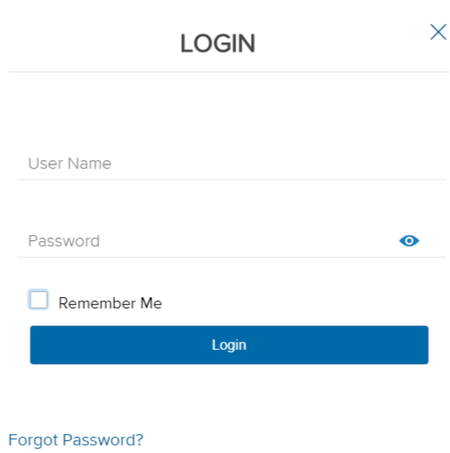
GLAS Client Admin Reference Guide

This guide will walk you through the Client Administration steps to successfully utilize the GLAS portal created for Mr. Cooper Non-Delegated Correspondent Lenders. As a Client Admin, you can create new users, update access for current users, and manage your company's account all within the GLAS portal.

<table>
<tr><th>Step</th><th>Action/Details</th></tr>
<tr><td>Login</td><td>
1. Open GLAS using the URL provided. Use Google Chrome as your primary search engine to ensure you can complete the pricing step provided later in this guide

GLAS.MRCOOPER.COM

2. Input your User Name and Password provided by Mr. Cooper and select Login



TIPS:

Select "Remember Me" your first time logging in to the GLAS portal
In case you forget your password in the future, select Forgot Password to reset your password on your own
If you have issues logging in, contact your Mr. Cooper Account Representative. They are your first line of support and will escalate your issue if necessary

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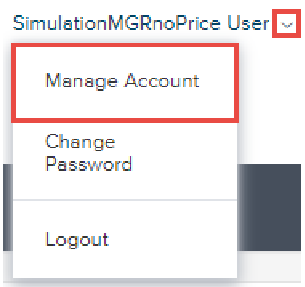
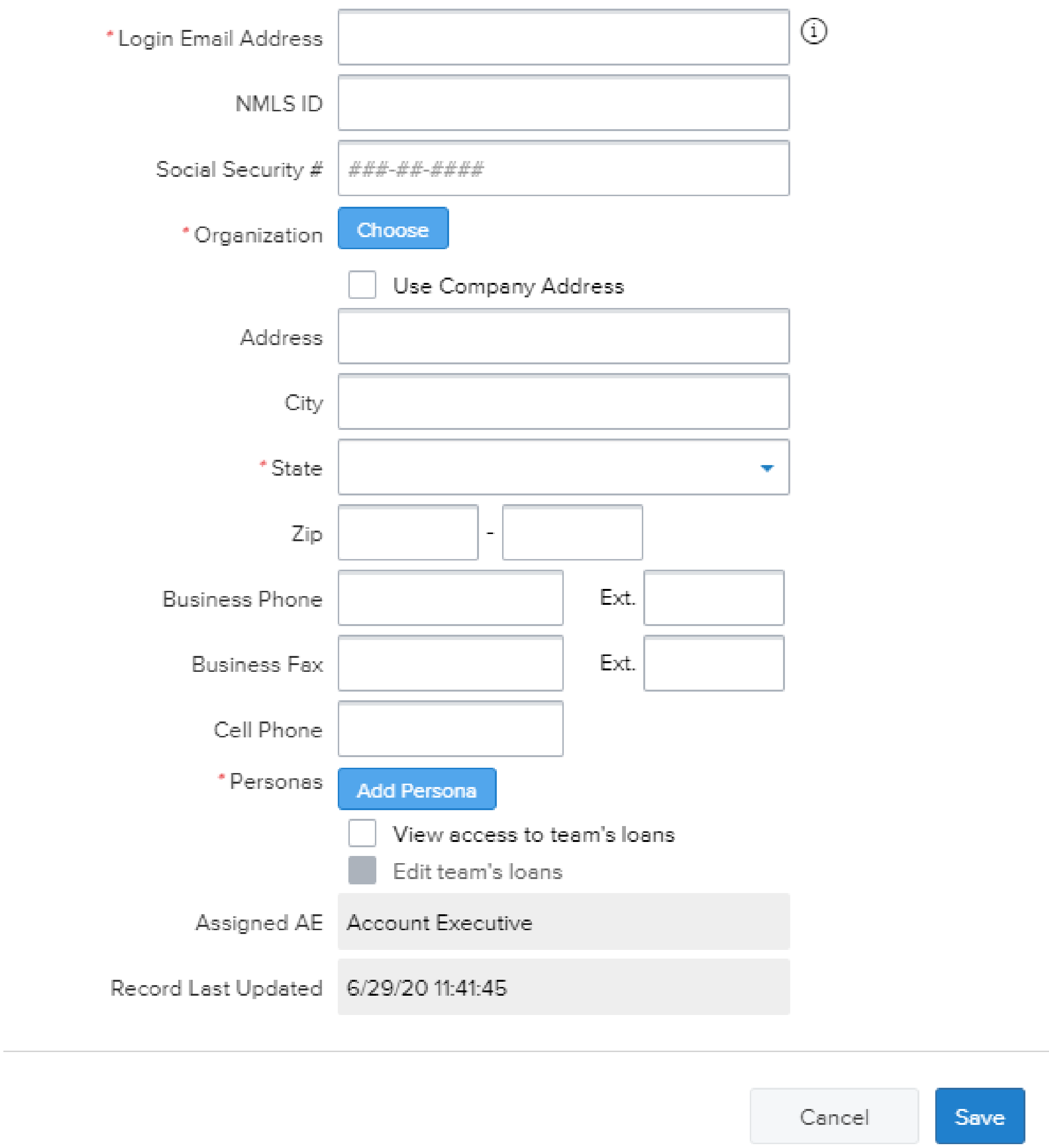
</table>

