



2026

# CondoCafé Resident Guide

CYC REALTY MANAGEMENT

# 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 and 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](https://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. If you received the original invitation email, you are automatically registered—no additional sign-up is required.

## Logging In

Residents can access their portal using one of the following methods:

- **Option 1: Original Invite Email**  
You may use the link provided in your original invitation email to access your account.
- **Option 2: Logging in Through RentCafe Website**
  1. Go to <https://www.rentcafe.com/>
  2. Select **Login**
  3. Choose **Resident Login**
  4. Enter your **email address**
  5. Select **Continue with Email**

**Important:** Do **not** select “Continue with Google” or “Continue with Apple,” as this may prevent the system from locating your account.

After selecting **Continue with Email**, you can choose to either:

- Receive a **verification code** sent to your email, or
- Receive a **direct login link** sent to your email.

Follow the prompts in the email to complete your login.

# 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**.

The screenshot shows the CondoCafe dashboard with a navigation bar at the top containing 'PAYMENTS', 'COMMUNICATION', 'FAQ', and 'MAINTENANCE REQUEST'. The 'PAYMENTS' tab is highlighted with a red box. Below the navigation bar, the 'PAYMENTS' section is visible, with sub-tabs for 'Make Payments', 'Auto-pay Setup', 'Recent Activity', and 'Payment Accounts'. The 'Payment Accounts' tab is highlighted with a red box. Below this, the 'BANK ACCOUNTS' section is shown, featuring a light blue informational box with text about account verification and an 'Add Bank Account' button highlighted with a red box. Red arrows indicate the navigation path from the 'PAYMENTS' tab to 'Payment Accounts' and then to the 'Add Bank Account' button.

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 or you do not wish to complete instant verification, please contact us and we can add your bank account and set up AutoPay on our end.
- If you use all three instant verification attempts, you will have the option to **manually add** your bank account through the deposit verification process instead.

## 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

## PAYMENTS

Make Payments   Auto-pay Setup   Recent Activity   Payment Accounts

You currently have no Payment Accounts on file. Click here to add a Payment Account and begin making payments online.

A service fee will be charged at the time of payment for Debit Card and Credit Card transactions. The property management company does not receive any portion of this fee. Service fee is non-refundable.

Option 1: Pay my account in full

Payment Account	Start Date	End Date	Pay on Day	Current Assessment Amount
Select Payment Account ▼	11/22/2025		1st ▼	

Next

## 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 invite
- Log in using saved bookmark or by visiting Rentcafe.com
- Add a payment method to all 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](http://cycrealty.com) or email management.
- Wrong portal? Visit [Rentcafe.com](http://Rentcafe.com) to sign in.
- Can't add bank? Try again later for manual entry or contact management.

## 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