MLO Portal Guide

Overview

This guide will walk you through the portal from signing in the portal to loan review.

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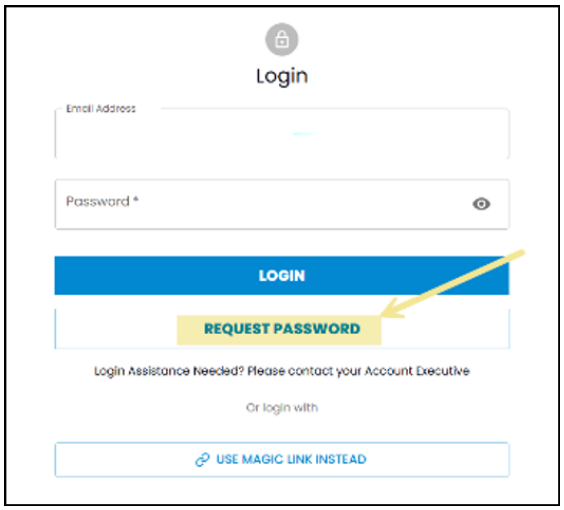
Signing In

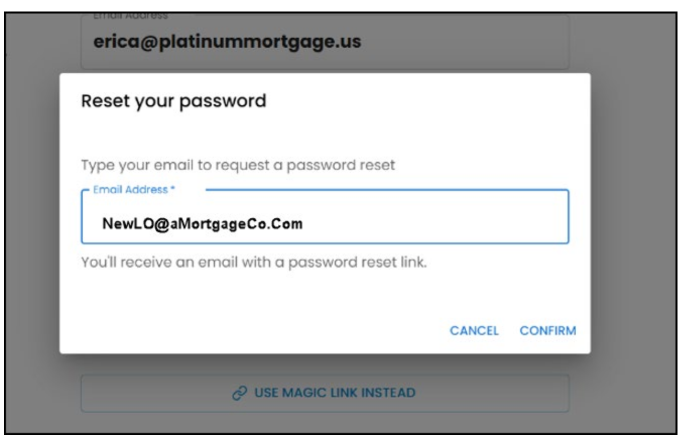
There are two sign-in methods: signing in as a new loan officer and signing in as an existing loan officer.

New Loan Officer Sign-In

- Scan a QR Code or Click the Broker Site link
- Click **Request Password**



  - Enter work email address



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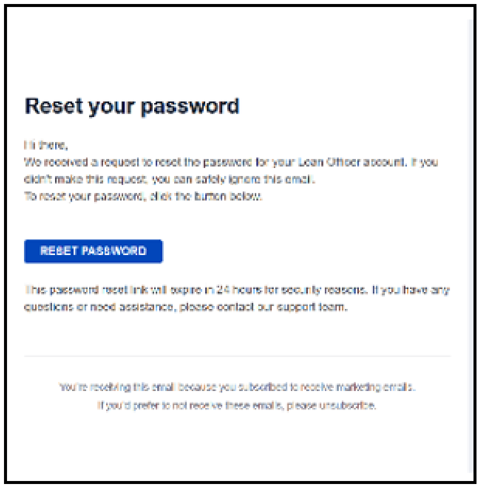
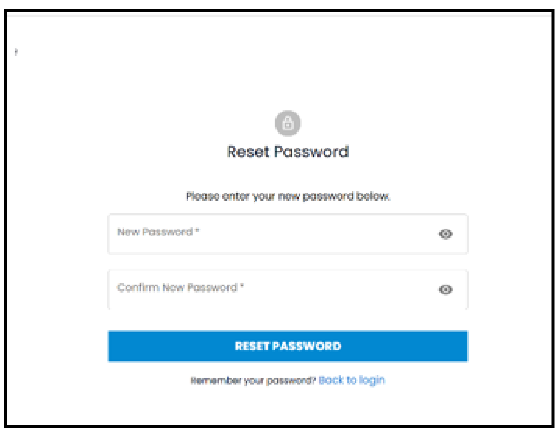
- An email will be received
    - Click **Reset Password**



- Create password
    - Click **Create Password**



NOTE: If any issues occur, there's the option to use **Backup Method**

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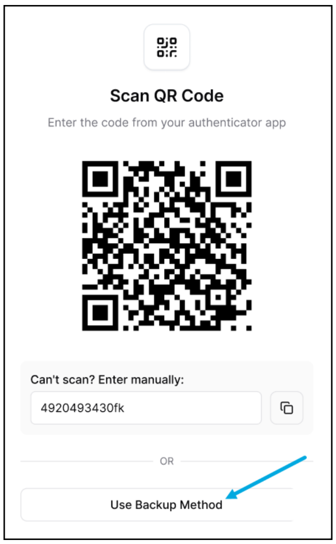
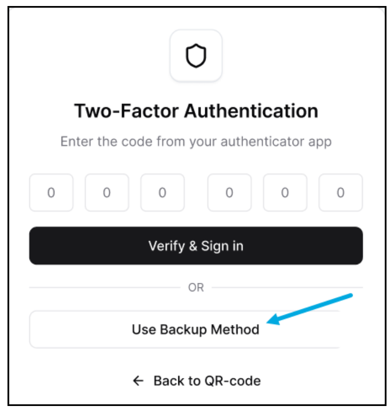
Back Up Method

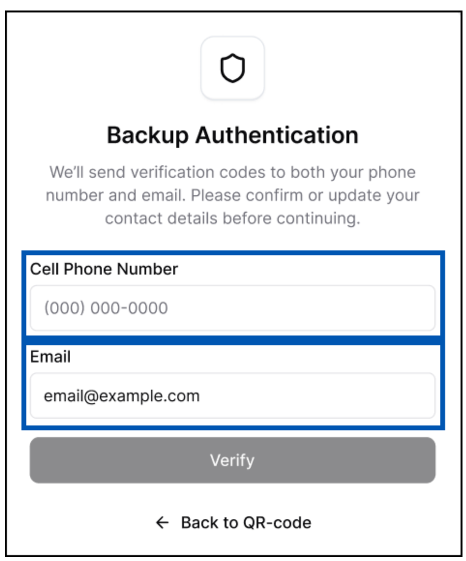
If you cannot connect using the QR code verification, this is another way to move forward

- Click **Use Backup Method**





- Enter your cell phone number and email address
  - Auth codes will be sent to both places



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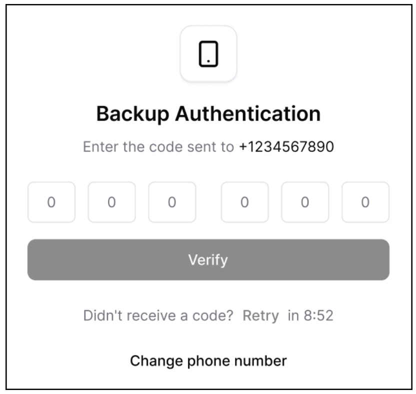
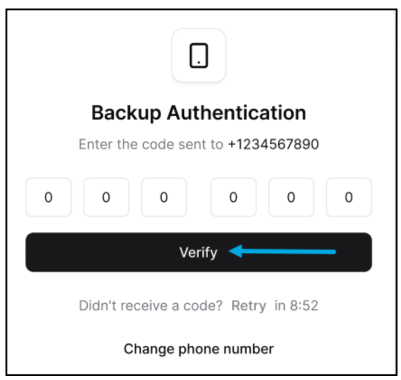
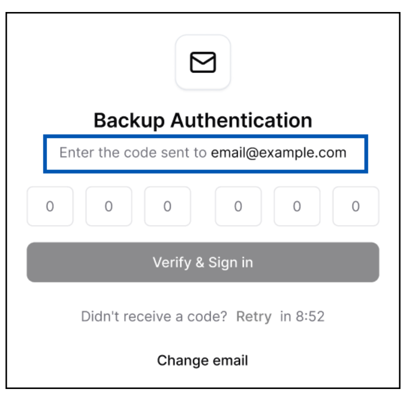
- An authorization code is sent to the cell number entered first



- Enter the sent code, then click **Verify**



- The system will then send a code to the email address provided



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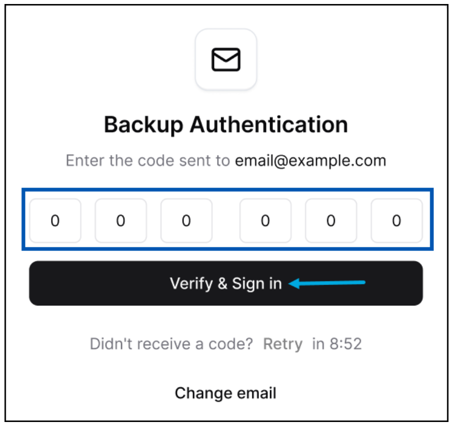
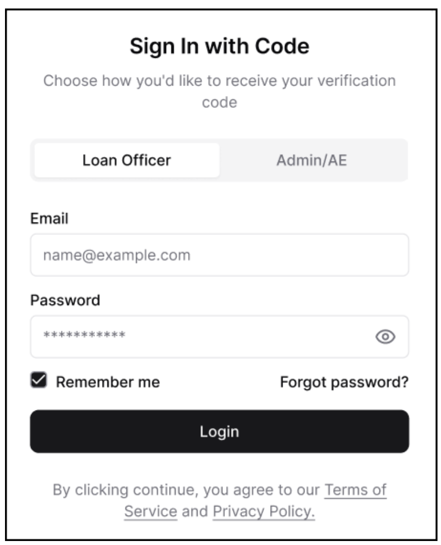
- Enter the code, then click **Verify & Sign in**



- Once done, you will gain access to the portal

Existing Loan Officer Sign

- Enter your email and password, then click **Login**



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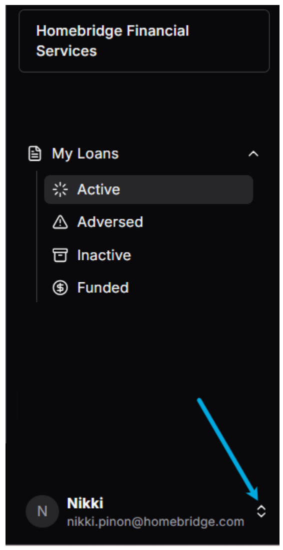
Understanding the Portal

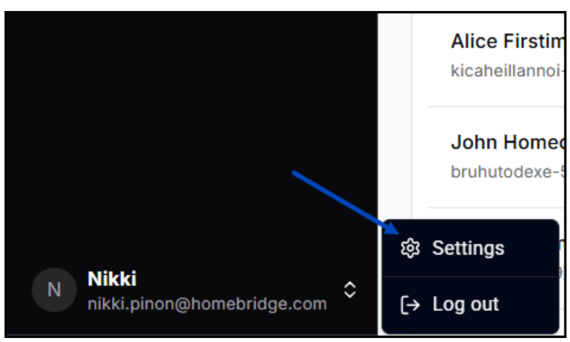
This section will cover the different areas of the portal and when to use the functions.

Profile

- Click on the carrot in the lower left-hand corner to view/edit your profile



- Click on **Settings**



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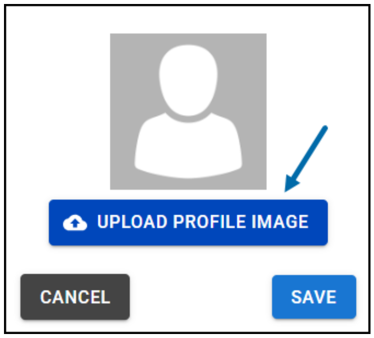
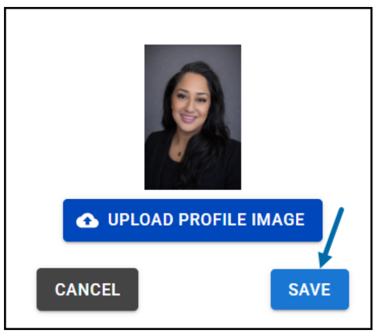
Anything greyed out cannot be changed in the profile

- To upload your profile image, click **Upload Profile Image**



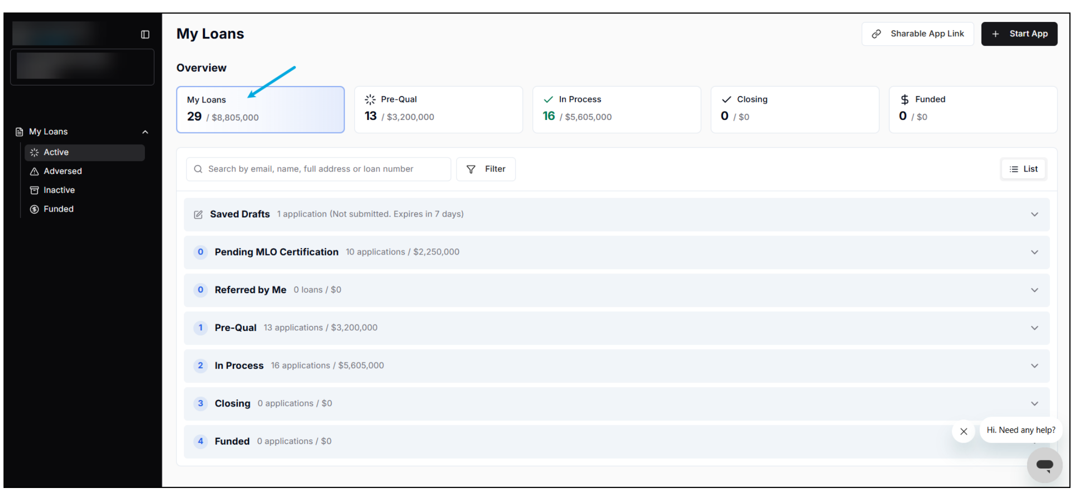
- Once uploaded, your profile picture will appear
    - Click **Save**



My Loans

My Loans is where you will go to see your Active pipeline

- Overview will default to the **My Loans** view



To see loans in the other statuses, click on the carrots:

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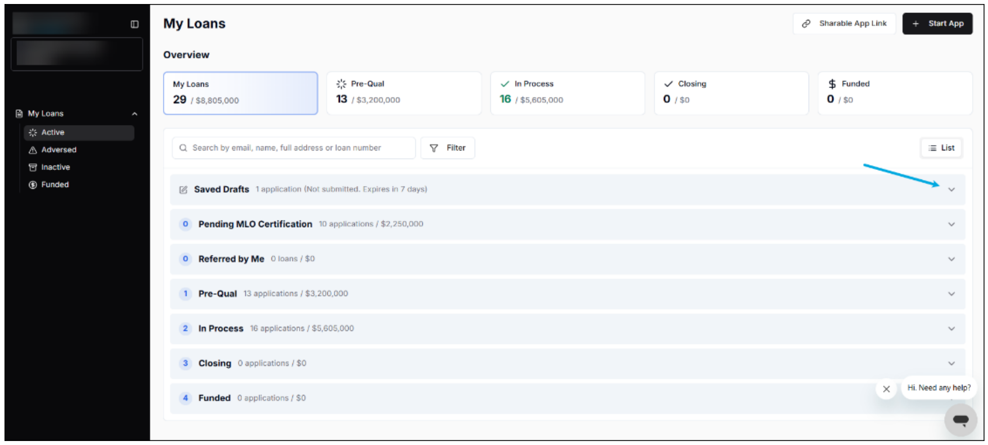
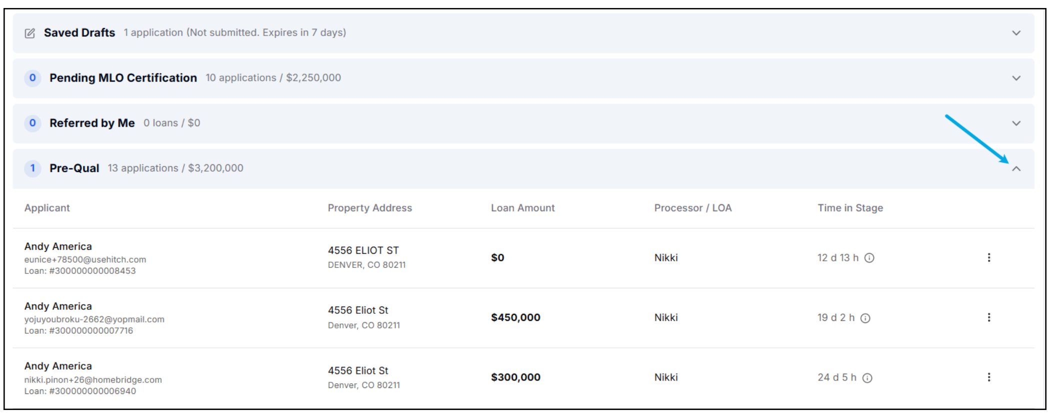
1. **Saved Drafts**
2. **Pending MLO Certification**
3. **Referred by Me**
4. **Pre-Qual**
5. **In Process**
6. **Closing**
7. **Funded**



Once a carrot is clicked,
it will only show the loans associated in that stage



Pending MLO Certification

If the borrower applied through the Sharable Link, the system notifies the assigned Loan Officer via email to complete the certification.

NOTE: For all Broker loans, the initial disclosures cannot go out until this has been completed.

