

# Complete your Loan Application

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## Using the Online Customer Portal

The Carrington Customer Portal provides a convenient and secure way to receive, sign and upload loan documents that are needed throughout the mortgage process. You can access the Customer Portal from either a computer or a mobile device.

This fast and efficient tool makes the mortgage process easier, helps us complete your mortgage application faster, and gets you ready to close as quickly as possible.

Please contact your Loan Officer with any questions or help you may need using the portal.

This guide will show you how to:

- ✔ Set up your Carrington user account
- ✔ Sign your loan application and disclosures – both electronically and with ink
- ✔ Upload documentation needed to complete your application



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## Create Your Account and Log In

Each applicant will need to independently sign their own documents related to the loan application.

To accomplish this via eSign, Carrington Mortgage Services, LLC will send an email separately to each applicant. Each individual's email will contain a unique link that is specific to them, to access the documents they need to sign. Save this email with your specific link in case you need to refer to it later.

As in the email example below, you will click your individual link to connect to your Carrington account.

1. Click the link **"Click here to visit the website"** to sign in or set up your account
2. If there are any issues with the links, **copy and paste the URL** into your web browser

To expedite the loan process, we have sent important loan documents for your review on a personalized, password-protected location that will allow you to validate your identity and retrieve your loan disclosures. By accepting your secure loan disclosures online, we can proceed immediately with the next step in processing your loan application.

The website link and instructions are identified below. Thanks for your prompt attention to this request.

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[Click here to visit the website](#) and access the message above. There you can take any action that is required and view the latest updates to the loan.

**"Sign Into Your Account"** for current customers who are registered with Carrington  
Click the **"Create An Account"** button for NEW customers who are not previously registered with Carrington.

[Click here to watch a video](#) that walks you through the eDisclosure process and explains how to use this website to view, sign, and return the requested loan documents.

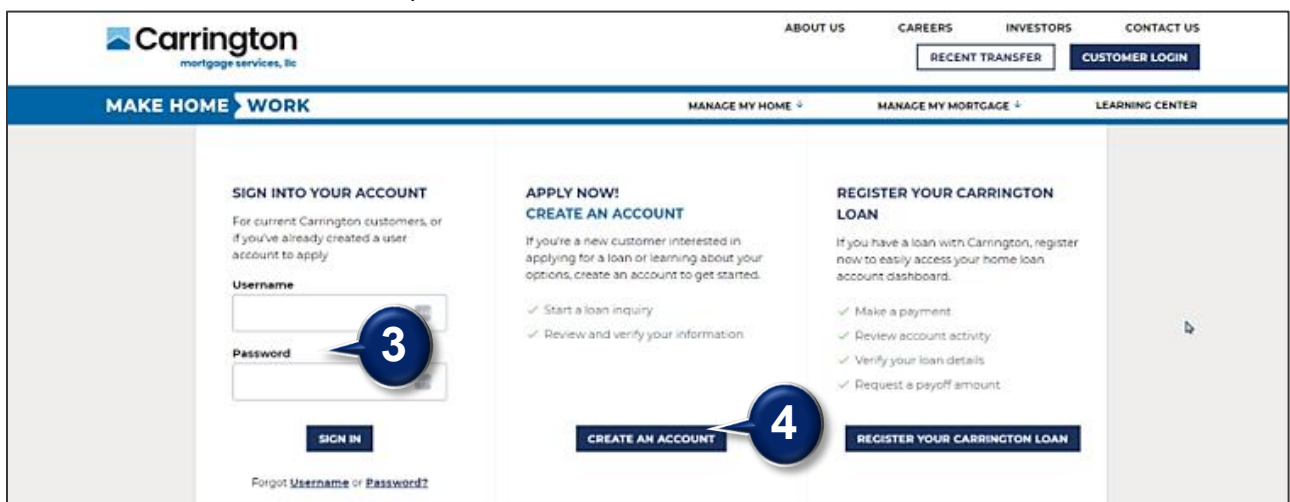
If you experience problems opening the link, copy and paste the URL below into your Web browser.

URL:

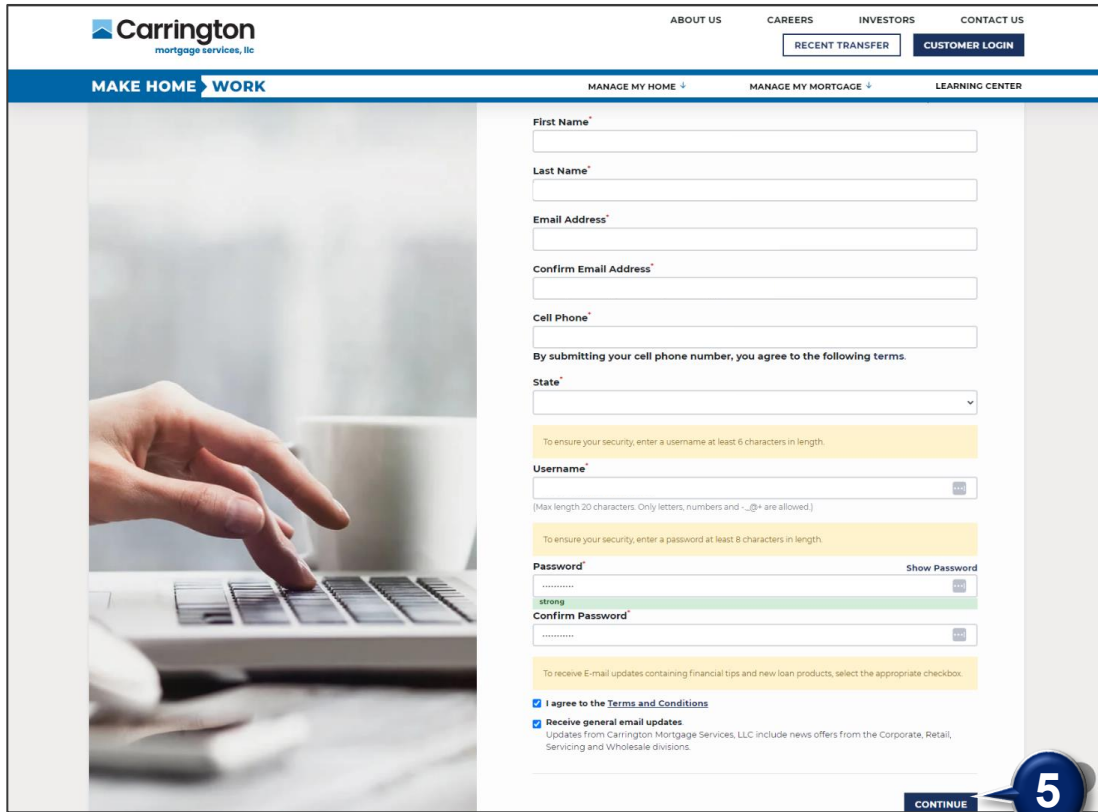
<https://ga.carringtonmortgage.com/consumerconnect?authentication=>

