



TPOC Portal Training

HOW TO ACCESS THE PORTAL

Learning Objectives

By the end of this training, you should be able to:

- Locate the TPOC Portal
- Access the Portal
 - Complete Login Information
 - Complete Multi-Factor Authentication
 - Understand Password Requirements

Helpful Contacts

General Questions

SFAask@thda.org

Lock Questions

lockdesk@thda.org

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Yvonne Hall

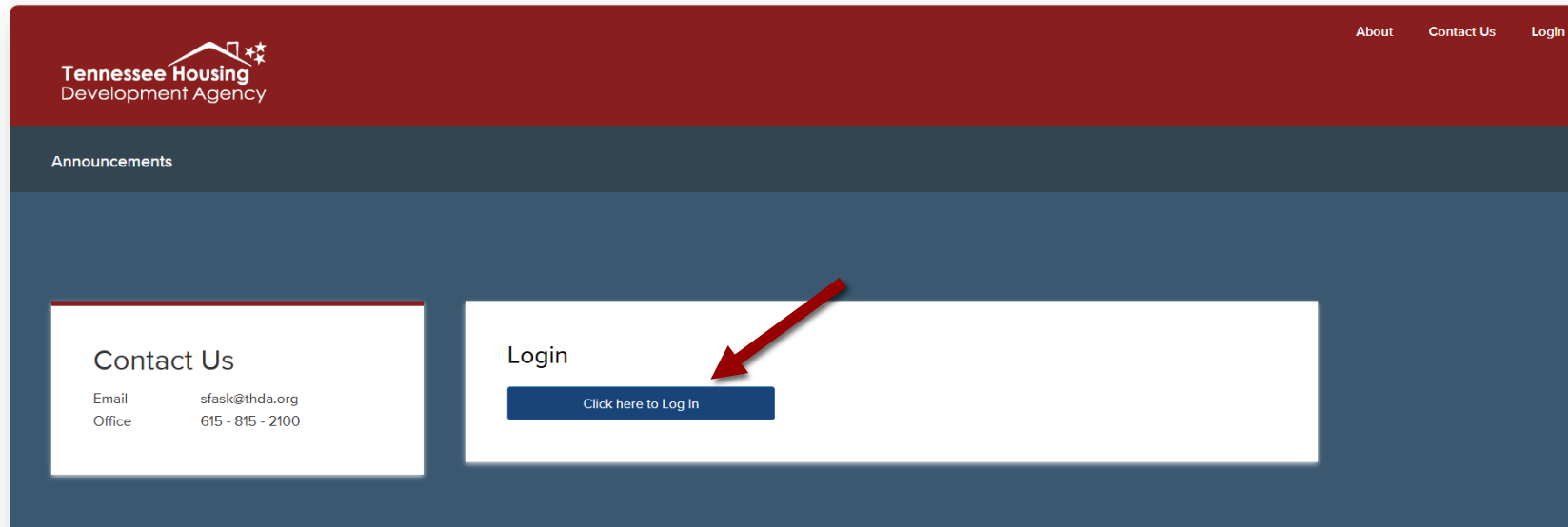
Housing Education & Resource Manager

yhall@thda.org

How to Access TPOC

There are two ways to access the TPOC Portal.

