

Electronic Documentation Guidance Sheet

Congratulations on taking the first steps towards entering the Loan Rehabilitation program. The below information provides some additional guidance as you walk through the electronic documentation submittal process. (IE: submitting your Loan Rehabilitation documents electronically).

A. Check your email, and:

1. Click the link contained within the e-mail received from Windhamdocuments@windhampros.com.
2. Enter your validation items in the format shown on the login screen of the Electronic Document Fulfillment page. You will be required to enter both items:
 - ✓ Last four of your SSN (e.g. 1234)
 - ✓ Date of Birth (e.g. YYYY/MM/DD)
 - ✓ If either entry does not match the information we have for you, or if date of birth is not entered in the format specified, then you will receive an error stating **'We were unable to find your document. Please check your details and try again.'**
3. Download the attached .pdf document. (Click the button labeled **START TASK** beside the document you would like to download.)
4. Review the document for complete accuracy. If you need to make revisions to information in the document, click the **YES** button under the question 'Do you need to make any changes to the document values?' You will be given an opportunity to make corrections and regenerate your document.
 - ✓ Once you have reviewed your document and are satisfied that the information present is accurate, check the box next to the statement 'I have reviewed the document and verified all information is accurate' and click the button labeled **NEXT**.
5. Print and sign your document and scan it to your device. Optionally, if you do not have access to a scanner, you may take a photo of your signed document to Upload/Attach.
6. Select **Choose File** and select the document to be uploaded; then press the button marked **UPLOAD**.
 - ✓ You may upload one document to each of the available tasks by repeating the above steps.
 - ✓ You may upload as many or as few tasks as are appropriate for your individual case. For example, if you do not pay any child care expenses, then you are not required to provide any documentation for that task.
 - ✓ You may opt to use a third-party application to merge multiple pages or images into a single file to upload at your discretion.

B. Does your device have a PDF reader application installed (if using a mobile device/tablet)?

- "Yes" – Proceed with electronic submission, as stated above.
- "No" -
 - ✓ You may opt to download a .PDF reader App to view documents
 - ✓ You may want to read reviews, find the best free product, and use personal judgment when selecting a .pdf reader.

NOTE: Apple® mobile standard Apps *may* not support .PDF documents preventing electronic submission.

- ✓ If you are unable to view the document, you may opt to view and complete the correspondence on a non-Apple® device, or
- ✓ You may upload documents through the following URL - <https://Forms.Windhampros.com>.

THIS COMMUNICATION IS FROM A DEBT COLLECTOR. THIS IS AN ATTEMPT TO COLLECT A DEBT. ANY INFORMATION OBTAINED WILL BE USED FOR THAT PURPOSE.