

Guide To Tenant App

One of the most common requests from RentRedi landlords is *“What does the RentRedi Tenant app look like?”*

In this guide, you’ll find a tour of the tenant app, highlighting the key actions and pages tenants interact with.



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Guide to RentRedi Tenant App

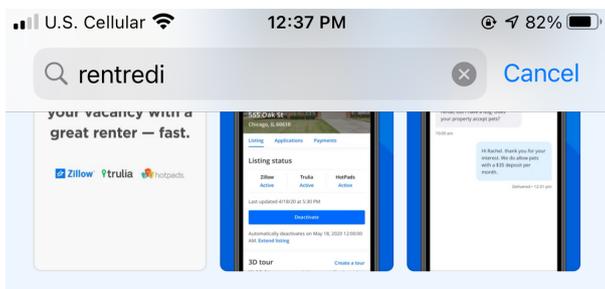
This guide will show landlords and property managers the setup process and workflow for tenants.

Tenants can search "RentRedi" in the Google Play or Apple App Store to find the tenant app. RentRedi also sends links to tenants to the app in emails.

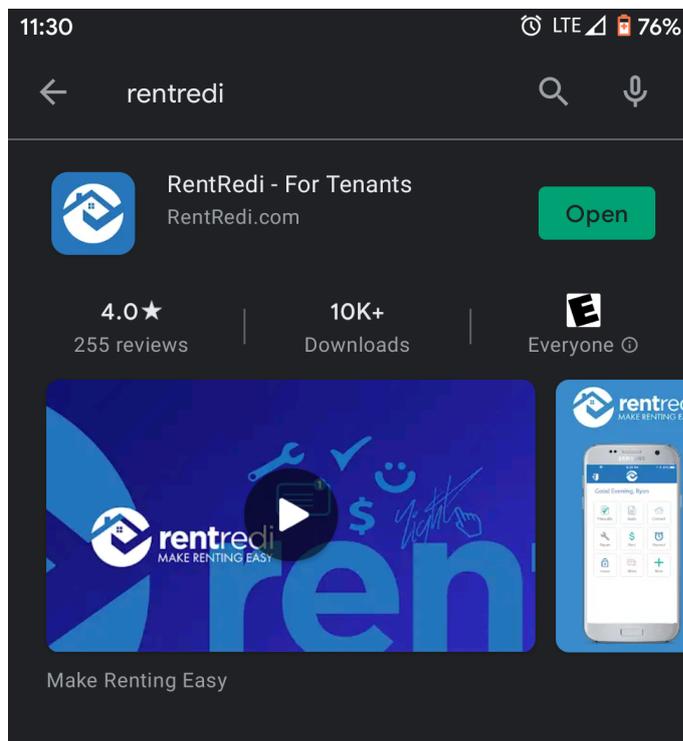
How RentRedi Works For Tenants

In this overview, you'll see:

- What the RentRedi tenant app looks like!
- Filling out prequalification or application
- Setting up payments (ACH, card, and cash)
- Bundling payments
- Submitting a maintenance request
- Getting renter's insurance
- Reporting rent payments to the credit bureau



RentRedi - Tenant app, in the Apple App Store



RentRedi - For Tenants, in the Google Play Store

Download RentRedi

To download the app, tenants can search "**RentRedi – For Tenants**" in iOS or Android.

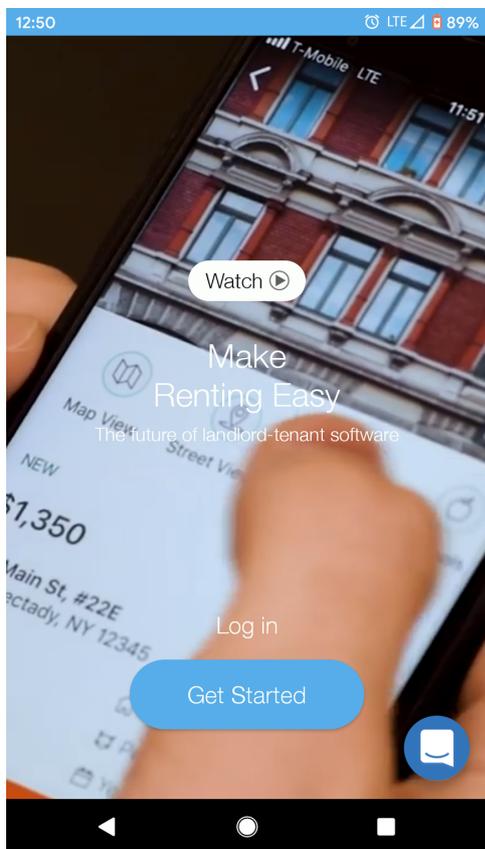
Tenants will also receive an email invite with instructions on how to get started when added to RentRedi by their landlord.

