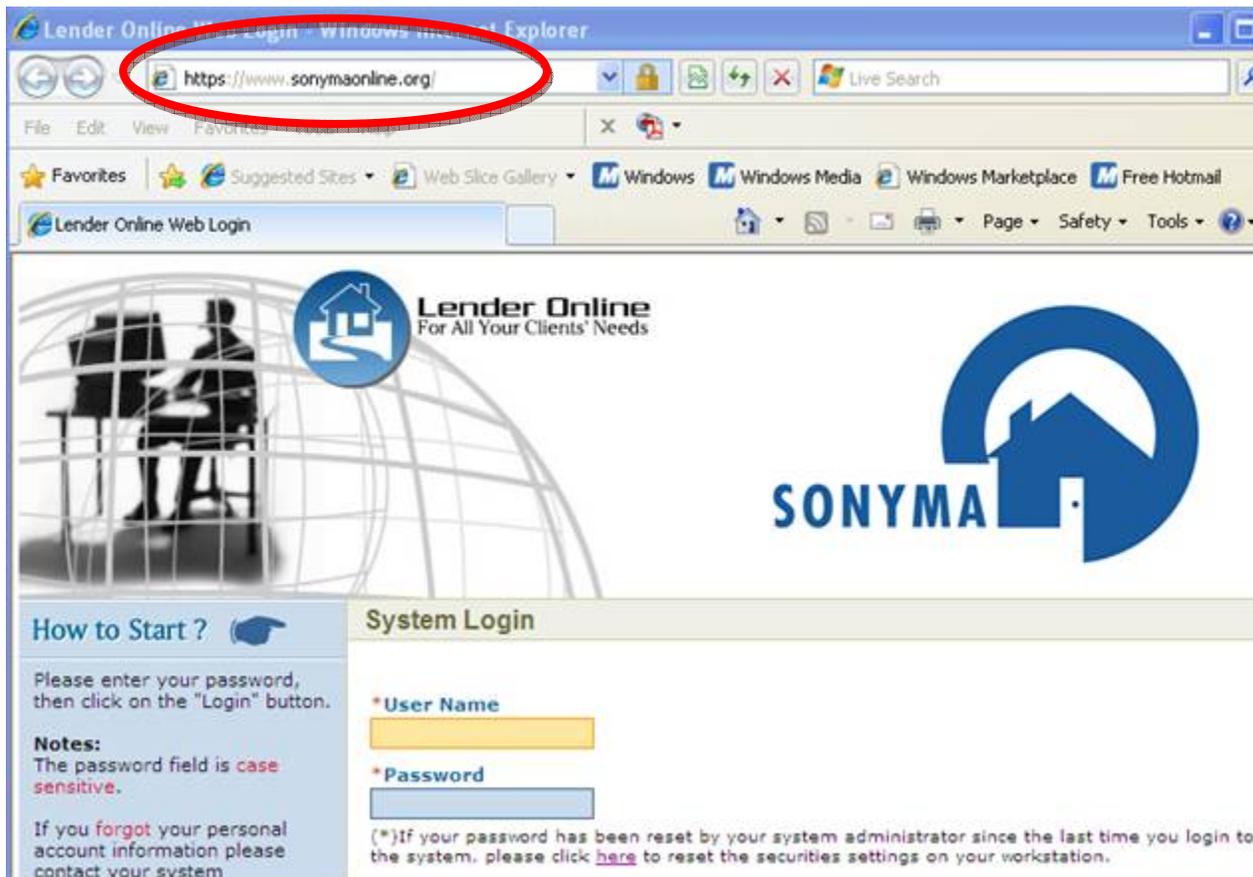


TIPS FOR LOGGING ONTO LENDER ON LINE

Tip #1

- When opening the browser, ensure that the URL address states only: <https://www.sonymaonline.org/>
- If the URL contains additional subfolders or extensions, the user is directed to an expired page (LOL times out after a specified time period) and therefore, the user will receive log-on errors
- Save the correct URL in your "Favorites" for future use

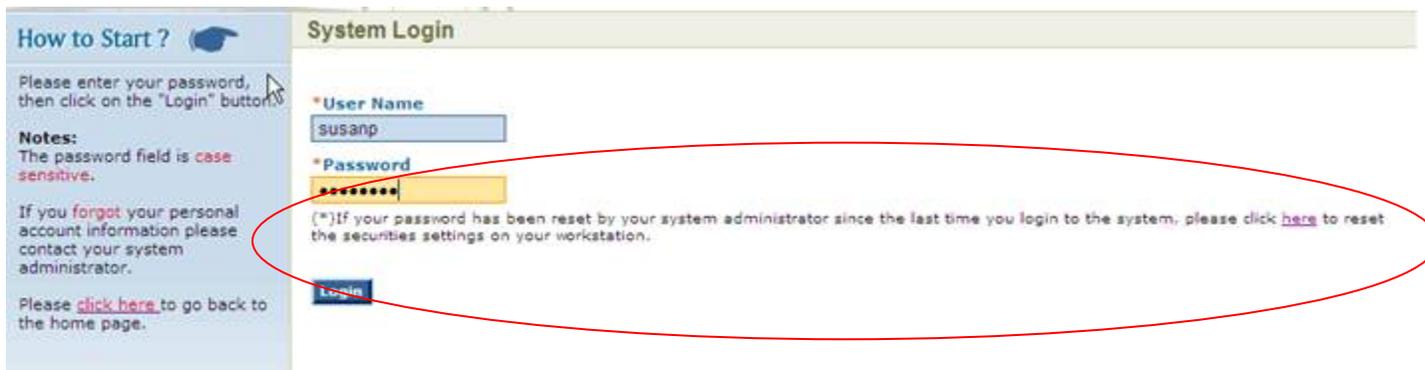


Tip #2

- Do not repeat the same password by changing one character only (i.e. changing from SONYMA123 to SONYMA124). Create an entirely new password.
- As a reminder, the password must contain at least eight (8) characters, at least one upper case letter, and both numbers and letters

