



**HAWAII LAW
ENFORCEMENT**
FEDERAL CREDIT UNION

eStatus Connect User Guide



Welcome to eStatus Connect

Keeping track of your mortgage loan is easy with HLEFCU Mortgage Servicing online portal: eStatus Connect. This service allows you to review your loan details and payment history, and also gives you access to important documents such as your monthly statement, escrow analysis, and 1098 tax form. You may also use eStatus Connect to communicate directly with our Mortgage Servicing team. And though you are not able to make mortgage loan payments with eStatus Connect at this time, we're planning to bring that functionality to you in the future.

But before you can begin using eStatus Connect, you'll need to know how to access it and setup your account. The following pages of this guide will show you how to do just that in a simple step-by-step process. However, if you need further assistance during your eStatus Connect account setup, or with any other mortgage loan related topic, please contact us at 808.447.2290, or at mortgageservicing@hlefcu.com and we'll be happy to assist.

Accessing eStatus Connect

To access eStatus Connect, please visit <https://hlefcu.estatusconnect.com/>. If you're a first-time user, you'll need to register for an account by clicking the "Register" link highlighted below.



LOGIN

[Register](#)

[Contact Us](#)

[Forgot Username](#)

[Forgot Password](#)

To register for an account, you'll need your mortgage loan number and your SSN/TIN.



×

Borrower Registration

Please enter the following information:

USE OF THIS SOFTWARE IS GOVERNED BY THE FICS
CLICK WRAP AGREEMENT THAT WILL APPEAR ON THE
NEXT PAGE. AFTER READING THE AGREEMENT, YOU
MUST CLICK 'I AGREE' IN ORDER TO COMPLETE THE
REGISTRATION PROCESS.

REGISTER

Registering Your eStatus Connect Account

Once you've entered your Loan Number and SSN, the system will match this information with our records. If everything matches up, you'll be presented with the Click Wrap Agreement. If, however, you don't see the agreement, you'll need to contact our Mortgage Servicing Team for assistance.



×

Click Wrap Agreement

WARNING: THIS IS A LEGAL AGREEMENT BETWEEN YOU (EITHER AN INDIVIDUAL OR AN ENTITY), THE END USER, AND FINANCIAL INDUSTRY COMPUTER SYSTEMS, INC. (HEREINAFTER "FICS"). YOU SHOULD CAREFULLY READ THE FOLLOWING TERMS AND CONDITIONS BEFORE CLICKING ON THE "I AGREE" BUTTON AT THE END OF THIS DOCUMENT. BY CLICKING ON THE "I AGREE" BUTTON, YOU ARE CONSENTING TO BE BOUND BY AND ARE BECOMING A PARTY TO THIS AGREEMENT. IF YOU DO NOT AGREE TO ALL OF THE TERMS OF THIS AGREEMENT, CLICK THE "I DISAGREE" BUTTON TO CANCEL YOUR REGISTRATION.

1. Definitions

A. "eStatus™ Software" means certain software and related user documentation for use in receiving and conveying (e.g. displaying) data retrieved from the Mortgage Servicer® database.

B. "Loan Provider" means any entity which is a licensed customer of FICS products and services and which maintains a web site with a hyperlink to access eStatus™ Software provided by FICS.

PRINT

I DISAGREE

I AGREE

To continue the registration process, you'll need to click on "I Agree." And once you've done this, you'll then be asked to generate a username and password.

Username and Password

On the username and password page you'll need to create your login credentials. Your username and password must be between 8 and 25 characters in length. Your password must also contain at least one number, one uppercase, one lowercase, and one special character (!@#\$%^&{}[].,~).



**HAWAII LAW
ENFORCEMENT**
FEDERAL CREDIT UNION



Please enter the following information

Your Username should:

- Contain between 8 and 25 characters

Your Password should:

- Contain between 8 and 25 characters
- Contain at least one numeric character
- Contain at least one uppercase character
- Contain at least one lowercase character
- Contain at least one special character
 - Valid special characters: ! @ # \$ % ^ & { } [] , . ~

CANCEL

REGISTER

Once you've completed this step, you will then need to confirm your account.

Account Confirmation

Once you've completed the registration process, eStatus Connect will send you a confirmation e-mail. To activate your account, you'll need to click on the activation link in this e-mail.



**HAWAII LAW
ENFORCEMENT**
FEDERAL CREDIT UNION



Account Created

Your account has been created. You will receive an email shortly. Click on the link in the email to activate your account. Once your account is activated, you will be able to log in.

CLOSE


If you do not receive the activation e-mail. Please check your "Junk Mail" folder. And if you still can't locate the activation e-mail, please contact us and we can activate your account manually.

Once your account has been activated, you may begin logging in using your newly created username and password.



