

## TPO Connect FAQ Sheet

### **What is the URL Address for TPO Connect?**

For Towne Partners the URL is <https://partner.townemortgage.com>

For AmeriCU Partners the URL is <https://connect.americu.com>

For Homeowners Mortgage partners the URL is <https://connect.homeownersmtg.com>

For ACH Trust Partners the URL is <https://connect.achtrust.com>

### **How do I Request Logins/Credentials for TPO Connect?**

If you are an Admin or New user to the site, there is a set up sheet that your AE can provide to you. If you are the admin and want to add a user within your company there is a job aid on how to perform. That can be provided by your AE as well. The job aid does reside in the TPO Connect resources center as well.

### **Where and who do I submit my list of users**

Submit the list to [esupport@townemortgage.com](mailto:esupport@townemortgage.com) and one of the encompass support team members will be able to complete the task.

### **Requesting Job Aids/ Training Material**

All Training Material will reside in the Resource Center within TPO Connect. The pathway is Resource Center Tab ➡ Policies and Procedures ➡ Training Material.

### **Can I Print Docs from TPO Connect?**

The way Ellie Mae has built out TPO Connect Currently does not allow users to print from the system. No matter what the format is pdf, word, etc. You cannot print. You also cannot print out a Credit Report, Conditional Approval, or Findings. There is a possibility this might open up in the near future, for the time being email production support [setupteam@townemortgage.com](mailto:setupteam@townemortgage.com) or sales support at [sales.support@townemortgage.com](mailto:sales.support@townemortgage.com)

### **I cannot access my Credit Report from TPO Connect, what is the fix?**

If you run into a system error when trying to reissue credit or run AUS, you will need to contact your Credit Vendor to update the IP Addresses. The following are the IP Addresses

54.192.119.87  
199.189.126.241  
13.32.233

### **Where can the Freddie Mac Seller Servicer Number be found?**

The Freddie Mac Seller Servicer number will need to be added in order to run Freddie's LPA (Loan Product Advisor). The number is 708900.

### **Can MortgageBot still be accessed for an existing pipeline?**

Yes, in fact there is access for TPO Connect and MortgageBot currently from the company websites. For AmeriCU please visit <https://www.americu.com/>  
For Towne please <http://wholesale.townemortgage.com/>

### **How can Tax Transcripts get Ordered?**

The current process to get tax transcripts ordered for a loan is to execute a 4506-T form and email it to either Sales Support or Production Support.

### **How can VA CAIVRS be requested?**

To Request your CAIVRS number you will need to email Sales Support at [sales.support@townemortgage.com](mailto:sales.support@townemortgage.com) or Production Support at [setupteam@townemortgage.com](mailto:setupteam@townemortgage.com) to request this number for you.

### **Can Docs be seen in TPO Connect?**

Yes you can, all the Docs that are uploaded in to TPO Connect are going can be seen in the documents tab. All the Docs that are going to be of importance to you like the 1003, conditional approval, 1008 etc. will be available for you to see as well.

### **Why is the Search Product and Pricing Button greyed out?**

If the button is greyed out, then there is a field that is missing more than likely it is the target rate. The target rate needs to be entered.

### **When the Borrower receives disclosures, what is the Authorization code?**

The Authorization Code is the last four digits of the borrower(s) Social Security Number.

### **Where can the Application date be found?**

The application date can be found under 1003/Loan information toward the bottom right hand corner within TPO Connect.

**When Processing/Production Support Sends documents to the borrower what is typically being sent?**

If the broker is closing in Towne/Americu/Homeowners name then an LE as well as the package sent to the borrower initially, is replicated in the system, generated and sent to the borrower by the processor or production support team. Whatever is sent out to the borrower is then placed in TPO connect under Wholesale: Docs Sent to Borrower placeholder.