SAGEN

MySagen FAQ

Why was the MySagen portal changed?

For you!

We put the user experience first and redesigned the portal to be **simpler, more intuitive**, and frankly **less work**.

We also updated the look to match our updated branding, because we're proud of it and want to make sure it's seen by as many people as possible.

What has changed?

There are quite a few changes:

- A **new application status** and overview screen that displays any updates and allows you to make edits.
- **Refreshed dashboards** that let you see more and allow you to **filter by report type.**
- A **simplified Application Creation screen**, which now indicates how much you have left to complete.
- All applications will be auto-saved and you'll have the ability to u**pload documents directly,** rather than attach them.
- **Additional required fields** are now automatically displayed.

Most of the application process remains the same; it's just easier – and easier to look at.

How do I upload my documentation?

You now upload your documents as you progress through the application, as opposed to at the end. There will be a field provided whenever documents are required.

How do I get started?

MySagen is switching to **email-based identification** and removing the current user IDs. As a result, **you'll need to sign up and create a new account, even if you have an existing one.**

1. To create a new account, **connect with your Sagen support or business contact.**
2. **Sagen support will create your account** and send you a **confirmation email** for your approval.
3. **You'll receive another link by email** that prompts you to login and **change your password.**

From there, you'll be able to use MySagen as usual.

How do I print a certificate from MySagen?

1. Approved files will have an "I" icon.

Sagen Reference #	Lender Loan #	Borrower Name	Status	Date Submitted	Date Last Updated	Cancel Application
2042891770 ⓘ	1902931287	CLAUDIO TESTLUNDSTROM	Approved		2022-10-04	Cancel

2. Click on the icon.

Click to view errors and / or commitment	Lender Loan #	Borrower Name	Status	Date Submitted	Date Last Updated	Cancel Application
2042891770 ⓘ	1902931287	CLAUDIO TESTLUNDSTROM	Approved		2022-10-04	Cancel

3. The commitment screen will display. Click on Download Commitment button.

Status
Approved

Sagen Reference Number
2042891770

Loan Details

Institution ID
010

Insured Transit
99999

Lender Loan Number
1902931287

Commitment Expiry Date
2023-01-01

Insured Amount	150,000.00
Premium Due	900.00
Tax Amount Due	72.00
Application Fee Due	0.00
Total Amount Due	**$972.00**

Borrower Name
CLAUDIO TESTLUNDSTROM

Approval Subject To
- THIS APPLICATION IS GOVERNMENT GUARANTEED
- THIS APPLICATION IS GOVERNMENT GUARANTEED
- THIS APPLICATION IS GOVERNMENT GUARANTEED

Back to Search Results | Update Application | Download Commitment

How do I print an application?

1. Open the application, then Ctrl+P keys
2. The following screen will display.

3. Select Save as PDF or see more option to choose your available printer and click on Print.

We're Here to Help

Call 1.800.511.8888   Email mortgage.info@sagen.ca