Broker Administrator Desk-Side Guide

BROKER ADMINISTRATOR ENHANCED CAPABILITIES

As a **Broker Administrator** for your office, you'll enjoy **enhanced MEME access and functionality** including:

- Creating and managing subordinate users
- Resetting user passwords
- Running pipeline reports on all loans within your branch or company
- Originating loans and registering locks
- Reassigning loans from originators and processors

MEME[SM]
Mortgages Electronically Made Easy

Logging On

1. Access **www.mtbwholesale.com** via your internet browser.
2. Click the **"MEME Login"** icon located in the upper right corner of the homepage.
3. Enter your username and password.
4. Click **"Login Now"** to enter **MEME**.

Setting Up Credit Bureaus

NOTE: Setting up credit bureaus is for the link to Fannie Mae –DU function only.

1. Select the **"Company Profile"** option from the Administration menu located on the left side navigation bar.
2. Under the Defaults tab, expand **"CreditAgencies"** (located on the tree structure to the left) by clicking the plus sign ⊞. Select the credit vendor you wish to use. (Note: If you don't see your desired credit vendor, contact your M&T account executive or call ***800-378-7212***, and select "Option 3", to have the vendor added.)
3. In the **"Detail Value"** field, enter your company's Account Number and Password that were provided by the credit vendor.
4. Click the **"Save"** button to set the vendor as a default for your company. Repeat this process to add additional credit vendors to your default list.

Creating Loan Officer User Accounts

1. Select the **"Add User"** option from the Administration menu located on the left side navigation bar.
2. Complete the fields under the User Information tab. Fields marked with an asterisk are required.
3. Under the **Permissions** tab, select the user level you wish to apply to this user. You can place your mouse over the user levels to obtain a brief description of each.
4. Under the **Groups/Regions** tab, select at least one Group or Region for the user by double-clicking the "Group" or "Region" in the boxes on the left side.
5. Check the **"Receive email updates…"** box if you want the user to receive E-mail notification when a document is posted to the InfoCenter.
6. Click the **"Save User Profile"** button to save your entries. The new user will receive an E-mail with his/her username and password.
7. Click the **"Done"** button after the confirmation message appears on the screen.

Questions on MEME?
Call 800-378-7212 (choose option #3) for assistance.

EQUAL HOUSING LENDER **www.mtb.com** For Broker use only. M&T Bank will not consider the registration and uploading of 1003 information to be an application until the physical loan file, including a signed 1003, is received by M&T Bank. ©2007 M&T Bank. Member FDIC. S-080381 (2/08)

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Understanding what's important®

Editing Loan Officer User Accounts

1. Select the **"Search"** option from the Administration menu located on the left side navigation bar.
2. Locate the User and click the Pencil icon located in the Actions column to open the Edit User window.
3. Make changes to the data fields as needed.
4. Click the **"Save User Profile"** button.

Resetting Loan Officer User Passwords

1. Select the **"Search"** option from the Administration menu located on the left side navigation bar.
2. Locate the User and click the Key icon located in the Actions column.
3. Click the **"Continue"** button, located within the popup message that appears, to reset the user's password and trigger an E-mail notification to the user.

Loan Officer User Accounts

1. Select the **"Company Profile"** option from the Administration menu located on the left side navigation bar.
2. Click on the **"Users Tab"**.
3. Locate the User and click the Checkmark icon ✓ in the Actions column. Click the **"Ok"** button, located within the popup message, to confirm the activation of the user.
4. To deactivate a user, click the Red Circle icon ⊘ in the Actions column. Click the **"Ok"** button, located within the popup message that appears, to confirm the deactivation of the user.

Reassigning Loan Files

1. Select the **"Management"** option from the Pipeline menu located on the left side navigation bar.
2. Flag one or more loans for reassignment by clicking to the left of the borrower name (a Flag icon will appear). Click the Flag icon header at the top of the column to flag all loans.
3. Choose a user from the **"Re-assign Flagged Loan(s)"** drop-down menu and click the **"Go"** button to complete reassignment.

M&T University MEME Training

1. Select **"M&T University"** from the menu located in the Info Center section on the homepage. All available training schedules will appear.
2. Left Click the Magnifying Glass icon to view details of a specific schedule.
3. A calendar of M&T University training classes will appear, along with descriptions of each class.
4. For more information, or to register for a class, view the instructions located at the bottom of the calendar.