

## Answering the Security Questions

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Question: "Do I have to answer the security questions? Every time I log in, I get asked."

Answer: "Yes, you eventually need to complete the security questions. They are used in case you forget your password or need to reset."



**Tip!** When you forget your password, you use the automated feature to request it to be reset. *You must complete the security questions to enable this feature.*

**1**

Navigate to <https://ameritrusttpo.com/partner.login/>

**2**

Enter in your username and password and press "LOGIN"



The screenshot shows a login form with the following elements:

- A "Login" label next to a text input field.
- A "Password" label next to a password input field with masked characters (dots).
- A "Forgot login?" link to the right of the login field.
- A "Forgot password?" link to the right of the password field.
- A prominent orange "LOGIN" button centered below the input fields.
- At the bottom of the form area, the text "©2022 PriceMyLoan, All Rights Reserved."



**Alert!** Each time you log into the Portal you will be prompted to answer these "Security Questions". Once completed you will no longer be asked to complete this process.



**Tip!** You need to pick 3 of the 7 available "Security Questions". Press "change answer" to make the field available to enter your answer.

3

When you have picked 3 questions and provided the answers, click "SUBMIT"

Question 2

What was the name of your childhood best friend?

Answer 2

Charlie

Question 3

What was your childhood nickname?

Answer 3

trouble

NOT NOW

SUBMIT

4

That's It! Now you can click the link "Forgot password?" on the login screen, then follow the instructions to automatically reset your password.

## Log Out of the Broker Portal

Question: "Can I just close by browser window when I am done working in your Broker Portal?"  
Answer: "Yes, but *it is best* to press the "Log Out" button at the top right. Our technology leaves fingerprints making it difficult to log into another lender that uses the same technology vendor. The same is true, not logging out of other's technology will make it difficult to log into our technology"



Tip! If you do not see the "Log Off" button in the top right corner of the screen, you need to navigate to the main screen. Click on "Go Back to Loan Pipeline" at the top of the screen and you will then see the option to "Log Off".

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When you are don with your session in the broker portal, click "Log Off"



## Clearing Your Browser

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Question: “I am having trouble logging into the Broker Portal. I use the same username and password last used, but it will not log in. What can I do?”

Answer: “Sometimes you need to clear your browser cache. Other software vendors can leave behind fingerprints making it difficult to use the same technology with a different lender. Follow these quick steps to remedy the situation”

Visit [This Article](#) to walk you through the steps

Watch this [quick video](#)