



Genworth®
Financial



Using mortgageinsurance.genworth.com:

FREQUENTLY ASKED QUESTIONS

October 2008

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Username and Password

Why should I create a new username and password?

Security requirements at Genworth Mortgage Insurance mandate that users create an individual username and password to login. The combination of username and password allows individual access to the secure area of the website, including Order and Edit MI transactions and AU Central.

What are the benefits of creating individual usernames and passwords?

Individual usernames and passwords allow access to your loans at Genworth Mortgage Insurance's website. You can also change and personalize your password at anytime.

What are the requirements for creating a new username?

Your username is your work email address. E.g. John.Doe@lender.com

What are the requirements for creating my new password?

- Your password must be at least eight characters
- Must begin and end with alpha characters
- Must contain two embedded numbers and/or special characters (such as #, \$ or *)
- Must not be same as the previous five passwords

What will I need to create my new username and password?

- Your organization ID
- Your organization authentication code
- Your work email address
- A self selected password

Why do I need to select a security question and provide an answer?

The answer to your security question allows you to reset your password online in case you forget it.

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New Customer Setup

If I am a new customer, how do I sign up on the website?

You will receive a letter and/or email from Genworth Mortgage Insurance that provides you with an Organization ID and Authentication Code. Follow these easy steps to create your individual username and password to access the secured website.

- Log on to <http://mortgageinsurance.genworth.com>.
- Go to the "Order & Edit MI" screen.
- Select **create a user account**. This opens the new customers area of the customer verification screen.
- Enter the Organization ID and Authentication Code provided in your letter/email from Genworth Mortgage Insurance.
 - Share the Organization ID and Authentication Code with other users in your organization so they too can create an individual username and password.
- Enter the required information to create your individual username and password.

What is an Authentication Code?

The authentication code is the lender organization's password.

I have misplaced my letter and/or email. Who do I contact to get that information?

Contact the Genworth ActionCenter® at 800 444.5664 or at Action.Center@Genworth.com. Representatives are available Monday-Friday, 8 a.m.– 8 p.m. EST.

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Lender Administration

Why am I getting prompted to be a Lender Administrator?

Genworth prompts you to be a Lender Administrator to give you the option to be in a better position to manage the users associated with your organization.

The Lender Administration capability allows a lender representative to manage lender users by creating accounts for new employees, disabling access for those no longer in an Underwriting position and ensuring that personal email addresses are controlled.

Multiple users in your organization can be administrators. Refer to the Lender Administration User Guide on the website for more information.

Once one user in a branch office successfully creates a username and password, can he or she add others in the same office as users?

Only if the user registers as the Administrator for the entire branch (Organization ID). Only Lender Administrators have this ability.

If no one in my branch opts to be a Lender Administrator, is that okay? Does every branch need a lender administrator?

It's beneficial to have a lender administrator in every branch, but not necessary. Without a lender administrator, someone from the branch will need to contact the Genworth ActionCenter® each time a new employee joins or leaves your company.

What are the benefits of Lender Administration?

The Lender Administrator manages user access to the Genworth website for the entire branch.

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Loan Origination Systems

What Loan Origination Systems (LOS) interface with Genworth's website to order MI?

- Calyx Point®
- Byte
- Encompass
- Genesis
- Contour's The Loan Handler
- MORVision (Dynatek)
- Sound Software's Mortgage Management System

Will I be prompted to create an individual username and password from one of the LOS systems listed above?

Yes. Follow the prompts to create a username and password. You will continue to access our website from your LOS with your new username and password.

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AU Central®

Can I use the same username and password to access AU Central®?

Yes

I am an AU Central® user, how do these changes impact me?

You are required to change your username and password in order to access AU Central®. You will continue to access the site and use AU Central® to perform business transactions as before.

Will I be able to access the same features and functionality as before on AU Central®?

Yes

Where do I find my loans after I create my new Username and Password?

Loans created when you logged on with your Master Policy Number [B22222XXXX] are listed under the **My Company's Loans** tab.

Loans created when you are logged on with your new email address Username are listed under the **My Loans** tab.

How do I access my co-worker's application(s)?

Look under the **My Company's Loans** tab, or from the **Search** screen, select **My Company's Loans** in the **Search By** dropdown box.

I access AUCentral® from my Investor's website but the link is taking me to the old logon screen. Can I use my new Username and Password?

Yes, the system detects that you have entered an email address as your Username and will re-direct you to the new logon page. Simply enter your new password to enter AUCentral®.

I access AUCentral® from a link in my Favorites list. How do I get the new link so I can replace the old one?

Your Investor should send you a communication, that directs you to a new link. If you continue to use the old link, the system directs you to a new screen and instructs you to bookmark the new URL.

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Miscellaneous

How do I bookmark the new site for easy access in the future?

- Go to <http://mortgageinsurance.genworth.com>
- Select the *Favorites* menu option on your browser tool bar
- Select **Add to Favorites**.

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Customer Service

Who do I contact if I have additional questions about the new website?

Contact the Genworth ActionCenter® to learn more about our products and services, rates and guidelines and our online tools and resources. Representatives are available Monday-Friday from 8 a.m. – 8 p.m. EST and can be reached at 800 444.5664 or at Action.Center@Genworth.com.

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Detailed transactional information is available, via the Frequently Asked Questions link, after account is created and User is logged onto the Genworth site.