Tenants can sign up quickly!

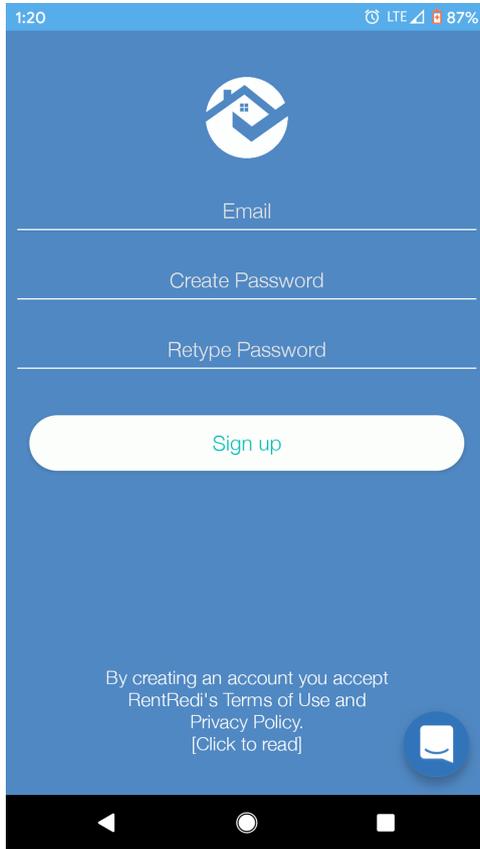
Steps:

1. Download tenant app
2. Enter an email address and password
3. Verify email address

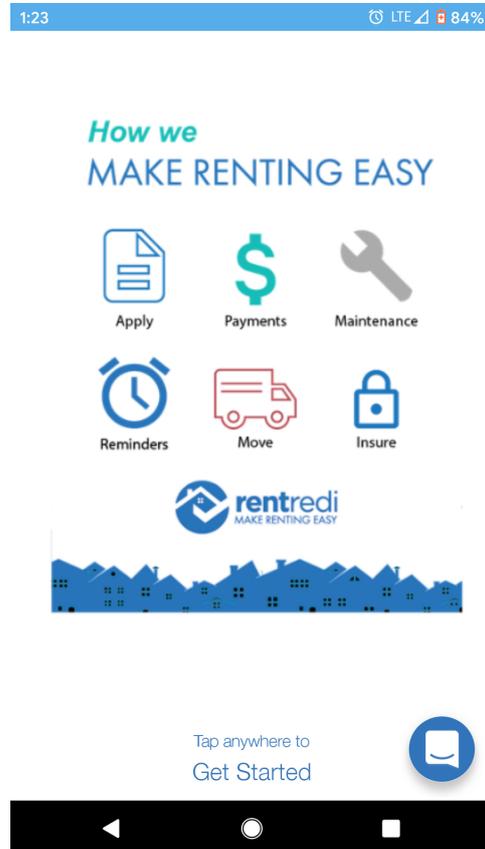
Watch video: <https://youtu.be/gmA0jI0WlOU>



RentRedi Tenant App Start Screen



Tenants sign up by adding a current email address and creating a password.



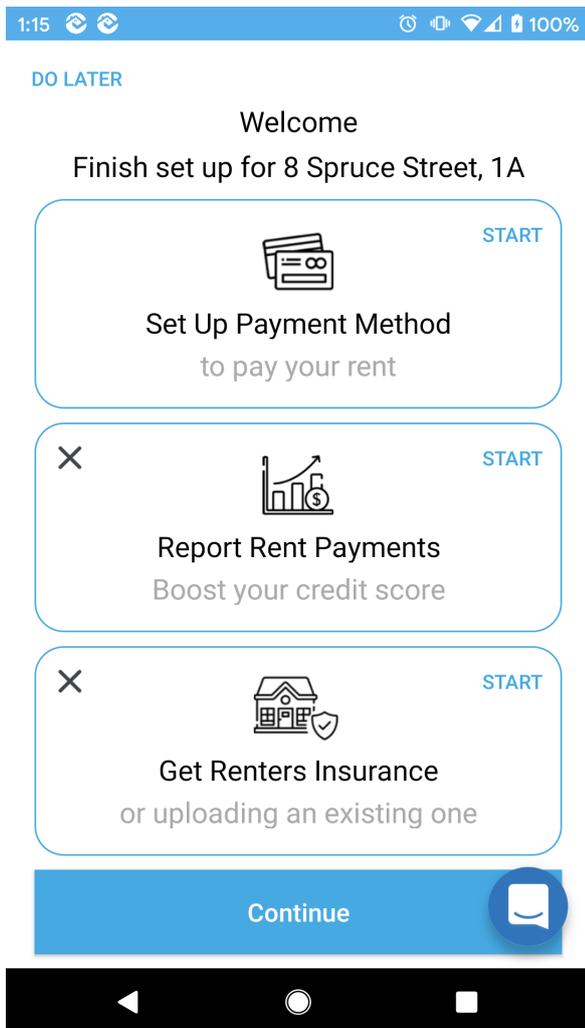
One-time pop-up for new tenants. They can click this screen to view the homepage

