

Admin Quick Start Guide

- 1 **VISIT** <https://LoanSphereLendingSpace.bkiconnect.com/stm/SRVLPSPORTAL/>
- 2 **LOG IN** Use your provided login credentials
- 3 **CLICK** Follow the steps listed below for each task you wish to complete

Create a User

From the Admin Center, select **Security Management**, then **Users Information**

Click **"Add New"** button to add a new user

Complete **"User Information"** section

Review role definitions in Job Aid **"Portal Users Administrator"** appendix

Assign role(s) to new user

Save

To edit role assignment for existing user, click **user name** and change the role selection

Deactivate Existing User

From the Admin Center, select **Security Management**, then **Users Information**

Click **user name** under **"Name"** column

Go to **"Login Information"**

Enter end date as MM/DD/YYYY

Enter end time as 24-hour (for example, 4 p.m. EDT would be entered as 1600 EDT)

Unlock Existing User

From the Admin Center, select **Security Management**, then **Unlock Login**

Click **button** next to user name

Click **"Unlock"**

Assign Password

From the Admin Center, select **Security Management**, then **Users Information**

Click **button** next to user name

Click **"Assign Password"**

Complete **Assign Password Details** section, then click **"Save"**

Reset Password

From the Admin Center, select **Security Management**, then **Users Information**

Click **button** next to user name

Click **"Reset Password"**

Enter **login name** of user

Click **"Reset"**

Password/Login Issues
800-382-2111 Option 6
OSS.Support@SunTrust.com

Lock/Pricing
800-382-2111 Option 2
Correspondentlockdesk@SunTrust.com

System Questions/Issues
Contact your SunTrust CRC
800-382-2111 Option 1