



Help! I have issues and need help....

Everybody needs help at some point. What we don't want happening is multiple people working to resolve one issue when their time could be best used to assist others with different problems to solve. To help navigate you to the department or person best suited to solve your dilemma, we have created this form. Please review and use as needed.

If my problem involves....	Then I contact....	By emailing or calling....
Mortgagebot Log In issues	Mortgage Support	mtgsupportcenter@flanaganstatebank.com 815-676-0990
Mortgagebot performance issues (error messages, slow performance, etc)	Wayne Pierce & Mortgage Support	waynepierce@flanaganstatebank.com mtgsupportcenter@flanaganstatebank.com 815-676-0987 (Wayne) or 815-676-0990 (MS)
Mortgagebot Additional Access – adding new users	Wayne Pierce & Mortgage Support	waynepierce@flanaganstatebank.com mtgsupportcenter@flanaganstatebank.com 815-676-0987 (Wayne) or 815-676-0990 (MS)
Partner's Credit	Partners Credit for current users Wayne Pierce for new users	Partnerscredit.com waynepierce@flanaganstatebank.com
Doc Magic Note: Do Not Change Password!	Wayne Pierce – for password issues Mortgage Support -for user questions	waynepierce@flanaganstatebank.com mtgsupportcenter@flanaganstatebank.com 815-676-0987 (Wayne) or 815-676-0990 (MS)
VA – password reset	VA	Use the VA portal to reset the password
GUS – password reset	GUS/USDA	Use GUS to reset the password
FHA – password reset	FHA Connection	Use the FHA Connection to reset password
Office 365 or Email	IT Help Desk	IThelpdesk@flanaganstatebank.com
Printer Issues	IT Help Desk	IThelpdesk@flanaganstatebank.com
Phone/Voice Mail/Computer	IT Help Desk	IThelpdesk@flanaganstatebank.com
LP/DU Log In Issues or Errors	Wayne Pierce & Mortgage Support	waynepierce@flanaganstatebank.com mtgsupportcenter@flanaganstatebank.com 815-676-0987 (Wayne) or 815-676-0990 (MS)
LP/DU assistance with Findings	Mortgage Support	mtgsupportcenter@flanaganstatebank.com 815-676-0990
Simple Nexus	Wayne Pierce	waynepierce@flanaganstatebank.com or 815-676-0987