Step	Action/Details
Create New Users	1. Select the **drop-down arrow** next to your email address and select **Manage Account**  2. Select **Company Account**. If you are missing this tab, you do not have Client Admin rights for your company  3. Scroll down to **Company Contacts** within your company and select **Add Contact**  4. Input the required fields indicated below with an **asterisk** and select **Save** 



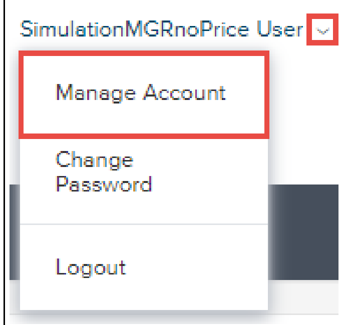
5. GLAS will automatically generate an email to the new user with their login credentials

TIPS:

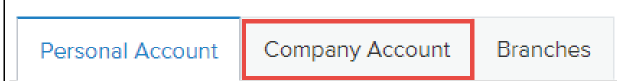
- *Check the box next to Use Company Address to auto populate the company address*
- *Use the GLAS Personas Spreadsheet provided to correctly assign the persona access*
- *If you enable the TPO Pricing Persona, input an NMLS number for the user or company*
- *Do not put NMLS# in user profiles for those that should not see pricing details*
- *To grant a user the rights to edit team's loans, you must first grant the user the right to view access to team's loans*

<table>
<tr><th>Step</th><th>Action/Details</th></tr>
<tr><td>Manage Current Users</td><td>

1. Select the **drop-down arrow** next to your email address and select **Manage Account**



2. Select **Company Account**. If you are missing this tab, you do not have Client Admin rights for your company



3. Scroll down to **Company Contacts** within your company. Locate the current user you wish to update

- **View**: Edit a current user's data, permissions, and status
- **Delete**: Do not delete a user unless the user was created by mistake
  Note: Selecting "Delete" will permanently delete the user. Any existing loans assigned to this user will no longer be viewable company wide. Users who are no longer with your company or no longer need system access should be "Disabled". This disabled status will retain record information for any loan associated with this user. See instructions below on how to edit login status

