

Partners Credit & Verification Services

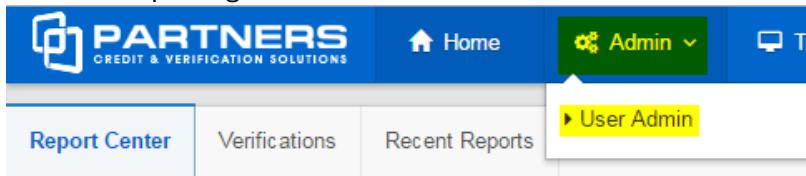
Completed by E360 Help Desk

Screen shots, with identifier above the screen shot, so QC person(s) can identify what the screen shot is for.
Emails requesting account set up/termination must be added to the ticket for audit purposes.

Setup:

Login to <https://www.partnerscredit.com/login.aspx>

From the top navigation bar select “Admin” then “User Admin”:



This will open the Admin page, from the Admin navigation bar select “New User Requests”:



This will open the User Admin Tool, input the number of users to be added and click next:

User Admin Tool » New User Requests

Add Users

Number of new users desired *

Fill out the highlighted fields, for Phone Number use the users Cell Phone without dashes, for email use their Highlands Mortgage email address, see Appendix B for Report Access Level and Department information by role:

Add Users

New User #1 Information

First Name Last Name
Phone Number Phone Extension
Email Address

Report Access Level Company Department User
Department:

Comments:

NOTE: In comments section type: Eliminate the ability to pull credit on the website and order score updates.

*For users in Cost Center 7003, 7073, 7073, 7074 and 7075

*For users with Cost Centers in any 8000 range select the “East Region” department dropdown

Report Access Level: Select “Department”

Department: Select “Plano Division” from dropdown

Add Users

New User #1 Information

First Name	<input type="text"/> *	Last Name	<input type="text"/>
Phone Number	<input type="text"/> *	Phone Extension	<input type="text"/>
Email Address	<input type="text"/> *		
Title	<input type="text"/>		
Report Access Level <input type="radio"/> Company <input checked="" type="radio"/> Department <input type="radio"/> User			
Department	<input type="button" value="Plano Division"/>		
Comments	<input type="text"/>		

**For users in Cost Center 7003, 7074 and 7075

Enter in comments: “Place derogatory and tradelines at the bottom of the report. Eliminate the ability to pull credit on the website and order score updates.”

Click “Request New Users” to complete adding the new user:

User Admin Tool > New User Requests

Add Users

Thank You

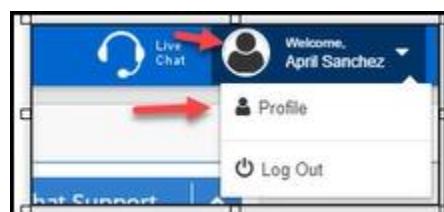
Your request to add the following users has been received.

Login:

You will be notified when your requests have been processed.

You will receive an email from Partners Credit with an encrypted PDF, the password is the same password you use to login to the Partners Credit webpage.

NOTE: Confirm the password from Partners does not contain a “#”. If so, log into that users’ “Partners” account by clicking on circle to the left of the users name, then click “Profile”



Click "Click here to change your password"

The screenshot shows a web-based account management interface. At the top, a blue header bar contains the text "Account Information". Below this, a section titled "Account Information" displays company details: Company: Highlands Residential Mortgage, Ltd; Department: Corporate; User: April Sanchez (@). Underneath, a section titled "Edit Your Contact Information" contains fields for Title (empty), First Name (April), Last Name (Sanchez), Email (asanchez@highlandsmortgi), and Telephone (redacted). A red rectangular box highlights the "Click here to change your password" link at the bottom of the page.

Account Information

Account Information

Company: Highlands Residential Mortgage, Ltd

Department: Corporate

User: April Sanchez (@)

Edit Your Contact Information

Title

First Name April

Last Name Sanchez

Email asanchez@highlandsmortgi

Telephone Ext.

[Click here to change your password](#)

Pro-Tip: Do **NOT** use "#" or "@" in the password

**Credit and VOE/VOI are pulled through this vendor. Partners will provide access to both when creating the account.