

# New User Registration

## STEP 1

From [www.gatewayloan.com/my-account](http://www.gatewayloan.com/my-account), and click “Manage My Account”  
It will open: <https://cert.financingaccountconnect.com/01/gwa/LoanServiceLanding>

### Managing Your Account Has Never Been Easier

Your Gateway experience does not stop at closing. Our servicing platform integrates everything needed to manage your home loan including robust on-line services and award-winning customer care.

[MANAGE MY ACCOUNT](#) [MAKE A PAYMENT](#)

## STEP 2

Click “New User Registration”

You'll need the following to complete the registration:

- ✓ Account Number
- ✓ Your SSN
- ✓ Your email access

[NEW USER REGISTRATION](#)

## STEP 3

Complete the requested information and check the “I’m Not A Robot”.  
Then click “Continue”.

The screenshot shows the 'New User Registration' form with three steps: Personal Info, Create Password, and Verify Email. The 'Personal Info' step is active. The form includes fields for First Name (SKSK), Middle Name Initial, Last Name (SKSKS), Email Address (test@test.com), and Confirm Email (test@test.com). There is a checkbox for 'I'm not a robot' and a CAPTCHA image. A 'CONTINUE' button is at the bottom. A note states: 'Soon you'll need to authenticate the email, so please ensure accuracy!'.



## STEP 4

Create a password, click  to confirm you've read the terms & conditions (It will change to orange ) Then click "Continue".

The screenshot shows the 'New User Registration' form with three steps: Personal Info, Create Password, and Verify Email. The 'Create Password' step is active. It includes fields for 'Password\*' and 'Confirm Password\*', both masked with asterisks. A checkbox labeled 'I have read and agree to the Terms and Conditions' is checked. A list of password requirements is shown: 8 character(s), 1 lowercase character(s), 1 UPPER character(s), and 1 digit(s). At the bottom, there are 'BACK' and 'CONTINUE' buttons.

## STEP 5

A confirmation will display that an verification email was sent.

The screenshot shows the 'New User Registration' form with the first two steps, 'Personal Info' and 'Create Password', completed. The 'Verify your' field is highlighted in blue. Below it, text states: 'You will receive a verification email shortly with instructions to verify your account. If you do not receive the email within 10 minutes please check your SPAM folder or call our Customer Service department at 000-000-0000.' A 'RESEND EMAIL' button is located at the bottom.

## STEP 6

Log into your email. Confirm it was received from **noreply@gatewayloan.com**. Click the link to verify your email address.

The screenshot shows an email titled 'Account Created' from 'noreply@gatewayloan.com'. The recipient's name is redacted with a blue box. The email body says: 'Hi [redacted], You created an account with Fiserv. Please click here to confirm your email address: <https://cert.financingaccountconnect.com/01/gwa/Auth/Setup/UT3YZOiaPfdCfhNOpHpEQ> If this was in error or not requested then click to cancel the request: <https://cert.financingaccountconnect.com/01/gwa/Auth/Cancel/UT3YZOiaPfdCfhNOpHpEQ> Thanks!'.



**STEP  
7**

Enter your password and create four security questions. Then click **“Submit.”**

The screenshot shows a web form titled "Security Questions" with an orange header bar. The form contains the following fields:

- Confirm Password \* (password field with asterisks)
- 1. Set Security Question: "What was your childhood nickname?" (dropdown menu)
- 2. Set Security Question: "What school did you attend for sixth grade?" (dropdown menu)
- 3. Set Security Question: "What is your favorite dessert?" (dropdown menu)
- 4. Set Security Question: "What is your favorite movie?" (dropdown menu)

Each question has an "Enter Answer" field with asterisks. A "\* Required Field" note is at the bottom left. A blue "SUBMIT" button is at the bottom center.

**STEP  
8**

Enter your loan information, then click **“Submit.”**

The screenshot shows a web form titled "Account Enrollment" with an orange header bar. The form contains the following fields:

- Enter the information below as it appears on your loan documents
- First Name \* (text field with "sksk")
- Middle Initial (text field)
- Last Name \* (text field with "skskS")
- Account Number \* (text field with "\*\*\*\*")
- Mailing Address Zip Code \* (text field with "12345")
- Social Security Number \* (text field with "\*\*\*-\*\*-\*\*\*\*")

A "\* Required Field" note is at the bottom left. There are two buttons at the bottom: a blue "SUBMIT" button and a grey "CANCEL" button.