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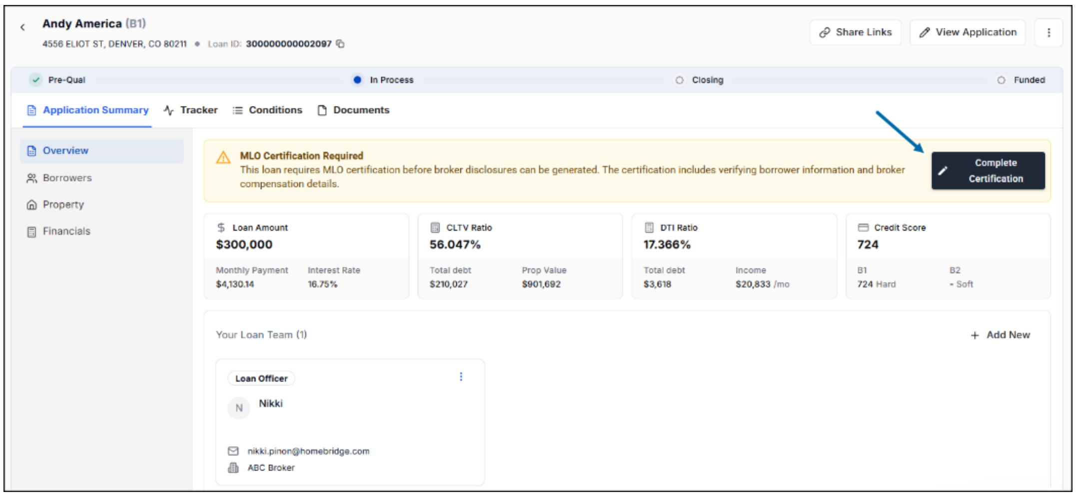
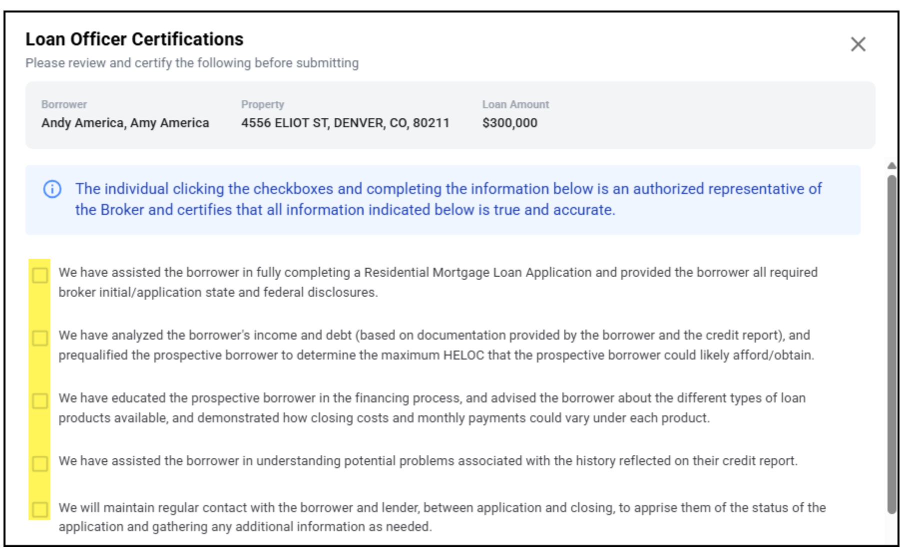
There are two ways to complete this, follow the steps below:

Option 1:

- Look up the loan
- In the loan, click **Complete Certification**



- Read through verbiage
- Click in the check mark boxes once read and agreed



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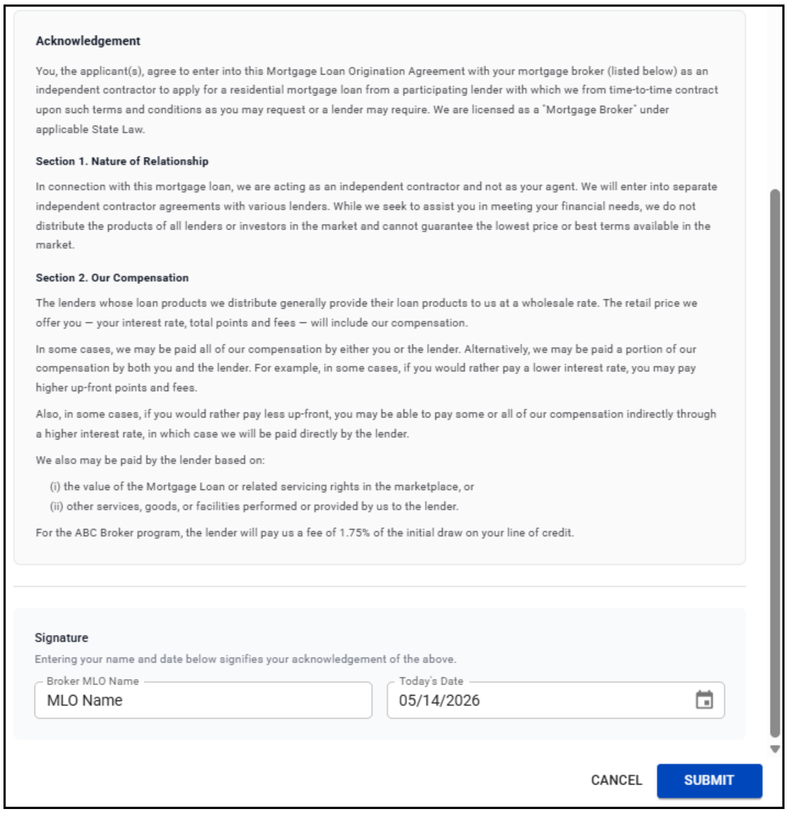
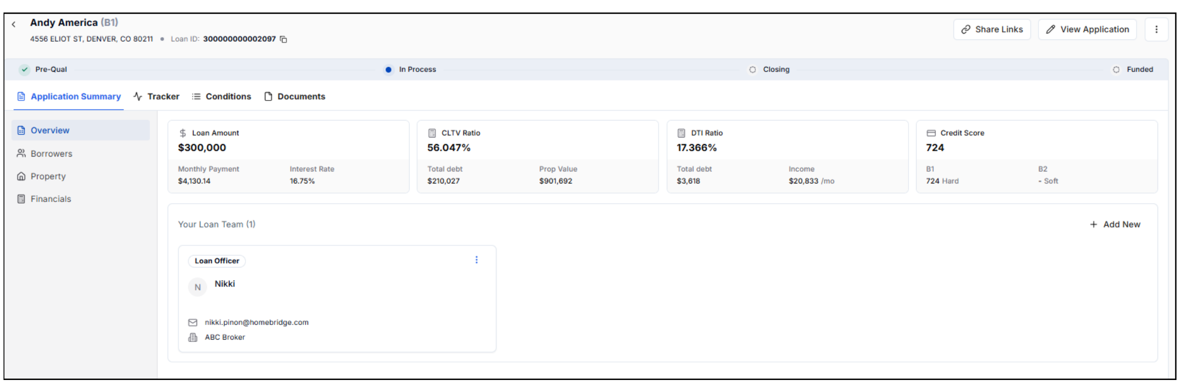
- Scroll down
- Enter your name at the bottom
- Enter today's date
- Click Submit



Once complete, the certification message will go away in the loan



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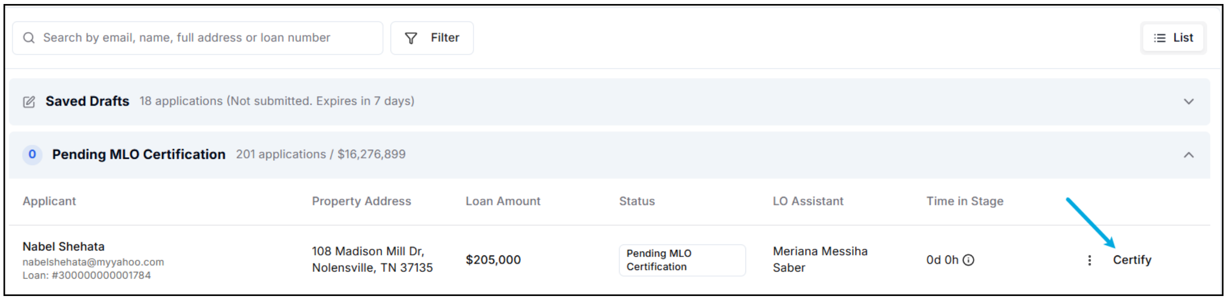
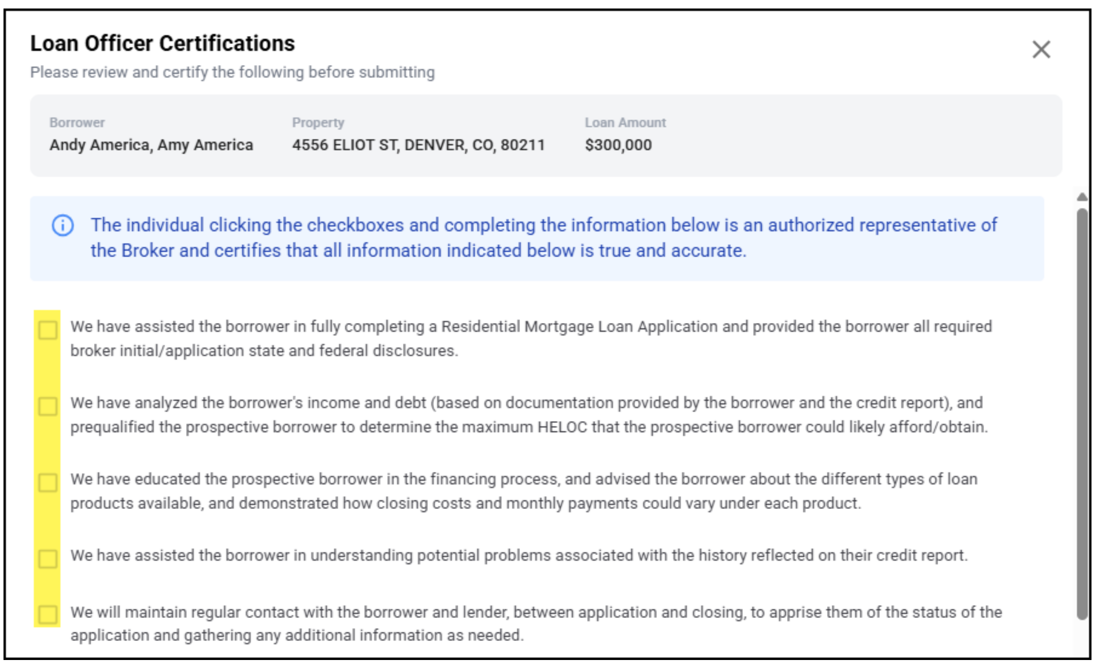
Option 2:

- Click the carrot under **Pending MLO Certification**
- Click **Certify**



- Read through verbiage
- Click in the check mark boxes once read and agreed



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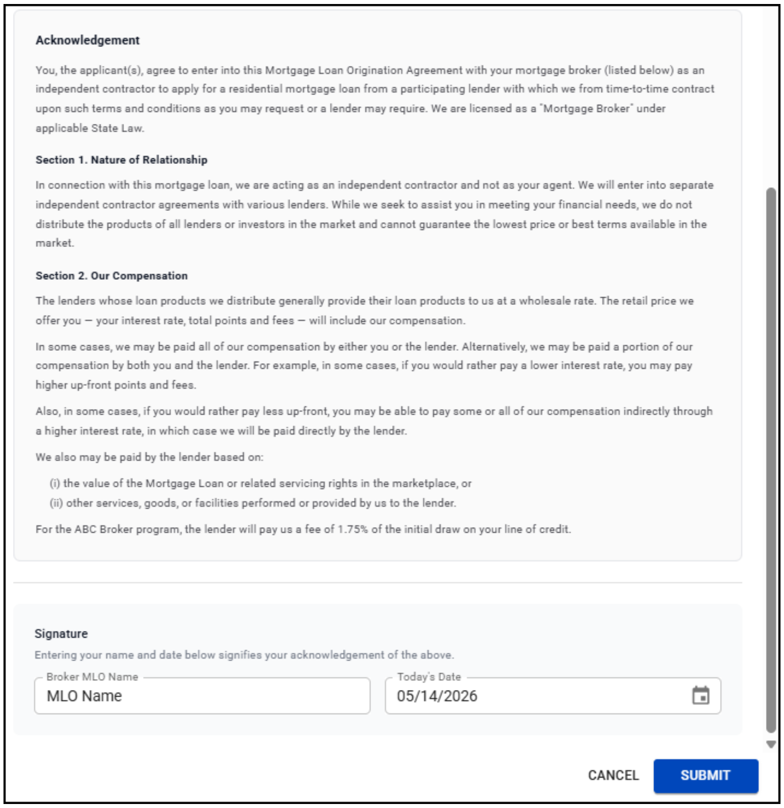
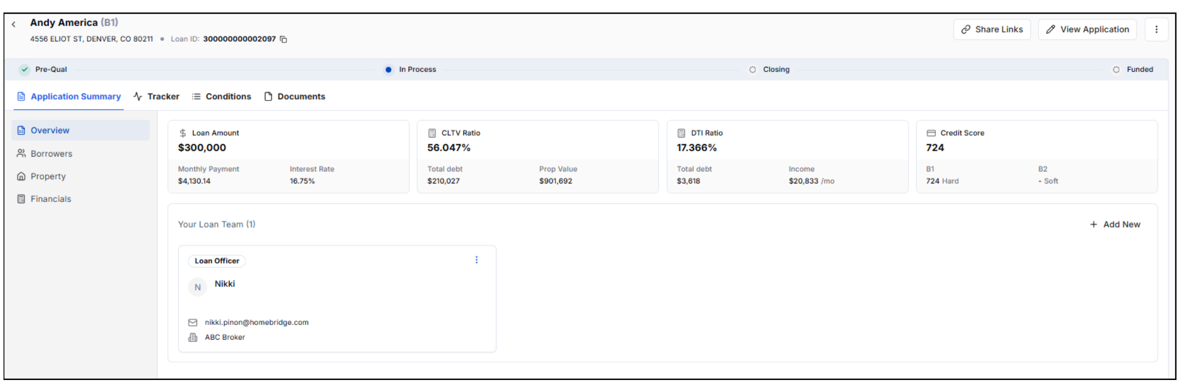
- Scroll down
- Enter your name at the bottom
- Enter today's date
- Click Submit



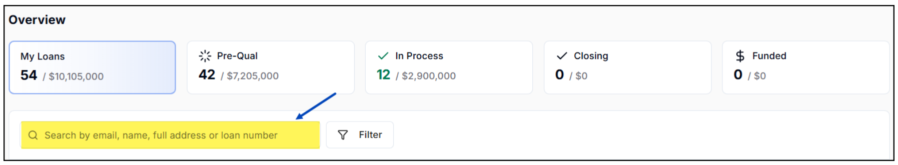
Once complete, the certification message will go away in the loan



Search

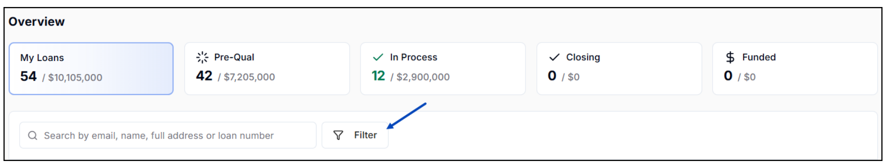
To search for a loan via email, name, full address or loan number

- Enter the information in the search bar



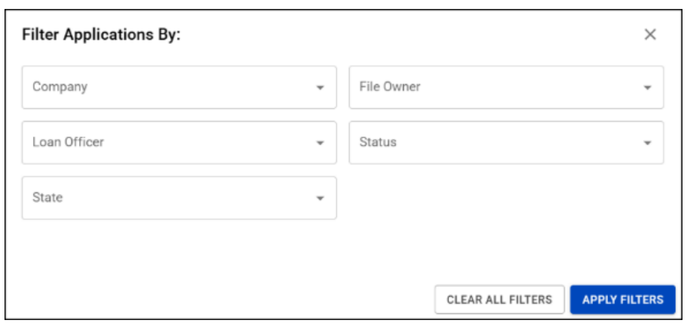
Filter

Click **Filter**



You can filter by:

- Company
- File Owner
- Loan Officer
- Status
- State



NOTE: The pipeline view will show according to the filters selected, until filters are cleared

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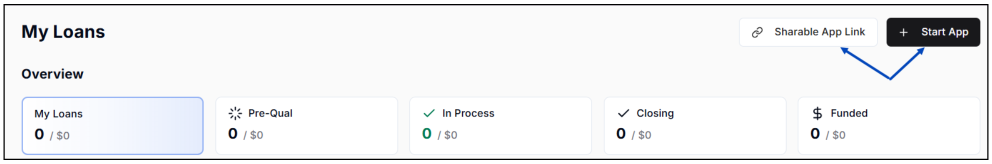
Starting an Application

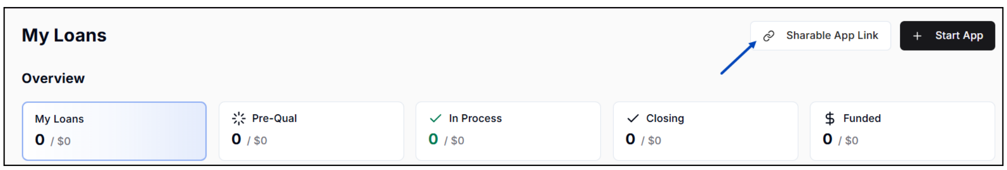
There are two ways to start a HELOC application:

- Sharable App Link
- +Start App



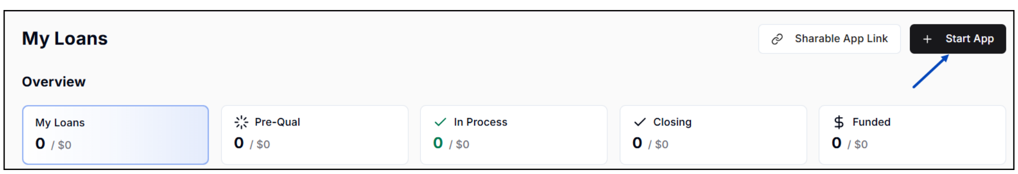
Sharable App Link

This link allows you to send to the customer to apply for a HELOC at their own leisure



+Start App

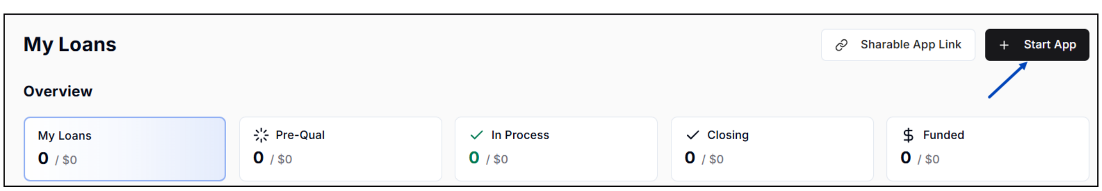
This button allows you to start an application on behalf of the customer



