

How - To Guide: Navigating the Borrower Portal

1. The borrower receives email notice that tasks have been assigned.
2. Once the borrower clicks the link, they will get taken to the Sign-In for the portal.

A screenshot of the "Log In" page for the Borrower Portal. The page has a white background with a light gray border. At the top, the title "Log In" is centered in a large, dark gray font. Below the title, there is a horizontal line. The text "Hello Borrower." is displayed in a blue font. A paragraph of text follows: "If you are not **Borrower** please do not continue. Check the email you received to make sure you are logging into the appropriate account." Below this text are two input fields: "Username" and "Password". The "Password" field has a small eye icon on the right side. Under the "Password" field is a checkbox labeled "Remember me". A prominent green button with the text "Log In" is centered below the input fields. Below the button, there is a link: "Forgot your [username](#) or [password](#)?". At the bottom of the form area, there is the text "Don't have an account?" followed by a blue-outlined button with the text "Create Account".

3. Most borrowers won't have credentials so they will need to hit the "Create Account" button and provide all the required information. This will be **First/Last Name, Email Address, Phone Number, Phone Type, Username, and Password.**

Don't have an account?

A large, blue-outlined button with the text "Create Account" centered inside it.

4. After the borrower creates their account, they will be prompted back to the Log In screen and be prompted to sign-in.



Log In

Your account has been created. Please log in below.

Username

Password


 Remember me

Log In

[Create Account](#)

----- Continue to next page for Step 5 -----

5. Once the borrower enters the portal, they will be prompted for an authentication code. This will be notated in their email – the authentication code is the last 4 digits of their SSN.

GenHome Mortgage Corporation

Home

Enter Your Authentication Code

Enter the code per the instructions provided to you.

Don't have a code? Please contact us.

Send

6. From there, borrowers will be taken directly to the **Tasks** tab and will be able to complete any pending items.

GenHome Mortgage Corporation

Home

Tasks

Uploads

Summary

Notifications

-	1234 Test Rd Buena Park CA 90620
Electronic Consent	Property Address

Hi Borrower! Please review and accept the Electronic Consent Agreement to view or sign documents electronically.

[Review Electronic Consent](#)

7. From the Navigation Side-Bar Menu, borrowers will be able to access:
 - a. **Tasks** – Shows any pending tasks to the loan file.
 - b. **Uploads** – Shows prior uploads and allows them to reupload documents.
 - c. **Summary** – Shows a summary of their loan's details.
 - d. **Notifications** – Shows any notifications tied to their files.