



Login ▾



### What we do

Xome provides comprehensive asset management from the foreclosure sale through final closing and funding. We establish and then execute property-specific strategies that best preserve neighborhood values, while maximizing investor proceeds. We identify, hire and manage vendors to protect, secure and maintain your properties. We also offer auction-based property sales and market price validation through [Xome.com](http://Xome.com)

### Websites



### Support



[cascadesupport@xome.com](mailto:cascadesupport@xome.com)

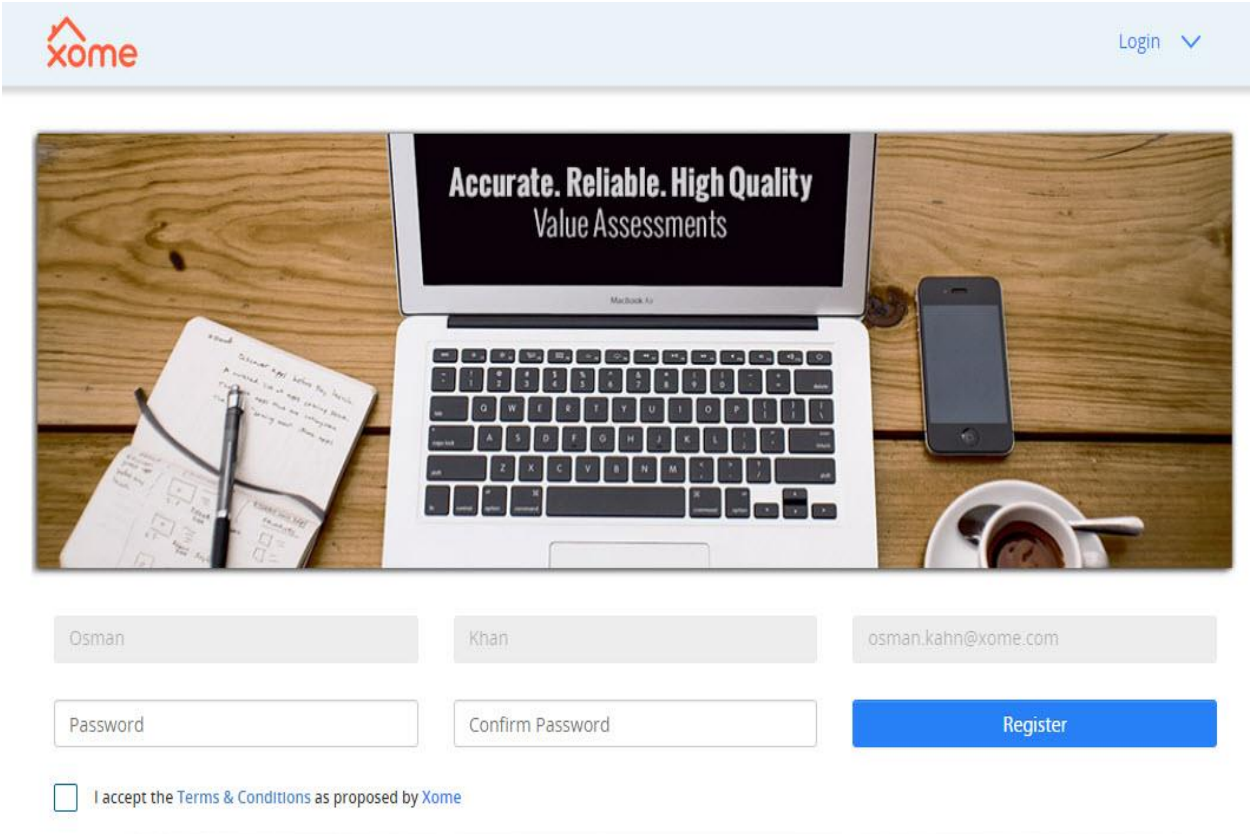


(888)-321-2192  
Mon - Fri 7:00 am - 7:00 pm CST



Xome Realty Services  
750 Highway 121 BYP  
Suite 100  
Lewisville, TX 75067

- ❖ This is the main Vendor Management System (VMS) page.
- ❖ To access the login dropdown box, click on the blue Login hyperlink on the upper right side of the page.
- ❖ If you're unable to remember your password, click the "Forgot Password" link at the bottom of the dropdown and follow the instructions to reset your password.
- ❖ After three successive failed login attempts, your account will be disabled. Thirty minutes later the system will unlock your account and you can try to login again.
- ❖ VMS supports the following browser versions:
  - IE9 and above.
  - Chrome v27.0.1453.93 and above.
  - Firefox v 18.0.2 and above.
  - Safari 5.1.2 and above.