Start Pre-Qual Manually

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1.</td><td>

Click **+Start App**



</td></tr>
</table>

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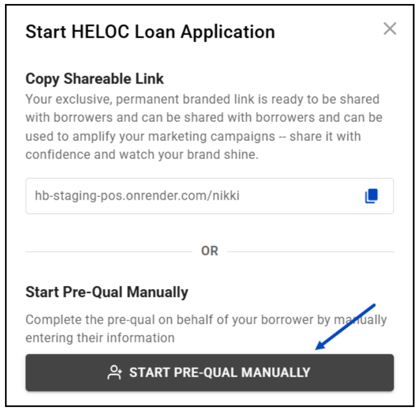
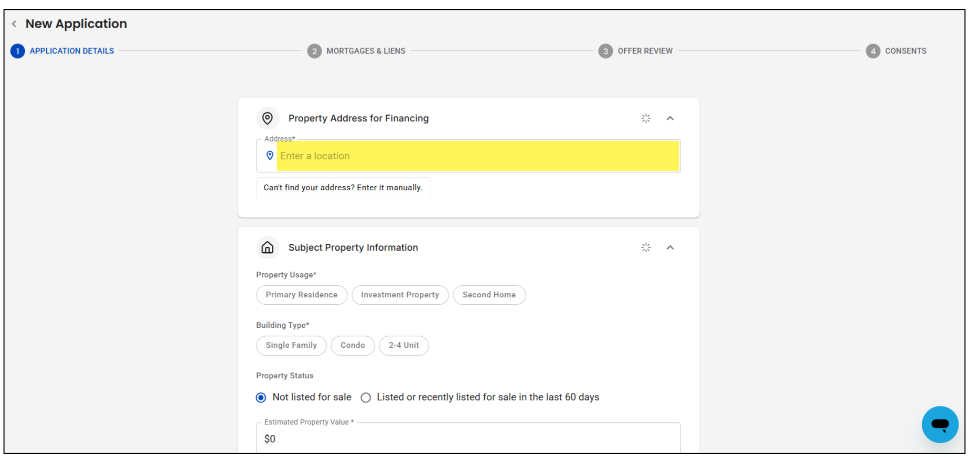
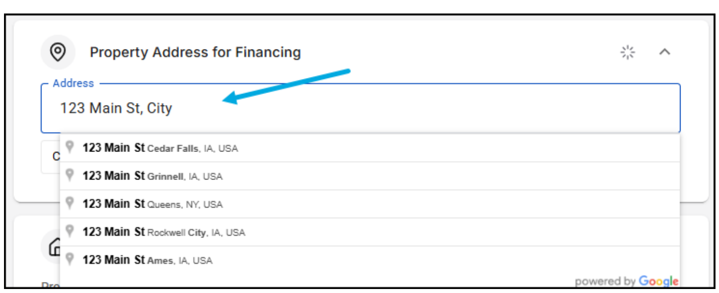
<table>
<tr>
<td>2.</td>
<td>Click Start Pre-Qual Manually

</td>
</tr>
<tr>
<td>3.</td>
<td>The application opens for you to enter the borrower’s info

</td>
</tr>
<tr>
<td>4.</td>
<td><h2>Property Address</h2>
Begin by entering the property address
Select the address that matches the info given by the borrower

</td>
</tr>
</table>

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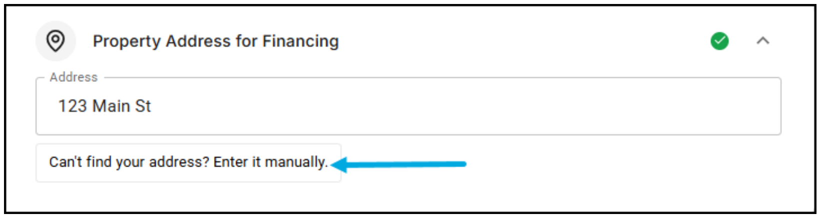
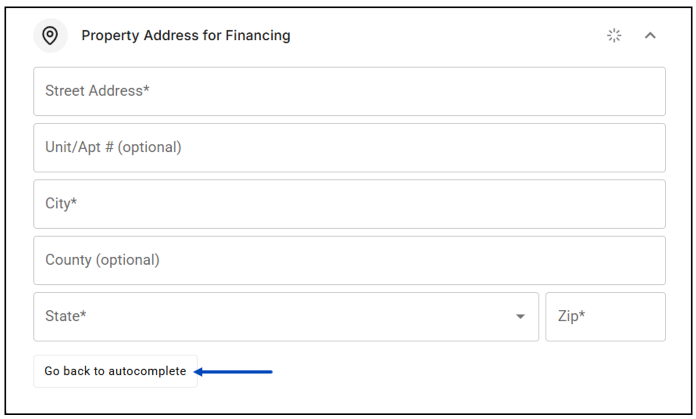
5.

If the address doesn't match or one doesn't appear, click the button below to enter it manually



6.

It will open fields for you to manually enter the address



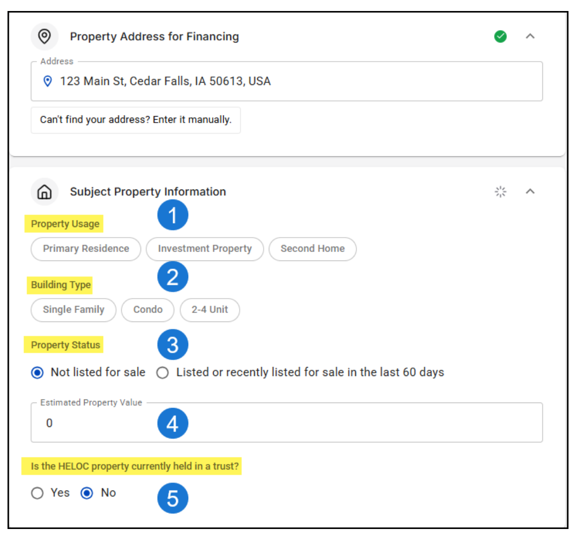
NOTE: If you want to go back to the autocomplete function, click the button

7.

Subject Property Information

Select/Enter the following:

1. Property Usage
2. Building Type
3. Property Status
4. Estimated Property Value
5. Trust



8.

Main Applicant Information

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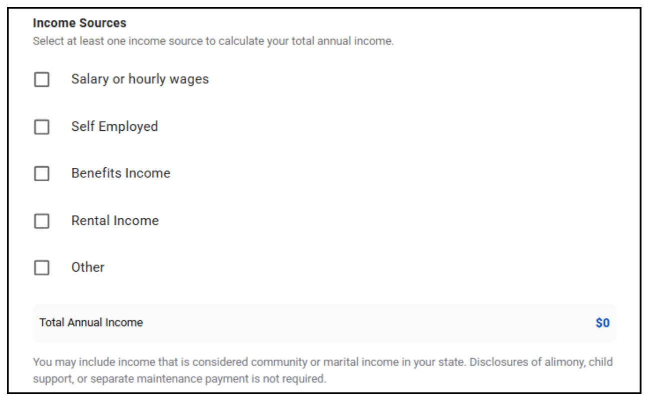
Enter the following:

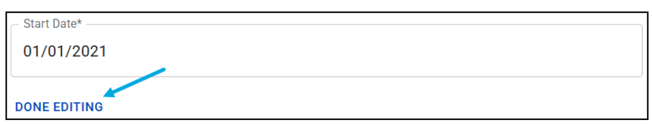
- First Name
- Last Name
- Email Address
- SSN
- Date of Birth
- Phone Number

9.

Income Sources

1. **Salary/Hourly:** The system may receive income information, via The Work Number (TWN), when the borrower's SSN is entered
   - If the employer does not participate with TWN, proceed to step two
2. Enter in the borrower's income source(s)
   - The system will total all of the income at the bottom
   - If the income source has **DONE EDITING**, click it



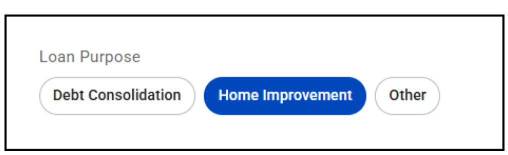


NOTE: More than one income source **is** allowed

10.

Loan Purpose

Select the loan purpose



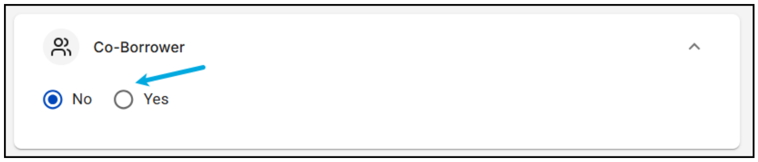
NOTE: Please ensure to review the rate sheet for any pricing adjustments tied to the Loan Purpose

11.

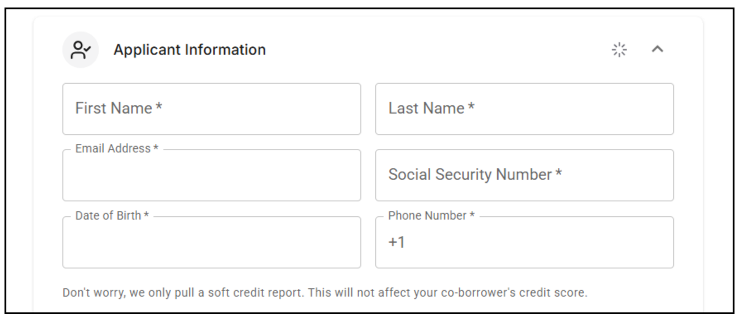
Co-Borrower Entry

To add a co-borrower, expand the box

Click **Yes**

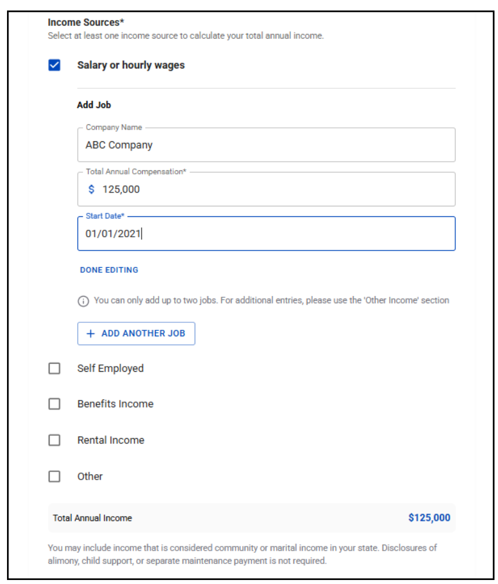


Fill out the Co-Borrower's information



NOTE: The Co-Borrower's email address **MUST** be different than the Primary Borrower's

- Enter their income
  - Click **DONE EDITING** if applicable to the income entry
  - You may add more than one income source if applicable



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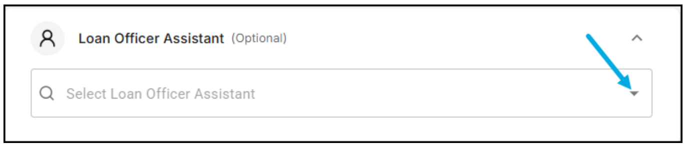
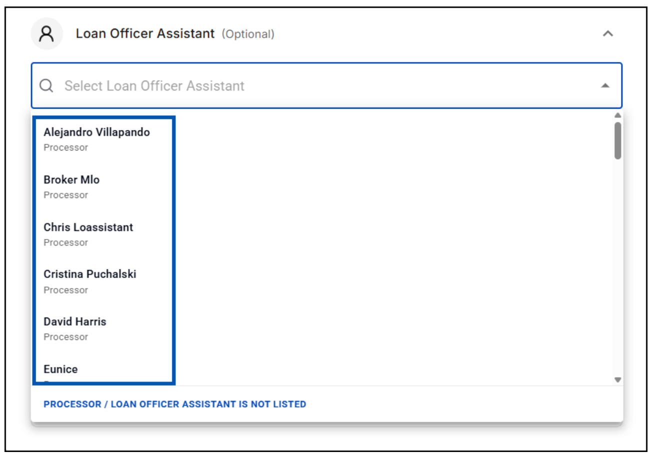
12.

Loan Officer Assistant

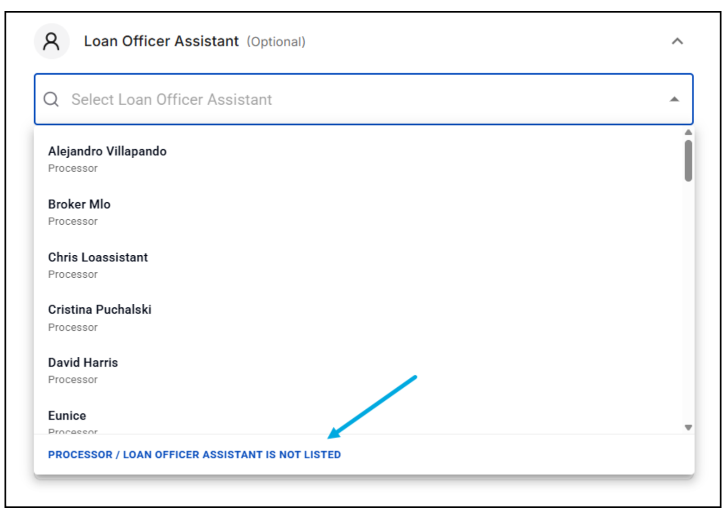
To assign or select an assistant, click the arrow



If the assistant was already added, their name will appear on the list.



To add an assistant, click **Processor/Loan Officer Assistant is Not Listed** at the bottom of the drop down



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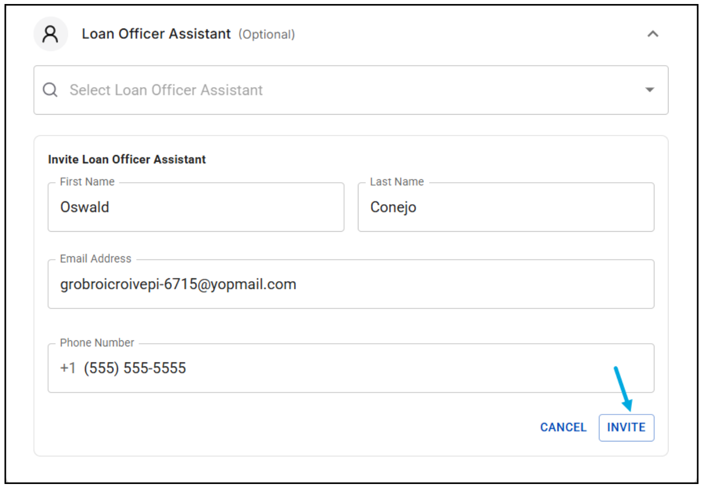
Enter the assistant's name, email address, and phone number

- Click **INVITE**



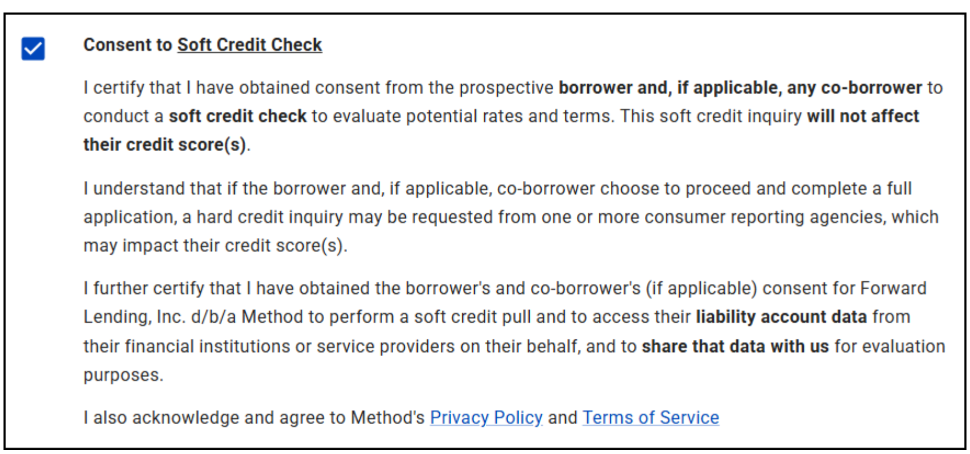
Once selected/added, their name will appear

13.

Soft Credit Check

Ensure you advise the borrower about the soft credit check.

- Once they consent, check mark the box



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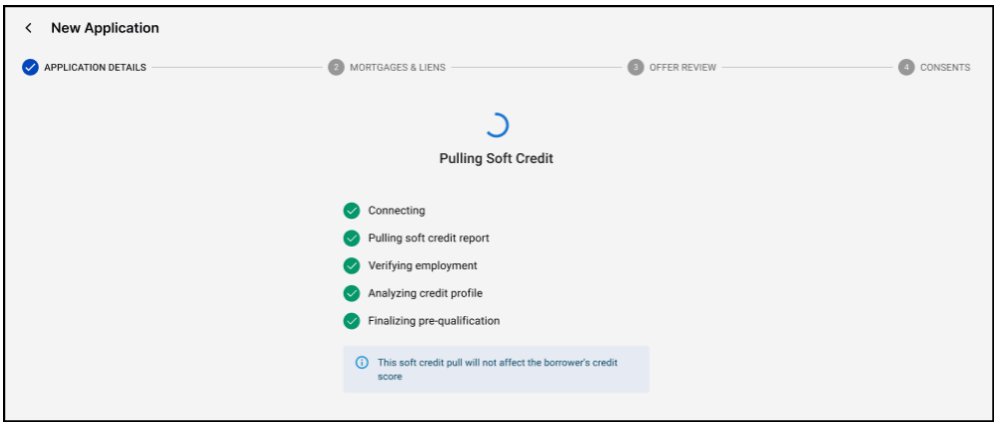
14.

