

# Resident Portal Bank Verification

Bank account verification is required to comply with National Automated Clearing House Association (NACHA) regulations. When you add a bank account in your Resident Portal, the account must be verified before you can begin using it to pay rent and related charges within the portal.

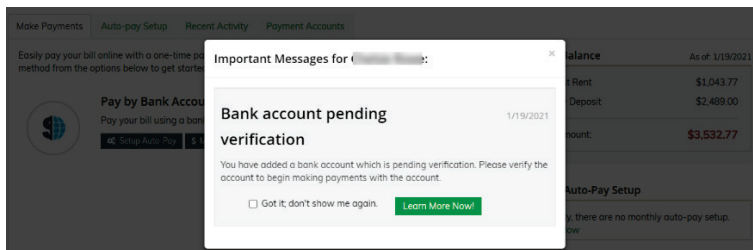
The following steps provide an overview of the bank account verification process:

1. Verify an Existing Bank Account OR Add a New Bank Account
2. Monitor Your Bank Account for Deposit
3. Confirm Deposit Amount in the Portal to Verify Account

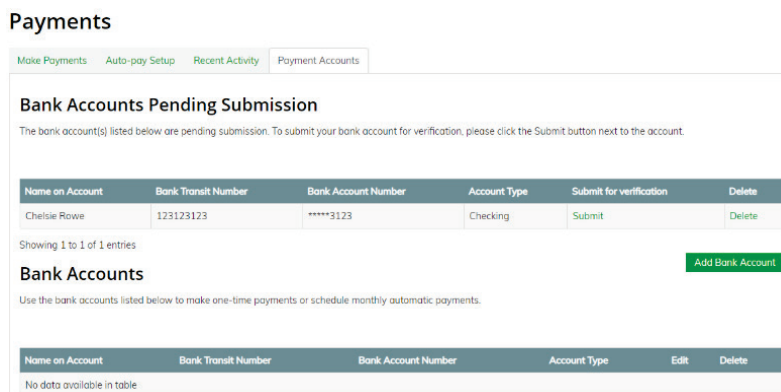
## Verify an Existing Bank Account

NACHA does not require verification during the application process. Once your lease is finalized, the bank account will need to be verified before you can begin using it to pay rent and related charges.

1. Sign into Resident Portal. The **Bank account pending verification screen** appears.



2. Click **Learn More Now!** Button on the **Payment Accounts tab**, an additional section appears with the pending bank account under the heading **Bank Accounts Pending Submission**.

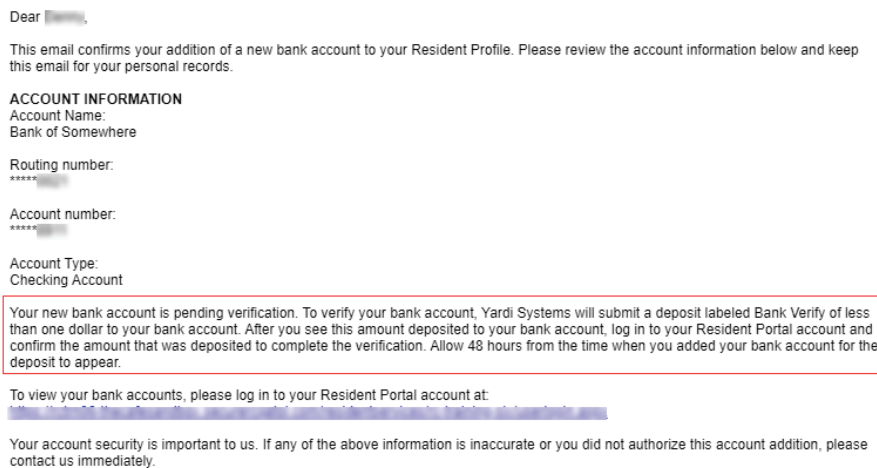


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3. Click **Submit** next to the pending bank account. you will receive an email indicating the bank account verification is pending.

## Adding a New Bank Account

In the portal, go to the **Payments Accounts tab** and click the **Add Bank Account button**. After you enter the routing and bank account numbers for your bank account, you will receive an email indicating the bank account verification is pending.



## Monitor Your Bank Account for Deposit

Wait 1 to 2 business days (excluding weekends and bank holidays) after you add the bank account for the trial deposit transaction to appear in your bank account. The trial deposit transaction is less than one dollar, and the description includes the text "Bank Verify".

Example:

Pending Transactions			
+	09/07/21	PURCHASE HILLFRSH*2911	\$22.93
+	09/07/21	PURCHASE KINDLE UNLTD	\$9.99
+	09/03/21	BANK VERIFY GK5628	\$ .78

## Confirm Deposit Amount to Verify Account

1. Sign into your Resident Portal.
2. From the top menu, click **Payments**.
3. Select the **Payment Accounts** tab. The **Verify** link appears active for the pending bank account under the **Bank Account Pending Verification** section. (The **Verify** link for the pending bank account is unavailable for the first 12 hours after the bank is added.)


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## 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	Verify

- Click Verify next to the pending bank account. The Verify Bank Account screen opens.

Verify Bank Account 

To verify your bank account, enter the amount that was deposited by Yardi Systems and labeled Bank Verify.  
[Where to find the amount?](#)


**ABN Amro**

Account Num: \*\*\*\*\*0988      Routing Num: \*\*\*\*\*4263  
Account Type: Savings Account

Enter the verification amount deposited to your bank account.

If you want to see an example of how the trial deposit transaction appears in your bank account:

- Click the **Where to find the amount** link.
  - Click **Go Back** to return to the **Verify Bank Account** screen.
- Enter the trial deposit amount and click **Verify**. A successful bank verification message appears.

Bank account verified and available for payments. 

- After successful bank verification, the bank account appears under the **Bank Accounts** heading. You can now use the verified bank 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	*****0988	Savings	Edit	Delete

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## **IMPORTANT NOTES:**

- To prevent fraud, Resident Portal restricts the number of verification attempts.
- If you exceed the number of permitted attempts, the bank account is locked and will no longer display in Resident Portal. If this occurs, contact your apartment community office who will submit a request with technical support to unlock the account.
- If the trial deposit transaction fails, Yardi sends an email notifying you of the transaction failure. *(An example of a transaction failing is if the bank account is closed.)*
- You are unable to add or edit a bank account that is currently pending verification.

## **HAVING TROUBLE VERIFYING YOUR ACCOUNT:**

- Confirm the account numbers are accurate. It is easy to mistype the numbers.
- Validate which number is your bank's routing number and which is your actual account number. If they are put in opposite, a deposit will not occur.