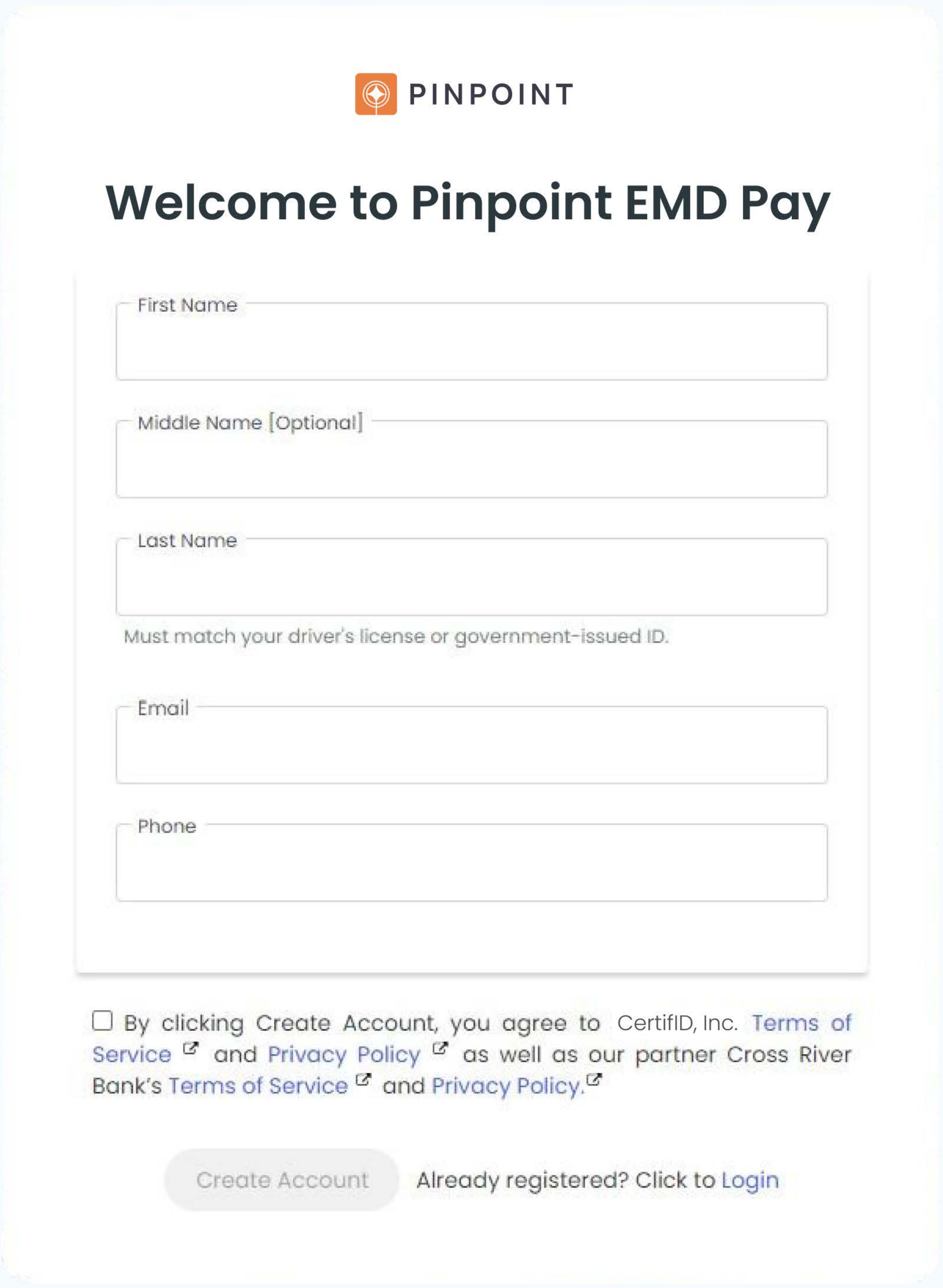
CertifID Walkthrough Guide: Client Transfer Instructions

This guide shows you what your client sees throughout the CertifID process when they go through paying their Earnest Money Deposit.