Verification Run

The system will start verification runs in the background:

- Soft credit pull
- Employment verification information pulling through from previous screen
- Analyze credit profile

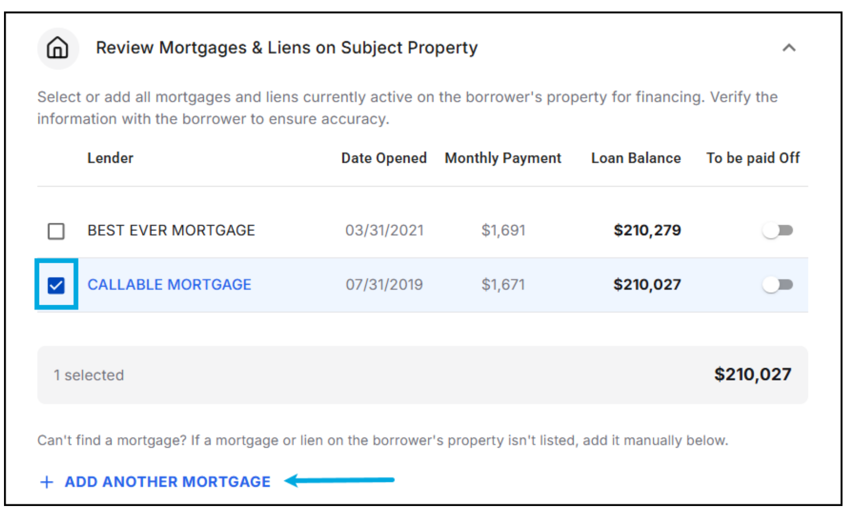


15.

Mortgages & Liens

A list of all mortgages and liens on the borrower's credit will appear

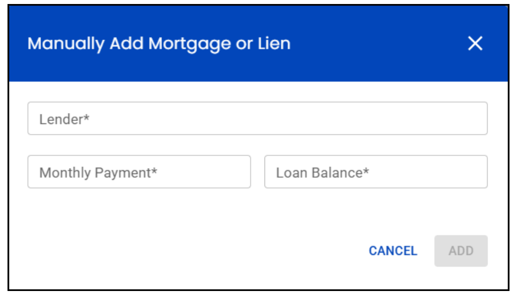
- Select the current mortgage tied to the subject property
- If there is another mortgage, or their mortgage is not listed, click **Add Another Mortgage**



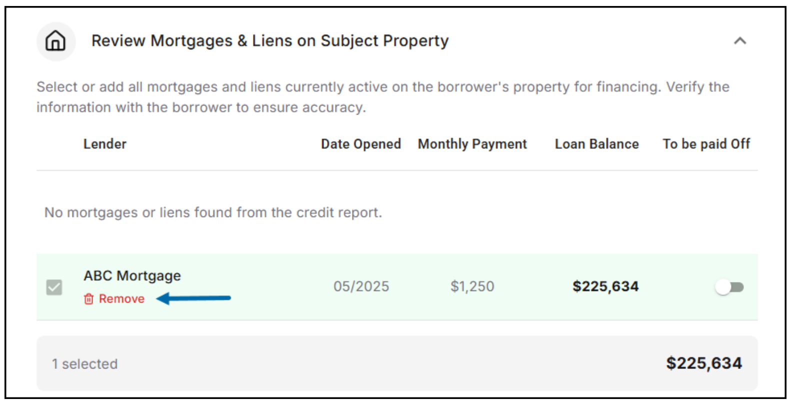
Adding Another Mortgage

Once the link is clicked, enter the following:

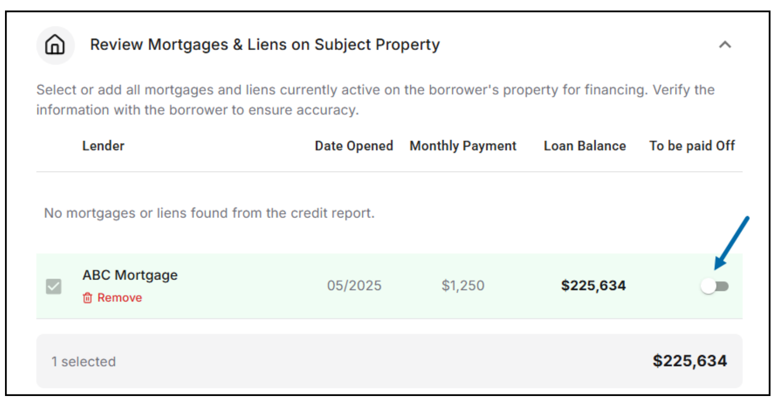
1. Lender Name
2. Monthly Payment Amount
3. Loan Balance



The mortgage can be deleted if needed by clicking the red **Remove** link

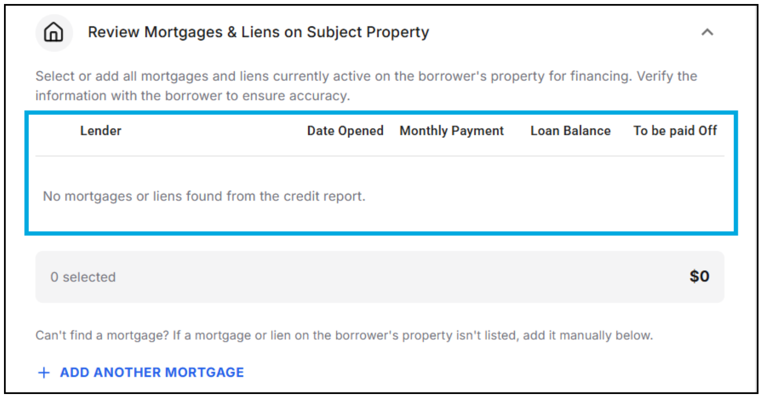


If the lien needs to be paid off with HELOC funds, use the toggle switch to mark it for payoff

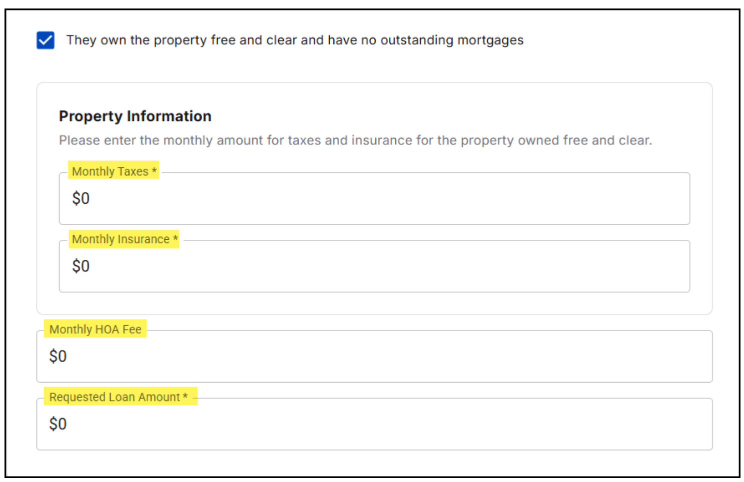


Free and Clear Properties

If the borrower owns their property free and clear, the system will display as shown below:



- Click the box to confirm the borrower has no mortgage tied to the property
- The system will open up to enter the monthly taxes and insurance



NOTE: Be sure to enter in the Monthly HOA Fee (if applicable) and Requested Loan amount.

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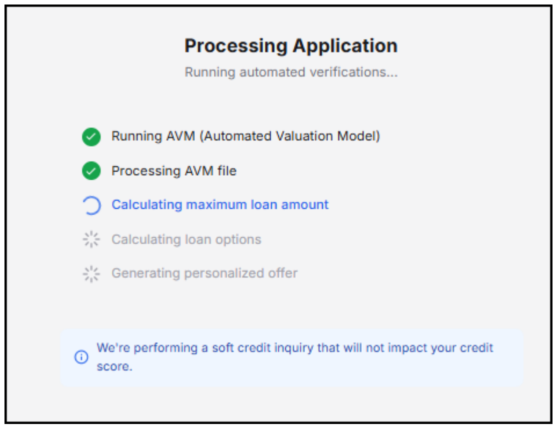
16.

AVM Pull

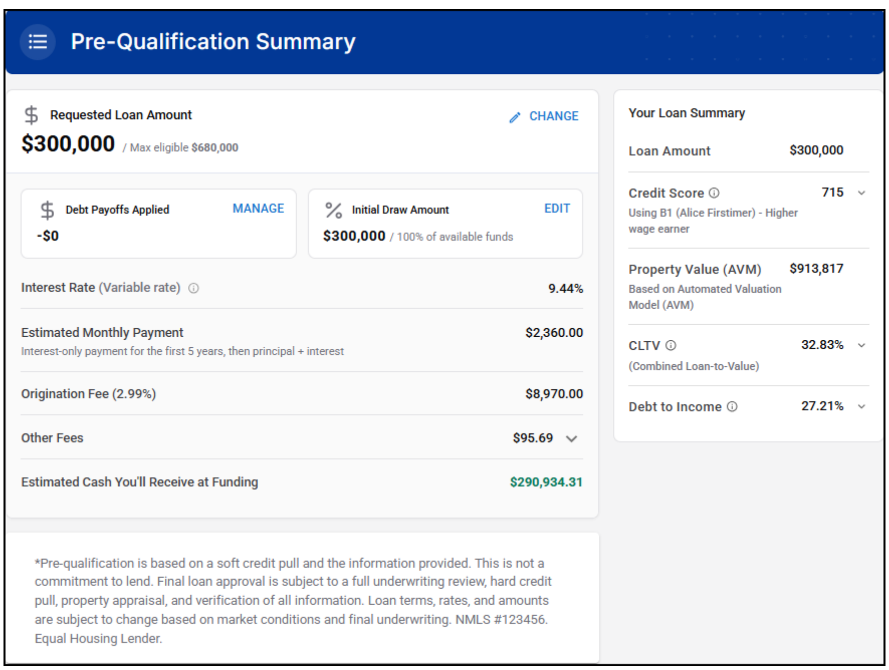
The system will run the AVM and will generate the Pre-Qual offer



17.

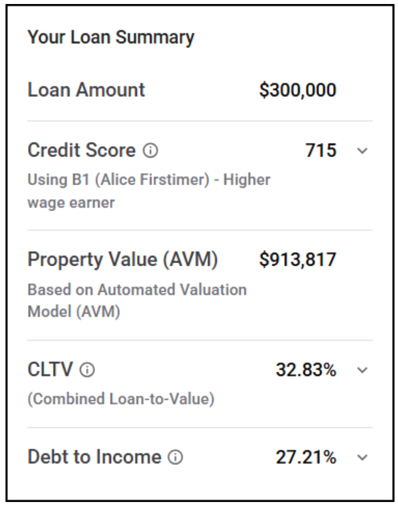
Pre-Qual Summary

This will summarize the initial loan offer that will go out to the borrower

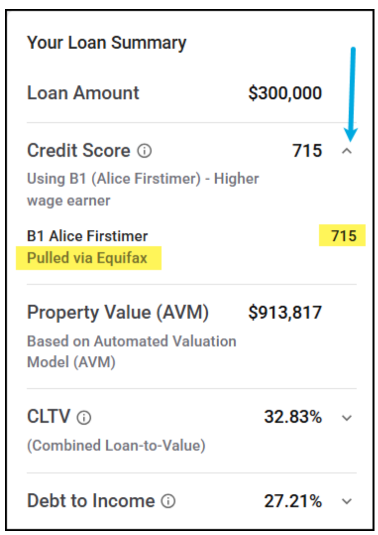


MLO Portal Guide

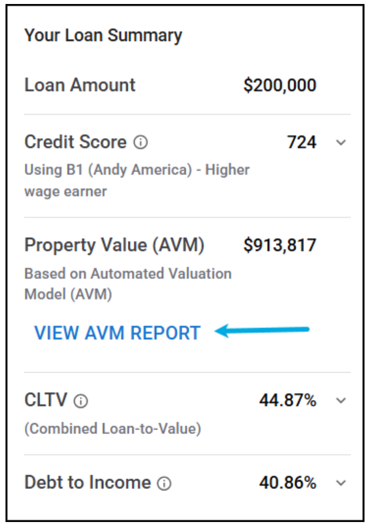
	1. **Your Loan Summary** will house an overview of the Loan Amount, Credit Score(s), Property Value (AVM), CLTV, and Debt to Income



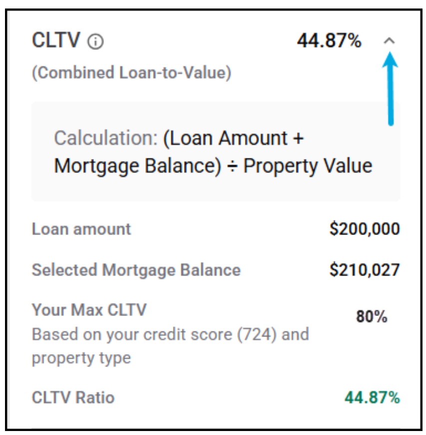
a. **Loan Amount** – using the carrot, the area will expand to show the soft credit score



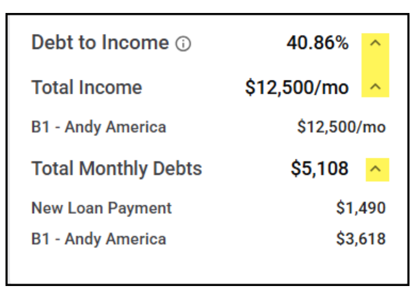
b. Property Value (AVM) – click on the **View AVM Report** to view it



c. CLTV – Click the carrot to see the CLTV calculation

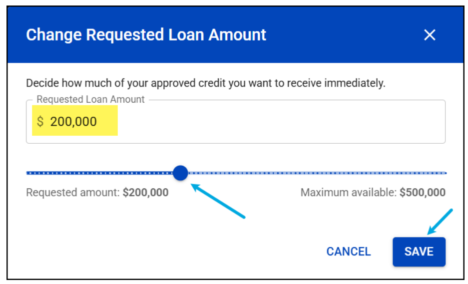


d. DTI – Click the carrots to reveal the information that makes up the DTI. If the income was instantly verified, it will be advised below the borrower's name.

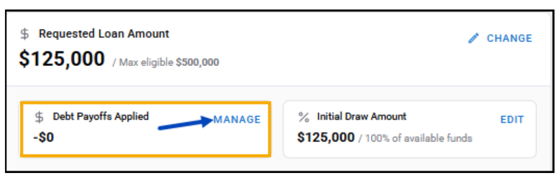


2. **Requested Loan Amount**
   a. To edit, click the pencil icon

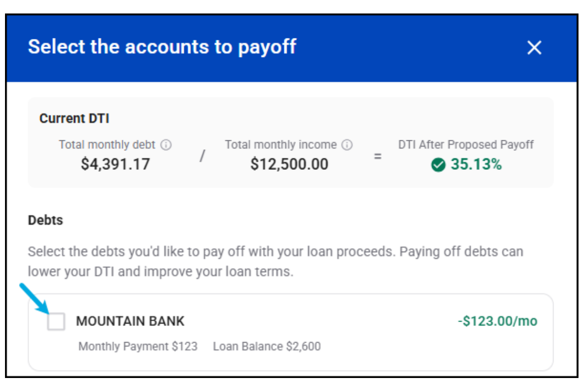
   b. The loan amount can be changed via entering it or using the slider below



3. **Two sections include**:
   a. Debt Payoffs Applied – to manage, click the link



      i. If debts need to be selected for the borrower to pay off, click in the check boxes
         1. Any debts selected will be included in the summary at the bottom of the box



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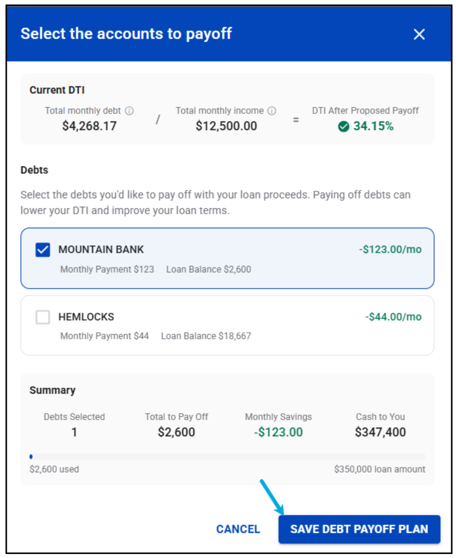
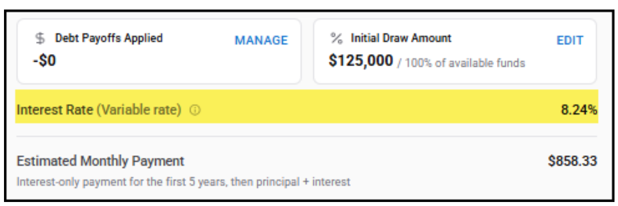
ii. Once done, click **Save Debt Payoff Plan**

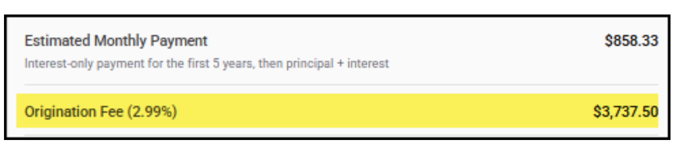


b. Interest Rate (variable – not fixed)



4. **Estimated Monthly Payment**

5. **Origination Fee** – If there is a state cap on origination fees, it will be reflected



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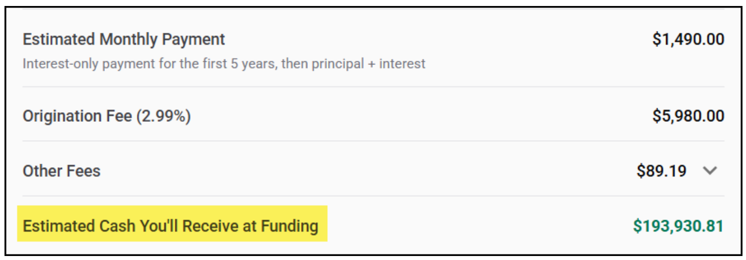
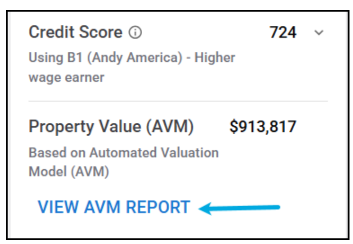
6. **Other Fees** – The closing costs will be shown once the carrot is clicked

