

Online Rent Payment with RentCafe

Paying your rent online is easy and convenient! CSI co-ops use an online platform called **RentCafe** to accept payments. You can login to make online payments each month, or use the auto-payment feature to schedule your payments ahead of time. Visit **www.csi.coop/online-payment** for more information.

Creating Your Account

1. Call your co-op's accounting clerk at **586-753-9002** and provide your email address so an account can be created.
2. You will receive an email from CSI Support & Development with the subject line "Resident Services – Invite."

3. Open the email and click on the weblink to activate your account.

4. You will be automatically redirected to the Resident Services website, where you can log in to your account, view your balance, add a payment method and submit payments.

Welcome to the Resident Services.

Your username is now your email address. You can choose to change it after activating your account.

For security purposes you will be required to click on the link below to activate your account on our system.

<https://new-horizons-co-op-rentcafewebsite.securecafe.com/residentservices/new-horizons-non-profit-housing-aps-inc/recoverpassword.aspx?key=qPdh1SaUeMTR3f1oG7FQ&ui=>

Once activated, your Resident Services account will provide you online access to:

- Enjoy 24/7 self-service account management
- Check your balances and make payments
- Schedule recurring auto-payments for rent and other dues
- Submit maintenance requests
- Check out upcoming community events
- Much, much more!

Should your email address change, please remember to update your Resident Portal account profile. Your email address must be current to receive payment notifications, community updates, and other online activity confirmations. If you have any questions, please contact us. We appreciate the opportunity to serve you.

This is an auto-generated email. Do not reply to this email.

Thank you,

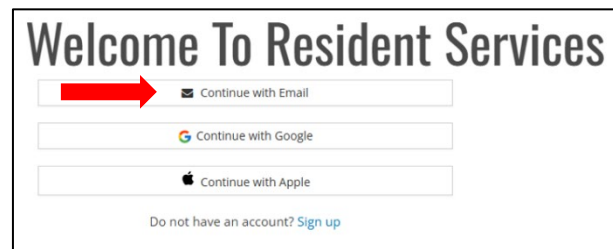
New Horizons Co-op

Logging in to Your Account

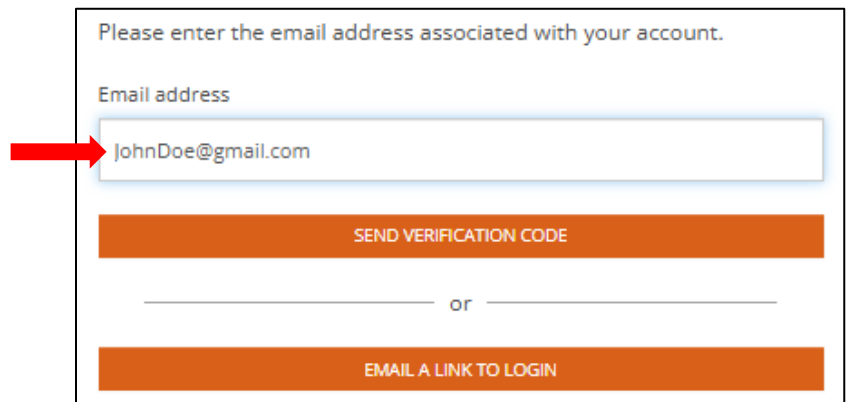
1. Visit **www.csi.coop/online-payment** and click the **Resident Login** button to open the CSI Online Resident Portal.



2. Click "Continue with Email."



3. Type your email address.



4. Choose how you would like to log in:

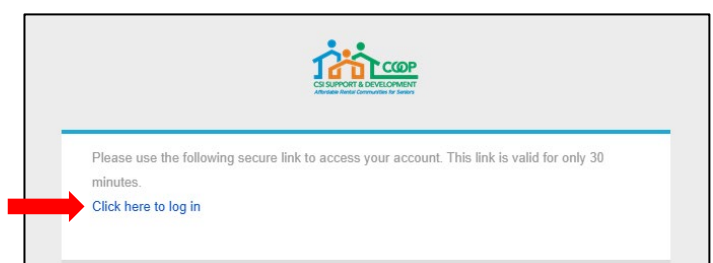
- **SEND VERIFICATION CODE**

This option will send a 6-digit code to either your email or phone number. You will be prompted to enter the code, then click **VERIFY OTP** to log in.



- **EMAIL A LINK TO LOGIN**

This option will send you an email. Open the email and click on "click here to log in".



Adding a Payment Method

1. When logged into your account, click the "Payment Accounts" tab near the top of the page.
2. Click the payment method you would like to add (bank account, credit card or debit card).

