



## Process Update

**SUBJECT:** P-2024-7-W Process Update – Byte Broker Portal Password

**DATE OF DISTRIBUTION:** 9/20/2024

**CHANNEL:** Wholesale

**EFFECTIVE DATE:** 10/1/2024

**REFERENCE ID:** P-2024-7-W

**RETIRED DOCUMENTS:** None

### Executive Summary

MSF is increasing security measures to maintain security of sensitive borrower data.

### Policy

Starting October 1, 2024, all Broker Portal users must update their password every 90 days to comply with stricter password requirements.

### Process

Mortgage Solutions values its customers and is constantly working to ensure the security of data that has been entrusted to the company. On October 1, 2024, at 10AM Mountain, all accounts that have a password last set over 90 days ago will be required to change it. Going forward, whenever a password is over 90 days old, the Broker Portal will automatically prompt you to change it.

Some accounts may be required to change their password even if the current password is not 90 days old if they do not meet the new parameters.

Users may reset their password prior to October 1, if preferred. This will prevent you from having to change it until 90 days have elapsed and you will not have to change it again on October 1.

MFA is still required for all accounts.

Ensure your new password conforms to the following parameters:

- Minimum Password Length: 8 characters
- Must contain 3 of the following 4 characteristics:
  - Uppercase (A-Z)
  - Lowercase (a-z)
  - Numbers (0-9)
  - Non-alphanumeric characters (`~!@#$%^&* -+=`|\(){}[]:;'"<>.,?/`)
- Passwords cannot be reused

In the event you are locked out or forget your password, please reach out to your AE.



## Process Update

### Voluntarily changing your password in Byte Broker Portal prior to October 1:

To update your password voluntarily prior to Oct 1, navigate to the Broker Portal and click the Forgot Password link.

A screenshot of the login page. At the top left is the "mortgage solutionsfinancial™" logo. Below it is a dark blue horizontal bar. The text "Welcome" is displayed. There are two input fields: "User Name" and "Password". Below these is a "Log in" button. The "Forgot Password?" link is highlighted with a red rectangular box. At the bottom left, there is a copyright notice: "© 2024 - Byte Software".

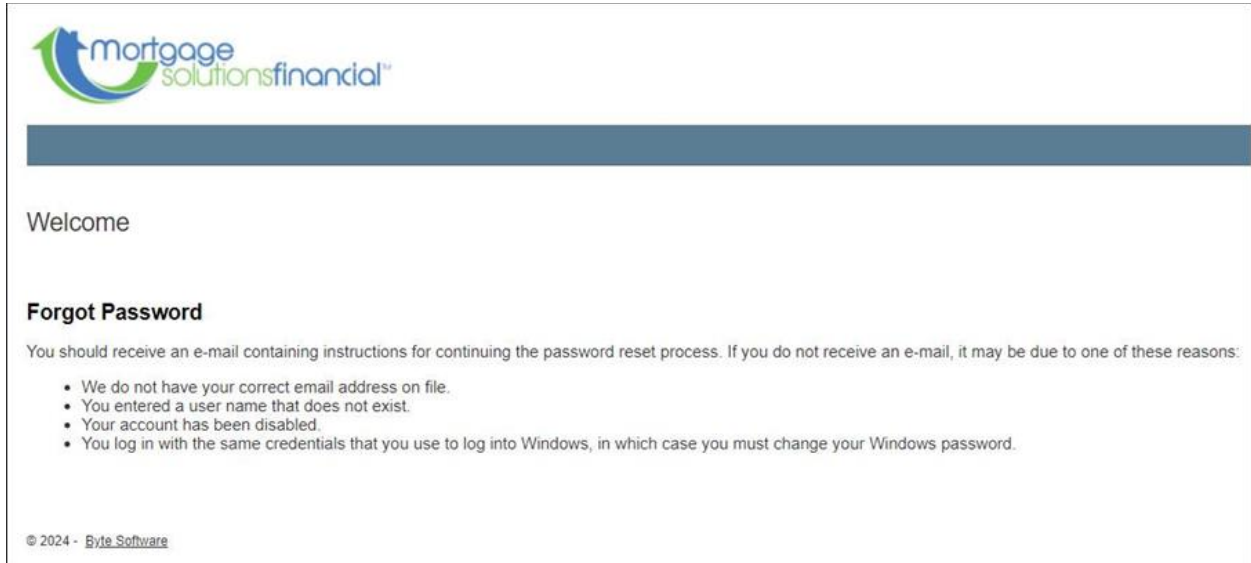
Enter your username.

