

Cinfed's Mortgage Team uses eConsent and e-Disclosures functions within Safe Connect to make every transaction easy, secure, and seamless.

- Step 1:** When you begin working with Cinfed's Mortgage Team, you will receive an email regarding eConsent & eDisclosures. In the message, use the link that says, **"Click here to visit the website"** to take you to the Safe Connect website.
- Step 2:** If this is your first time accessing Safe Connect, create a new account by selecting the **"Create Account"** bar near the bottom of the page, and completing the online registration form.
- Step 3:** Once your account is created, go back and find the 4-digit authorization code in the email from Step 1 (typically the last four digits of your social security number).
- Step 4:** After entering the 4-digit authorization code, review the eConsent agreement and select **"Agree"** to receive and sign documents via Safe Connect.
- Step 5:** After selecting "Agree," the Main Menu of Cinfed Safe Connect should appear. Now that you have created your account, you can review documents, eSign documents, and review any loans and loan details from this page.

The upper left section of the Main Menu page features a taskbar that allows you to manage and monitor your mortgage documents. You can upload additional documents, e-sign documents, and check the status at your convenience.

A Cinfed loan officer may send a request for additional documents, which you will view in the "Tasks" section. You can then use the "Documents" tab to upload the appropriate documents.

Once documents are uploaded/signed, they can be viewed in Safe Connect at any time.

Cinfed Safe Connect allows you to securely keep all of your mortgage documents in one place, helping make the entire process faster, more efficient, and more convenient for you.

FAQ

- Q:** I'm locked out of my account due to too many log in attempts. Who can help?
- A:** Contact a Cinfed loan officer during business hours to have your account unlocked.
- Q:** Can my partner and I use the same username?
- A:** No, each individual must create their own account, even if they are on the same loan.
- Q:** I forgot my log in information. What can I do?
- A:** Please use the "Forgot Username" or "Forgot Password" options located under the "log in" tab on the "log in" screen. This will allow you to recover a username or password already created.
- Q:** Where can I learn more about the borrower process?
- A:** Borrowers can follow the "Click here to watch a video" link at the bottom of the email provided by the Cinfed loan officer. The video helps explain the signing process as well as how to use the website to fulfill requested documents, etc.