

Add New Users in SPARC 2.0

Correspondent Job Aid | SPARC



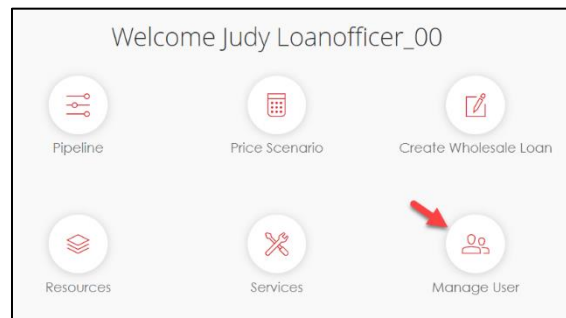
© Arc Home, LLC | February 2024 | All rights reserved.

Objective: This cheat sheet was designed to assist you in adding new users to SPARC 2.0. Please note that Arc Home will create profiles for the Correspondent Owner and an original set of Portal Admin users. ONLY Arc Home can add additional Portal Admin users, but multiple Portal Admin are permitted. Global Users can also only be added by Arc Home. (A Global User is a user who has a single sign-on with access to multiple branches or companies, such as a Third-party Processor.)

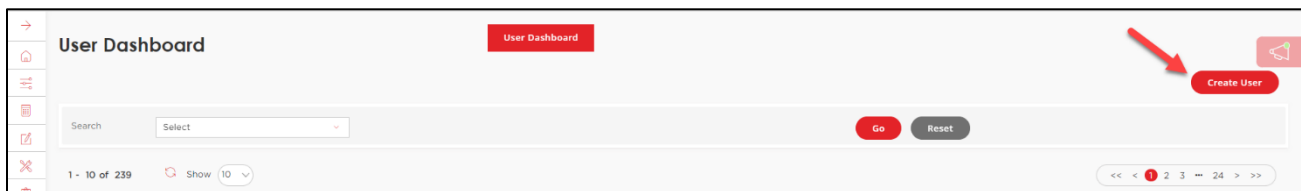
Process: Login to SPARC 2.0: <https://sparc.archome.com/>

Step 1: You must be a Portal Admin/Supervisor to add or edit existing users in SPARC

Step 2: Select **"Manage User"** from the Home Page



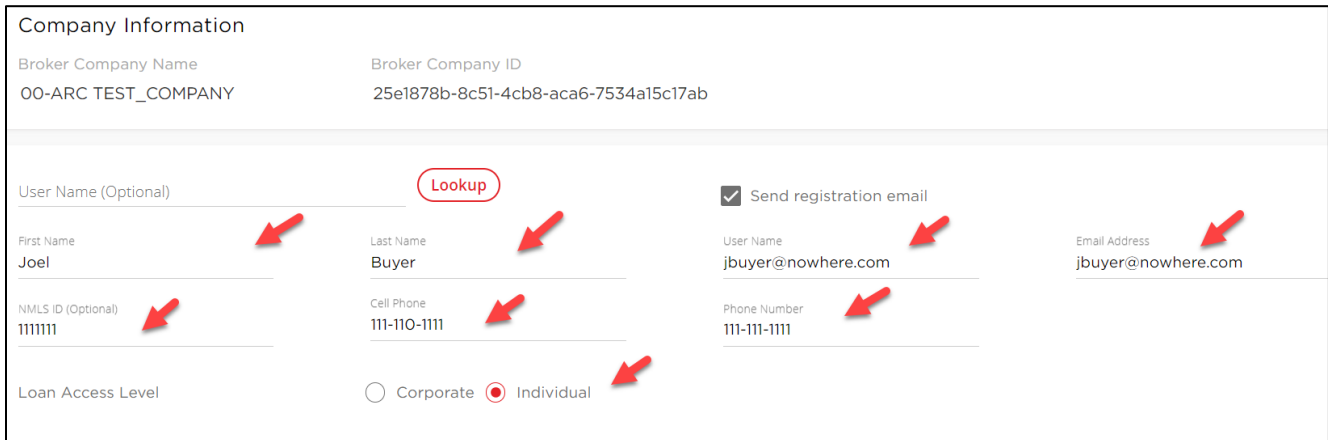
Step 3: Click the **"Create User"** button and complete the following fields



Note: Leave box checked "Send registration email", this will send an email to user advising of their username and how to setup password.

