

User Guide for YardiOne Multifactor Authentication (MFA) and Associated Changes for P260



September 28, 2023

**U.S. Department of
Housing and Urban Development**

© 2023 by Yardi Systems, Inc.
430 South Fairview Avenue
Santa Barbara, CA 93117

All rights reserved. This product or document is protected by copyright and distributed under licenses restricting its use, copying, distribution, and decompilation. No part of this product or document may be reproduced in any form by any means without prior written authorization of Yardi Systems, Inc. and its licensors, if any.

RESTRICTED RIGHTS LEGEND: Use, duplication, or disclosure by the government is subject to restrictions as set forth in subparagraph (c)(1)(ii) of the Rights in Technical Data and Computer Software clause at DFARS 252.227-7013 and FAR 52.227-19.

The product described in this manual may be protected by one or more U.S. patents, foreign patents, or pending applications.

Yardi, the Yardi logo, and the names of Yardi products and services are either registered trademarks or trademarks of Yardi Systems, Inc. in the United States and other countries. Other product and company names mentioned herein may be the trademarks of their respective owners.

YARDI SYSTEMS, INC. MAKES A GENUINE ATTEMPT TO ENSURE THE ACCURACY AND QUALITY OF THE CONTENT DESCRIBED HEREIN; HOWEVER, IT IS PROVIDED "AS IS" AND TO THE EXTENT PERMITTED BY LAW, YARDI MAKES NO WARRANTY, EXPRESS OR IMPLIED, WITH RESPECT TO THE QUALITY, RELIABILITY, ACCURACY, OR FREEDOM FROM ERROR OF THIS DOCUMENT OR THE PROCEDURES OR TECHNIQUES IT DESCRIBES. YARDI MAKES NO REPRESENTATION OR WARRANTY WITH RESPECT TO THE CONTENTS HEREOF AND SPECIFICALLY DISCLAIMS ANY IMPLIED WARRANTIES OF FITNESS FOR ANY PARTICULAR PURPOSE. YARDI DISCLAIMS ALL LIABILITY FOR ANY DIRECT, INDIRECT, INCIDENTAL OR CONSEQUENTIAL, SPECIAL OR EXEMPLARY DAMAGES RESULTING FROM THE USE OF THE INFORMATION IN THIS DOCUMENT OR FROM THE USE OF ANY PROCEDURES OR TECHNIQUES DESCRIBED IN THIS DOCUMENT.

THIS PUBLICATION COULD INCLUDE TECHNICAL INACCURACIES OR TYPOGRAPHICAL ERRORS. CHANGES ARE PERIODICALLY ADDED TO THE INFORMATION HEREIN; THESE CHANGES WILL BE INCORPORATED IN NEW EDITIONS OF THE PUBLICATION. YARDI SYSTEMS, INC. MAY MAKE IMPROVEMENTS AND/OR CHANGES IN THE PRODUCT(S) AND/OR THE PROGRAMS(S) DESCRIBED IN THIS PUBLICATION AT ANY TIME.

Printed in the United States of America

Contents

Requirements Overview	1
What is YardiOne?	2
YardiOne User Registration (Existing P260 Users)	2
Access the P260 Home Page	2
Accessing YardiOne for Initial Setup.....	3
Entering Credentials into YardiOne	4
Text (SMS) Verification	6
Authenticator Verification	7
Security Key Option	8
Logging into P260.....	9
Text (SMS) Verification	10
Authenticator Option	11
Security Key	12
Forgot Password Process	12
YardiOne Post-Registration Options	14
Change Password	15
Update MFA Authenticator Preferences.....	15
Adding Appraisers (AM Function).....	17
Adding Inspectors (FSM & AM Function).....	19
Additional Changes	21
HUD ID Display (H# and C#).....	21
Restrictions Logging into Both P260 and the P260 Portal or NAID Portal	21
Transition Users.....	21
Update Email Address	21
If the User Cannot be Added	23
User Unlocking	24

Requirements Overview

As part of FedRAMP authorization, Yardi is required to implement multifactor authentication (MFA) on each application. Since MFA must be an integral part of the application, the previous requirement that SiteMinder be used is no longer needed. Yardi will implement YardiOne on each of the HUD applications.

As part of the MFA implementation, usernames will now be an individual's email address instead of their current H number, C number, or manually assigned username.

This document will cover the changes that were made to support the new requirements.

What is YardiOne?

YardiOne is a single system to manage user security. Depending upon current access, it allows users to access multiple platforms (P260, P260 Portal, NAID Portal and HUD Homestore) using the same credentials. Login credentials are stored outside of P260 and other databases allowing for increased security. Users will be required to log in via their email address and password and then use a secondary method of verification.

This feature replaces the current authentication method against the HUD Active Directory using SiteMinder. Additionally, there will be no need to select a specific server to log into.

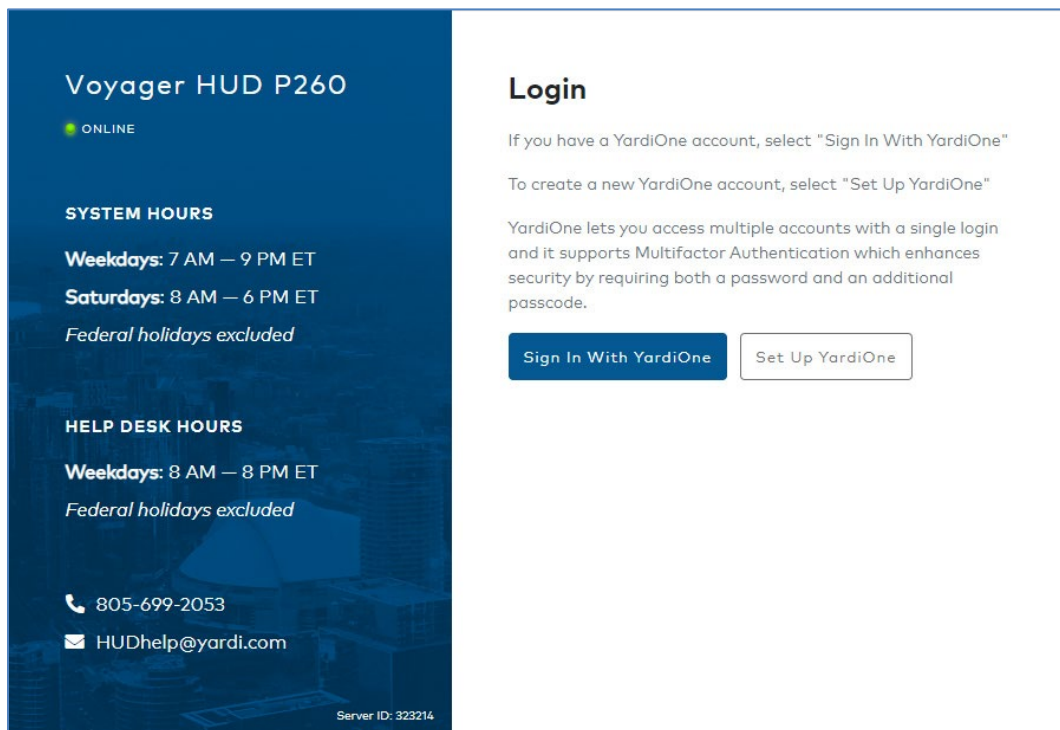
YardiOne User Registration (Existing P260 Users)

Users who previously had access to P260 will be required to register their email address on YardiOne so they can provide a new password and choose their authentication method.

Note: Users are not able to log into P260 until they have registered on YardiOne. This workflow is required only the first time you access P260 with your email address.

