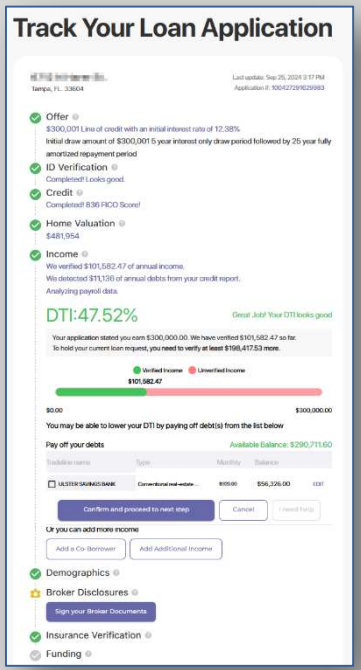
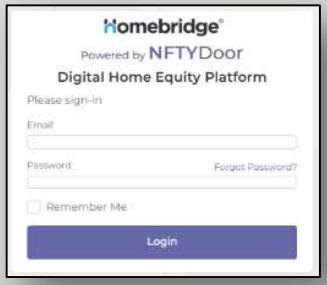
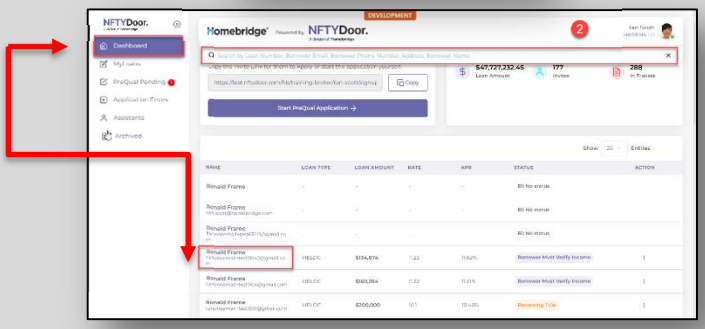
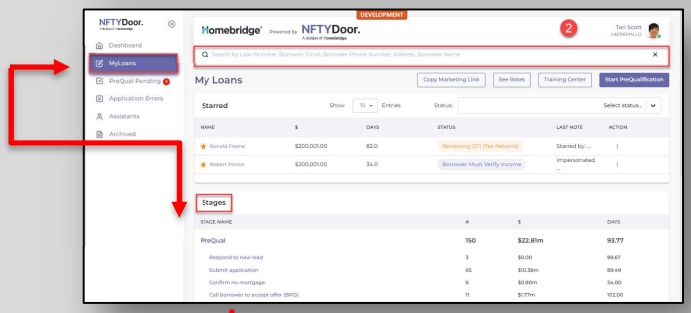
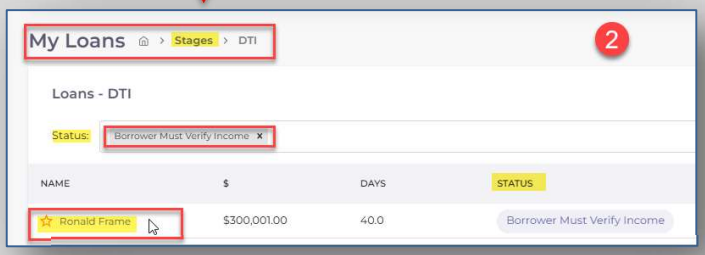
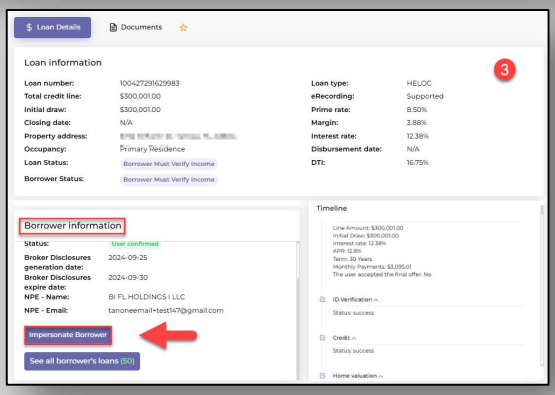
DIGITAL HELOC BORROWER IMPERSONATE TOOL

Borrower Impersonate Tool

1. Log into the MLO Digital Dashboard by clicking here→DIGITAL DASHBOARD
2. Locate the Digital HELOC application under the **Dashboard** and/or **My Loans** by clicking on the borrower's name
   - **Locate the loan using Search** by entering Loan Number, Borrower Email, Borrower Phone Number, Address or Borrower Name
   - From **Dashboard** view
     i. Scroll to HELOC Pipeline to locate borrower,
     ii. Click the borrower's name to enter the HELOC loan details
   - From **MyLoans** view
     i. Scroll to loan **Stages**
     ii. Click the applicable loan category
     iii. Click the borrower's name to enter the HELOC loan details
3. Click **Impersonate Borrower**, under **Borrower Information** for view-only access to the **Track Your Loan Application** borrower view