

# Managing Your Account

## Getting Started

An administrator or manager will create a login ID for you and give you the URL address to enter in Internet Explorer to reach your login page.

Once your account has been created, you will receive an automated e-mail message with your username and a temporary password. You will need this information to log in for the first time.

## Logging In

To log in to your OpenClose account for the first time, you will need the username and temporary password that were e-mailed to you when your account was created.

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Note: If this is your first time logging in you will be asked to choose a new password.

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Open your Internet Explorer browser while connected to the Internet and go to [adm.admortgage.com](http://adm.admortgage.com).



The image shows a login form with two text input fields. The first field is labeled 'login' and the second is labeled 'password'. Below the second field is a 'Login' button. Underneath the button is a link that says 'forgot password? click here!'.

Type your username into the login box and your password in the password box.

Click the Login button.

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Note:

- Loan origination login - *first name.last name*
  - Account Executive – *first name.last name.ae*
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## ***Forgotten Passwords***

If you forget your password, you may retrieve your password via e-mail. On the login screen below the Login button is a hyperlink to the **forgot password** screen.

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Note: If you forget your password, use this tool! If you try to log in with a bad password three times in a row *your account will be locked* and contact an administrator.

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Click forgot password.

This will take you to the reset password screen

### **Reset Password**

Please enter your login in the textbox and click the "Reset Password" button to reset your password. Once you have submitted your request, a new temporary password will be emailed to you. You will be required to change your password the next time you login.

**Please enter your login:**

### **Reset Password Screen**

For security purposes a randomly generated temporary password will be emailed to you. You will be required to change this password on your next login.

If the e-mail address associated with your profile is incorrect or your e-mail account is inaccessible you will not be able to retrieve your password via e-mail. Please contact your administrator.

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Note: If you don't see this email and your email has spam/junk filters, be sure to check if the password reset email was diverted by the spam/junk filter.

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## Password criteria

- Must be at least eight (8) characters.
- May not contain either your first or last name.
- May not be the same as any of your last five (5) passwords.
- Must meet three of the following criteria:
  - At least one uppercase character.
  - At least one lowercase character.
  - At least one numeric character.
  - At least one special character (SHIFT-numeric)

Examples of good passwords are: GoodPassW1, goodPass!, Beanopen1

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Note: your password will expire every 6 months. When your password expires, you will be asked to provide a new password the next time you log in.

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## ***Logging Out***

You can end your session by clicking the **Logout** button located on the far right of the top menu. If you are idle for twenty (20) minutes your session will end.



Logout button