TIPS FOR LOGGING ONTO LENDER ON LINE
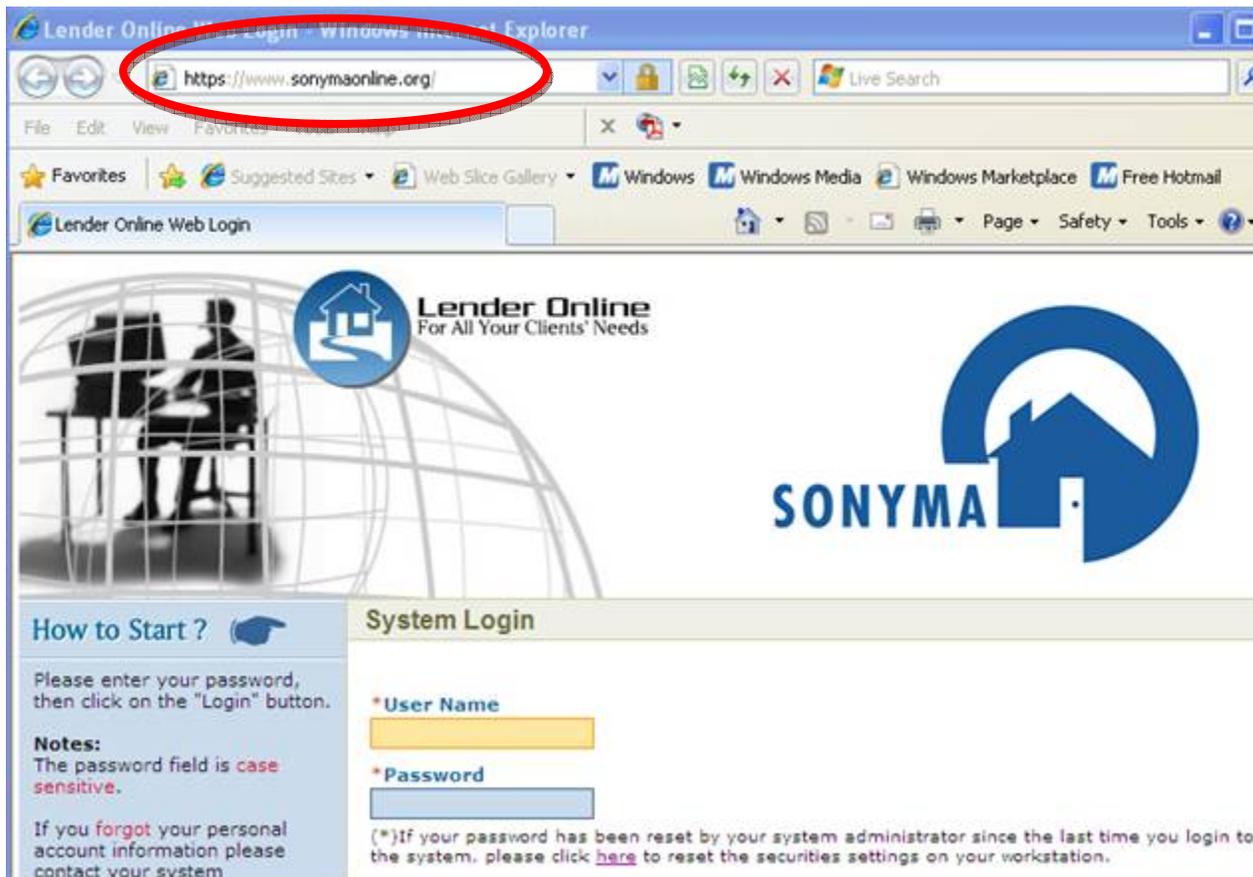
Tip #1