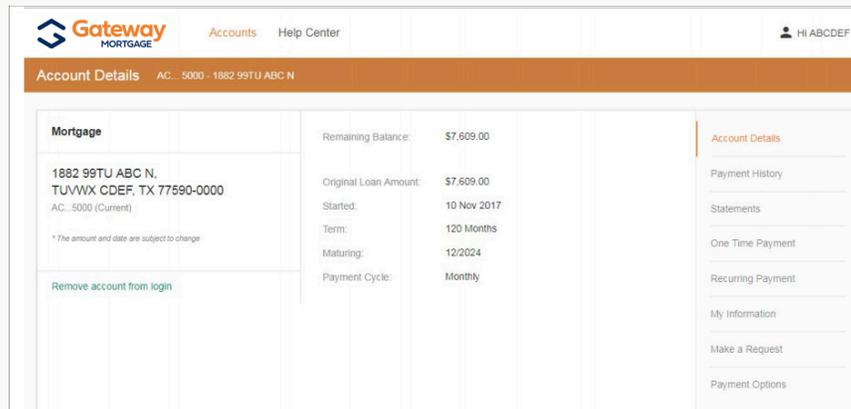


# Paperless Billing

## STEP 1

### \*\*Paperless billing instructions\*\*

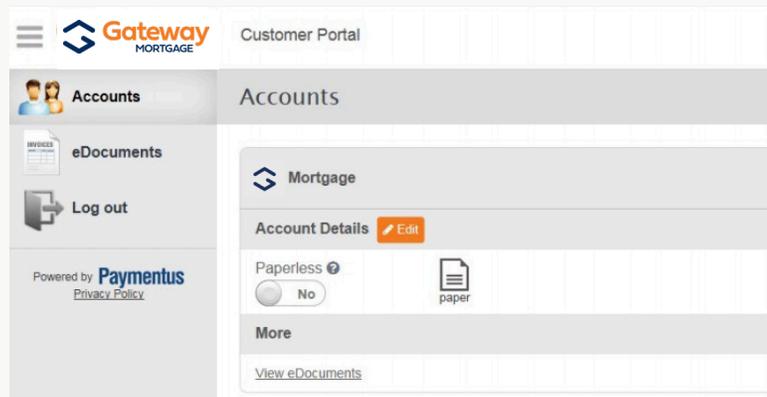
Once logged into your account, on the right-hand side, click “**Statements.**”



## STEP 2

### Paperless:

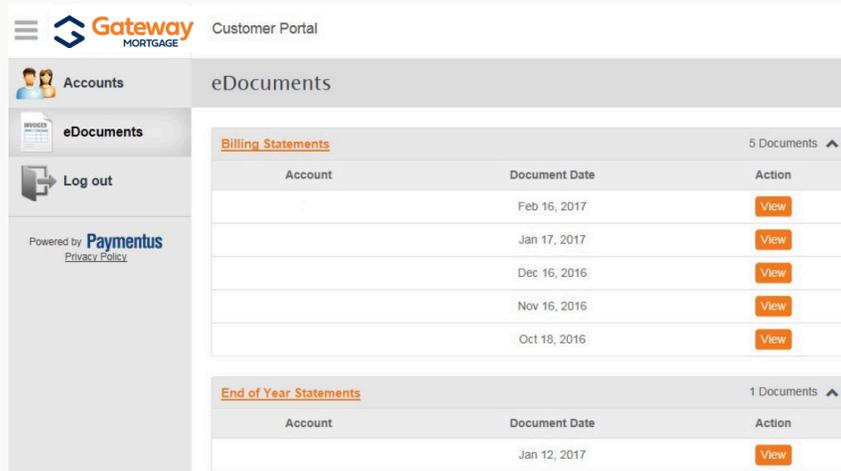
If you would like to sign up for our paperless billing option, you can do so on the home page that you are taken to. \*Note - If you have multiple accounts, you will have to select the option on each account. A disclaimer will be given after turning the paperless option on.



# STEP 3

## eDocuments:

Click 'eDocuments' on the left menu to access billing statements, escrow analysis statements and End of Year (1098) statements. Clicking on 'View' will allow you to view, print and download the document.



