
LOANNEX LOCK SETTINGS

Client Admin Setup Guide

JANUARY 1, 2026

LoanNEX

16 North Central Avenue, Saint Louis, MO 63105



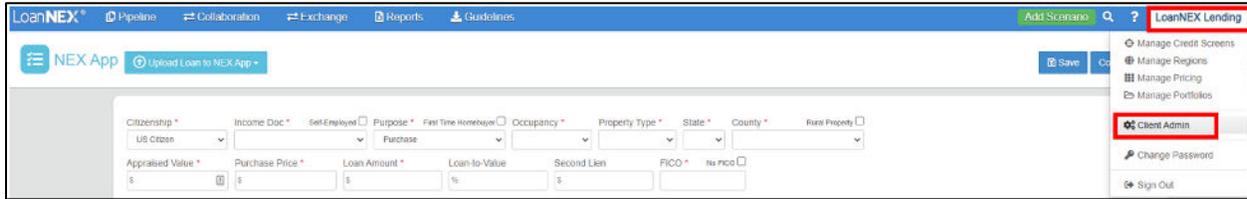
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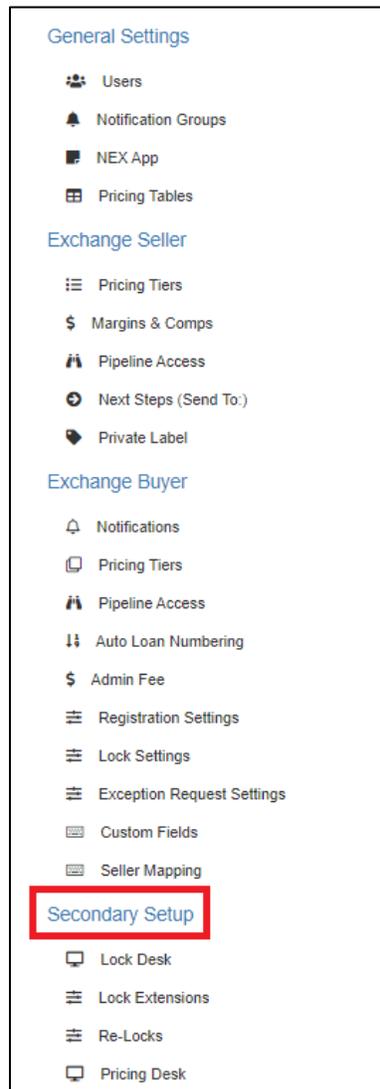


Navigate to Secondary Setup in LoanNEX Client Admin

1. Login to LoanNEX at <https://web.loanex.com/>



2. Click your **Name** in the upper right of the screen
3. Select Client Admin
4. From the left menu bar, find Secondary Setup

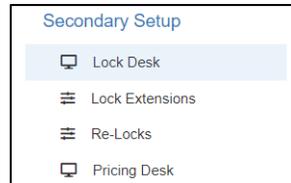




Lock Desk Settings

Manually Open / Close the Lock Desk

1. [Navigate to Secondary Setup in LoanNEX Client Admin](#)



2. From the left toolbar select **Lock Desk**, under **Secondary Setup**

A screenshot of the 'Lock Desk' configuration page. The page title is 'Lock Desk'. In the top right corner, there are two buttons: 'Save Changes' (highlighted in red) and a 'Revert Changes' button (blue with a circular arrow icon). The main content area is divided into three sections, each with a red border: 1. 'Lock Desk Status CLOSED' with a 'Manually Close Lock Desk' toggle set to 'Manually CLOSED'. 2. 'Manually Closed Lock Desk Message (character limit 250)' with a text area containing the message: 'The Lock Desk is currently closed. Please contact your AE for additional information regarding our Lock Desk.' 3. 'Lock Desk Hours & Calendar Message (character limit 250)' with a text area containing the message: 'The Lock Desk is open 8:00 AM - 6:00 PM PST Monday through Friday. All requests will be processed during these hours.'

