



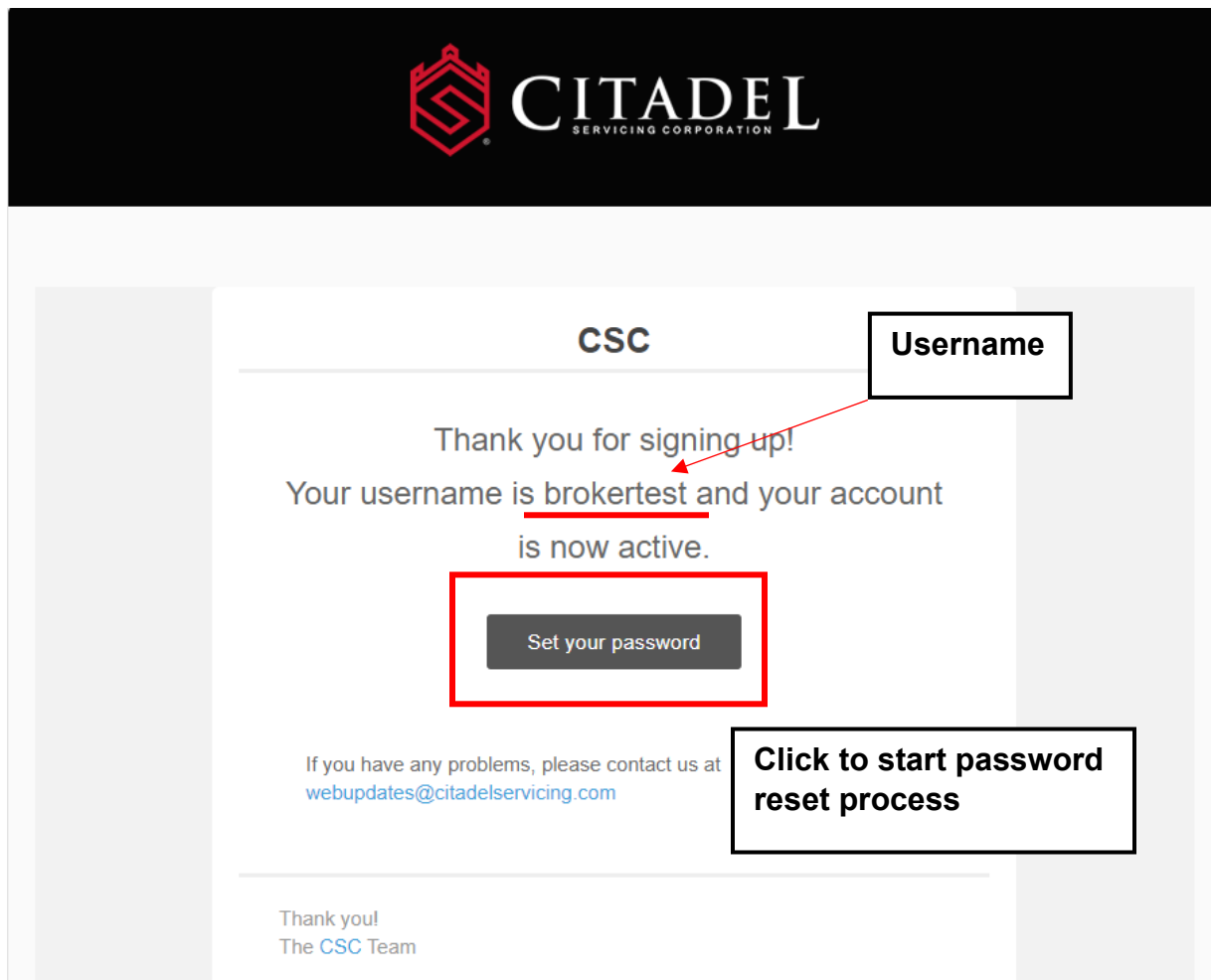
# Broker Portal Login Overview

# Broker Password Set Up

Broker portal credentials are issued once a broker becomes approved with Citadel Servicing Corporation or within 24 hours of the Welcome Letter being issued on a new submission. A broker must utilize the broker portal “Account Access” to upload and deliver conditions to CSC or view additional CSC policies.