Access the P260 Home Page

User will start, as usual, on the application's home page which is accessed from www.HUDP260.com.



Voyager HUD P260

● ONLINE

SYSTEM HOURS

Weekdays: 7 AM — 9 PM ET
Saturdays: 8 AM — 6 PM ET
Federal holidays excluded

HELP DESK HOURS

Weekdays: 8 AM — 8 PM ET
Federal holidays excluded

☎ 805-699-2053
✉ HUDhelp@yardi.com

Server ID: 323214

Login

If you have a YardiOne account, select "Sign In With YardiOne"

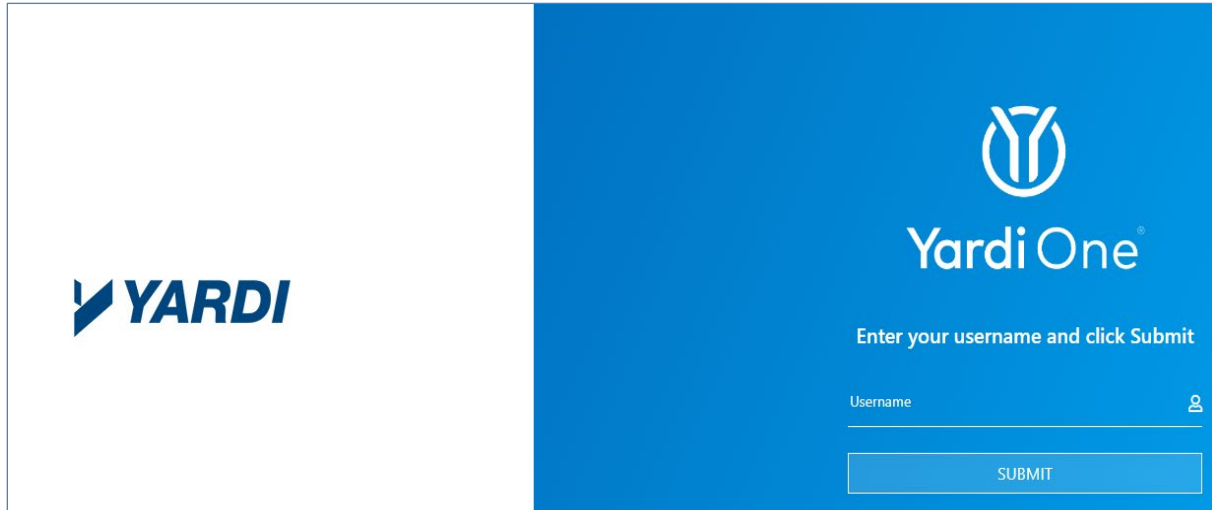
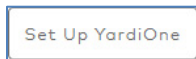
To create a new YardiOne account, select "Set Up YardiOne"

YardiOne lets you access multiple accounts with a single login and it supports Multifactor Authentication which enhances security by requiring both a password and an additional passcode.

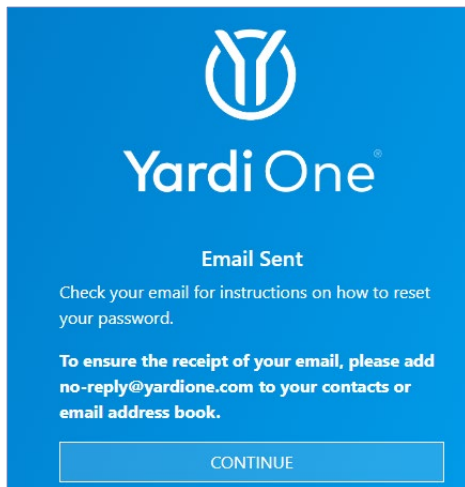
Sign In With YardiOneSet Up YardiOne

Accessing YardiOne for Initial Setup

Users click the “Set Up YardiOne” button.



Users enter the email address that was previously used in P260 into the Username field and click the SUBMIT button. Once submitted, an email is sent to the email address supplied.



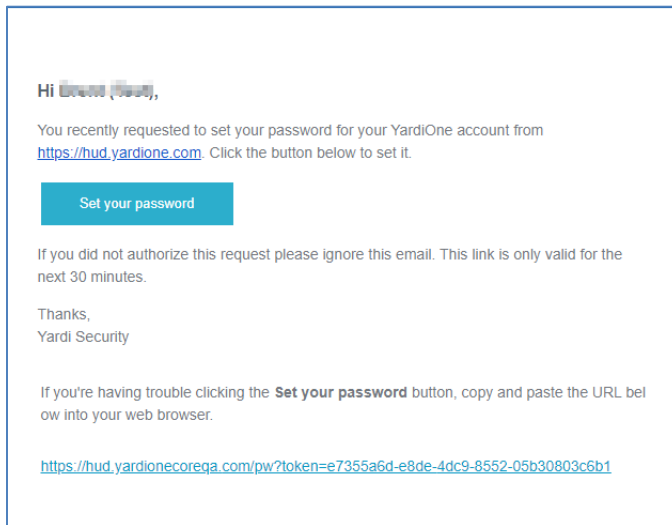
If you do not receive an email, one of the following reasons may apply:

- The email was delivered to your Junk or Spam folder.
- You supplied an invalid email address.
- The email address you supplied is different than the email address previously used in P260.
- That email address has already been registered through YardiOne, and you are set up to log into P260.

If any of the first three reasons apply, please review the [FAQ's](#). If you are still having issues, reach out to the Yardi Help Desk at HUDhelp@yardi.com or (805) 699-2053.

Entering Credentials into YardiOne

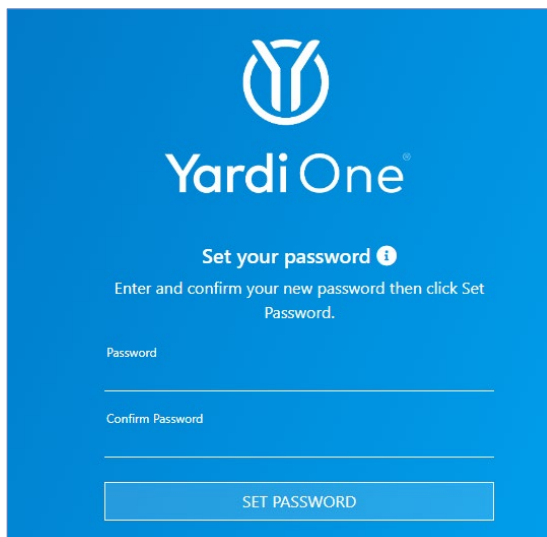
Users will receive the following email:



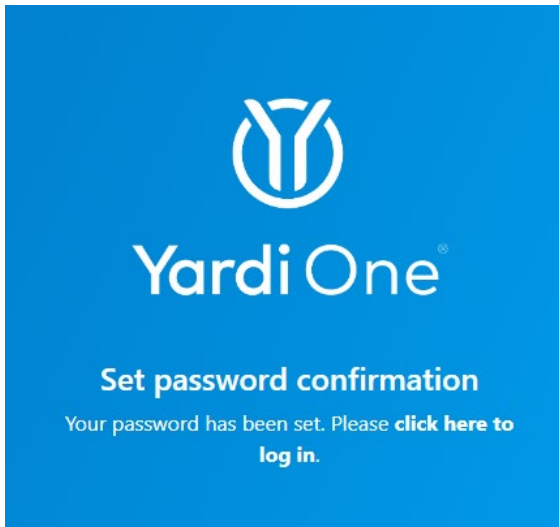
Note: This link expires in 30 minutes. If you do not set your password within that time, you will need to go back to [Accessing YardiOne for Initial Setup](#) to resend the link.

