



- Correspondent Lending
- HFA Lending

Summary

U.S. Bank Lender Portal is no longer experiencing the following technical difficulties:

System Impact	Status	Additional Details
<p>Existing Issue</p> <p>Password reset email is not being received by users.</p>	Resolved	<p>Lender Portal is now operating as expected.</p> <p>Action required for those who attempted to reset password during outage</p> <p>For users who attempted to reset your password during the known issue period (and did not receive the password reset email), please click on the 'Forgot Password' link to regenerate the password reset email as shown below:</p> <div data-bbox="950 835 1442 1222" data-label="Image"> </div>
<p>New Issue</p> <p>Email notifications from Lender Portal are not being sent.</p>	Resolved	<p>Lender Portal is now operating as expected.</p> <p>Email notifications that were not sent the last two days will not be sent; however, lenders can pull conditions documents or purchase advices from Lender Portal, as needed.</p>

We apologize for any inconvenience and thank you for your patience.

Questions



Correspondent: Please contact your Account Executive or the Client Support Area at 800.200.5881, option 1.

HFA: Please contact the Housing Finance Agency Hotline at 800.562.5165, option 2 for the HFA Client Support Team.

