# tsahc

**LoanDock Lender Portal Transition FAQ**

**Effective April 1st, 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.

Any existing loan files in progress reserved prior to April 1st will remain within the **Emphasys Lender Online** system. Please proceed with the usual Pre and Post-Close processes for any files already registered in this portal. However, this site will no longer accept new reservations. All new reservations will now take place in the new LoanDock TSAHC portal. If you have questions about loan files in Emphasys, please contact 877-508-4611. You can also email **compliancereview@tsahc.org** (DPA only files) or **MCCcompliance@tsahc.org** (DPA/MCC or Bond DPA files).

**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:
- Addition of co-signors
- TSAHC PreClose conditions not being cleared
- Questions about the PreClose suspense conditions
- Rush Review Requests for PreClose condition review
- Loan qualification scenarios
- Any issues with files reserved in Emphasys Lender Online system

Email **homeownership@tsahc.org** for:
- TSAHC required training module questions
- Trouble logging into the TSAHC training portal
- Loan guideline questions
- Marketing or Business Development related questions

**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. When you're on the site, 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, <u>save your certificate</u> 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: 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 question below for more details.

**Q: When is the LoanDock Portal open for business?**

A: It is open from 9:30am-11:30pm Central.

**Q: How long will Emphasys LOL be available to complete your loan file?**

A: All files will need to be processed and fully purchased by Lakeview by June 15th.

**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 directly in LoanDock.

If your file has been locked, you will need to email [commitmentdesk@bayviewloans.com](mailto: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
- 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](mailto: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

Here is a **Quick Reference Guid**e 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 27th.  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? | To request web admin access, please email Lakeview at: **crm@bayviewloans.com**<br><br>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. |
| Who do I contact to verify the web admin for my company? | Contact Client Services at **clientservices@lakeview.com** |
| When will I have access to the TSAHC specific functions in LoanDock? | The system goes live on April 1st; you will not be able to reserve or lock loans until 4/1/24. |