

# LoanConnect Quick Reference Guide



**AdelaideBank**  
it's personal

Question	Answer
What is LoanConnect	LoanConnect is a new document upload and tracking portal which links to our loan origination system.
When to use LoanConnect	Use LoanConnect for <u>all new lending</u> , uploading documents and tracking respective applications.  DocSend will still be available for existing loans and loan variations.
Accessing LoanConnect – existing DocSend user	<b>You will use your existing DocSend log in details</b> (you will not be sent a reset password email)  Access:  <a href="https://lending.adelaidebank.com.au/loanconnect">https://lending.adelaidebank.com.au/loanconnect</a> , or via the broker website  LoanConnect is best accessed via your laptop or desktop computer.
Accessing LoanConnect – not existing DocSend user	If you are not an existing DocSend user, you will be sent a temporary password to log in with and then prompted to change your password when you first log in.  Access:  <a href="https://lending.adelaidebank.com.au/loanconnect">https://lending.adelaidebank.com.au/loanconnect</a> , or via the broker website  Username is your 6 digit broker code.  LoanConnect is best accessed via your laptop or desktop computer.
Unable to login/Locked out for LoanConnect & DocSend	<b>Your LoanConnect and DocSend log in details will be the same.</b>  If you need to reset your password or unblock you access, do it via the 'Forgot password' link in <b>LoanConnect</b> .  <b>Note:</b> A 6 digit broker code is required. If your broker code is 5 digits you'll need to enter a 0 at the front to login. For example: 012345

<p><b>Changing your contact email</b></p>	<p>All Apply Online+ and LoanConnect notifications/status updates will be sent to the email address you/your aggregator supplied on your Accreditation Application Form</p> <p><b>**Only <u>one</u> email address can be registered**</b></p> <p>To update your email address please contact Partner Assist on 1300 791 679.</p>
<p><b>What are the preferred browsers for LoanConnect?</b></p>	<p>Internet Explorer (IE) V10 (or higher)</p> <p>Google Chrome V33 (or higher)</p> <p>Firefox V27 (or higher)</p>
<p><b>Timeout</b></p>	<p>Sessions timeout after 20 minutes of inactivity. It is advised that you press 'submit' after uploading each document.</p>
<p><b>How do I upload documents?</b></p>	<p>You can provide all documents in one bulk upload or upload documents to each checklist item in LoanConnect. Applications will not progress until all documents are in the checklist, and the Net Surplus Calculator is supplied. Attaching each document to the correct checklist will help speed up the assessment process</p> <p>If there is no checklist item for your document you can use the ad-hoc document upload option.</p> <p>If you have any questions about this process please contact Partner Assist on 1300 791 679.</p>
<p><b>Document Upload – Exceeds Limit</b></p> <p><b>***Error message***</b></p> <p><b>!</b></p> <p><b>The file exceeds the maximum size of 30 MB. Please reduce the size of the file and try the upload again.</b></p>	<p>The file size limit is 30MB for each checklist item, this includes the bulk upload function. For anything above the 30MB, you will need to provide in an additional bulk upload file.</p> <p>If you receive this error message contact Partner Assist on 1300 791 679</p>
<p><b>Document Upload – Wrong file type</b></p> <p><b>***Error message***</b></p> <p><b>!</b></p>	<p>If you receive this error message your documents are not in the correct format.</p> <p>All documents should be in one of the formats below:</p>

<p>The file, xxxxxx.xxx, is an invalid file type. Acceptable file types are limited to gif jpg jpeg pdf png msg xls xlsx doc docx</p>	<ul style="list-style-type: none"> <li>• Gif, jpg, jpeg, pdf or png;</li> <li>• Msg = Outlook message</li> <li>• Xls = Excel - pre 2007 version</li> <li>• Xlsx = Excel – 2007 and later version</li> <li>• Doc = Word Document – pre 2007 version</li> <li>• Docx = Word Document – 2007 and later version</li> </ul>
<p>What documents can you see in LoanConnect?</p>	<p>You will be able to see the loan contract, conditional approval, formal approval and decline letter</p> <p>The bank will issue the loan contract to the client unless the broker instructs otherwise</p>
<p>What if supporting documents do not meet the bank’s requirements?</p>	<p>You will be alerted on LoanConnect and contacted by a Bank staff member</p>
<p>Why am I getting duplicate emails?</p>	<p>This is a known error and will be fixed in a subsequent release</p> <p>Please ignore any duplicate communications</p>
<p>Miscellaneous error (unknown reason)</p> <p>***Error message***</p> <p>! Unable to send content, please try again.</p>	<p>To resolve, delete and try again. If not resolved, report issue to Partner Assist for further investigation</p>
<p>Connection Issue</p> <p>***Error message***</p> <p>Sorry!</p> <p>We are experiencing technical difficulties. Please try again in 30 minutes or call us on 1300 652 220 8am to 8pm (Monday – Friday), 9am to 4pm (Saturday – Sunday) local time.</p>	<p>Report issue to Partner Assist for further investigation.</p>