Step 1

Create an account

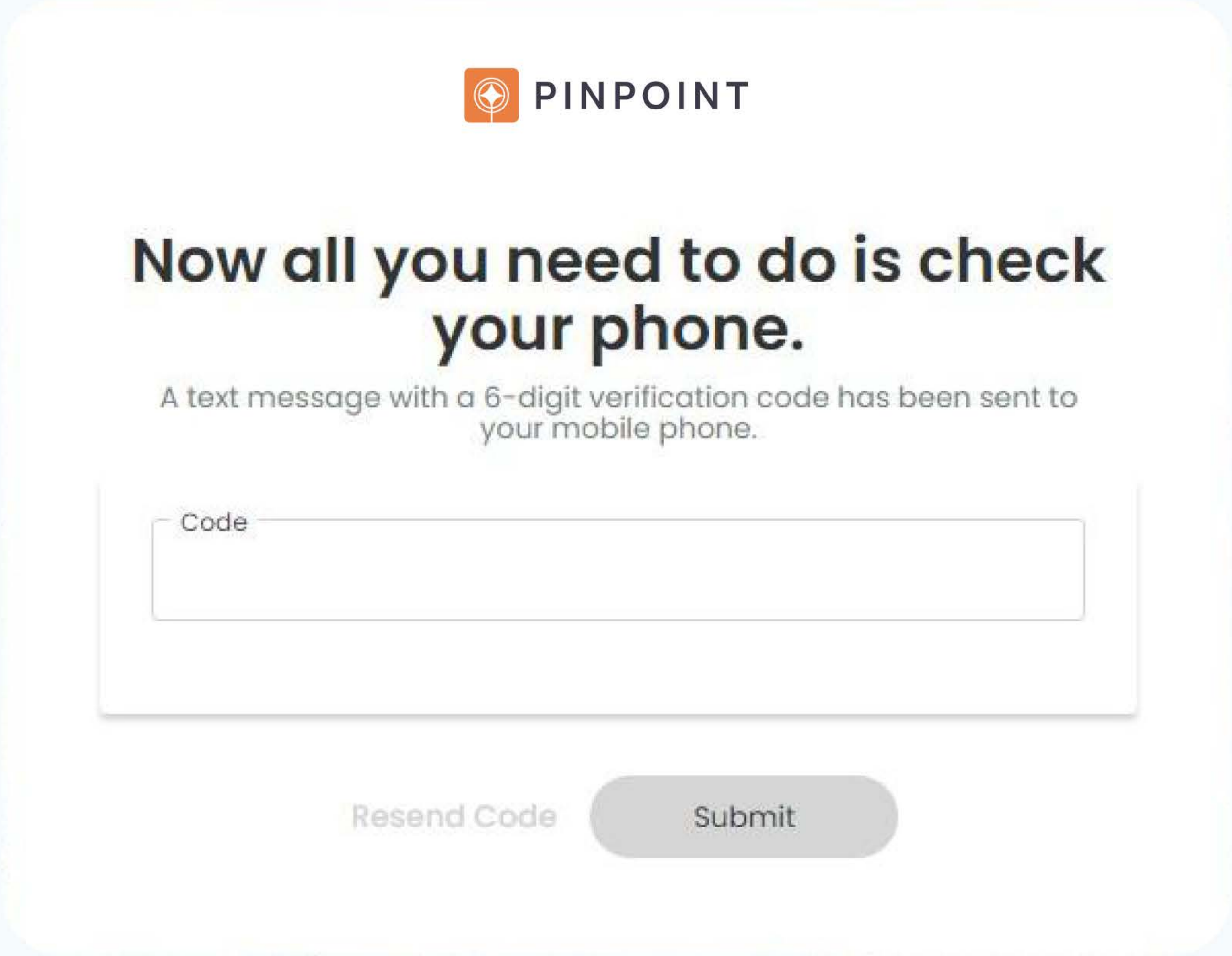
Your client will start the process by going to the URL provided. They will create an account by inputting their first name and last name and phone number.



Step 2

Authenticate account

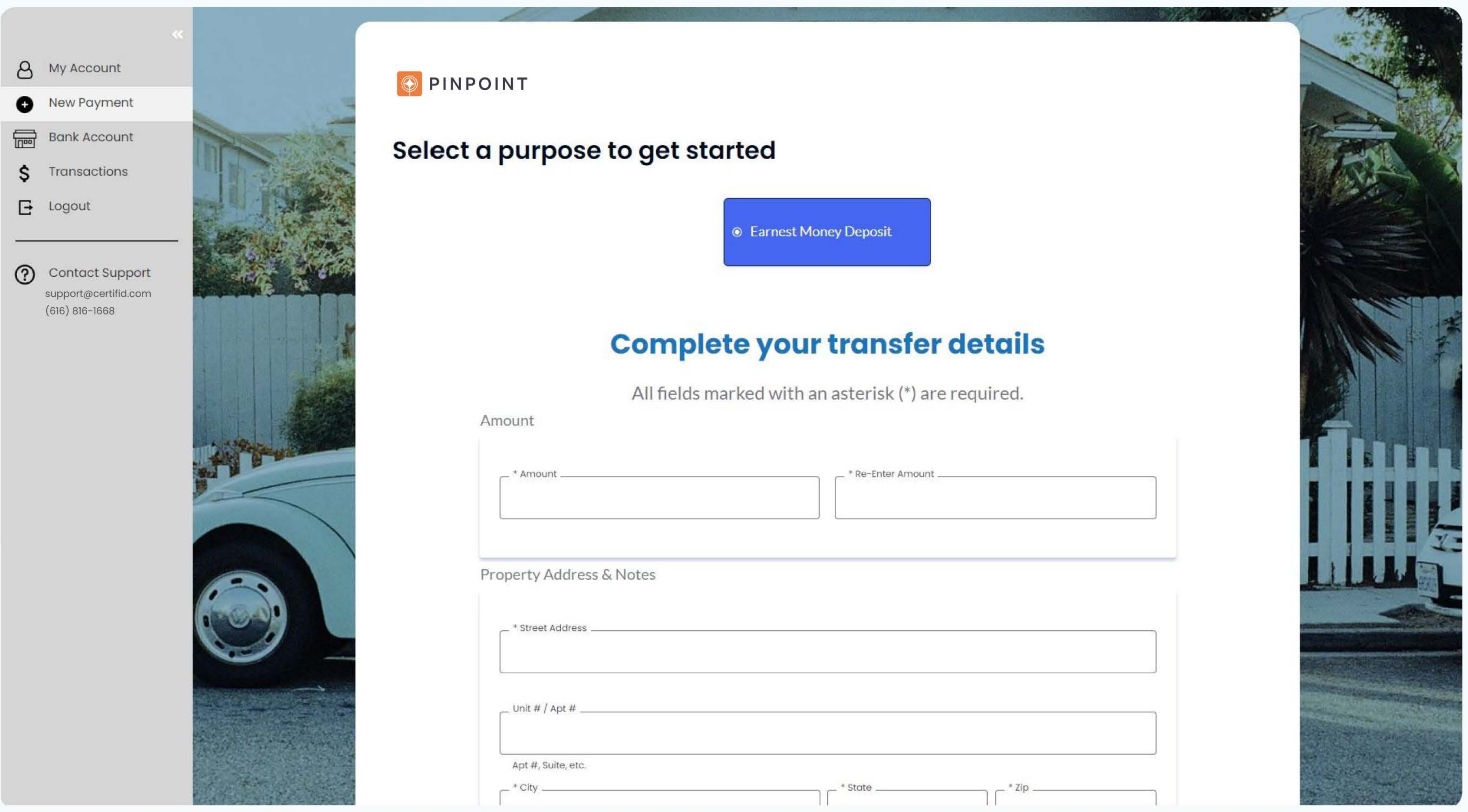
They will receive an authentication code via text.



