

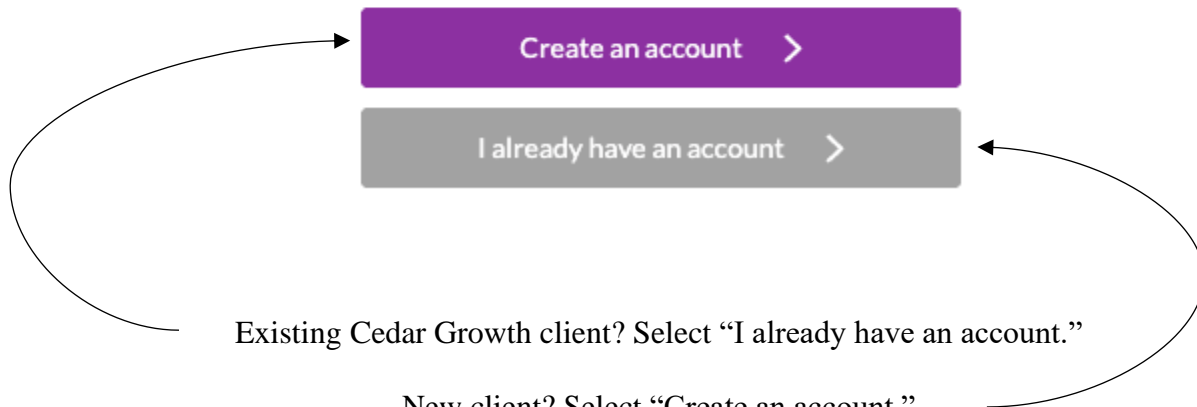
Quick Guide - How to Start an Application in Lenderfit for New and Existing Clients

1. When you click on the Ho-Chunk Nation Heating Assistance Application product link, this is the first page you will see.

Ho-Chunk Nation Heating Assistance Application

Thanks for your interest in accessing our Ho-Chunk Nation Heating Assistance Application product.

Existing clients can log in to begin, or continue where you left off. If you're new, welcome! Please create a secure account to get started.



2. New clients will click on "Create an account" and this is the page you will see

Create Account

☐ I'm not a robot

Protected by ALTCHA

By clicking Continue you agree to the [Terms of Use](#) and [Privacy Policy](#)

Create Account ✓

New clients will be prompted to create an account and then enter a phone number for verification. This is the page you will see. You may choose to opt in to receive application status updates via text message.

Enter Your Mobile Phone Number

Enter a mobile phone number to verify your identity with a text message.

☐ Send my status updates by text (recommended)

Continue ✓

As part of our service you can receive automated text messages regarding new activity from other users who are in the same project as you! These alerts are intended to save you time, and allow you to respond to new activity as quickly as possible.

Examples of text alerts from Lenderfit:

- Hey Lena, [participant name] has commented on [item name]. Tap here to review it. [link]
- [participant name] has uploaded a new file for [item name]. Tap here to view it. [link]
- [item name] has been marked complete! No need to reply.

Message frequency varies. Message and data rates may apply. If you have any questions about your text plan or data plan, it is best to contact your wireless provider.

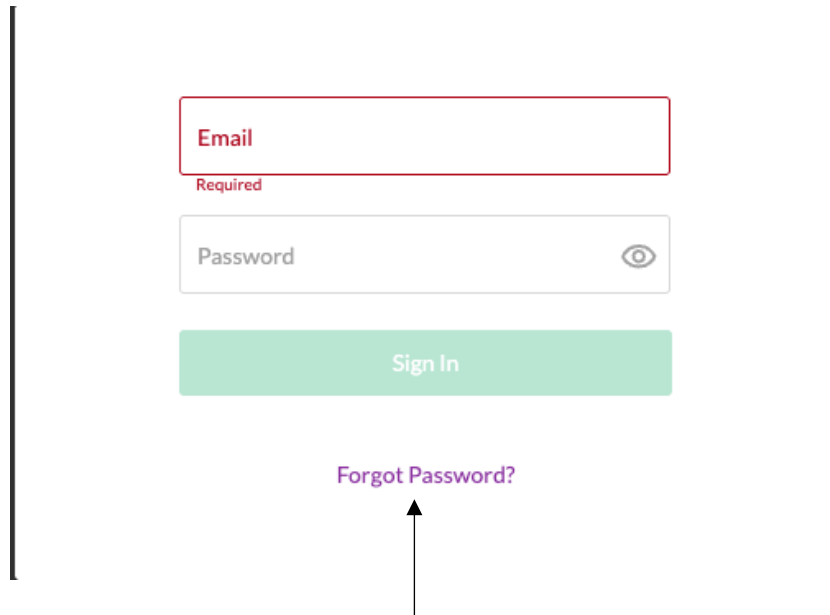
By providing your phone number, and selecting the option above, you agree to receive text messages from Lenderfit. The individual being represented in a new activity message will be another user from an active project that you are participating in. Project participant names are always visible in your projects to compare with txt alerts.