Tenant Welcome Screen

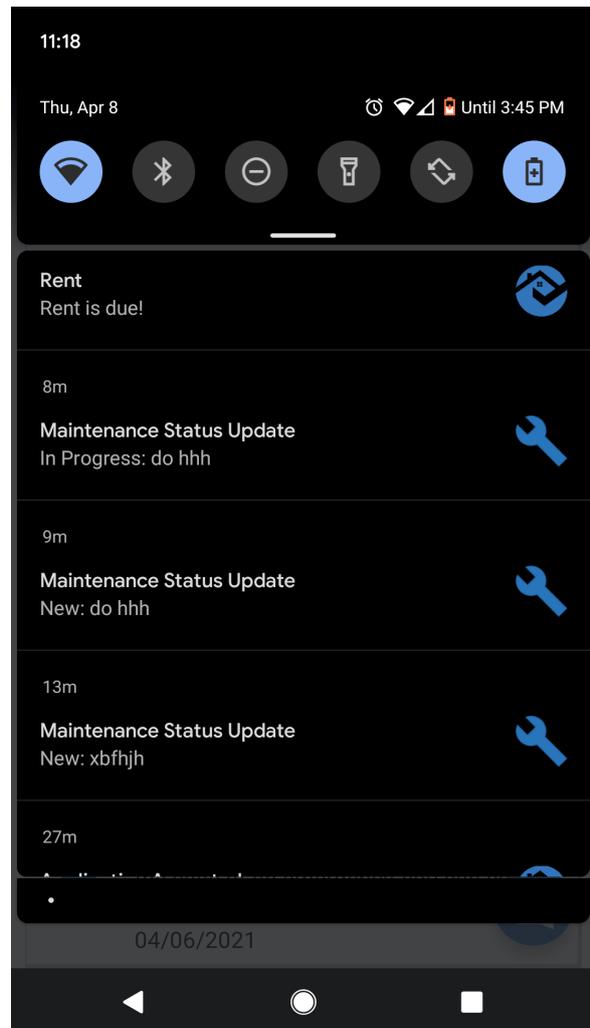
When a tenant is added to a property, they are prompted in the RentRedi tenant app and through emails to do three things:

1. Input a payment method
2. Report rent payments to improve their credit score
3. Get renter's insurance or upload an existing policy

Tenants will receive notifications within the RentRedi app automatically, as well as on their phone—as long as notifications are turned on.



Tenant welcome screen



Example of phone notifications for tenants

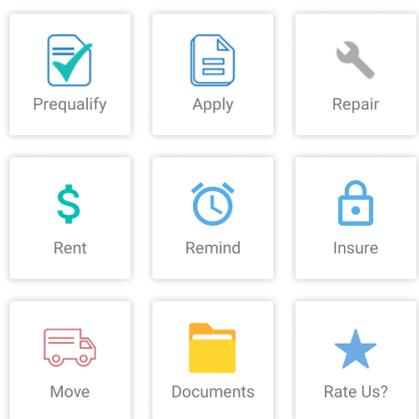
Tenant App Overview

The tenant app is straightforward and easy to use. From the home screen, tenants can choose to:

- Fill out a prequalification form
- Fill out an application form
- Submit a maintenance repair request
- Pay rent
- Set up rent reminders
- Purchase renter's insurance
- View documents uploaded by the landlord