2

3. Once on the log in page, you can enter your existing account credentials and click **Log In – OR –**
4. Click **Create Account** to set up a new account



5. Fill out **all the required fields** with an asterisk (\*) and **Click Continue**



The screenshot shows the Carrington mortgage services, llc registration page. The navigation bar includes 'ABOUT US', 'CAREERS', 'INVESTORS', 'CONTACT US', 'RECENT TRANSFER', and 'CUSTOMER LOGIN'. Below the navigation bar are tabs for 'MAKE HOME WORK', 'MANAGE MY HOME', 'MANAGE MY MORTGAGE', and 'LEARNING CENTER'. The registration form contains the following fields and options:

- First Name\*
- Last Name\*
- Email Address\*
- Confirm Email Address\*
- Cell Phone\*
- By submitting your cell phone number, you agree to the following terms.
- State\*
- Username\* (To ensure your security, enter a username at least 6 characters in length. Max length 20 characters. Only letters, numbers and \_.@+ are allowed.)
- Password\* (To ensure your security, enter a password at least 8 characters in length. Shows password strength: strong)
- Confirm Password\*
- To receive E-mail updates containing financial tips and new loan products, select the appropriate checkbox.
- I agree to the [Terms and Conditions](#)
- Receive general email updates. Updates from Carrington Mortgage Services, LLC include news offers from the Corporate, Retail, Servicing and Wholesale divisions.

A 'CONTINUE' button is located at the bottom right of the form, with a blue circle containing the number 5 next to it.

6. You will receive an email to activate your account – **Click the Link** provided and follow the steps  
If there are any issues with the links, **copy and paste the URL** into your web browser

To complete sign-up, you must click the following link to activate your account.

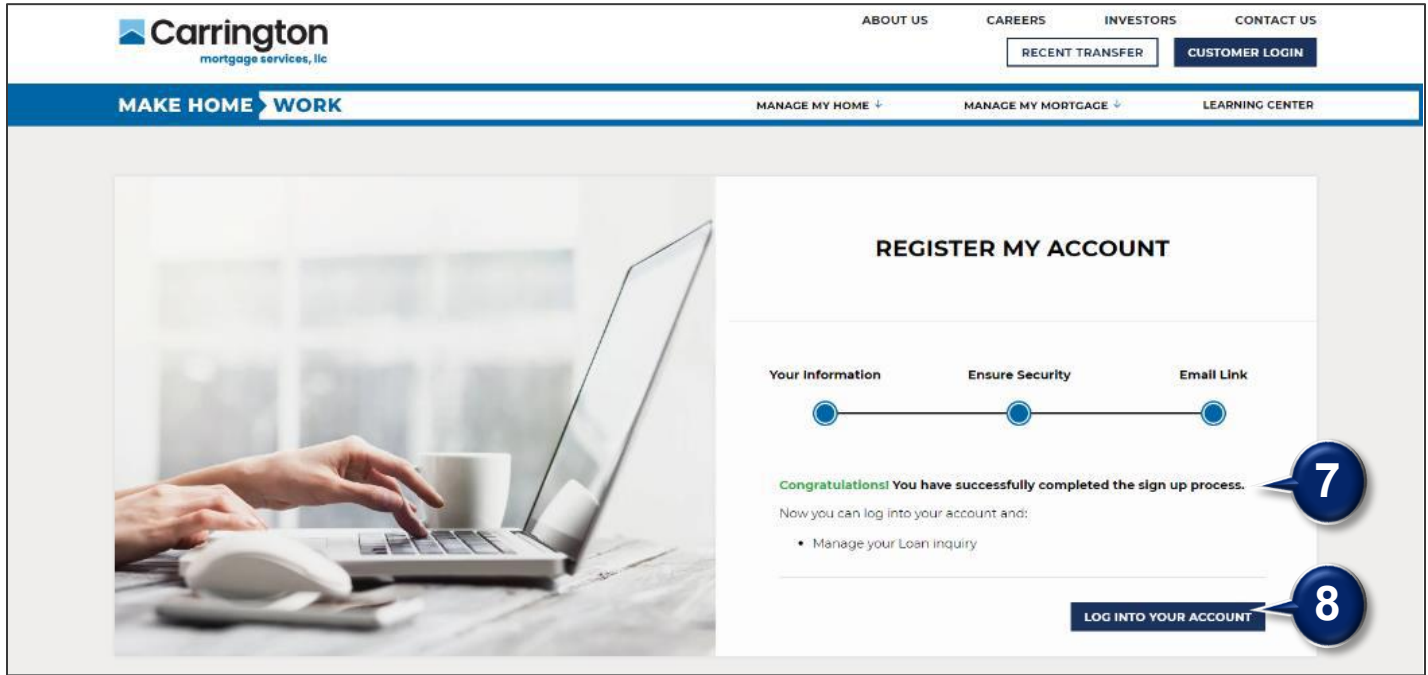
<https://qa.carringtonmortgage.com/UserRegistration/ActivateRegistration?userId=debfca74-6441-4141-8000-000000000000>

If the above link is inactive, highlight and copy the text, then paste it into your web browser's address bar.

