



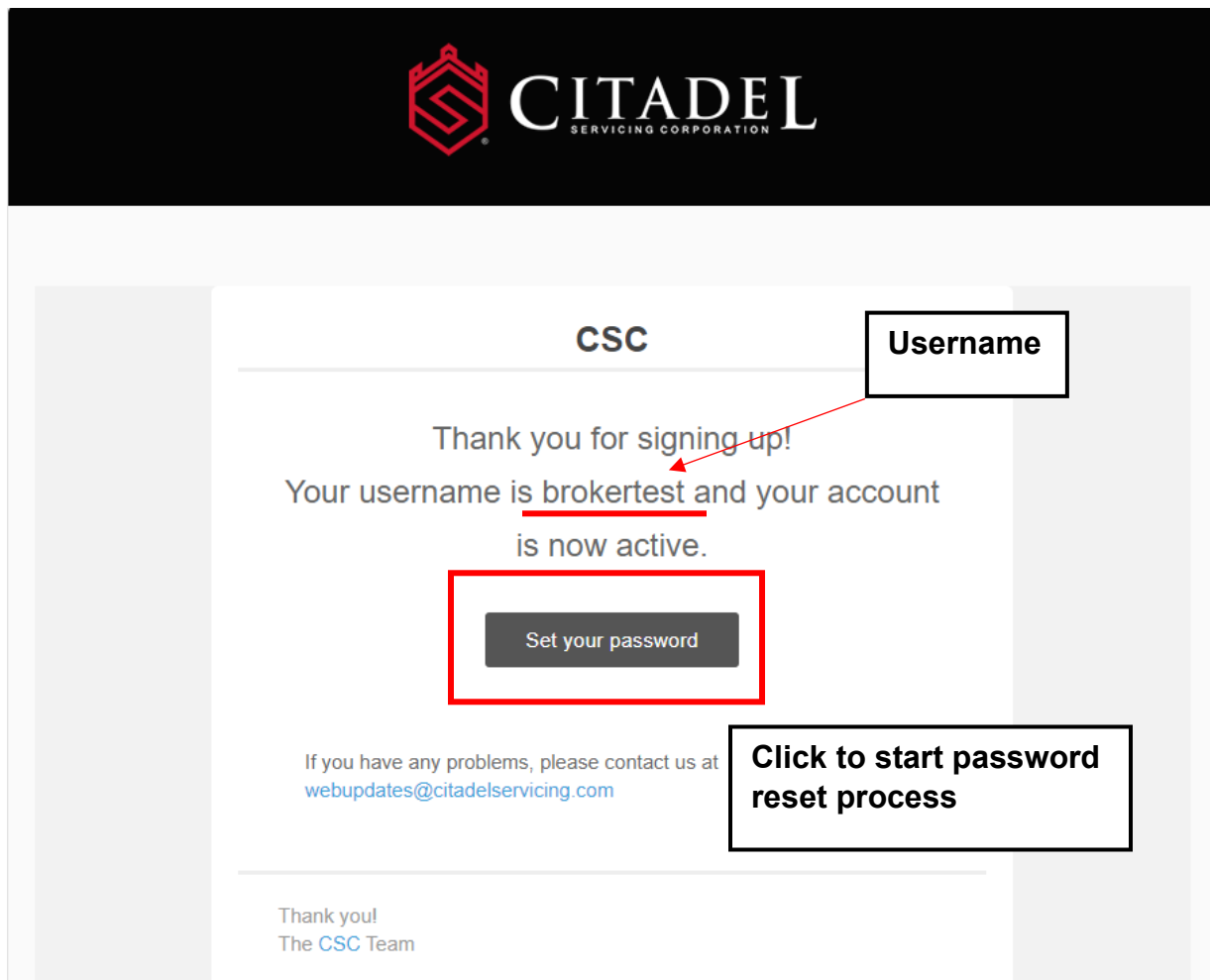
Broker Portal Login Overview

Broker Password Set Up

Broker portal credentials are issued once a broker becomes approved with Citadel Servicing Corporation or within 24 hours of the Welcome Letter being issued on a new submission. A broker must utilize the broker portal “Account Access” to upload and deliver conditions to CSC or view additional CSC policies.