A screenshot of the "Forgot Password" page. At the top left is the "mortgage solutionsfinancial™" logo. Below it is a dark blue horizontal bar. The text "Welcome" is displayed. The heading "Forgot Password" is shown in bold. Below it is a "User Name" input field, which is highlighted with a red arrow. Below the input field is a "Continue" button. At the bottom left, there is a copyright notice: "© 2024 - Byte Software".

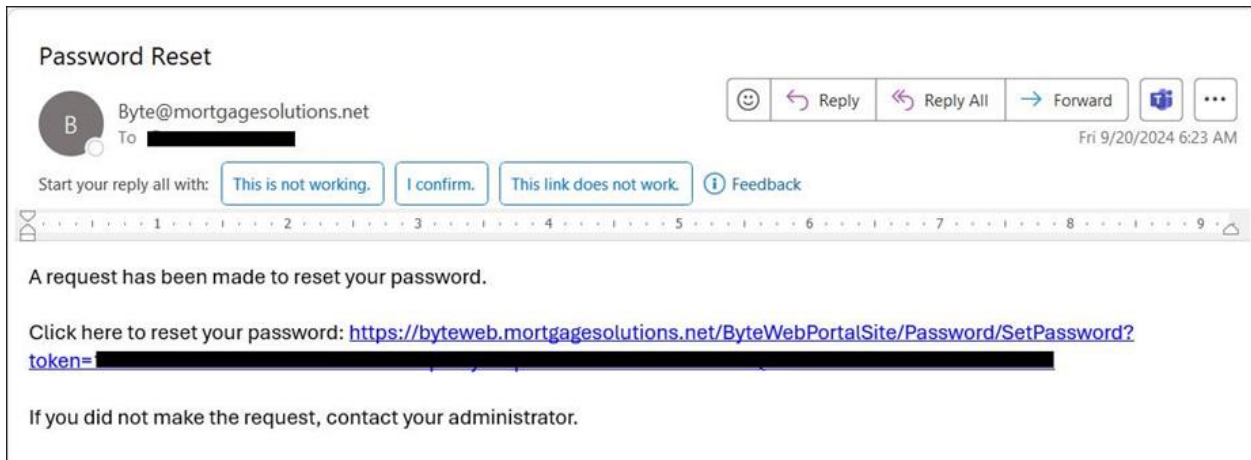


## Process Update

Byte will let you know that the password reset process has started.



Look in your inbox for an email from [Byte@mortgagesolutions.net](mailto:Byte@mortgagesolutions.net) and click the link to reset your password.





## Process Update

Enter your new password, adhering to the password requirements above. You are also required to enter your MFA code.

The screenshot shows the 'Process Update' form. At the top left is the 'mortgage solutionsfinancial' logo. Below the logo is a dark blue horizontal bar. A yellow banner contains the text: 'Multi-Factor Authentication is configured for your account. In addition to your new password, enter the six-digit code presented by your authenticator application.' The form fields are: 'User Name' (with a blacked-out value), 'New Password', 'Confirm Password', and 'Six-Digit Code'. A 'Continue' button is located below the fields. At the bottom left, the copyright notice '© 2024 - Byte Software' is visible.

You have successfully changed your Byte password. Please login with your new credentials.

The screenshot shows the login page. At the top left is the 'mortgage solutionsfinancial' logo. Below the logo is a dark blue horizontal bar. The word 'Welcome' is displayed. A green banner contains the text: 'Successfully reset password. Please sign in with your new password.' The login fields are: 'User Name' (with a circular icon to the right) and 'Password'. A 'Log in' button is located below the fields. A link for 'Forgot Password?' is also present. At the bottom left, the copyright notice '© 2024 - Byte Software' is visible.



## Process Update

### Changing your password in Byte Broker Portal when prompted at login:

Users who do not update their password to meet the new parameters prior to Oct 1, will be prompted to do so at their first login attempt after the update takes place.

When prompted, complete the password change dialog to change your password.

**Note:** You cannot change your password to the existing one. Password reuse is not allowed.

Welcome

### Change Password

You must change your password

User Name

Old Password

New Password

Confirm New Password

**Change Password**

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After the password is changed, login with your new password.

Your password has been updated. Please sign in with your new password.

User Name

Password

**Log in**

[Forgot Password?](#)

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