

# GLAS Client Admin

## Reference Guide

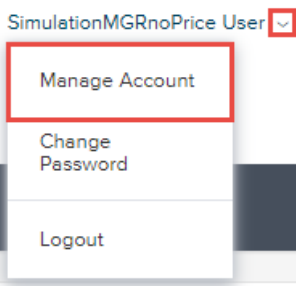





This guide will walk you through the Client Administration steps to successfully utilize the GLAS portal created for Mr. Cooper Non-Delegated Correspondent Lenders. As a Client Admin, you can create new users, update access for current users, and manage your company's account all within the GLAS portal.

Step	Action/Details
<b>Login</b>	<p>1. Open <b>GLAS</b> 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</p> <p><a href="https://GLAS.MRSCOOPER.COM">GLAS.MRSCOOPER.COM</a></p> <p>2. Input your <b>User Name</b> and <b>Password</b> provided by Mr. Cooper and select <b>Login</b></p> <div data-bbox="412 814 852 1249"></div> <p><b>TIPS:</b></p> <ul style="list-style-type: none"><li>• Select <b>“Remember Me”</b> your first time logging in to the GLAS portal</li><li>• In case you forget your password in the future, select <b>Forgot Password</b> to reset your password on your own</li><li>• 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</li></ul>

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Step	Action/Details
Create New Users	<p>1. Select the <b>drop-down arrow</b> next to your email address and select <b>Manage Account</b></p>  <p>SimulationMGRnoPrice User <input type="checkbox"/></p> <ul style="list-style-type: none"><li>Manage Account</li><li>Change Password</li><li>Logout</li></ul> <p>2. Select <b>Company Account</b>. If you are missing this tab, you do not have Client Admin rights for your company</p>  <p>3. Scroll down to <b>Company Contacts</b> within your company and select <b>Add Contact</b></p>  <p>4. Input the required fields indicated below with an <b>asterisk</b> and select <b>Save</b></p>  <p>Create New Contact <input type="text"/></p> <p>* Email Address <input type="text"/> ⓘ</p> <p>* First Name <input type="text"/></p> <p>Middle Name <input type="text"/></p> <p>* Last Name <input type="text"/></p> <p>Login Status <input type="text" value="Enabled"/></p>

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* Login Email Address	<input type="text"/>	<span>(i)</span>
NMLS ID	<input type="text"/>	
Social Security #	<input type="text" value="###-##-####"/>	
* Organization	<input type="button" value="Choose"/>	
	<input type="checkbox"/> Use Company Address	
Address	<input type="text"/>	
City	<input type="text"/>	
* State	<input type="text"/>	<span>▼</span>
Zip	<input type="text"/>	- <input type="text"/>
Business Phone	<input type="text"/>	Ext. <input type="text"/>
Business Fax	<input type="text"/>	Ext. <input type="text"/>
Cell Phone	<input type="text"/>	
* Personas	<input type="button" value="Add Persona"/>	
	<input type="checkbox"/> View access to team's loans	
	<input checked="" type="checkbox"/> Edit team's loans	
Assigned AE	Account Executive	
Record Last Updated	6/29/20 11:41:45	

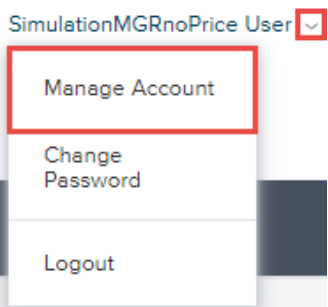
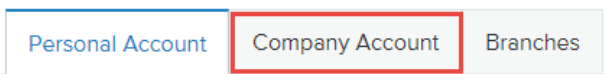


5. GLAS will automatically generate an email to the new user with their login credentials

**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

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Step	Action/Details
<b>Manage Current Users</b>	<p>1. Select the <b>drop-down arrow</b> next to your email address and select <b>Manage Account</b></p>  <p>2. Select <b>Company Account</b>. If you are missing this tab, you do not have Client Admin rights for your company</p>  <p>3. Scroll down to <b>Company Contacts</b> within your company. Locate the current user you wish to update</p> <ul style="list-style-type: none"> <li>• <b>View:</b> Edit a current user’s data, permissions, and status</li> <li>• <b>Delete:</b> Do not delete a user unless the user was created by mistake</li> </ul> <p><b>Note:</b> 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</p>  <p>4. Select <b>View</b>. The user’s account details will populate. Select <b>Edit Information</b></p> 