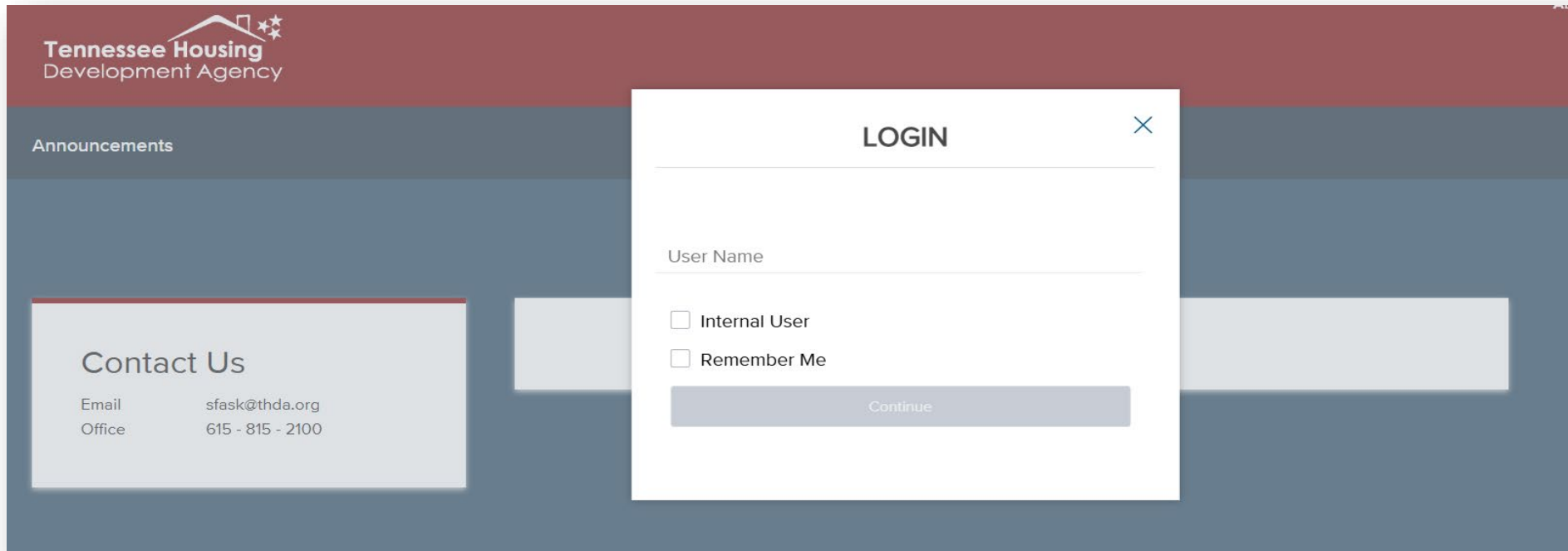
1. Direct Website: <https://greatchoice.thda.org/>
2. THDA Website:
 - Visit [Lender Page](#)
 - Scroll to Middle of Page
 - Click Sign-in for TPOC
3. Once you have chosen either option, you will come to the home screen below.
4. Click the Blue Log in Button.



Logging In To TPOC

You should have received an email with your username and temporary password once your account was created.

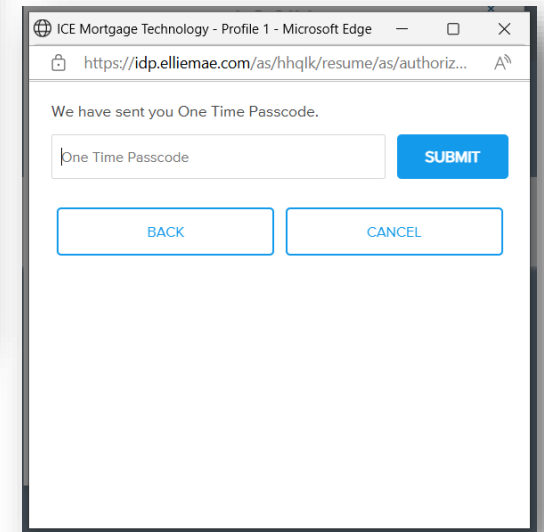
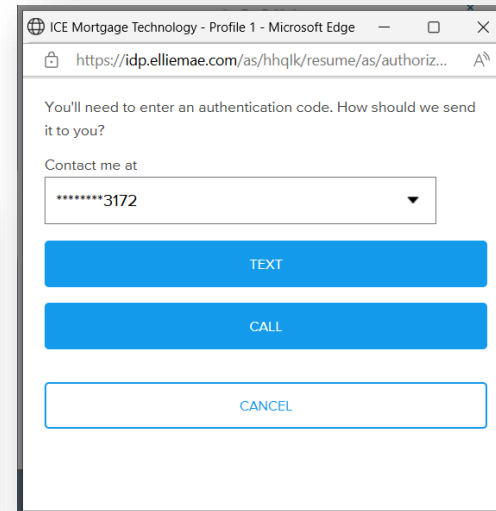
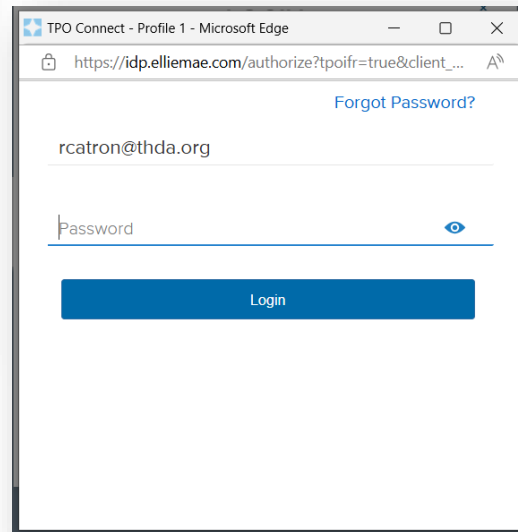
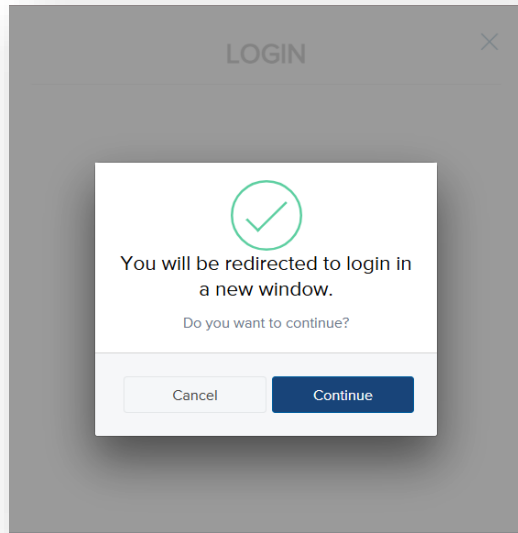
1. Enter your username.
2. Do **NOT** select Internal User (YOU WILL GO NOWHERE).
3. You can select Remember Me but only after you put your username in.



