VHFA Loan Origination Center

How to Access

Affordable Homes for a Sustainable Vermont.
VHFA Loan Origination Center

Where to access

(1) www.VHFA.org  Home Page > (2) Business Partners > (3) Loan Origination Center

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First time access

(1) Enter Lender ID, Username and Temporary Password Issued > (2) First Time Access Reset Password
## VHFA Loan Origination Center

### Lender ID, Username, Password and Access Requirements

<table>
<thead>
<tr>
<th><strong>Lender ID</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Use the Lender ID designated for the specific organization.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>User Name</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>There is one administrative account per lender, the individual with access to that administrative account will manage setup of new accounts. The administrator will setup the username as FirstName LastName (i.e. Heather Kvasnak).</td>
</tr>
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<table>
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<tr>
<th><strong>Password</strong></th>
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| There administrator will setup a temporary password. Upon first log-in, the system will prompt for a password change. The following are the password criteria:  
  - Minimum of 5 characters  
  - 1 upper case letter  
  - 1 lower case letter  
  - 1 numeric digit |

<table>
<thead>
<tr>
<th><strong>Access Requirements</strong></th>
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| The following are the security and access parameters:  
  - Passwords expire after 180 days  
  - Session times out after 90 minutes  
  - 10 maximum failed logins; the administrator can unlock after 10 failed attempts |
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Ongoing Access

(1) Enter Lender ID, Username and Password Issued > (2) if you enter an incorrect password, system will give you the option to E-mail Password, follow email instructions to re-set password:

Important: After 10 incorrect log-in attempts system will lock you out; your administrator can reset your password.
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Lender Administrator

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Administrator and User Setup

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Username and Password Administration

Access to the Lender Administrative Account is through the new portal on www.VHFA.org:

- There is one Administrative Account assigned to a Lender
- Username for the Administrative Account is “Admin”
- The Password will be provided by VHFA

The Administrative Account will be responsible for 4 activities:

- Create new user accounts
- Manage and update user account information
- Activate / Inactivate User Accounts
- Unlock a user account after 10 incorrect login attempts

Note: Lender Administrative Accounts are not able to delete user accounts, delete requests will need to be submitted to VHFA.
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Access the Lender Administrative Account

(1) Enter Lender ID, Username and temporary Password issued > (2) view the User Account Maintenance main menu:
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**Reset Lender Administrative Account Password**

(1) Select User Account Maintenance > (2) Click on ‘Admin’ account > (3) update the User Account Maintenance screen > (4) select Submit:

Recommended upon first time ‘Admin’ log in.
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Setup New User Accounts

1. Select User Account Maintenance
2. Select New User
3. Enter new user information, including Username and Password
4. Select Submit

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### Username & Password Setup and Access Requirements

<table>
<thead>
<tr>
<th>User Name Setup</th>
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<td>User Name setup should follow the same format: FirstName LastName (i.e. Heather Kvasnak).</td>
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<td>The following are the security and access parameters:</td>
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<td>- Inactive accounts will automatically inactivate after 365 consecutive days of inactivity</td>
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<td>- Passwords expire after 180 days</td>
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Ongoing User Account Management

(1) Select User Account Maintenance > (2) select user name > (3) update information > (4) select Submit:
Ongoing User Account Management

Manage and update user account information
- All yellow fields in the screenshot to the left are not editable
- All other fields can be updated by the administrator

Activate / Inactivate User Accounts

Active: ✓
Set the check box labeled Active to designate active or inactive:
- Checked = Active
- Non Checked = Inactive

Unlock a user account after 10 incorrect login attempts

Locked Out: □
Set the check box labeled Locked Out to allow/disallow access:
- Checked = user is locked out and cannot log on
- Not Checked = user can log on
Main Menu: Access Overview
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Access Overview
Once logged on the Main Menu will display:

- View current rates
- Submit new reservation
- Access pipeline by program and status
- Access loan detail including outstanding conditions, view/print forms and upload forms
- Access pipeline report including unsatisfied conditions report
- Update user profile information (non administrator)
- Access program and quick reference guides and VHFA resources

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View Program Rates

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View Program Rates
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View Program Rates

View current Program Rates by product type (conventional or government) and VHFA program:

