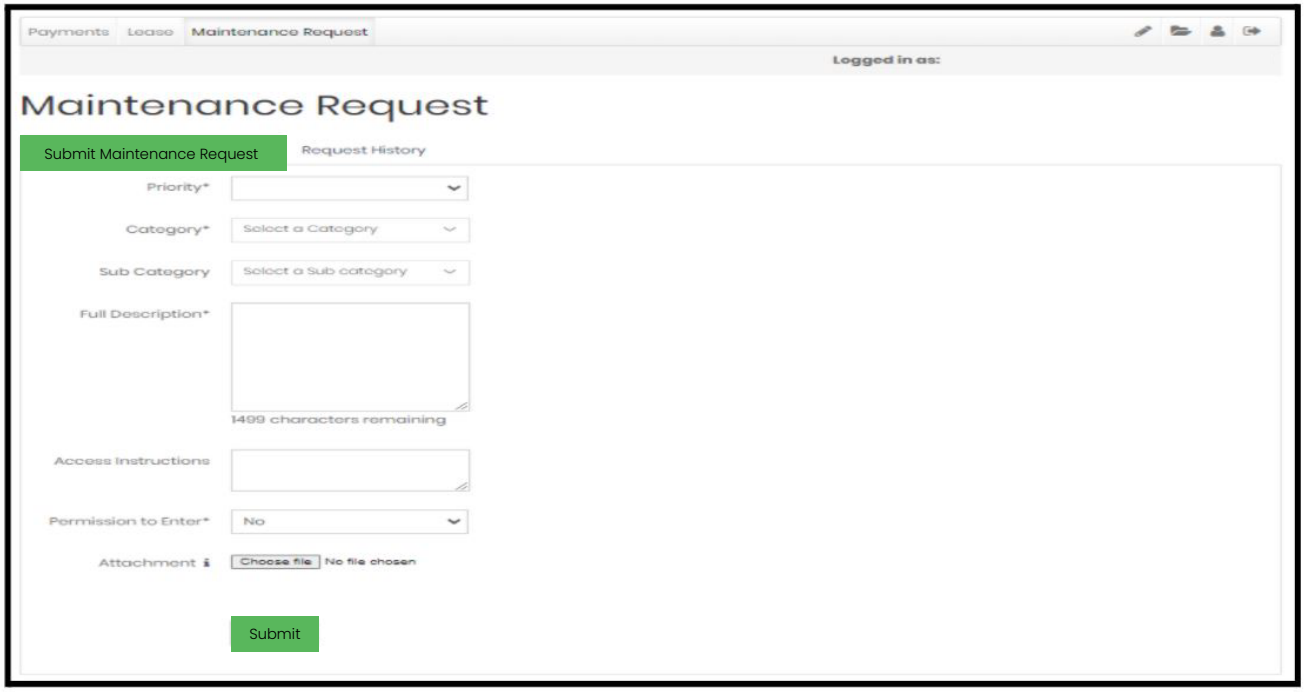
RESIDENT PORTAL MAINTENANCE REQUESTS

1. On the gray taskbar, click on Maintenance Requests. Here, you will have two options:

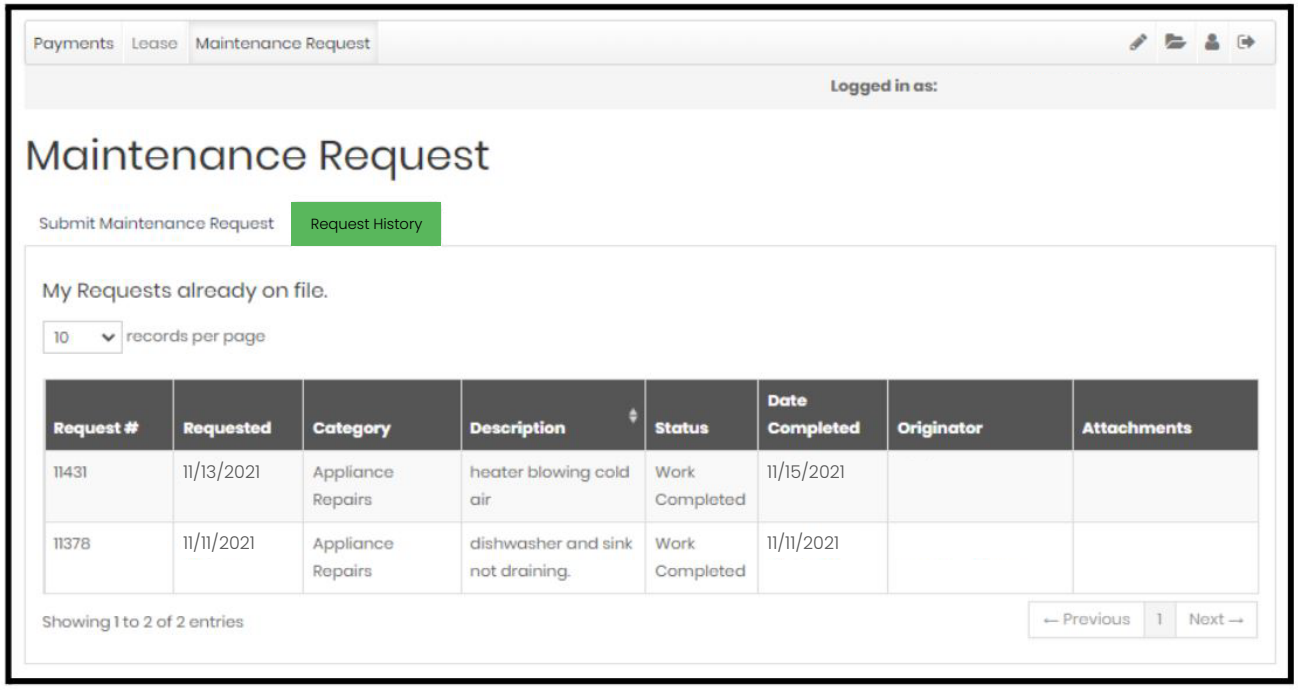
a. Submit Maintenance Request,

b. Request History

a. To submit a request, click on Submit Maintenance Request and add the following information: Priority*, Category*, Subcategory, Full Description*, Access Instructions, Permission to Enter* and