CondoCafé Resident Guide

CYC REALTY MANAGEMENT

CondoCafe Overview

- CondoCafe is a community management platform used by homeowner associations for:
    - Online payments (bank, card)
    - Account statements and ledgers
    - Community communication
    - Maintenance requests
- Benefits for homeowners:
    - Convenience, transparency, faster communication
    - Electronic records and receipts

How to Register

To create a CondoCafe account, homeowners **must first receive an official invitation link by email from management.** There is no self-registration without this link.

How to get the invitation link sent to you:
- Go to **cycrealty.com → Resident Resources → Online Payments** and submit the request form **with your name AND your association** listed.
  https://cycrealty.com/resident-resources/online-payments/

Once requested, the invitation will be sent to the email address you provide.

Setting Your Password

- Once you receive your registration email, your account will already be created — you will only need to set your password.

- **How to set your password:**
    - The email will include a link that takes you **directly to the password setup page.**
    - See screenshot below for visual reference

- **Password requirements:**
    - Minimum 10 characters
    - At least 1 uppercase letter
    - At least 1 lowercase letter
    - At least 1 number
    - At least 1 symbol (example: ! @ # $ %)

- **Registration email:**
  Attached below is an example of the email you will receive upon request. Once your password is set, you can log in using your email address as your username.

Logging In

The CondoCafe link you receive is **specific to your property**. We strongly recommend **bookmarking the exact URL** so you can easily return to the correct login page.

Do not try to locate the site by simply Googling "CondoCafe," as this may bring you to the wrong website.

Always use the original link provided in your email or your saved bookmark to access your account.

Payments

Before setting up AutoPay or making a one-time payment, you must first **add a payment method** to your account.

Accepted payment methods:

- **Bank Account (ACH)** — *No charge*
- **Debit / Credit Card** — *3–4% processing fee applies*

Important Note: If you have multiple HOA accounts, you will need to add your payment method to each one separately in order to use it for each property.

You can easily switch between your accounts using the "My Accounts" button at the top of your CondoCafe dashboard.

Adding a Bank Account

To add your bank account, go to **Payments → Payment Accounts → Add Bank Account.**
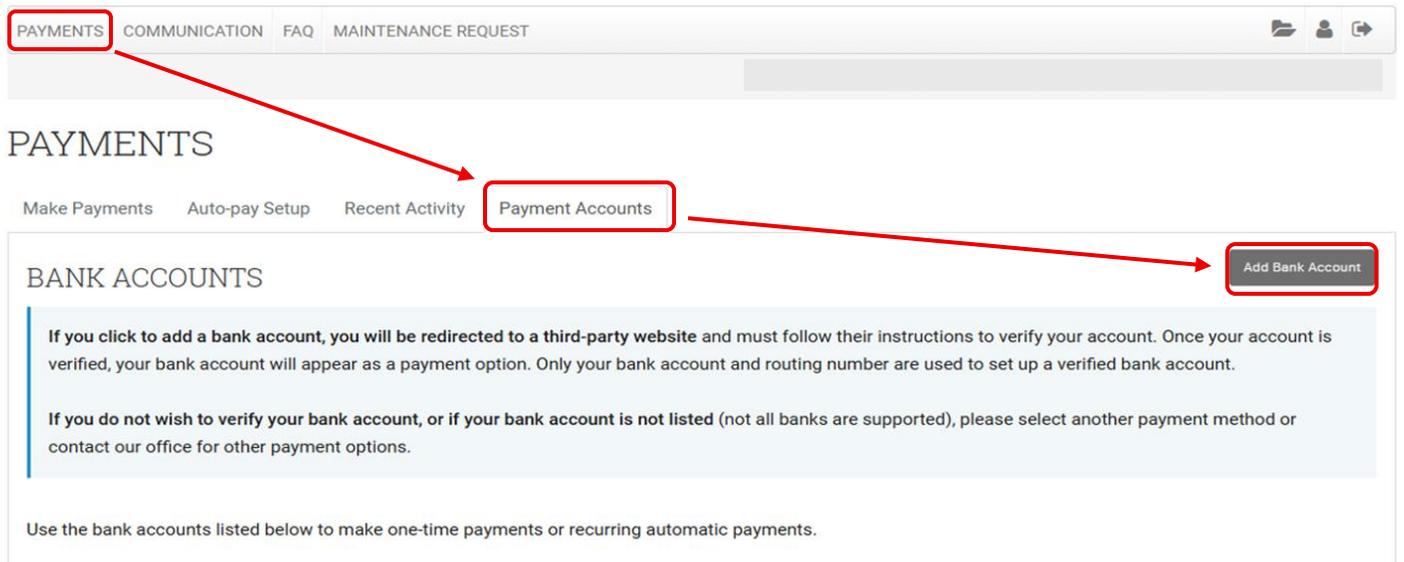
You will then be redirected to your online banking provider's secure login page to:

- Verify your banking credentials
- Complete multi-factor authentication (MFA)
- Confirm your identity

This process is **encrypted and secure** and is used **only to verify that you are the authorized account holder making payments.**

Important notes:

- Not all banks are supported in the automatic verification system.
- If your bank is not listed, please contact us and we can add your bank account on our end, **or** the system may allow you to manually enter your bank information once the request is no longer pending.

Setting Up Autopayments

Once your payment method has been added, you can set up AutoPay by going to:
Payments → Auto-Pay Setup

Recommended AutoPay Settings:

- Select **Option 1: Pay My Account in Full**
- Leave the **End Date** blank
- Leave the **Current Assessment Amount** field **blank**

This allows your AutoPay amount to adjust automatically for:

- Regular dues increases
- Special assessments
- Any changes to your account balance

Important – Previous ACH With The Preferred Group

If you were previously enrolled in automatic ACH payments through The Preferred Group, please contact us after you have successfully set up AutoPay in CondoCafe so we can deactivate your prior ACH authorization and prevent duplicate payments.

CondoCafe Overview – Quick Reference

Getting Started – Quick Steps

- Request invitation
- Check inbox & spam for the invites
- Set password
- Log in using saved bookmark
- Add a payment method to both accounts
- Set AutoPay to Pay in Full, no end date, no amount entered (recommended)
- Contact management to cancel other ACH (if applicable)

Common Issues & Quick Fixes

- Didn't get the invitation? Check spam/junk. If not there, request a new invite via cycrealty.com or email management.
- Wrong portal? Always use your original link or saved bookmark.
- Can't add bank? Try again later or contact management for manual entry.

How to Switch Between Accounts

- Click My Accounts at the top of your dashboard
- Complete actions (adding payment, AutoPay) on each account

Payment Best Practices

- Use bank account (ACH) to avoid the 3–4% card fee
- Set AutoPay to Pay in Full with no end date
- Log in occasionally to verify status and balances

When to Contact Management

- Duplicate charges or missing payments
- Change of email or ownership
- Cancel prior ACH setup
- Bank verification problems