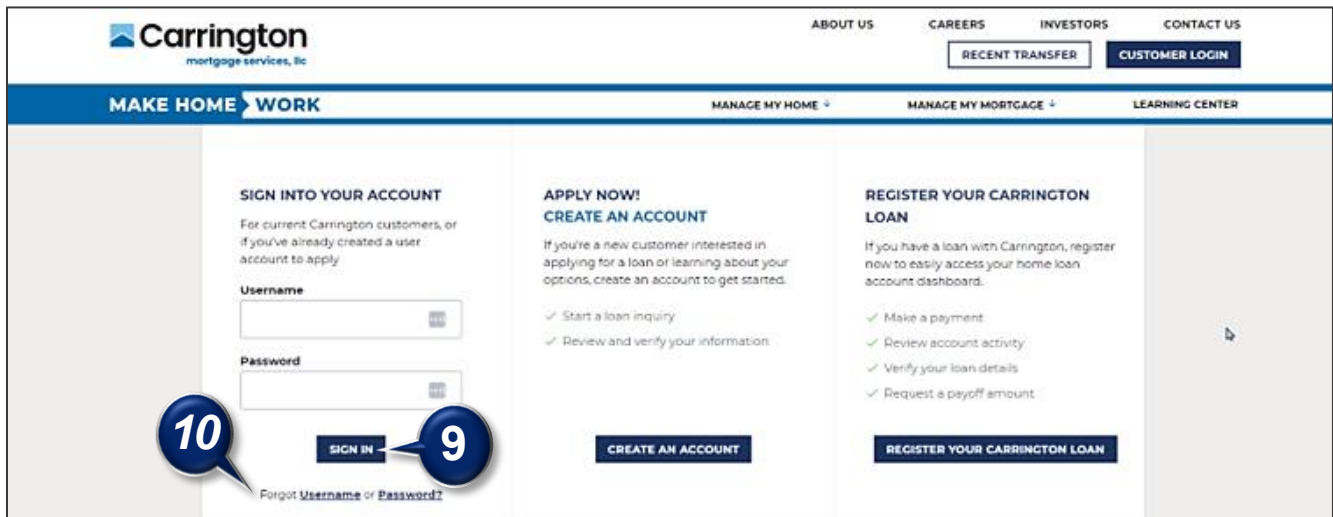
Thank you,  
Customer Support  
Carrington Mortgage Services, LLC

Note: This is a system generated e-mail. Please do not reply.

7. Once all steps are complete you will see the **“Congratulations!”** message
8. Click **Log into Your Account**



9. **Sign into your Account** Using the Username and Password you have set up
10. If you do not have your username or password, click the **recovery links** provided

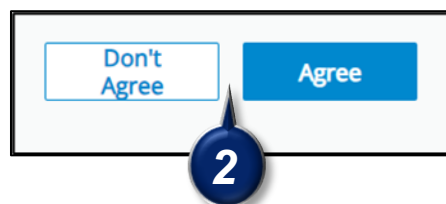
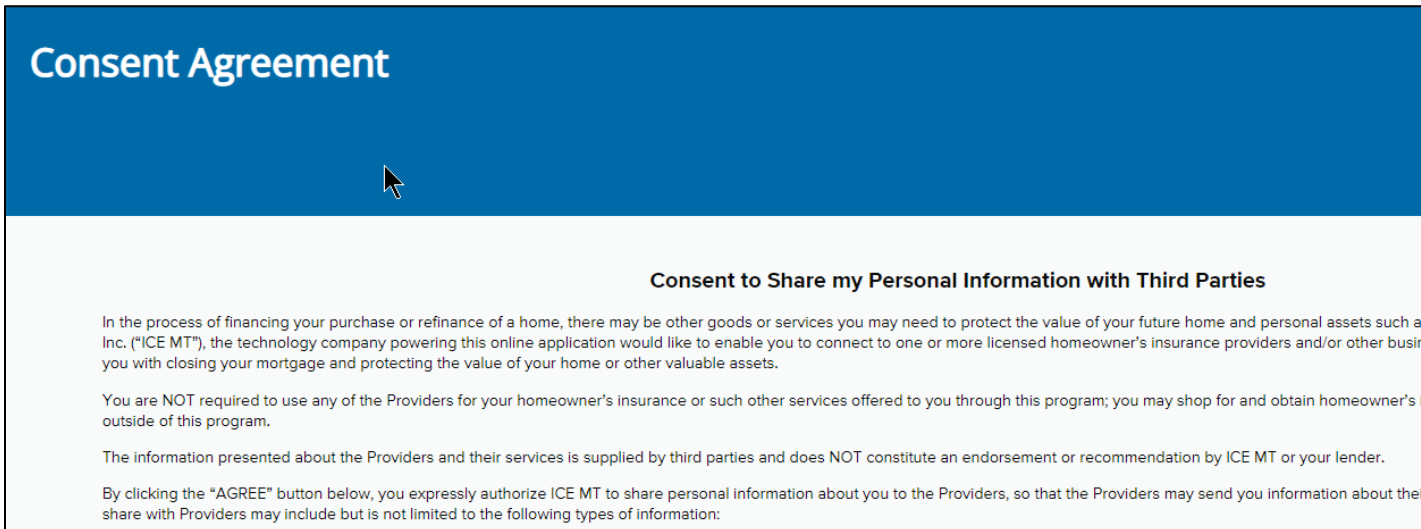