Tip #3

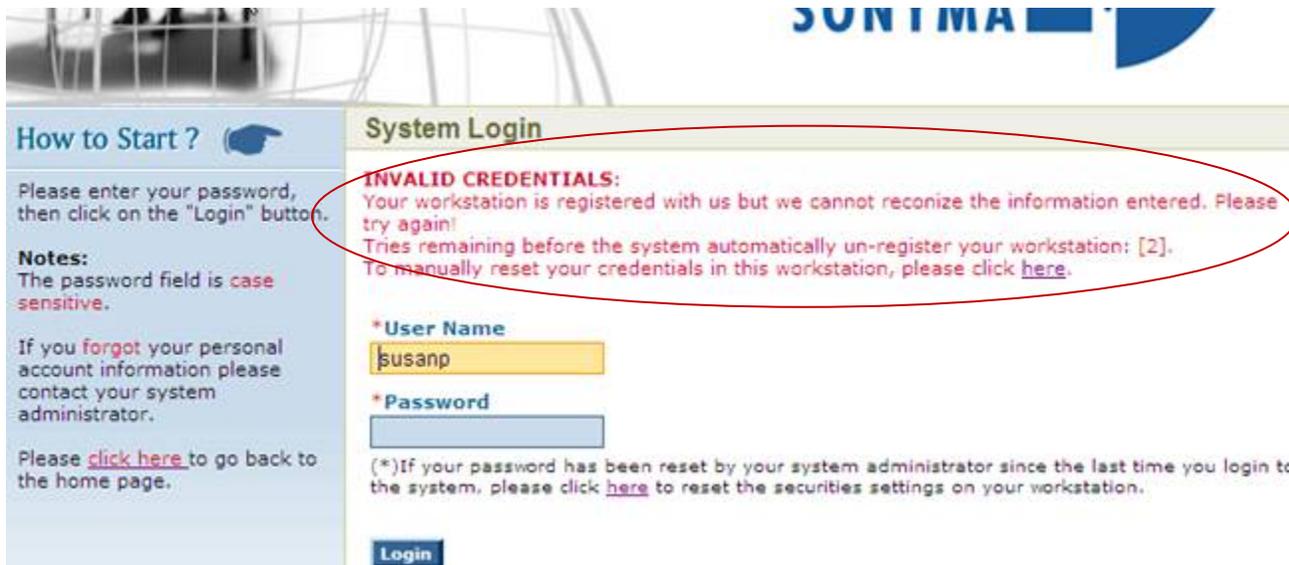
- Once the user or the LOL Administrator has changed the user's password, when prompted by LOL, click on "please click here to reset the security settings on your workstation". This process links the LOL password to the security system's password.



The screenshot shows a web interface for "System Login". On the left, a blue sidebar contains instructions: "How to Start ?" with a hand icon, "Please enter your password, then click on the 'Login' button.", "Notes: The password field is case sensitive.", "If you forgot your personal account information please contact your system administrator.", and "Please [click here](#) to go back to the home page." The main content area has a title "System Login" and two input fields: "User Name" with the text "susanp" and "Password" with masked characters "*****". Below the password field is a note: "(*)If your password has been reset by your system administrator since the last time you login to the system, please click [here](#) to reset the securities settings on your workstation." A blue "Login" button is at the bottom. A red circle highlights the "here" link in the note.

Tip #4

- The error message: "Invalid Credentials" means that the user has typed an incorrect password.
- Always enter the log-on name and password slowly and carefully in order to avoid common typo errors



The screenshot shows a web page titled "System Login" with a "SUN TMA" logo in the top right. On the left, a "How to Start?" sidebar contains instructions and notes. The main content area displays an error message: "INVALID CREDENTIALS: Your workstation is registered with us but we cannot recognize the information entered. Please try again! Tries remaining before the system automatically un-register your workstation: [2]. To manually reset your credentials in this workstation, please click [here](#)." This error message is circled in red. Below the error, there are input fields for "User Name" (containing "susantp") and "Password", and a "Login" button. A note at the bottom states: "(*)If your password has been reset by your system administrator since the last time you login to the system, please click [here](#) to reset the securities settings on your workstation."

If you have tried the above resolutions and are still experiencing problems logging on to LOL, or if you receive the message "reactivation failed", please contact one of the following: Lou Germanakos (212-872-0407 or lgermanakos@nyhomes.org); Anthony Mancusi (212-872-0616 or amancusi@nyhomes.org); or Susie Pline (212-872-0391 or spline@nyhomes.org).