The screenshot shows the 'Payments' page with the 'Payment Accounts' tab selected. A red arrow points to this tab. Below the navigation bar, there is a section for 'Bank Accounts' with an 'ADD BANK ACCOUNT' button. A red arrow points to this button. Below the button, there is a light blue box with instructions: 'If you click to add a bank account, you will be redirected to a third-party website and must follow their instructions to verify your account. Once your account is verified, your bank account will appear as a payment option. Only your bank account and routing number are used to set up a verified bank account.' Below this, there is another instruction: 'If you do not wish to verify your bank account, or if your bank account is not listed (not all banks are supported), please select another payment method or contact our office for other payment options.' Below the instructions, there is a table with columns: 'Account Holder Name', 'Bank Transit Number', 'Bank Account Number', 'Account Type', and 'Delete'. The table is empty, with the text 'No data available in table' below it. Below the table, it says 'Showing 0 to 0 of 0 entries'. Below the table, there is a section for 'Credit Cards or Debit Cards' with two buttons: 'ADD CREDIT CARD' and 'ADD DEBIT CARD'. Red arrows point to both buttons.

Payments

Make Payments Auto-pay Setup Recent Activity **Payment Accounts**

Bank Accounts

ADD BANK ACCOUNT

If you click to add a bank account, you will be redirected to a third-party website and must follow their instructions to verify your account. Once your account is verified, your bank account will appear as a payment option. Only your bank account and routing number are used to set up a verified bank account.

If you do not wish to verify your bank account, or if your bank account is not listed (not all banks are supported), please select another payment method or contact our office for other payment options.

Use the bank accounts listed below to make one-time payments or schedule monthly automatic payments.

Account Holder Name	Bank Transit Number	Bank Account Number	Account Type	Delete
No data available in table				

Showing 0 to 0 of 0 entries

Credit Cards or Debit Cards

ADD CREDIT CARD **ADD DEBIT CARD**

Use the credit cards or debit cards listed below to make one-time payments or schedule monthly automatic payments.

3. Follow the prompts to enter your payment details.
4. Once your payment method has been added, you have several options for how to make payments:
 - **AUTO-PAYMENT**
Set up an automatic payment, which will process on the same day each month.
 - **ONE-TIME PAYMENT**
Use this feature if you prefer to pay your rent manually each month instead of using auto-pay, or to pay extra charges and balances from missed payments or underpayments.

Setting up or Changing Your Auto-Payment

1. Click the “Auto-pay Setup” tab near the top of the page.

The screenshot shows the 'Payments' page with the 'Auto-pay Setup' tab selected. The form contains the following fields:

Payment Account	Start Date	End Date	Pay on Day	Max Pay Amount
Select Payment Account	5/1/2026	5/1/2030	3rd	\$824.00

Below the form is a 'NEXT' button. Red arrows point to the 'Auto-pay Setup' tab, the 'NEXT' button, and each of the five input fields.

2. Enter your auto-pay information

- Payment Account
- Start Date – Your auto-payments will begin after this date
- End Date – Your auto-payments will continue monthly until this date, or until you make a change in your account
- Pay on Date – Your auto-payment will process on the day of the month you specify (rent is due on the 1st of the month)
- Max Pay Amount* – Enter the max amount you will pay each month (rent amount plus any monthly fees such as parking)

3. Check to accept the Terms and Conditions, and click “SET UP AUTO-PAY.”

The screenshot shows a form with a checked checkbox and the text: "I have read and accept the [Terms and Conditions](#)". To the right are two buttons: "Cancel" and "SET UP AUTO-PAY". Red arrows point to the checkbox and the "SET UP AUTO-PAY" button.

***Note:** When your rent amount changes, you need to log in to your account and update the Max Pay Amount to ensure that your rent is not underpaid. Click the “Auto-pay Setup” tab and select “Edit” to change your autopay information.

The screenshot shows the 'Payments' page with the 'Auto-pay Setup' tab selected. The form displays the current auto-pay information:

Payment Account	Start Date	End Date	Pay on Day	Max Pay Amount
Debit Card	5/1/2026	5/1/2030	3rd	\$824.00

Below the table are two buttons: "Edit" and "Delete". A red arrow points to the "Edit" button.

Making a One-Time Payment

1. Click the "Make Payments" tab near the top of the page, then click "Pay Now."

The screenshot shows the 'Payments' page with the 'Make Payments' tab selected. The current balance is \$0.00 as of 4/28/2026. A table lists a charge for 'RENT' for \$824.00 on 4/1/2009. A 'Pay Now' button is highlighted with a red arrow.

Charge	Amount	Charged on
RENT	\$824.00	4/1/2009

2. Enter your payment details (Payment Account and Payment Amount) and click "NEXT".

The screenshot shows the 'Enter Payment Details' form. The 'Select Payment Account' dropdown is set to '--Select Payment Account--'. The 'Extra Payment Amount' is 824.00. The 'NEXT' button is highlighted with a red arrow.

3. Click to accept the Terms and Conditions, then click "SUBMIT PAYMENT."

The screenshot shows the Terms and Conditions agreement page. The checkbox 'I have read and accept the Terms and Conditions' is checked. The 'SUBMIT PAYMENT' button is highlighted with a red arrow.

Having trouble creating, accessing or using your account?

Call CSI accounting at (586) 753-9002 or see your co-op's service coordinator for support.