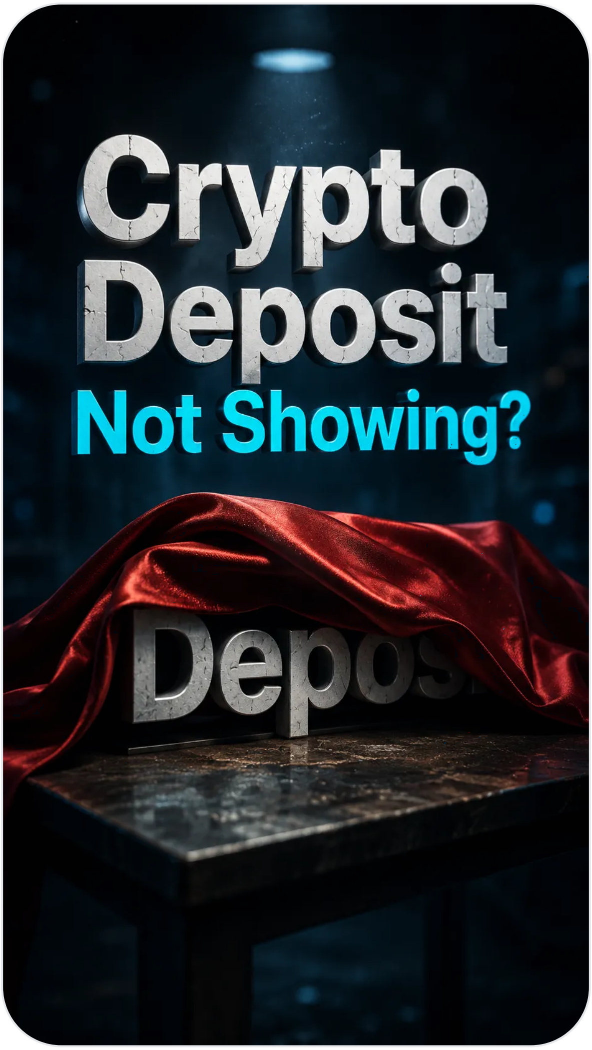

SECURITY & RECOVERY

Crypto Deposit Not Showing? Causes & Fixes in 2026

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You transfer cryptocurrency to an exchange, return to your account, and the balance has not changed.

Maybe the sending wallet says the transfer is processing. Maybe you have a transaction ID, but the deposit still shows as pending. Or perhaps the transaction does not appear in the exchange's deposit history at all.

A missing exchange deposit does not automatically mean your crypto is lost.

In many cases, the transfer has not yet been broadcast, the blockchain is still confirming it, the exchange requires additional confirmations, the deposit amount is below the platform's minimum, the asset is temporarily under maintenance, or the exchange has not yet detected the incoming transaction.

The best way to troubleshoot the problem is to identify where the deposit currently is:

Sender → Blockchain → Exchange Deposit System → Exchange Balance

Once you know which stage the transaction reached, it becomes much easier to determine whether you should wait, check the sending platform, or contact the receiving exchange.

Quick Answer: Why Is My Crypto Deposit Not Showing?

The most common reasons include:

Problem	What It Usually Means
No TxID is available	The sender may not have broadcast the transaction yet
Transaction is pending	The blockchain is still processing it
Not enough confirmations	The exchange is waiting for its required confirmation threshold
Deposit is below the minimum	The exchange may not credit the amount
Deposit service is suspended	The exchange may be performing maintenance or an upgrade
Unsupported asset	The exchange may not support the exact cryptocurrency deposited
Old or invalid deposit address	The address may no longer be accepted for that deposit
Deposit is in another account balance	Funds may have been credited to Funding, Trading, or another internal wallet
Exchange deposit processing is delayed	The transaction may be detected but not yet credited

Kraken's current missing-deposit guidance tells users to check, among other things, the deposit minimum, confirmation requirements, maintenance status, correct currency type, and deposit address when a deposit cannot be found. (Kraken Support)

