

Partners Credit & Verification Services

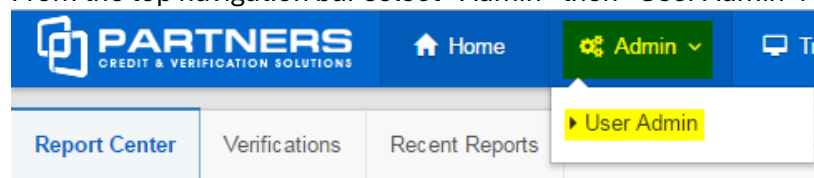
Completed by E360 Help Desk

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.

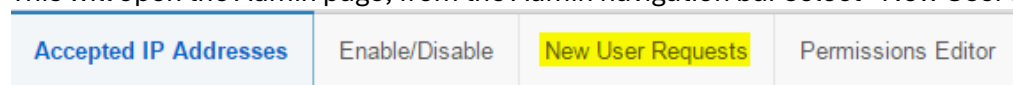
Setup:

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

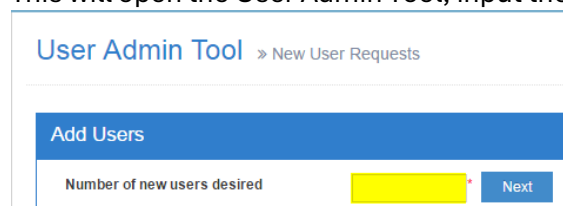
From the top navigation bar select “Admin” then “User Admin”:



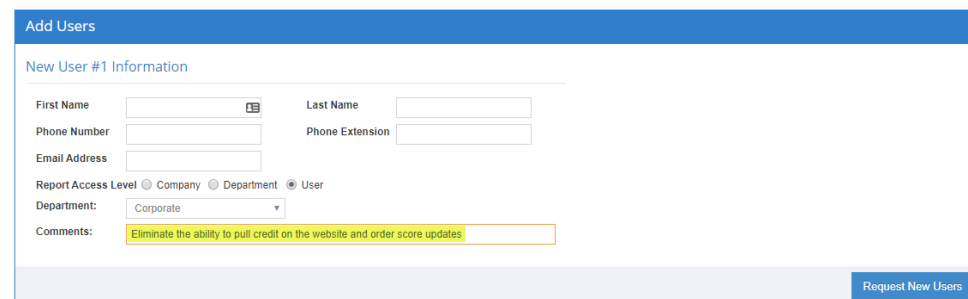
This will open the Admin page, from the Admin navigation bar select “New User Requests”:



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

The screenshot shows the 'User Admin Tool' page with the 'New User Requests' sub-header. Below this is a form titled 'Add Users'. The form has a field for 'Number of new users desired' which is highlighted in yellow, and a 'Next' button.

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:

The screenshot shows the 'Add Users' form. It has a section for 'New User #1 Information' with fields for 'First Name', 'Last Name', 'Phone Number', 'Phone Extension', and 'Email Address'. Below these are radio buttons for 'Report Access Level' (Company, Department, User) and a 'Department' dropdown menu. The 'Comments' field is highlighted in yellow and contains the text 'Eliminate the ability to pull credit on the website and order score updates'. A 'Request New Users' button is at the bottom right.

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 * Last Name

Phone Number * Phone Extension

Email Address *

Title

Report Access Level ☐ Company ☒ Department ☐ User

Department

Comments

**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

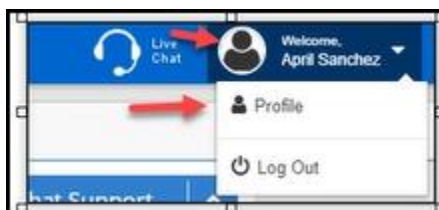
Your request to add the following users has been received.

Login: [Partner](#) [Home](#) [Company](#) [History](#)

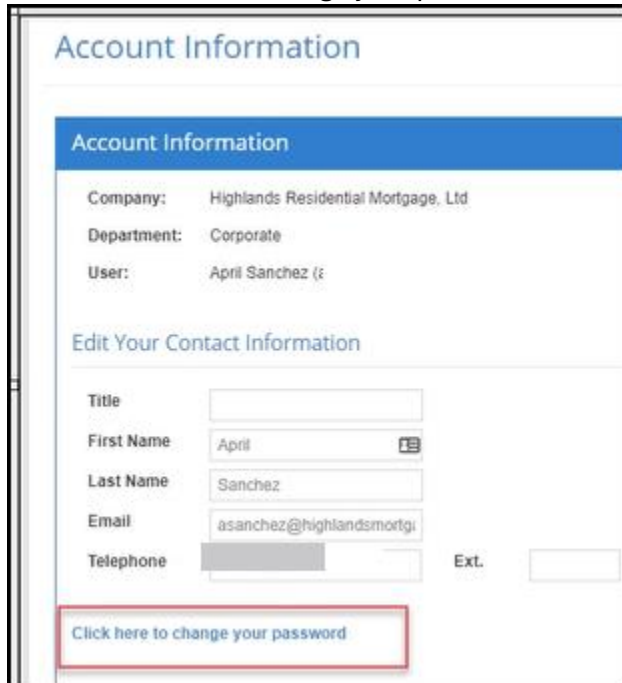
You will be notified when your requests have been processed.

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 form titled "Account Information". It contains a section for account details and a section for contact information. The account details section includes fields for Company, Department, and User. The contact information section includes fields for Title, First Name, Last Name, Email, and Telephone. A link "Click here to change your password" is located at the bottom of the form and is highlighted with a red rectangle.

Account Information	
Company:	Highlands Residential Mortgage, Ltd
Department:	Corporate
User:	April Sanchez (e
Edit Your Contact Information	
Title	<input type="text"/>
First Name	April <input type="text"/>
Last Name	Sanchez <input type="text"/>
Email	asanchez@highlandsmortgi
Telephone	<input type="text"/> Ext. <input type="text"/>
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.