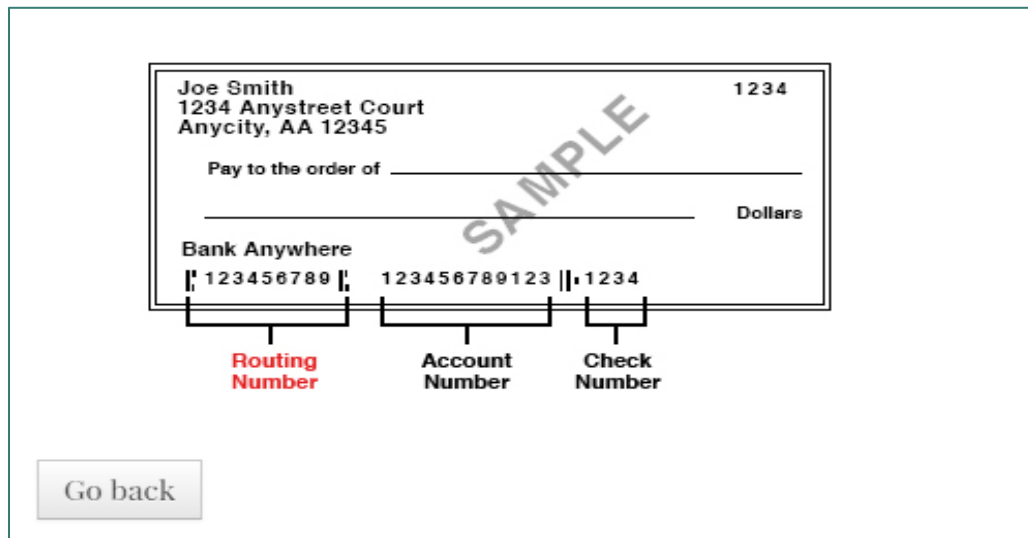


Setting Up Reoccurring ACH Payments

Before You Begin

When you add a bank account, the bank account form requires your bank account details. You will need to know your bank routing number, account number, and account type. If you need help locating your bank account information on your check, the **Where do I find account info?** link on the bank account form displays a sample check with the bank routing and account number labeled.



How To Do It

1. Sign in to Resident Portal.
2. From the top menu, click **Payments**.
3. Select the **Payment Accounts** tab
4. Click **Add Bank Account**. The Add a Bank Account screen appears.

ADD A BANK ACCOUNT

For your protection, new bank accounts must be verified before you can use them to make payments.
[View Verification FAQs](#)

* Denotes a Required Field [Where do I find account info?](#)

Account Name *


Routing Number (9 digits) *

Confirm Routing Number *

Account Number (3-17 digits) *

Confirm Account Number *

Account Type



5. Enter your bank account information.
6. Click Next. The **Verification Required** screen appears.

Verification Required

[View Video Tutorial](#)

For your protection, we need to verify this account before it can be used to make payments.

How Verification Works

- 1 | Yardi Systems will make a small deposit into your account.
(The deposit may take 1-3 business days to appear)
- 2 | Check your bank account transaction summary.
- 3 | Locate the amount deposited by Yardi Systems.
(The deposit will be labeled "Bank Verify")
- 4 | Sign in to your Resident Portal account.
- 5 | Click on "Verify" next to the appropriate bank account.

7. Review the bank account verification steps described on the screen. If you prefer to watch a video, click the **View Video Tutorial** link.

8. Click **Confirm & Save Account**. When the bank account is successfully added, a confirmation message appears.

Bank account added and will be available for payments after verification. ✕

9. The **Bank Account Added - Pending Verification** autoresponder email is sent indicating that bank account verification is pending.

Dear **Theresa Brown**,

Thank you for adding a bank account to your resident profile. Now that you've added your bank account, you'll need to verify the bank account.

We'll send a small deposit that will be paid to your account within **THREE BUSINESS DAYS**. After receiving the deposit you'll need to return to the Payment Accounts tab in the Resident Portal and click the **VERIFY** button that appears next to the bank account you've added. If the amount you enter matches the amount we paid to your bank account, you'll then be able to make a payment from that account.

To locate the amount paid to the account you've added, look for the deposit that's labeled "**BANK VERIFY**" - whether looking at your account online or at a bank account statement.

If you don't see the small amount paid to your account within **THREE BUSINESS DAYS**, it's likely the bank account information was entered incorrectly. You should either try again and be certain to enter the correct **bank routing and account numbers** or contact your property manager for assistance. If the bank account verification processes fails, it's likely that you've repeatedly entered an incorrect deposit amount.