Three other important cases should be treated separately:

Situation	Dedicated Guide
You used the wrong blockchain network	Sent Crypto on the Wrong Network? Recovery Options for ERC20, TRC20 & BEP20 Transfers
The transaction shows successful, but the exchange has not credited it	Crypto Transaction Successful but Not Received? What to Check Before Contacting Support
You forgot a required memo or destination tag	Forgot the Memo or Destination Tag? How to Recover XRP, XLM, ATOM and Other Crypto Deposits

Those situations require different troubleshooting, so this guide does not duplicate them.

How a Crypto Exchange Deposit Works

A deposit usually passes through several stages before the amount becomes usable inside your exchange account.

Stage 1 — The Sender Creates the Transaction

You may initiate the transfer from:

Sending Source	Example
Another exchange	Withdrawal from one centralized exchange to another
Software wallet	Mobile or desktop crypto wallet
Hardware wallet	Cold-storage device
Another person or service	External wallet, payment service, or third party

The sender prepares the blockchain transaction.

Stage 2 — The Transaction Is Broadcast

The transaction is submitted to the appropriate blockchain network.

At this point, a transaction identifier, usually called a TxID or transaction hash, should normally exist.

Stage 3 — The Blockchain Confirms It

The network processes the transaction.

Depending on the blockchain and exchange, multiple confirmations may be required before the receiving platform considers the deposit sufficiently final.

Stage 4 — The Exchange Detects the Deposit

The receiving exchange monitors its deposit addresses and identifies incoming transactions.

Stage 5 — The Exchange Credits Your Account

Once the platform's requirements have been satisfied, the deposit appears in your account balance.

This is why checking only the final balance is not enough.

You need to identify which stage has not been completed.

Step 1: Check Whether the Transaction Was Actually Sent

Start with the platform or wallet that sent the crypto.

Open its Transaction History or Withdrawal History and locate the transfer.

You may see a status such as:

Status	What It Generally Indicates
Processing	The sending platform is still handling the request
Pending	The transaction has not completed yet
Sent	The transaction has been submitted
Completed	The sending platform considers the withdrawal finished
Failed	The transfer was not successfully processed

Most importantly, look for the TxID.

What Is a TxID?

A TxID is the unique identifier associated with a blockchain transaction.

Depending on the blockchain or platform, it may also be described using different terminology:

Term	Meaning
TxID	Transaction identifier
Transaction hash	Blockchain transaction identifier
Transaction ID	Another name for the transaction identifier
TX hash	Short form of transaction hash

You will need this identifier to determine what actually happened.

No TxID Available?

If the sending exchange still shows your withdrawal as processing and has not provided a valid blockchain transaction ID, the transaction may not have reached the blockchain yet.

That means the receiving exchange has nothing to credit.

Your first contact should generally be the sending platform, not the receiving exchange.

This distinction can save considerable time.

Step 2: Check the Transaction on a Block Explorer

When you have a TxID, check it using the block explorer for the blockchain that processed the transfer.

The important question at this stage is:

Does the transaction actually exist on-chain?

If the explorer cannot find it, first make sure you are using the explorer for the correct blockchain.

If the transaction still cannot be found, investigate the sending platform.

If it does appear, check the status.

Step 3: Is the Transaction Still Pending?

A pending blockchain transaction has not yet reached the level of confirmation required for completion.

In that situation, it is normal for the receiving exchange not to show the deposit as fully available.

Network processing time can vary depending on several factors:

Factor	Why It Matters
Blockchain activity	Higher activity can affect transaction processing
Network congestion	Congested networks may take longer to process transactions
Transaction fees	Fee levels can influence transaction priority on some networks
Block production	Transactions depend on new blocks being produced
Exchange confirmation requirements	The exchange may wait for additional confirmations before crediting the deposit.