1. An email will be issued from [webupdates@citadelservicing.com](mailto:webupdates@citadelservicing.com)

Below is an example of the Initial email sent when broker credentials get created:



2. After clicking “Set Your Password”, the browser navigates to citadelservicing.com’s password reset page.

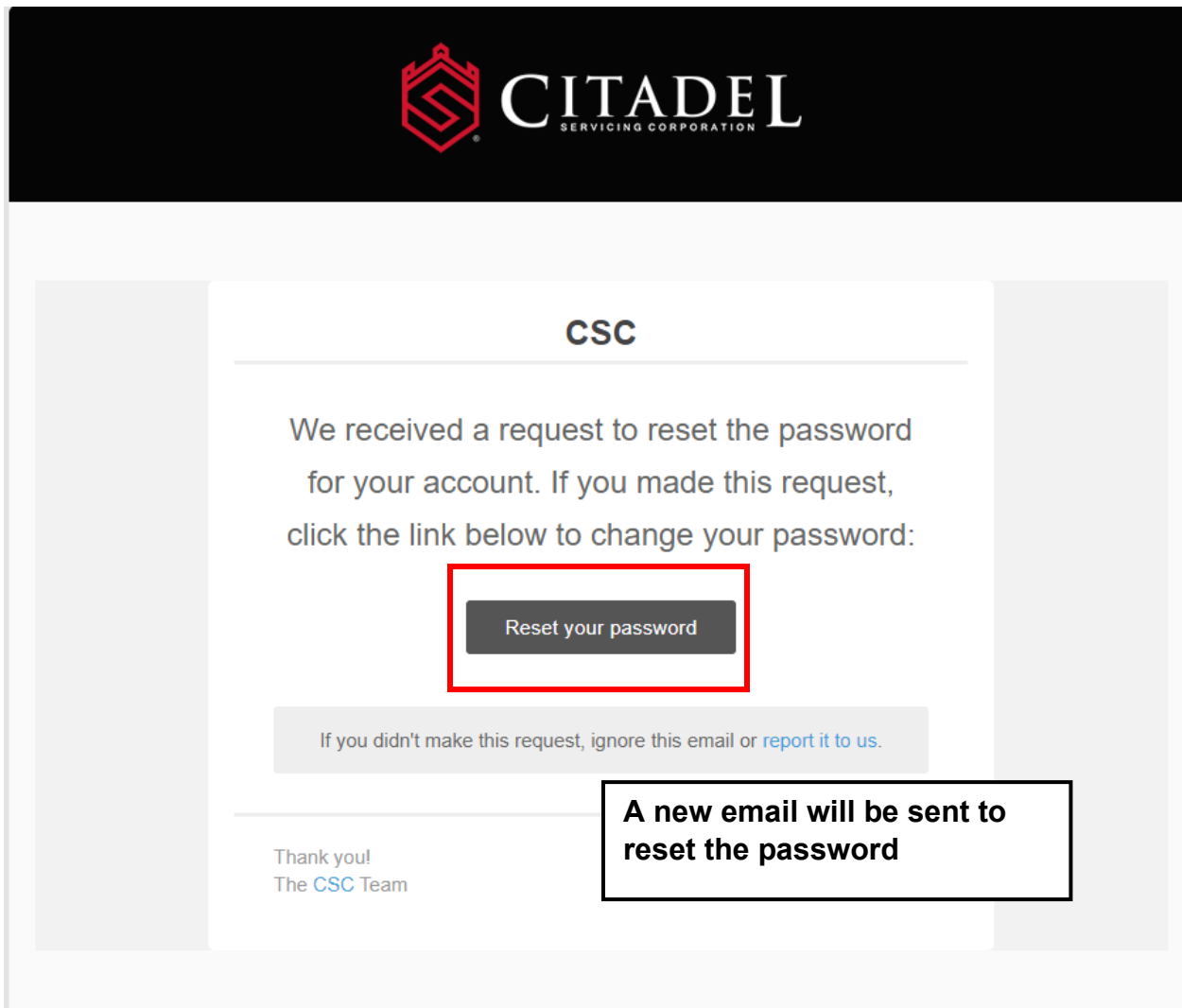