1. Enter user's First Name.
2. Enter user's Last Name.
3. Enter user's User Name.
4. Enter user's Email Address
5. NMLS ID (Optional) – Please be sure to enter an NMLS for all licensed loan officers
6. Enter user's Cell Phone
7. Enter user's Phone Number

8. Click **"Loan Access Level"** – This will determine the user’s access to the pipeline.
 - a. Corporate – within company – If assigned, the user will be able to see all loans in the pipeline regardless of assignment. This access is suggested for processors who may be working with multiple loan officers and/or post closers.
 - b. Individual – only if assigned. If assigned, the user will only be able to see the loans assigned or created in his/her name.



Company Information

Broker Company Name: OO-ARC TEST_COMPANY
 Broker Company ID: 25e1878b-8c51-4cb8-aca6-7534a15c17ab

User Name (Optional): _____ Lookup

Send registration email

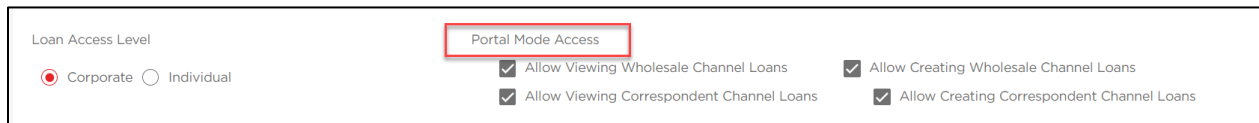
First Name: Joel Last Name: Buyer User Name: jbuyer@nowhere.com Email Address: jbuyer@nowhere.com

NMLS ID (Optional): 1111111 Cell Phone: 111-110-1111 Phone Number: 111-111-1111

Loan Access Level: Corporate Individual

9. Add **Portal Mode Access** by checking the applicable boxes
 - i. This determines the user’s ability to create and/or view loans within the Correspondent channel
 1. Allow Viewing Correspondent Channel Loans – This allows the user to view loans they have access to within their pipeline.
 2. Allow Creating Correspondent Channel Loans – This allows the user to upload a 3.4 file to create a loan within the system.

Note: If your company is dual approved for Wholesale and Correspondent, the Wholesale Portal Mode Access will be prefilled.



Loan Access Level: Corporate Individual

Portal Mode Access

Allow Viewing Wholesale Channel Loans Allow Creating Wholesale Channel Loans

Allow Viewing Correspondent Channel Loans Allow Creating Correspondent Channel Loans

10. Choose User Roles
 - i. Click **"Add Role"** - This determines the user’s functions within SPARC. Assign all functions performed by the user (i.e., if performs both as a Processor and Post Closer, assign both functions). Any of these assigned roles will receive status notifications throughout the loan submission process.
 1. **Loan Officer:** Assign this for a Loan Officer user
 2. **Processor:** Assign this if the user is processing the transaction and will be submitting to Arc Home Underwriting.
 3. **Secondary:** Assign if the user needs the ability to quick lock, view pricing, lock loans and use the Price Scenario
 4. **Post Closer:** Assign this if the user will be submitting closed loan packages for purchase review to Arc Home AND to view the purchase advice.
 5. **Portal Admin:** Can only be assigned by Arc Home

Choose User Roles (3)

Role	Company Name (ID)	Assign Loan Officers	Licensed States	Action
Select Role Loan Processor	06 - Broker AND Corr ND(f73b6520-29... (1)	Select LO Amy No License T Hu... (38) ⓘ	0	🗑️
Select Role Secondary	06 - Broker AND Corr ND(f73b6520-29... (1)		0	🗑️
Select Role Post Closer	06 - Broker AND Corr ND(f73b6520-29... (1)		0	🗑️

Add Role

11. Manage Permission - Click **“Accept Default”**
12. Click **“Create User”**

Manage Permission

Please Accept Default or Edit Permission

Accept Default **Edit**

Cancel **Create User**

If you wish to Edit and/or Update and existing user, follow the below:

Select **“Search”** and enter criteria to search for an existing user. Click **“Edit”** (pencil icon) to make updates to an existing user.

