

An Applicant's Guide to Screening with Two Dots

What is Two Dots and Why do I need to use it?

Two Dots is an essential application step. We confirm that your identity, income, and credit meet apartment requirements.

1 Within 30 mins of submitting your application, you will receive a link via email and text to complete your Two Dots screening

2 Click the link: you will meet Eve, our AI screening agent that will guide you through the whole process. Ask Eve any questions that come up for immediate responses

3 First, identity verification will be prompted. Submit a form of government-ID (Photos are accepted)

- Accepts Driver License, State ID, Passport, Passport Card, Permanent Resident Card, Non-Citizen Travel Document, Visa, Work Permit

4 Click consent to screening checks for your credit history, criminal background, and eviction records (required). Then confirm your personal info (including SSN).

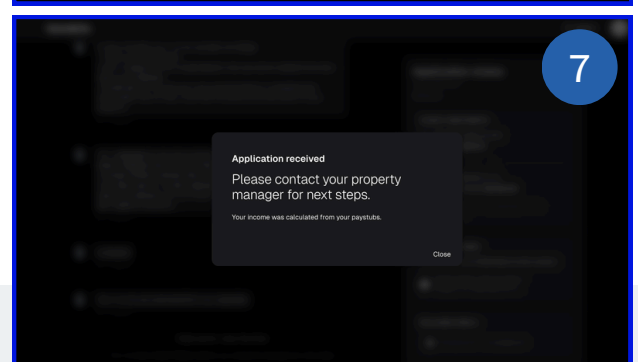
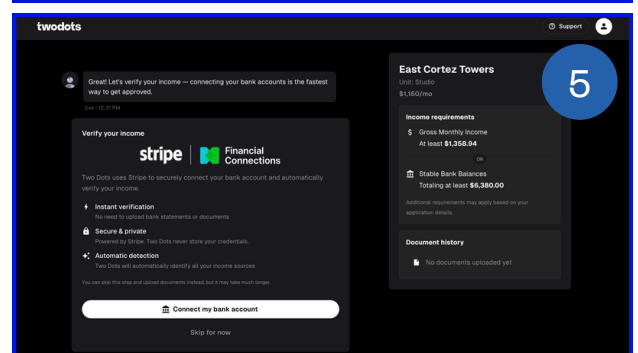
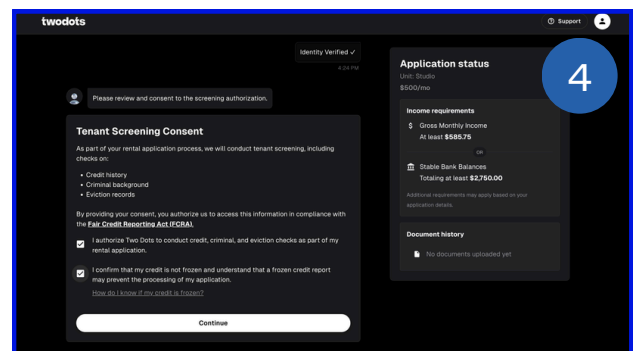
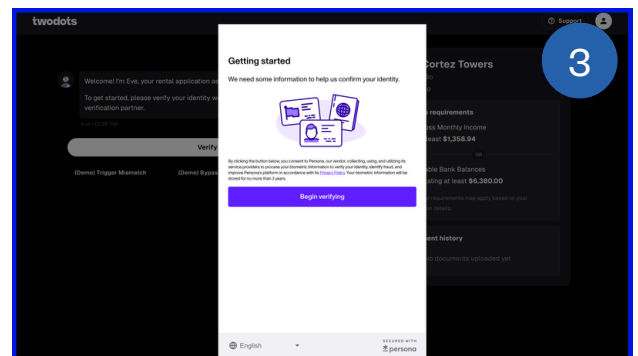
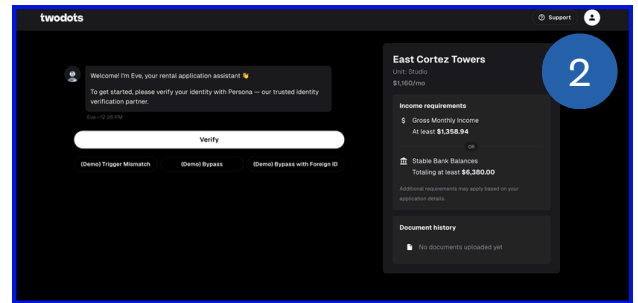
- Your credit score will NOT be impacted (soft credit check). These checks will automatically run in the background.
- ALWAYS double check your SSN before submitting.

5 Link bank account OR upload income documentation

- You will be prompted to link your bank account on this step (secure & quickest). However, you can skip this step if you prefer document upload.
- Eve will ask you to describe all your income sources, including jobs, benefits, etc. Then, provide instructions for uploading documentation.

6 Eve is here for YOU - if anything is ever unclear, or you're not sure how to get what she needs, feel free to ask her as you would any human.

7 Once you've completed the income verification, you will hear from your property manager about next steps.



FAQs

Documents

Q: What documents and information do I need to upload?

A: For ID verification, make sure you have a photo of your government-issued ID.

For Income verification, the necessary documents will depend on your source(s) of income:

- Paystubs: PDF of a recent paystub or bank statement directly from your bank's website that show your payroll deposits, or link your bank account
- Starting a new job soon: PDF of your Offer Letter or Employment Contract
- Own or operate a business: PDF of Tax Return Transcript from irs.gov/get-transcript
- Gig or freelance work: PDF statements downloaded directly from the company's website or app
- Frequent cash, check, or mobile payments: Link your bank account
- Social Security: PDF social security benefit letter from ssa.gov/manage-benefits/get-benefit-letter
- Veteran benefits:
- Welfare (CalWORKs, etc.):
- Affordable/voucher programs (e.g. Section 8):
- Other government benefits:
- Court ordered income:
- Trust fund:
- No income, relying on assets:
- F1 student visa (form I-20):
- Other:

No matter what your financial scenario, Eve will assist in what documents to upload and where to find them.

Note: Only documents in PDF format directly from the provider will be accepted. We do NOT accept scans, photos, nor screenshots. Please also ensure the original file name remains unchanged.

Income Verification

Q: What forms of income does Two Dots accept?

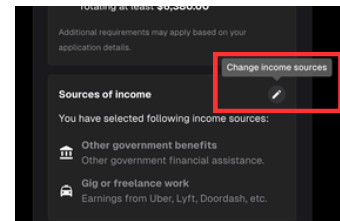
A: We accept all forms of income listed on the left. You can elect multiple sources of income for verification.

Q: What if I am about to start a new job and don't have a current source of income?

A: Eve accepts all income types, including offer letters for new employment.

Q: What if I started verification with just one type of income, but I actually have multiple that I want to account for, or I made a mistake?

A: You can edit your income sources in the sidebar at any point.



More Support

Q: How do I know my information is secure?

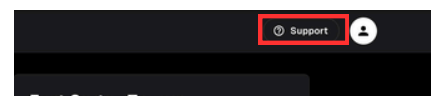
A: Two Dots is a regulated Credit Reporting Agency. We are FCRA, FHA, Soc II and Type II certified - we will NEVER sell or share your personal information.

Q: What if I'm not near a computer?

A: Eve is compatible on both mobile and desktop.

Q: What if I have more questions that aren't answered here?

A: You can always reach an on-site Two Dots agent or access help articles via Support Chat (just click on 'Support' in the top right corner of your screen), and reach us via email at applicant.support@twodots.net



More questions? Feel free to email applicant.support@twodots.net.