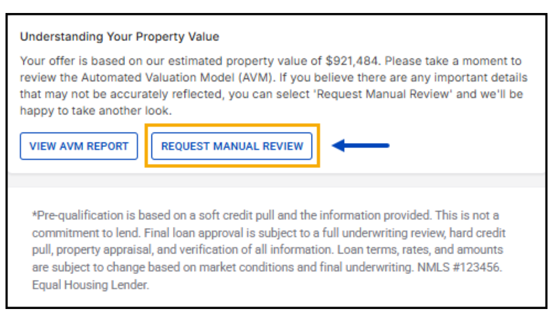
7. **Estimated Cash** – This will show the estimated cash to the borrower at the time of funding.
   a. Any debts that were selected to pay off will be subtracted from the total



8. **Property AVM**
   a. To view the AVM Report – click the link



   b. **Request Manual Review** – click the button to initiate the manual review



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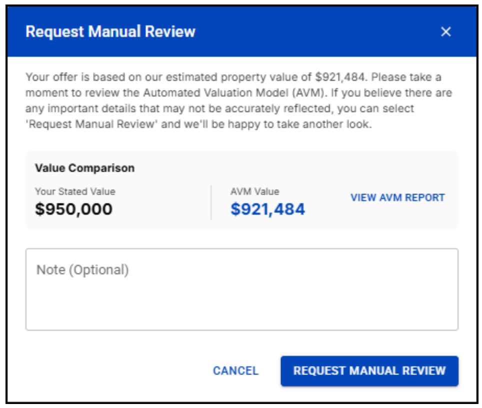
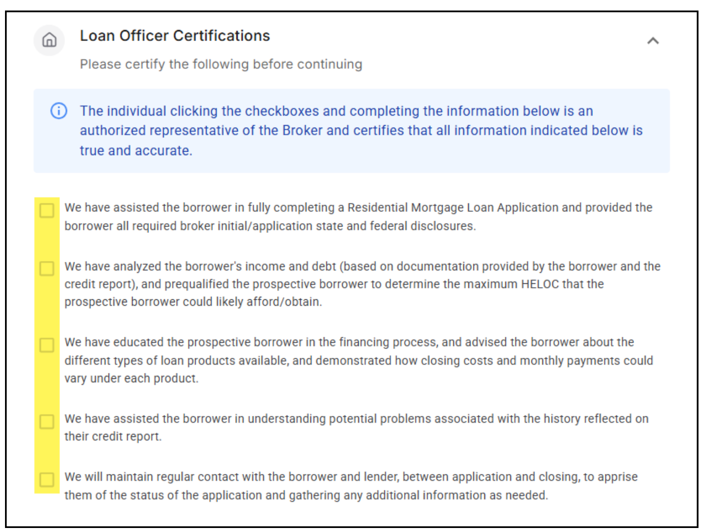
	i. The pop-up box will have an option note area to allow you to enter information that the review team should consider 1. Once done, click **Request Manual Review**  **NOTE:** Once done reviewing the Pre-Qual Summary, click **Next**
18.	**Loan Officer Certifications** Clicking the boxes confirms the application was completed accurately based on the customer's information. 

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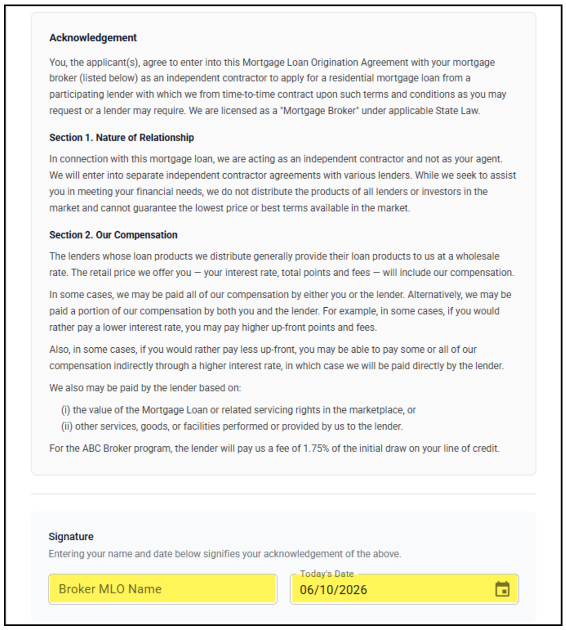
<table>
<tr><td></td><td>

- Read the information
- Enter your first and last name at the bottom
- Enter the date
- Click **Next**



</td></tr>
<tr><td>

19.

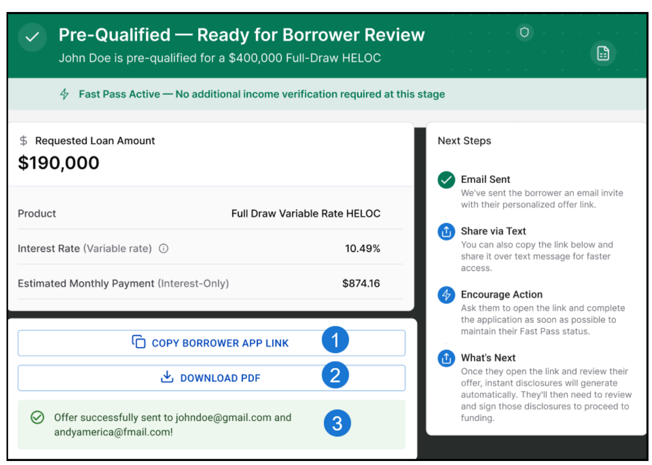
</td><td>

Pre-Qual Ready for Borrower

This will give you a high-level overview of what is being offered to the borrower
If you want to download the offer as a PDF, click **Download PDF**

Things to Remember:

- An email will be sent to the borrower with their offer link
- If needed, you can send the borrower their link via the Copy Borrower App Link
- Encourage the borrower to check their email inbox to retrieve the invite
  - Have the borrower check their junk or SPAM inbox
- Once they click their invite link, they will continue the application process



</td></tr>
</table>

MLO Portal Guide

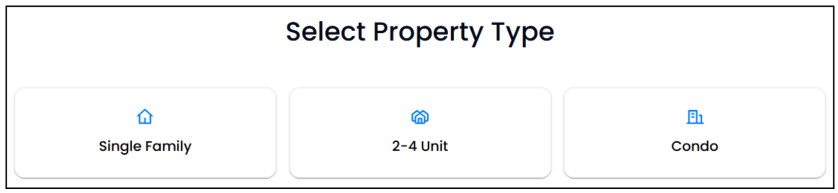
Borrower Using Shareable Link

1.

Borrower will click on the link and be taken to the application

They begin their journey by **Selecting Property Type**:

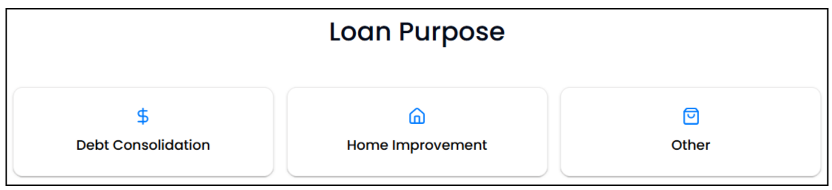
- Single Family
- 2-4 Unit
- Condo



2.

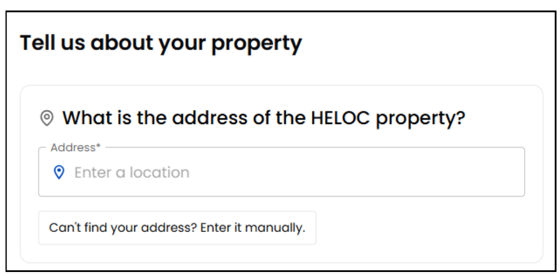
They will then select the **Loan Purpose**:

- Debt Consolidation
- Home Improvement
- Other



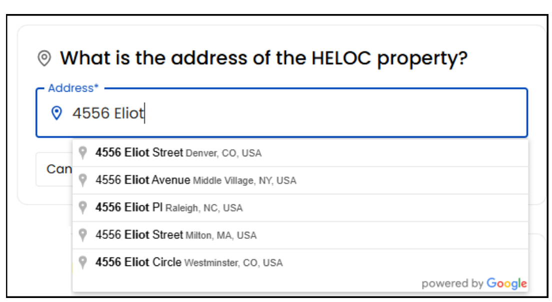
3.

The borrower will enter the property address

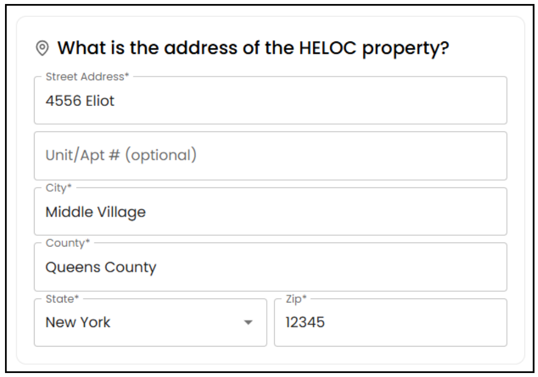


Google will suggest a list of addresses

- The borrower will need to select an address from the drop down

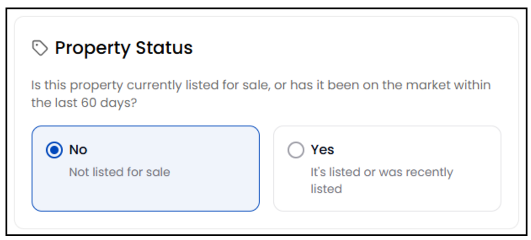


- If the addresses suggested do not match OR an address does not appear, the borrower can manually enter their address



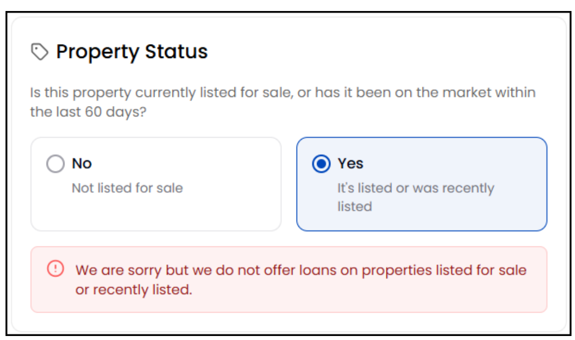
4.

The borrower will need to identify the **Property Status**



NOTE: We **cannot** move forward with the loan if the property has been listed for sale in the following states: DC, IL, IN, IA, LA, ME, NC, PA, RI, TN, TX, VT, WA

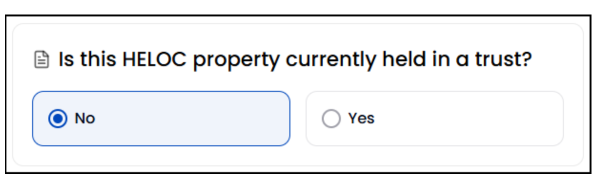
- The system will generate the below message if the property is in one of those states



5.

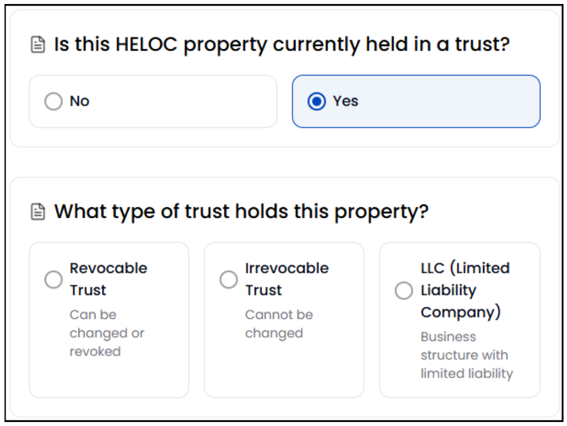
Property held in a trust

- The borrower will be prompted to advise if they are vesting in a trust



- If they select **Yes**, they will be given the options of:

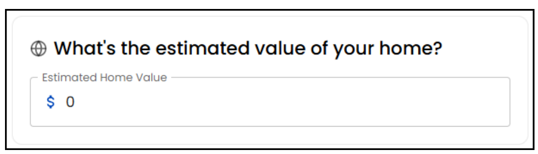
- Revocable Trust
- Irrevocable Trust
- LLC



NOTE: We **ONLY** allow **Revocable Trusts**

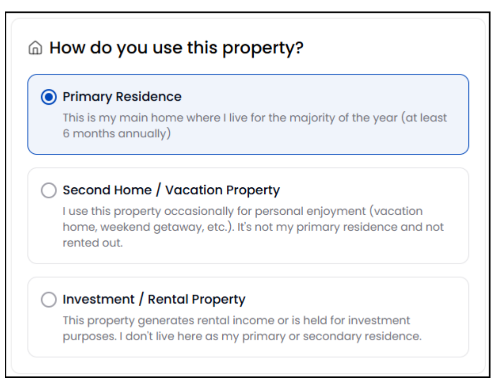
6.

Estimated Value
They will enter their property's value



7.

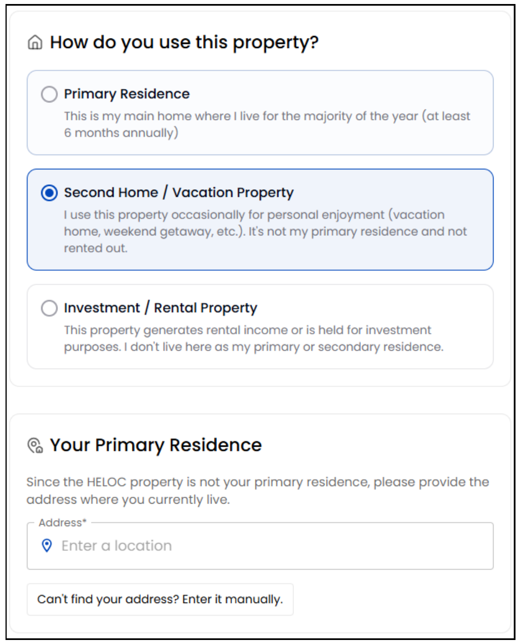
Property Use allows them to advise if the property is their Primary, Second or Investment home



If the borrower indicates **Second Home** or **Investment**, the system will require them to

MLO Portal Guide

enter their primary home address



Once the borrower is done, they will click **Done**

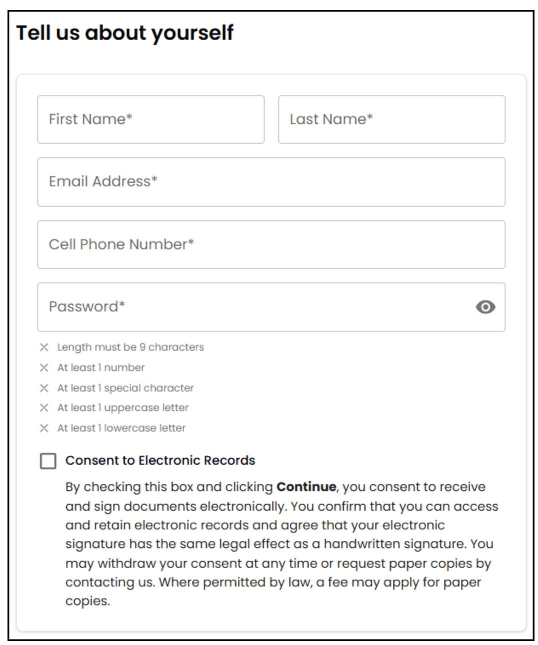
8.

Personal Info

The borrower will need to enter the following:

- First Name
- Last Name
- Email Address
- Cell Phone Number
- Password

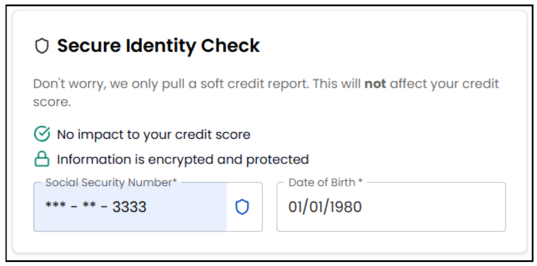
They will also need to consent to Electronic Records



9.

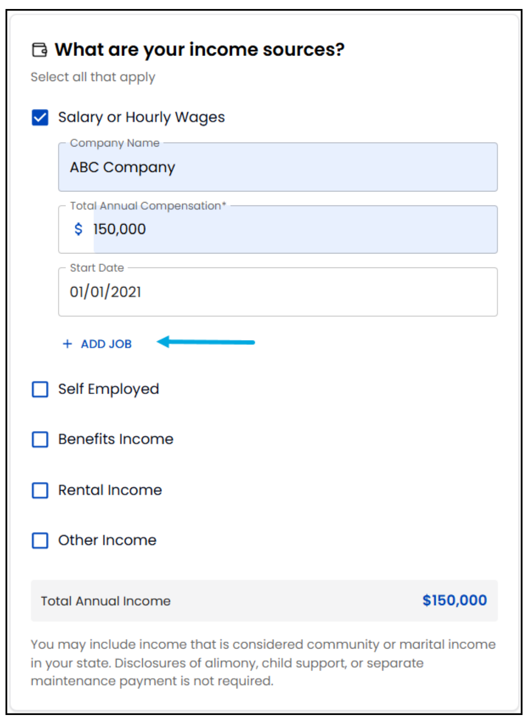
Check Your Eligibility

MLO Portal Guide

<table>
<tr>
<td></td>
<td>
Secure Identity Check
The borrower will enter their SSN and Date of Birth


NOTE: If the borrower is hourly/salary, the system will automatically run The Work Number behind the scenes
</td>
</tr>
<tr>
<td>10.</td>
<td>
Income
If the borrower needs to enter their income or add more, the will click in the check mark box, and add the information in

They can add more than one income source
If they need to add an additional hourly/salary job, they will click Add Job



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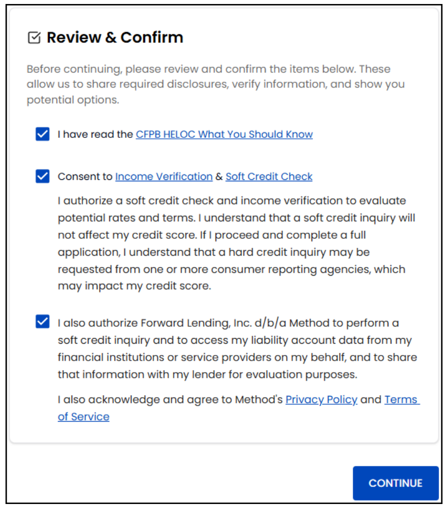
</tr>
<tr>
<td>11.</td>
<td>Review & Confirm</td>
</tr>
</table>

MLO Portal Guide

The borrower will review the CFPB HELOC document, Income Verification & Soft Credit Check, and authorization for the soft credit check to update any liability balances, if needed



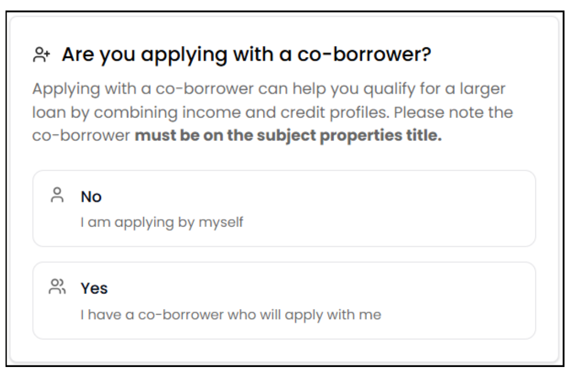
Once done, they will click **Continue**

12.