User Dashboard

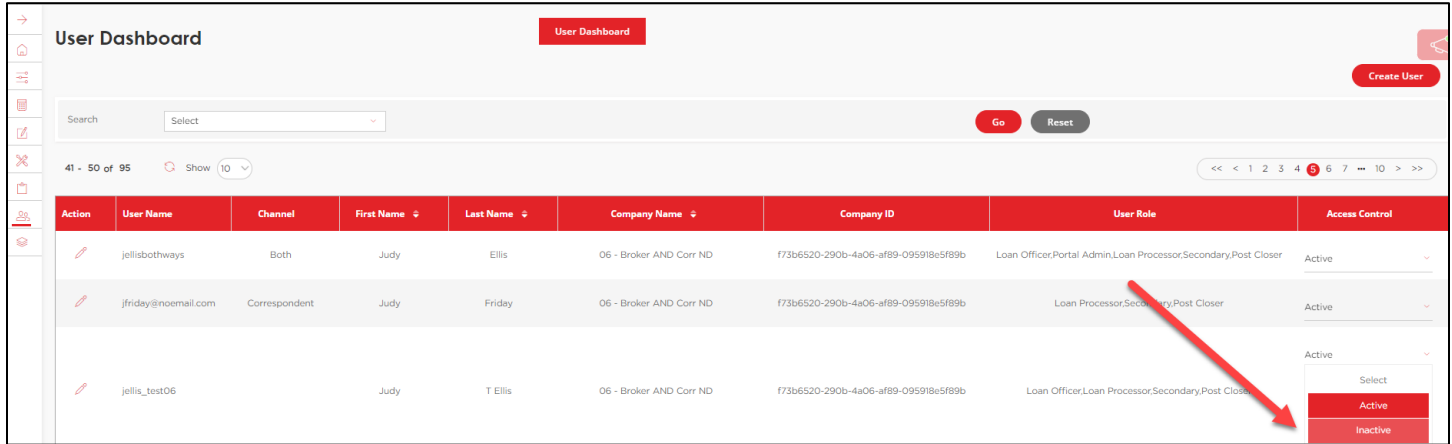
Search: Last Name **Go** **Reset**

1 - 1 of 1 Show 10

Action	User Name	First Name	Last Name	Access Control	Company Name	Company ID	User Role
	ttuesday@nowhere.com	Tiffany	Tuesday	Active	00-ARC TEST_COMPANY	25e1878b-8c51-4cb8-aca6-7534a15c17ab	Loan Officer

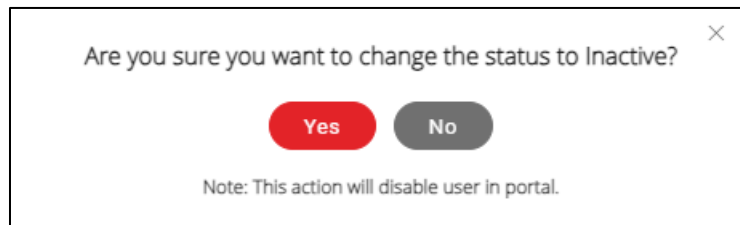
Important Note: You can update a user’s **“Access Control”** from the User Dashboard by Selecting **“Inactive”** if the user is no longer with your company

- Select Active or Inactive from the dropdown
- Confirm change



The screenshot shows the 'User Dashboard' interface. At the top, there is a search bar and a 'Create User' button. Below the search bar, there is a table with columns: Action, User Name, Channel, First Name, Last Name, Company Name, Company ID, User Role, and Access Control. The table contains three rows of user data. A red arrow points to the 'Access Control' dropdown menu for the user 'jellis_test06', which is currently set to 'Active'. The dropdown menu shows options for 'Select', 'Active', and 'Inactive'.

Action	User Name	Channel	First Name	Last Name	Company Name	Company ID	User Role	Access Control
	jellisbothways	Both	Judy	Ellis	06 - Broker AND Corr ND	73b6520-290b-4a06-af89-095918e5f89b	Loan Officer,Portal Admin,Loan Processor,Secondary,Post Closer	Active
	jfriday@noemail.com	Correspondent	Judy	Friday	06 - Broker AND Corr ND	73b6520-290b-4a06-af89-095918e5f89b	Loan Processor,Secondary,Post Closer	Active
	jellis_test06		Judy	T Ellis	06 - Broker AND Corr ND	73b6520-290b-4a06-af89-095918e5f89b	Loan Officer,Loan Processor,Secondary,Post Closer	Active



Are you sure you want to change the status to Inactive?

Yes No

Note: This action will disable user in portal.


If you still require assistance, you can contact SPARCASSIST@archome.com or call 215-383-9220.

Access our SPARC portal or reset your SPARC password [here](#).

Addendum A



Adding Loan Officer Licenses

1. Click the "Licensed States"
2. Click "Add"
3. Add "State", "License Number" and "Expiration Date"
4. Click "Update"
5. Enter the NMLS ID if applicable for the user
6. Use the **"Add License"** button to associate the State License(s) for the user; enter the license number, state, and expiration date. If there is no state license, type "None" as the License #.

Role	Company Name (ID)	Assign Loan Officers	Licensed States	Action
Select Role Loan Officer	00-ARC TEST_COMPANY(25e1878b-... (1)		0	

Licensed States ×

Licensed States:(1) Add

State	License Number	Expiration Date	Action
New Jersey	11111	01/23/2024	 

Update
Cancel

NOTE: NMLS and state licensing is required for Loan Officers.