Attachment. The starred options are required. After submitting the request, the Resident Success Manager responsible for your property will contact you with more information on the status of your request.



b. Go to Request History to see all maintenance requests that you have submitted and check the status of each request.



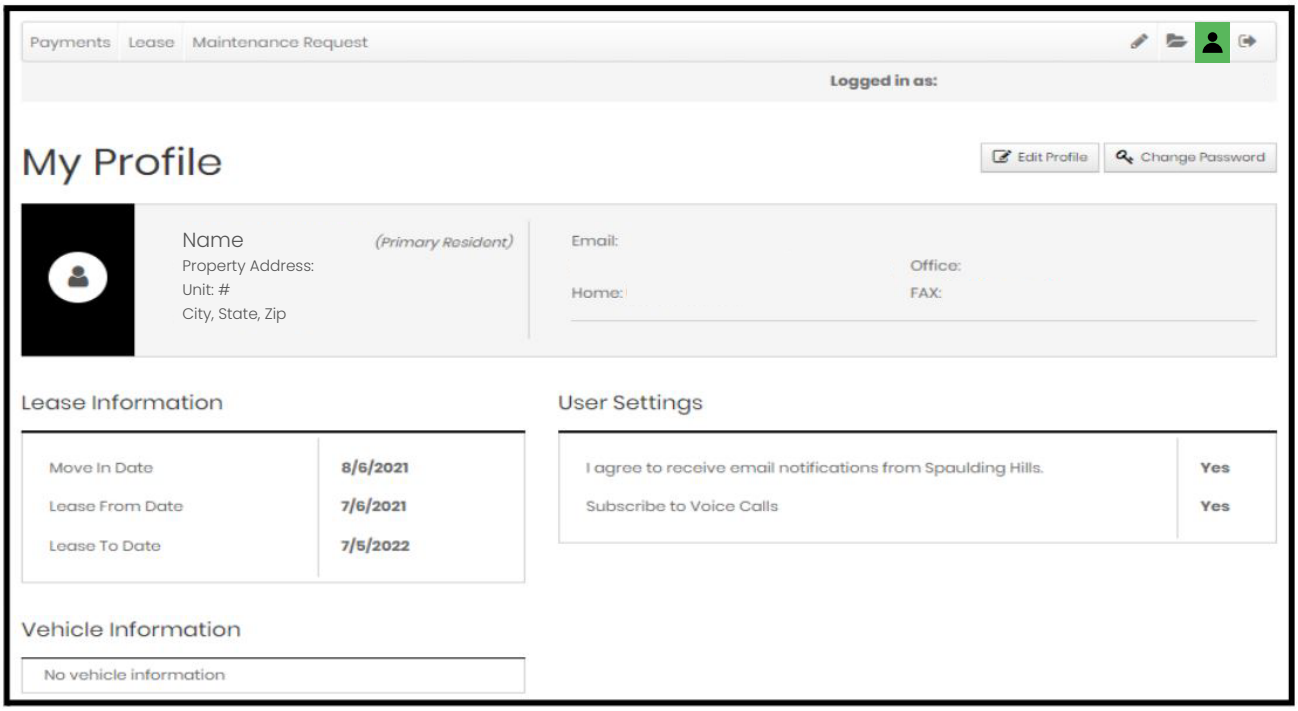
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RESIDENT PORTAL PROFILE UPDATE

