



Online Client Portal: Registration Instructions for Borrowers [back](#)

Registering Your Online Client Portal Account

Lenders, these are instructions for your borrowers. They cannot access this website, but you may copy and paste the text below into a word document or email and customize it as you like.

Welcome to your Online Client Portal, where you will be able to see your loan terms, payment history, billing statements, amortization schedule, payoff amount, and more. If there is more than one borrower on your loan, each of you can follow these steps to get access individually.

There are 3 ways to register:

- 1. From your billing statement:** Please check your most recent billing statement for a registration website. Go to the website and enter your name and email address, and set your password. You will also be asked for the last four digits of your SSN or EIN, and the names of any other debtors on your loan. Your lender will use that identifying information to confirm your identity.
- 2. From the Client Portal login page:** Please go to your Client Portal website, provided by your lender, and click "Create New Account" on the login page. Enter your name and email address, and set your password. Log in, then click "Add Loan" on the home page. You will also be asked for the last four digits of your SSN or EIN, and the names of any other debtors on your loan. Your lender will use that identifying information to confirm your identity.
- 3. In person or over the phone:** Please contact your lender if you'd like them to set up your account for you.

Your password needs to be a minimum of 8 characters with mixed upper and lower case, at least one number, and at least one special character.

Once you've registered, you will receive an automated email from info@downhomesolutions.com. If you don't see it in your inbox, check your spam box. Click the link in the email to activate your account and log in.

While waiting for loan access from your lender, you will be able to log in, message with your lender, and update your contact information. To message securely with your lender, go to the "Messages" page. To update your contact information, go to the "Profile" page.

You will receive a second automated email from info@downhomesolutions.com when your lender has made a decision about your access - Approved, Denied, or Need More Information. Once you've been approved, go to the "Loans" page and click "Manage" on the right-hand side to see your loan.

Updated 10/28/19

© 2020 Copyright: [Downhome Solutions](#) | ☎ 877-800-4476 [Mail us: info@downhomesolutions.com](mailto:info@downhomesolutions.com)