Application Participants

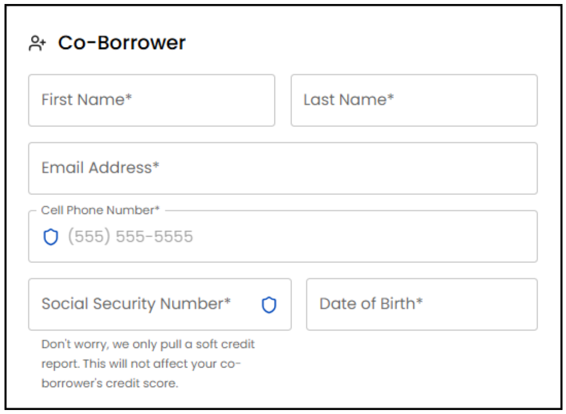
Co-Borrower

The borrower would advise if they were going to apply with a co-borrower or not



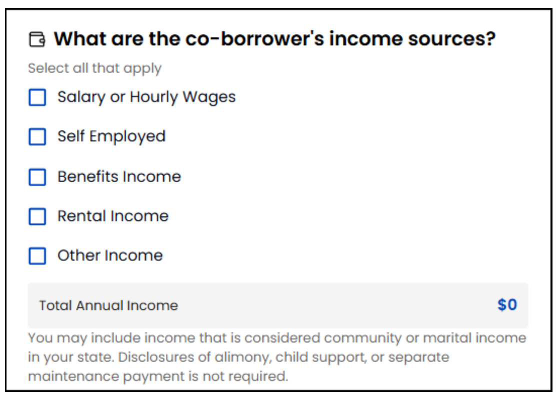
If **Yes** is indicated, borrower will enter Co-Borrower's:

- First Name
- Last Name
- Email Address
- Cell Number
- SSN
- Date of Birth



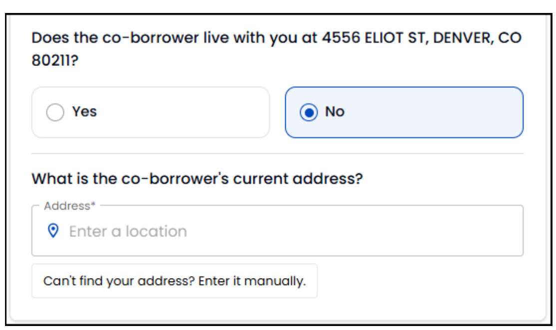
They will then enter the co-borrower's income

- The Work Number will automatically run when the co-borrower's SSN is entered
- If income needs to be manually entered, they can select more than one if applicable



The borrower will need to indicate if the co-borrower lives with them or not

- If not, the co-borrower's current address needs to be entered



13. **Marital Status**

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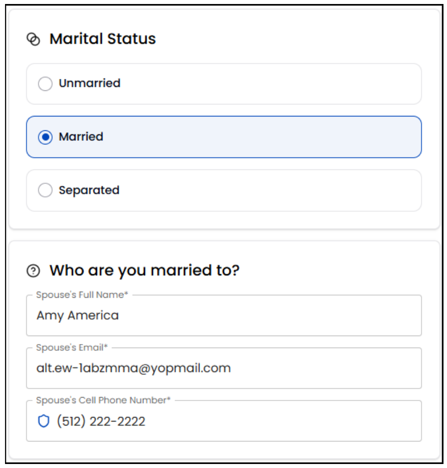
<table>
<tr>
<td></td>
<td>If the borrower selects that they are married, they will need to enter their spouse's information


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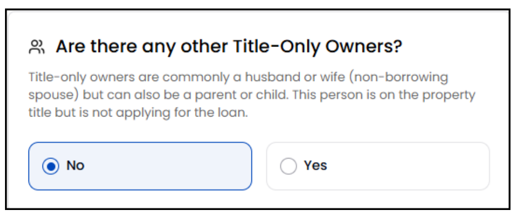
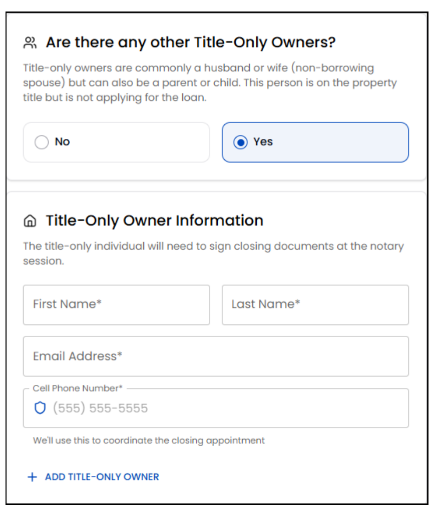
</tr>
<tr>
<td>14.</td>
<td>Title Only Owners
If there are no title-only owners, the borrower will click No


If the borrower clicks Yes, they will need to enter the NPE's information as shown below


Once done with their selection, whether Yes or No, they will click Continue</td>
</tr>
</table>

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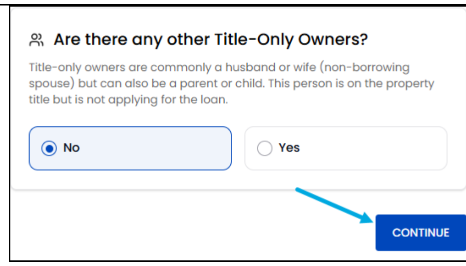


15.

Selecting Mortgages & Liens

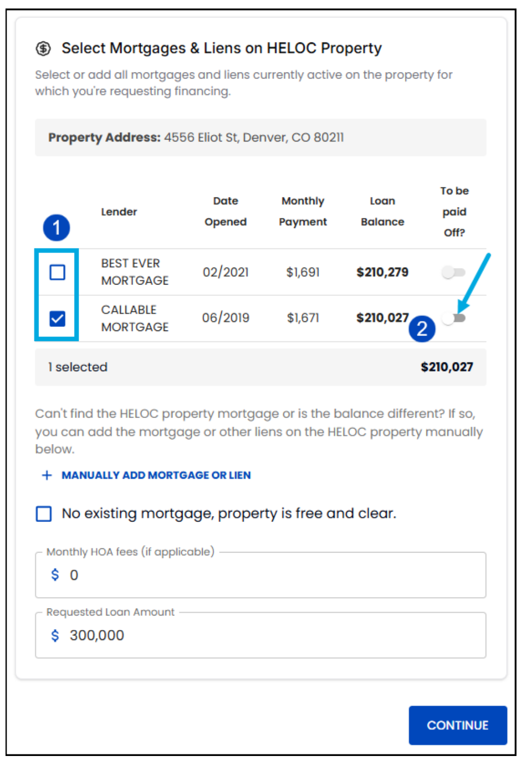
Mortgages Reported

The borrower will have the opportunity to identify the mortgage lien attached to their property

- These liens are coming from the credit soft pull

To select the loan, they will:

1. Click in the check mark box
2. If they want to pay off the lien with this HELOC, they can use the toggle button



Adding a Mortgage

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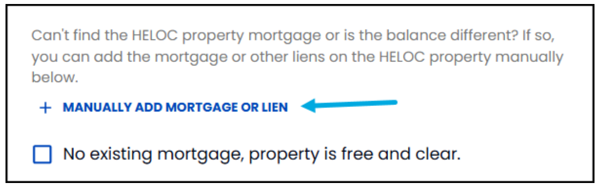
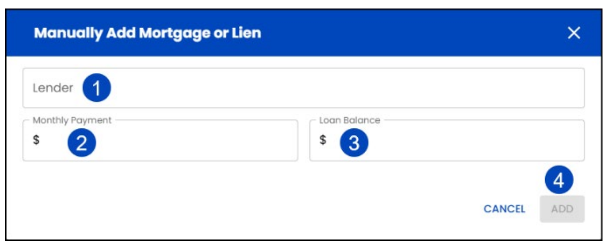
If the borrower needs to add a mortgage due to it not coming up from the soft credit pull (this is to tie it to the subject property), they will click **Manually Add Mortgage or Lien**



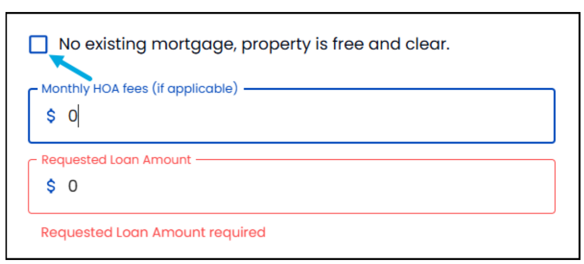
The borrower will need to add:

1. Lender Name
2. Monthly Payment
3. Loan Balance
4. Click **Add** when done



Free and Clear

If the borrower owns their home free and clear, they will need to check mark the box **No existing mortgage, property is free and clear**



They will need to enter:

- **Total Monthly Taxes**

<table>
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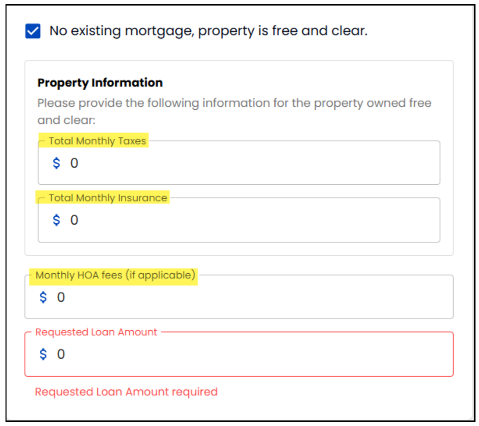
<td>

- **Total Monthly Insurance**
- **Monthly HOA fees** (if applicable)



They will enter the **Requested Loan Amount** then click **Continue**

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<tr>
<td>16.</td>
<td>

Initial Offer

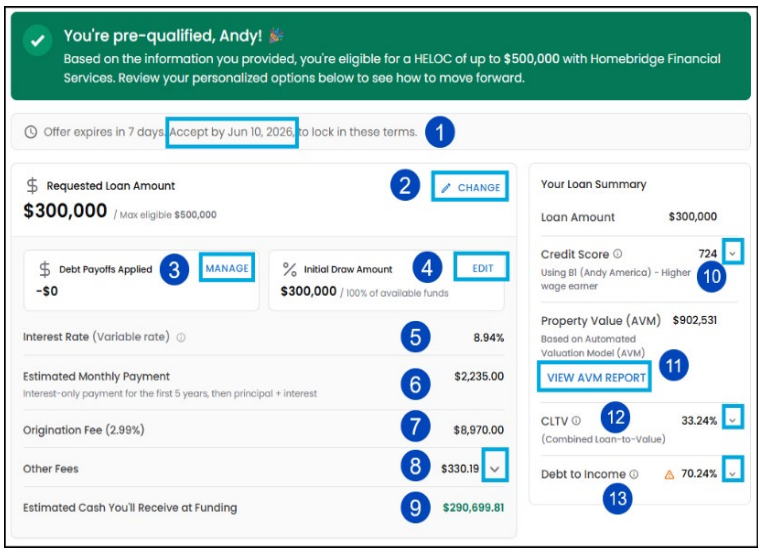
The borrower will be taken to their initial offer where they have access to numerous things

1. They have 7 calendar days to accept the offer, or the system will auto archive it
    a. A date is indicated to let them know the date
2. They will always have visibility to their max eligible loan amount
    a. Using the **Change** button, they can lower or increase their loan amount
3. **Debt Payoffs Applied** – by clicking **Manage**, the borrower can select liabilities to pay off with the HELOC funds
    a. The DTI will adjust in real time as they make their selections
4. **Initial Draw Amount** – This will always default to 100%. By clicking **Edit** the borrower can lower it down to the minimum - 75%
5. **Interest Rate** – This shows the borrower's interest rate
    a. This is adjustable – **NOT** fixed
6. **Estimated Monthly Payment**
7. **Origination Fee** – This may change based on state allowances. For example, Louisiana doesn't allow Origination Fees and Texas is capped at 2%. The system will reflect the correct fee.
8. **Other Fees** – By using the drop down, the borrower can see the other fees charged (i.e. title, credit, etc.)
9. **Estimated Cash at Funding** – This is the total amount of what is to be expected to receive at closing after all fees.
10. **Credit Score** – By using the drop-down, the borrower can see the credit score retrieved during the soft pull, and the credit vendor

</td>
</tr>
</table>

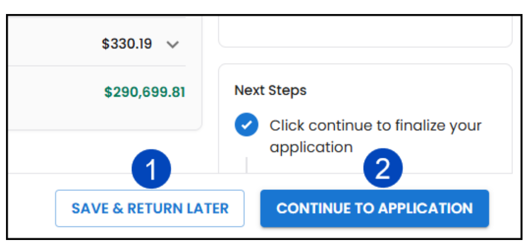
MLO Portal Guide

11. **Property Value** – This will show the value of the home and or the value the AVM came in at
    a. The borrower can view the AVM report, by clicking **View AVM Report**
        i. If the AVM was unsuccessful, there would be no link to view
12. **CLTV** – By clicking on the drop-down arrow, they will be able to see how it is calculated, loan amount, mortgage balance (if applicable), the max CLTV allowed, and the calculated CLTV ratio
13. **Debt to Income** – Once the drop-down is clicked, the borrower can see their total income (verified or stated) and the total monthly debts, including the proposed HELOC monthly payment.



After reviewing the initial offer, the borrower can:

1. **Save & Return Later** – In doing this, the system will save everything that has been entered. When the borrower returns, they will be taken to where they last left off.
2. **Continue to Application** – Clicking this button takes the borrower to the next step in the application – Demographics



17. **Demographics**

Ethnicity

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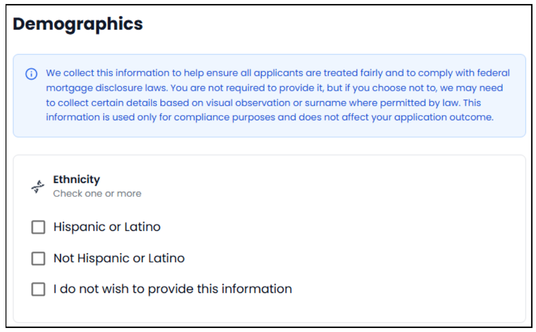
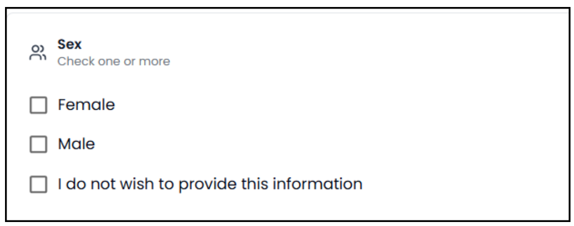
The borrower will choose their Ethnicity

- They can choose more than one if applicable



Sex Demographic

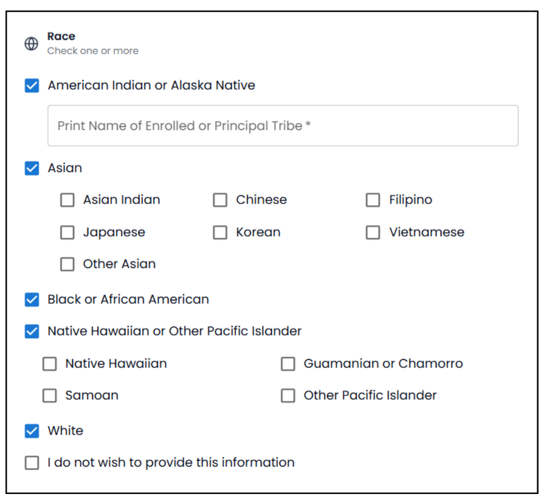
The borrower will need to select one by checking a box



Race Demographic

The borrower can choose more than one race if applicable

- Depending on the selection, the borrower may have to provide more info



Hard Credit

At the bottom of the page, the borrower must check the box to authorize a hard credit pull.

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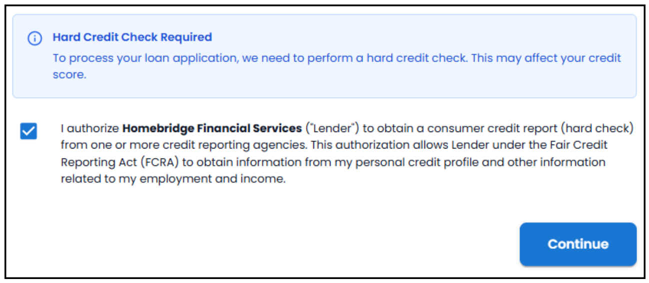
- They will click **Continue**



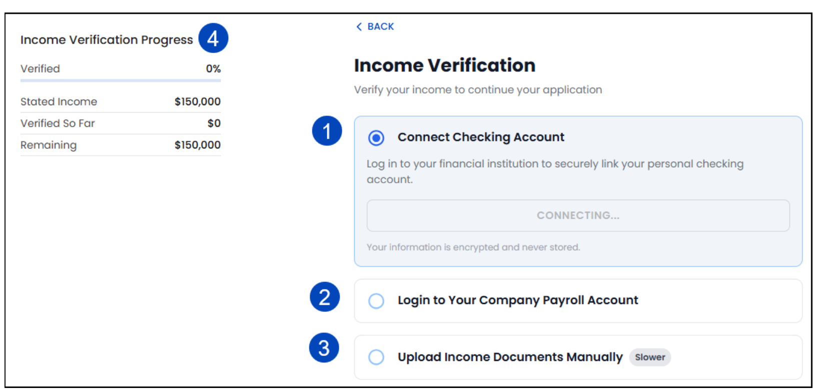
18.

