

Web Administrator System Guide

Getting Started

- Log into the [Minnesota Housing Commitment System](#)
- Select **User Profile** (looks like a person icon) located at the top right corner of your screen
- Select Switch to MCP Web Admin

Web Administrator Definitions

Use the information below to select the appropriate access level when setting up a new and/or updating a current user in the Minnesota Housing Commitment System. You must assign a **Security Group** and a **Department** for every user profile.

Security Groups

Assign users a Security Group. All Security Groups have access to order documents.

- **Lending Partner Admin** – User can set-up user accounts
 - More than one Web Administrator is permitted
 - **NOTE:** If you select this option, you must also select **Lending Partner, Lending Partner Associate and Lending Partner Read Only**
- **Lending Partner** – User can **Lock** and **Make Updates** to the loan. They can also **True and Certify** a loan
- **Lending Partner Associate** – User can lock the loan
- **Lending Partner Read Only** – User can view pipeline and upload closed loan files

Departments

Assign users a Department based on their role. Web Administrators should have all three Departments assigned.

- **Loan Officer** – Select this option for any mortgage originator. This will ensure loans are assigned correctly to individuals that originate the loan
 - You must include the loan officers NMLS license number
- **Lending Partner** – Select this option for anyone who is not a loan officer but needs access to the commitment system
 - Examples – underwriter, closer, processor, lock desk, etc.
- **Lender QC** – Select this option for anyone who should be notified by the Minnesota Housing Quality Control team when a loan is selected for audit

- This user will be responsible for working with and resolving quality control audits.

Setting Up a New User

To Create a New User

- Select **Add User** located at the top right of your screen
- A new blank user section will appear at the bottom of your screen

General Information

- Complete the required fields in the **General Information** tab
 - The account expiration date is automatically set by the system a year from the current date
 - If the user originates loans for multiple programs, select the most relevant channel
 - **NOTE:** If the user originates loans for multiple programs, they can only import a loan application under the channel assigned to them and must manually enter loans under the other channel

Authentication

- Complete the required fields in the **Authentication** tab
 - Username should be a **person's work email address**, not a general shared mailbox account
 - **Password requirements**
 - Must contain at least 12 characters
 - Must contain at least one uppercase letter
 - Must contain at least one lowercase letter
 - Must contain at least one number
 - Must contain at least one special character
 - Password must be changed every 6 months
 - Passwords cannot be reused
 - **Multi-Factor Authentication** is required to log into the Minnesota Housing Commitment System
 - Users will need a code to login
 - The code can come via email or via text to a cell phone
 - You are not required to fill out both Multi-Factor fields

Links

Complete the different sections in the **Links** tab

- Select appropriate box(es) to assign to the new user under **Security Groups**:
 - **Lending Partner** – Can enter a loan from lock to true and certify
 - **Lending Partner Admin** – This is the Web Administrator; this membership should not be selected for any other user
 - **Lending Partner Associate** – Can enter a loan through lock.
 - **Lending Partner Read Only** – Can view loan data only
- Select the appropriate box(es) in the **Department** section – Typically only one department is needed **and must be set as Default**
 - **Lending Partner** – Anyone who is not a loan officer, but needs access to the commitment system
 - **Loan Officer** – Allows the Loan Officer name to be assigned to the loan in our commitment system
 - **Lender QC** – Anyone who should be notified by the Minnesota Housing Quality Control team when a loan is selected for audit
 - This user will be responsible for working with and resolving quality control audits
- If multiple **Departments** are needed, you must set a **Default Department** that is appropriate for the user
 - To set the **Default Department**, select the desired Default Department and make sure it is highlighted
 - Then select **Set as Default** at the bottom right of the Departments section
 - You will then see (Default) appear after the desired default department
- Select **Correspondent Ops Center** in the **Operations Center** section
 - You must set Correspondent Ops Center as the **Default** for this section

Licensing

- Go to the **Licensing** tab to enter a loan officer's NMLS
 - Select **Add License** the Add License screen will open
 - In the **License Type** dropdown menu select **NMLS**
 - Enter the loan officer's NMLS in the **License Number** field
 - **State** auto fills to N/A when NMLS is selected
 - **Activation Date** automatically enters the date the license is added
 - In the **Expiration Date** field enter 12/31/2099
 - Select **Add**
- Once all fields have been completed select **Save** in the top right corner of the screen to complete the New User account

- If done correctly, you will see a notification box appear that will read **The changes were successful**
- If any **errors appear**, you will need to clear the errors and select **Save** again

NOTE: Test the new user by logging in as the new user to ensure they can successfully login.

Once the user logs into the commitment system, have them go into **User Settings** to set up a new password and recovery question. Refer to [Password and Recover Questions Help](#) section of this system guide.

User Maintenance

- Log into the [Minnesota Housing Commitment System](#)
- Select **User Profile** (looks like a person icon) located at the top right corner of your screen
- Select Switch to MCP Web Admin
- Select the user from the list of active users
 - You can search by using the magnifying glass located at the top right of your screen. Once located, select the user
 - The User Filter at the top left of your screen can find inactive users,
 - Select the down down menu and select the desired filter

Managing a User

Locked account

- If account is locked, you will see the **Account is locked** box checked on the **General Information** tab
- Uncheck the box to unlock the account
- Go to the **Authentication** tab and reset the user's password
- Select **Save** in the top right corner of the screen and communicate the new password to the user

Password Reset

- To reset a password, type a temporary password into the Password field in the Authentication tab
- Select **Save** in the top right corner of the screen and communicate the new password to the user

Adding a User to a New Group or Department

- Make any changes to the Security Groups and/or Departments section in the **Links** tab
 - **NOTE:** The departments section always needs one department to be set as default
- Select **Save** in the top right corner of the screen

Adding or Updating Licensing Information for a User

- Go to the **Licensing** tab
 - Select **Add License**
 - The Add License screen will open
 - In the **License Type** drop-down menu select the desired license you want to enter
 - NMLS will always display the Loan Officer's NMLS number on the Minnesota Housing Documents
 - Enter the license number in the **License Number** field
 - **State** auto fills to N/A when NMLS is selected
 - **Activation Date** automatically enters the date the license is added
 - In the **Expiration Date** field enter 12/31/2099
 - Click the **Add**

Password and Recovery Questions Help

Users must be logged in to reset their password and establish a recovery question. If users are locked out of their account and/or unable to reset their password when trying to log in, they will need to reach out to the web admin for assistance.

Once user is logged in, instruct them to:

- Log into the [MN Housing Commitment System](#) and select the **User Profile** (looks like a person icon) located at the top right of the screen
- Select **User Settings**
- The User Settings page will open, select **Password/Security** in the top right corner
- Add a Recovery Question and a Recovery Answer in the **Password Recovery** section
- In the **Change Password** section, complete all three fields to reset your password. The fields to complete are **Current Password, New Password and Confirm Password**
- Select **Save** at the bottom right of the User Settings screen