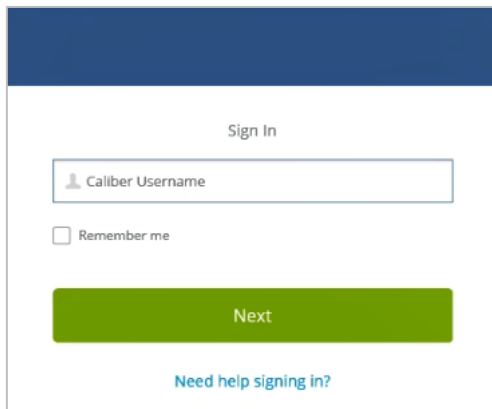# CALIBER HOME LOANS

Caliber requires additional security when logging into any of Caliber's Portals. Authentication is required each time you log in from a different device or once the security has expired. Set up takes only a few minutes!

Have A Question? Click here to view **Frequently Asked Questions**

STEP 01

Sign into Caliber Portal

Enter existing username and password.

Sign In

Caliber Username
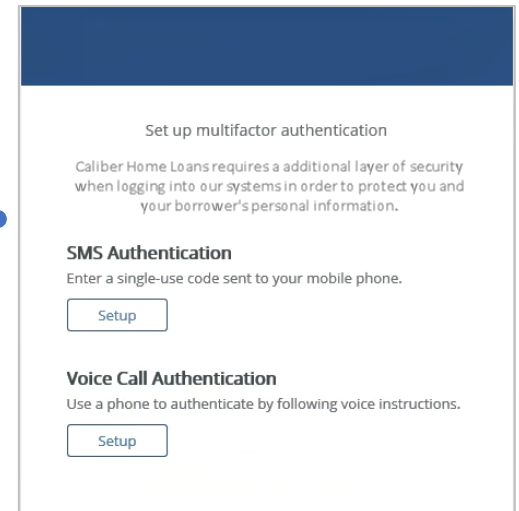
☐ Remember me

Next

Need help signing in?

STEP 02

Set up authentication

Select method for additional authentication.

Note: This method is used each time you're prompted for authentication.

Set up multifactor authentication

Caliber Home Loans requires a additional layer of security when logging into our systems in order to protect you and your borrower's personal information.
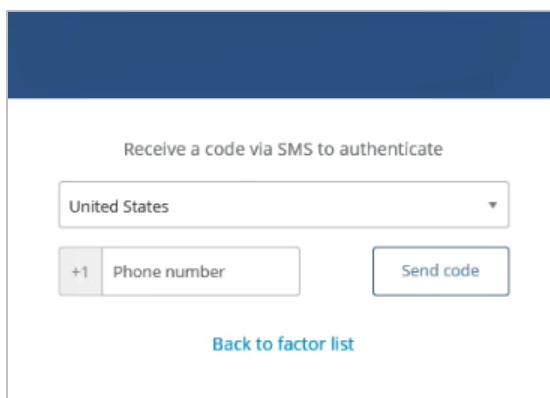
SMS Authentication
Enter a single-use code sent to your mobile phone.

Setup

Voice Call Authentication
Use a phone to authenticate by following voice instructions.

Setup

STEP 03

Complete the authentication screen

Provide the phone number for the authentication method selected and click **Send Code**.

Receive a code via SMS to authenticate
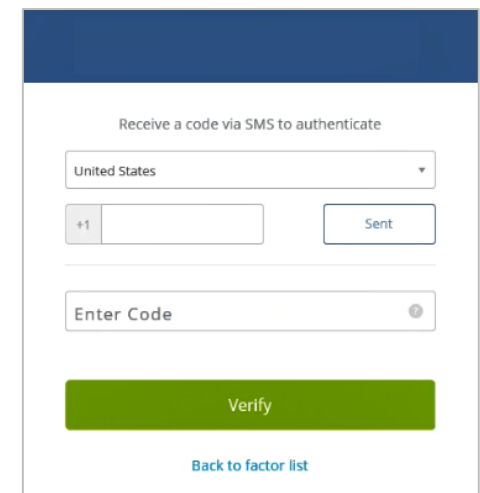
United States ▼

+1 Phone number   Send code

Back to factor list

STEP 04

Enter security code

Enter security code in the popup and click **Verify**.

Receive a code via SMS to authenticate

United States ▼

+1 _____   Sent

Enter Code   ⓘ

Verify

Back to factor list

STEP 05

Access the Caliber Portal

You are redirected to the Caliber Portal.
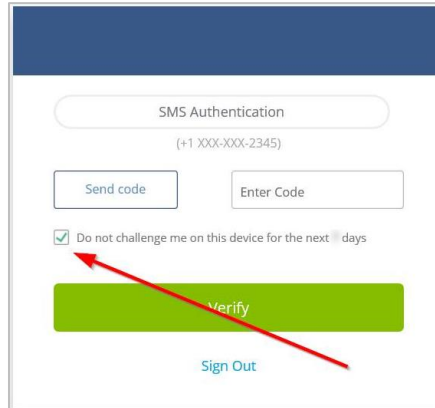
Frequently Asked Questions

1   **How often is authentication required?**

Authentication is triggered when accessing from new devices and when security has expired

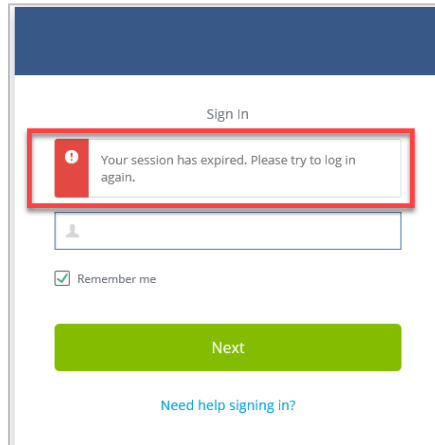**2**   **Can I update authentication to be required with each login?**

Once Authentication is set up, by default, authentication is required on the device every 7 days. Uncheck the box if you wish to be prompted with each login

3   **If my session expired, do I need to authenticate again?**

Authentication is not required unless security has expired. Close your internet browser window and open a new one

4   **How do I change my phone number?**

Contact System Support to have authentication reset: 1-888-202-0522

Frequently Asked Questions, continued

5   **If I don't have my own login, how do I get one set up?**

Contact Representative /Liaison or Account Executive

6   **How long does it take to receive a security code?**

The security code returns in a matter of seconds

7   **When does the code expire once sent?**

The code expires after 5 minutes

8   **Can a new code be sent if entering incorrectly?**

After 5 attempts, the re-send button is enabled for a new code

9   **What if a user accesses two different Caliber Portals?**

The user will need to clear cookies before immediately accessing the next portal