OKX's current deposit guidance explains that an on-chain deposit is not instantaneous and that arrival depends partly on blockchain processing. Kraken similarly labels transactions that are still confirming as Pending/Processing. (OKX)

What Should You Do?

Usually, wait for the transaction to progress.

Do not create another transaction simply because the first one has not appeared immediately.

Step 4: Check the Exchange's Required Confirmations

A transaction appearing on the blockchain does not necessarily mean the exchange is ready to credit it.

Centralized exchanges can require a certain level of network confirmation before accepting a deposit.

Kraken's current deposit-status documentation, for example, distinguishes between a transaction that is still Pending/Processing, one that has received enough confirmations to be Credited, and one that has reached the platform's completed state. (Kraken Support)

The exact confirmation requirement can depend on:

Factor	What Can Change
Exchange	Different platforms set different deposit requirements.
Cryptocurrency	Confirmation policies can vary between assets
Blockchain	Different networks have different settlement characteristics
Deposit method	Certain deposit methods may use different processing requirements

Requirements can also change.

Therefore, avoid relying on numbers from an old Reddit post, YouTube video, or third-party table.

Check the current deposit information provided by the exchange.

Why Do Exchanges Wait for Confirmations?

Blockchain transactions do not all reach practical finality in the same way.

Exchanges use confirmation requirements to reduce the risk of crediting a transaction before they consider it sufficiently settled.

From the user's perspective, this can create an important difference between:

Transaction visible on-chain

and

Deposit available in exchange balance

So a deposit that has appeared on a block explorer may simply need more time.

Step 5: Check Your Exchange Deposit History

Do not look only at your portfolio balance.

Open the exchange's Deposit History or Transaction History.

The transaction may already be visible there.

Depending on the exchange, you might see a status such as Pending, Processing, Confirming, Credited, or Completed.

The terminology differs between platforms.

Kraken currently uses several deposit-processing statuses, while OKX provides a dedicated deposit history where users can check incoming transfers. (Kraken Support)

Why This Matters

If the deposit appears in your deposit history, the exchange has probably detected it.

At that point, continually checking the sending wallet provides little additional information.

Instead, look at the status shown by the receiving exchange.

Step 6: Check the Minimum Deposit Amount

This is an easy issue to overlook.

Some exchanges require a minimum amount for cryptocurrency deposits.

Suppose you decide to send a very small test transaction.

The blockchain successfully processes it, but the amount does not satisfy the exchange's minimum deposit requirement.

The deposit may therefore fail to be credited.

Kraken currently warns users to ensure that the amount received after relevant network fees still meets its minimum deposit requirement. Its minimums vary by asset and network and may change, so Kraken advises checking the current deposit page. (Kraken Support)

Check the Net Amount, Not Just What You Entered

Suppose you request a transfer of a certain amount from another service.

The amount that actually reaches the destination can sometimes differ because of withdrawal or network-related fees.

What matters is the amount received by the exchange.

Therefore, check:

Amount received on-chain ≥ Exchange minimum deposit

rather than relying only on the original withdrawal amount.

Step 7: Make Sure the Exchange Supports the Exact Asset

Another possible reason for a missing deposit is sending an asset that the receiving exchange does not support for deposits.

There is an important difference between:

An exchange supporting a blockchain

and

An exchange supporting every cryptocurrency issued on that blockchain.

It may support only selected assets.

OKX's current deposit requirements, for example, tell users to verify the cryptocurrency being deposited and, for applicable tokens, ensure the token contract matches the supported asset. (OKX)

Before sending, verify the asset from the exchange's own deposit interface.

Similar Token Names Can Cause Confusion

Token tickers are not always unique.

Two unrelated assets can potentially have similar names or symbols.

For tokens issued through smart contracts, the contract address can help distinguish the exact asset.

This is particularly important with less-established tokens.

Do not assume that matching ticker symbols automatically mean the receiving exchange supports the token you hold.

