

Updated Resources for the Kentucky Release

Introduction

This is a summary of the resources that were updated because of the enhancements made to SES in the Kentucky release (April 10, 2022).

- [Agency Resources](#)
- [Company Resources](#)
- [Other Resources](#)

Note: Agency resources are for employees of state regulatory agencies only. Access to resources for agencies requires a password-protected single sign on account with Okta. See the [Single Sign On \(SSO\) User Guide](#) for more information.

Agency Resources

- [Managing Agency Users](#): New section added for resetting a user's multi-factor authentication (MFA).
- [Reviewing Information Request Responses](#): Added a note explaining how to export information request responses to Excel.
- [Responding to a Report Response Due Date Extension Request](#): New resource available 4/10/22.
- [Viewing Complaints Reports](#): Updated data point to indicate "Total Monetary Relief Provided to Complainant"
- [Managing Loan File Requests](#): Added information about where multiple file sharing links are displayed, if more than one is used.
 - **Note:** The article "Sending Loan File Requests" was retired and the content of that article was added to the "Managing Loan File Requests" article.
- [Using Discussion for Non-NMLS Entities](#): Added a note about the "All Agencies" tag.
- [Sending a Complaint for Referral](#): Updated language in the referral form to no longer reflect "active SES users" and updated outdated screenshots.
- [Job Aid – SES Consumer Complaints Intake Form](#): Added new complaint categories – Account Closed/Account Locked, Customer Service, Refund, and Other.
- [Adding and Removing Information Requests](#): Added a new section "Exporting Information Requests."

- [Conducting the Exam – Working Procedures](#): Updated instructions screenshots to include information about removing procedures from a specific AFR, rather than from the Examination tab landing page. Added a new section “Exporting Procedures.”
- [Managing Research and Communication for a Complaint](#): Updated title (formerly “Adding Research and Communication to a Complaint”). Added a new section “Updating Research and Communication for a Complaint.” Added a note that mentions how you can add or update research and communication for a complaint even after the complaint is closed.
- [Closing a Complaint](#): Updated to include information about “Total Amount of Monetary Relief Paid for this Complaint.” Added a section “Adding Research and Communication to a Closed Complaint” that directs the user to the Adding Research and Communication to a Complaint article for steps.
- [Conducting the Exam for the EIC – Findings](#): Updated to include information about adding a repeated finding and exporting finding commentary.
- [Conducting the Exam for Participants – Findings](#): New resource available 4/10/22. Helps to differentiate the tasks available to participants vs. those available to the EIC regarding findings.

Company Resources

- [Managing Company Users](#): New section added for resetting a user’s multi-factor authentication (MFA).
- [Requesting a Report Response Due Date Extension](#): New resource available 4/10/22.
- [Responding to Loan Requests](#): Added information about where multiple file sharing links are displayed, if more than one is used.

Other Resources

- [SES Email Notifications](#): Updated to include notification sent to agency participants when the report is sent for review.
- [SES Supervisory Activity Quick Start Guide for Agencies](#): Updated hyperlinks to additional resources.
- [SES Agency System Roles](#): Updated hyperlinks to additional resources.
- [SES Agency Supervisory Activity Participant Roles](#): Updated hyperlinks to additional resources.
- [List of all SES Agency Knowledge Articles](#): Updated to include new articles created for the Kentucky release.
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- [SES Consumer Complaints eBook](#): Updated to reflect changes for complaints resources indicated above.

Updated: 4/9/2022