

# MySagen FAQ



#### Why was the MySagen portal changed?

For you!

We put the user experience first and redesigned the portal to be **simpler**, **more intuitive**, and frankly **less work**.

We also updated the look to match our updated branding, because we're proud of it and want to make sure it's seen by as many people as possible.

## What has changed?

There are quite a few changes:

- A **new application status** and overview screen that displays any updates and allows you to make edits.
- **Refreshed dashboards** that let you see more and allow you to **filter by report type**.
- A **simplified Application Creation screen**, which now indicates how much you have left to complete.
- All applications will be auto-saved and you'll have the ability to **upload documents directly**, rather than attach them.
- Additional required fields are now automatically displayed.

Most of the application process remains the same; it's just easier - and easier to look at.

#### How do I upload my documentation?

You now upload your documents as you progress through the application, as opposed to at the end. There will be a field provided whenever documents are required.

#### How do I get started?

MySagen is switching to **email-based identification** and removing the current user IDs. As a result, **you'll need to sign up and create a new account, even if you have an existing one.** 

- 1. To create a new account, connect with your Sagen support or business contact.
- 2. Sagen support will create your account and send you a confirmation email for your approval.
- 3. You'll receive another link by email that prompts you to login and change your password.

From there, you'll be able to use MySagen as usual.

## How do I print a certificate from MySagen?

1. Approved files will have an "I" icon.

Sagen Reference #	<b>b</b>	Lender Loan #	Borrower Name	Status	Date Submitted	Date Last Updated	Cancel Application
<u>2042891770</u> 🛈		1902931287	CLAUDIO TESTLUNDSTROM	Approved		2022-10-04	Cancel

#### 2. Click on the icon.

Click to view errors and / or commitment	Lender Loan #	Borrower Name	Status	Date Submitted	Date Last Updated	Cancel Application
2042891770	<u>1902931287</u>	CLAUDIO TESTLUNDSTROM	Approved		2022-10-04	Cancel

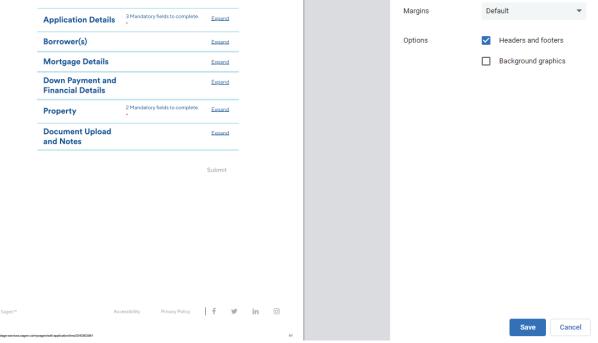
3. The commitment screen will display. Click on Download Commitment button.

Status Approved	Sagen Reference Nu 2042891770	mber
Loan Details		
Institution ID 010 Insured Transit	Insured Amount Premium Due Tax Amount Due Application Fee Due	150,000.00 900.00 72.00 0.00
99999 Lender Loan Number 1902931287	Total Amount Due	\$972.00
Commitment Expiry Date 2023-01-01		
Borrower Name	Approval Subject To	
Borrower Name CLAUDIO TESTLUNDSTROM	Approval Subject To • THIS APPLICATION IS GOV GUARANTEED • THIS APPLICATION IS GOV GUARANTEED • THIS APPLICATION IS GOV GUARANTEED	/ERNMENT /ERNMENT
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#### How do I print an application?

- 1. Open the application, then Ctrl+P keys
- 2. The following screen will display.





3. Select Save as PDF or see more option to choose your available printer and click on Print.

#### We're Here to Help

Call 1.800.511.8888 Email mortgage.info@sagen.ca