The screenshot shows the Gateway Mortgage Customer Portal interface. The left sidebar contains navigation options: Accounts, eDocuments (selected), and Log out. Below the sidebar, it says "Powered by Paymentus" with a link to the Privacy Policy. The main content area is titled "eDocuments" and displays two sections: "Billing Statements" (5 Documents) and "End of Year Statements" (1 Document). Each section contains a table with columns for Account, Document Date, and Action (View).

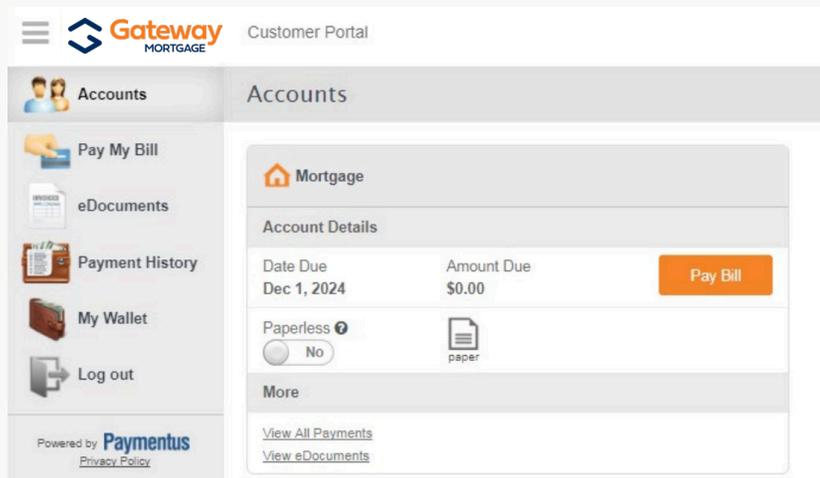
Account	Document Date	Action
	Feb 16, 2017	<a href="#">View</a>
	Jan 17, 2017	<a href="#">View</a>
	Dec 16, 2016	<a href="#">View</a>
	Nov 16, 2016	<a href="#">View</a>
	Oct 18, 2016	<a href="#">View</a>

Account	Document Date	Action
	Jan 12, 2017	<a href="#">View</a>

# STEP 4

To return to [gatewayloan.com](http://gatewayloan.com), close the tab.



The screenshot shows the Gateway Mortgage Customer Portal interface. The left sidebar contains navigation options: Accounts (selected), Pay My Bill, eDocuments, Payment History, My Wallet, and Log out. Below the sidebar, it says "Powered by Paymentus" with a link to the Privacy Policy. The main content area is titled "Accounts" and displays a "Mortgage" account summary. The account details show a Date Due of Dec 1, 2024, and an Amount Due of \$0.00, with a "Pay Bill" button. There is also a "Paperless" toggle set to "No" and a "More" section with links for "View All Payments" and "View eDocuments".



# ACH Enrollment Steps

## STEP 1

Once logged into your account, on the right-hand side, click **“Recurring Payment.”**

The screenshot shows the 'Account Details' page for a mortgage account. The account number is AC - 5000 - 1882 99TU ABC N. The mortgage details include: Remaining Balance: \$7,609.00; Original Loan Amount: \$7,609.00; Started: 10 Nov 2017; Term: 120 Months; Maturing: 12/2024; Payment Cycle: Monthly. A sidebar on the right contains navigation links: Account Details, Payment History, Statements, One Time Payment, Recurring Payment (highlighted), My Information, Make a Request, and Payment Options.

## STEP 2

On the **“Recurring Payment”** page, select **“Monthly”** for the frequency, the day of the month, and the start date. Enter your bank info.

- You also have the option to add an additional amount to your principal balance or your escrow account.
- Read the terms and conditions, then click **“Submit.”**

The screenshot shows the 'Recurring Payment' page. It features a form with the following fields: 'Additional Principal' (input field), 'Del My Payment Frequency' (dropdown menu with 'Select Frequency' selected), and 'Enter Bank Details for Payment' (a section containing 'Account Type', 'Account Number', 'Routing Number', 'Name On Account', 'City', and 'State' fields). A 'Submit' button is at the bottom. A sidebar on the right contains navigation links: Account Details, Payment History, Statements, One Time Payment, Recurring Payment (highlighted), My Information, Make a Request, and Payment Options.

## STEP 3

Check your email for the confirmation email.