Step 8: Check Whether the Deposit Address Is Still Valid

Crypto deposit addresses are often reusable, but you should not assume that an address saved long ago will remain valid indefinitely on every exchange.

Platforms can change wallet infrastructure for several reasons:

Reason	Possible Effect
Network upgrades	Deposit infrastructure may need to be updated
Wallet migrations	The exchange may replace existing wallet addresses
Asset migrations	Tokens or coins may move to new infrastructure
Technical changes	Deposit systems or address formats may change

Kraken includes deposits made to expired addresses among the causes users should investigate when a cryptocurrency deposit is missing. (Kraken Support)

Before making a new transfer, retrieve the current deposit address directly from your exchange account.

Avoid relying indefinitely on an address saved elsewhere:

Saved Location	Risk
Notes	The address may become outdated
Screenshots	They do not reflect later address changes
Address books	Saved entries may no longer match current deposit details
Previous withdrawal records	Historical addresses may not always remain valid

Step 9: Check Whether Deposits Are Temporarily Suspended

A deposit can also be delayed because the receiving exchange has temporarily suspended deposits for that asset or blockchain.

Possible reasons include:

Cause	What May Be Happening
Wallet maintenance	The exchange is servicing its wallet infrastructure
Network upgrade	The blockchain is undergoing an upgrade
Blockchain maintenance	Network-related technical work is taking place
Exchange infrastructure changes	The platform is modifying its deposit system
Asset migration	The cryptocurrency is moving to new infrastructure

Kraken specifically recommends checking its status page when investigating a missing deposit. OKX also notes that deposits and withdrawals can be suspended during maintenance or upgrades. (Kraken Support)

What Should You Check?

Source	What to Look For
Exchange status page	Current outages or maintenance
Deposit page	Whether deposits are currently enabled
Asset notifications	Warnings specific to the cryptocurrency
Official exchange announcements	Scheduled maintenance, upgrades, or migrations

Do not rely only on social-media comments from other users.

Step 10: Check Which Internal Exchange Account Received the Deposit

Sometimes the crypto has actually arrived.

The user simply looks in the wrong place.

Some exchanges separate balances into multiple internal accounts:

Account Type	Typical Purpose
Funding account	Deposits, withdrawals, payments, or P2P activity
Trading account	Funds available for trading
Spot account	Spot-market balances
Unified account	Combined trading or margin balances
Earn account	Assets allocated to yield or savings products

OKX, for example, currently allows users to select a Funding account or Trading account as the deposit destination for supported deposits. (OKX)

Before concluding that the deposit is missing, check both:

Deposit History

and

All available account balances

A zero spot balance does not always mean the exchange never received the deposit.

Step 11: Decide Which Side You Should Contact

At this point, determine where the transaction stopped.

Situation	What It Means	What to Do
A — No TxID exists	The transaction may not have been broadcast	Start with the sending platform
B — TxID exists, but the transaction is still pending	The transfer is still at the blockchain stage	Monitor its on-chain status
C — Confirmation requirement has not been reached	The exchange is still waiting for the blockchain	Normally, wait for more confirmations
D — Exchange deposit system is under maintenance	The receiving platform has temporarily interrupted deposits	Follow the exchange's status updates
E — Deposit is below the minimum	The amount may not qualify for automatic crediting	Check the exchange's specific minimum-deposit policy
F — Transaction is successful but still not credited	The blockchain stage has completed, but the exchange has not credited the balance	Continue with the post-confirmation troubleshooting guide

For below-minimum deposits, do not assume that sending a second transaction will automatically restore the first one. Policies vary, and Kraken explicitly warns that below-minimum deposits on its platform may not be recoverable simply by making a later qualifying deposit. (Kraken Support)

If the blockchain shows the transaction as successful but the exchange still has not credited it, continue with:

Crypto Transaction Successful but Not Received? What to Check Before Contacting Support

This keeps the investigation focused on the post-confirmation stage rather than repeating it here.

What About the Wrong Network?

