MINNESOTA HOUSING
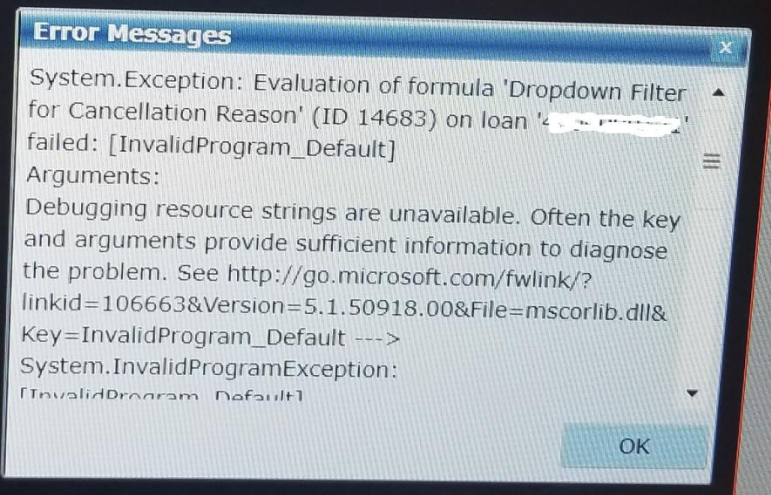
Users may encounter the following login errors:

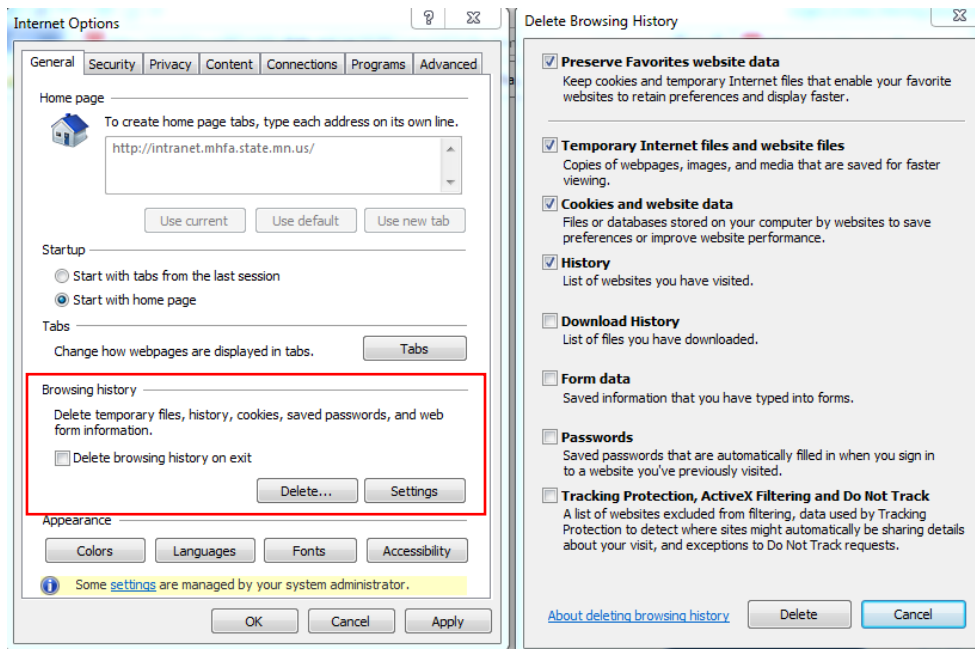|	
"Checking for updated components" pop-up message when trying to log in	**MINNESOTA HOUSING** Initializing System Show more details Checking for updated components...
Error message "insert" upon opening a loan that causes computer to freeze	**Error Messages** ✕ System.Exception: Evaluation of formula 'Dropdown Filter for Cancellation Reason' (ID 14683) on loan '4___ ____' failed: [InvalidProgram_Default] Arguments: Debugging resource strings are unavailable. Often the key and arguments provide sufficient information to diagnose the problem. See http://go.microsoft.com/fwlink/?linkid=106663&Version=5.1.50918.00&File=mscorlib.dll&Key=InvalidProgram_Default ---> System.InvalidProgramException: [InvalidProgram_Default] OK
Ability to log into some computers but not others	

Users should follow these steps to solve any of the errors above:

