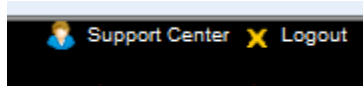


Accessing the LendingQB Support Center

Our support system will be accessible in two ways:

1. From within LendingQB, click the **Support Center** link.



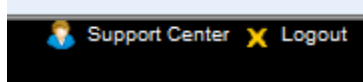
2. After setting up your support center account within LendingQB, you will be able to access the Support Center by going to <https://support.lendingqb.com>.

First time Setup

In order to access the new Support Center, you will need to register a unique e-mail and validate it:

How to Register and Validate your E-mail for the LendingQB Support Center:

1. Click on the “New Support Center” link in the top-right corner of any LendingQB screen, or click the **Your Profile** link on the left hand side of your pipeline



2. Put in your e-mail address in the **Support Center Email** field.
 - Note: **The Support Center Email must be unique.** For example if you have been using lock@lendingqb.com as your notification e-mail but share that with other users at your company, you will need to put in your own e-mail in for the Support Center Email. If you put in an e-mail that has been used by someone else, you will get an error message.

Your Profile | Access Level | Roles | Permissions | Picture | IP Restrictions | Security Info

Your Profile

First Name: WALTER

Last Name: INTERNAL

Address:

LendingQB Notification Email: walter@waltz.com

Support Center Email:

Phone: (111) 111-1111

Cell Phone:

Fax:

Agent License #:

Send notification when loan events occur: Yes No

Send task-related notifications: Yes No

[Login Information](#)

3. After you save a valid e-mail, we will send an email with a verification URL to the email that you provided. Take the URL in the e-mail and open it in Internet Explorer - this will take you back to LendingQB and ask you to log in. After you log in, your e-mail will be verified.

- Note: You will not be able to change your support e-mail once it is set up without contacting LendingQB Support.

4. After you verify your email, the next time you click the **Support Center** link, the support center will open up and log you in.