

Bank Midwest Stank



Creating a New Borrower Portal Account After Submitting Your Loan Application

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This document is for borrowers who have submitted a loan application and want to create a borrower portal account. This document also applies to borrowers when the application is created by the lender in Encompass.

To create a new borrower portal account:

- 1. After submitting your loan application, you will receive an email notification from your lender containing a link to a website where you can view and upload documents. The website is known as the borrower portal.
- 2. Click the link in the email.

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3. Before the borrower portal opens, you'll need to authenticate by entering a code sent to your phone.

On the authentication screen, ensure the last four digits of your phone number are correct, then click **Text** or **Call** to receive your code. If the option to receive the authentication code via email is enabled, a "Try another way" link is displayed at the bottom of the OTP authentication screen.

In order to acce	ess your account, you'll need to
enter an auther	ntication code. How would you like
it sent?	
Contact me at	
******5115	-
	Text
	0.1



Borrower Account Authentication and Loan Linking Guide Last revised on: June 08, 2023 | 1





The code will be sent immediately to your phone. It will be valid for only 15 minutes.

4. Enter the code and then click Submit.

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Please enter	the code you rec	eived.
One Time	Passcode	Submit
One Time	Passcode	Submit
f you have	not received the	code, click her

5. On the Set Up Your Account screen, your user name will be pre-populated. Make a note of your user name. It cannot be changed.

Enter and confirm a password, then click Continue







Set Up Your Account	
Please note your username below and set up you password.	
Username	
matthewstone	
Set Up Your Password	

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Password Requirements

- Between 8 and 64 characters
- At least one lowercase character
- At least one uppercase character
- At least one special character
- · At least one numeric character

New Password *

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No Set Up Account Screen?

If you already created an account using the same email address, first name, and last name, then the Log In screen will appear instead of the Set Up Account screen. Enter your password or use the Forgot your password link to reset it.

6. After entering and confirming your password, the borrower portal will open.

The next time you open the borrower portal, you will only need to provide your user name and password.

