

## BACELINE GROUP: 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.

### PAYMENTS

#### MAKE A ONE-TIME PAYMENT

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

1. Click **Make Payments** on the side menu.
2. Select the **Make Payments** tab then click the **Make Payment** button. If prompted, you can add a credit card, bank account, or debit card by clicking on the "Click Here" link on the message provided above.
3. Enter the amount of the payment you will make in the **Your Payment** field.
4. After you have inputted the amount, you wish to pay. Select the **Payment** account from the drop-down menu below 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.

#### SET UP RECURRING PAYMENTS

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

The title on your Auto-Pay Setup tab should say **New Monthly Auto-Pay Setup for Lease Charges**:

1. Select a **Payment Account** from the drop-down menu.
2. Enter a **Start Date and End Date** for recurring payments to begin and stop on.
3. Select a **Pay On Day** from the drop-down menu.
4. Establish a **Max Payment Amount**. \*Note: The Max Payment Amount needs to meet or exceed current monthly charges.
5. Click **Save**.
6. Read the terms and conditions and check **I have read and accept the Terms and Conditions**.
7. Click **Set Up Auto-Pay** 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 **My Account** on the side menu bar.
2. Click the **Ledger** tab to display your account balance and payments that are fully processed.
3. Below, you will see your current account balance and past payments.

## VIEW PENDING PAYMENTS

You can see information about pending payments in CommercialCafe.

1. Click **My Account** 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 **Payment Accounts** tab (third tab at the top).
2. Click the **Add Bank Account** button at the top right side of your screen.
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
10. Please allow **48 hours** for that amount to be deposited, then verify that amount under the **Payment Accounts** tab.

NOTE: If you enter the amount incorrectly twice, you will not be able to verify that account again. Contact your property manager for assistance.

11. After the amount is verified, you may begin using your account for payments.
12. 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 **Payment Accounts** tab (third tab at the top).
2. Click the **Add Credit Card** button at the right side of your screen.
3. Complete the card and billing information fields.
4. Check the **I have read & agree to the terms and conditions** checkbox.
5. Click **Save**.
6. To edit a credit card, click the **Edit** button for the card.

## ADD OR UPDATE A DEBIT CARD

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

1. Click **Make Payments** on the side menu then select the **Payment Accounts** tab (third tab at the top).
2. Click the **Add Debit Card** button at the right side of your screen.
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 debit card, click the **Edit** button for the card.

## REVIEW YOUR CHARGE SCHEDULE

The *charge schedule* lists your current monthly charges as well as the scheduled rent increases for your lease.

1. Click **Lease Profile** on the side menu at the top.
2. Select the **Charge Schedule** tab (third tab at the top) to see the charge schedule.