Income Verification

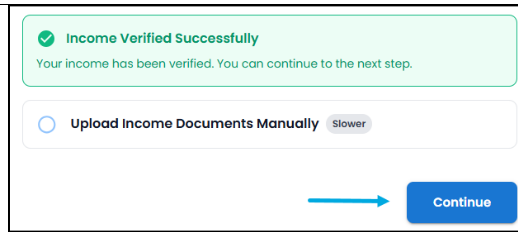
Things to Remember:

- If the borrower connected to The Work Number in the Pre-Qual stage, they will have the ability to skip this area
- If they did **NOT** connect to The Work Number, they have three different ways for us to verify their income/employment

1. **Plaid** – Connection to their banking institution via their online credentials will allow Plaid to deliver the income information needed
2. **Truework** – This connection allows the borrower to connect to their HR platform for us to receive their employment and income information (similar to The Work Number)
3. **Uploading Documents** – The borrower will still have the option to upload their income documentation manually
4. **Income Verification Process** – The verified progress bar will grow to show how much income has been verified



Once done, they will click **Continue**

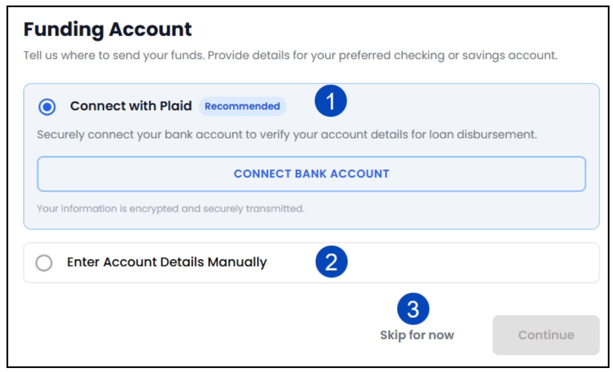
<table>
<tr>
<td></td>
<td>


</td>
</tr>
<tr>
<td>19.</td>
<td>

Funding Account

The borrower can complete this step in one of three ways:

1. Connect their account with Plaid – This is similar to what to income verification step
2. Enter Account Details Manually – This is still done with Plaid, but the borrower will enter their Account and Routing Numbers. This step takes 1-2 business days to complete due to the verification process.



3. Skip for now – The borrower can skip, but they will need to connect prior to funding if they want their funds deposited into their account. This will show up as a task in their portal to complete.

</td>
</tr>
<tr>
<td>20.</td>
<td>

Borrower Portal

The borrower's portal is where they will go for everything they need to know about their loan:

1. MLO Name and Contact
2. Subject Property Address and Loan Number
3. Visual Tracker Bar
4. To-Do List
    a. Borrower to Complete – Any new tasks/conditions will be listed here for them to complete
    b. Pending UW Review – Any tasks that have been completed will flow here and will be reviewed by a Loan Analyst
    c. Pending Third Party Review – Any documents that need to be reviewed by a third-party vendor will flow here
    d. Completed – All tasks completed will flow to this section
5. Documents
6. Loan Tracker
7. Log Out
8. Support

</td>
</tr>
</table>

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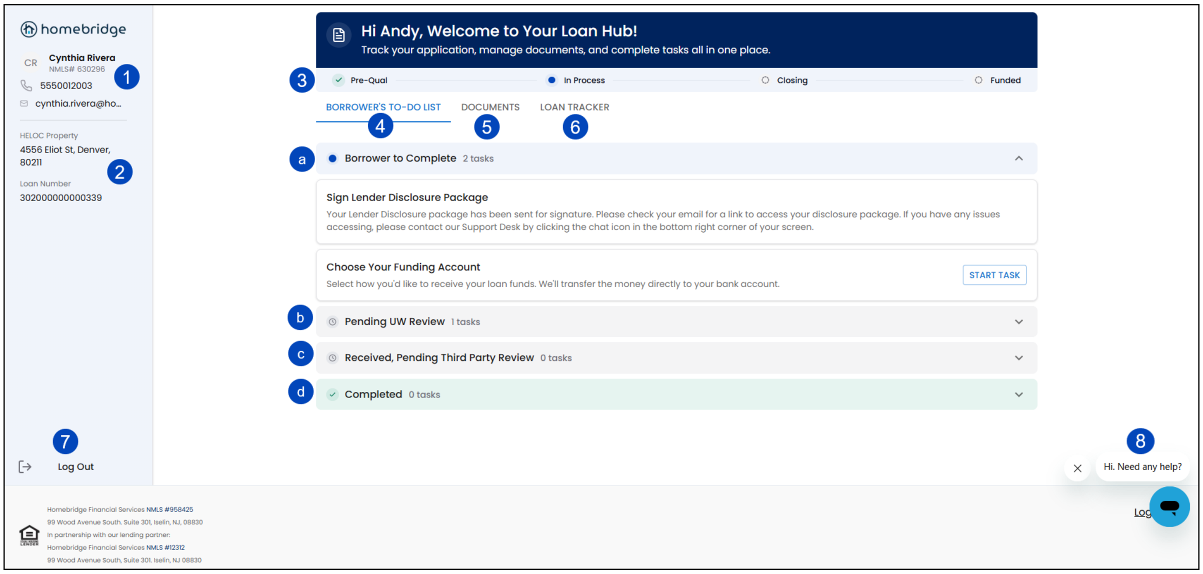
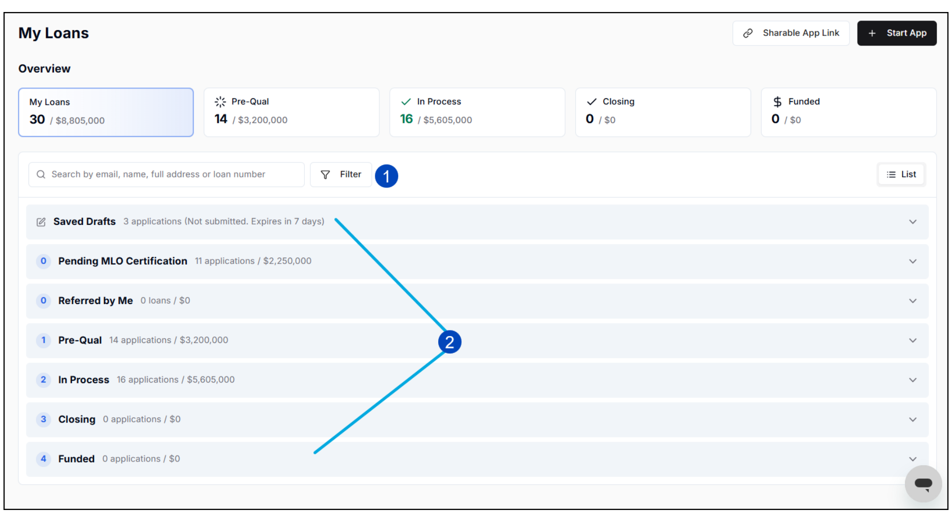


Accessing a Loan

There are two ways to access a loan:

1. Search for it using the search bar functions
2. Using the stages drop downs



When a stage is opened, a loan can be opened by clicking on the **Borrower Name**

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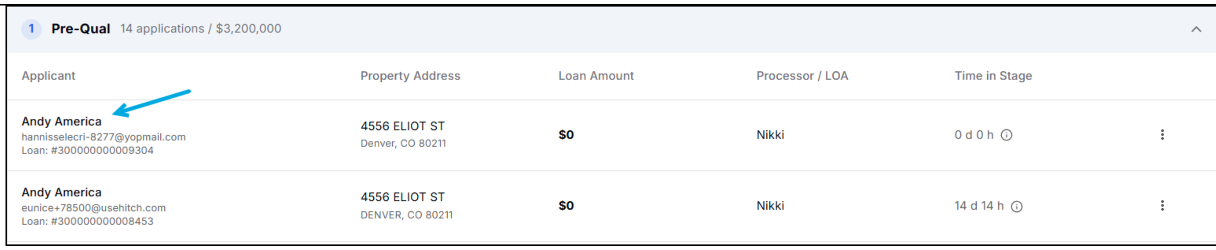
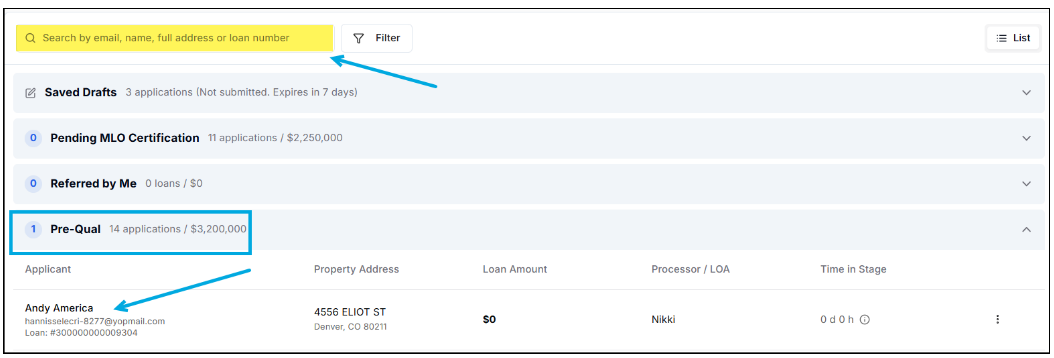


Archiving a Loan

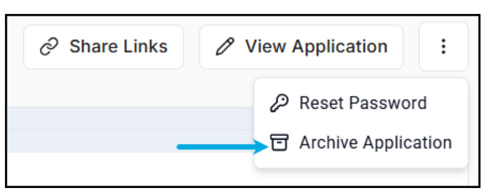
You can **ONLY** archive a loan when it is in **Pre-Qual**.

To archive a loan, expand Pre-Qual or look up the loan in the search bar



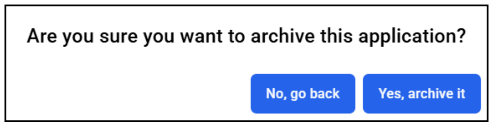
Click the ellipsis button on the upper right-hand corner

Click **Archive Application**



Pop-Up will appear:

- Click **Yes, archive it**

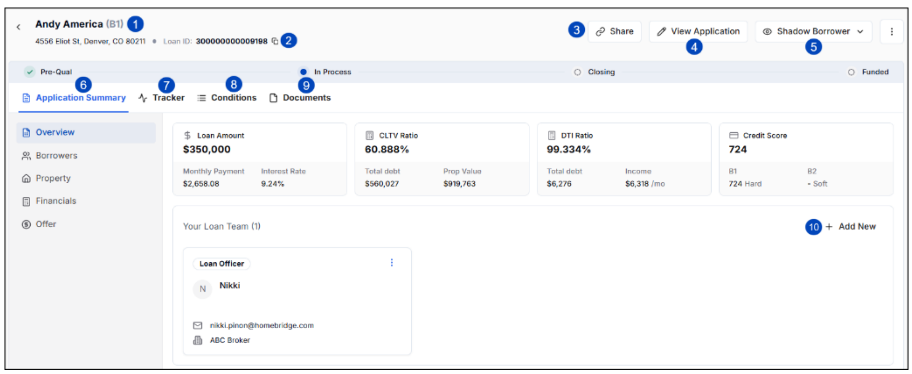


Loan File Overview

This section will go over what is in the loan file, and where to find information

Loan File Overview

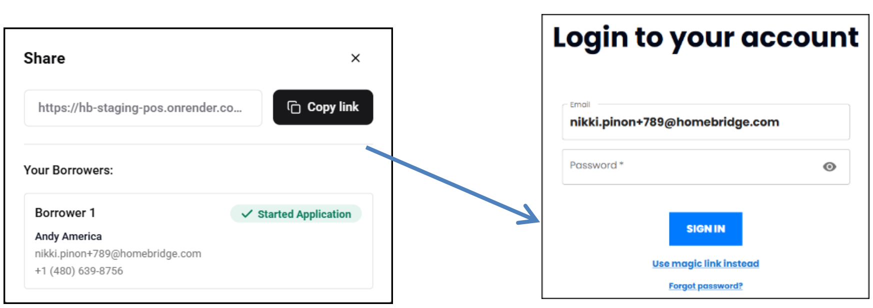
1. Borrower(s) on the loan
2. Property addy, Loan ID
3. Share Links
4. View Application (Read Only)
5. Shadow Borrower
6. Application Summary
7. Tracker
8. Conditions
9. Documents
10. Add an LOA



Share Links

When clicked, there are some actions that can be made:

1. Copy Link allows the borrower to log into their portal
    a. When the borrower clicks on the link, it will take them to the log in page



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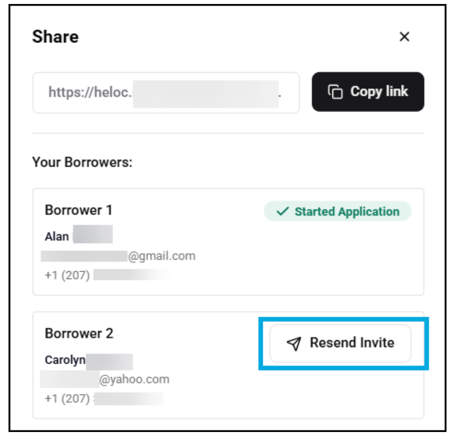
2. Resend Invite
    a. If the borrower needs the invite and never receives it, click the button and they will receive the link via email
    b. If there are multiple borrowers, as shown below, and one is still needing to go in and start the application, the invite can be resent

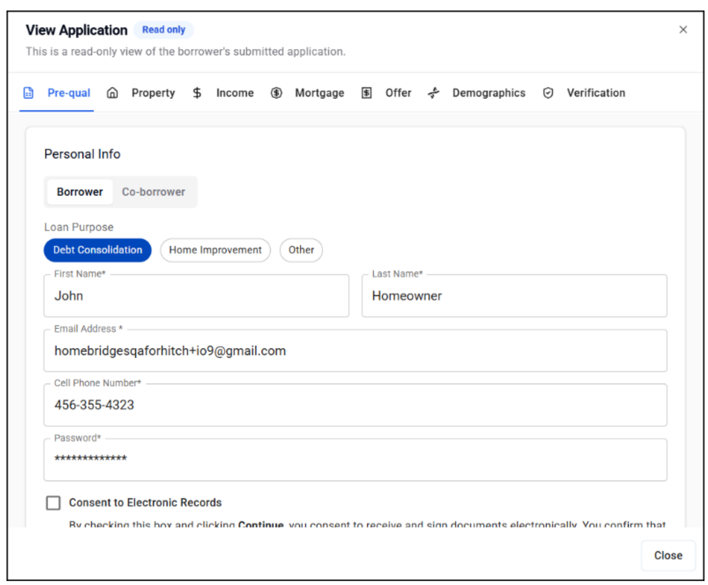


View Application

You have visibility to see where the borrower is at in their Pre-Qual Application Journey or what they filled out

- Click **View Application**

- You can move through the different tabs along the top to go to the different sections:
    - Pre-Qual
    - Property
    - Income
    - Mortgage
    - Offer
    - Demographics
    - Verification



NOTE: This will always be **VIEW ONLY**. You cannot make any corrections on behalf of the borrower.

