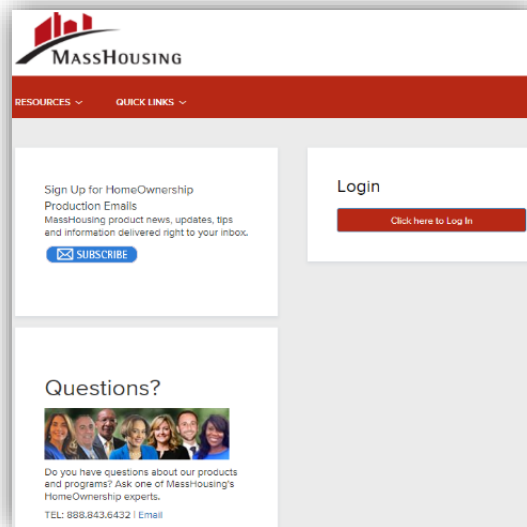


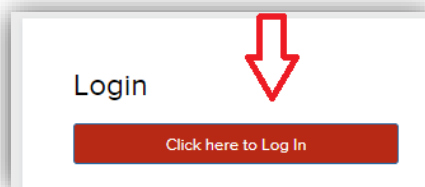


## Emasshousing.com QuickStart Guide

1. Log into the [Emasshousing.com](http://Emasshousing.com) site from the Home Page.



2. Click the 'Click here to Login' Button.



3. Enter the credentials assigned to you. To setup a new password or to update an expired or forgotten password, the user will need to create a Password Length of 16 characters including a minimum of: 1 Upper Case Letter, 1 Lower Case Letter, 1 Number and 1 Special Character. The new password expiration date will be 180 Days.

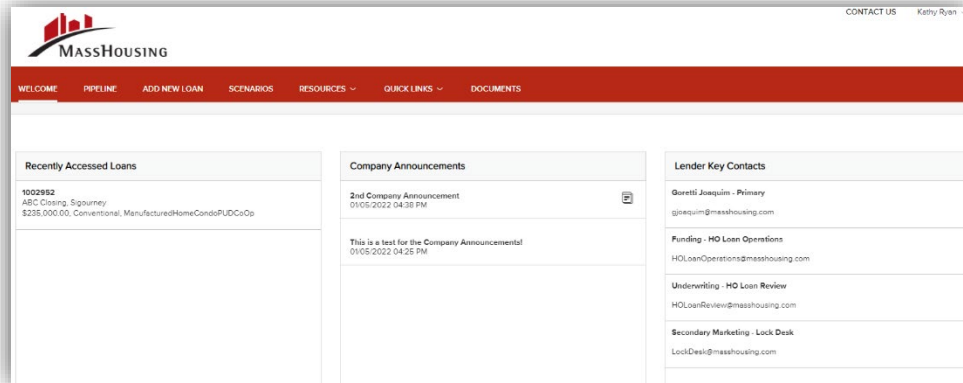
EX: username: [john.smith@abclender.com](mailto:john.smith@abclender.com)

Temp password: This1sMyNewP@ssword

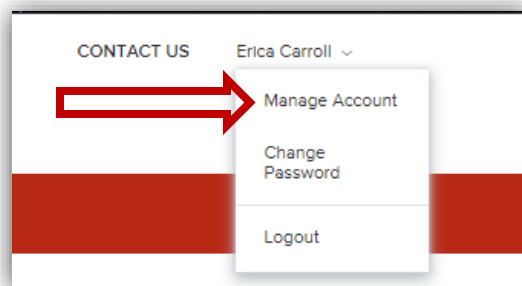




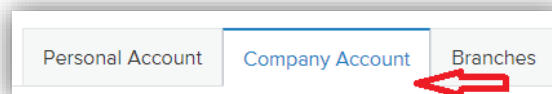
4. After login, you will land on the Welcome Page.



5. Before an Emasshousing.com User can add, modify, or assign a Persona to another Emasshousing.com User, they MUST have been designated as an ADMIN for the lender. The ADMIN designation will allow them access to the "Manage Account" page on the Emasshousing.com site.
6. In the upper right-hand corner, click your name, then click Manage Account:



7. Select "Company Account" or "Branches" to display users. This is where you will be adding or changing a user account

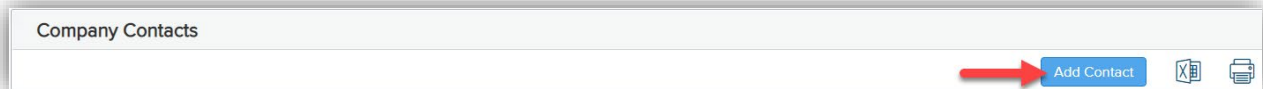




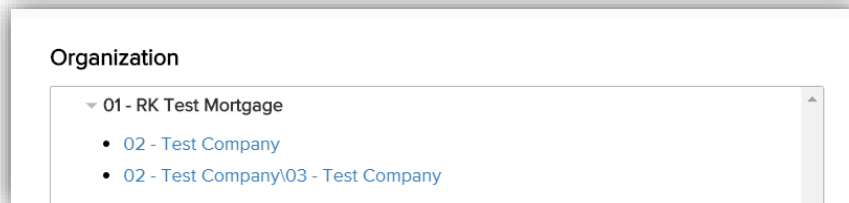
## **Adding a New User**

Follow the steps below to create new users for your Company while logged into Emasshousing.com. Again, you must have ADMIN privileges to add a new user account.

