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WHEDA Connect- Getting Started and General Information

**Each lending partner has a designated Delegated Administrator (DA). The DA sets up all new users in the system, sets their permissions and resets their password as needed. If you are unsure of who your internal DA is, please email** [**sales@wheda.com**](mailto:sales@wheda.com)**.**

* **\*If your account is locked and your DA is unavailable, you can email** [**Jeannie.smith@wheda.com**](mailto:Jeannie.smith@wheda.com) **or** [**sales@wheda.com**](mailto:sales@wheda.com) **for assistance.**

WHEDA-Connect is the business-to-business (“B2B”) Internet portal for the Single Family business of the Wisconsin Housing and Economic Development Authority (“WHEDA”).

Participating Lenders may access the portal at [www.WHEDA-Connect.com](http://www.WHEDA-Connect.com).

WHEDA-Connect allows Lenders to electronically perform certain functions in a manner that involves the safe and secure transfer of nonpublic applicant information back and forth between the Lender and WHEDA.

Functions include, but are not limited to:

• Registering loans

• Requesting rate locks/commitments

• Submitting application packages for underwriting

• Viewing/managing conditions

• Uploading documents to satisfy a condition

• Managing/completing tasks

• Submitting closing packages for review/purchase

1. Each user and DA will complete on demand training available on the Lender Toolkit.
2. Job Aides that walk you through each process step by step are also available.
3. Refer to the WHEDA Connect Users Guide for additional set up information and guidance.
4. All changes needed after a loan is locked in WHEDA Connect must be requested via email through [lockdesk@wheda.com](mailto:lockdesk@wheda.com)
5. Any questions or issues can also be directed through [lockdesk@wheda.com](mailto:lockdesk@wheda.com)