**HAWAII LAW
ENFORCEMENT**
FEDERAL CREDIT UNION

 Username

 Password

LOGIN

[Register](#)

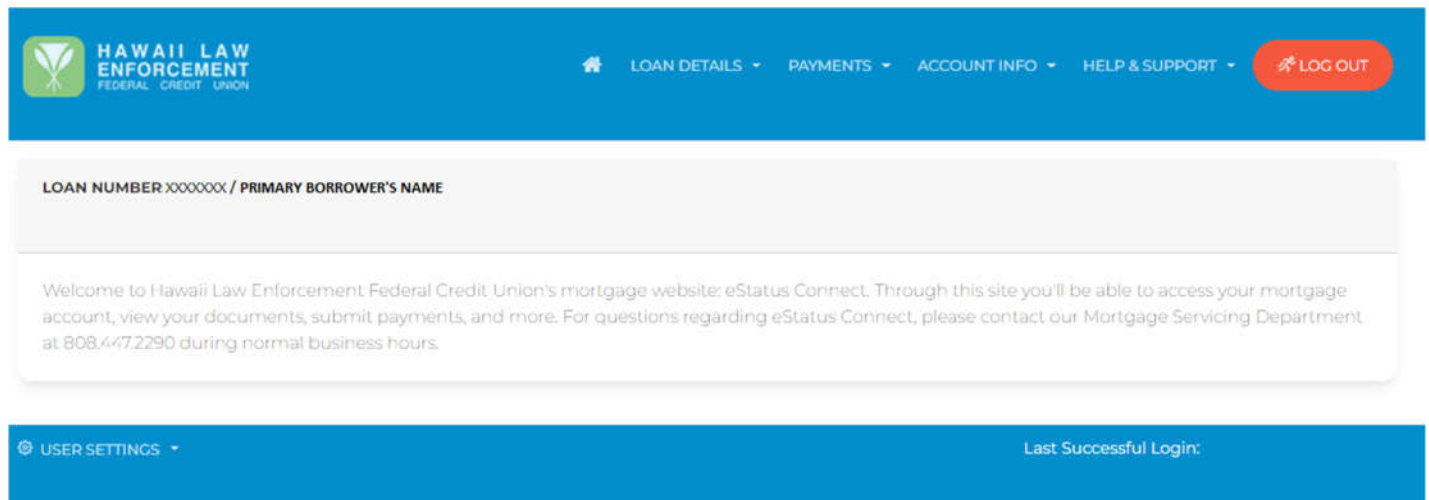
[Contact Us](#)

[Forgot Username](#)

[Forgot Password](#)

eStatus Menu Options

Upon login, you will be greeted with the eStatus Connect welcome screen. Here you'll also find the eStatus Connect menu, which you'll use to navigate to different functions.



- **Loan Details:**
 - **Loan Information:** reflects loan details including remaining term, interest rate, current payment breakdown, and due dates.
 - **Balances:** shows the current principal, tax, and insurance balance along with your year-to-date totals for interest, principal, and tax/insurance payments. Prior totals are also available for tax purposes.
- **Payments:**
 - **Payment History:** reflects a 12-month history of payments received and disbursements for tax and insurance.
 - **Payment Options:** will eventually allow you to input routing/account information to generate automatic online payments from other institutions. Online payments are not available at this time.
- **Account Info:**
 - **Account Information:** additional information which may be useful for you.
 - **Account Notes:** along with the "Contact Us" button, may be used to communicate with our Mortgage Servicing staff.
 - **Documents:** access PDF versions of your monthly loan activity report, payoff statements (upon request), annual tax and insurance disclosure, and the year end 1098 (mortgage interest) tax form. These forms will be available to view from the time you activate your eStatus Connect account and going forward. Forms are not retroactively available.
- **Help & Support:**
 - **Payoff request:** request for a payoff statement effective for a specific date.
 - **Contact Us:** provide feedback and/or request for assistance.
- **User Settings:**
 - **Change Password:** update your existing password.

Troubleshooting

If you forget your password and enter it wrong 3 times, your account will be locked. To unlock your account, you'll need to contact our Mortgage Servicing Department at 808.447.2290 during normal business hours.

If you're experiencing difficulties accessing eStatus Connect, you could be experiencing browser-related issues. Before you contact us, we recommend you clear your browser's cache, close and re-start your browser, then attempt to access eStatus Connect again. For assistance with clearing your browser's cache, please seek assistance from its publisher:

- Chrome – Google
- Internet Explorer – Microsoft
- Safari - Apple



**HAWAII LAW
ENFORCEMENT**
FEDERAL CREDIT UNION

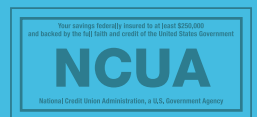
Mortgage Servicing

1936 South King St, Honolulu, HI 96826

mortgageservicing@hlefcu.com

Ph. 808.447.2290

www.hlefcu.com



Federally Insured by
NCUA