

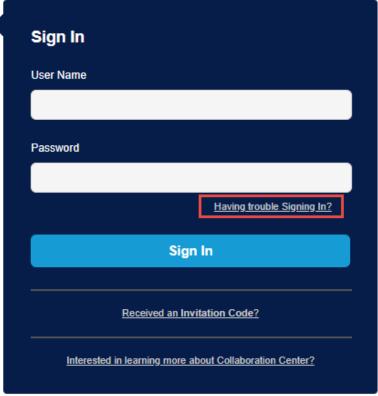
## Resolving Sign In Issues

After you become a user in the Collaboration Center, you can request a password reset or retrieve your user name through the **Having trouble Signing In**? link on the Sign In page. This page can also help you request a password if your account becomes locked due to incorrect sign-in attempts. For additional information, watch this training video.

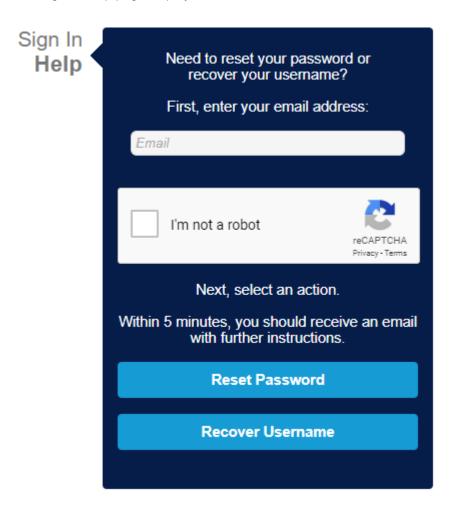
To request a password reset or retrieve your user name, proceed with the following steps in the Sign In page:

1. Click **Having trouble Signing In?**.





The Sign In Help page displays.



- 2. Enter your email address.
- 3. (5<53**D'm not a robot**.

  The reCAPTCHA functionality displays using an industry-standard graphic test as a security check.
- 4. Select one of the following:
  - Q **Recover Username**. The system generates an email with a link, which provides you with your user name in the Collaboration Center.
  - Q **Reset Password**. The system generates an email with a link that enables you to reset your password. )85 <9>js active for four hours, which is reflected in the email that you receive.

A password reset has been requested for your Collaboration Center Account.

Please click on this link to update your Collaboration Center password The link will be valid for the next 4 hours.

https://collaborationcenter.qa.mortgagecadence.com/ChangePassword.aspx?token=

If you did not initiate this change, please contact Collaboration Center immediately.

Thank You,

Collaboration Center Administration

Copyright © 2022 Mortgage Cadence | All rights reserved This documentation and the information, data, software product described, and other material contained herein (collectively, "Documentation") is protected by United States and international copyright laws and is distributed under a software license agreement signed by you ("Agreement") restricting its use, copying, distribution, and recompilation. No part of this Documentation or the software product described herein may be reproduced, utilized, or transmitted in any form by any means whatsoever without prior written authorization from Mortgage Cadence The software product and technology described in this Documentation is confidential and proprietary to Mortgage Cadence and contains trade secrets of Mortgage Cadence. Your use of this Documentation is subject to the restrictions specified in the Agreement under which you obtained specific and limited rights to use this Documentation. This Documentation may or may not contain information on Mortgage Cadence Enterprise Lending Center, Mortgage Cadence Loan Fulfillment Center, Mortgage Cadence Borrower Center, Document Center Document Services, and/or the Software Development Kit (SDK), hereafter referred to as "Components." Any third party document provider and all other components mentioned above require their own license and will therefore need to be licensed separately from Mortgage Cadence. Please contact Mortgage Cadence for information on how to obtain licenses for these components. EXCEPT AS EXPRESSLY STATED IN THE AGREEMENT, THIS DOCUMENTATION IS PROVIDED "AS IS "WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. IN NO EVENT WILL MORTGAGE CADENCE BE LIABLE FOR ANY SPECIAL OR CONSEQUENTIAL DAMAGES ASSOCIATED WITH ANY USE OF THIS DOCUMENTATION. These training materials are intended to familiarize clients with the base configuration of Mortgage Cadence services. These training materials are not to be distributed outside the Accenture client's organization and are intended for your internal use only. Any changes made to these training materials by you, as a client, are done at your own risk and may not accurately reflect the functionality of the services provided by Accenture. Consequently, Accenture accepts no responsibility or liability resulting from changes to these materials that you make for your internal purposes. Trademarks The following terms are trademarks of Fannie Mae (FNMA): Desktop Originator (DO ), Desktop Underwriter (DU ), MORNET, MORNETPlus, DU Connections™, EarlyCheck. The following terms are trademarks of Federal Home Loan Mortgage Corporation yHLMC): Freddie Mac: Loan Prospector and Loan Product Advisor. The following terms are trademarks of Microsoft Corporation: Microsoft, Excel, Word, and Windows. The following terms are trademarks of Adobe Systems Incorporated: Acrobat. The following term is a trademark of Tim Kosse: FileZilla. The following term is a trademark of First American: PredProtect. The following term is a trademark of Optimal Blue: Loan Services Integration for Product and Pricing. The name of actual companies and products mentioned herein may be the trademarks of their respective owners. Any responsibility for specifying third party ownership of any trademark or services mark is hereby disclaimed. Contact Information Product Support Information Mortgage Cadence 1999 Broadway Suite 1200 Denver, CO 80202 Phone: ?3)991-8200, Fax: (303)790.9784 www.mortgagecadence.com Mortgage Cadence Technical Support (888)462-2336 CadenceSupport@mortgagecadence.com Mortgage Cadence Self-Service Web Site For this document, please refer to this version number: MCKMSTemplate JA V04.docx Edition Information This edition of this documentation applies to Mortgage Cadence software identified in the text of this documentation and to all subsequent releases of the software until otherwise indicated in new editions of the documentation. This documentation could include technical inaccuracies, errors, omissions, or typographical errors. Changes are periodically added to the information contained in this documentation; these changes will be incorporated in new editions of the documentation. Mortgage Cadence may make changes in products described in this documentation at any time. This documentation is subject to change without notice