# Provide Consent to Sign Electronically

1. Click **Agree** to the eConsent Form to continue



2. Click **Agree** or **Don't Agree** to the Third-Party Consent Agreement



## eSign your Loan Documents

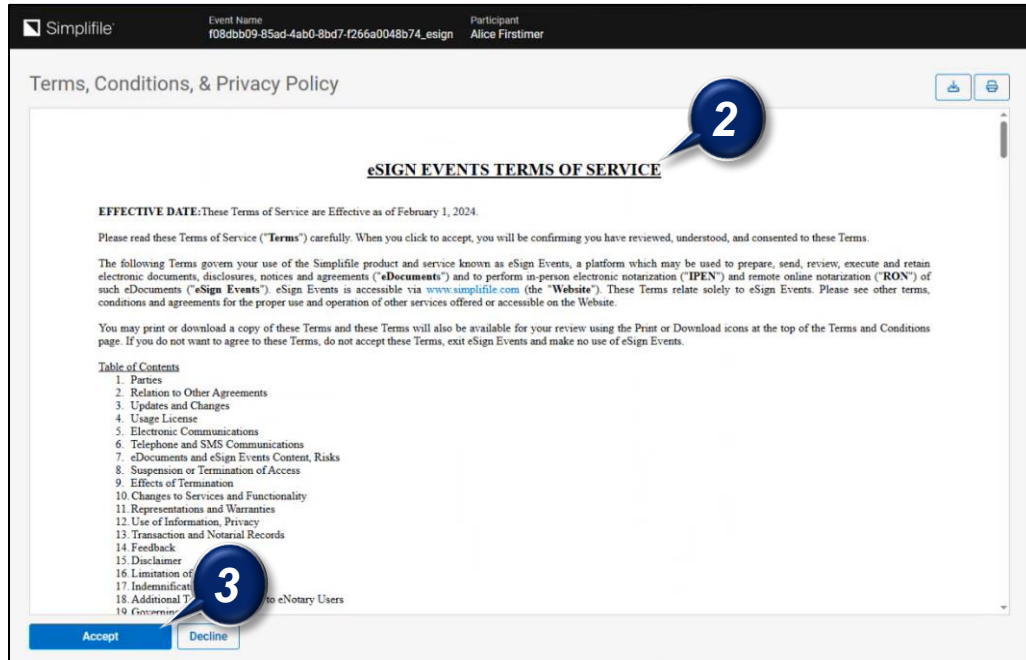
Once you complete eConsent, you will be directed to your task list which includes three categories:

- **Review Documents** – Documents to review or read, but do not need to be eSigned or ink signed
- **e-Sign Documents** – Documents that must be e-Signed
- **Print & Sign Documents** – Documents that must be printed, ink signed, and uploaded

1. Click **Sign** in the e-Sign Documents box

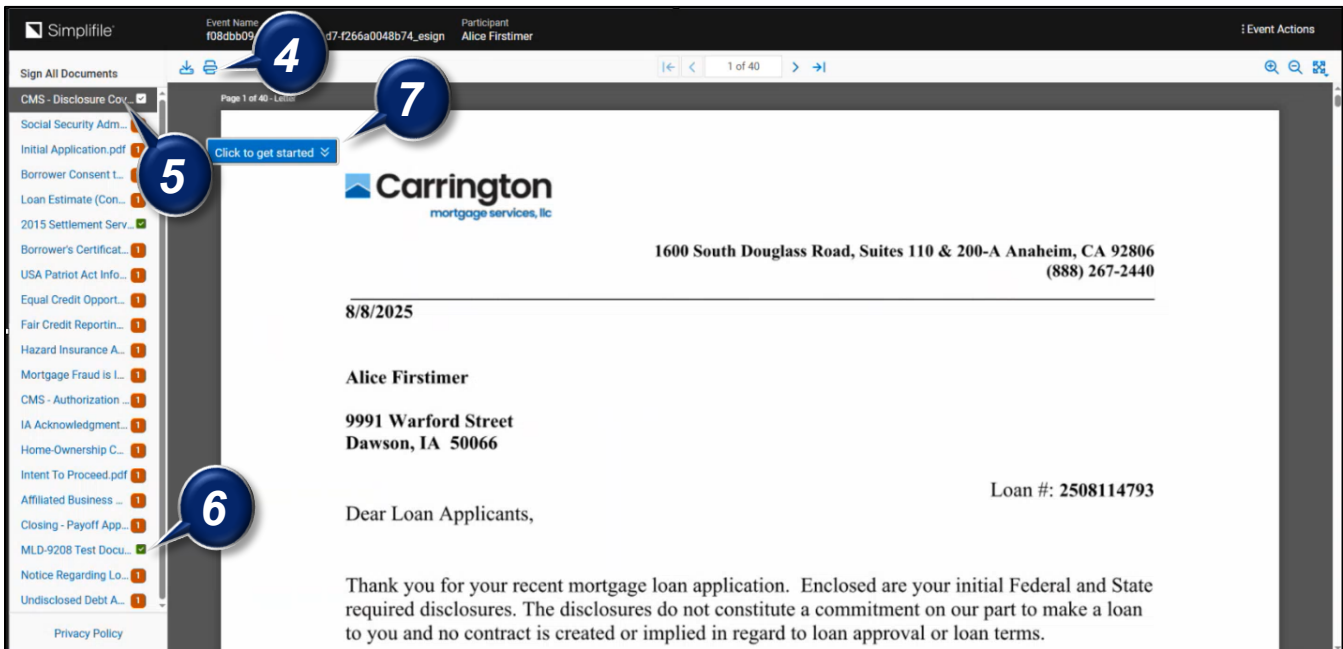
The screenshot shows the Carrington mortgage services, llc portal. At the top, there are navigation links for ABOUT US, CAREERS, INVESTORS, and CONTACT US. Below this is a search bar and a user profile dropdown for TEST-HOMERSIMPSON. The main navigation bar includes MAKE HOME, WORK, MANAGE MY HOME, MANAGE MY MORTGAGE, and LEARNING CENTER. The left sidebar has Home, Tasks, Documents, Summary, and Notifications. The main content area is titled 'Tasks' and displays a summary card for a property at 9991 Warford Street, Dawson, IA 50066, with a total loan amount of \$160,000 and a submission date of 08/08/2025. Below this, there are tabs for UPLOAD and REVIEW & SIGN (3). A 'Task Status' dropdown is set to 'Pending'. The tasks are listed in three categories: Review Documents, e-Sign Documents, and Print & Sign Documents. The 'e-Sign Documents' category is highlighted with a callout bubble containing the number 1, pointing to a 'Sign' button. The 'Review Documents' category has a 'Done' button, and the 'Print & Sign Documents' category has 'Upload' and 'Done' buttons.

