



ARENA PORTAL FAQ

Q I'm getting a cache error (e.g.409) or being logged out when submitting a loan or using tabs, how do i fix it?

A Switch to MS Edge or clear all Chrome cache/cookies, or test in Incognito to resolve likely caching issues.

Q What should I do if I can't lock my TBD file?

A It is not possible to prelock files without addresses.

Q Why am i getting logged out when accessing the conditions tab or other loan portal sections?

A Submit a ticket, as fixes like credentials resets may resolve it in some cases.

Q What should we do when a loan is stuck or appears locked?

A Wait 15 mins before submitting a request as the system may still be processing changes after the user exits.

Q Why do new users sometimes get state authorization errors after being added by an admin?

A The admin must manually add the users state license or NMLS ID as its not immediatley updated by system.

Q Is the NMLS ID required when creating a new user?

A The NMLS ID is recommended so licenses can automatically populate through the weekly system update.

Q How can loan officers preview the Loan Estimate before its sent?

A In the Send Disclosures tab, complete steps 1-2 then download the LE from the documents page in step 3.

Q Why do disclosures show as signed by the borrower but not in Encompass or TPO?

A Borrowers may have only signed one of multiple disclosure links, so ensure they complete both.

Q Are there issues with Non- Borrowing spouses not receiving disclosures?

A Yes- ensure each borrower & non borrowing spouse has a unique email address to avoid profile issues.

Q What is the new auto eFolder enhancement?

A It automatically links document folders to conditions for all newly added conditions, including existing loans.

Q What should I do if a condition doesn't have a document folder assigned?

A Use the unassigned link to attach a folder, & notify the AM or submit a support ticket for a permanent fix.

Q Why can't underwriters see documents uploaded by brokers?

A Documents must be uploaded to specific condition to ensure underwriters can see them.

Q How can brokers quickly find a specific condition in a long list?

A Use Ctr/Cmd + F to search keywords or expand all folders using the header arrow to locate conditions.

Q Why can't a user see the Send Disclosures or LE tab?

A Ensure the Generate LE & Disclosures setting is enabled & Disable Fee Mgmt is not selected in Manage Account.

Q What does a Field 14 State Error mean?

A It indicates a missing or incorrectly configured license, so contact Client Mgmt to review the company set up.

Q What should I do if I get an error saying the company isn't approved for a specific loan type?

A Email Client Management to verify the company's loan type and licensing set up.

Q Why is the Change of Circumstance tab unavailable or grayed out?

A The COC tab may be unavailable if disclosures haven't been sent yet or due to the loan's current milestone.

Q Why is the First Time Home Buyer (FTHB) flag showing conflicting information during pricing?

A A mismatch between pricing and URLA fields has been fixed, but if it persists, contact Encompass Support.

Q What should we do if Dream Builder milestones aren't moving after Notify Lender is clicked?

A If all conditions met, have the AM move the milestone after confirming the broker completed all required steps.

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