Step 3

Complete transfer details

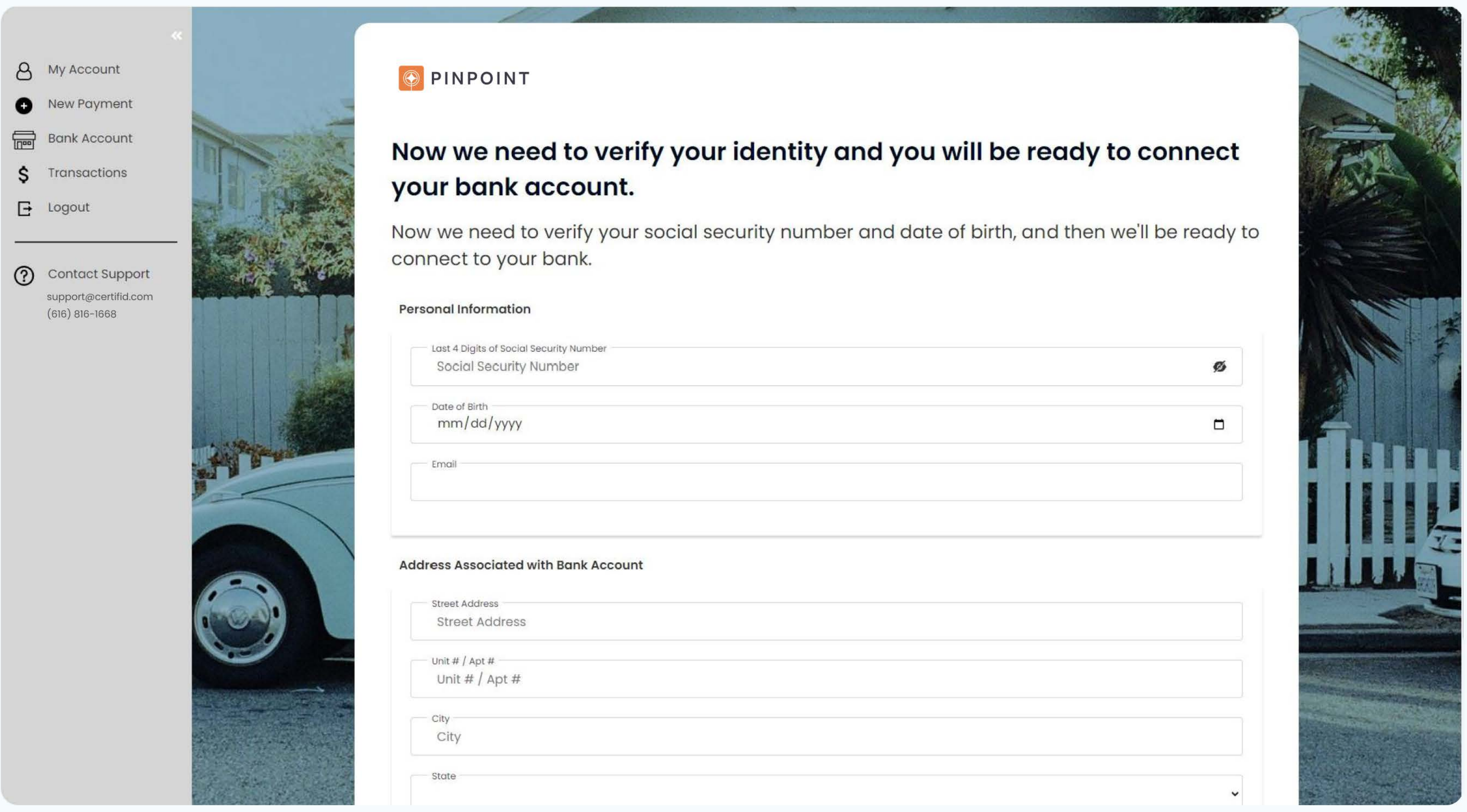
Your client will fill out the transfer details page. If they would like to add any notes about their transfer they can add that in the optional notes section.