2. The **eSign Events Terms of Service** will populate
3. Click **Accept** to accept the terms and continue with eSigning

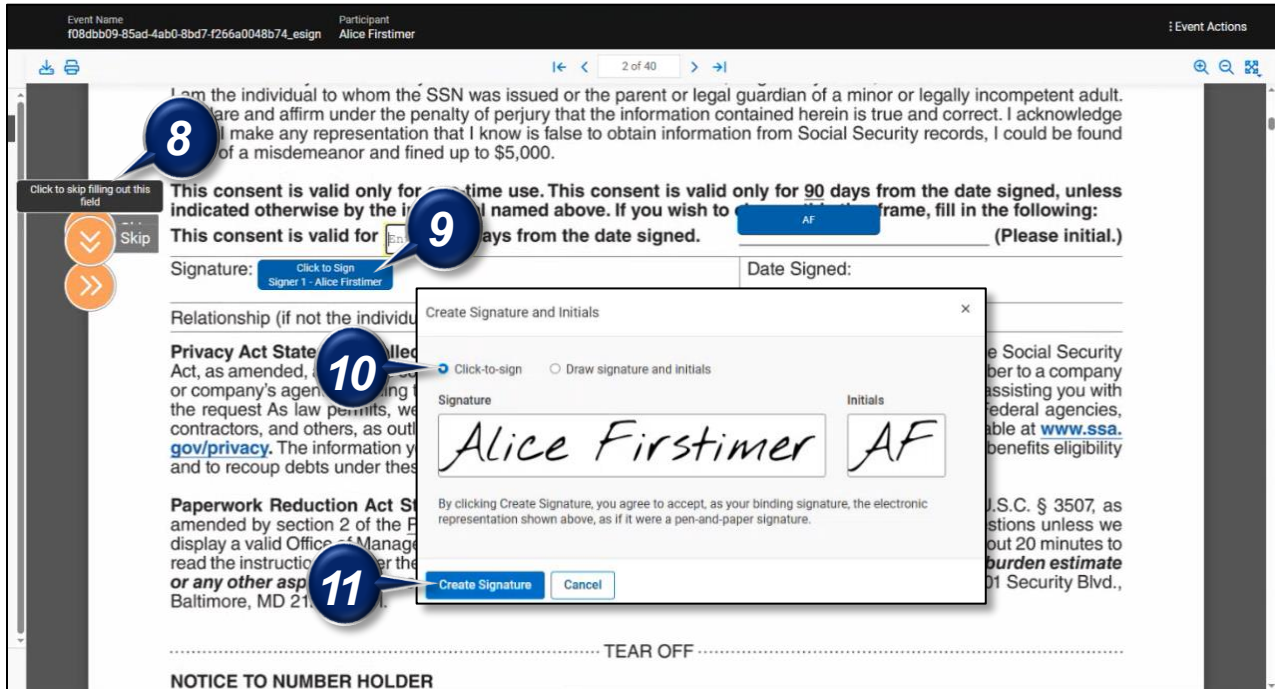


A list of all documents that can be eSigned, beginning with the Cover Letter will populate.

4. There are options to **Download and Print** if desired
5. The document **Highlighted in Grey** is the document being displayed
6. A **Green Check Box** indicates no signature is required or it has been signed
7. Click the **Click to get started** button to begin the signing process

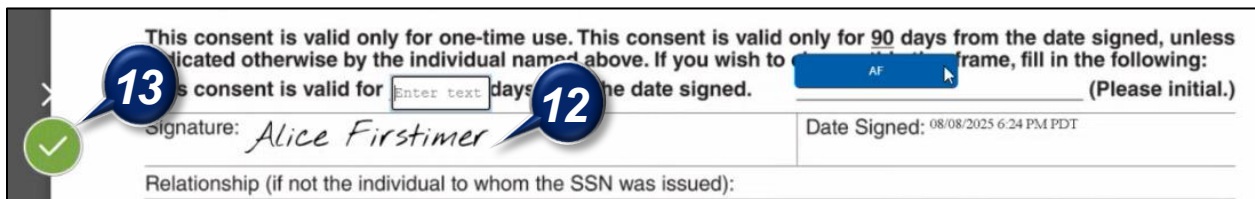


8. An **Orange** pointer displays where signatures are needed
  - The button will say **Skip** if the document signature is *Optional*
9. Click the blue **Click to Sign** button to add an eSignature
10. Select the **Click-to-eSign** (type or draw name in the signature and Initials fields)
11. Select **Create Signature**