### What we do

Xome provides comprehensive asset management from the foreclosure sale through final closing and funding. We establish and then execute property-specific strategies that best preserve neighborhood values, while maximizing investor proceeds. We identify, hire and manage vendors to protect, secure and maintain your properties. We also offer auction-based property sales and market price validation through [Xome.com](http://Xome.com)

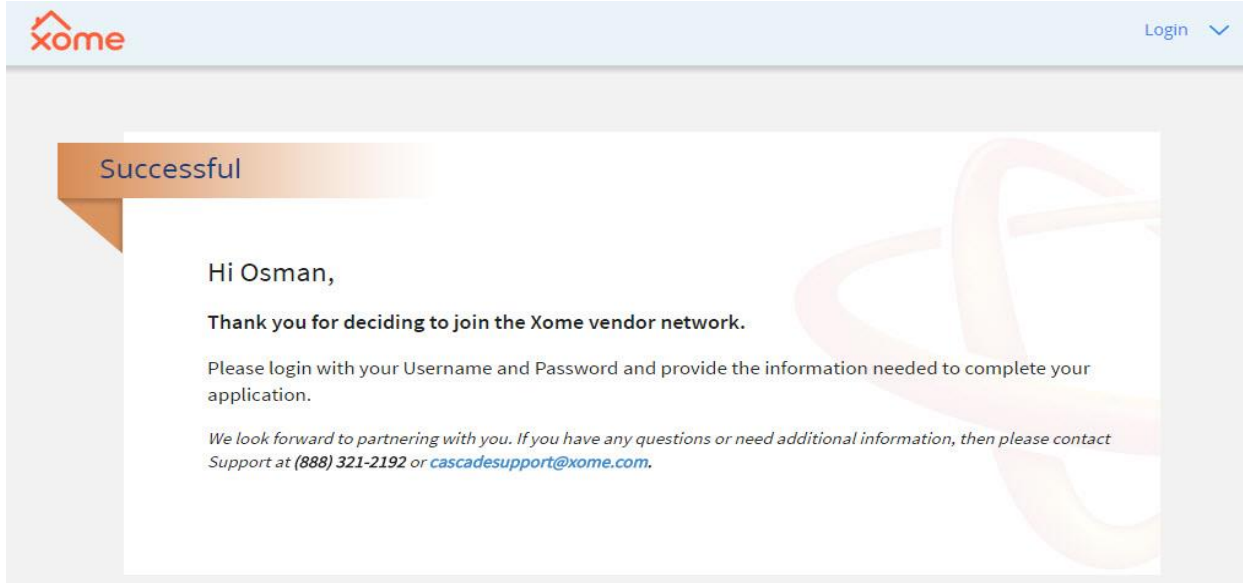
### Websites

### Support

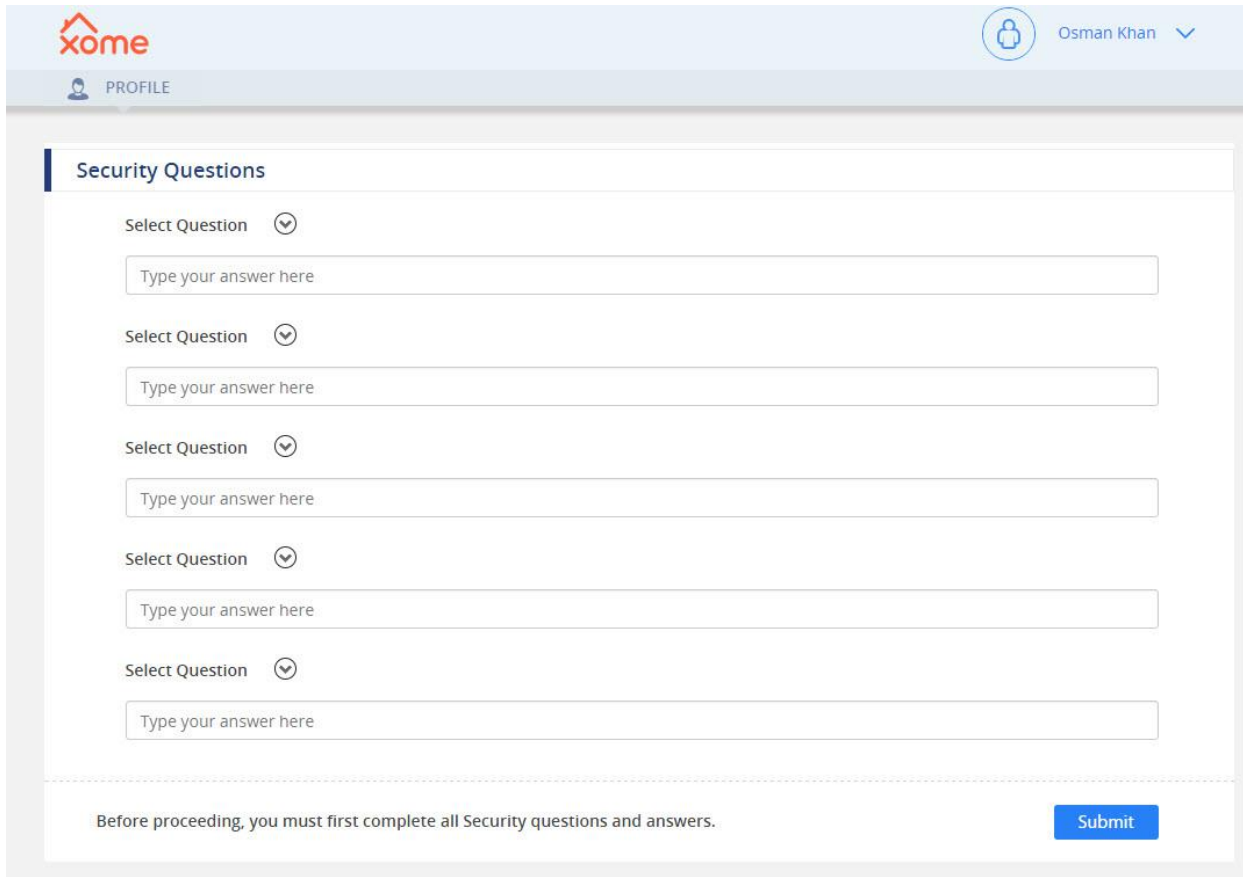
 [cascadesupport@xome.com](mailto:cascadesupport@xome.com)  
 (888)-321-2192  
Mon - Fri 7:00 am - 7:00 pm CST