Users will click the “Set your password” button which will open a new YardiOne page where users enter and confirm their password. Passwords must meet the following requirements:

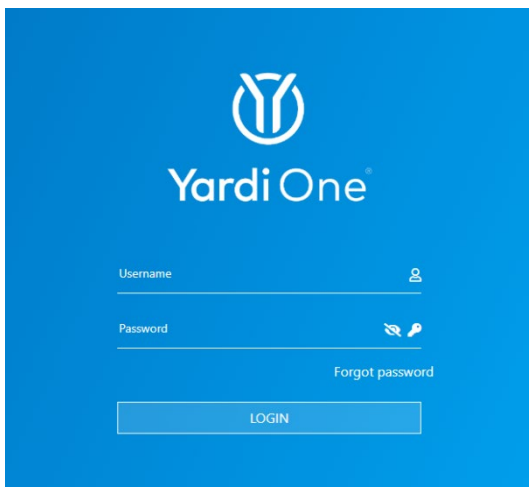
- At least 12 characters
- At least one digit (0-9)
- At least one special character
- At least one lowercase letter (a-z)
- At least one uppercase letter (A-Z)

The image shows a screenshot of the YardiOne password setup page. The page has a blue background with the YardiOne logo at the top. Below the logo, the text 'Set your password' is displayed with an information icon. Underneath, it says 'Enter and confirm your new password then click Set Password.' There are two input fields: 'Password' and 'Confirm Password'. At the bottom, there is a blue button labeled 'SET PASSWORD'.

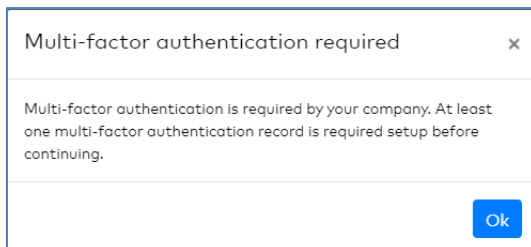
After entering and confirming their password, the user then clicks the SET PASSWORD button.



After setting the password, a message with a link to log into P260 will display. When the user clicks on the link a login screen will display.



After entering login credentials, and logging in, a message will display letting the user know they must select one multifactor authentication method.



There are three multifactor authentication options:

- Text (SMS) verification
- Authentication software verification
- A physical security key

Text (SMS) Verification

Text (SMS) verification

[Register](#)

Users wishing to receive a text (SMS) message with a backup option of a voice-based message will select that verification option by clicking Register. They will then enter a mobile phone number.

Text (SMS) registration

Please enter a mobile phone number to send a verification code via a SMS text message. Verifying this setup will allow you to use SMS-based multi-factor authentication and, as a backup, voice-based multi-factor authentication.

Mobile Number

 +1 201-555-0123

[Submit](#) [Back To MFA Registration](#)

After the Mobile Number is entered and submitted, the user will receive a text message confirmation with a verification code.

Note: This code will expire in five (5) minutes but you can click Resend to send a new code. If you supplied an incorrect Mobile Number, you can go back and correct that number.

SMS One Time Password Registration

Please enter your verification code

Sent to mobile *****214

Verification Code

You can request a new code in 00:02 seconds

[Verify](#) [Resend](#)

Once the code is entered, users click the Verify button. If this is successful, a final step of accepting both the Terms and Conditions and Privacy Policy will be required. If the supplied code is incorrect or no longer valid, a message will display with instructions.

Terms and Conditions

Do you accept the site's [terms and conditions](#)?

[Yes](#) [No](#)

Privacy Policy

Do you accept the site's [privacy policy](#)?

Users will then be able to log into P260.

Authenticator Verification

Authenticator verification

This choice assumes the user has downloaded an Authenticator app to their cell phone.

To choose the Authenticator option, the user clicks the Register button which will take them to the following screen with setup instructions on their mobile device.

Authenticator registration

1. Search for "authenticator" in your app store.
2. Open the app.
3. Use your Authenticator app to scan the QR Code



Or enter this code HNV4 BEDT 3PJB OELQ SJDG WV6A

4. Verify the pairing was successful by entering a code below.

Code generated by app

[Back To MFA Registration](#)

The authenticator app will generate a code. Users will enter the code and click the Submit button. If it's successful, registration will be completed and the user will be able to access P260 and log in.

Authenticator Registration Completed

Completed

[Back To MFA Registration](#)

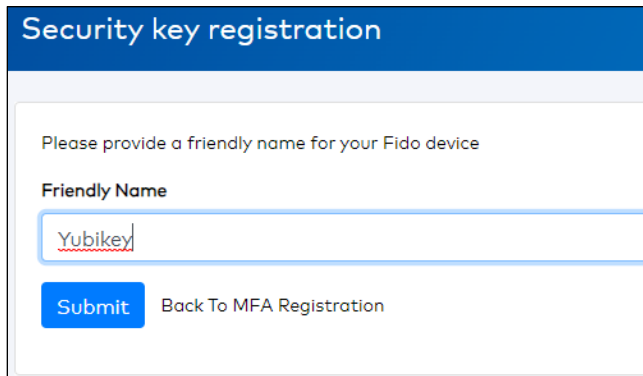
Security Key Option

A registration form for a security key. It contains a text input field with the placeholder text "Security key" and a blue button labeled "Register" below it.

Security key

Register

After clicking the Register button, the user will be prompted to enter a Friendly Name and click Submit. If you wish to select a different option, you may click Back to MFA Registration.

A screenshot of the "Security key registration" form. The title bar is blue with the text "Security key registration". The main content area has a light gray background. It starts with the instruction "Please provide a friendly name for your Fido device". Below this is a label "Friendly Name" and a text input field containing "Yubikey". At the bottom, there is a blue "Submit" button and a link "Back To MFA Registration".

Security key registration

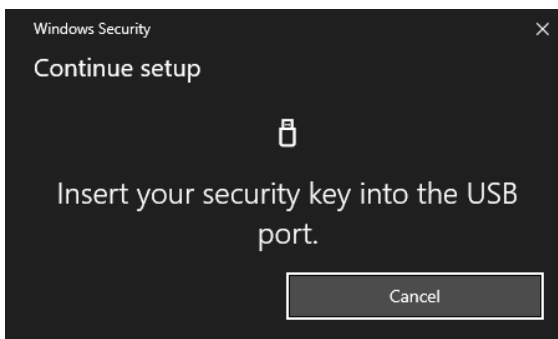
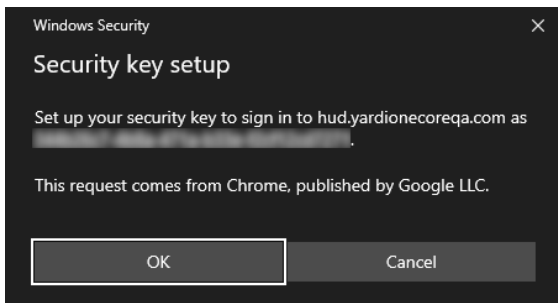
Please provide a friendly name for your Fido device

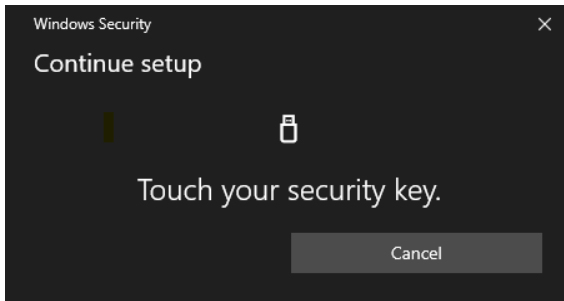
Friendly Name

Yubikey

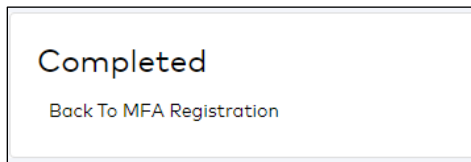
Submit Back To MFA Registration

Once submitted, a message will appear which will guide you through the process to set up your security key using the USB Port.

