

# Troubleshooting Guide

If you are experiencing any system errors preventing you from delivering your file, please follow steps below to attempt to resolve the issue. Should these steps not resolve the issue, please complete page 2 of this document so that our team has everything they need to research your reported issue and come to a quick resolution.

## TROUBLESHOOTING STEP #1

1. Log out of the Seller Portal.
2. Clear your Google Chrome browser cache up to the last 7 days.
3. Once cache has been cleared, close the browser.
4. Relaunch Chrome and log back into the Seller Portal.

If the above steps do not resolve your issue, please proceed to Step 2.

## TROUBLESHOOTING STEP #2

Here's some additional steps you can take to ensure that your company security system is not obstructing the file delivery process due to any internal security policies:

1. Verify that all pop-up blockers and browser plugins are disabled.
2. Confirm with your IT Team to ensure you have the following URL whitelisted on your firewall:  
<https://core.phlcorrespondent.com/core/>

### Uploading Error?

3. A new process (*upload.filesstackapi.com* or *filesstackapi.com*) will fire off when accessing or attempting to upload packages and will prevent you from being able to upload. Partner with your IT team and ensure this process is not blocked by your firewall due to internal policy.

## TROUBLESHOOTING STEP #3

Should these steps not resolve your issue, please complete the questionnaire on the following page and return to: [clientadmingroup@planethomelending.com](mailto:clientadmingroup@planethomelending.com)

## QUESTIONNAIRE

If the above solutions do not work, we will need you provide all the following details below for our team to utilize during their investigation:

1. Are you using Chrome or Microsoft Edge? Which version?
2. Confirm last date you cleared your cache?
3. Are all pop-up blockers disabled?
4. Does your company's internet firewall have our portal whitelisted? (you can confirm this with your IT team)
5. Are you using a hard-wired or a Wi-Fi network?

If these are UPLOAD issues, please proceed to answer below questions listed:

1. Are any browser plugins enabled that may be preventing uploads?
2. Have you logged out of additional browsers prior to attempting uploads?
3. Provide email of individual attempting upload:

4. Provide date and time upload was attempted:
  
5. What are your activities during upload? Are you navigating away from screen during upload process?
  
6. A new process (*upload.filesstackapi.com*) will fire off when attempting to upload packages. Have you confirmed with your IT team to ensure this process is not blocked by your firewall due to internal policy?
  
7. Do you still encounter an error when attempting to upload a document? If so, provide complete screenshot of error and send back with this completed document to: [clientadmingroup@planethomelending.com](mailto:clientadmingroup@planethomelending.com)
  
- Upon receipt of the document, we will open a ticket on your behalf and attempt to resolve within 24-48 hours.