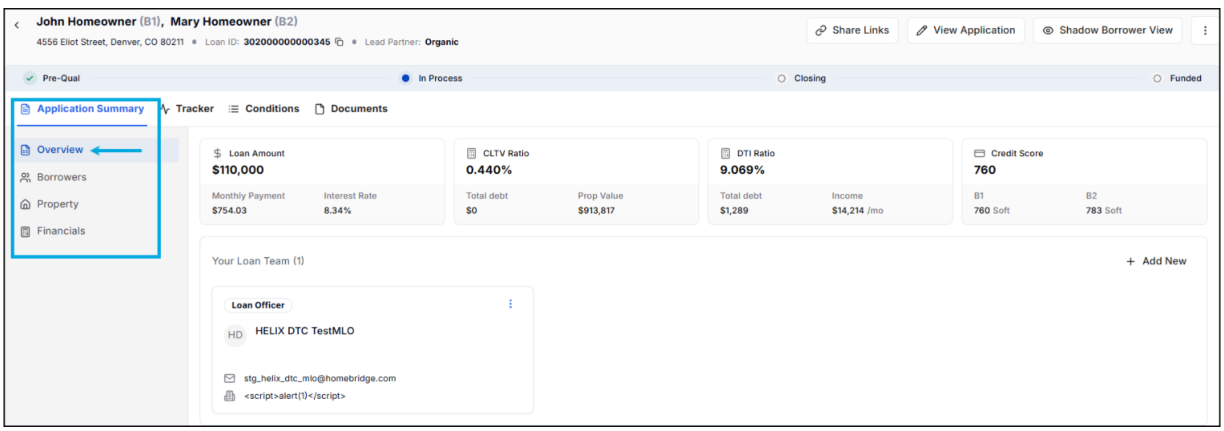
MLO Portal Guide

Application Summary

Overview

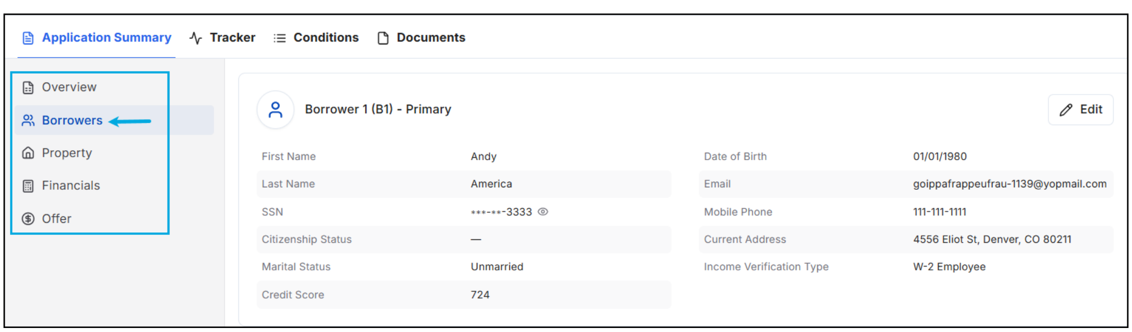
Overview is where you will see the high-level overview of the loan including:

- Loan amount
  - Monthly payment
  - Interest rate
- CLTV Ratio
  - Total debt
  - Property value
- DTI Ratio
  - Total debt
  - Income amount
- Credit Score
  - B1 score
  - B2 score
- Loan Team (assigned loan officer name)



Borrowers

This area allows you to see high-level overview of the borrower's information



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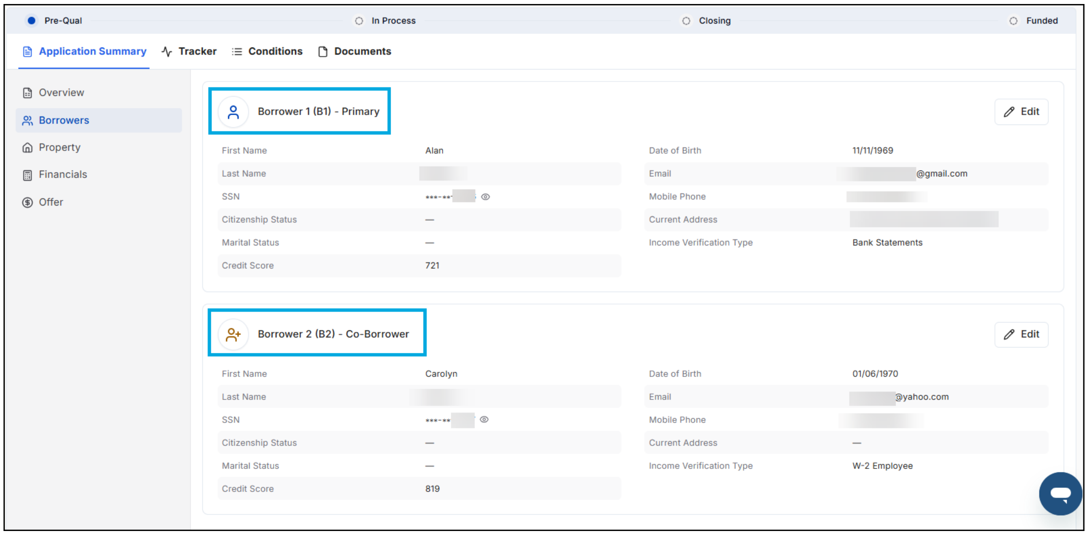
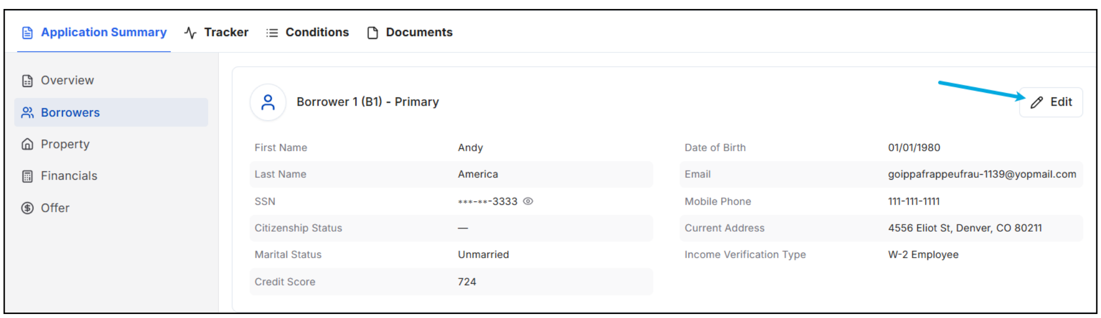
If there is more than one borrower, you will be able to see both B1 and B2.



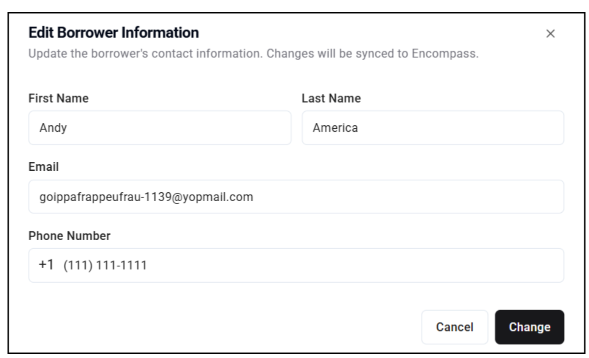
If the borrower's information needs to be edited, click **Edit**



Within the pop-up screen, the following can be updated:

- Borrower's Name
- Email address
- Phone number

Once done with the change, click **Change**.



NOTE: Do **NOT** change the borrower's name to a different borrower altogether. The name field is to change it to their formal name, (e.g. Andy to Andrew).

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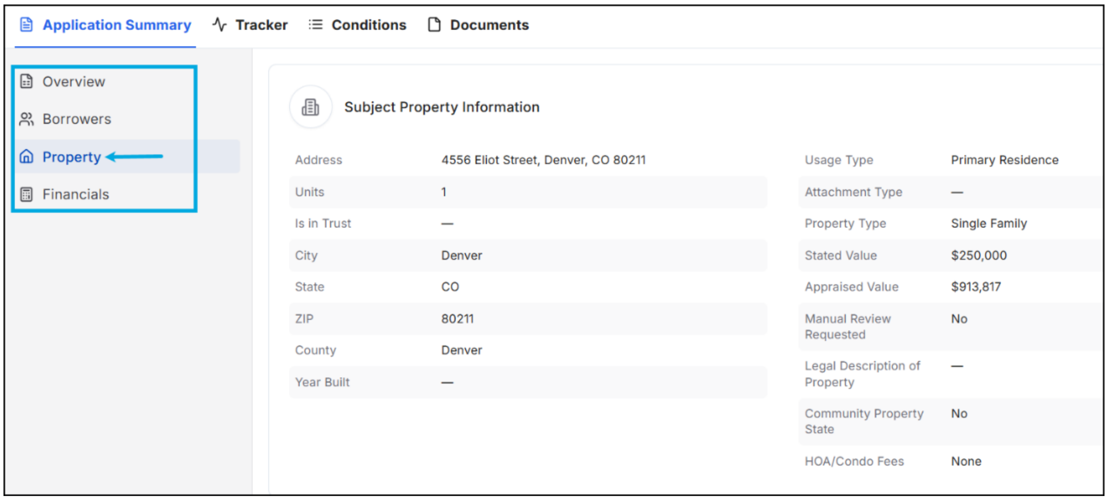
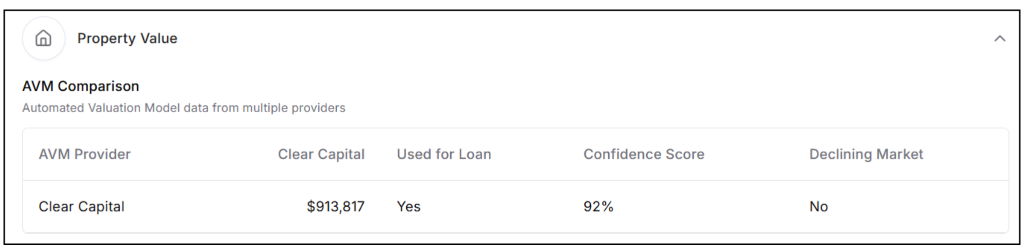
Property

Property is broken into three categories:

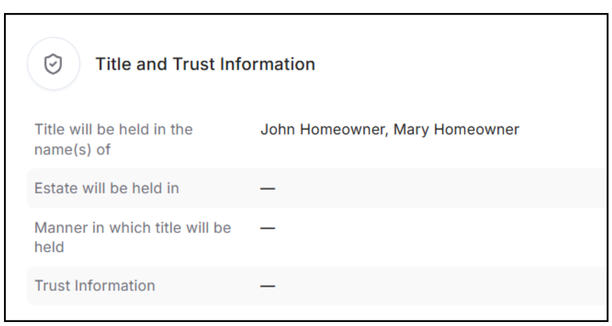
1. **Subject Property Information**
   - This will house the property address, usage type, stated & appraised value, etc.



2. **Property Value**
   - All of the property value information will be shown in this section



3. **Title and Trust Information**
   - All title information will flow in once the loan has been updated by Ops.

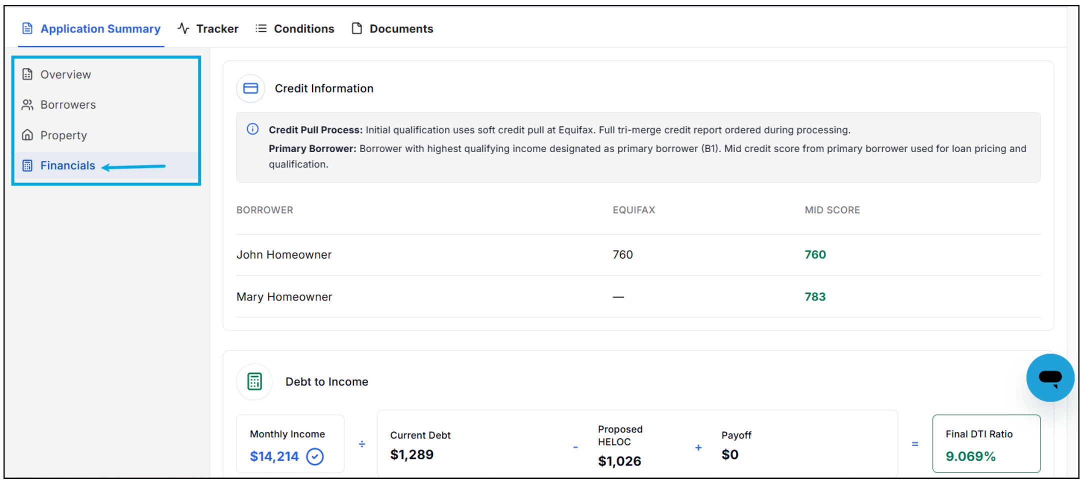


MLO Portal Guide

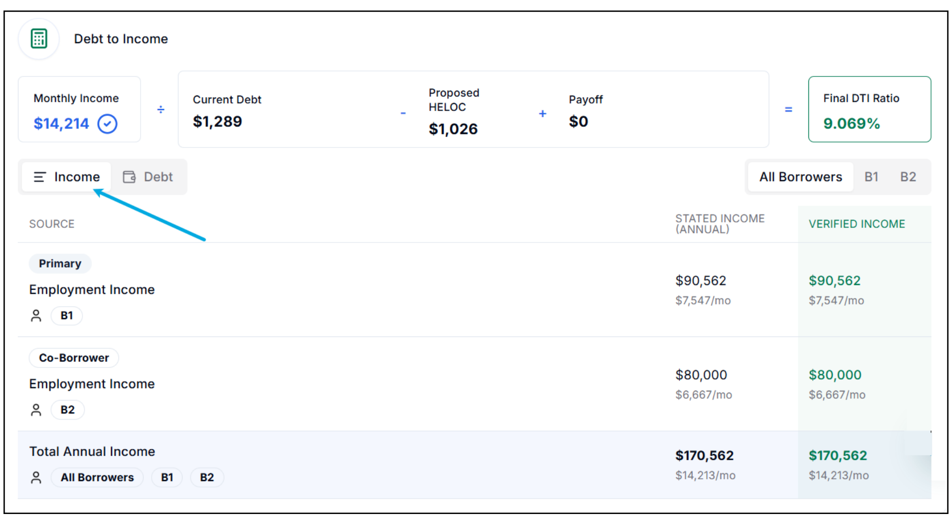
Financials

Financials are broken into two categories:

1. **Credit Information**
   - The borrower's credit score(s) will show here



2. **Debt to Income**
   - This will have all debt-to-income related information
     - Under the **income tab** you will find all of the employment information – including all verified income



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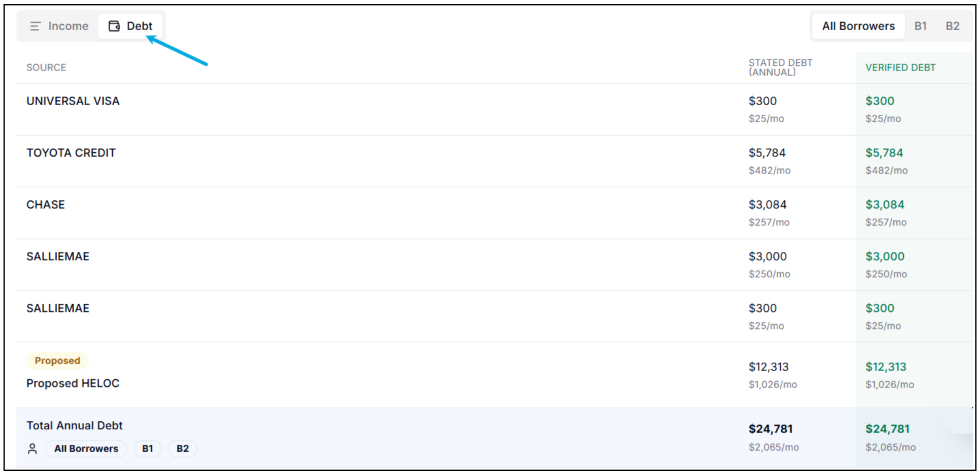
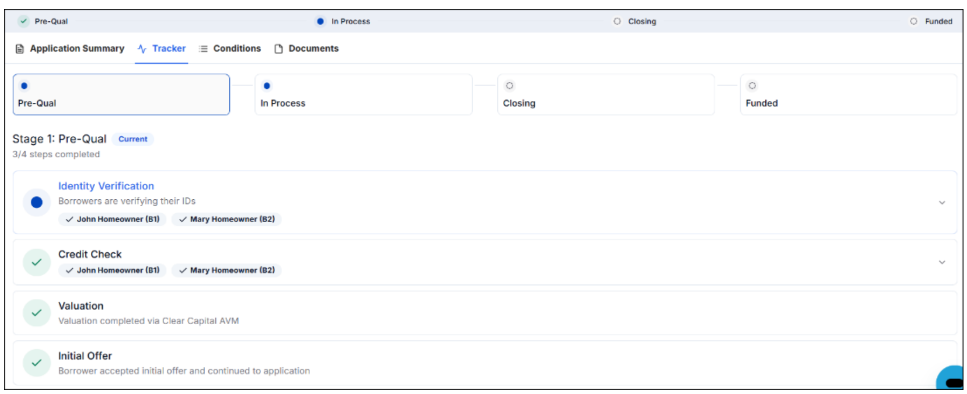
- Under the Debt tab, you will see all the liabilities pulled from the credit report (including the proposed HELOC)



Tracker

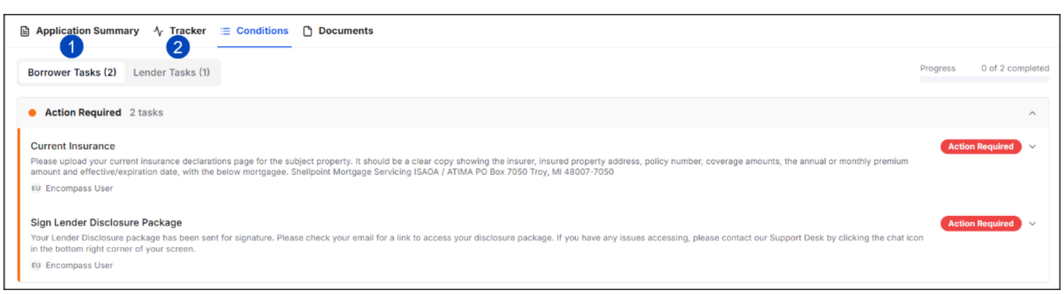
Tracker shows you where the borrower is in the process: Pre-Qual, In Process, Closing, and Funded. Clicking on each of the tabs will show you where the borrower is in those areas and what is still outstanding.



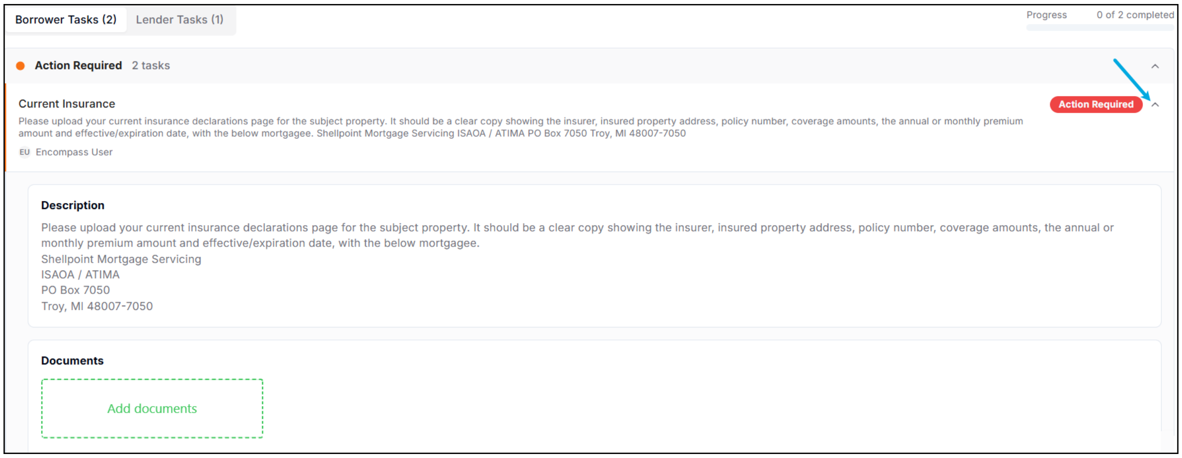
Conditions

Any outstanding conditions for the borrower will be visible here. They are broken into two different categories:

1. **Borrower Tasks**
2. **Lender Tasks**



For any **Action Required** condition, click the carrot to see the description of the condition. If you have the document, you can upload it on behalf of the borrower.



Documents

Any and all documents that have been either generated by the system or uploaded will be viewed here.