

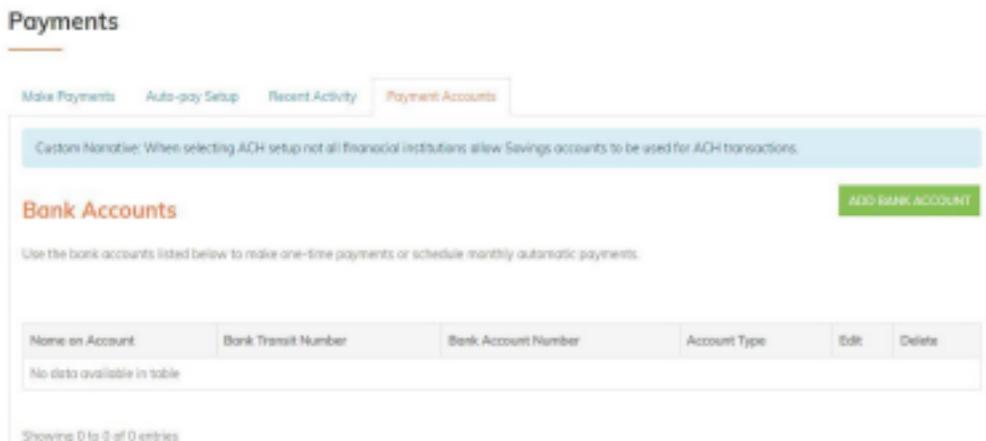


RentCafé Portal Bank Account Verification Overview

In order to make ACH payments in your RentCafe portal, residents are required to go through a one-time Bank Account Verification process. The following steps describe this process in detail.

Resident Adds a Bank Account in the Portal

1. Resident clicks into the **Payments** screen and selects the **Payment Accounts** tab.

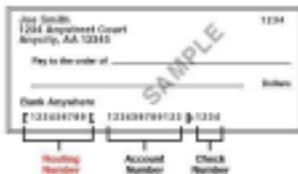


2. The resident clicks **Add Bank Account** and the **Add a Bank Account** screen opens. This screen includes additional narrative text that describes the verification process.

Add a Bank Account

[Back to Payment Accounts](#)

For your protection, new bank accounts must be verified before you can use them to make payments. To verify that this is your bank account, Rent Systems will make a nominal deposit into your account in a random amount. Please allow 48 hours for the deposit to appear. After the deposit has been made, please note the amount that was deposited, log in to your Resident Portal account, click the Verify button next to your bank account, and when prompted, enter the exact amount that was deposited. After completing this verification process you can immediately begin using your bank account to make payments.



Account Name

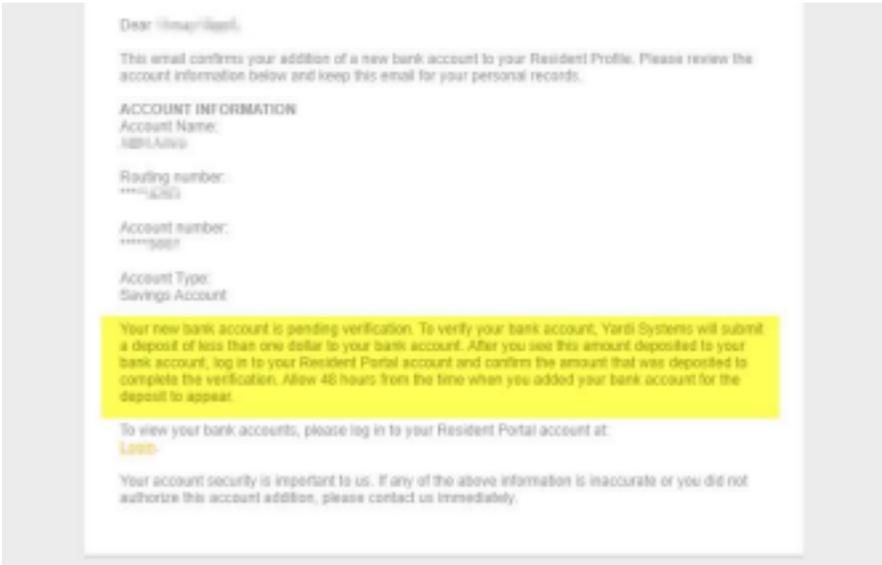
Routing Number (9 digits)

Confirm Routing Number

3. After the resident enters and then submits their account and routing numbers, the following success message appears.

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

4. After the bank account is successfully added, resident will receive an email notification (subject: Bank Account Added) confirming the account has been added & is pending verification.



5. At this time, the bank account will appear on the **Payment Accounts** tab under an additional grid - **'Bank Accounts Pending Verification.'** **Note:** The Verify field will show the Info button 'i' for 12 hours after account is added and pending verification - *this is to allow time for the deposit to process and prevent premature guesses.*

6. After 12 hours, the **Verify** box will appear. **Resident will allow 48 hours from the time the account was added for the deposit to appear in their bank account BEFORE trying to click 'Verify' in the portal.**

Bank Accounts Pending Verification

The bank account(s) listed below are pending verification. To verify your bank account, please click the Verify button next to the account to be verified and enter the exact amount that Yard Systems deposited into your account.

