

## Optimal Blue for FSM Wholesale/Correspondent

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**Purpose**

This announcement includes the following topic:

- ✓ Optimal Blue – *updated system*
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**Updated System**

Optimal Blue, our third-party price engine provider, made some system updates during the past couple of weeks. As a result, some FSM Wholesale/Correspondent lending partners have experienced difficulty with logging in to the system, using Price A Loan, attempting to lock loans, and may have been erroneously taken to an Optimal Blue login screen.

If you have experienced such difficulty, here are a few things you may need to do:

(1) Change the browser you are using. The only compatible browsers are Google Chrome, Microsoft Edge, or Firefox. Internet Explorer is NO LONGER supported by Microsoft and should not be used.

(2) Using one of the compatible browsers above, begin a new Session....or completely close your current Session...and open a new one

(3) Delete the cookies your browser may be storing.

(4) If you or any user at your institution has not logged in and/or changed your password within the past sixty (60) days, you may need to reset your password to have full functionality of our site. A link containing instructions for "How to Reset your Password" are found on our Login screen, just below where you enter in your Username and Password.

If you need any assistance, please

email: [LOSsupport@fsmloans.biz](mailto:LOSsupport@fsmloans.biz) and [bwilder@fsmloans.biz](mailto:bwilder@fsmloans.biz)

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## Optimal Blue for FSM Wholesale/Correspondent, Continued

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### Browsers

#### Google Chrome

Click the three, stacked vertical dots in the upper right corner of screen  
In the opened window, move your mouse arrow over "More tools"...then click on "Clear browsing data" in the additional window  
In the opened window, for Time range select "All time"...then confirm the other three boxes are checked for "Browsing history", "Cookies and other site data", and "Cached images and files"  
Click blue "Clear data" button

#### Microsoft Edge

Click the three, horizontal dots in the upper right corner of screen  
In the opened window, click on "Settings"  
In the opened window, click on "Privacy and services"  
Scroll down to "Clear browsing data" section...click on blue "Choose what to clear" button  
In the opened window, for Time range select "All time"...then confirm the other four boxes are checked for "Browsing history", "Download history", "Cookies and other site data", and "Cached images and files"  
Click blue "Clear now" button

#### Firefox

Click the three, stacked, vertical lines in the upper right corner of screen  
In the opened window, move your mouse arrow over "Options"...then click on "Privacy & Security" in the additional window  
Scroll down to "Cookies & Site Data" section...click on gray "Clear Data" button  
Then confirm the two boxes are checked for "Cookies & Site Data" and "Cached Web Content"  
Click gray "Clear" button

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