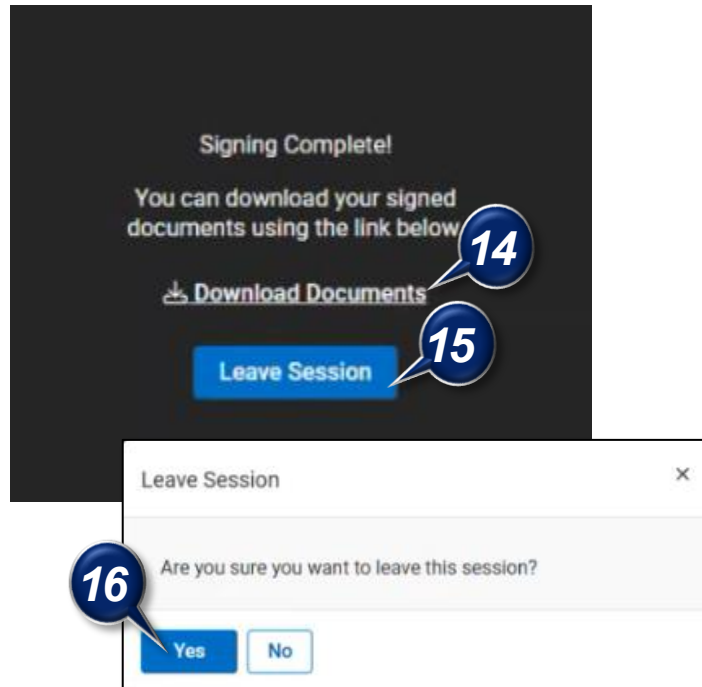
12. The **Electronic Signature** and a **date and time stamp** will appear on the document
13. A **Green Checkmark** indicates the signature is completed

**Note:** Once a document is eSigned, the next document to be signed will automatically populate.



A **Signing Complete** notification appears once all eSignatures have been captured and you will be returned to the dashboard upon leaving.