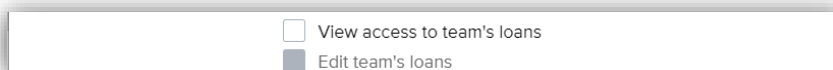
1. Scroll down to the “Company or Branch Contacts” and click “Add Contact”



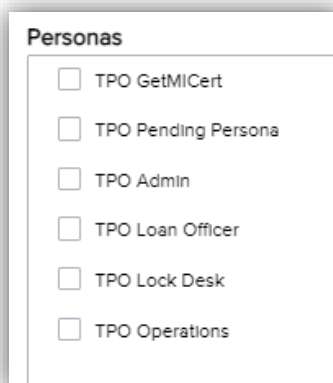
2. Complete all \*Required fields
  - a. When you get to Organization, please click “Choose”
    - i. Select the organization/branch you are creating this contact for, then click **SAVE**:



3. If they are allowed to View/Access their team’s loans and edit them, please make the appropriate selection, and then click **SAVE**.



4. Each new user requires Persona.





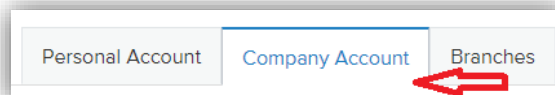
### Persona Descriptions

- **TPO GetMICert** (generate an MI Certificate)
- **TPO Pending Persona** (temporary persona, no rights, this should be changed by lender Admin as soon as possible for each user)
- **TPO Admin** (designated by Lender, rights to add, delete, modify privileges for users)
- **TPO Lock Desk** (create loan, lock, scenario, purchase advice)
- **TPO Loan Officer** (create loan, scenario)
- **TPO Operations** (create loan, scenario, purchase advice)

### Changing a Persona on an existing user

All existing users of Legacy Emasshousing.com have been migrated over to the NEW Emasshousing.com and have been given a Persona of 'Pending Persona'. Please follow the steps below to change a User's Persona.

1. After you hit Manage Account, select the Tab Labelled Company Account to display users



2. Scroll down the page to the Company Contacts Section, find the user on the list that you want to Change and select **VIEW** to the right of their name.

Company Contacts							<a href="#">Add Contact</a>	
First Name	Last Name	Address	Business Phone	Email	Login Status	Personas		
Oneida	Fuentes			ofuentes@masshousing.com	Enabled	1	<a href="#">View</a>	



3. Click **EDIT** Information Button top right of window. A screen will appear scroll to bottom where you will see a blue button to Edit Persona

A screenshot of a web application window titled "Edit Contact Information". The window contains various input fields for user information. At the bottom, under the "Operations" section, there is a blue button labeled "Edit Persona". A red arrow points to this button. The window also includes "Cancel" and "Save" buttons at the bottom right.

**Edit Contact Information**

\* Email Address testnondelegated@noemail.com

\* First Name Test

Middle Name

\* Last Name Non Delegated

Login Status Enabled

\* Login Email Address testnondelegated@noemail.com

NMLS ID

Social Security # ###-##-####

Organization 03-Test TPO UCT Del

☒ Use Company Address

Address 2 Test St

City Boston

\* State Massachusetts

Zip 02114 -

Business Phone Ext.

Business Fax Ext.

Cell Phone

\* Personas TPO Pending Persona , TPO Loan Officer , TPO

Operations

**Edit Persona**

☒ View access to team's loans

☒ Edit team's loans

Assigned AE Goretti Joaquim

Record Last Updated 6/10/21 6:42:55

Cancel Save



4. Select desired Persona for this User by selecting the box to the left of the Persona Description.

**Personas**

- ☐ TPO GetMICert
- ☐ TPO Pending Persona
- ☐ TPO Admin
- ☐ TPO Loan Officer
- ☐ TPO Lock Desk
- ☐ TPO Operations

#### Persona Descriptions

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5. Click **SAVE** button at bottom of Edit Contact Information screen. Then click **Back to Company Account**.

WELCOME PIPELINE ADD NEW LOAN SCENARIOS RESOURCES QUICK LINKS DOCUMENTS

Manage Account

Personal Account Company Account Branches

Back to Company Account

Contact Details

Edit Information

Email Address	testnondelagated@noemail.com	Branch DBA Name	
First Name	Test	Company DBA Name	
Middle Name		Address	2 Test St
Last Name	Non Delegated	City	Boston
Login Status	Enabled	State	MA
Login Email Address	testnondelagated@noemail.com	Zip	02114
NMLS		Personas	TPO Loan Officer , TPO Operations
SSN		Assigned AE	Goretti Joaquim
		Record Last Updated	6/10/21 6:42:55

