

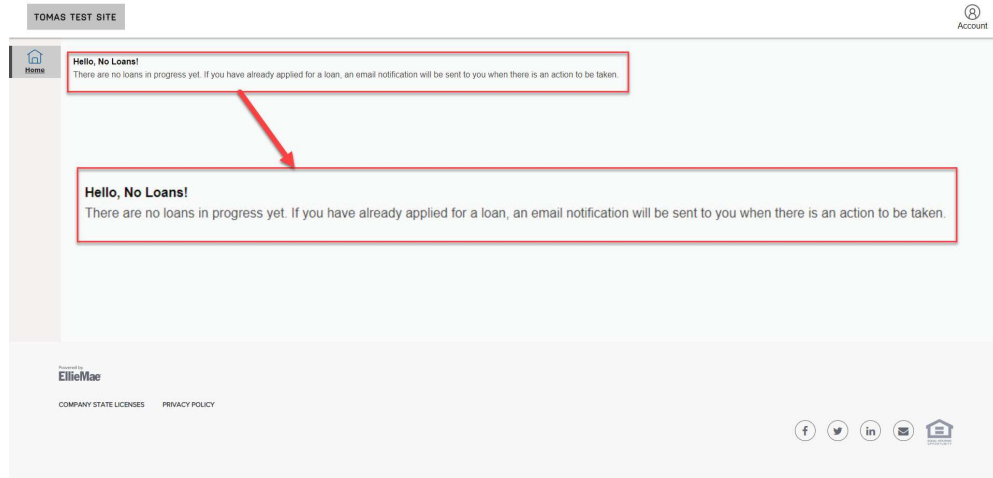
**Solution Details:**

**My borrower logs into their portal and sees a message that there are no loans in progress. What does this mean and how can I fix it?**

"There are no loans in progress yet. If you have already applied for a loan, an email notification will be sent to you when there is an action to be taken."

This means that the borrower has created their account, but they have not linked their account to the loan file yet by logging in with a package link.

This can be resolved by sending your borrower a package and have them log into the link that is provided in the email.



For additional information on how to bind a borrower's account to a loan file please see Articles 000014776 and 000014955.