4. Select **View**. The user's account details will populate. Select **Edit Information**

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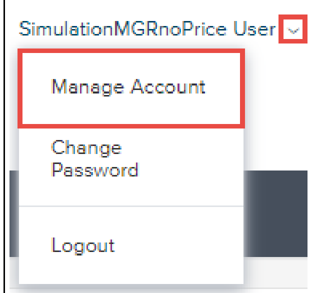
5. **Update** the user as needed
- **Login Status**: Select this **drop-down arrow** and select **Disabled** in order to disable a user
- **Edit Persona**: Select this field to change the user's access in GLAS

6. Select **Save**

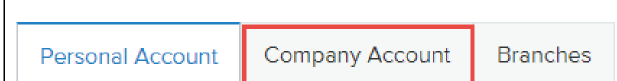
TIPS:
- *Use the GLAS Personas Spreadsheet provided to correctly assign the persona access*
- *If you enable the TPO Pricing Persona, input an NMLS number for the user or company*
- *Do not put NMLS# in user profiles for those that should not see pricing details*
- *Deleting a user is not the same as disabling a user*

Disable Current Users

1. Select the **drop-down arrow** next to your email address and select **Manage Account**



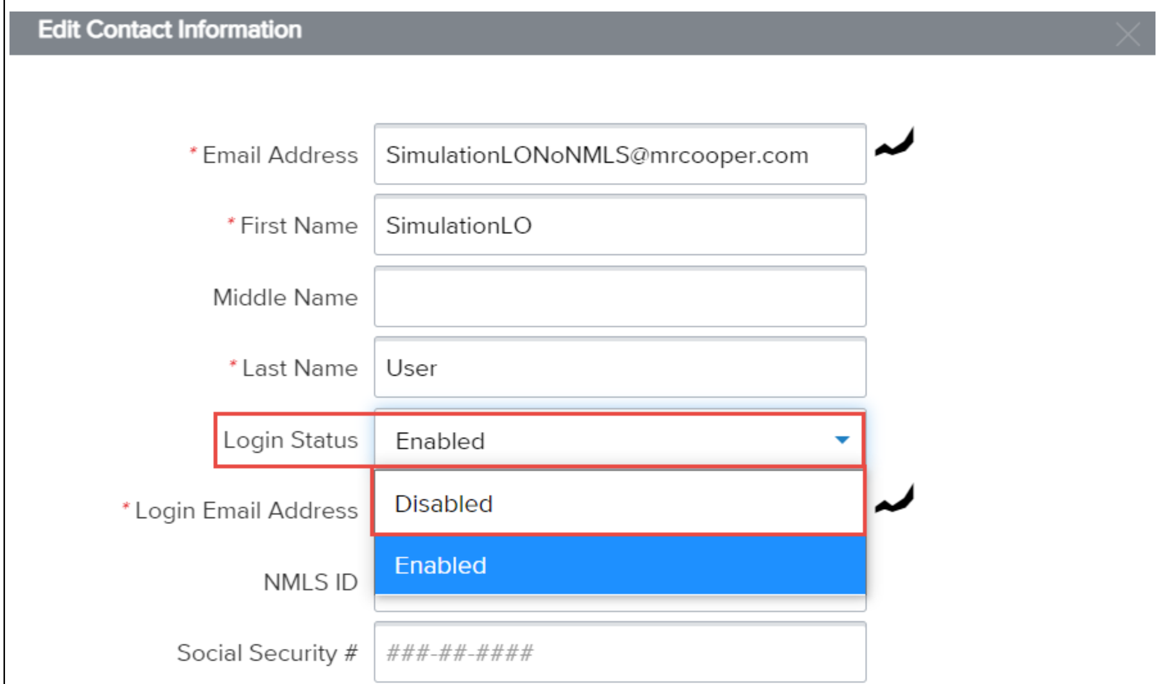
2. Select **Company Account**. If you are missing this tab, you do not have Client Admin rights for your company



3. Scroll down to **Company Contacts** within your company. Locate the current user you wish to update and select **View**

4. In the top of the Contact Details Section, select **Edit Information**

5. Select the **drop-down arrow** next to the Login Status field and select **Disabled**



6. Select **Save**