

# SPARC 2.0

## Frequently Asked Questions



© Arc Home LLC | March 2024 | All rights reserved.

This document was designed to answer frequently asked questions related to our SPARC 2.0 portal.

### PASSWORD RESET IN SPARC 2.0

**I forgot my SPARC 2.0 password, how can I quickly reset it?**

Easy! Click on the “Forgot Password?” link from the SPARC 2.0 login page and follow the instructions.

### ARC HOME SPARC 2.0 LEARNING TOOLS

**Does Arc Home have SPARC 2.0 resources available to guide me through the loan registration, submission, and condition process?**

Yes! Visit the SPARC Training page, as applicable for your origination channel, and refer to our extensive library of SPARC 2.0 reference materials:

- **Wholesale:** <https://wholesale.archomellc.com/page/sparc-2-training>
- **Correspondent:** <https://correspondent.archomellc.com/page/sparc-training>

If you would like to see a live demonstration of the SPARC 2.0 portal features and highlights, check out the Arc Home [webinars](#).

### CORRESPONDENT PRICING IN SPARC 2.0

**We are a Correspondent Client with Arc Home and I have Secondary user permissions, but I am unable to see pricing in SPARC 2.0?**

Quick fix! Log out of SPARC 2.0, then log back into the portal. If you are approved with Arc Home for both Wholesale and Correspondent origination, choose your channel of business as “Correspondent”, then select your role as “Secondary”.

### MANAGING CONDITIONS IN SPARC 2.0

**Where and how do I upload conditions in the SPARC 2.0 portal?**

Click on the “Conditions” menu option from the left-hand navigation, then use the “Drag & Drop” or “+” options to link your documents to the applicable condition. The SPARC 2.0 User Guides provide screen shots and complete details of the functionality – you will find Wholesale [HERE](#) and Correspondent [HERE](#).

### NEW USERS TO SPARC 2.0

**As an admin user for our origination company, how do I add new users to the SPARC 2.0 portal?**

We have a job aid with step-by-step instructions to walk you through the process! You will find [HERE](#) and Correspondent [HERE](#).

### SAVING DATA IN SPARC 2.0

**Why am I unable to save changes within the SPARC 2.0 portal?**

That is how SPARC 2.0 indicates that you have incomplete fields on the screen. Simply scroll down the screen until you locate the error box(es), complete all missing data to clear the error(s), then hit save again.