Please review the account information below and keep this email for your personal records.

ACCOUNT INFORMATION

Account Name:

Account Name

Routing Number:

Routing Number

Account Number:

Account Number

Account Type:

Account Type

To view your bank accounts, please log in to your Resident Portal account at:


<https://www.bank.com/login>

Your account security is important to us. If any of the above information is inaccurate or you did not authorize this account addition, please contact us immediately.

10. On the **Payment Accounts** tab, an additional section appears with the pending bank account under the heading **Bank Accounts Pending Verification**.

Bank Accounts Pending Verification

The bank account(s) listed below are pending verification. Please click the Verify button next to the account to be verified and enter the exact amount that Yardi Systems deposited labeled Bank Verify into your account.

Name on Account	Bank Transit Number	Bank Account Number	Account Type	Verify
ABN Amro	*****4263	*****0988	Savings	

The Verify link for the pending bank account is unavailable for 12 hours after the bank is added. You cannot make payments through Resident Portal with a bank account that is pending verification.

Verifying A Bank Account in Resident Portal

Before You Begin

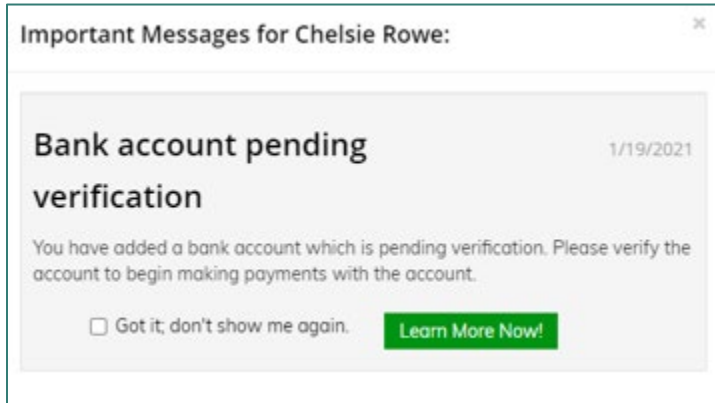
When you verify a pending bank account, you will need to know the exact amount of the trial deposit transaction in your bank account. The trial deposit transaction appears in your bank account one to three business days (excluding weekends and bank holidays) after you add the bank account. The trial deposit is a nominal amount less than one dollar and the bank transaction is identified with the description “Bank Verify”.

If you need help locating the deposit amount in your online bank account, the [Where to Find your deposit amount link](#) link on the Verifying Bank Account modal screen displays basic instructions and an example of how the deposit transaction appears in your bank account. If you prefer to watch a video, the [View Video Tutorial link](#) shows a brief video of the bank account verification process.

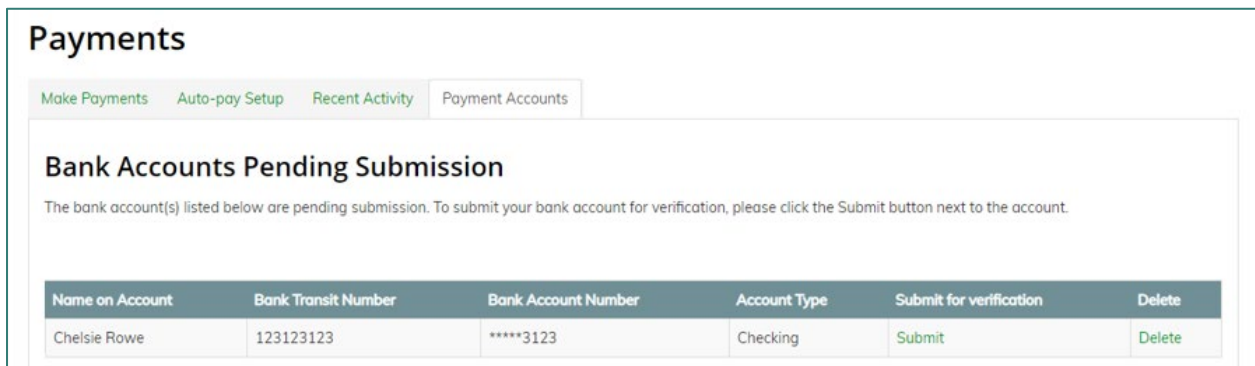
Pending Bank Accounts for Newly Executed Leases

If you added a bank account to pay application charges during online leasing, you can verify the bank account only after the lease is executed and you are converted to a

resident. The first time you sign in to Resident Portal after you become a new resident, you will see an announcement screen informing you that a bank account is pending verification.