- 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
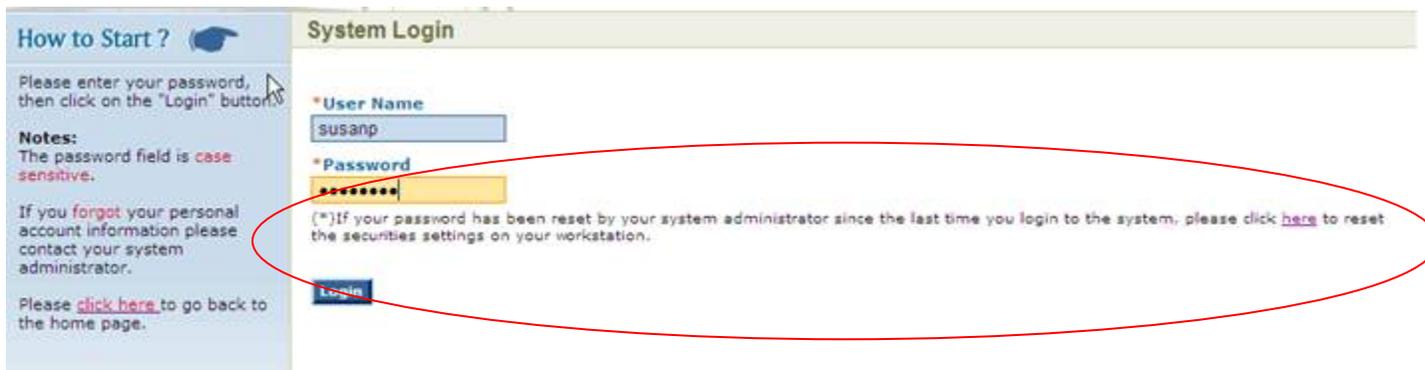- Save the correct URL in your "Favorites" for future use

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
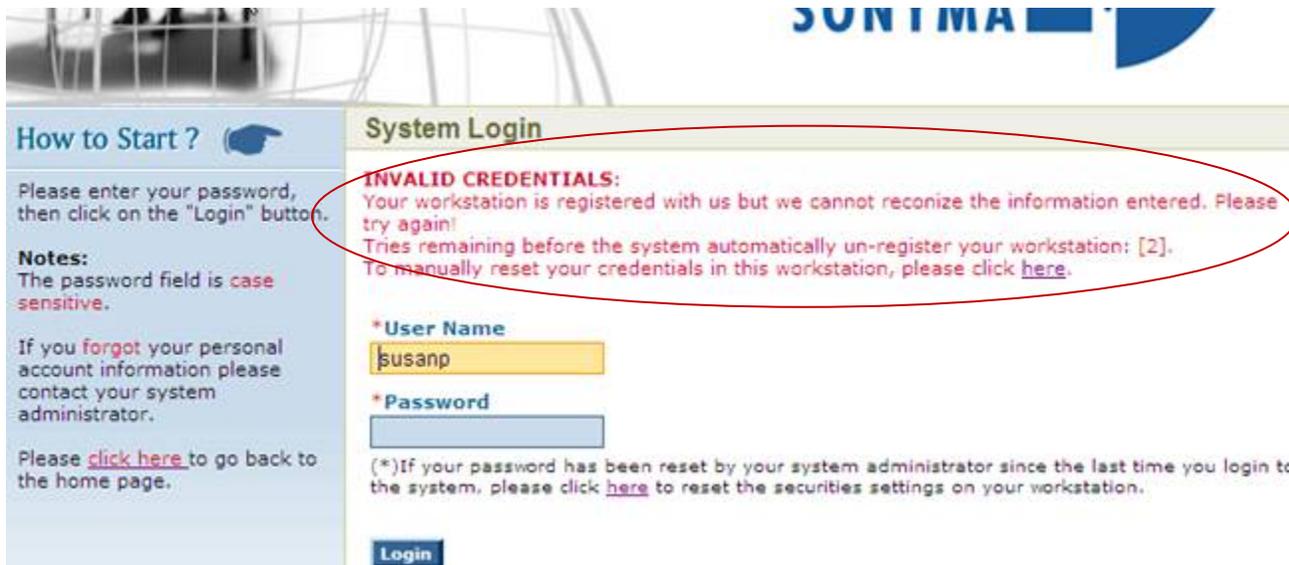
Tip #3

- 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.

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

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).