ADFA LENDER PORTAL ADMINISTRATOR

- KEY CONTACT PERSON TRAINING -

ARKANSAS DEVELOPMENT FINANCE AUTHORITY
You will find:
- Lender Guidelines
- Trainings
- Marketing Materials
- ADDI Inspection
- Income Limits
- Etc.
LENDER PORTAL: Login-In Information

WWW.ADFA.MITAS.COM/LENDERPORTAL

Enter Credentials:
- Lender No. (ADFA assigned)
- Username (case sensitive)
- Password (case sensitive)

NEW Implementations:
- ADFA doesn't have access to ID's or Passwords
- You are the Key Contact Person!
- Click the "FORGOT PASSWORD"
PORTAL ADMINISTRATOR:
Main Menu Navigation

- Manage Portal Users
- Daily Rates
- Outstanding Conditions: Waiting on Lender
- Main Menu: Navigation Options
- Loan Status: Active Pipeline
- Expiring Applications: Lender Attention Required
MANAGE PORTAL USERS:
MITAS Portal Administrator

**Poral Users Credentials**

<table>
<thead>
<tr>
<th>User ID</th>
<th>Name</th>
<th>Localization Language</th>
<th>Disabled</th>
<th>Security Role</th>
</tr>
</thead>
<tbody>
<tr>
<td>AARON</td>
<td>AARON</td>
<td>English</td>
<td></td>
<td>(Use Group Default): 0</td>
</tr>
<tr>
<td>AgencyUser</td>
<td>AgencyUser</td>
<td>English</td>
<td></td>
<td>Administrator(184)</td>
</tr>
<tr>
<td>AMANDAS</td>
<td>AMANDAS</td>
<td>English</td>
<td></td>
<td>(Use Group Default): 0</td>
</tr>
<tr>
<td>AMORGAN</td>
<td>ANGELA MORGAN</td>
<td>English</td>
<td></td>
<td>(Use Group Default): 0</td>
</tr>
<tr>
<td>ANGELA</td>
<td>ANGELA</td>
<td></td>
<td></td>
<td>(Use Group Default): 0</td>
</tr>
</tbody>
</table>

**Level of Access**

YELLOW BAR indicates the selected profile, below!

- User ID: AARON
- Failed Login Attempts: 0
- Name: AARON
- Password Expires: 2/3/2008
- Security Role: (Use Group Default) (0)
- Last Login: 8/9/2007
- Security Role: (Use Group Default) (0)
- Change Password: Yes
- Alternate Phone: 
- Fax: 
- E-Mail Address: 
- Address 1: 
- Address 2: 
- City, State Zip: AL -
- Localization Language: English (en-us)
- Edit User
- Disable User
- Insert New User

Security ID: Allowed

- Lender Home
- Modify Reservation
- Import Electronic File
- New Reservation
- MCC 8229 Report
- Lender Forms and Documents
- Loan Lookup
- Loan Details
- Print Forms
- Manage Documents
- Cancel Reservation
- Request Extension
- View Products
- Manage Portal Users
- Home - Conditions Pipeline
- Home - Current Rates
- Home - Expiring Loans Pipeline
- New Reservation
- Loan Outstanding Conditions
- Loan Status History

1/2 INSERT
ADMINISTRATOR ACCESS:  
Assisting Portal Users

AGENCYUSER WAS SELECTED WITH THE YELLOW BAR

Select this to:
- Modify
- Change
- Correct
- Reset
- Password
- Change
- Password

Select this to remove a USER

Select this to create a USER
LOG IN COMMON PORTAL ISSUES
Portal Users Credentials/Access

SECURITY ROLE

Difference between “Default” and “Administrator” is being able to “Manage Portal User”

Look at the number of Failed Login Attempts

Can’t use “Forgot Password” because there is not an e-mail on profile
PORTAL USER CREDENTIALS SET UP
Clearing Access / Resetting Credentials

1. Enter all the USER Information
   a) Phone Number
   b) E-mail Address
   c) Address
   Then, click Update to save all information entered.

2. After clicking on Update, click on Edit User
PORTAL USER CREDENTIALS SET UP
Clearing Access / Resetting Credentials

1. Click **YES** on “Change Password on Login.”
2. This will allow the USER to create their own password after logging in with the temporary password.
3. Now, click on **Generate**
   This will generate an e-mail with a temporary password send to the user.
4. A message window will pop-up on the screen, just click **OK**.
5. Finally, just click on **Update**.
PORTAL USER

Rules and Things-To-Consider

1. As a Key Contact Person or Administrator, you will be assisting your team on password resets and creating new users for your company. Please communicate to your capabilities to your team for when the need assistance!

2. While creating a NEW USER, use simple User IDs, such as first name initial, and full last name, for example:
   
   NAME: Alexander Hamilton  
   USER ID: AHamilton

3. Avoid creating a password for the USER, let them create their own.

4. **USER IDs and PASSWORDS are not to be shared.** If your Processors, Pre-Closing Team and/or Post-Closing Team work together under one USER ID, it must be a general account that multiple users have access to, and with a general email address, such as:
   
   GROUP NAME: XYZ Closing Team  
   EMAIL: Closing.Team@XYZLending.com  
   USER ID: Closers, or ClosingTeam, etc.
For additional assistance as an Administrator or Key Contact Person, please reach out to one of us:

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