

Pacific Village Apartments

Resident Portal

Welcome to your new **Resident Services Online Payment Center** where you can now make payments and submit work orders from a convenient and central location. The Rent Café Resident Portal can be accessed from a desktop computer, laptop or any mobile device.

Service Fees for online payments are as follows:

Bank Account: A service fee of \$0.95 will be charged at the time of payment

Debit Card: A service fee of \$2.95 will be charged at the time of payment

Credit Card: A service fee equal to a percentage of payment will be charged

Amex	Visa	MasterCard	Diners	Discover
3.00%	2.20%	2.20%	2.20%	2.20%

In order to access the portal to take advantage of your new services, follow the instructions listed below. **Registration must be done from a desktop computer or laptop.**

Register for the Resident Portal

- Navigate to your Resident Services URL

<https://property-pacificvillageapartments.securecafe.com/residentservices/pacific-village-apartments-llc/userlogin.aspx>

- Click the link **Click here to register**
- Complete the **User Registration**
- **Download the app "RentCafe Resident"**

Required details:

- Registration Code - «TenantCode»
- Email address on file - «BillingContactEmail»
- First Name on file - «BILLINGFIRSTNAME»
- Last Name on file - «BILLINGLASTNAME»

Registration is a two-step verification process, check your email address and click on the registration verification link to verify your email address.

Adding Payment Accounts:

- Select **Payments Accounts**
- Navigate to **Manage Payments** tab
- Add a credit card, debit card, or bank account
- Save

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To make a payment:

- Select **Make Payment**
- Click on **Pay Now**
- Enter your **Payment Amount**
- Click on **Submit a Payment**
- Review the details and submit
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Note: For a partial payment, modify the rent amount due on the payment screen to your share of the rent.

Submit a Work Order:

- Select **Maintenance**
- Enter details of the maintenance request
- Click on **Submit**
- Review status updates of your maintenance request in the **Request History** tab

If you have any registration issues, please contact the office at (541) 726-8895 or email PacificVillage@kellyhummel.com

Thank You,
The Property Management Team