Step 4

Verify Identity

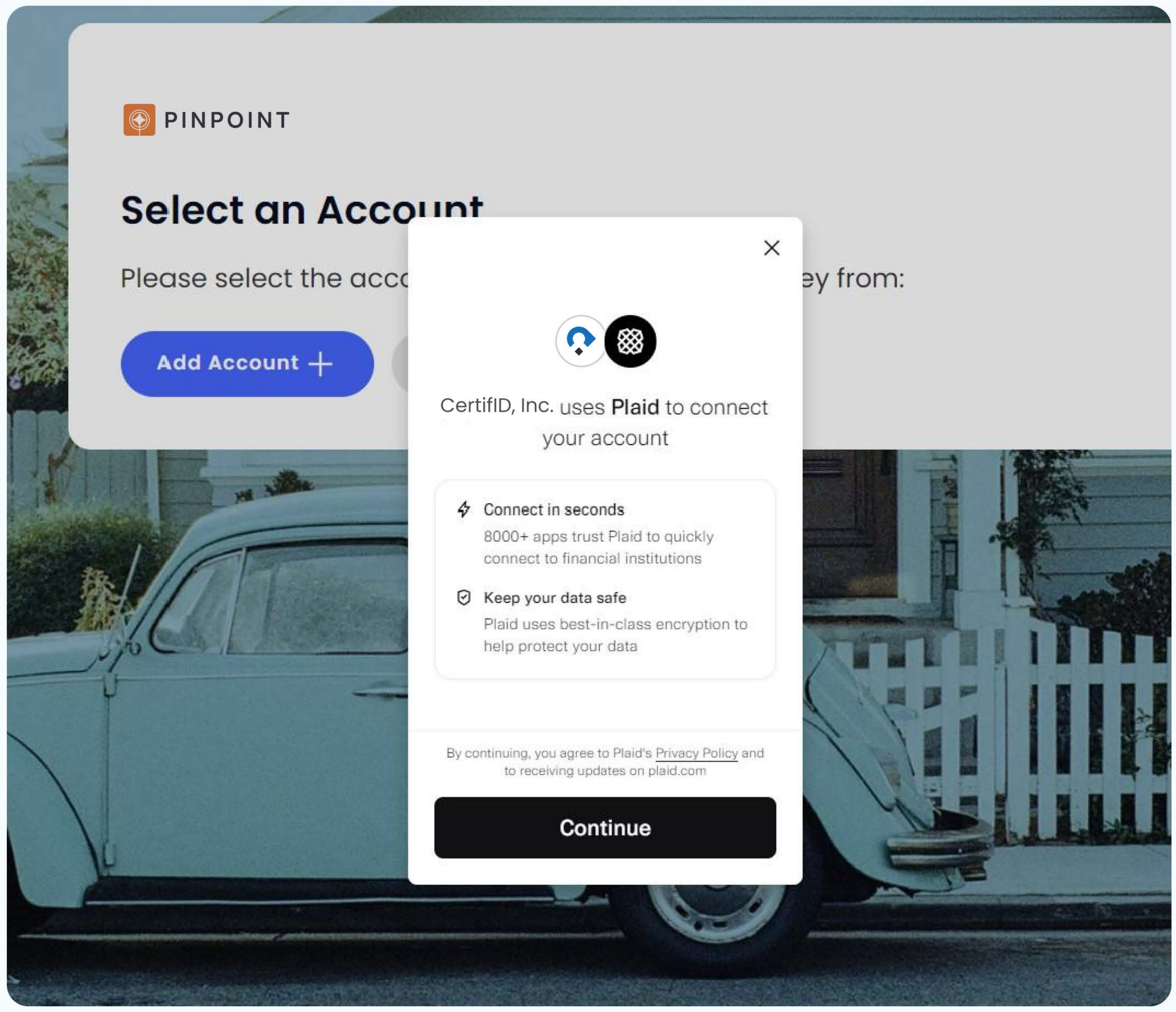
Next, they will need to input their personal information for bank compliance and verify their identity.



