SELENE® FINANCE

How to register on the new customer portal

When registering online, please have your account number available.

1. From www.selenefinance.com, click on "Access My Account" and you will be brought to the login page. Click "Register here."

2. Fill out the information and click NEXT.

3. Choose a password and click REGISTER.

4. A confirmation page will appear, and an email will be sent to the address you entered previously to verify your email address.

5. Check your email for the verification message and click on the link to confirm your email address.

6. The link will bring you to a setup page to select a minimum of 4 security questions. Once completed, click COMPLETE REGISTRATION.

7. You will receive an email confirmation that your email address has been verified and you are now able to log into the portal.

8. You can now fill out your information as it appears on your loan documents, which include address, account number, and social security number.

9. Once complete, you can view your account summary, which includes details about your mortgage, as well as payment information and payment history. Please note, payment history will be available on Tuesday, May 8.

My popup blocker is preventing me from registering on the new portal. How do I fix this?

Google Chrome
- On your computer, open Chrome.
- At the top right, click More ❯ **Settings**.
- At the bottom, click **Advanced**.
- Under "Privacy and security," click **Content settings**.
- Click **Popups**.
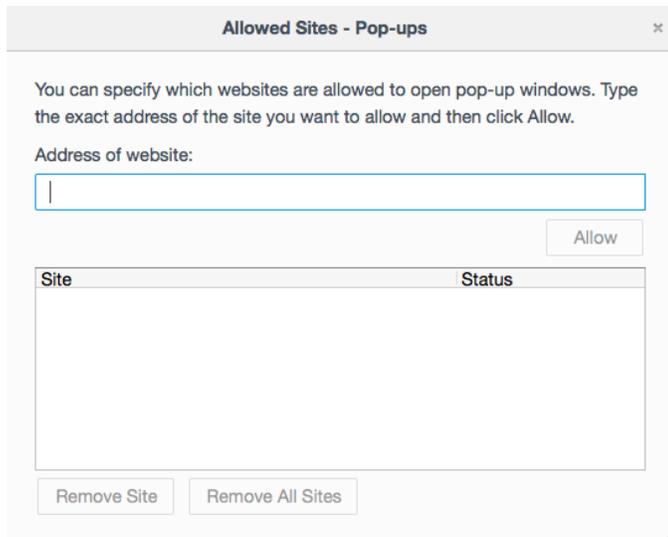- At the top, turn the setting to **Allowed**

Internet Explorer
- Launch IE - > **Go to Tools** -> **Internet options**
- Go to the **'Privacy' Tab**

- Search for a checkbox **"Turn on Pop-up Blocker"**
- If you **Uncheck** it the pop-up blocker gets disabled on your browser and pop-ups are allowed. **(please note this will allow all pop up functionality to be disabled)**
- You can also click the **"Settings"** button and copy and paste the **URL** of the registration website into the Address if website allow section
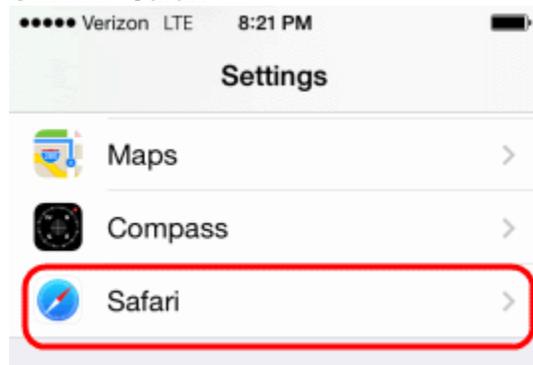- Then press **"Add"** this will allow this site to be added as an exception

Firefox/Mozilla

- Click the menu button ☰ and choose **Options.**
- Select the Privacy & Security panel.
- Under the **Permissions** section, uncheck the box next to **Block pop-up windows** to disable the pop-up blocker altogether.
- A click on **Exceptions** opens a dialog box with a list of sites that you want to allow to display pop-ups. The dialog box offers you the following choices:
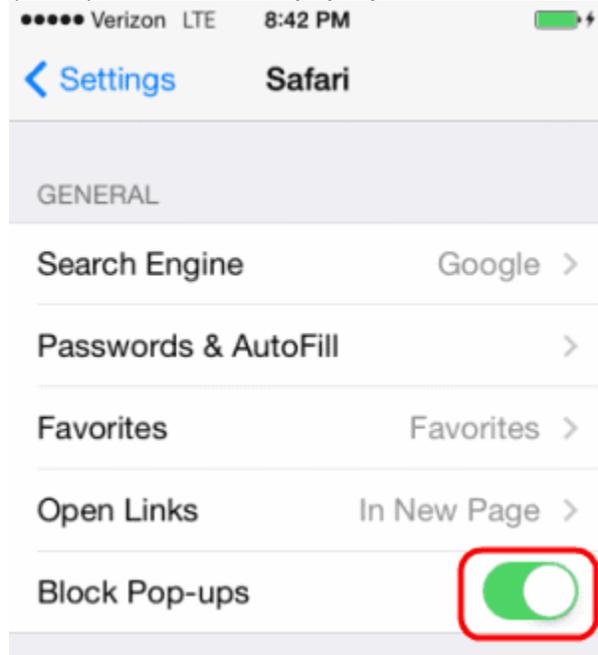

Safari - IOS

- From the Home screen, select "**Settings**".
- Choose "**Safari**"

- Slide the "**Block Pop-ups**" to "**On**" (green) to block pop-ups, or slide it to "**Off**" (white) to never block pop-ups.

Safari - MAC

- Windows users select "**Safari**" > "**Preferences**".
- Click on "**Security**" at the top of the window.
- Check the box "**Block pop-up windows**" to enable this feature. Uncheck it to disable it.