Step 1: Clear Internet Explorer browsing history.
1. Click the cog icon in the upper right corner of the browser window and choose Internet Options.
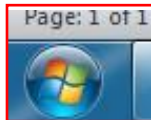
2. Under Browsing history, click Delete. Select the Temporary Internet Files, Cookies and History, then press Delete.
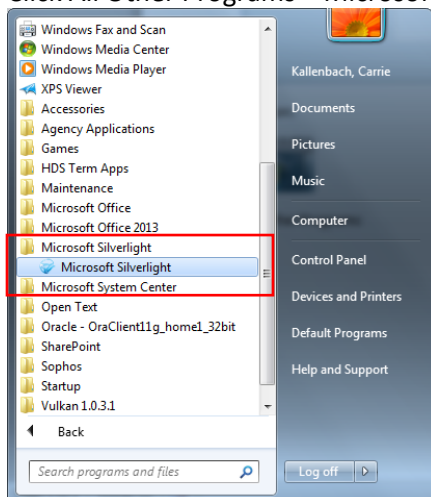
3. Exit out of the Internet Explorer browser window and then reopen it.
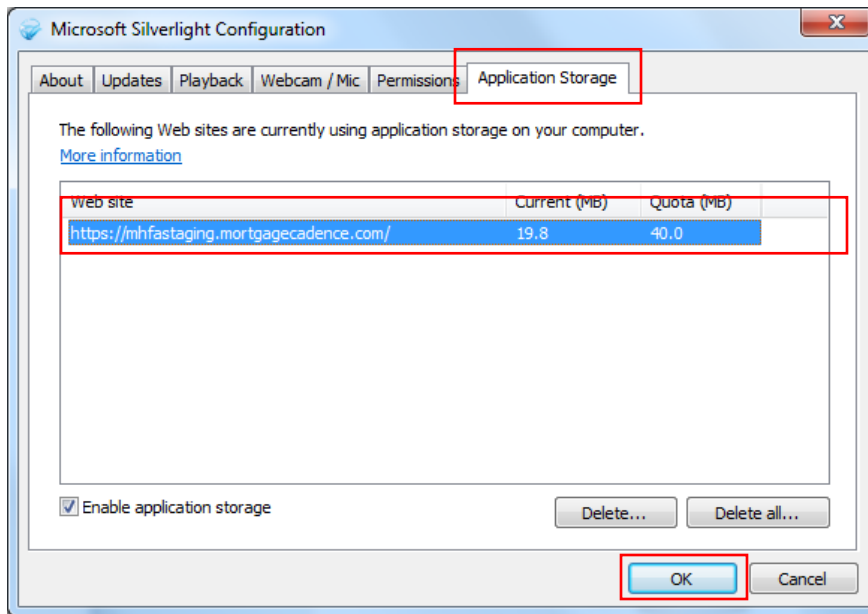
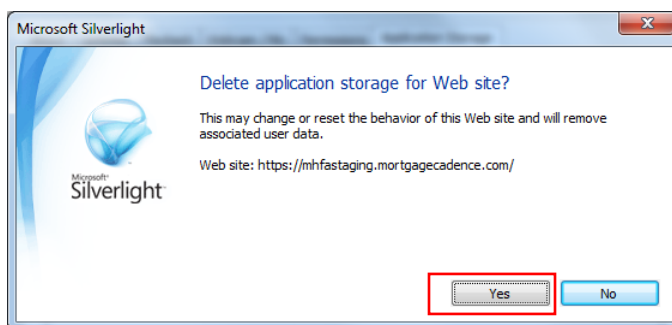**Step 2: Clear Silverlight cache**

1. Click the Start Menu.

2. Click All Other Programs > Microsoft Silverlight > Microsoft Silverlight
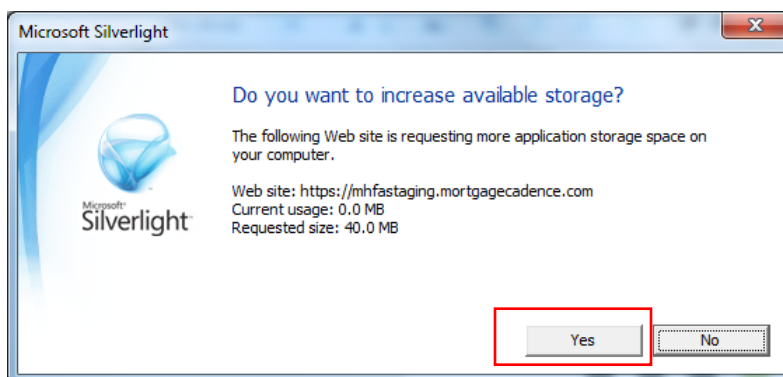
3. Click the Application Storage tab.
4. Click to highlight the row below Web site. Click Delete > OK.

5. Click Yes.

6. Next time the user launches the system, click Yes for "Do you want to increase available storage?"

Step 3: Contact Partner Solutions Team
1. User shares their user name and password, and Minnesota Housing Partner Solutions Team determines if the problem is with the user credentials or the user's computer.

Step 4: Install the Web Portal Application
1. Visit https://mhfa.mortgagecadence.com/Orchestrator/

2. Right click the username box.
3. Select "Install Web Portal Application onto this computer…"
4. Follow the prompts to install the application. This may require assistance from user's IT department depending on computer permissions.
5. Once installed, login with your username and password.
6. If the next screen displays an error, click the OK button at the lower right of that screen.
7. The user is logged in and can begin working in the system.
8. For ease of use in the future, pin the Web Portal Application to the computer taskbar by clicking Start and typing Web Portal Application in the search bar. When it appears, right click, choose More and choose Pin to Taskbar.