 Xome Realty Services  
750 Highway 121 BYP  
Suite 100  
Lewisville, TX 75067

- ❖ Newly on boarded agents will receive an email with a link to VMS. After clicking the link, they will be directed to the VMS registration page (shown above) and asked to create a password.
- ❖ After checking “I Accept” in the Terms and Conditions checkbox and clicking on the Register button, 1<sup>st</sup> time users will see a confirmation page similar to the one shown below.



- ❖ After the confirmation page appears, click the blue “Login” dropdown found at the top of the page on the right hand side, and login using your Username and Password.
- ❖ Next, the security question page will appear.



- ❖ Click on the drop down menu next to each question to display the list of possible questions.
- ❖ Choose the question you want to answer by clicking on it, then type your answer in the text box.
- ❖ You must select and type an answer for each question before proceeding on to the next page.
- ❖ Security questions and answers may be changed at any time by selecting “Account Settings” option from the User Profile dropdown menu located on the upper right side of the page.

The screenshot shows the user profile settings page for 'xome'. The user is identified as 'Test Tester'. The page is divided into two main sections: 'Account Information' and 'Email & Notification Settings'. In the 'Account Information' section, the 'Username' is 'soconnell3@hotmail.com', the 'Password' is masked with asterisks, and there are edit icons for both. The 'Email & Notification Settings' section shows the primary email address as 'soconnell3@hotmail.com' and an option to 'Add Secondary Mail'. There is a toggle for 'Receive Notifications' which is currently turned 'ON'. Below that, there is a dropdown menu for 'Send Notifications to:' set to 'Primary'. At the bottom right, there is a blue 'Save' button. A note at the bottom left says 'Click on save to save your modifications'.

- ❖ In the Account Information section, users may change their password or modify their security questions and answers by clicking on the pen icons
- ❖ In the Email and Notifications Settings section, users may choose to add a secondary email address that will redirect their system notifications to that address
- ❖ Users may opt to turn off automated notifications by switching the “Receive Notifications” button to OFF
- ❖ To save changes made on the Profile page, click the “Save” button at the bottom right side of the screen.

The screenshot shows the user profile page for Osman Khan. The page is titled 'PROFILE' and includes a navigation menu on the right with four items: 1. Personal Information, 2. Profile Information, 3. Service Information, and 4. Submit. A circular progress indicator shows 0% Profile Completeness.

**Personal Information**

First Name \*  Middle Name \*  Last Name \*

Primary E-mail \*  Secondary E-mail

Mobile Phone \*  Home Phone  Work Phone \*

Video Hyperlink  Biography \*

**Home Address**  Is Preferred  
\*Address details are used for assignment proximity - please check one box to designate your preferred address.  
 Address \*   
 City \*  State \*  Zip \*

**Company Address**  Is Preferred  
\*Address details are used for assignment proximity - please check one box to designate your preferred address.

### General System Information:

- ❖ Mandatory fields are identified with a red asterisk \*.
- ❖ To save your information and exit the system before all required fields are completed, click the “Save” button and choose “Logout” from the User Profile menu.
- ❖ When information has been entered in all required fields, click the “Continue” button to move to the next page.
- ❖ If you are not moved to the next page after clicking the “Continue” button, look for an error message next to field(s) with missing or invalid information, then enter the correct information before clicking on the “Continue” button.
- ❖ Only PDF files less than 1 MB in size can be uploaded into the system. Files over 1 MB and/or in a format other than PDF should be emailed to: [BrokerCertification@xome.com](mailto:BrokerCertification@xome.com).
- ❖ System users will be automatically logged out after 15 minutes of inactivity.
- ❖ If a user receives a rejection communication, the documents needing further attention will be noted at the top of the screen. Following document correction, hit the “Save” or “Continue” buttons before navigating to the Submit page and clicking the “Submit” button.