Reminders:

✓ No loan level pricing adjustment for VHFA programs.
✓ 60 day pricing optimizes revenue opportunity.
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Register a New Loan

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Register a New Loan
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Register a New Loan

(1) Select Program Type (VHFA Program) > (2) Select Product Type (FNMA Conventional or Government)
(1) Select Program Type > (2a) Select Product Type > (2b) ASSIST Confirmation
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Complete Loan Registration Information

(3) Complete all Loan Information including Loan Type selection from dropdown, Interest Rate defaults based on VHFA program and product type selected on prior screen:
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Complete Loan Registration Information

(4) Complete Property Information including County, New/Existing and Building Type:

- CONDOMINIUM
- DETACHED SINGLE FAMILY
- MANUFACTURED
- ATTACHED SINGLE FAMILY
- EXISTING DUPLEX
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Complete Loan Registration Information

(5a) Complete Mortgagor Information including Ethnicity and Marital Status:

Tip: If the borrower has punctuation in their name do not enter (i.e. enter O Connor vs. O’Connor)
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Complete Loan Registration Information

(5b) Complete Co-Mortgagor Information and Second Co-Mortgagor Information if applicable:

![Screen shot of VHFA Loan Origination Center](image-url)

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(6) Enter Loan Originator NMLS ID and (7) enter borrower email; all other fields are required only when the circumstance applies (see Important note to the right):
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Complete Loan Registration Information

(8) Select Submit and > (9) Retrieve Document tab will pop-up to view/print/save VHFA Reservation Confirmation:

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Print Compliance Checklist

1. Select View Loan Detail > 2. Select Print Documents:

![Loan Detail](image)

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(3) Select VHFA Compliance Checklist (4) system will display form and allow for print or save:

**Print Compliance Checklist**

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View Loan Pipeline
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View Loan Pipeline

(1) Select VHFA Program Type > (2) Select Loan Status:

Important:
Loan Status = Lender Withdrawn:
- Count will reflect all withdrawals but will only display loan detail for loans withdrawn in the last 30 calendar days.
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View Loan Pipeline

(3) View Loans for a Status > (4) Select a loan by clicking on any of the loan fields to view Loan Detail:

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View Loan Detail
(1) A loan can be accessed by Loan Pipeline (see prior slides for instruction) or accessing View Loan Detail. From the View Loan Detail page there are 3 options to access a loan (a) enter the VHFA loan number in the Retrieve a Loan field and select Retrieve (b) enter the lender loan number in the Lender Loan Number field and select Retrieve or (c) use the Cross-Reference Tool to lookup by Mortgagor First or Last Name:
View Loan Detail

(2) View Loan Detail and access navigational buttons for (a) Cross-Reference, (b) Print Documents and (c) Document Images and view (d) Unsatisfied Conditions:

- **Cross-Reference** will take you back to a search option by Mortgage First and Last Name (see prior slide).
- **Print Documents** will allow you to view and print VHFA forms (Reservation Confirmation, Compliance Checklist and Conditional Commitment).
- **Document Images** will take you to a screen where you can upload loan documents.
- **Unsatisfied Conditions** lists outstanding conditions for both VHFA and U.S. Bank (as applicable).
- **Other Mortgages** lists all VHFA programs for a specific borrower (i.e. if you are viewing the loan detail)
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Loan Status Change

When there is a loan status change (Incomplete, Conditional Commitment, Post-Closing Conditions or Post Closing Approval) (1) an email notification will be sent to one common email address (i.e. a group email address is best)> (2) this email will be the primary communication method to prompt a lender to access the Loan Detail page where they can view Unsatisfied Conditions in the case of Incomplete, print the Conditional Commitment letter and receive notification when there are Post-Closing Conditions or Post Closing Approval occurs:

1. Click on the email notification to view the Loan Detail page.
2. The Loan Detail page will show the status of the loan and any Unsatisfied Conditions.