Step 5

Connect to Plaid

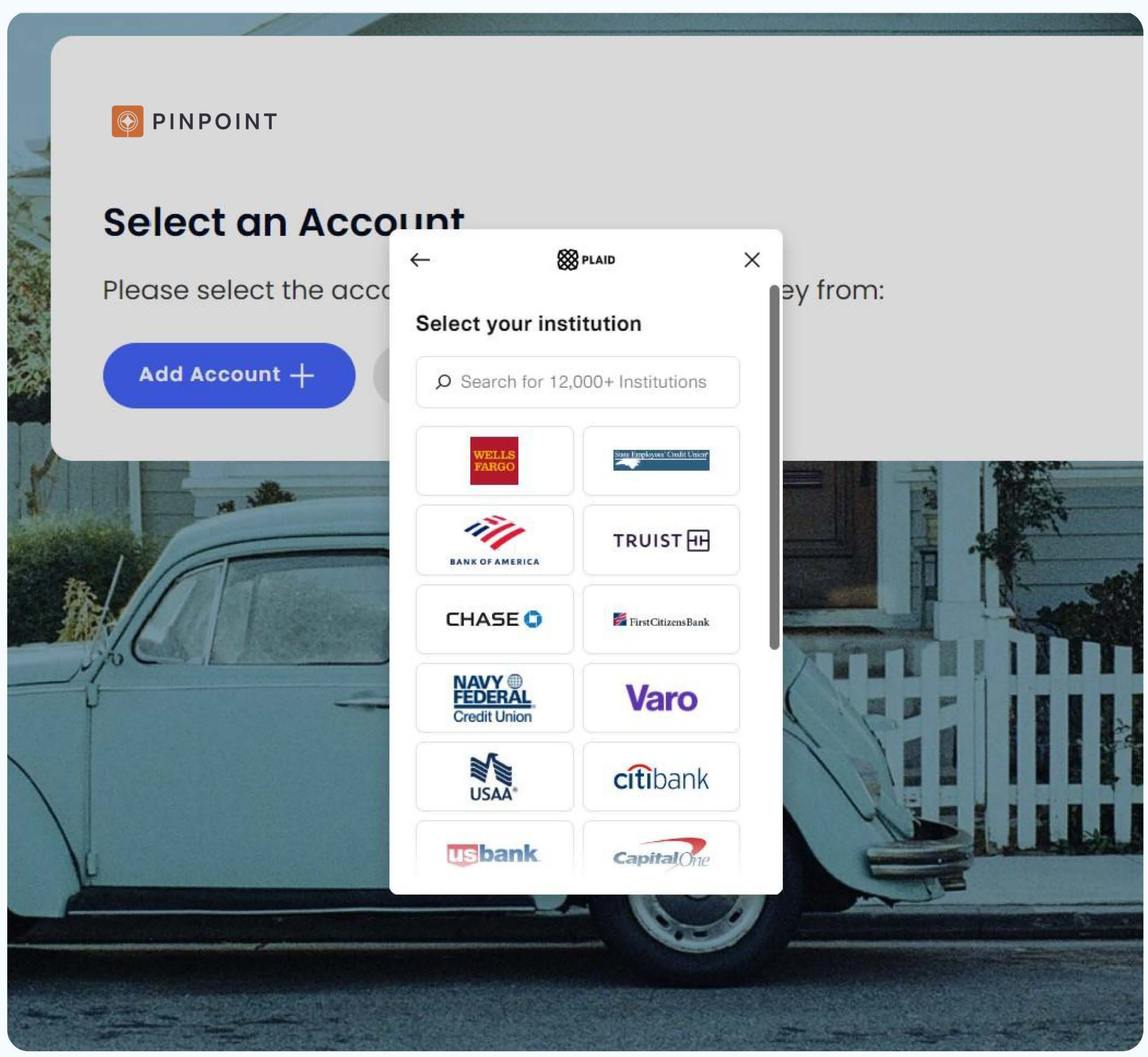
Next the will see the Plaid screen. Plaid is the most secure way to connect their bank account electronically. We do not share or store any banking credentials.