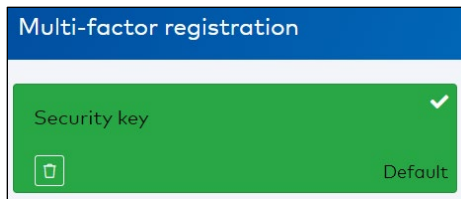




Upon triggering your compatible security key, the page will display a message that the key registration was completed.



After you click "Back to MFA Registration" you should see that your security key is now enabled as the MFA method on your account.



Logging into P260

Once you are registered in YardiOne, users will be able to successfully log into P260. User will access the application's home page. This may be accessed from www.HUDP260.com.

Voyager HUD P260
● ONLINE

SYSTEM HOURS
Weekdays: 7 AM — 9 PM ET
Saturdays: 8 AM — 6 PM ET
Federal holidays excluded

HELP DESK HOURS
Weekdays: 8 AM — 8 PM ET
Federal holidays excluded

☎ 805-699-2053
✉ HUDhelp@yardi.com

Server ID: 323214

Login

If you have a YardiOne account, select "Sign In With YardiOne"

To create a new YardiOne account, select "Set Up YardiOne"

YardiOne lets you access multiple accounts with a single login and it supports Multifactor Authentication which enhances security by requiring both a password and an additional passcode.

[Sign In With YardiOne](#) [Set Up YardiOne](#)

To log in, click the [Sign In With YardiOne](#) Button which will display the YardiOne login page.


YardiOne®

Username 

Password 

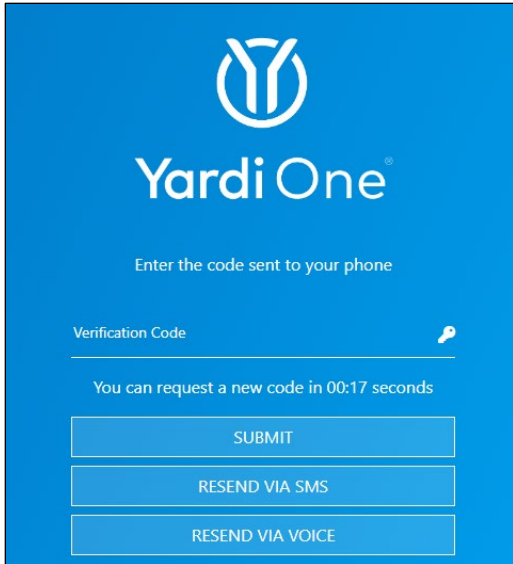
[Forgot password](#)

[LOGIN](#)

After entering your Username and Password and clicking LOGIN, you will be presented with your secondary authentication method depending upon whether you chose the Text (SMS), Authenticator, or Security Key verification.

Text (SMS) Verification

If you chose the Text (SMS) Verification option, you will see the following screen and a Text (SMS) message will be delivered to your Mobile device with a verification code.

The image shows a blue login screen for Yardi One. At the top is the Yardi One logo, which consists of a stylized 'Y' inside a circle. Below the logo, the text 'Yardi One' is displayed. Underneath, it says 'Enter the code sent to your phone'. There is a text input field labeled 'Verification Code' with a key icon on the right. Below the input field, it says 'You can request a new code in 00:17 seconds'. At the bottom, there are three buttons: 'SUBMIT', 'RESEND VIA SMS', and 'RESEND VIA VOICE'.

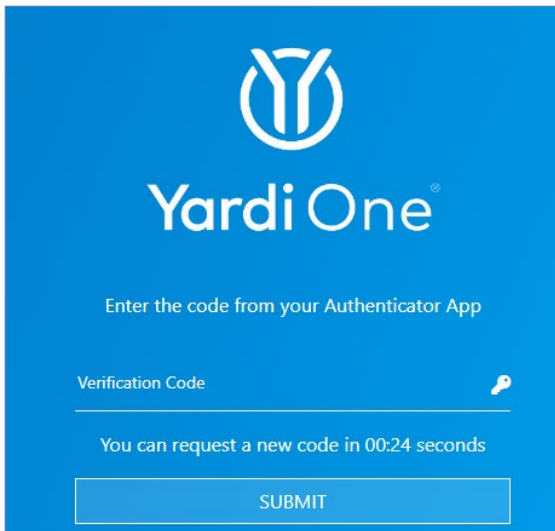
Users enter the Verification Code and click SUBMIT. If the code is valid, you will be logged into P260.

If you do not receive a Text (SMS) Message or the code expires, you will have the option to Resend a new code via Text (SMS) or Resend a new code via Voice which will call your mobile device with a spoken code.

Note: Depending on your carrier or other issues, you may need to resend Text (SMS) multiple times. If you are unsuccessful resending via SMS, try resending via Voice.

Authenticator Option

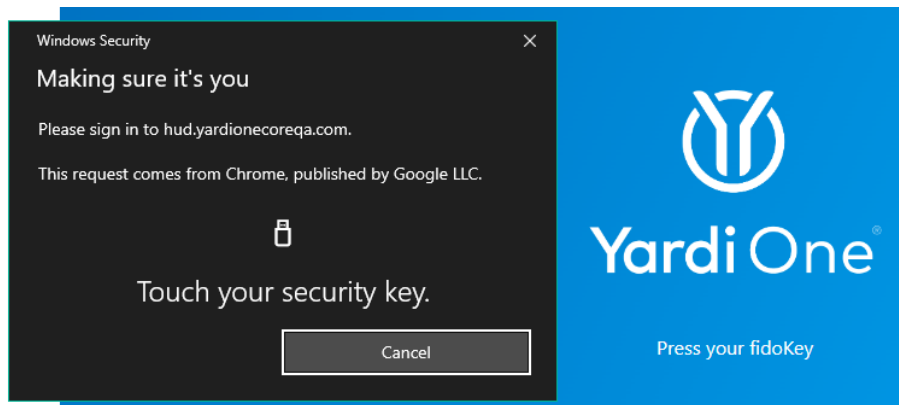
If you chose the Authenticator verification option, you will see the following screen. Users will open the authenticator app on their mobile device and enter the code.

The image shows a blue login screen for Yardi One, similar to the previous one. It features the Yardi One logo and the text 'Yardi One'. Below that, it says 'Enter the code from your Authenticator App'. There is a text input field labeled 'Verification Code' with a key icon on the right. Below the input field, it says 'You can request a new code in 00:24 seconds'. At the bottom, there is a single button labeled 'SUBMIT'.

Once the correct code is entered and the SUBMIT button is clicked, the user is authenticated and logged into P260.