Network selection is important, but wrong-network recovery is not the subject of this article.

During your initial diagnosis, simply compare:

Network used by sender

with

Network selected on receiving exchange

If they do not match, stop using the normal missing-deposit troubleshooting process.

Continue with:

Sent Crypto on the Wrong Network? Recovery Options for ERC20, TRC20 & BEP20 Transfers

That article should cover the actual recovery possibilities and limitations.

What About a Missing Memo or Destination Tag?

Likewise, during troubleshooting, check whether the receiving exchange required an additional memo or tag.

If one was required and you did not include it correctly, that becomes a separate recovery scenario.

Continue with:

Forgot the Memo or Destination Tag? How to Recover XRP, XLM, ATOM and Other Crypto Deposits

There is no need to duplicate the recovery procedure here.

How Long Should You Wait for a Crypto Deposit?

There is no universal number of minutes that applies to every cryptocurrency deposit.

Deposit arrival depends on:

Factor	Effect
Blockchain	Different networks process transactions differently
Network conditions	Congestion and activity can affect processing
Confirmation requirement	Exchanges may require additional confirmations
Exchange processing	Internal crediting may take additional time
Maintenance status	Deposits may be delayed while services are suspended

Therefore, asking:

“Has it been 20 minutes yet?”

is less useful than asking:

“What stage has my transaction reached?”

Use the transaction's current state to determine what to do:

Current Situation	What to Check
No TxID yet	Check the sending service
Pending on-chain	Monitor the blockchain
Waiting for confirmations	Check the receiving exchange's requirements
Visible in exchange deposit history	Check the exchange's current processing status

That gives you much more useful information than measuring time alone.

When Should You Contact the Exchange?

Contact support when normal processing appears to have stopped, and the exchange's own documentation or status information does not explain the delay.

Before opening a support ticket, collect the important transaction details.

Information to Prepare for Support

Have the following information available:

Information	What to Provide
Cryptocurrency	Example: USDT
Amount	The amount actually transferred
TxID	Full blockchain transaction identifier
Sending platform or wallet	Where the transaction originated
Receiving deposit address	The exchange address used
Date and time	When the transaction was sent
Current blockchain status	Pending, confirmed, successful, etc.
Exchange deposit status	The status currently displayed by the receiving exchange

Providing these details helps support determine whether the problem is related to deposit detection, processing, or another issue.

Never Give Support Your Seed Phrase

A cryptocurrency exchange does not need your wallet's seed phrase or private key to investigate a deposit.

Never provide the following:

Never Share	Why
Seed phrase	It can provide complete control over your wallet
Recovery phrase	It can be used to restore and access your wallet
Private key	It provides direct control over the associated funds
Wallet backup	It may contain sensitive wallet-access information
Authentication code	It could allow unauthorized account access

A TxID is fundamentally different: it identifies a blockchain transaction that is already recorded publicly.

Be especially cautious if someone contacts you privately after you post online about a missing deposit.

A person claiming to be a “recovery agent” does not automatically have any ability to recover the transaction.

Crypto Deposit Troubleshooting Checklist

Use this order:

Step	Check	Key Question
1	Sending platform	Was the transfer actually sent?
2	TxID	Does a transaction identifier exist?
3	Blockchain	Does the transaction appear on-chain?
4	Transaction status	Is it still pending?
5	Required confirmations	Has the exchange's threshold been reached?
6	Exchange deposit history	Has the exchange detected the transaction?
7	Deposit minimum	Was enough crypto received?
8	Supported asset	Does the exchange support the exact asset you sent?
9	Deposit address	Was the correct active address used?
10	Exchange maintenance	Are deposits temporarily unavailable?
11	Internal balances	Could the deposit be in Funding or another account?

12	Special cases	Does the issue require a separate troubleshooting guide?

For special cases:

Special Case	Next Guide
Wrong network	Use the wrong-network recovery guide
Missing memo or tag	Use the memo/tag recovery guide
Successful transaction but not credited	Use the confirmed-but-not-received guide

This sequence keeps each problem separate instead of treating every missing deposit as the same issue.