14. Click to **Download Documents** if desired
15. Click **Leave Session** when done
16. Click **Yes** to confirm

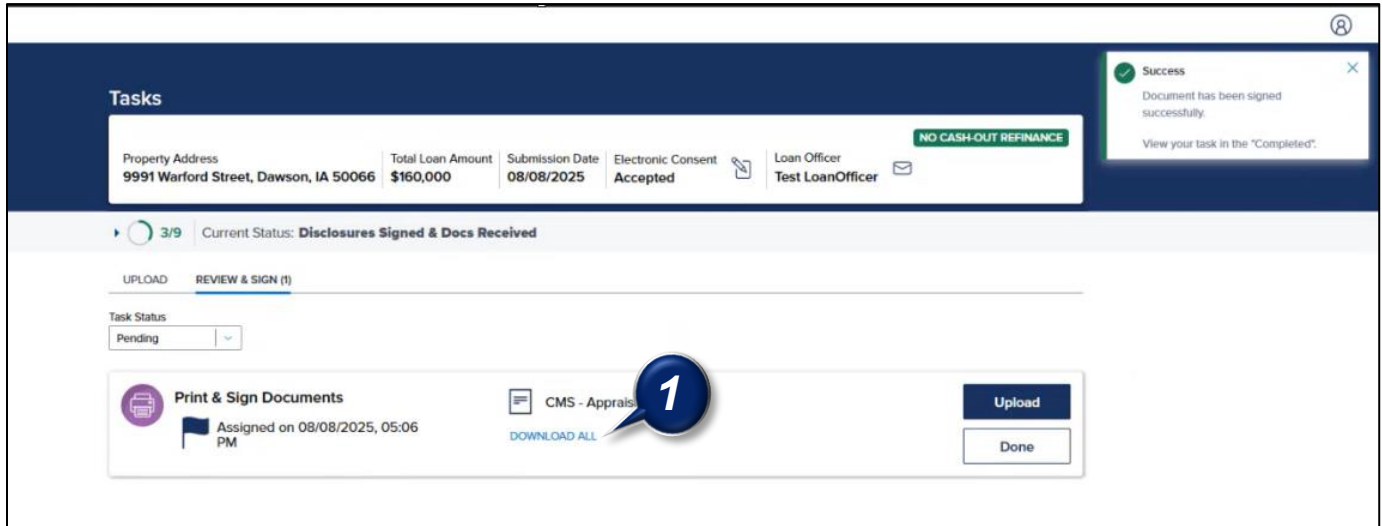


## Print, Ink Sign and Upload Documents

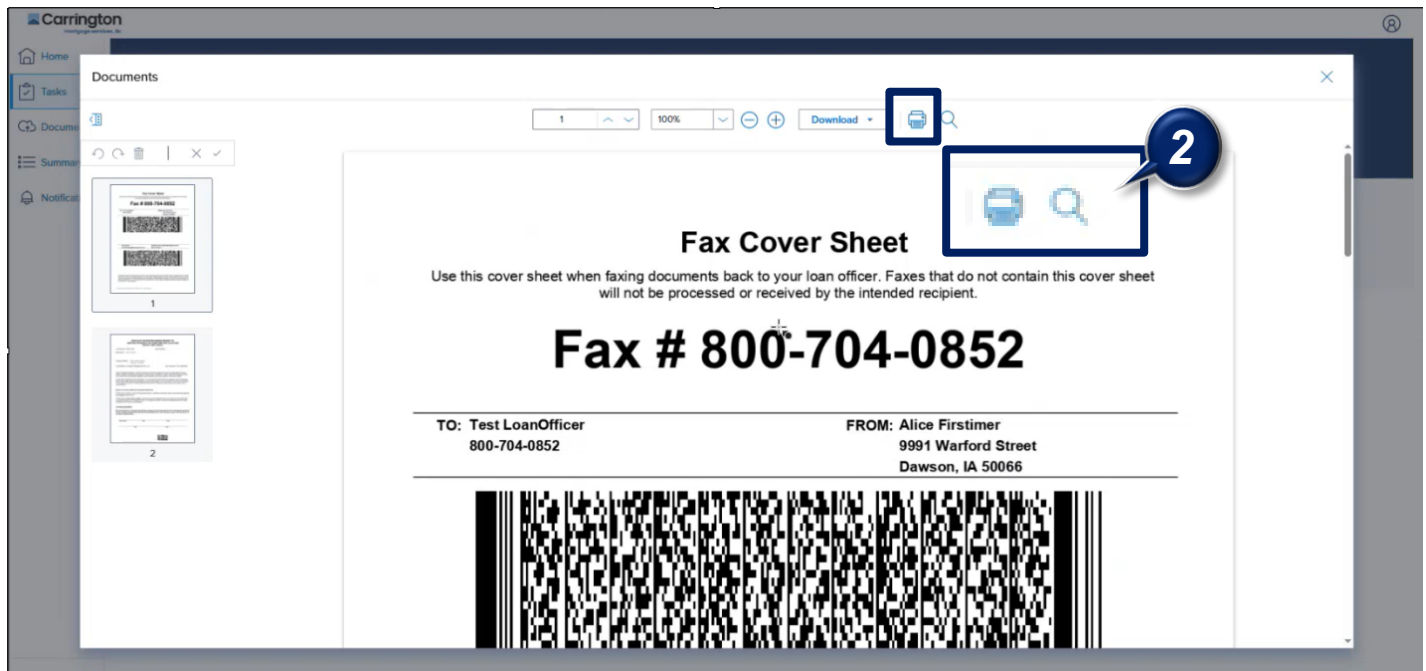
In some cases, there are documents that require an ink signature to complete your loan file. This requires you to print the document, sign it with an ink pen, and then scan and upload the document.

Follow the steps in this section to complete the process of ink signing documents.

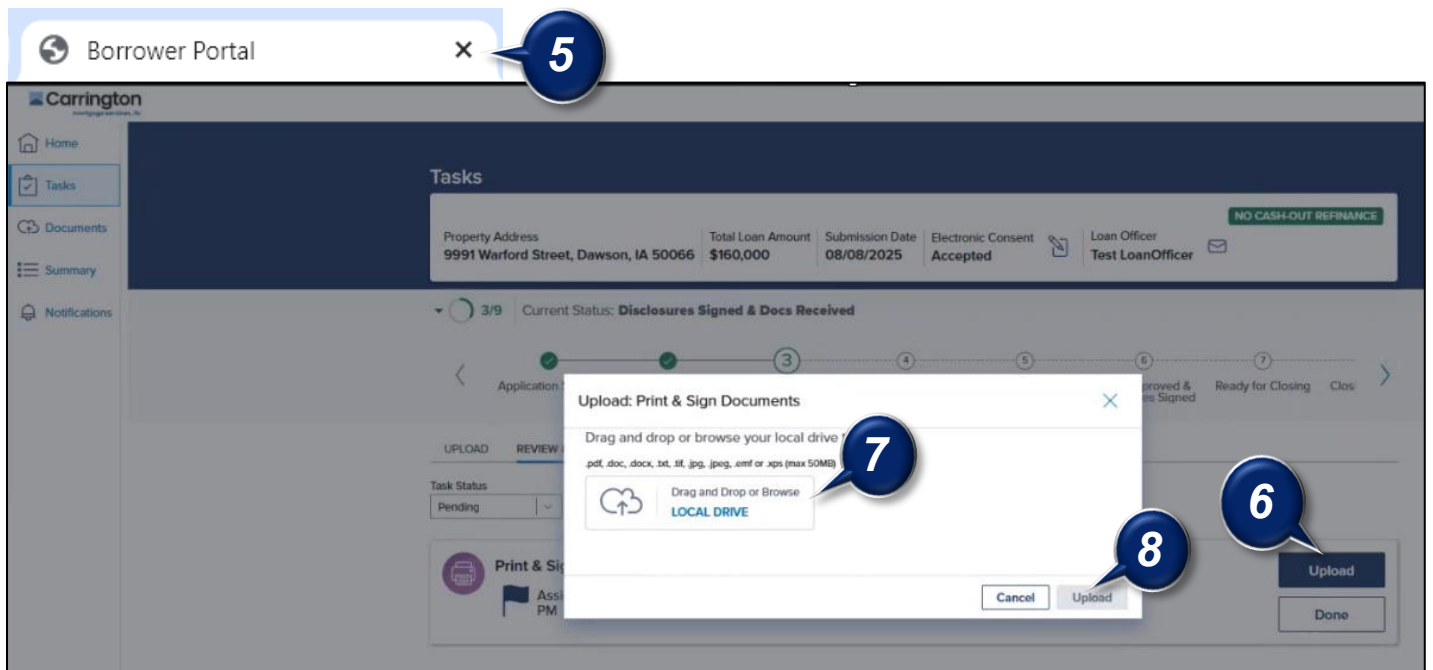
1. Click the **Download All** link from the Print & Sign Documents section



