



LoanDock Lender Portal FAQ

Effective April 1st, 2024 TSAHC will transition to LoanDock, a new loan registration and compliance software, hosted by Lakeview, our master servicer.

Starting April 1st, all new loan registrations, pricing, locks, and file reviews will be managed exclusively through [LoanDock](#). TSAHC will oversee pre-close file reviews, while Lakeview will manage post-close reviews, aiming to optimize efficiency for all users. TSAHC will no longer require a Post-Close package to be sent directly to TSAHC but rather it will be included in the [Closed Loan Delivery Checklist](#) for Lakeview.

When in doubt email homeownership@tsahc.org. We realize that with the LoanDock transition came several new emails to remember. Please know that if you are struggling to remember who to contact, just email homeownership@tsahc.org and we will assist you with anything you need!

Q: Where is the LoanDock Portal and when is it open for business?

A: Visit: <https://www.bayviewtpo.com/client/Default.asp>. It is open from 9:30am-11:30pm Central.

Q: I need Access to the new LoanDock Lender Portal. Who do I contact?

A: To Ensure seamless access to the portal on April 1st, all parties must **retake** [TSAHC training](#) to obtain updated login credentials for LoanDock. Your training completion certificate will need to be sent to your [company's web admin](#) to receive updated login credentials for LoanDock. If you are a Web Admin, please see the last question below for more details.

Q: I need to take the updated TSAHC training modules. How do I access them?

A: The TSAHC [Lender Training Portal](#) is available 24/7.

- Click "SIGN UP" in the upper right corner to create your training profile or
- Click "LOGIN" if you already have a profile.

- **Please note:** Credentials for accessing the training portal and the TSAHC LoanDock lender portal are not interconnected. Although you have the option to align them if desired, it should be noted that they remain separate entities.
- **Module 1:** The Basics is for Loan Officers and Underwriters
- **Module II:** Compliance, Closing, & Delivery is for Processors, Closers and Shippers
- After completion you will be provided a certificate. This should be saved as proof of completing the Module.

- **Once you complete your required module, save your certificate and provide it to your web administrator and they will assist in creating user credentials to access the TSAHC Lender portal via LoanDock.** To find your company's TSAHC admin, please [visit this spreadsheet](#).

Q: How do I Register, Price and Lock a TSAHC loan in LoanDock?

A: Visit LoanDock Portal here: <https://www.bayviewtpo.com/client/Default.asp>

- [Register, Price and Lock - How-To Video](#)
- [Register, Price and Lock - Job Aid](#)

Q: When do I contact TSAHC for assistance?

A: Email: compliancereview@tsahc.org (DPA Only Files) or MCCcompliance@tsahc.org (Bond DPA files or DPA/MCC combo files) for the following:

- TSAHC Pre-Close conditions not being cleared
 - [How to Clear Conditions – How-To Video](#)
 - [How to Clear Conditions – Job Aid](#)
 - [How to Check Your Loan Status – How-To Video](#)
- Questions about the Pre-Close suspense conditions
- Rush Review Requests for Pre-Close condition review
- Loan qualification scenarios

Email homeownership@tsahc.org for the following:

- TSAHC required training module questions
- Trouble logging into the TSAHC training portal
- Loan guideline questions
- Marketing or Business Development related questions

Q: How do I find a copy of my borrower's MCC?

A: You can find a copy of your borrower's mortgage credit certificate in the "Images" section of the file in Loan Dock. An MCC is generated after the loan is purchased by Lakeview.

- [How to Pull a Copy of an MCC – How-To Video](#)
- [How to Pull a Copy of an MCC – Job Aid](#)

Q: Who do I contact to update a file in LoanDock?

A: If your file is registered/floating, you will be able to make changes yourself directly in LoanDock.

If your file has been locked, you will need to email commitmentdesk@bayviewloans.com to update your file.

Commitment Desk help examples:

- Locking issues
- Loan rate pricing
- Extensions
- Loan amount changes

- Address corrections
- Lock changes of any kind
- Addition of Co-signers
- Income and Sales price changes
- Name changes
- Here is a [Quick Reference Guide](#) for any additional questions you might have.

Q: I need help with the LoanDock TSAHC Portal. To whom do I reach out?

A: For Portal help, you can reach out to ClientServices@lakeview.com or 855-253-8439, Option 3.

Client Services help examples:

- Issues with logging into LoanDock
- Issues with setting up new users
 - **Note:** TPO users are to be set up under the approved Correspondent lender. They may not have a separate account.
- Live training requests (Note: The required TSAHC Training modules are available 24/7 and for issues with TSAHC training portal, please email homeownership@tsahc.org.)
- Issues with uploading Pre-close documents or how to upload documents
 - [How to Upload Documents – Job Aid](#)
- Here is a [Quick Reference Guide](#) for any additional questions you might have.

Q: TSAHC Web Administrator Questions:

A: Web admins that only issue user credentials have been provided with a [Job Aid](#) to guide them and no formal training will be required.

Question	Answer
I already have an existing Web Admin user account for Lakeview in the Loan Dock Portal, do I need new credentials for TSAHC web admin access?	No, all existing web admins that are approved with TSAHC and Lakeview will have access to the TSAHC system in LoanDock. This will happen automatically, and you will be able to assign new users starting Wednesday, March 27 th . You will log in to the LoanDock system as you normally do today. No additional action is required by you. A Job Aid has been provided to help you set up new users. If you need this Job Aid, please click here .
I'm an existing web admin and my login credentials are not working.	Please follow the password reset link in the LoanDock system to reset your password. For system support, contact Client Services at clientservices@lakeview.com .

I would like to become a web admin for my company; how can I get set up?	<p>To request web admin access, please email Lakeview at: crm@bayviewloans.com</p> <p>You will receive a form to fill out with your lender information and contact information to initiate the process. Once approved, you will receive confirmation by email with further instructions.</p>
Who do I contact to verify the web admin for my company?	<p>Contact Client Services at clientservices@lakeview.com</p>