Common Mistakes When a Deposit Does Not Appear

Mistake	Why It Can Cause Problems	Better Approach
Repeatedly refreshing the exchange	Your portfolio balance does not reveal whether the blockchain transaction exists.s	Check the TxID and blockchain status
Immediately sending the transaction again	The first transaction may still be progressing	Verify the original transaction before sending again
Looking only at the spot balance	Funds may be in another internal account or visible only in deposit history.y	Check all balances and deposit history
Assuming every blockchain is equally fast	Networks have different confirmation and finality characteristics	Check the specific blockchain and exchange requirements
Using an old deposit address without checking	The saved address may no longer be valid	Retrieve or verify the current address before sending
Ignoring minimum deposit requirements	Small test deposits may fall below the exchange minimum	Verify the current minimum before transferring

How to Reduce the Risk of Missing Deposits

Before each exchange deposit:

Before Sending	What to Do
Generate the deposit details again	Use the receiving exchange's current interface
Confirm the exact asset	Do not rely only on the ticker symbol
Check the deposit minimum	Especially before sending a small test amount
Review the deposit status	Check whether the asset or network is under maintenance
Copy the address rather than typing it	Verify the copied address before confirming
Save the TxID	Keep the transaction identifier until the funds appear correctly
Check deposit history after sending	It can provide more information than the portfolio balance alone

These few checks can make troubleshooting much easier if anything goes wrong.

Is a Missing Crypto Deposit Usually Lost?

No.

“Missing” simply describes what the user currently sees.

It does not tell you what actually happened to the funds.

A deposit may currently be in one of several states:

Possible Deposit State	What It Means
Not sent yet	The sending platform has not broadcast the transaction
Pending on-chain	The blockchain is still processing it
Waiting for confirmations	The exchange requires additional confirmations
Waiting for exchange processing	The platform has detected the deposit but has not fully credited it
Temporarily affected by maintenance	Deposit processing may be suspended
Below the deposit minimum	The transferred amount may not qualify for crediting
Credited somewhere else	The funds may be in another internal exchange account
Separate deposit error	The transaction may require wrong-network, memo/tag, or post-confirmation troubleshooting.

That is why the TxID and deposit status are more useful than the account balance alone.

Brokerate Assessment

A missing exchange deposit should be treated as a transaction-tracing problem, not immediately as a lost-funds problem.

The most efficient approach is to work forward through the transfer:

Did the sender broadcast it? → Is it on-chain? → Is it still pending? → Has it met the exchange's requirements? → Has the exchange detected it? → Has it been credited to the expected balance?

This approach also helps determine responsibility.

If no blockchain transaction exists, the receiving exchange usually cannot investigate an incoming deposit that was never broadcast.

If the transaction is still confirming, the issue remains primarily at the network stage.

If the exchange has detected the transaction but is still processing it, the next step should be based on the deposit status and the exchange's current guidance.

And when the transaction moves into a different problem category—such as wrong-network recovery, missing memo recovery, or a successful transaction that remains uncredited—it should be investigated under that specific scenario rather than mixing several problems.

Final Verdict

When a crypto deposit does not appear in your exchange account, do not start by assuming the funds have disappeared.

Start by finding the TxID.

Then trace the transaction in order:

Sender → Blockchain → Confirmations → Exchange Deposit History → Exchange Balance

Check whether the transfer was actually broadcast, whether it is still pending, whether the exchange's confirmation requirement has been reached, whether the amount meets the deposit minimum, whether the exact asset is supported, whether the deposit address is still valid, and whether the exchange is undergoing maintenance.

This process usually tells you where the transaction stopped and what you should do next.

If the transaction already shows as completed on-chain but still has not been credited, move to the dedicated post-confirmation troubleshooting guide rather than repeating the same checks.