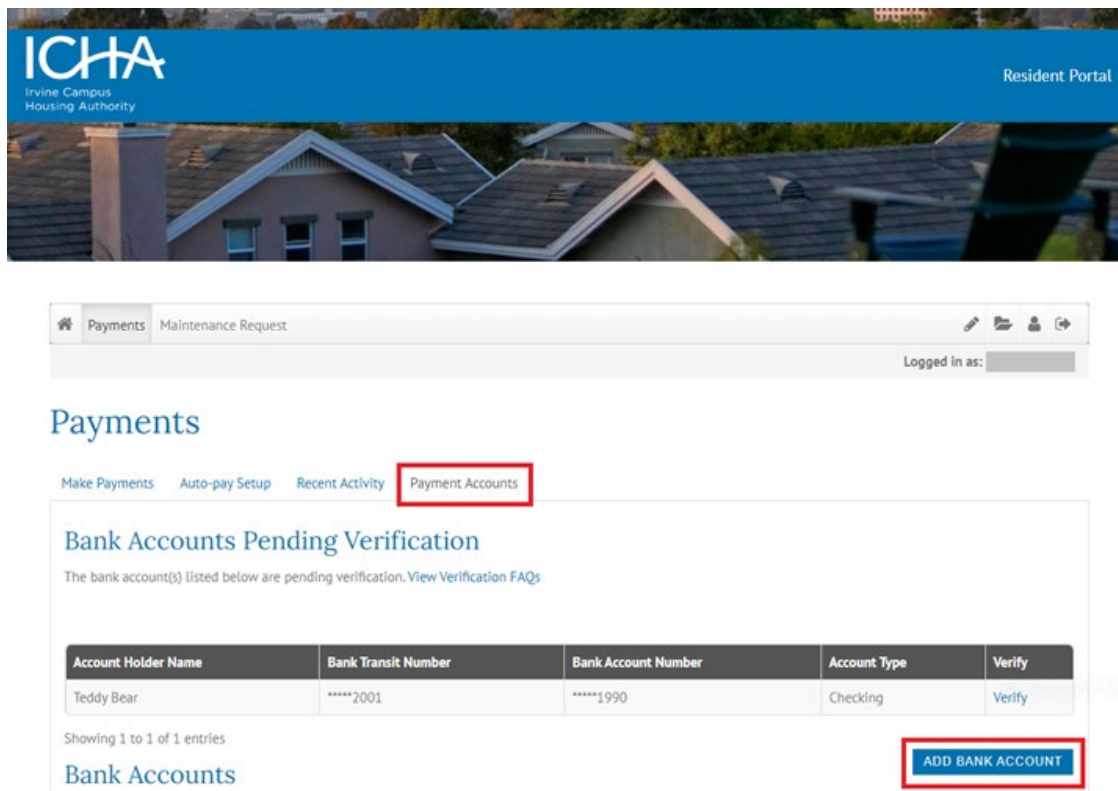


Please note: Setting up auto-pay requires use of the email associated with the primary qualified employee to set up the banking information. If you are unsure about what email to use, please contact ichaacctg@icha.uci.edu.

1. Log in to the Rental Resident Portal. <https://icha-uci.securecafe.com/residentservices/icha-resident-portals/userlogin.aspx>

2. Once logged in to the Resident Portal, you will need to **add a bank account for payments**. Click on **Payment Accounts** and then **ADD BANK ACCOUNT** and follow the instructions on the screen.



3. Verify bank account.

HIGHLY RECOMMENDED: Option 1 (less than 5 minutes): The system will guide you through verification steps using Finicity, a secure authentication application that

connects directly with your financial institution. Using Finicity, residents grant Yardi Payment Processing permission to pull funds from their bank accounts to pay University Hills invoices. The software will ask you to identify which bank you use. It will then take you to your bank's customer log-in screen. Once you log in, Finicity will ask which information to grant access to. Regardless of what is checked, Finicity only allows access to routing and bank account number. For Finicity security information:

<https://www.finicity.com/security>

****Chase and PNC Bank account holders:** due to security protocols on the bank side, ICHA recommends using the **MANUAL** bank account verification process. Using Finicity may require reverification.

