



WEBSITE SUPPORT INSTRUCTIONS

1. From www.westloan.com, click on the “**Real Estate Contract Login**” link.
2. Click on the “**New User**” link.

The next screen will ask you to register a new account.

3. Your email address is your username. Enter your username on the **Register** page along with a valid password using the rules displayed on the screen. The password should include:
 1. Uppercase character (A-Z)
 2. Lowercase character (a-z)
 3. Numeric Digit (0-9)
 4. Special Character (.,[]{}|V?!@#\$\$%^&*())
 5. It must be at least 6 characters long.
4. A link will be sent to your inbox to confirm your email address. After you confirm your email address, you will be able to log in.
5. Once you log in, you will be brought to a one-time-only screen to connect your loan to your username. This screen is the **Find Your Loan** screen.
 - a. **Type:** Loan
 - b. **Loan Number:** xxxxxxxxx (No dashes, periods, or spaces)
 - c. **Secret:** The full social security number that we have on file for this account. (Nine digits, no dashes, periods, or spaces)
6. Once the display reads that you’ve ‘**Successfully linked service account**’, select the **Go to Dashboard** link.

You will no longer need the **Find Your Loan** screen. The next time you log in, you will be brought directly to the **Dashboard**.

7. Click **Detail View** to see a summary of your loan’s information.
8. On the left-hand side of the screen, you will see options for **Payment History & Impound History**.