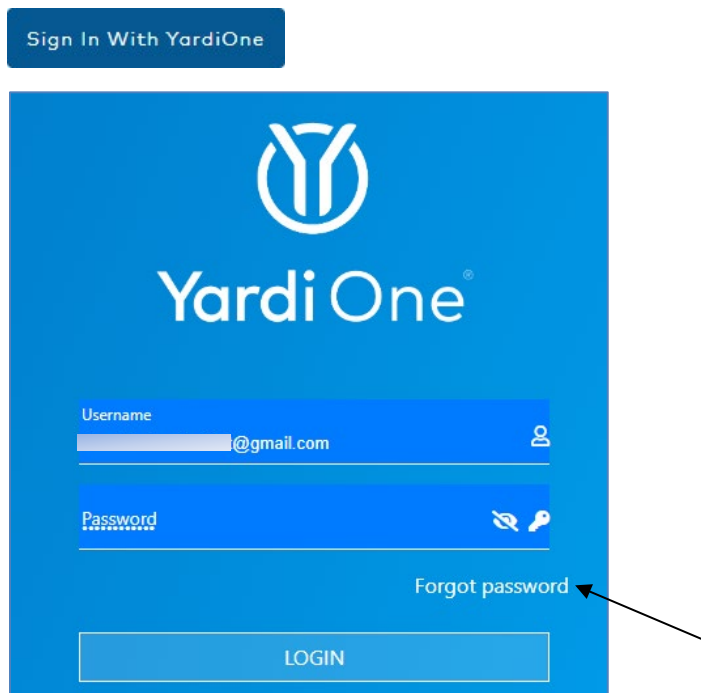
Security Key

If you chose the Security Key option, you will see the following:

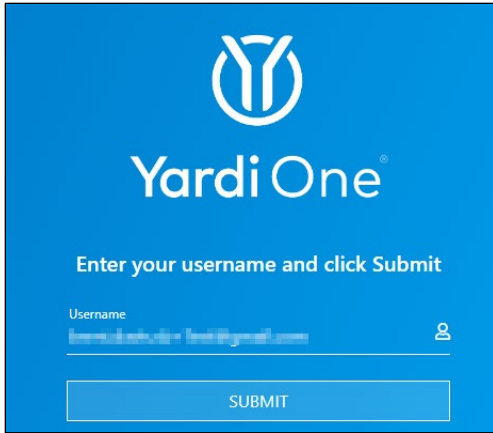


Forgot Password Process

Although there are multiple methods to reset your password, the most convenient method is by clicking the **Sign In With YardiOne** option on the P260 Home page. This displays the YardiOne login page where a Forgot password link appears:

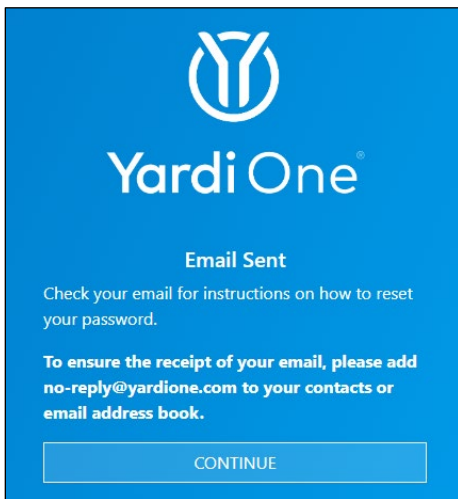


Clicking the link will display a new screen where you will enter your Email Address and click SUBMIT.

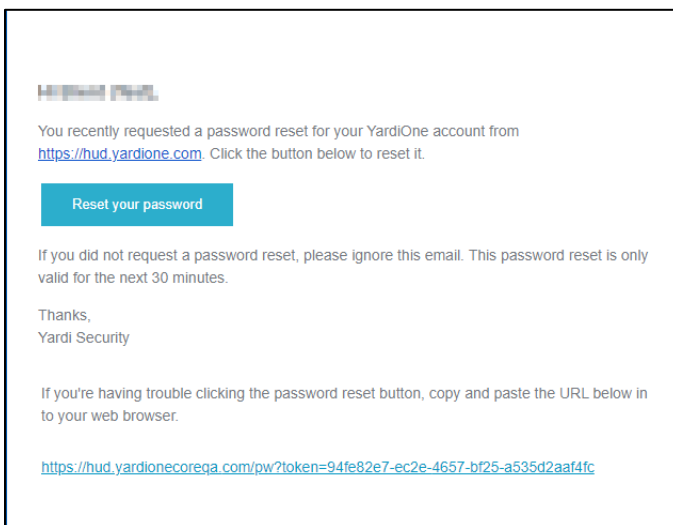


The image shows the YardiOne login interface. At the top is the YardiOne logo, which consists of a stylized 'Y' inside a circle. Below the logo, the text 'YardiOne' is displayed. Underneath, it says 'Enter your username and click Submit'. There is a text input field labeled 'Username' with a small user icon to its right. The field contains the text 'jane.doe@yardi.com'. Below the input field is a blue button labeled 'SUBMIT'.

An email will be sent which will allow you to update your password.



The image shows the 'Email Sent' confirmation screen. It features the YardiOne logo at the top. Below the logo, the text 'Email Sent' is displayed. Underneath, it says 'Check your email for instructions on how to reset your password.' followed by a bold instruction: 'To ensure the receipt of your email, please add no-reply@yardione.com to your contacts or email address book.' At the bottom is a blue button labeled 'CONTINUE'.

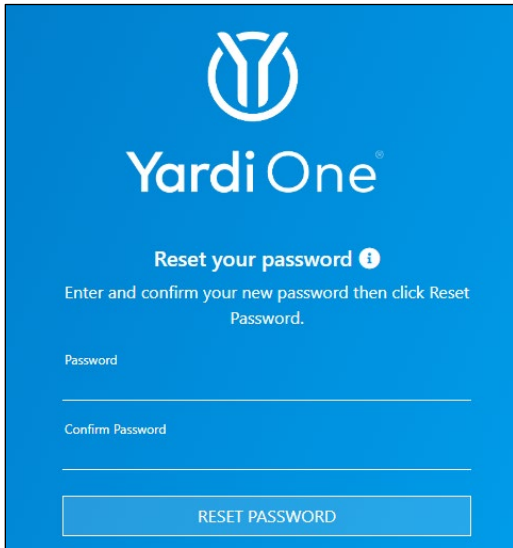


The image shows the content of an email received for password reset. It starts with a redacted subject line. The body text says: 'You recently requested a password reset for your YardiOne account from <https://hud.yardione.com>. Click the button below to reset it.' Below this is a blue button labeled 'Reset your password'. The text continues: 'If you did not request a password reset, please ignore this email. This password reset is only valid for the next 30 minutes.' This is followed by 'Thanks, Yardi Security'. At the bottom, it says: 'If you're having trouble clicking the password reset button, copy and paste the URL below in to your web browser.' followed by a long URL: <https://hud.yardionecorega.com/pw?token=94fe82e7-ec2e-4657-bf25-a535d2aaf4fc>

Clicking the “Reset your password” button will open a new YardiOne screen where you will enter and confirm your new password.

Passwords must meet the following requirements:

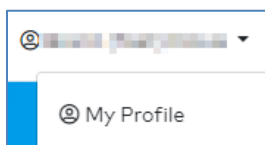
- At least 12 characters
- At least one digit (0-9)
- At least one special character
- At least one lowercase letter (a-z)
- At least one uppercase letter (A-Z)

A screenshot of the YardiOne 'Reset your password' form. The form has a blue background with the YardiOne logo at the top. Below the logo, the text 'Reset your password' is followed by an information icon. A sub-instruction reads: 'Enter and confirm your new password then click Reset Password.' There are two input fields: 'Password' and 'Confirm Password'. At the bottom is a blue button labeled 'RESET PASSWORD'.

