

## New URL for Mortgage Cadence

### New URL for Mortgage Cadence Effective Tuesday!



Virginia Housing's Loan Origination System, Mortgage Cadence, will transition to a new URL effective Tuesday, November 12, 2024.

Beginning at 9pm this evening, November 8, 2024, Mortgage Cadence will not be available.

Please start using this URL beginning Tuesday as the previous one will no longer be active.

**New Mortgage  
Cadence URL:**

<https://vhda.mccloudplatform.com/>

### **New Mortgage Cadence URL Q & A:**

#### **How can we lock loans in Mortgage Cadence during the transition to the new URL?**

Loans must be locked by 5pm, Friday, November 8, 2024. Beginning Tuesday, November 12, the new Mortgage Cadence URL can be used to lock loans.

#### **Does the new URL site look different?**

No, the appearance and functionality of Mortgage Cadence is the same. Only the URL has changed.

#### **Are my existing loans created in the old Mortgage Cadence URL available in the new URL?**

Yes, all loans created in the old Mortgage Cadence URL are accessible through the new URL.

#### **Do my existing log-in credentials still work?**

Yes, your current log-in credentials remain valid. If your credentials have expired, follow the usual renewal process by requesting a

password reset from your system administrator. If your system administrator is not in the office or unavailable, you can contact [HomeownershipSupport@VirginiaHousing.com](mailto:HomeownershipSupport@VirginiaHousing.com).

### Can I still use the old URL for Mortgage Cadence?

No, the old URL (<https://vhda.mortgagecadence.com/webapp>) is no longer active. You must use the new URL (<https://vhda.mccloudplatform.com/>).

### What should I do if I encounter any issues?

Contact your system administrator for assistance. If you are a system administrator, please email [HomeownershipSupport@VirginiaHousing.com](mailto:HomeownershipSupport@VirginiaHousing.com).

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**Questions?** Contact [HomeownershipSupport@VirginiaHousing.com](mailto:HomeownershipSupport@VirginiaHousing.com).

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