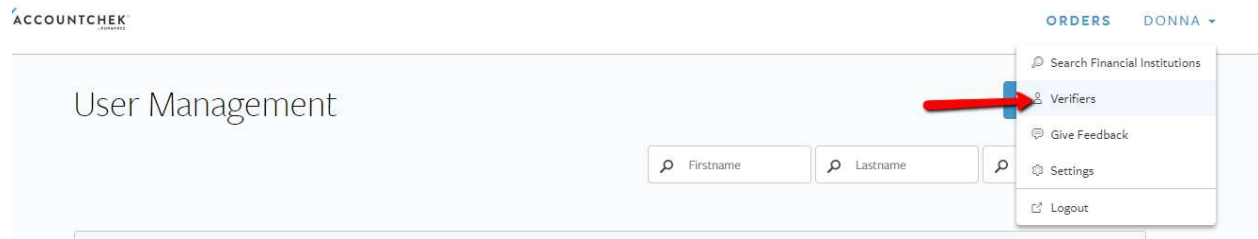


AccountChek

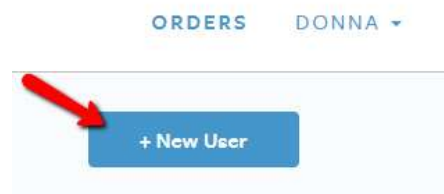
Setup:

Login to <https://verifier.accountchek.com/login>

Click on “Name” from top right corner, select “Verifiers”



Click “+New User” button



Enter “First Name”, “Last Name”, “Email”

User Info	
FIRST NAME Test	LAST NAME User
EMAIL test@highlandsmortgage.com	TITLE Job Title

Select “Role From the Dropdown, see appendix “B”

User Info

FIRST NAME

Test

LAST NAME

User

EMAIL

test@highlandsmortgage.com

TITLE

Job Title

ROLE

User

Select Role

BranchAdmin

CorporateAdmin

Operations

Processor

RegionAdmin

User

Must Change Password

PASSWORD

.....

BRANCH

1200 – Eckert Division

Save

“Region” will always be “Corporate”

User Info

FIRST NAME

Test

LAST NAME

User

EMAIL

test@highlandsmortgage.com

TITLE

Job Title

ROLE

User

PASSWORD

.....