1. An email will be issued from webupdates@citadelservicing.com

Below is an example of the Initial email sent when broker credentials get created:



2. After clicking “Set Your Password”, the browser navigates to citadelservicing.com’s password reset page.

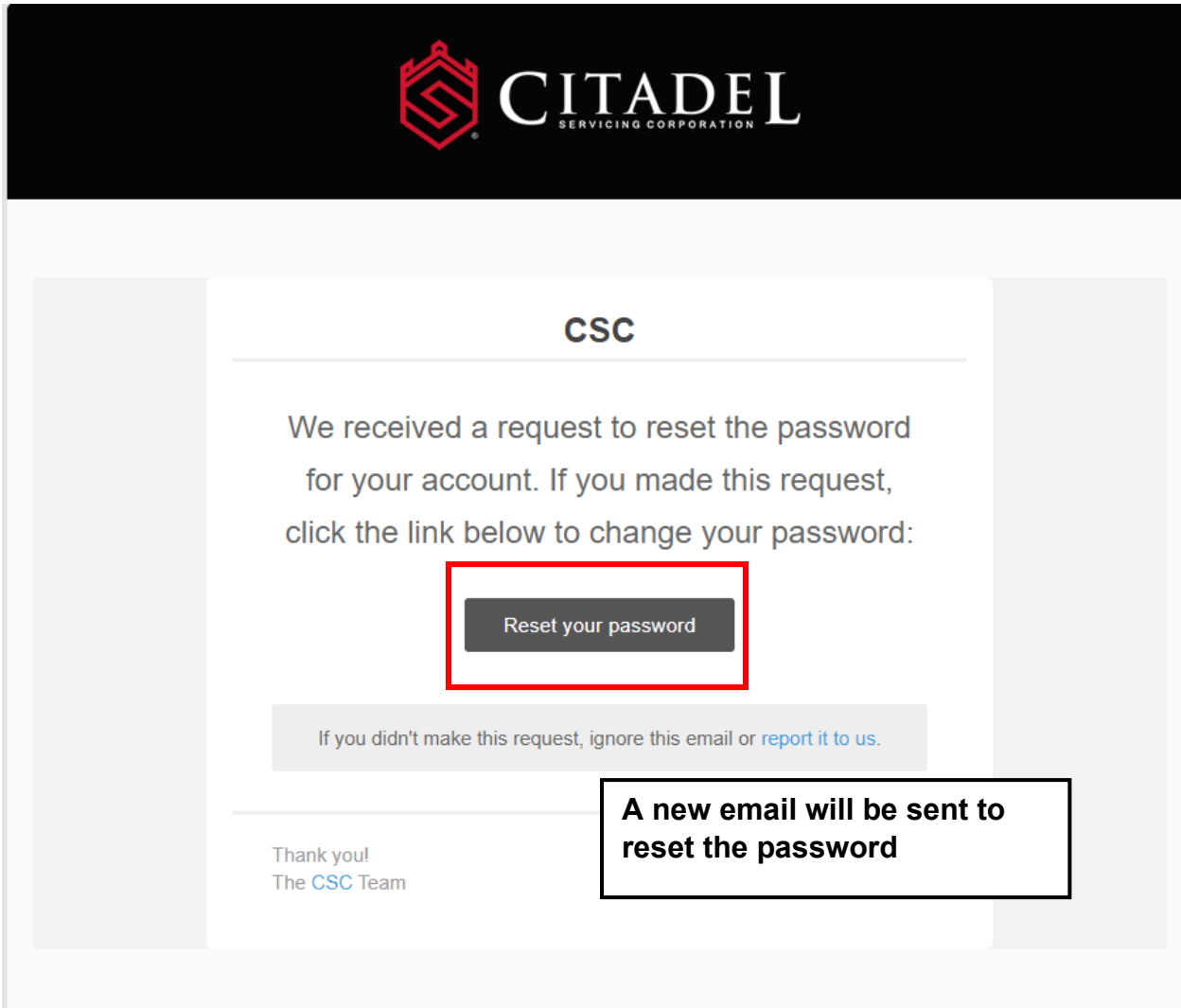


3. Enter registered email or username

To reset your password, please enter your email address or username below

Reset my password

4. Another email will be sent to reset a new password



5. After click on “Reset Your Password”, the browser will navigate to a password reset page. Enter new password.



6. Enter registered email or username

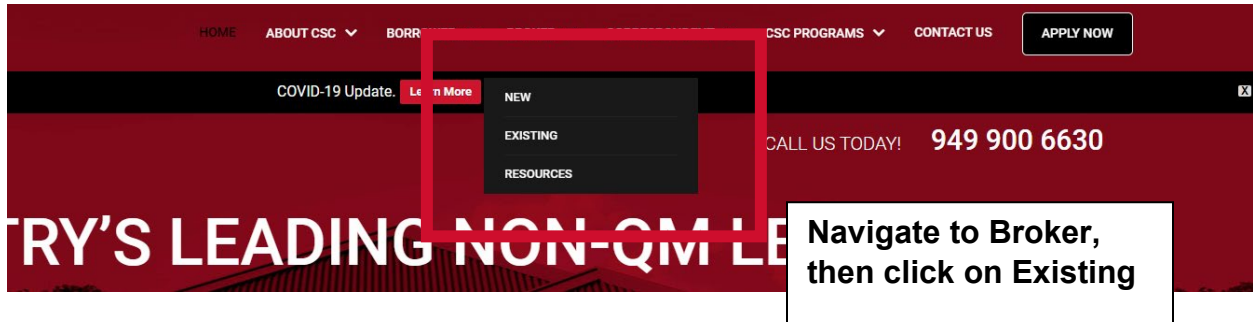
New Password

Confirm Password

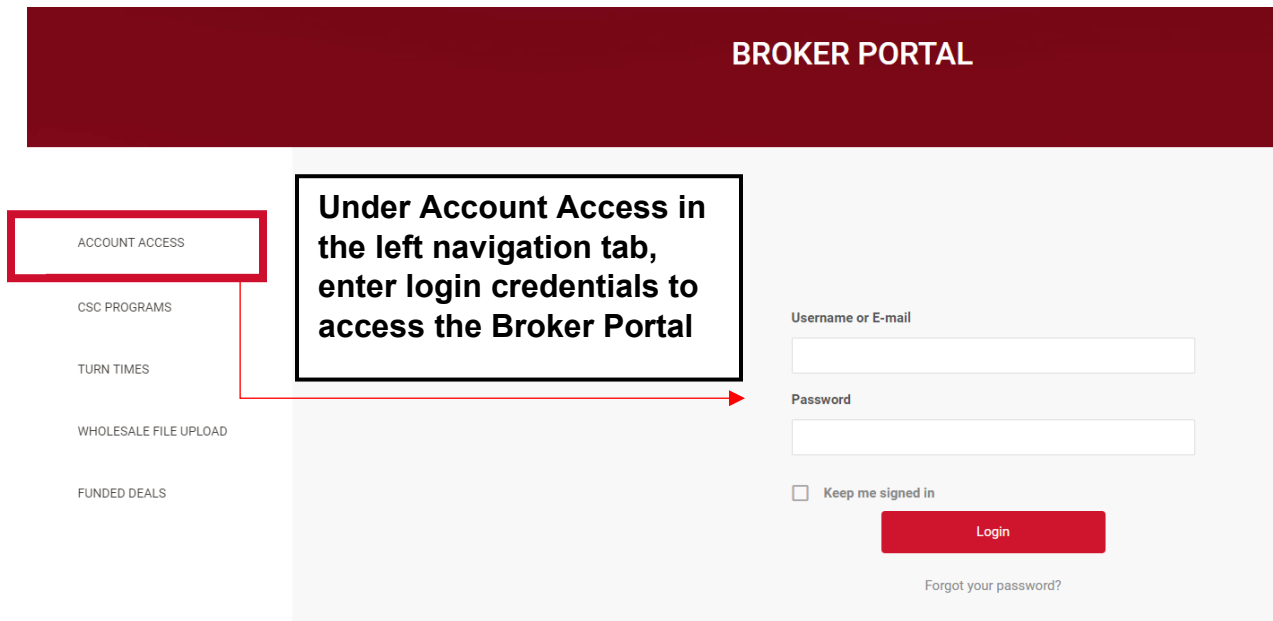
Change my password

Logging In For Existing Brokers

1. Navigate to Broker. In the dropdown menu, select “Existing”.



2. Make sure “Account Access” is selected and enter in login credentials.



Broker Portal Navigation

The screenshot shows the CSC Broker Portal dashboard. On the left is a sidebar with navigation links: DASHBOARD (highlighted with a red line), WHOLESALE CONDITION UPLOAD, FORMS & REQUESTS, and TRAINING MATERIALS. The main content area is titled "Welcome to the CSC Broker Portal" and contains six cards arranged in a 2x3 grid. The top row includes "Cut Off Dates" (with a download icon and a "Download" button), "Turn Times" (with a