Name on Account	Bank Transit Number	Bank Account Number	Account Type	Verify
[Name]	[Number]	[Number]	Savings	Verify

Showing 1 to 1 of 1 entries

Bank Accounts

ADD BANK ACCOUNT

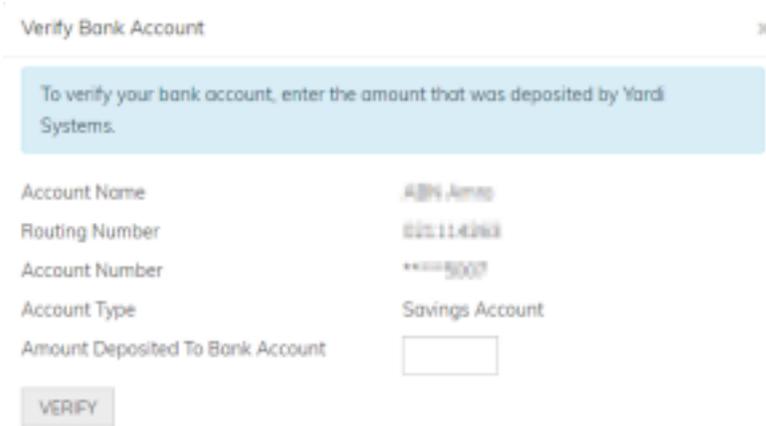
Use the bank accounts listed below to make one-time payments or schedule monthly automatic payments.

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

Showing 0 to 0 of 0 entries

8. Resident will be looking for a trial deposit amount (*less than \$1*) into their bank account with the item description '**Bank Verify.**'

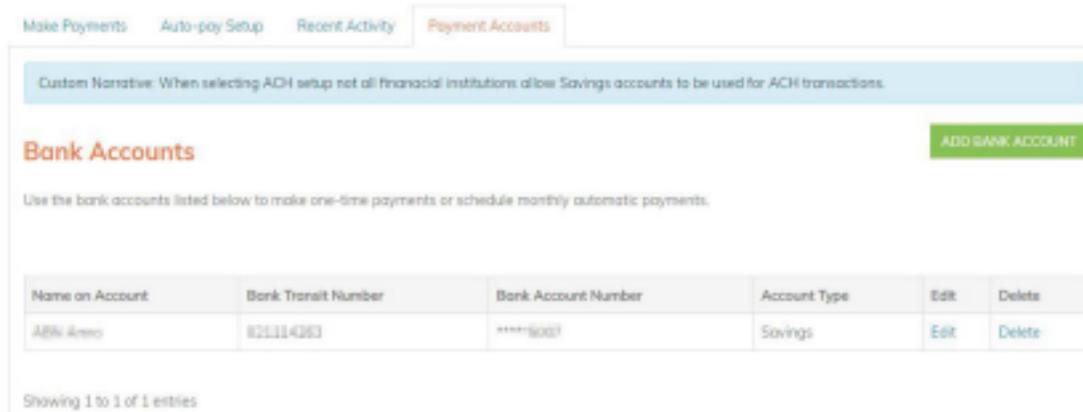
9. Once resident sees the deposit, then is it time to verify by logging into the portal & clicking the [Verify](#) link on the **Payment Accounts** screen. The **Verify Bank Account** screen opens.



The 'Verify Bank Account' form contains a light blue instruction box at the top: 'To verify your bank account, enter the amount that was deposited by Yard Systems.' Below this, the form fields are: 'Account Name' with the value 'ABN Amco', 'Routing Number' with '021114283', 'Account Number' with '****5007', and 'Account Type' with 'Savings Account'. The 'Amount Deposited To Bank Account' field is an empty text box. A 'VERIFY' button is located at the bottom left of the form.

10. Resident enters the trial deposit amount EXACTLY as it appears in their bank account, and clicks **Verify**.

After successful verification, the bank account appears under the **Bank Accounts** heading and the resident can now use it to make payments.



The 'Payment Accounts' screen features a navigation bar with 'Make Payments', 'Auto-pay Setup', 'Recent Activity', and 'Payment Accounts'. A light blue banner contains a custom narrative: 'When selecting ACH setup not all financial institutions allow Savings accounts to be used for ACH transactions.' Below the banner is the heading 'Bank Accounts' and a green 'ADD BANK ACCOUNT' button. A sub-heading reads: 'Use the bank accounts listed below to make one-time payments or schedule monthly automatic payments.' A table lists the verified account:

Name on Account	Bank Transit Number	Bank Account Number	Account Type	Edit	Delete
ABN Amco	021114283	****5007	Savings	Edit	Delete

Showing 1 to 1 of 1 entries

Note: Resident has **2 attempts** to verify the deposit amount. If a resident exceeds the number of permitted attempts, the bank account is locked and no longer displays in the portal.

If assistance is required to unlock the bank account, the resident must contact their property manager in order to reset the account.