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	<p>5. <b>Update</b> the user as needed</p> <ul style="list-style-type: none"> <li>• <b>Login Status:</b> Select this <b>drop-down arrow</b> and select <b>Disabled</b> in order to disable a user</li> <li>• <b>Edit Persona:</b> Select this field to change the user's access in GLAS</li> </ul> <p>6. Select <b>Save</b></p> <div style="border: 1px solid #ccc; padding: 5px; width: fit-content; margin: 10px auto;"> <span style="border: 1px solid #ccc; padding: 2px 10px;">Cancel</span> <span style="border: 1px solid #ccc; padding: 2px 10px; background-color: #007bff; color: white; margin-left: 10px;">Save</span> </div> <p><b>TIPS:</b></p> <ul style="list-style-type: none"> <li>• Use the <i>GLAS Personas Spreadsheet</i> provided to correctly assign the persona access</li> <li>• If you enable the <i>TPO Pricing Persona</i>, input an <i>NMLS number</i> for the user or company</li> <li>• <i>Do not put NMLS# in user profiles for those that should not see pricing details</i></li> <li>• <i>Deleting a user is not the same as disabling a user</i></li> </ul>																
<p><b>Disable Current Users</b></p>	<p>1. Select the <b>drop-down arrow</b> next to your email address and select <b>Manage Account</b></p> <div style="border: 1px solid #ccc; padding: 5px; margin: 10px 0;">       SimulationMGRnoPrice User <span style="float: right;">▾</span>  <div style="border: 1px solid #ccc; padding: 5px; width: fit-content;"> <span style="border: 1px solid #ccc; padding: 2px 10px; display: block;">Manage Account</span> <span style="padding: 2px 10px; display: block;">Change Password</span> <span style="padding: 2px 10px; display: block;">Logout</span> </div> </div> <p>2. Select <b>Company Account</b>. If you are missing this tab, you do not have Client Admin rights for your company</p> <div style="border: 1px solid #ccc; padding: 5px; margin: 10px 0; display: flex; gap: 10px;"> <span style="border: 1px solid #ccc; padding: 2px 10px;">Personal Account</span> <span style="border: 1px solid #ccc; padding: 2px 10px; background-color: #007bff; color: white;">Company Account</span> <span style="border: 1px solid #ccc; padding: 2px 10px;">Branches</span> </div> <p>3. Scroll down to <b>Company Contacts</b> within your company. Locate the current user you wish to update and select <b>View</b></p> <div style="border: 1px solid #ccc; padding: 5px; margin: 10px 0;"> <p style="text-align: right; margin-bottom: 0;"><a href="#">Add Contact</a> <span style="font-size: 0.8em;">📄 🖨️</span></p> <table border="1" style="width: 100%; border-collapse: collapse; font-size: 0.8em;"> <thead> <tr> <th>First Name</th> <th>Last Name</th> <th>Address</th> <th>Business Phone</th> <th>Email</th> <th>Login Status</th> <th>Personas</th> <th></th> </tr> </thead> <tbody> <tr> <td>SimulationLO</td> <td>User</td> <td>123 Simulation ...</td> <td></td> <td>SimulationLONoNMLS@mr...</td> <td>Enabled</td> <td>1</td> <td style="text-align: right;"> <span style="border: 1px solid #ccc; padding: 2px 5px;">View</span> <span style="border: 1px solid #ccc; padding: 2px 5px; color: red; text-decoration: line-through;">Delete</span> </td> </tr> </tbody> </table> </div>	First Name	Last Name	Address	Business Phone	Email	Login Status	Personas		SimulationLO	User	123 Simulation ...		SimulationLONoNMLS@mr...	Enabled	1	<span style="border: 1px solid #ccc; padding: 2px 5px;">View</span> <span style="border: 1px solid #ccc; padding: 2px 5px; color: red; text-decoration: line-through;">Delete</span>
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4. In the top of the Contact Details Section, select **Edit Information**

[Back to Company Account](#)

Contact Details Edit Information

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

Edit Contact Information

\* Email Address SimulationLONoNMLS@mrcooper.com

\* First Name SimulationLO

Middle Name

\* Last Name User

Login Status Enabled

\* Login Email Address Disabled

NMLS ID Enabled

Social Security # ###-##-####

6. Select **Save**

Cancel Save

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