

1	INITIAL PORTAL INVITATION E-MAIL IS SENT TO BORROWER
<p>The borrower receives an e-mail from GoPrime Mortgage that contains a link to access the “Secure Borrower Portal.” This might be from a request to electronically consent, a request from a loan officer to upload documents, or a request to sign disclosures. This link will be to a site address that begins with:</p> <p style="text-align: center;">https://www.goprime.com/portal/?authentication&token=</p> <p>It will also appear in most messages sent via Encompass as “CLICK TO LAUNCH THE SECURE BORROWER PORTAL” and clicking on the link takes them to the goprime.com Portal page.</p> <p>This link is the key to connecting the new account you create and the loan application that you Loan Officer has created with you.</p>	

2	BORROWER CREATES PORTAL ACCOUNT (IF THEY DO NOT HAVE ONE ALREADY)
<p>If the borrower does not yet have a portal account with GoPrime Mortgage, they will need to create one.</p> <p>Click on the link in the email addressed to you and since you are creating your new account you should click Continue to Portal then on the Log In page, click Create Account.</p> <div style="display: flex; align-items: center; justify-content: center;"> <div style="border: 1px solid black; padding: 5px; width: 300px;"> <p style="font-size: small; margin: 0;">WELCOME TO THE BORROWER PORTAL! Thank you for trusting us with your mortgage needs!</p> <p style="font-size: x-small; margin: 0;">Click Continue to Portal to:</p> <ul style="list-style-type: none"> ✔ Log in to an existing account to work on a partially completed loan application ✔ Log in to an existing individual account to work with assigned tasks on a loan in process, such as signing, uploading, or previewing documents ✔ Create an account for yourself or another borrower (each individual must have their own) on a loan in process to sign, upload, or preview documents – <i>NOTE: if you clicked on an e-mail link regarding your loan and do not yet have an account, this is you!</i> <p style="font-size: x-small; margin: 0;">If you have not yet applied, click Start a New Application to go to our Apply Now page!</p> <div style="display: flex; justify-content: space-around; margin-top: 5px;"> Start a New Application Continue to Portal </div> </div> <div style="margin: 0 20px; font-size: 2em;">➔</div> <div style="border: 1px solid black; padding: 5px; width: 200px;"> <p style="text-align: center; font-size: small; margin: 0;">Log In</p> <p style="font-size: x-small; margin: 0;">Username <input style="width: 90%;" type="text"/></p> <p style="font-size: x-small; margin: 0;">Password <input style="width: 90%;" type="password"/></p> <p style="font-size: x-small; margin: 0;"><input type="checkbox"/> Remember me</p> <p style="text-align: center; margin: 0;">Log In</p> <p style="font-size: x-small; margin: 0;">Forgot your username or password?</p> <div style="text-align: center; margin-top: 5px;"> Don't have an account? Create Account </div> </div> </div> <p>You should create an account with the same name (and ideally the same e-mail address) as the person who was addressed in the e-mail in step 1.</p> <p>The last step in the account creation process is to verify the account via e-mail. After you have verified their account, you can close this browser tab/window.</p> <p>You can go back to the Invitation email to find the link to access the Portal or proceed to https://www.goprime.com/portal and login with your Username and Password</p> <p>This combination of unique link, individual account, and authentication code securely connects that individual borrower to the loan file.</p>	