You may opt-out of receiving SMS alerts from Lenderfit at any time in your personal account settings. Use this [link](#) to login, or the login button at [lenderfit.io](#). First, access your personal account settings by clicking or tapping on your name in the left side navigation menu. Next, click or tap on "Account Settings." Finally, update your SMS selections and click or tap Save to save them.

[Mobile Terms of Service](#)

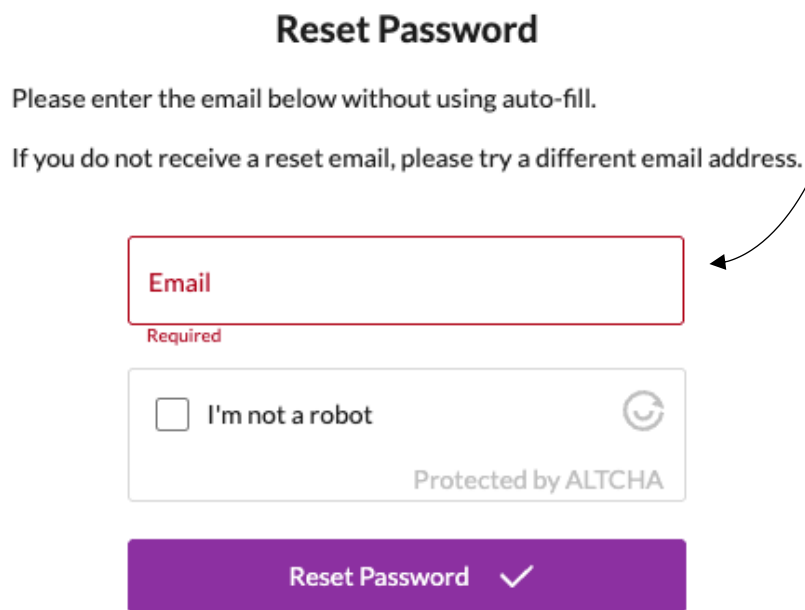
If you do not have a cell phone, you may exit this page and go directly to <https://app.lenderfit.io/>. From there, log in using the email address and password you just created.

3. Returning clients who select “I already have an account” will be directed to the login page, where they can enter their email address and password to continue.



A diagram of a login form. It consists of a red-outlined box labeled "Email" with the word "Required" in red below it. Below this is a white box labeled "Password" with a grey eye icon on the right. Underneath the password box is a green button labeled "Sign In". Below the "Sign In" button is the text "Forgot Password?" in purple. A black arrow points upwards from the text "Forgot Password?" to the "Forgot Password?" link on the login page shown in the previous block.

4. If you have forgotten your password, select “Forgot Password” on the login page and enter your email address.



A diagram of a "Reset Password" form. At the top is the title "Reset Password" in bold. Below it are two lines of text: "Please enter the email below without using auto-fill." and "If you do not receive a reset email, please try a different email address." Below the text is a red-outlined box labeled "Email" with the word "Required" in red below it. Below the email box is a white box containing a checkbox labeled "I'm not a robot" and a grey circular refresh icon on the right. Below this box is the text "Protected by ALTCHA". At the bottom is a purple button labeled "Reset Password" with a white checkmark icon.

You will receive an email titled “Password Reset Request” from Lenderfit Notifications (no-reply@lenderfit.io). Follow the instructions in the email by clicking the Reset Password button or copying and pasting the provided link into your web browser.