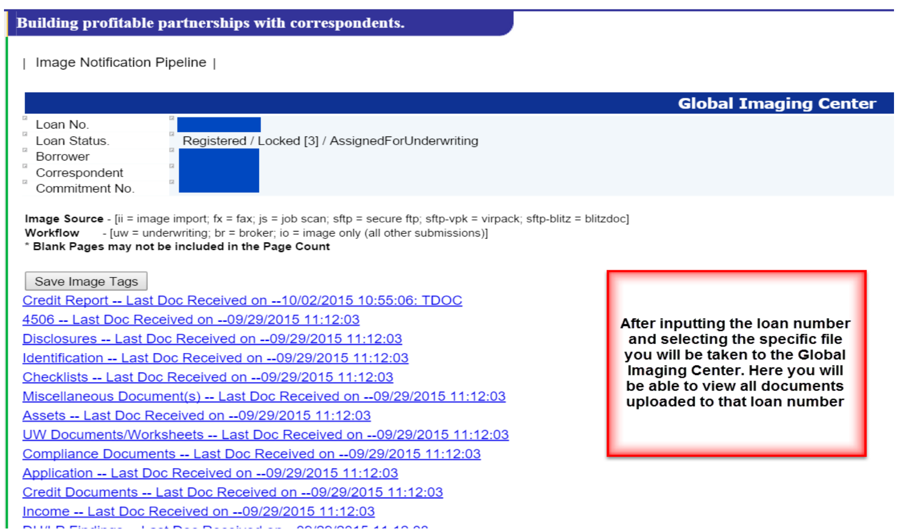
How to Locate and View Imaged Documents in Image Central

newrezcorrespondent.com *Once documents have been uploaded, it will take time before they will be available to view in the Imaging Center. Timing between initial upload and viewing availability depends on document size and current capacity

Step One: Select Image Central and then View Images and History from the lefthand tool bar:

Step Two: Search for the loan that you wish to view the imaged documents for by inputting the loan number:

Step Three: You will now be taken to the Global Imaging Center where you will have the ability to select the individual documents that you wish to view: To make sure that images are available to view you may call your client manager at 877-700-4622 for help. You will need to know this, especially if you are calling in for a rush as the images must be viewable



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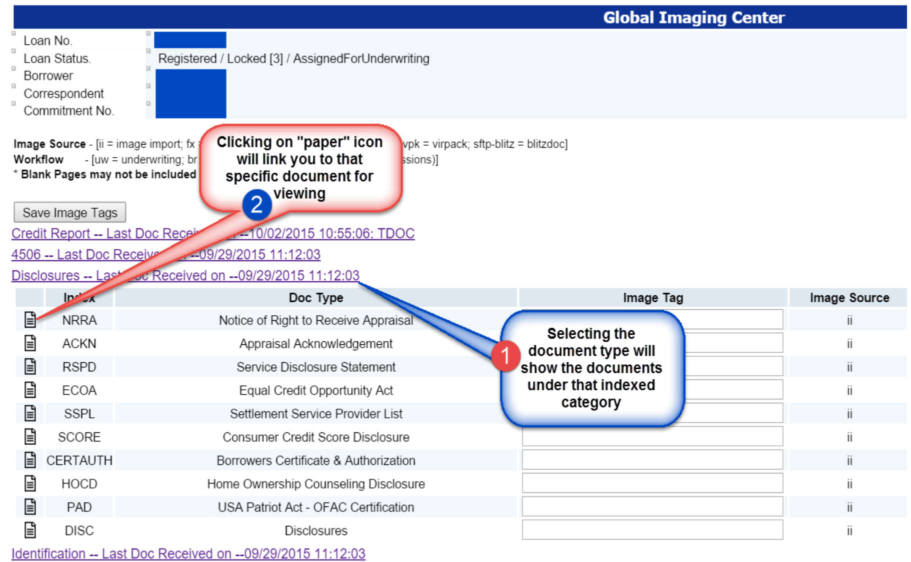
Step 4: Select the indexed category for the image that you wish to view and then select the icon for that specific document paper



Helpful Tips

1. The Web Admin for your organization will need to give each individual access to upload and view images. It is a separate check box under the profile access screen. This is not something that NewRez can do for you – if you are not seeing this option please check with your Web Admin.
2. When you upload the image you will see the confirmation that they image has been uploaded. This is different than the image actually being available for viewing. Please keep in mind there is a transition period between initial upload and viewing availability.
3. You can also check the status of your images being uploaded for viewing by selecting Image Delivery Status. The SLA ID will tell you the Turn Time from receipt to Indexing Completed

Contact your Client Manager with Questions: 877-700-4622 – Follow the Prompts

6/27/25