*****SchoolsFirst Federal Credit Union users:** If you have a child's account linked to your SchoolsFirst account, please do NOT use Finicity. Instead, manually add your bank account. There is a problem with SchoolsFirst and Finicity linking the child's account instead of the homeowner bank account, even when the correct homeowner account is selected.

Option 2 (2-5 business days): Manual bank account verification is available as an alternative to Finicity. Once you open and close the Finicity window 3 times, a manual account verify button will appear (see below). Using the manual method involves a penny test, where a small deposit is made to the resident bank account within 3 days. Once the deposit appears in the bank account, return to Resident Portal, log in and click the verify button and then enter the small deposit amount that has been paid to your bank account. If the amount you enter matches the amount paid to your bank account, you'll then be able to make a payment from that account.

Payments

Make Payments Auto-pay Setup Recent Activity Payment Accounts

Bank Accounts


You have reached the maximum number of attempts for instant bank verification. Please use another payment method or click the Manually Add Bank Account button to add your bank account through a deposit verification process. Bank accounts added and pending manual verification will appear above under Bank Accounts Pending Verification.

[MANUALLY ADD BANK ACCOUNT](#)
Adding Bank Accounts Manually FAQ

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

4. Once your bank information is verified, **click on SETUP AUTO-PAY.**

Easily pay your bill online with a one-time payment or set up automatic recurring payments. Select your payment method from the options below to get started.



Pay by Bank Account

Pay your bill using a bank account.

[SETUP AUTO-PAY](#) [MAKE ONE-TIME PAYMENT](#) [LEARN MORE](#)

Complete the **SETUP AUTO-PAY** fields shown below. **IMPORTANT: Be sure to enter a start date (the first of the next month). Leave the END DATE BLANK.** Entering an end date will cancel the auto-pay setup. Maximum Payment Amount is optional. If you do enter an amount there, allow for payment increases.

Payments FAQ My Accounts Logged in as: ICHA ICHA

Payments

Make Payments Auto-pay Setup Recent Activity Payment Accounts

| Payment Account | Start Date | End Date | Pay on Day | Maximum Payment Amount |
|-----------------|------------|-------------|---------------------------------------|---|
| Bank Account | 1/1/2025 | Leave Blank | Choose between 1-5th day of the month | Can be left blank. If electing to put an amount here, give yourself a buffer for annual increases |

[EDIT](#) [DELETE](#)

5. **Click on MAKE PAYMENTS** and check the Current Auto-Pay enrollment box to confirm your enrollment status. If the screen appears as below in the Auto-Pay enrollment box, it means the set up for autopay has not been completed. Review steps 2-4.

Recurring Auto-Pay Setup

Currently, there are no recurring auto-payments set up.
[Setup Now](#)

When the Current Auto-pay enrollment box appears as below, the account is successfully enrolled.

The screenshot displays the 'Payments' section of a web portal. At the top, there are navigation tabs: 'Make Payments' (highlighted with a red box), 'Auto-pay Setup', 'Recent Activity', and 'Payment Accounts'. Below the tabs, a message states: 'Easily pay your bill online with a one-time payment or set up automatic recurring payments. Select your payment method from the options below to get started.' A 'Pay by Bank Account' section is visible, with a sub-message 'Pay your bill using a bank account.' and three buttons: 'SETUP AUTO-PAY', 'MAKE ONE-TIME PAYMENT', and 'LEARN MORE'. On the right side, there is a 'Current Balance' section dated 'As of: 10/8/2024', showing 'No charges available for payment.' and a 'Total Amount: \$0.00'. Below this, a 'Recurring Auto-Pay Setup' section (highlighted with a red box) shows 'Current Auto-pay \$0.00' and a 'Review' link.

Congratulations! You are set up for auto-pay (ACH) in the Resident Portal. You will need to repeat this process for each Resident Account. For assistance, contact ichaacctg@icha.uci.edu or barbara.correa@icha.uci.edu. We appreciate the opportunity to serve you.

Thank you,

Irvine Campus Housing Authority