The screenshot displays the Tennessee Housing Development Agency (THDA) website interface. At the top left, the THDA logo is visible. Below it, there is an 'Announcements' section. On the left side, a 'Contact Us' box provides the email 'sfask@thda.org' and the office phone number '615 - 815 - 2100'. In the center, a white 'LOGIN' modal is open, featuring a 'User Name' input field, two checkboxes for 'Internal User' and 'Remember Me', and a 'Continue' button. The modal has a close button in the top right corner.

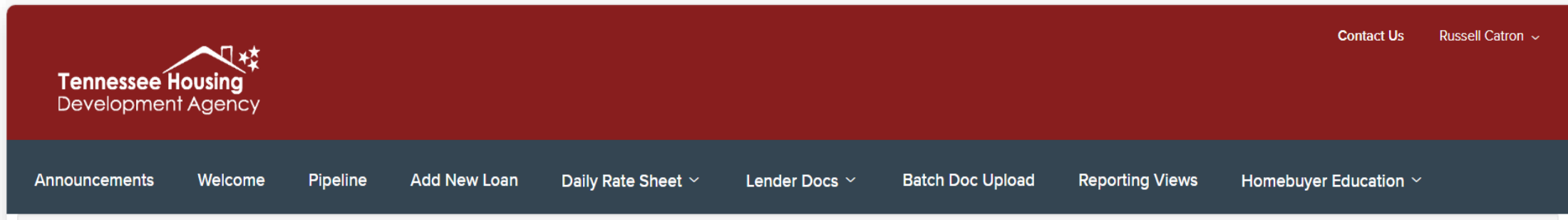
Logging In To TPOC – MFA Required

1. You will be redirected to a new window. Click continue.
2. THDA does require Multi-Factor Authentication. You will receive a code via text or phone call (you can choose either way) in order to proceed into the system. Please enter the code and click submit.
3. If you received a temporary password, you will need to reset it immediately once you have logged in.



TPOC Dashboard

1. Once you are logged in, you should now see your account dashboard. It will look similar to the screen below.
2. From here you should be able to see your pipeline, register or lock a loan, upload conditions, etc. based on your user profile access.
3. You can also find our rate sheet, lender documents, and homebuyer education information links on the dashboard for your convenience.



Important Tips/FAQs

LOCKED OUT

- If you get locked out of your account, you will have to wait 30 minutes to attempt the next log in.

INVALID PHONE NUMBER ERROR

- If you receive the “Invalid Phone Number” error, please email your administrator to correct your phone number on your account. If you do not know your administrator, email sfask@thda.org.

PASSWORD RESET

- If you need to reset your password, please email sfask@thda.org.

NEW PASSWORD REQUIREMENTS

- When setting a new password, please note the following requirements:
 - A minimum of 21 characters
 - At least one upper case letter
 - At least one lower case letter
 - At least one number
 - At least one special character
 - Temporary passwords will expire, and a new temp password may be needed if a new password is not created by user.

The logo features a blue silhouette of a house with a chimney. To the right of the house are three red stars of varying sizes, arranged in a cluster.

Tennessee Housing Development Agency

THANK YOU!
