Portal Guide:

Glide – Broker Admin

Citadel Servicing Corporation dba Acra Lending

Creating a New User

1. Sign in with your login credentials.
2. The system will navigate to your account's individual "Pipeline" page.
3. From any page in Glide, click the "Settings" tab on the lefthand side menu.
4. The system will navigate to your account's "Profile" tab on the "Settings" page.
5. Click the "User Admin" tab on the lefthand side menu.
6. Click the "Add New" button.
7. Input the new user's information in the relevant and required fields.
8. Click the corresponding button for "Broker LO", "Broker LP", or "Broker Admin" to select the user's appropriate role.
    a. Note: the "Disable Login" checkbox will be automatically selected until Acra's review and approval.
9. If the user does not have an NMLS ID, click the "No NMLS Id" checkbox.
10. Click the "Add" button to submit the new user request to Acra's Broker Desk.
11. The Broker Desk will review the new user request.
12. If the Broker Desk needs clarification regarding the request, they will update the "Approval Status" for the request to "Clarification" and email you directly to resolve.
13. Once resolved, the Broker Desk will update the "Status" for the request on your "User Admin" tab in Glide to "Approved" and enable login privileges for the new user.
    a. If the request is approved, the user will receive an email with login information.
    b. If the request is rejected for any reason, the "Status" for the request on your "User Admin" tab will be updated to "Rejected" and the user's Glide login will remain disabled.