download icon and a "Download" button), and "Training Materials" (with a document icon and a "View More" button). The bottom row includes "Wholesale Conditions" (with an upload icon and an "Upload" button), "Forms and Requests" (with a document icon and a "View More" button), and "Wholesale File" (with an upload icon and an "Upload" button). A red box highlights the "Cut Off Dates" and "Turn Times" cards. A callout box with a black border and white background contains the text: "Download 'Cut Off Dates' and 'Turn Times' (pdf) here."

This screenshot is similar to the first one, showing the CSC Broker Portal dashboard. The sidebar navigation is the same, but the "WHOLESALE CONDITION UPLOAD" link is highlighted with a red box. The main content area is titled "Welcome to the CSC Broker Portal" and contains the same six cards in a 2x3 grid. A red box highlights the "Wholesale Conditions" card. A callout box with a black border and white background contains the text: "Conditions Upload can be accessed by the dashboard or sidebar navigation".


DASHBOARD


WHOLESALE CONDITION UPLOAD


FORMS & REQUESTS

TRAINING MATERIALS


Welcome to the CSC Broker Portal


Cut Off Dates
[Download](#)


Turn Times
[Download](#)


Training Materials
[View More](#)

Wholesale File Upload will navigate to "Broker Existing" page. Use "Account Access" to return back to Broker Portal Dashboard.


Wholesale File
[Upload](#)



DASHBOARD

WHOLESALE CONDITION UPLOAD

FORMS & REQUESTS

TRAINING MATERIALS

Select the Transaction Manager as listed on your most recent Loan Approval or Suspense Notice.

[Continue](#)

This is the WHOLESALE CONDITIONS UPLOAD page



[HOME](#) [ABOUT CSC](#) [BORROWER](#) [BROKER](#) [CORRESPONDENT](#) [CSC PROGRAMS](#) [CONTACT US](#) [MY ACCOUNT](#) [LOGOUT](#)

BROKER PORTAL

ACCOUNT ACCESS

CSC PROGRAMS

TURN TIMES

WHOLESALE FILE UPLOAD

FUNDED DEALS


Please note: If uploading conditions, please login to deliver items to your assigned Transaction Manager. The section below is to be used for new Loan Submissions.


[Continue](#)


This is the WHOLESALE FILE UPLOAD page
Use "Account Access" to navigate back to Broker Portal Dashboard


Welcome to the CSC Broker Portal


- DASHBOARD
- WHOLESALE CONDITION UPLOAD
- FORMS & REQUESTS
- TRAINING MATERIALS



Cut Off Dates
[Download](#)


Turn Times
[Download](#)


Training Materials
[View More](#)


Wholesale Conditions
[Upload](#)



Forms and Requests
[View More](#)



Wholesale File
[Upload](#)


Forms and Requests can be found here





- DASHBOARD
- WHOLESALE CONDITION UPLOAD
- FORMS & REQUESTS
- TRAINING MATERIALS


BPO Ordering Policy & Procedure



Broker Package Addendum



Rework Request Form



Settlement Agent Fee


Business Purpose Attestation

Click on Form Titles to download (pdf)


HOA Certification


Gift Letter


Secure Insight Letter