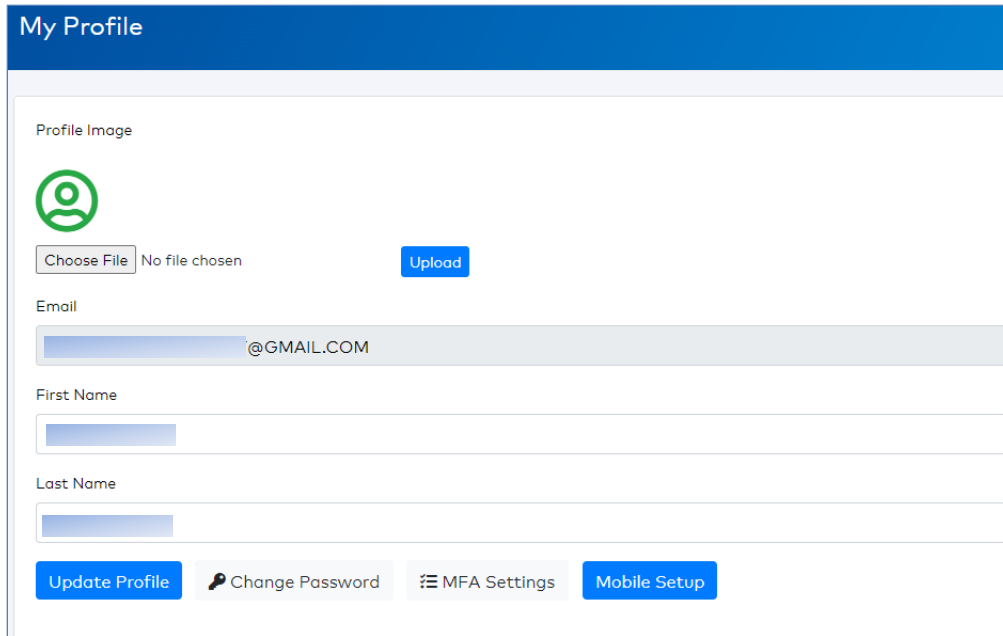
Once you reset your password, you will be able to access the Login page to use your new credentials.

YardiOne Post-Registration Options

After a user is set up in YardiOne, they will have the option to make changes to their account by clicking on My Profile under the user's name on the upper right-hand side of the screen.



The user will have the opportunity to change their MFA selection and their mobile setup as well.



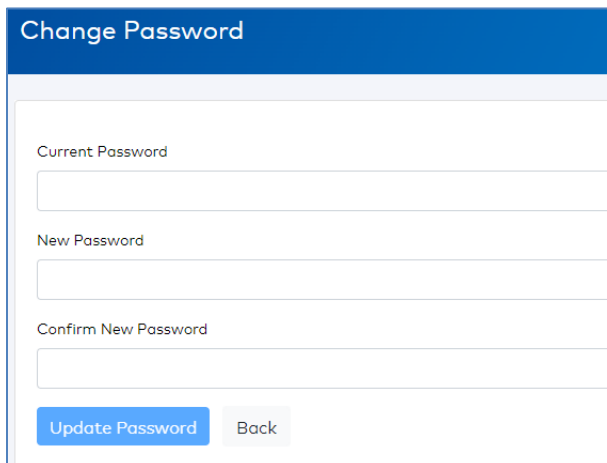
The 'My Profile' form is a user interface for managing personal information. It features a blue header with the title 'My Profile'. Below the header, there is a 'Profile Image' section with a green circular icon placeholder, a 'Choose File' button, a 'No file chosen' status, and an 'Upload' button. The 'Email' section contains a text input field with '@GMAIL.COM' pre-filled. Below the email field are two text input fields for 'First Name' and 'Last Name'. At the bottom of the form, there are four buttons: 'Update Profile' (blue), 'Change Password' (grey with a key icon), 'MFA Settings' (grey with a list icon), and 'Mobile Setup' (blue).

Change Password

Users will have the option to change their password from the YardiOne profile screen; however, there are other methods to update their password as well.

To change your password using this option, click the Change Password button and then supply your current and new passwords.

 Change Password



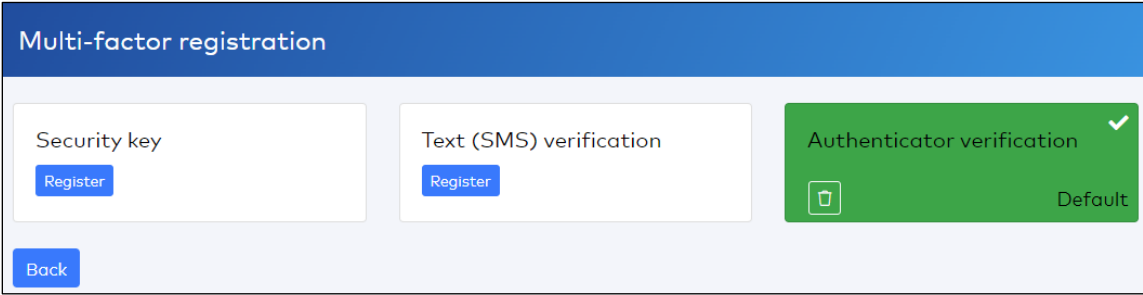
The 'Change Password' form has a blue header with the title 'Change Password'. It contains three text input fields: 'Current Password', 'New Password', and 'Confirm New Password'. At the bottom, there are two buttons: 'Update Password' (blue) and 'Back' (grey).

Update MFA Authenticator Preferences

If users would prefer to use a different method of authentication than previously selected, they can click the MFA Settings option.

 MFA Settings

Clicking this option displays the current authentication method highlighted in green.



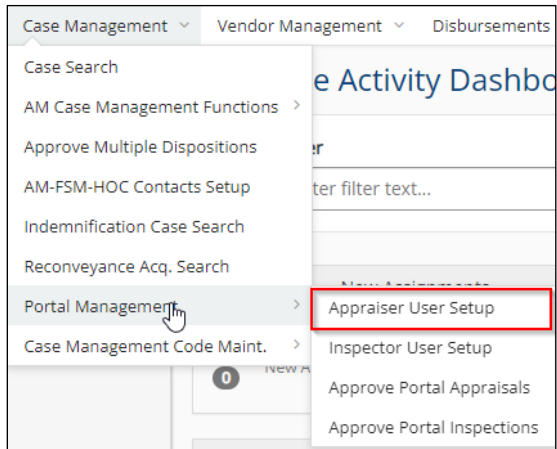
The screenshot shows a 'Multi-factor registration' interface. It features three main options for authentication: 'Security key', 'Text (SMS) verification', and 'Authenticator verification'. Each option has a 'Register' button. The 'Authenticator verification' option is highlighted in green, indicating it is the current or default method. A trashcan icon is visible next to the 'Authenticator verification' option, suggesting it can be removed. A 'Back' button is located at the bottom left of the registration area.

Multi-factor registration		
Security key Register	Text (SMS) verification Register	Authenticator verification ✓  Default
Back		

To change your option, click the trashcan  icon to remove the current authentication setting. You can then choose another option and go through the steps under [Entering Credentials into YardiOne](#).

Adding Appraisers (AM Function)

The preferred method for adding appraisers is by having AM1 or AM2 users access their Appraiser User Setup screen in P260.



Once AM users are viewing the Appraiser User Setup screen, they will have the ability to search for a specific appraiser using the Filter User fields.

The screenshot shows the 'Add Appraiser User' screen. At the top, there are 'Search', 'Back', and 'Save' buttons. Below this is a 'Filter Users' section with fields for 'First Name', 'Last Name', 'User Name/Email', 'Contract Area', 'Email', 'Group', 'Account Status', and 'Asset Manager (AM)'. Below the filter fields is a 'Modify Users' section with the text 'To create a new user account, select the Add User button below.' and an 'Add User' button. Below this, it says '(3 Record(s) found)' with three document icons. At the bottom is a table with the following columns: 'Group *', 'First Name *', 'Last Name *', 'User Name/Email', and 'Phone Number'. The table contains three rows, each with a dropdown menu set to 'APP1' and input fields for the other columns.