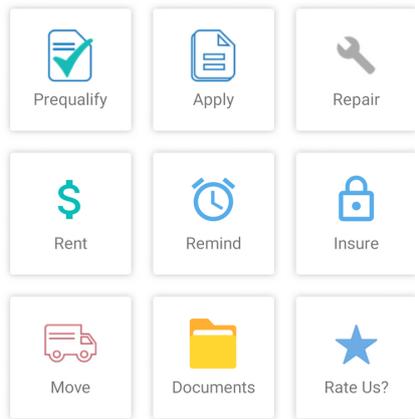
Good Afternoon



RentRedi tenant app home screen



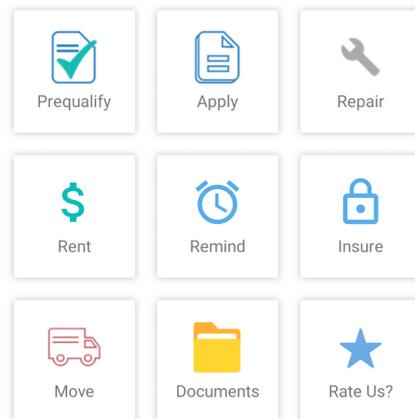
Good Afternoon



Tenants receive a red notification on the bell icon. They click in to view.



Good Afternoon



Chat support is available by clicking the message icon.

Prequalification Process & Form

Here's how prequalification works for tenants.

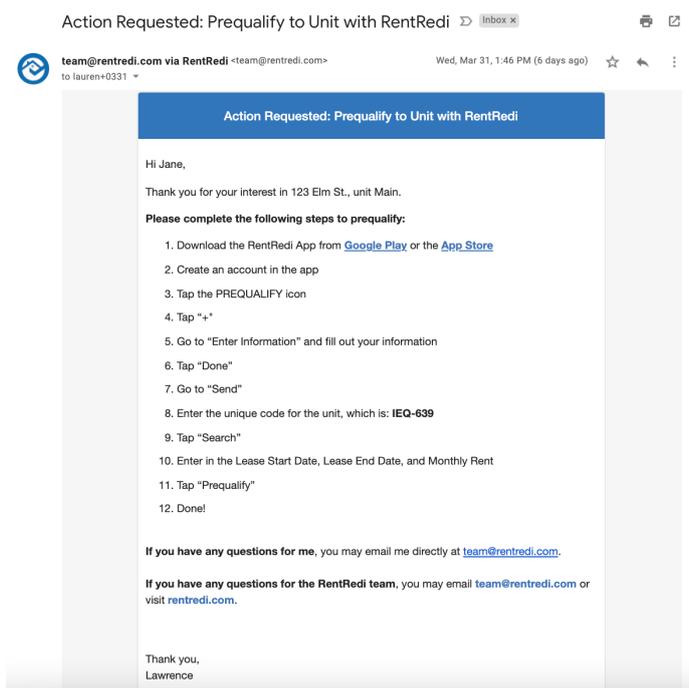
1. Tenants will receive an **email invite to prequalify**

2. When they open the app, the prequalification form will already be associated with their RentRedi account.

If they do not have a RentRedi, they can sign up & enter the unique unit code (found in their email invite) to prequalify to your rental.

3. Tenants complete the questionnaire and hit "Done"

Watch video: Tenant App: Prequalifications



2:37 Done

Pre-Qualification

First Name
ex. Ryan

Last Name
ex. Barone

Email
lauren+0331@rentredi.com

Phone
ex. 555-555-5555

Living Conditions

Pets
ex. 1 pet
Describe (animal, weight, etc.)
ex. ex. Dog, Corgi, 23lbs, 5yrs

Any smokers?
ex. No

Occupants
ex. 1

Financial

Credit Score
ex. 700-749

Income from all sources
\$0.00

Income Assistance (if any)
ex. Section 8

Do you have a guarantor?
ex. Yes

Guarantor Income
\$0.00

Legal

Have you been party to a lawsuit?
ex. Yes

Have you been convicted of a felony?
ex. No

Describe (lawsuit/felony)
ex. Short example description

*Full prequalification form.
All questions are required.*

Application Process & Form

Here's how applications work for tenants.

1. Tenants will receive an email invite to apply
2. When they open the app, the application form will already be associated with their RentRedi account.

If they do not have a RentRedi account, they can sign up & enter the unique unit code (found in their email invite) to apply to your rental.