REGION

Corporate

Select Optional Region

Corporate

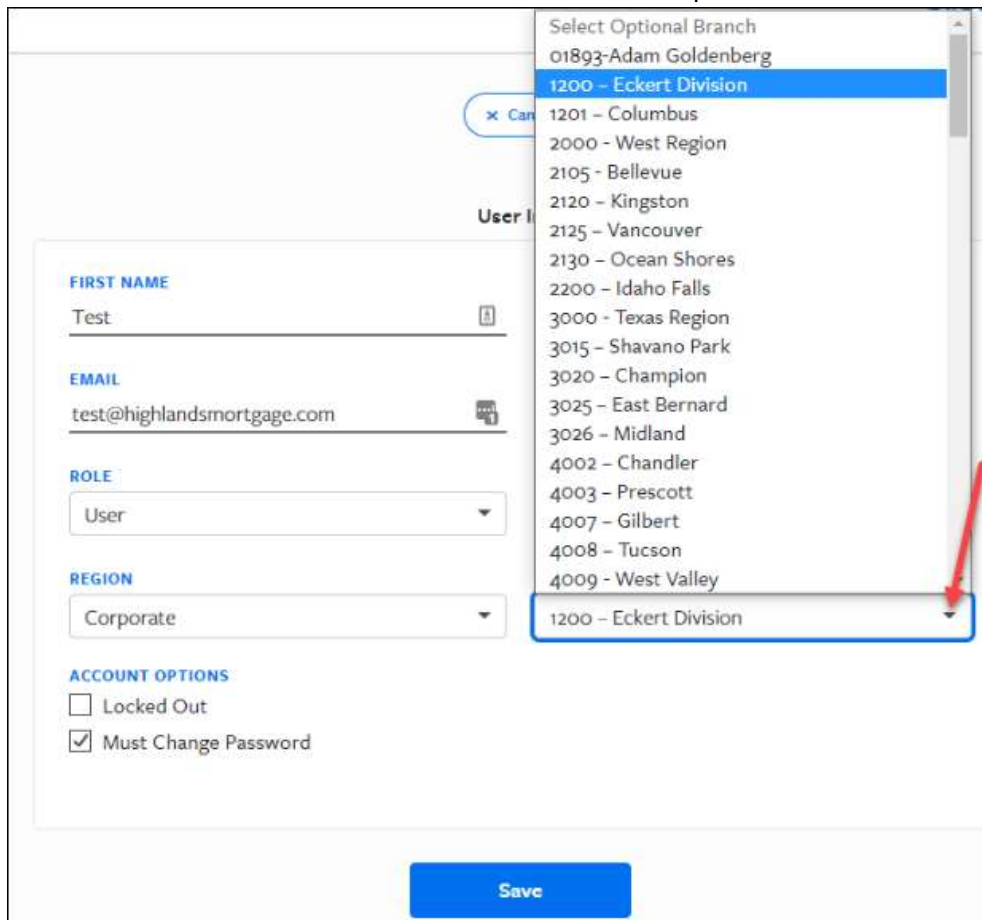
Locked Out

Must Change Password

BRANCH

1200 – Eckert Division

“Branch” select branch where user is located from dropdown

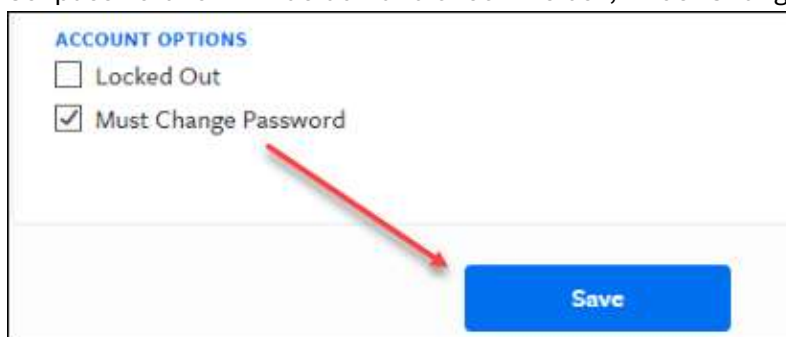


The screenshot shows a user management form with the following fields and options:

- FIRST NAME:** Test
- EMAIL:** test@highlandsmortgage.com
- ROLE:** User
- REGION:** Corporate
- ACCOUNT OPTIONS:**
 - ☐ Locked Out
 - ☒ Must Change Password

The **Branch** dropdown menu is open, showing a list of branches. The top option is "1200 - Eckert Division", which is highlighted in blue. A red arrow points to the bottom of the dropdown list.

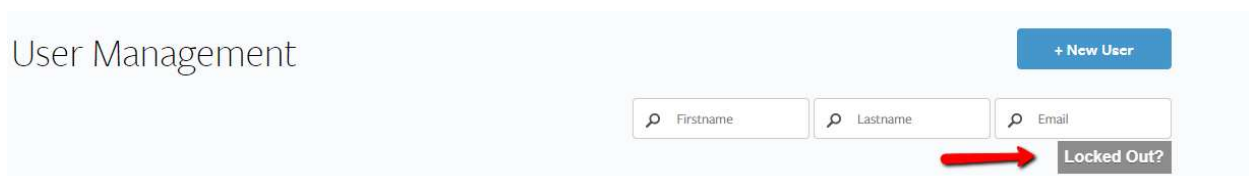
Set password to HRM default and check the box, “Must Change Password”, then click “Save”



This close-up shows the **ACCOUNT OPTIONS** section with the **Must Change Password** checkbox checked. A red arrow points from the checkbox to the **Save** button.

The user will receive an email from AccountChek with login information.

If user reports they are “Locked Out”, from “User Management” screen click “Lock Out?” button



The screenshot shows the **User Management** screen with the following elements:

- + New User** button
- Search filters: **Firstname**, **Lastname**, and **Email**
- Locked Out?** button (highlighted with a red arrow)

Any locked-out users will appear in the list, double click on username and uncheck “Locked Out” box, and then “Save Edits”

User Info

FIRST NAME <input type="text"/>	LAST NAME <input type="text"/>
EMAIL <input type="text"/>	ROLE CorporateAdmin
REGION Corporate	BRANCH Corporate-9060
<input checked="" type="checkbox"/> Locked Out <input type="checkbox"/> Must Change Password	

Save Edits

After following [HIGHLANDS PASSWORD RESET POLICY](#)

Reset Password from “User Management”, search for user, then click “Reset Password” for user

User Management

[+ New User](#)

Search: donna Lastname Email

Donna **Locked Out?**

NAME	EMAIL	
Donna	<input type="text"/>	Reset Password Delete Verifier
Donna	<input type="text"/>	Reset Password Delete Verifier
Donna	<input type="text"/>	Reset Password Delete Verifier

