

Logging In to MyLoanCare.com/client

If you already have an account, do the following:

1. Navigate to <https://www.myloancare.com/client/>.
2. Type your **email address** and **password** and click **Sign In**.
3. Click **Send Code** to receive the temporary multi-factor authentication code number.
4. Type the **code** and click **Verify**. The **MyLoanCare.com/client** home page displays.

Setting Up a New Account

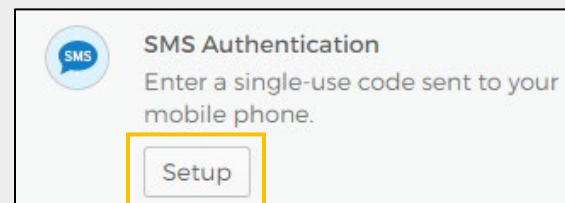
Each new user receives an email confirmation with a link that initiates the account set up process. The link in the email remains active for only one hour.

1. Click the **Activate Your Account** link received by email. The **Welcome to MyLoanCare** page displays.
2. Type an **account password**.
Note: You can add a phone number that provides the unlock or reset code by either voice message or text message. This information is not required during this initial account setup.
3. Click **Create My Account**. The **MyLoanCare.com/client** log in page displays.
4. Log in with your **email address** and **password**, then set up your multi-factor authentication options.

Setting Up Multi-Factor Authentication (MFA)

You can set up either or both SMS Authentication and/or Voice Call Authentication after logging in to <https://www.myloancare.com/client/> for the first time.

1. Click **Setup** underneath the appropriate option.

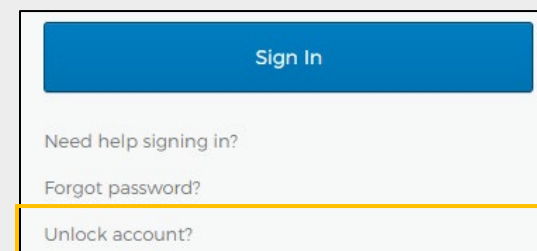


2. Select the appropriate **Country** from the drop-down list.
3. Type the **Phone Number** and click **Send Code**.
Note: You must always click **Send Code**.
4. Type the **code number** received from either the phone call or text message, then click **Verify**.
Note: Type the code as soon as you receive it. It expires quickly.
5. Click **Finish**. The **MyLoanCare.com/client** home page displays.

Unlocking an Account Using Multi-Factor Authentication (MFA)

You can use MFA to unlock your account.

1. Click **Need help signing in?**
2. Click **Unlock Account?**



3. Type the **Email Address** and select the option for unlocking the account: **SMS, Voice Call, or Email**.
 - SMS/Voice Call: Type the **code** you receive and click **Verify**.
 - Email: Click the **Unlock Account** link.
4. Click **Back to Sign In**.

Resetting Multi-Factor Authentication (MFA)

1. Log in to <https://www.myloancare.com/Client/>.
2. Click **My Profile**.
3. Locate **Reset Multi Factor Authentication** and click **RESET MFA**.
4. Click **LOG OUT**.
5. Log in to the **website** and re-configure the **MFA options**.

Resetting Your Password

1. Click **Need help signing in?**
2. Click **Forgot password?**



3. Type the **Email Address** and select the option for resetting the password: **SMS, Voice Call, or Email**.
 - SMS/Voice Call: Type the **code** you receive and click **Verify**.
 - Email: Click the **Reset Your Password** link.
4. Type the **new password** and **re-enter the new password**, then click the **Reset Password** button.
5. Click **Send Code**.

6. Type the **code** and click **Verify**. The **MyLoanCare.com/client** home page displays.

Troubleshooting: Updating Settings for Cookies

MyLoanCare.com/client requires you to enable cookies in your web browser.

Microsoft Edge

1. Click the **three dots** in the top-right corner of the browser, then click **Settings**.
2. Click **Cookies and site permissions**.
3. Click **Manage and delete cookies and site data**.
4. Click the **Allow sites to save and read cookie data (recommended)** option.

Google Chrome

1. Click the **three dots** in the top-right corner of the browser, then click **Settings**.
2. Click **Privacy and security**.
3. Click **Cookies and other site data**.
4. Click the **Allow all cookies** option.

Mozilla Firefox

1. Click the **Menu** button in the top-right corner of the browser (the “hamburger” icon).
2. Click **Settings**.
3. Click **Privacy & Security**.
4. Select **Standard** as the **Browser Privacy** setting.

Safari (Mac)

1. Click the **Safari** menu and select **Preferences**.
2. Click **Privacy**.
3. Select **Always allow** under **Cookies and website data**.