## PASSWORD RESET

3. Enter registered email or username

To reset your password, please enter your email address or username below

Reset my password

#### 4. Another email will be sent to reset a new password



5. After click on “Reset Your Password”, the browser will navigate to a password reset page. Enter new password.

## PASSWORD RESET

6. Enter registered email or username

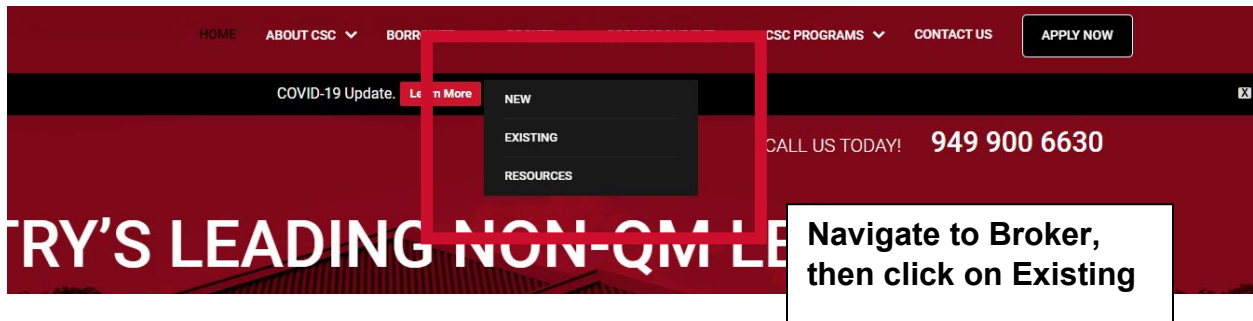
New Password

Confirm Password

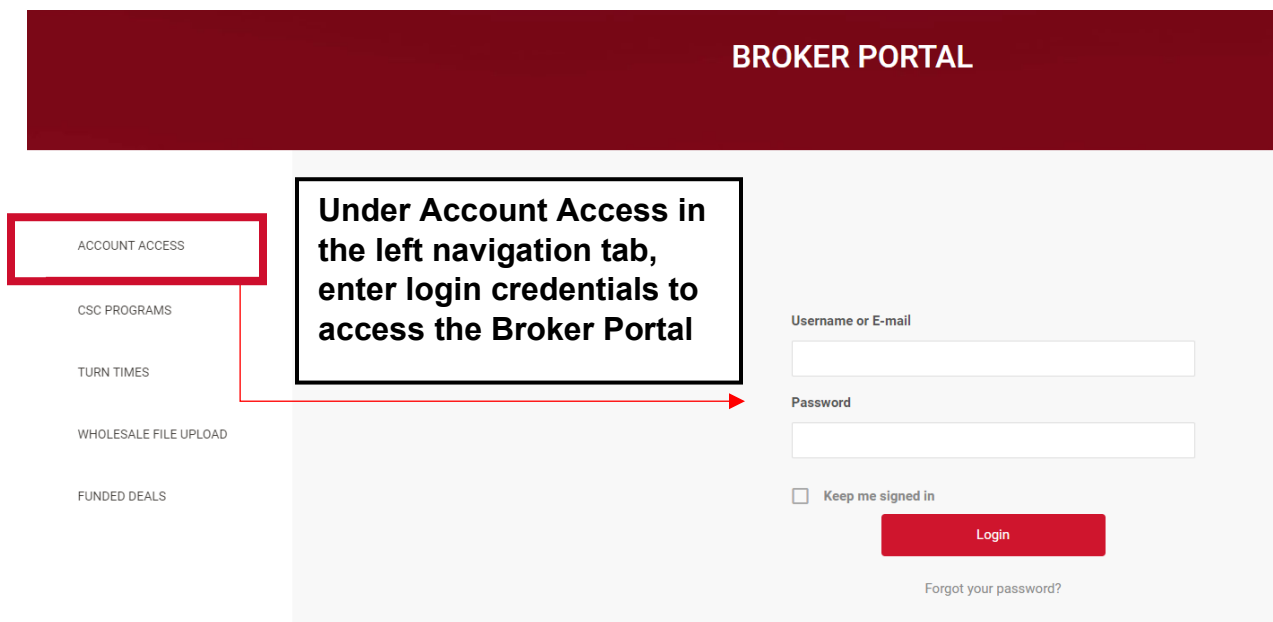
Change my password

# Logging In For Existing Brokers

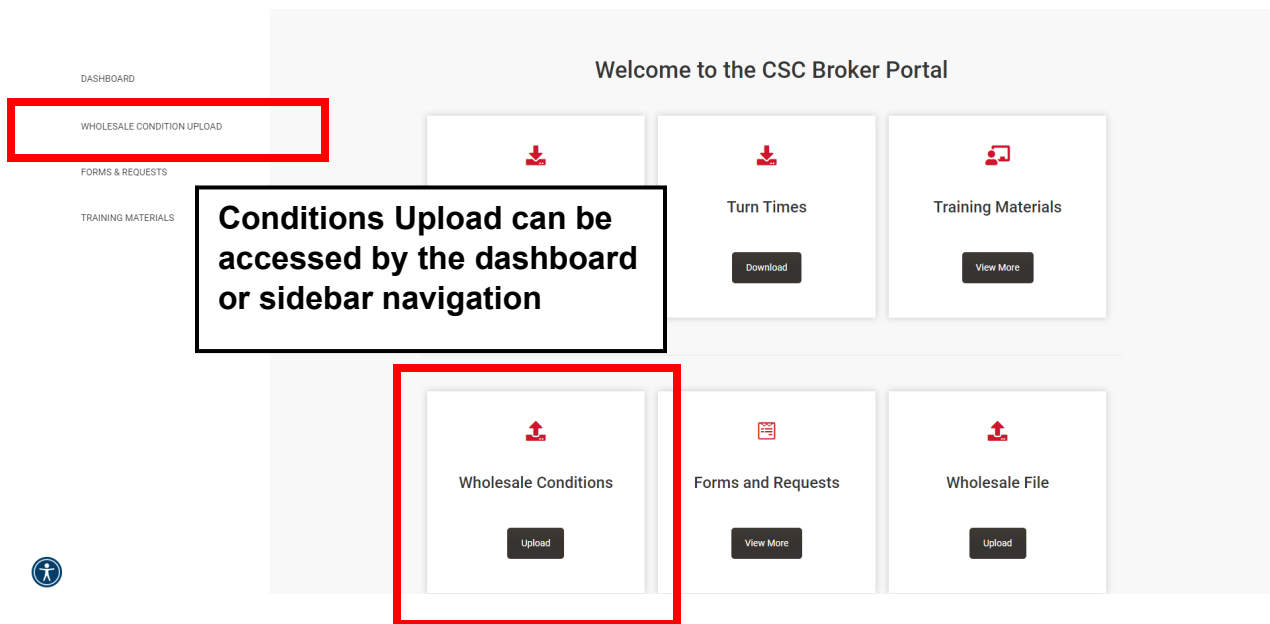
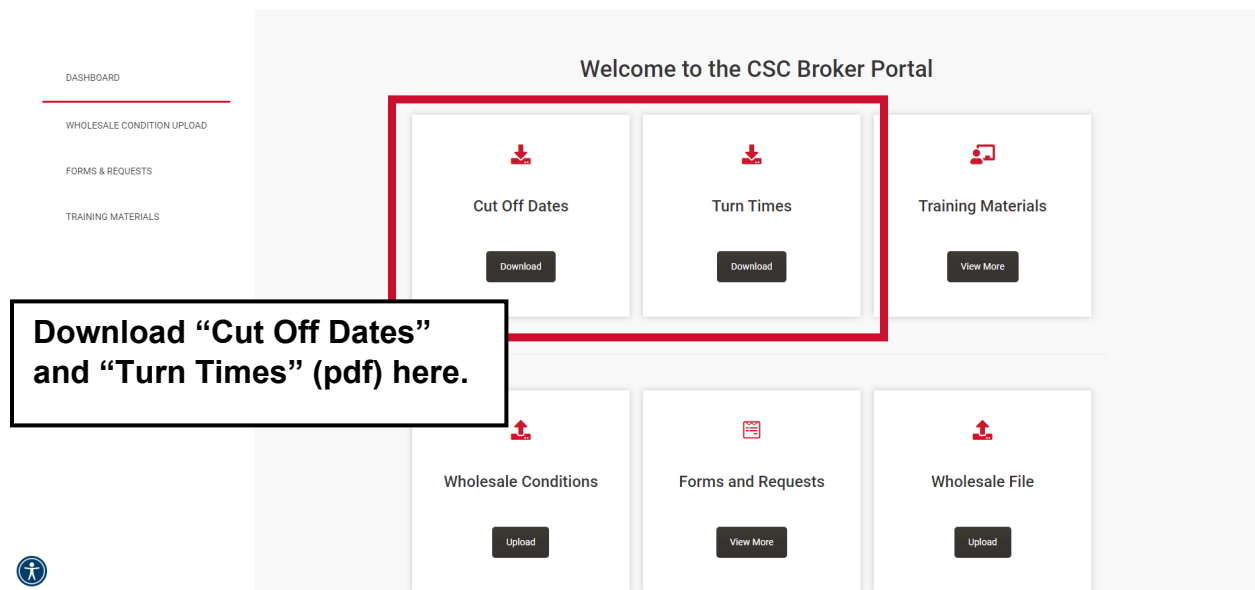
1. Navigate to Broker. In the dropdown menu, select “Existing”.