3. Tenants are asked to complete all the sections outlined in the form:

- A bit about you – includes credit score & income
- Personal – includes contact information
- Education
- Identity – includes social security number & driver's license information
- Additional personal
- Emergency contact – limited to 1 contact
- References – limited to 2 references
- Occupants – High-level information for total applicants for the property
- Bank – Payment method, can be updated later
- Current employment
- Prior employment
- Vehicles
- Guarantor

4. Tenants upload documents requested for application.

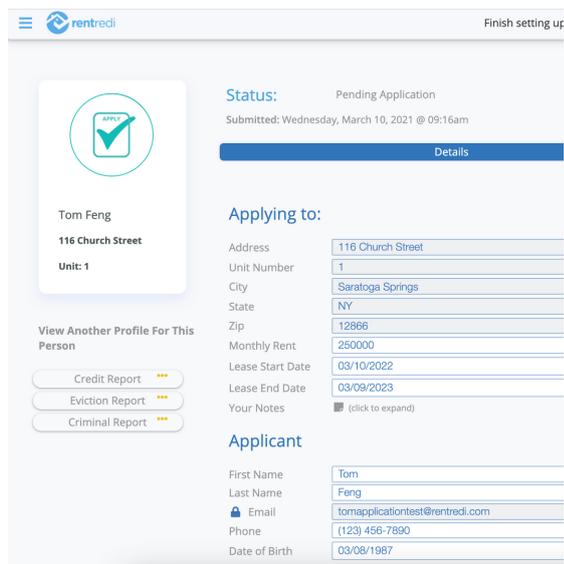
5. Hit "Send" to complete the application!

Watch video: [Tenant App: Submitting An Application](#)

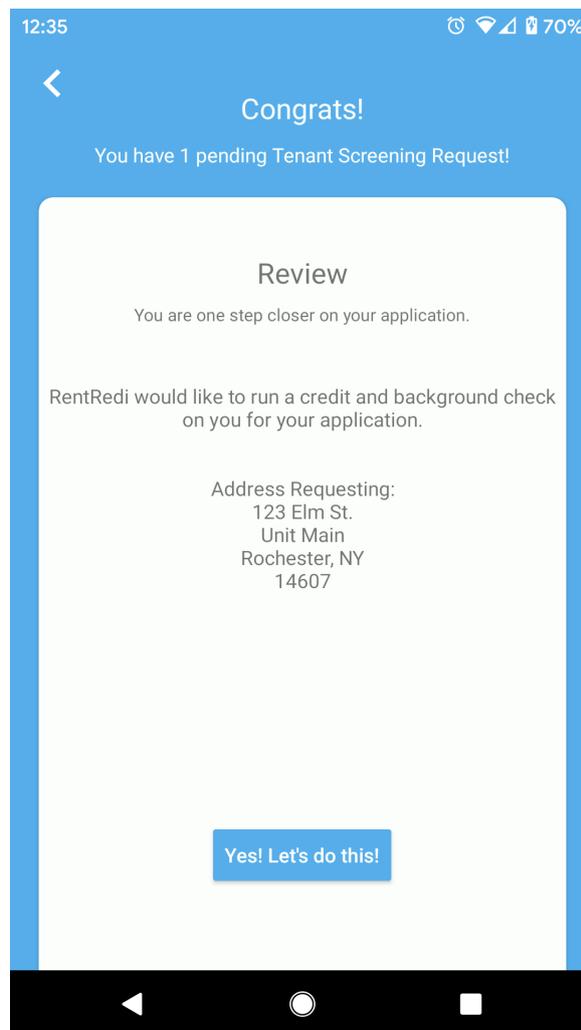
Tenant Screening

When you set up auto-screening, tenants who complete their RentRedi application are then automatically prompted to complete the TransUnion tenant screening form.

The background check contains credit, criminal, and eviction reports. It is a soft credit pull and costs only \$35 for tenants!



Tenants credit, eviction, and criminal reports are available on the left-hand side of their tenant card under "Renters" from the landlord dashboard.



Tenants will be prompted to complete the screening request.

Sign Leases & Documents

When tenants sign a lease with RentRedi, they receive a pop-up in the tenant app and a notification, directly in the app and/or on their phone if notifications for RentRedi are turned on.

Tenants are asked to review the lease, agree to the lease terms and add a single signature, with photo identification, to complete the lease.

