# Creating Users in TPO Connect

**IHDA MORTGAGE**

# Login To TPO Connect



- *Only users designated as TPO Managers can create new TPO Connect Users*

# Select Manage Account



- **Can also update your current password from this menu**

# *Select Company Accounts*

# *Scroll down to Select Add Contact*

# Add New User Information



**\* = Required Fields**

**Blue Arrow:** Choose to allow TPO user to View or Edit other team's loan files (Uploading of documents requires Edit access)

**Green Arrow:** Choose the User's Organization

# Select Organization



- **Within Contact Organization you will have only Corporate as an option**
- **Just click 'Save' and this will put the User in the Company Contacts (Blue Arrow: Current User Organization)**

# Add User Persona



- *TPO Manager has ability to create other users*
- *As of right now the TPO Loan Officer and TPO Processor are functionally the same*

# Click Save to Create User



- *Email with User login credentials will be sent out from: "Ellie Mae, Inc. Password Assistance"* <noreply@elliemae.com>

# Disable Active User



- *Similarly, you can Disable current users by editing their contact information and changing the Login Status to "Disabled" then Saving*

# Thanks for attending!
## We appreciate your partnership!

- *Send any TPO Connect questions or to:* [Mortgage@ihda.org](mailto:Mortgage@ihda.org)