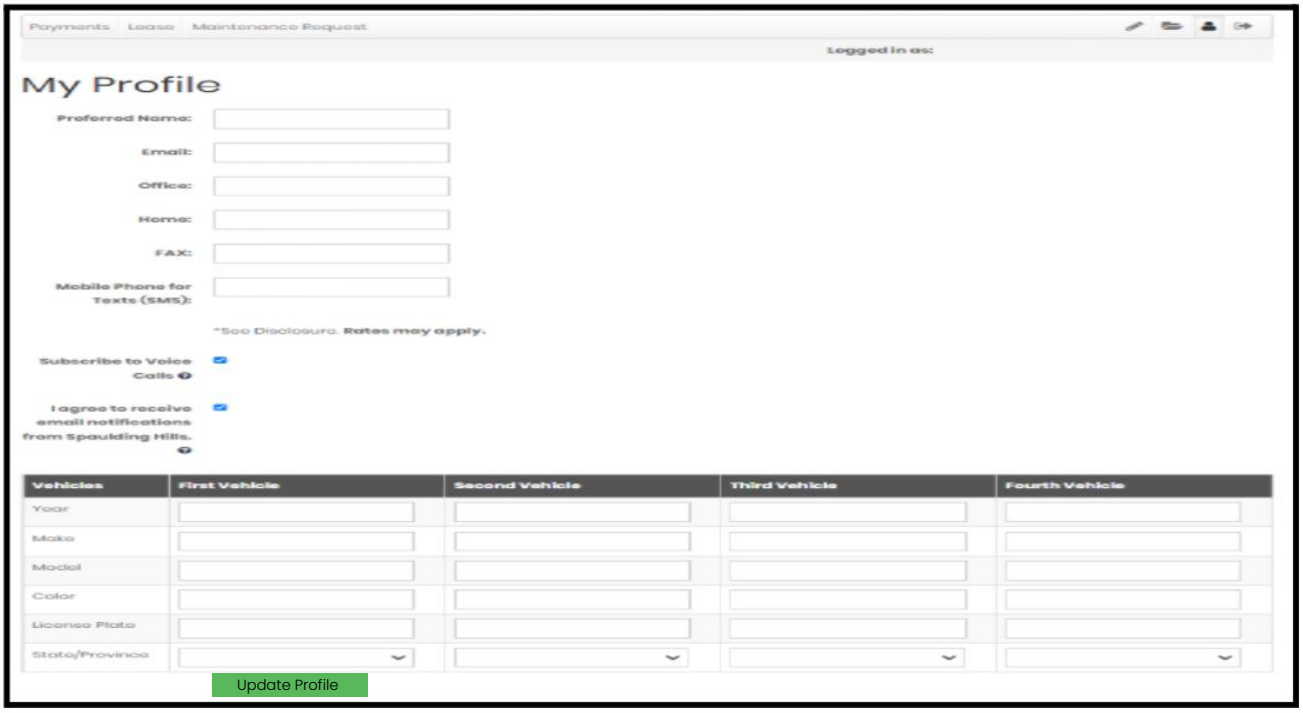
1. Click on the Human Icon, on the top right corner. Here you will see all of your profile information and will be able to:

a. Edit Profile

b. Change Password



b. Under Edit Profile, you can change all of the information, as shown below. After all of the changes, click Update Profile to save the updated information.



b. Likewise, under Change your Password you can easily change the portal log-in password.

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TROUBLESHOOTING

1. You set up for auto-pay, however, the payment has not yet been drafted into your bank account.

There are multiple reasons that a payment has not drafted your account. The reasons can include but are not limited to the following:

- The bank has returned the payment due to a lack of funds (NSF), an invalid routing number or invalid bank account. You will be notified by the Resident Success Manager (RSM) if this applies to you.
- Sometimes weekends or holidays may delay the processing of your payment. You can contact the RSM if you'd like to confirm the date that these payments were processed.
- Occasionally, the timing of when you set yourself up for auto-pay may require that you make a one-time payment for the first month, and then subsequent payments will be made via our auto-pay system.
- Your auto-pay set up expires at the end of your lease term. If you've renewed your lease, you will be required to authorize payments under the terms of your new lease, as your payment amount may have changed.

2. You are unable to make a payment and receive the following message.

"This account does not allow Credit Card or Bank Account Payments. Please contact your Property Manager for assistance."

You have reached the maximum NSF count of "2".

3. You receive the following message.

"You have a credit balance on your account. This will be an extra payment and will be included in the "Unapplied Prepayment Amount" under Payments menu "Current Outstanding Charges."

The Property Manager has not yet posted the monthly charges to the resident ledgers or you currently have a credit balance on your account. You are simply being notified that your payment will post as prepaid until those charges post to your ledger.

3. I registered for Resident Portal, however, I'm unable to log in to my account.

You'll receive an email upon registration that will ask you to activate your account. Follow the link within your email. This will activate your account and provide you with a confirmation email. If you don't receive the email asking that you activate your account, check your junk mail or spam folder. If you are using Internet Explorer as your browser, please make sure that you are using version 8 or higher.