The **Learn More** link displays the pending bank account under the **Bank Accounts Pending Submission** section under the **Payment Accounts** tab (**Home > Payments**) with instructions on how to proceed.





You must submit the pending bank account to trigger a trial bank deposit transaction for the bank account verification process. Once the bank is submitted, the bank account is reassigned to the **Bank Account Pending Verification** section under the **Payment Accounts** tab to continue the verification process.

How To Do It

1. Sign in to Resident Portal.

2. From the top menu, click **Payments**.
3. Select the **Payment Accounts** tab. In the **Verify** column, the **Verify** link appears active for the pending bank account under the **Bank Account Pending Verification** section.

Bank Accounts Pending Verification				
The bank account(s) listed below are pending verification. View Verification FAQs				
Name on Account	Bank Transit Number	Bank Account Number	Account Type	Verify
ABN Amro	****4263	****	Savings	Verify
New Bank Account	****4263	****	Checking	Verify
Bank	****4263	****	Checking	

The **Verify** link for a pending bank account appears visible and active 12 hours after the bank is added. If less than 12 hours have passed since the bank account was added, the info icon  displays instead to allow time for the trial bank deposit transaction to complete.

The **Verify** link always appears visible but inactive when viewed from **Preview Resident Services**.

4. Click **Verify** next to the pending bank account. The **Verifying Bank Account** screen opens.

Verifying Bank Account *****

For your protection, we need to verify this account before it can be used to make payments.

Please Note:

You have a maximum of **3 attempts** to verify your bank account. **Do not attempt to guess the amount.**

If you exceed the maximum number of attempts, connection to this bank account will be temporarily blocked.

Please enter your deposit amount.

Estimated Deposit Date Range: 1/25/2022 to 1/30/2022 (PST)

Attempt(s) Remaining
03

Where do I find the deposit?

5. Enter the deposit amount and click **Submit**. A confirmation message appears when the bank account verification is successful.

Verifying Bank Account *****

Excellent! Your bank account has been verified!

Your account may now be used to make payments.

6. The **Bank Account Added** autoresponder email is sent indicating that the bank account was added.

Dear [REDACTED],

This email confirms your addition of a new bank account to your Resident Profile. Please review the account information below and keep this email for your personal records.

ACCOUNT INFORMATION

Account Name:
[REDACTED]

Routing number:
**** [REDACTED]

Account number:
**** [REDACTED]

Account Type:
Checking Account

To view your bank accounts, please log in to your Resident Portal account at:
<https://portofino-vista-hoa-inc-rentcafewebste.securecafe.com/residentservices/portofino-vista-hoa-inc/userlogin.aspx>

Your account security is important to us. If any of the above information is inaccurate or you did not authorize this account addition, please contact us immediately.

7. The verified bank account now appears under the **Bank Accounts** section on the **Payment Accounts** tab. You can now use the bank account to make online payments.

Showing 1 to 1 of 1 entries

Bank Accounts

Add Bank Account

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

Name on Account	Bank Transit Number	Bank Account Number	Account Type	Edit	Delete
ABN Amro	*****4263	***** [REDACTED]	Savings	Edit	Delete

Resident Portal restricts the number of verification attempts. If you exceed the number of permitted attempts, the bank account is locked and no longer displays in Resident Portal. The property manager must contact Yardi technical support for assistance with a locked bank account.

Verification FAQs

Why do I need to add and then verify my bank account?	Whether for one-time or recurring payments, having a verified bank account on file is required to make a rent payment. This is an electronic funds transfer network rule that is in place for your protection.
How do I verify my bank account?	After you've added your bank account, we'll send a small deposit that will be paid to your account within THREE BUSINESS DAYS . To verify your bank account, you'll need to return to the Resident Portal, click the verify button and then enter the small deposit amount that we paid to your bank account. If the amount you enter matches the amount we paid to your bank account, you'll then be able to make a payment from that account.
How do I locate the small deposit amount that was paid to my bank account?	Whether looking at your account online or on a bank account statement, look for the small deposit amount that's labeled "BANK VERIFY". The test deposit amount is not reversed or deducted from your account after it is deposited.
What should I do if I'm unable to locate the small deposit amount paid to my account?	If you don't see the small amount paid to your account within three business days, it's likely the bank account information was entered incorrectly. You should either try again and be certain to enter the correct bank routing and account numbers or contact your property manager for assistance.
What do I do if I'm unable to successfully verify my bank account?	If the bank account verification process fails, it's likely that you've repeatedly entered an incorrect deposit amount. You should contact your property manager so that they can reach out to us for assistance.