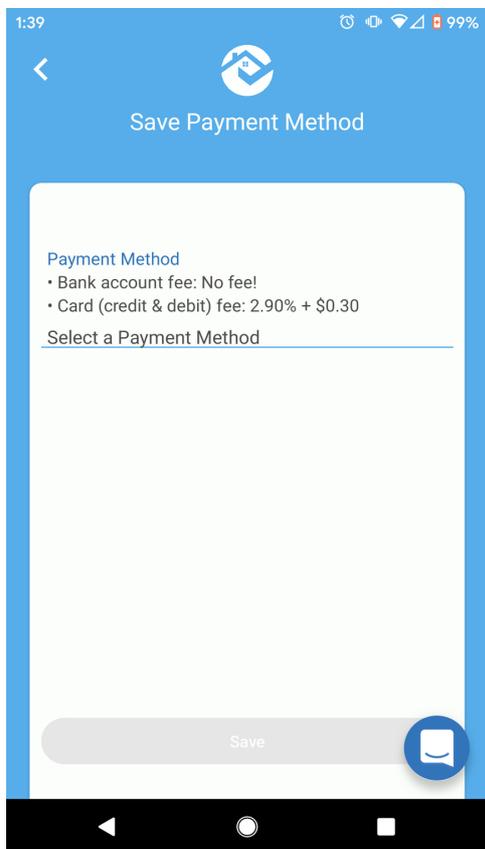
Watch the video to see the entire process for tenants!

Watch video: [Tenant App: E-Signing Your Lease](#)

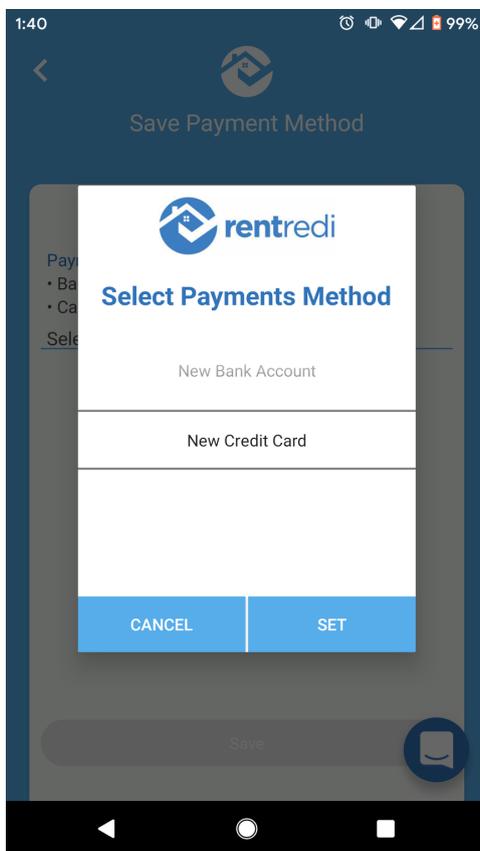
Tenant App Overview

The tenant app is straightforward and easy to use. From the home screen, tenants can choose to:

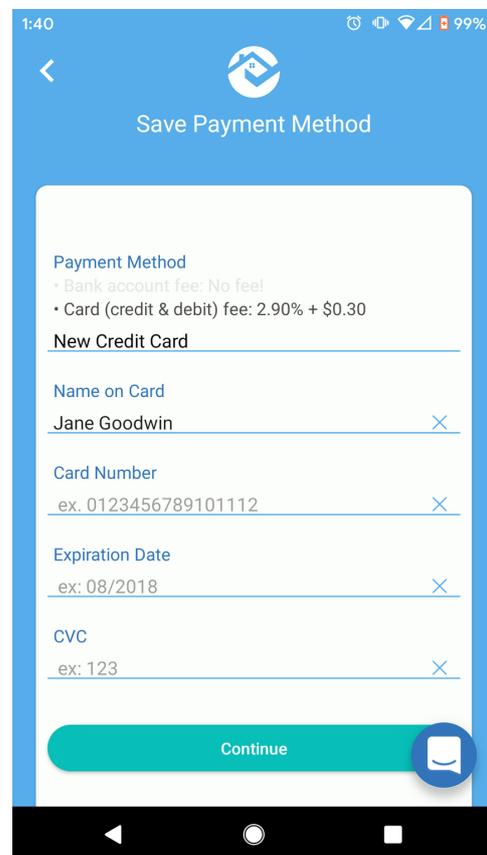
- Fill out a prequalification form
- Fill out an application form
- Submit a maintenance repair request
- Pay rent
- Set up rent reminders
- Purchase renter's insurance
- View documents uploaded by the landlord



Screen tenants see when they add a payment method for the first time.



Tenants can choose their preferred payment method by scrolling up & down.



After choosing payment method, tenants are prompted to fill out a form.

Set Up Payments: Cash

We offer tenants the ability to deposit cash at over 90,000 retail locations & submit the payment through RentRedi's partnership with Chime.

Tenants can set up a Chime bank account, deposit cash at an accepted retailer, and then submit payment via RentRedi using Chime as their bank account.

This is a service outside of RentRedi and tenants will need to set up a Chime account at [Chime.com](https://www.chime.com).