Step 6

Select a financial institution

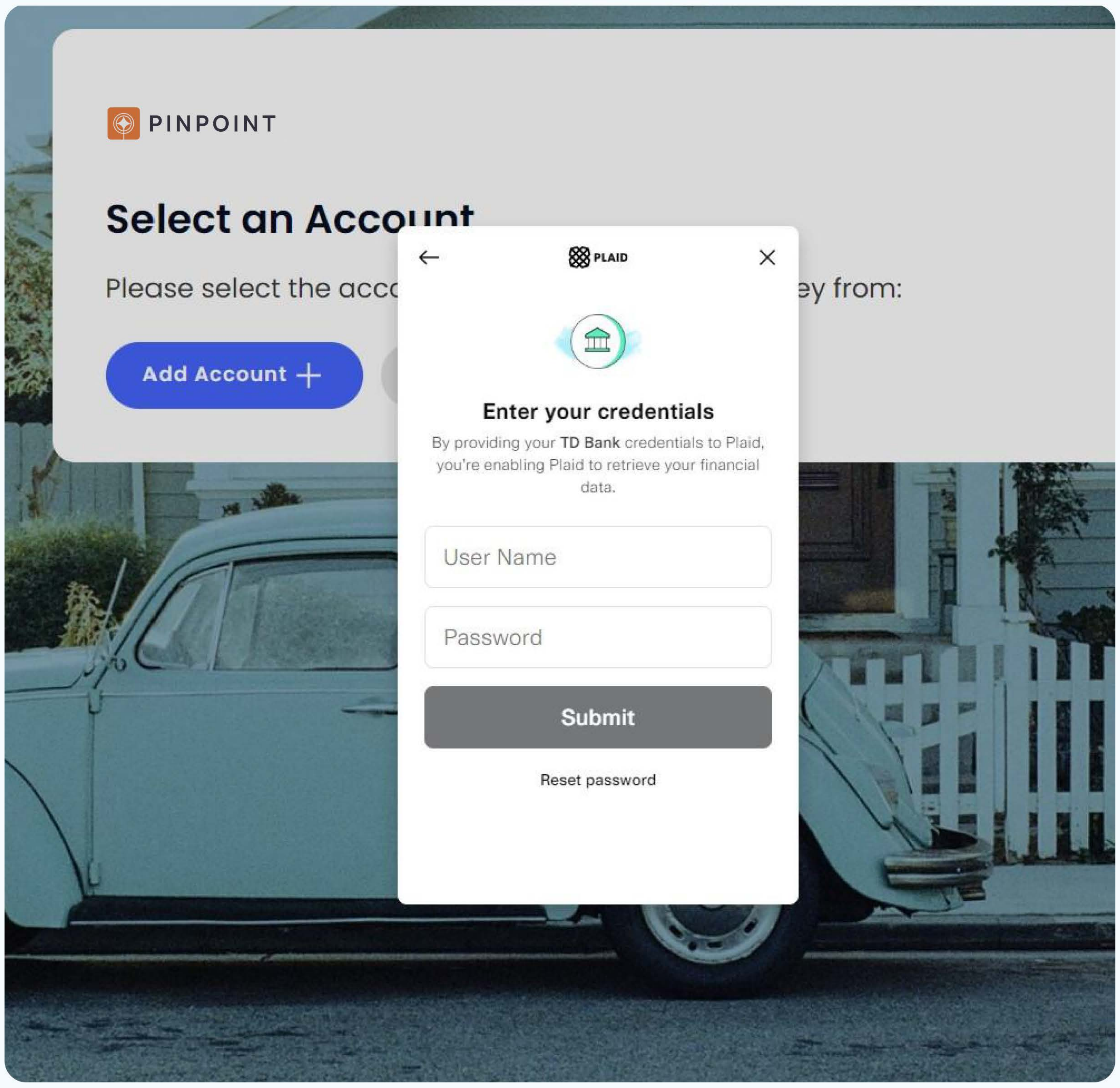
Plaid allows us to connect to over 16,000 financial institutions. What they will see first are the most banks used on our platform. If they do not see their bank, they can click in the search bar and type in the name of the bank.



Step 7

Sign in to bank account

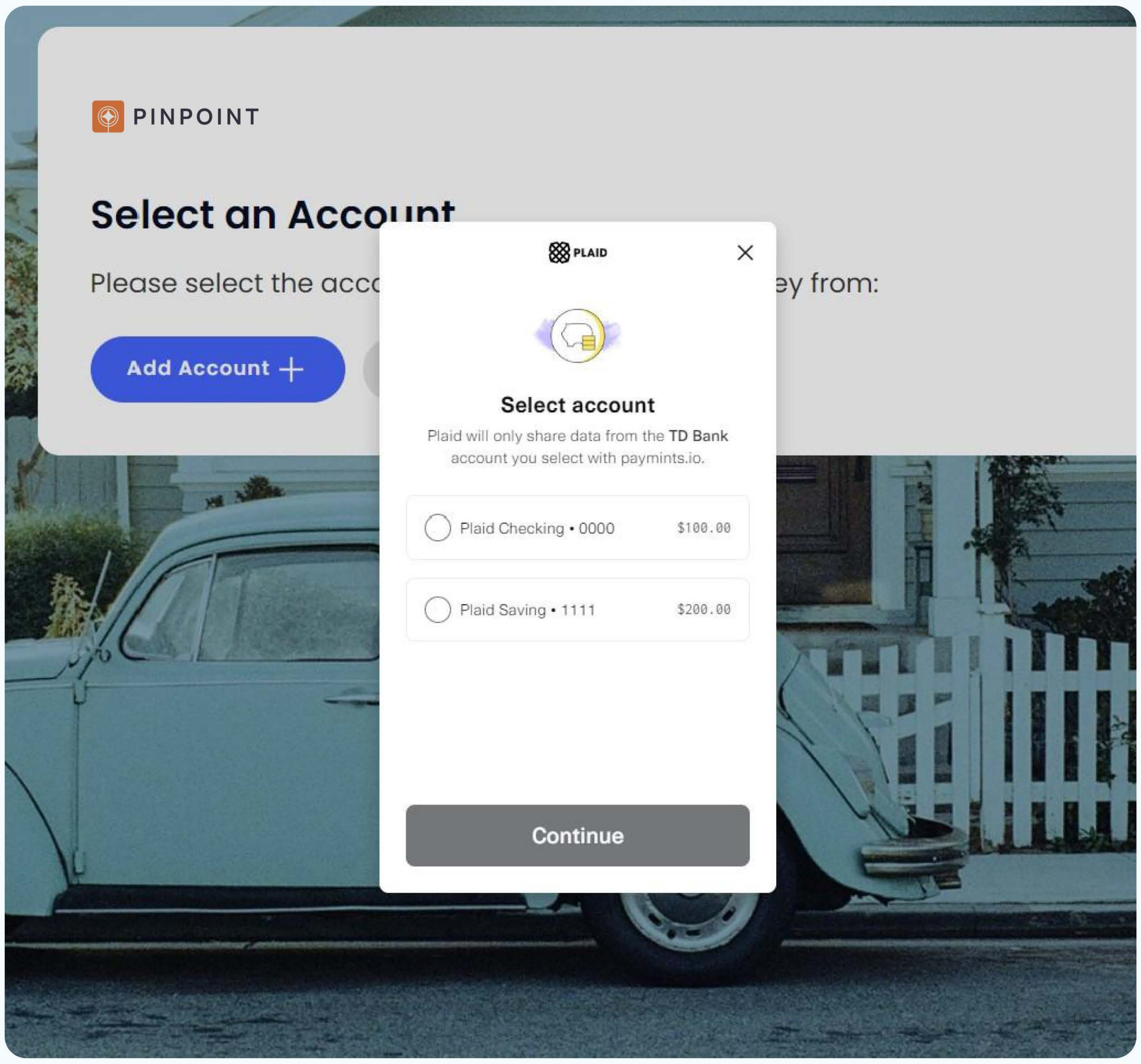
After they select their finanacial institution, they will need to log in to their bank using their online banking credentials. This will allow them to view all of their accounts which are eligible to make a transfer on our platform.