Tip: An email is sent for each loan program (i.e. MOVE with ASSIST status change will result in 2 emails, 1 email for the MOVE loan and a 2nd email for the ASSIST loan)
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Unsatisfied Conditions

(1) Unsatisfied Conditions for both VHFA and U.S. Bank can be viewed on the Loan Detail page:

Important Improvement:
- In the old system, VHFA would upload an unsatisfied conditions list that would have to be accessed in the portal and downloaded, in the new system conditions will be displayed on the Loan Detail page.
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Print Documents

(1) Select Print Documents navigational button > (2) View list of documents:

**Important:**
Forms are color-coded based on availability and status, key displays on the top of the screen:
- Black = not yet printed
- Green = previously printed
- Red = form is not yet available
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Document Images

(1) Select Document Images navigational button > (2) Access screen to Upload Loan Document(s):

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(3) Use Browse to select documents to upload > (4) select Upload > (5) select Process Now, the system will return to Loan Documents screen upon successful upload:

Reminder:
- You can upload all documents in one single file or groups of files; following the Compliance Checklist order will help make the review process smoother and more efficient.

Note: You cannot reorder documents once uploaded.
### Important Tips

<table>
<thead>
<tr>
<th>If...</th>
<th>Then...</th>
</tr>
</thead>
<tbody>
<tr>
<td>A reservation was started but the system was exited (i.e. you were kicked out or logged off)...</td>
<td>The system will begin to store the reservation as soon as you complete the Loan Information screen. Use the cross-reference tool to look-up the borrower and complete the reservation started to avoid a duplicate reservation.</td>
</tr>
<tr>
<td>The system will not allow you to complete a reservation because of a duplicate social security number...</td>
<td>Contact VHFA, this means that there is a duplicate reservation for that social security number that may be with another lender.</td>
</tr>
<tr>
<td>You use the back arrow instead of the menu options and now see a webpage expiration message...</td>
<td>Hit refresh (right click) or F5 to return to the system.</td>
</tr>
<tr>
<td>You just completed a reservation and it included ASSIST and/or MCC and there are data elements appearing in the Interest Rate, Term in Months and Amortization Type fields on the Loan Detail screen...</td>
<td>Disregard, this is a system ‘glitch’ and VHFA corrects upon initial review after the reservation is completed. The information will not display on the Reservation Confirmation or Compliance Checklist.</td>
</tr>
<tr>
<td>You need to cancel or withdraw a reservation...</td>
<td>Contact VHFA.</td>
</tr>
</tbody>
</table>

VHFA Homeownership Contact: [Homeownershipdept@vhfa.org](mailto:Homeownershipdept@vhfa.org) or 800.339.5866
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View Loan Detail
The new system has 2 operational reports to support pipeline management: the Unsatisfied Conditions Report and Lender Pipeline (1) to access the Unsatisfied Conditions report click on the report and > (2) a pop-up window appears to Submit and compile the report.
Unsatisfied Conditions Report

- Current pipeline
- Sorted by Mortgagor Name then Loan Number
- The following loan level detail is included in the report:
  - Mortgage Last Name, First Name
  - VHFA Loan Number
  - Lender Loan Number
  - Date Requested
  - Program Name
  - Current Loan Status
  - Outstanding condition including whether it is VHFA or U.S. Bank driven condition
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Reports > Lender Pipeline > VHFA Program Filter

The Lender Pipeline can be viewed in entirety (all loans) or filtered by VHFA program by (1) access the Lender Pipeline report by clicking on the report and > (2) a pop-up window will appear > (3) select programs from the dropdown and > (4) select Submit.
Lender Pipeline

- Current pipeline
- Can be viewed for entire pipeline or filtered by a specific VHFA Program
- The following loan level detail is included in the report:
  - Loan Status
  - Lender Loan Number
  - VHFA Loan Number
  - Borrower (First and Last Name)
  - Program
  - Loan Type
  - Loan Amount
  - Rate
  - Reservation Date
  - Final Purchase Date
My Profile
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My Profile

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My Profile

(1) Access User Profile Maintenance to enter or update your information:

Important:
- Ensure your email address is accurate, the email is used to send a temporary password if you forget your password.
- This screen is accessible by individual user and is not restricted to an administrator role.
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Guides, Forms and Resources

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Guides, Forms and Resources
VHFA Loan Origination Center

Guides, Forms and Resources

(1) All VHFA Guides, Forms, and Resources are centrally accessible from the same location that you will submit a reservation or check pipeline: