

# Loan Guarantee Program (LGP) Lender Portal Quick Reference Guide (QRG)

## Lenders Respond to Document Requests and Manage their EHBs LGP Lender Portal Account

Use the steps in this Quick Reference Guide as a Loan Guarantee Program Lender to perform the following task in HRSA Electronic Handbooks (EHBs) Loan Guarantee Lender Portal:

- Access the Lender Portal in EHBs as a new or existing Lender
- Respond to HRSA Program Office and applicant request for documents
- View/Update your EHBs LGP Profile
- Change you EHBs access Passwords

### Access the Lender Portal in EHBs

When a Lender organization first accesses the LGP Lender Portal, a Lender account is created. If your organization has never used the EHBs Loan Guarantee Program (LGP) Portal, you are considered a new lender. If your organization has an LGP Lender Portal account you are considered an existing Lender.

Use the steps in this section to log in to the Lender Portal in the EHBs as a new lender or an existing lender to respond to requests for documentation, and to manage your account.

If you are a new lender, use the steps in the New Lender Access section to log in. If you are an existing lender use the steps in the Existing Lender Access section to log in to the portal.

### New Lender - Access to the EHBs Lender Portal

1. Access the **URL for the EHBs provided in documentation email**. The Login page will display with a government warning message.



Figure 1: EHBs login page with Government Message

2. Read the **government message**.
3. Click the **OK button**. The government message will close.

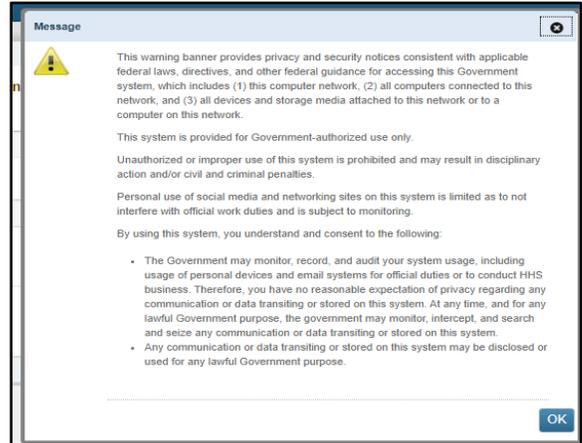


Figure 2: Government verification notice

4. Type your **temporary password**. The change password page will display.
5. Type your **new password**.
6. Click the **Save and Continue button**. The Login page will display.
7. Click **Accept** on the Annual User Agreement page. The Email Verification page will display.

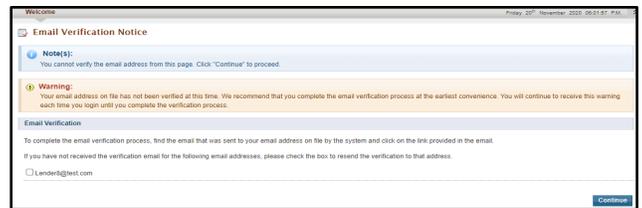


Figure 3: Email Verification Notice

8. Click the **Continue button**. The Lender Request List page will display.



Figure 4: Lender Request List Page

- Go to the **Respond to Request for Documents** section in this document to respond to the request for documents.

## Existing Lender - Access to the EHBs Lender Portal

- Access the **URL for the EHBs in the request for information email**. The Login page will display.



Figure 5: Login page and Government Message

- Click the **OK** button.
- Log in with your **username and password**. The Email Verification page will display.

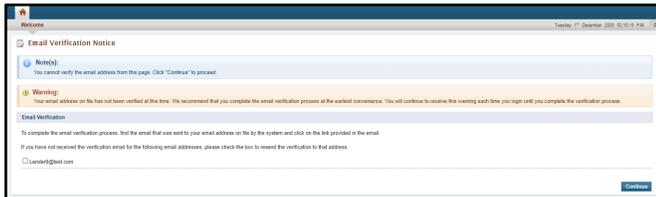


Figure 6: Email verification notice

- Click the **Continue** button. The Lender Request List page will display.



Figure 7: Lender Request List page

- Go to **Respond to Request for Documents** section in this document to respond to the request for documents.

## Respond to Request for Documents

Use the steps in this section to respond to HRSA's Program Office or an applicant's requests for lender documentation. Note: When responding to a request for documentation, please be sure to exclude or redact any

sensitive Personally Identifiable Information (PII) prior to uploading the documents. Also note that the documentation you submit is not accessible by the applicant even if the applicant requested the information.

This section assumes you have accessed the Portal and are on the Lender Request List page.

- Click the **Respond** link for a Request ID on the Lender Request List page. The Lender Response page will display.



Figure 8: Lender Request List page

- Type a **Response message** in the Response section message box (A in Fig. 9) of the Lender Response page.

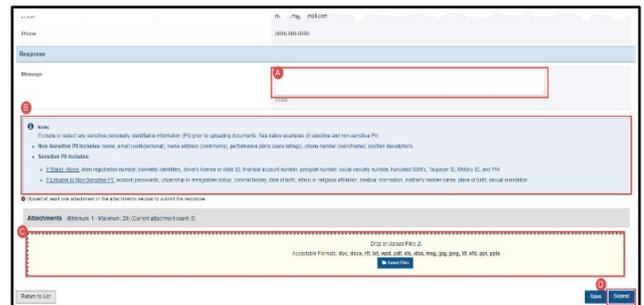


Figure 9: Response section of the Lender Response page.

- Read the **note in the Response section (B in Fig. 9)** and verify that **documents you upload** do not contain any sensitive PII.

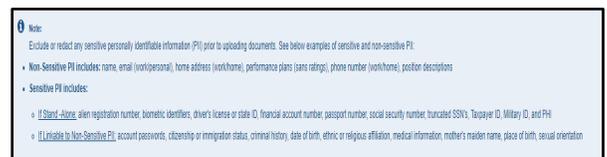


Figure 10: Response Section PII Note

- Upload (attach) **one or more document(s)** by dragging the **document(s)** into the yellow Drop or Upload Files area (C in Fig. 9) or by clicking the **blue Select Files** button and locating the files to upload.

5. Click the **Submit button (D in Fig. 9)**. A confirmation message will display stating "Are you sure you want to submit the response? Select 'Confirm' to send the response. Otherwise, select 'Cancel'."
6. Click the **Confirm button** to submit the document(s). The Lender Request List page will display with the following "Response submitted successfully" message.



Figure 11: Success message

7. Verify that the request is no longer on the Lender Request List page.
8. Log out of the **EHBs**.

## Manage Lender Account

Use the steps in this section to View/Update your profile or to Change your password. This section assumes you have accessed the Lender Portal and are on the Lender Request List page.

### View/ Update Your Profile

1. Click the **View/Update Profile link** in the header username drop-down menu. The View/Update Profile page will display.



Figure 12: View/Update profile link and Change Password link

2. Update your **profile information** and click **continue**. The confirmation page with a confirmation message in a banner will display.

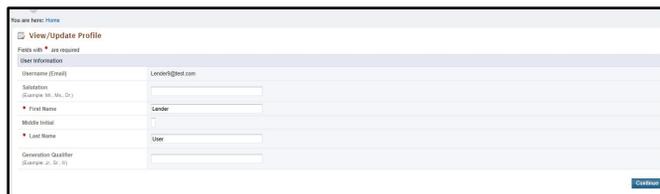


Figure 13: View/Update profile page

3. Click **confirm** on the bottom right corner. The success banner with message will display on View/Update Profile page.



Figure 14: View/Update Profile Confirmation page

4. Click **home** on the top left corner to return to Lender Request List page.

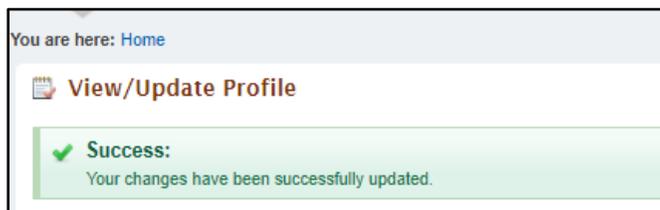


Figure 15: Home link

### Change your Password

1. Click the **change password link** in the header, under username. The change password page will display.

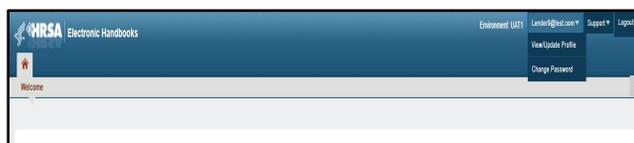


Figure 16: Lender Request List page and Change password link

2. Click the **change password check box** and enter your new password.



Figure 17: Change password check box

3. Click **save and continue** on the bottom right corner. The Password update confirmation page will display with success banner.



Figure 18: Password update success banner

4. **Click Return to Login Page button** under the success banner. The Lender Request list page will display.

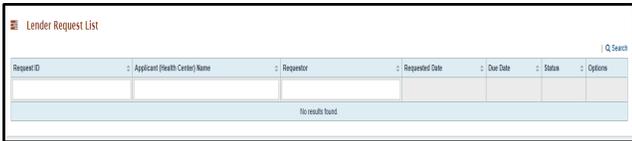


Figure 19: Lender Request List page

5. **Click logout** on the top right corner of the Lender Request list page. The existing user login page will display.



Figure 20: Logout tab

6. **Enter your username and new password** in the provided text boxes. The email verification page will display

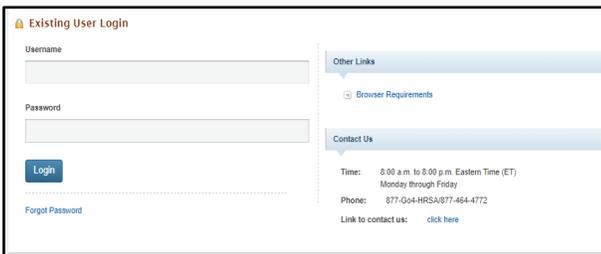


Figure 21: Existing user login page

7. **Click Continue** on the bottom right corner.

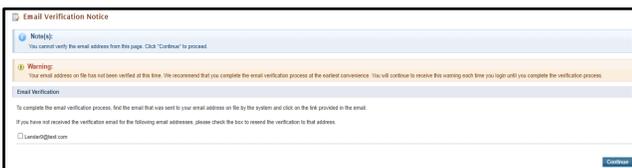


Figure 22: Email verification page

## Resource and Support

The following resource is available to assist you.

BPHC Health Center Program Support: 877-974-BPHC (2742); Weekdays from 8:30 AM to 5:30 PM EDT or by clicking the following link [BPHC Contact Form](#) and submitting your inquiry.