1. Set up account: <https://www.chime.com/>
2. Deposit cash into Chime account: [deposit locations & how-to guide](#)
3. [How tenants pay rent with cash deposit](#)



Deposit cash into a Chime Spending Account at over 90,000 retail locations

Bundle Payments & Auto-Pay

Bundling Payments

When a tenant has multiple charges to pay via RentRedi (e.g., rent & utilities) they can choose to bundle payments.

Bundling payments allows tenants to pay a single fee, while completing multiple transactions at the same time.

Auto-Pay

Tenants can also set up auto-pay.

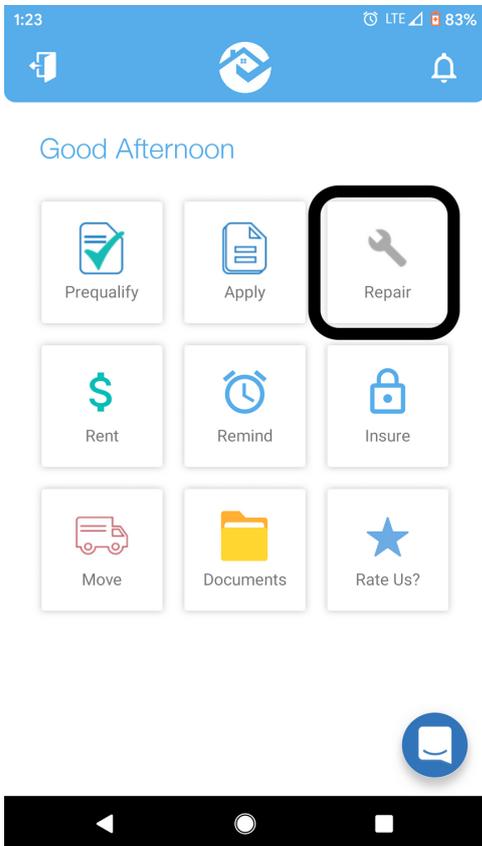
Auto-pay will pull money from a tenant's account on the designated day so that it is automatically withdrawn and submitted to the landlord.

Watch video: [Tenant App: Auto-Pay](#)

Submit Maintenance Request

Tenants can submit a maintenance request from the tenant app by following 3 steps.

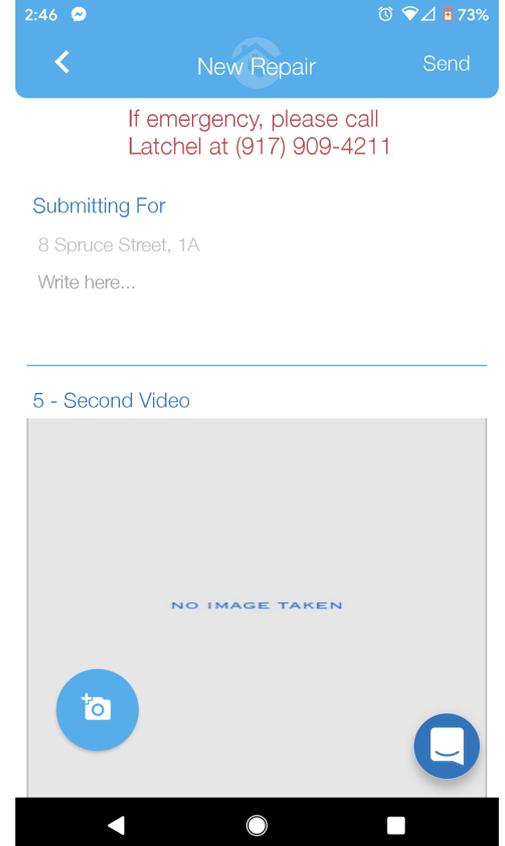
If you have maintenance coordination (Latchel) enabled on your property, the phone number for your tenants to call to report a maintenance issue is placed on the top of the maintenance request form.



Tenants select "Repair" to start submitting a maintenance request.



Tenants select "+" to fill out a new maintenance request form.



For Latchel-enabled properties, tenants can all the dedicated help line.