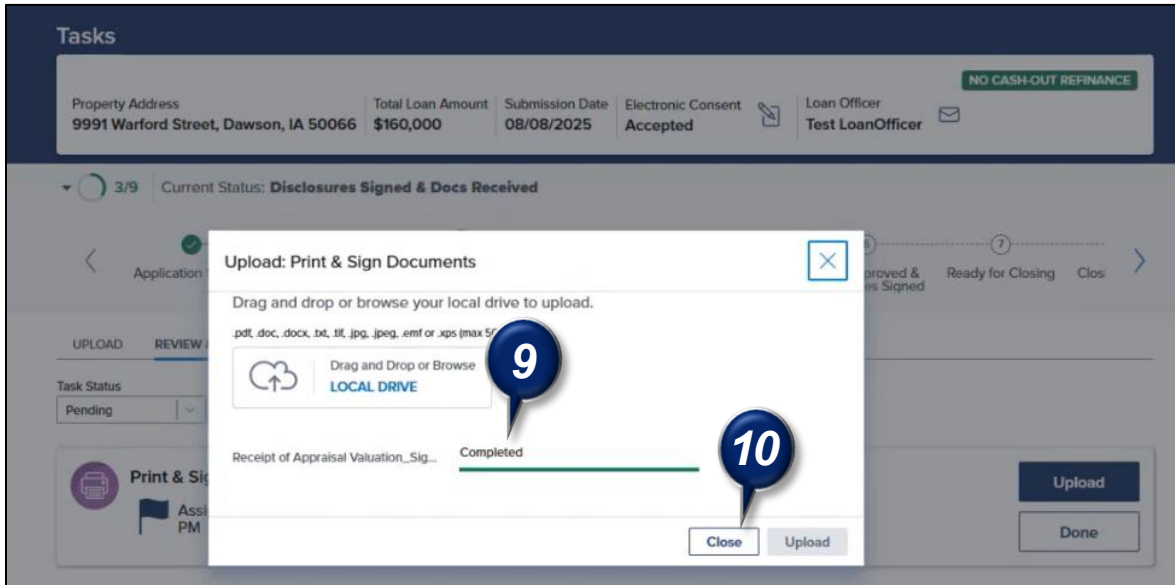
2. When the document opens, click the **Printer Icon** at the top of the page



3. *Independent step:* Print and sign the document with an ink pen
4. *Independent step:* Scan the signed document to your device and save in a folder you can locate or fax it to the number provided
5. Click the **"Borrower Portal" tab** in your browser to return to your account Task Dashboard
6. If scanned to your device, click **Upload** from the Print & Sign Documents task
7. Drag and Drop the Document from your computer folder, or click **LOCAL DRIVE** to Browse for it
8. Once the document is shown, click **Ready to Upload**



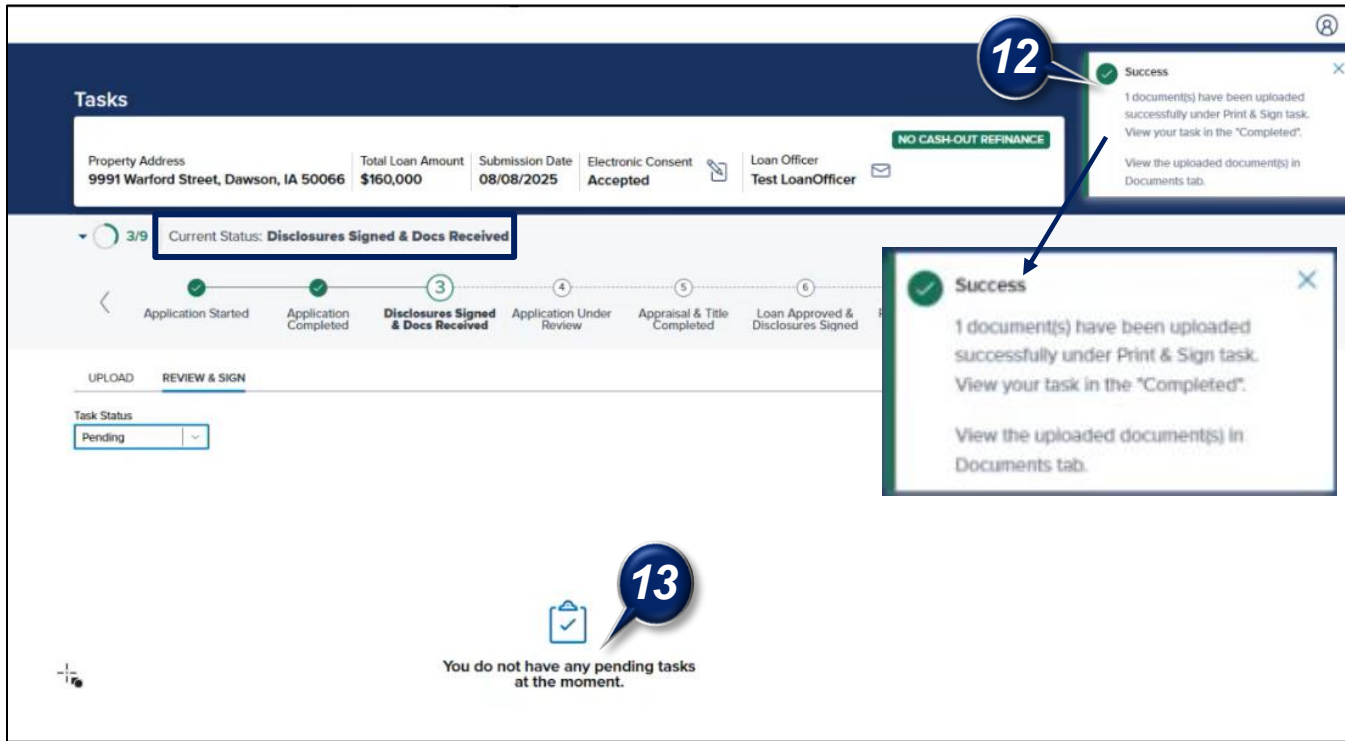
- 9. A **Completed** notification appears once the documents have been uploaded
- 10. When finished, click **Close**



- 11. You can view your uploaded Documents by clicking **Documents** on the left side panel



- 12. A **Success** message indicates the process is complete
- 13. A task message will show **You do not have any pending tasks at the moment**



**Please contact your Loan Officer with any questions or help you may need completing this process through the Carrington Customer Portal.**