2. Make sure “Account Access” is selected and enter in login credentials.



# Broker Portal Navigation




DASHBOARD

WHOLESALE CONDITION UPLOAD

FORMS & REQUESTS


TRAINING MATERIALS

Welcome to the CSC Broker Portal




Cut Off Dates

Download



Turn Times


Download



Training Materials

View More

Wholesale File Upload will navigate to “Broker Existing” page. Use “Account Access” to return back to Broker Portal Dashboard.



Wholesale File

Upload

DASHBOARD

WHOLESALE CONDITION UPLOAD

FORMS & REQUESTS

TRAINING MATERIALS

Select the Transaction Manager as listed on your most recent Loan Approval or Suspense Notice.


- Select -

File Name

Sender's Email

Continue

This is the WHOLESALE CONDITIONS UPLOAD page



HOME

ABOUT CSC

BORROWER

BROKER

CORRESPONDENT

CSC PROGRAMS

CONTACT US

MY ACCOUNT

LOGOUT

BROKER PORTAL

ACCOUNT ACCESS

CSC PROGRAMS

TURN TIMES

WHOLESALE FILE UPLOAD

FUNDED DEALS

Please note: If uploading conditions, please login to deliver items to your assigned Transaction Manager. The section below is to be used for new Loan Submissions.

- Select -

File Name

Sender's Email

Continue

This is the WHOLESALE FILE UPLOAD page

Use “Account Access” to navigate back to Broker Portal Dashboard

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