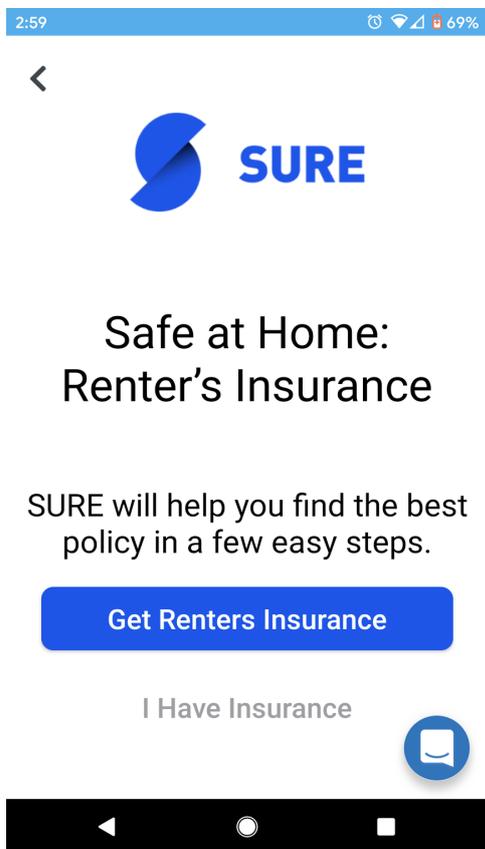
Purchase Renter's Insurance

RentRedi partners with Sure to offer our tenants affordable renter's insurance policies.

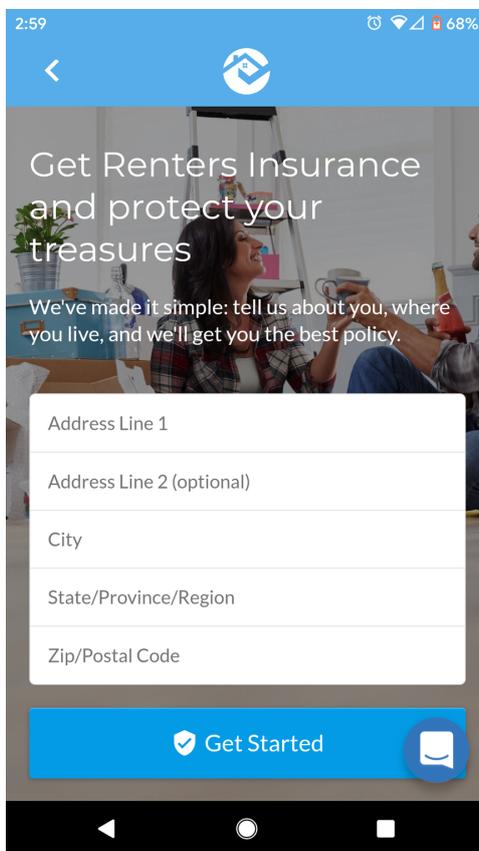
To purchase renter's insurance, tenants can select "Insure" from the RentRedi app home page.

This will give tenants the option to take a photo of their existing insurance policy or purchase a policy.

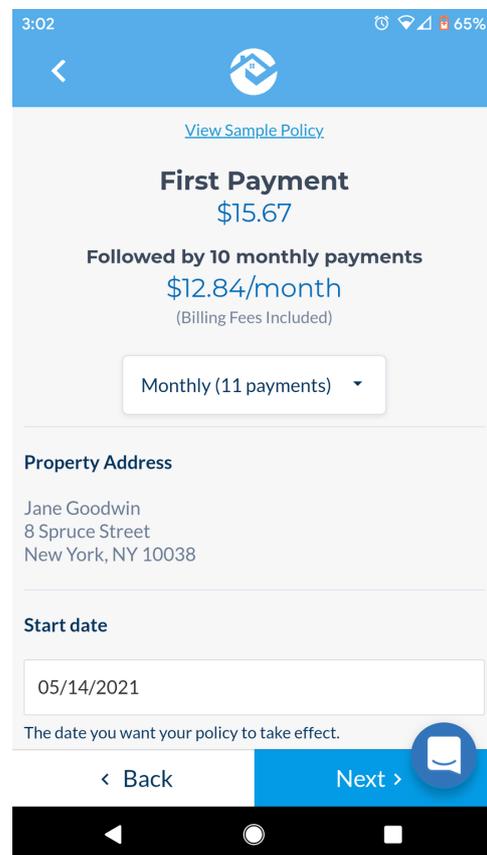
When a tenant uploads or purchases a policy, they are marked as "insured" on your renter dashboard.



When tenants select "Insure" they are shown the option to purchase or show proof



When purchasing insurance, tenants submit property info to receive a policy



Tenants are shown a policy, with pricing & can select to purchase

Report Rent Payments to Credit Bureau

Tenants have the option to report rent payments made via RentRedi to TransUnion Credit Bureau.

They select "Rent" from the app home page, then select the blue text "Report Rent" to get started.

Watch video: [How Tenants Can Report Rent Payments to Boost Their Credit Score!](#)