Step 8

Select account

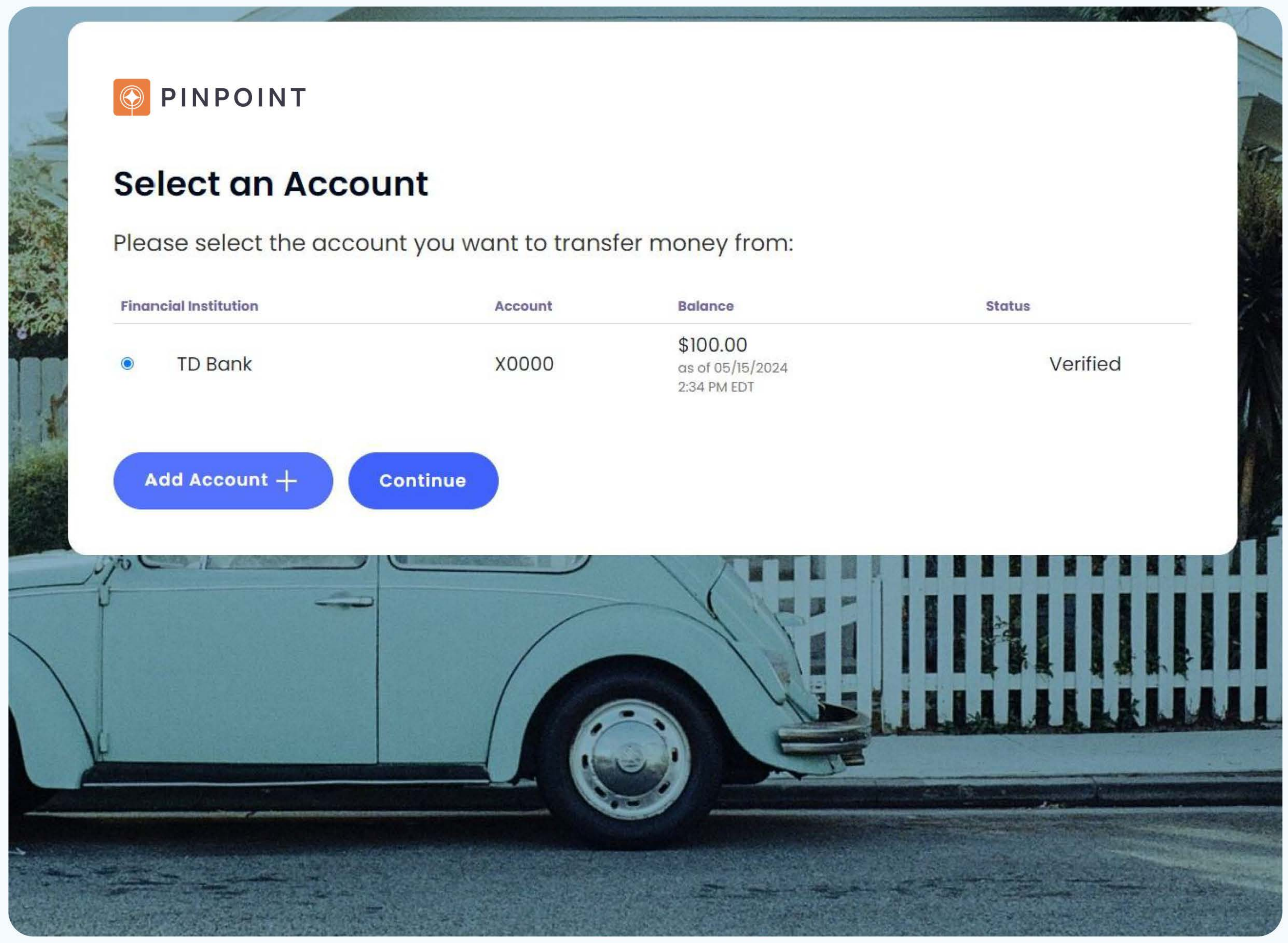
Next, they will need to select the account that they would like to use to make the transfer.