Group *	First Name *	Last Name *	User Name/Email	Phone Number
APP1				
APP1				
APP1				

To add an appraiser, click the Add User button to display the Manager Appraiser Access screen.

Add User

The AMs can type the email address of the user they want to add. This can be an existing Appraiser user or a new user. If the user email address is in P260, the screen will display their first and last name. The AM will select the Group Access Level of APP1. Clicking the Save button will save the Appraiser user.

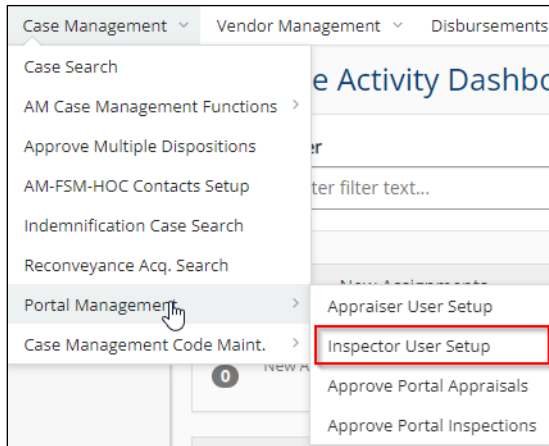
The newly added Appraiser user will now be viewable from the Appraiser User Setup screen. If the user was new *or* was preexisting and inactive, the user will show with a status of “Pending” and a confirmation email will be sent to their email address.

Note: Be sure to click the Add/View Contract Area link to add the appropriate contract area(s) for the appraiser from either Manage Appraiser Access screen or Appraiser User Setup screen. Otherwise, the appraiser will not have access to any cases. Contract

Before the Appraiser user can sign in to the P260 Portal, they will need to confirm the email link sent to their email address and sign up for a YardiOne account. They will also need to set up MFA settings for their YardiOne account. Once they have confirmed their email link, their user status will change to Active.

Adding Inspectors (FSM & AM Function)

The preferred method for adding inspectors is by having AM1/AM2 or FSM1/FSM2 users access their Inspector User Setup screen. The example below is for AM users.



Once FSM or AM users are viewing the Inspector User Setup screen, they will have the ability to search for a specific inspector using the Filter User fields.

The screenshot shows the 'Add Inspector User' screen. It has a top bar with 'Search', 'Back', and 'Save' buttons. Below this is a 'Filter Users' section with input fields for First Name, Last Name, User Name/Email, Email, Group, Account Status, and Asset Manager (AM). Below the filter section is a 'Modify Users' section with a message: 'To create a new user account, select the Add User button below.' and an 'Add User' button. Below the 'Add User' button, it says '(3 Record(s) found)' and shows a table with 3 records.

Group *	First Name *	Last Name *	User Name/Email	Phone
INS1				
INS1				
INS1				

To add an inspector, click the Add User button to display the Manager Inspector Access screen.



Manage Inspector Access

Back Save

User Information

Personal Email *

First Name *

Last Name *

Group *

The AMs/FSMs can type the email address of the user they want to add. This can be an existing Inspector user or a new user. If the user email address is in P260, the screen will display their first and last name. The AM/FSM will select the Group Access Level of INS1. Clicking the Save button will save the Inspector user.

The newly added Inspector user will now be viewable from the Inspector User Setup screen. If the user was new *or* was preexisting and inactive, the user will show with a status of “Pending” and a confirmation email will be sent to their email address.

INS1					90	Pending	Add/View Contract Area	Update Email Address	Resend Email Verification	Deactivate User
------	--	--	--	--	----	---------	--	--------------------------------------	---	---------------------------------

P260 Test ADMIN

Search menu...

Reports (QA Admin) Case Management Vendor Management Disbursements Co

Manage Inspector Access

Functions

Add/View Contract Area

User Information

First Name

Last Name

User Name

Current Company Access

Note: Be sure to click the Add/View Contract Area link to add the appropriate contract area(s) for the inspector from either Manage Inspector Access screen or Inspector User Setup screen. Otherwise, the inspector will not have access to any cases.

Before the Inspector user can sign in to the P260 Portal, they will need to confirm the email link sent to their email address and sign up for a YardiOne account. They will also need to set up MFA settings for their YardiOne account. Once they have confirmed their email link, their user status will change to Active.

Additional Changes

Several other screens and processes were impacted by the new MFA requirement. The items below provide those details.

HUD ID Display (H# and C#)

Although users will no longer log in with their H# or C#, those are still required for each user when setting up new P260 users. Many screens and reports include both the username (previously HUD ID and now the email address) along with their First Name or Last Name when reporting who performed the action. Since the username has been replaced by the email address, many screens and reports will need to be updated so they display the HUD ID instead of the email address.

Restrictions Logging into Both P260 and the P260 Portal or NAID Portal

HUD users and contractors will be able to access only P260. Active P260 users will not be able to access the P260 Portal or the NAID Portal. Conversely, P260 Portal and NAID Portal users will not be able to log into P260 if they are an active P260 Portal or NAID Portal user.

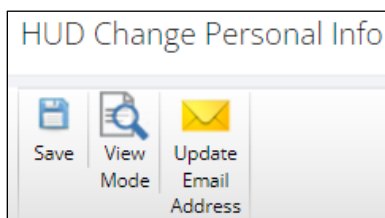
Transition Users

Transition Users will need to request access from the Help Desk if they need to access cases that are no longer viewable to their user. Help Desk staff will temporarily change the group access to TRANS.

Update Email Address

Users have the option to update their Email Address from the User Info > Update Personal Information menu within P260.

To update your Email Address, click the Update Email Address toolbar button which will display a screen where you will enter and confirm your new Email Address.



 A form titled "Change Email Address" with a tip: "Tip: Highlighted fields with an asterisk (*) next to their label or in their column header are required." The form includes a "Save" button and a "Close" button (with a red X icon). Below the buttons are three text input fields: "Previous Email Address", "New Email Address*", and "Confirm New Email Address*". The "New Email Address*" and "Confirm New Email Address*" fields are highlighted in light blue.

Once the Email Address is added, confirmed, and saved, the user will be required to verify their new Email Address and complete the YardiOne Registration.

If the new Email Address does not currently exist in P260, the user will receive an email to verify that they have access to the email address that was set up. At this point, the user is still considered as “Active”, but they will not be able to log in with their new Email Address until they verify their new Email Address. They will receive both an email to their previous account, as well as an email to the new email address.

Email to old email address:

Hello,

The account email address for your P260 user account was requested to be changed from [REDACTED] to [REDACTED].

If you did not initiate this email address change or you do not recognize the new email address, please contact the Help Desk at HUDHelp@Yardi.com or (805) 699-2053. The Help Desk hours are 8 am to 8 pm Eastern Time, Monday through Friday, except for federal holidays.

Note: This is an auto-generated mail. Please do not reply.

Email to new email address:

Hello,

A request has been submitted to verify the email address for your P260.

Please navigate to <https://www.yardipca.com/39444p260qaalphi/jsp/HudVerifyEmailAction.jsp?verifyEmailToken=7df63a2f-a74c-4a20-ad09-54c910ad3b04> to verify this email address.

This temporary link will expire in 24 hours.

Email verification is required when an account becomes active or when an account email is changed.