Step 9

Review account selection

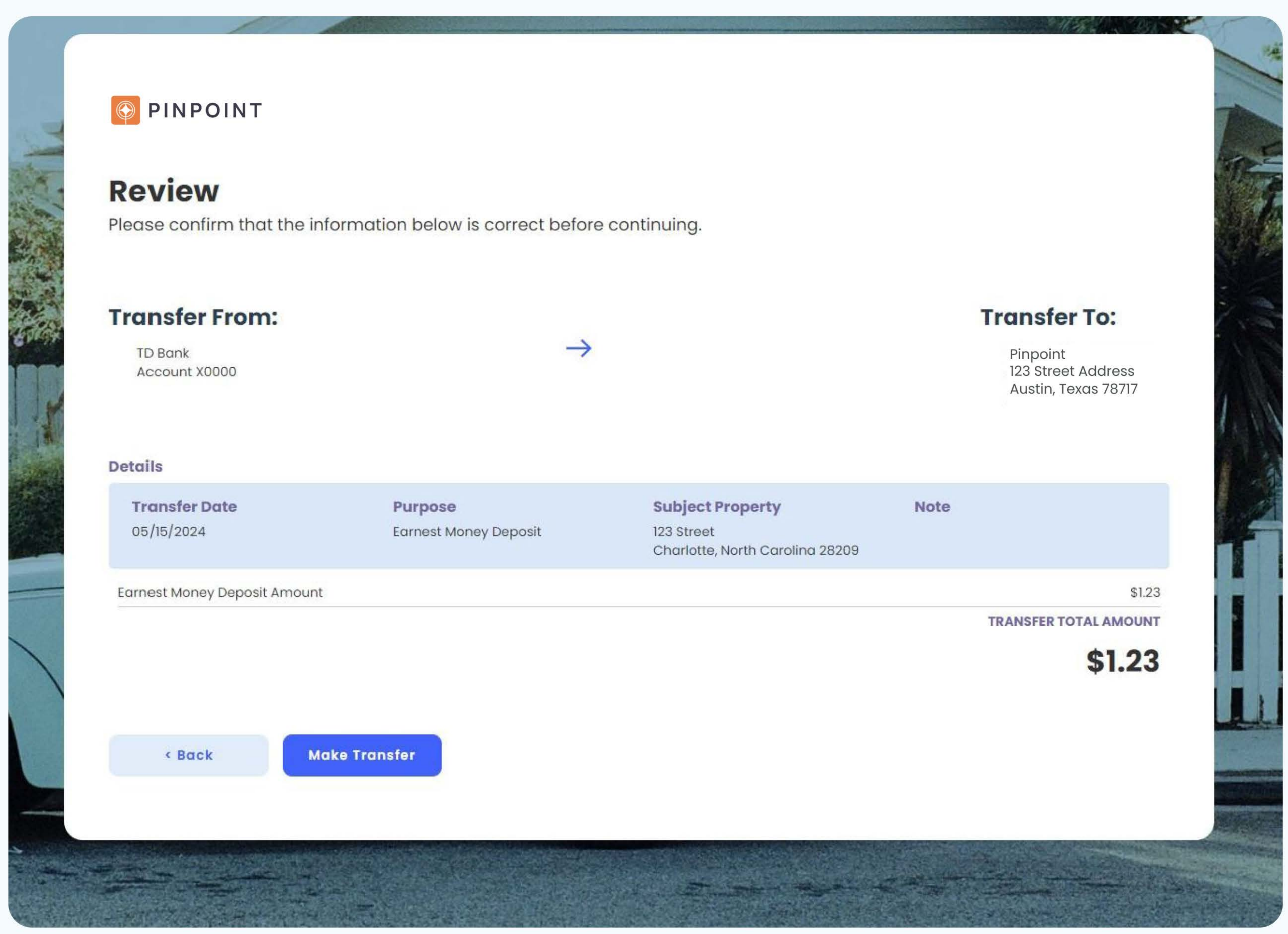
Once their account has been selected they can select “continue” to move on to the next step.



Step 10

Review transfer details

Next, they can review the transfer details and if all of the information is correct they can click on “Make Transfer”.



Step 11

Add additional email recipients

Once they click on “Make Transfer” both them and you as the Title Company, will receive email notifications that the transfer has been initiated.

They will also receive an email notification when the transfer arrives in your account.

They can also add additional email recipients if they would like to send the transfer details to anyone else involved in the closing.