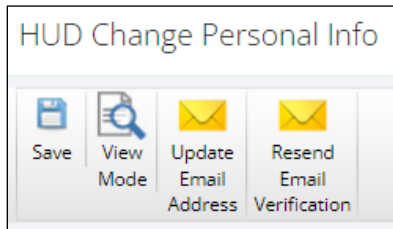
If the verification link has timed out, please contact your administrator and ask them to send you a new one.

Note: This is an auto-generated mail. Please do not reply.

The email recipient will click the link to verify the new email address.

Voyager HUD P260 ONLINE SYSTEM HOURS All day except: 3 AM — 4 AM ET Sundays except: 5 PM — 8 PM ET <i>Federal holidays excluded</i>	Login Sign In With YardiOne Set Up YardiOne Email verification successful. Please click the Sign In With YardiOne button and begin using your new email address to log into the system.
--	--

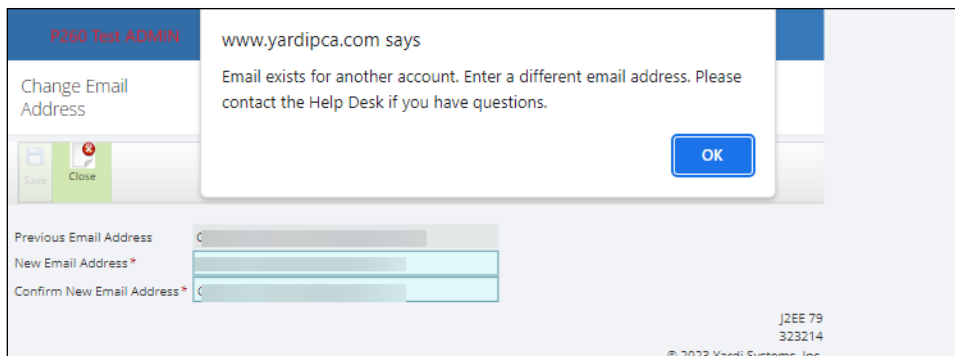
Note: The link will expire in 24 hours. If the user does not receive the email or the link expires, they can resend by going back to the User Info > Update Personal Information screen by logging in under their prior username and clicking the Resend Verification Link toolbar button.



Once the verification is complete, the user will be required to register on YardiOne with their new Email Address where they will create a password and select a secondary authentication method which is outlined in [YardiOne User Registration \(Existing P260 Users\)](#). After this step is complete, they will be able to log into the P260 using their email address, password, and secondary authentication method as shown in [Logging into P260](#).

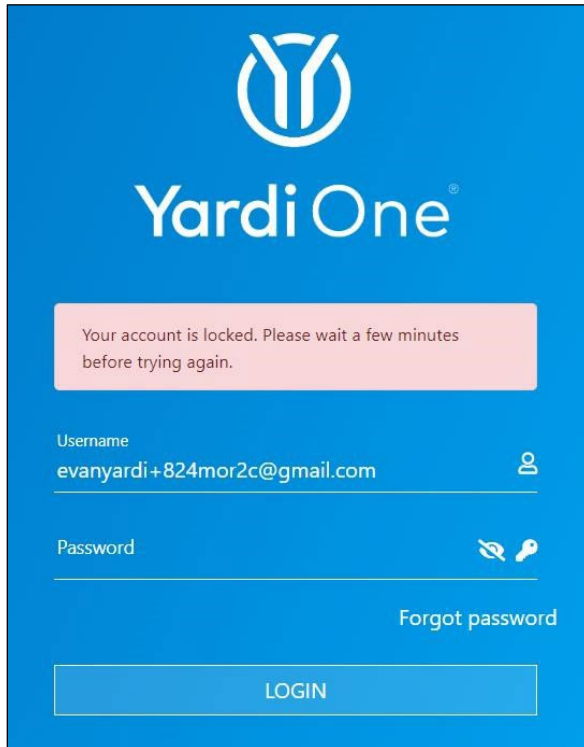
If the User Cannot be Added

If the user's Email Address is associated with a user who has P260 Portal or NAID Portal access, they will be prevented from being added as a P260 User. If this occurs, the following message will appear:



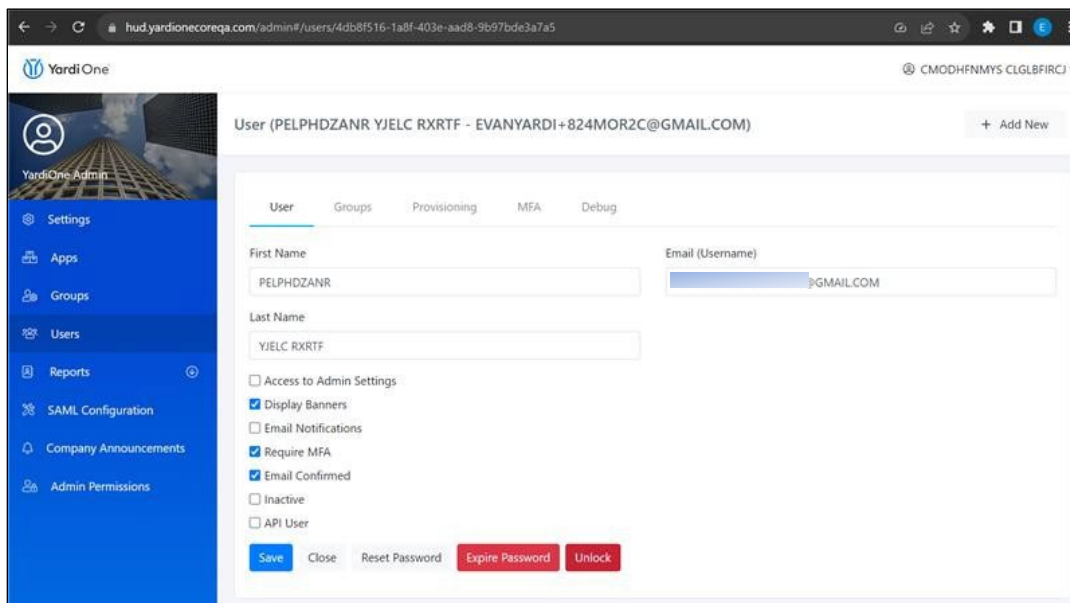
User Unlocking

If a user tries to log in with an incorrect password three times within 15 minutes, the user will see the following message:



The image shows the YardiOne login interface. At the top is the YardiOne logo. Below it, a pink message box states: "Your account is locked. Please wait a few minutes before trying again." Underneath, there are input fields for "Username" (containing "evanyardi+824mor2c@gmail.com") and "Password". To the right of the password field is an eye icon. Below the password field is a "Forgot password" link. At the bottom is a large blue "LOGIN" button.

The user can wait 15 minutes and try again, or an Admin user can log into YardiOne, find the username, and click Unlock button:



The image shows the YardiOne Admin console. The left sidebar contains navigation links: Settings, Apps, Groups, Users, Reports, SAML Configuration, Company Announcements, and Admin Permissions. The main area displays the details for a user named "User (PELPHDZANR YJELC RXRTF - EVANYARDI+824MOR2C@GMAIL.COM)". The user's profile information includes First Name (PELPHDZANR), Last Name (YJELC RXRTF), and Email (Username) (EVANYARDI+824MOR2C@GMAIL.COM). Below this, there are checkboxes for various settings: Access to Admin Settings (unchecked), Display Banners (checked), Email Notifications (unchecked), Require MFA (checked), Email Confirmed (checked), Inactive (unchecked), and API User (unchecked). At the bottom of the user details section are four buttons: Save, Close, Reset Password, and Unlock (highlighted in red).