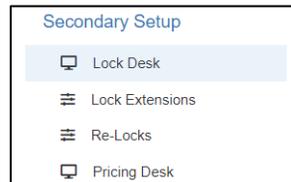
3. Select the **Manually Close Lock Desk** toggle to Open or Close the Lock Desk
 - a. Lock Desk Status is displayed above the toggle button
4. Enter a message to display to the Users when the Lock Desk is Closed in the **Manually Closed Lock Desk Message** textbox
 - a. *LoanNEX Recommendation: The Lock Desk is currently closed. Please contact your Account Executive for additional information regarding our Lock Desk.*
5. Select **Save Changes** button
 - a. Select the Revert Changes  button to undo all updates prior to saving



Lock Desk Hours

Important Note: Excluded Days in the Lock Calendar will override Standard Lock Desk Hours

1. [Navigate to Secondary Setup in LoanNEX Client Admin](#)



2. From the left toolbar select **Lock Desk**, under **Secondary Setup**

The screenshot shows the 'Lock Desk' configuration page. At the top right is a 'Save Changes' button. Below it, the 'Lock Desk Status' is 'CLOSED'. There is a toggle for 'Manually Close Lock Desk' which is currently 'Manually CLOSED'. A text area for 'Manually Closed Lock Desk Message' contains the text: 'The Lock Desk is currently closed. Please contact your Account Executive for additional information regarding our Lock Desk.' Below this is a 'Lock Desk Hours & Calendar Message' text area with the text: 'The Lock Desk is open 8:00 AM – 6:00 PM CST Monday through Friday. All requests will be processed during these hours.' The page has four tabs: 'Expiration Settings', 'Lock Hours', 'Lock Calendar', and 'Auto Lock'. The 'Lock Hours' tab is selected. Under 'Business Days', checkboxes are checked for Monday, Tuesday, Wednesday, Thursday, and Friday, and unchecked for Saturday and Sunday. Under 'Operating Hours', the start time is '08:00 AM' and the end time is '06:00 PM', both in '(CT) Central Time'.

3. Select the **Lock Hours** tab
4. Select checkbox to set **Business Days**
 - a. Check indicates the Lock Desk is open
5. Set **Operating Hours**
 - a. Enter your Start time in the first **Operating Hours** box
 - b. Enter your End time in the second **Operating Hours** box
 - c. Time zone adjusts per User
6. Enter a message to display to the Users when the Lock Desk is Closed in the **Lock Desk Hours & Calendar Message** textbox
 - a. *LoanNEX Recommendation: The Lock Desk is open from [START] AM – [END] PM [TIMEZONE] Monday through Friday. All requests will be processed during these hours.*
7. Select **Save Changes** button
 - a. Select the Revert Changes  button to undo all updates prior to saving



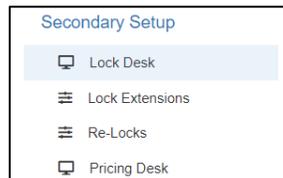
Lock Calendar Settings

Set Holiday Days / Excluded Lock Desk Days

Important Notes:

- Excluded Days in the Lock Calendar will override Standard Lock Desk Hours
- Excluded days, including standard holidays, do not carryover from year-to-year

1. [Navigate to Secondary Setup in LoanNEX Client Admin](#)



2. From the left toolbar select **Lock Desk**, under **Secondary Setup**

A screenshot of the 'Lock Calendar' interface. The top navigation bar has four tabs: 'Expiration Settings', 'Lock Hours', 'Lock Calendar' (selected), and 'Auto Lock'. Below the tabs is the 'Excluded Days' section. On the left, there is an 'Add new' button highlighted with a red box. Below it is a table with columns: 'Name', 'Date', 'Observed', and 'Actions'. The first row is empty and highlighted with a red box. The second row is 'Christmas' with date '2023-12-25' and 'Observed' checked. The third row is 'Holiday 3' with date '2023-03-30' and 'Observed' checked. Each row has a 'Remove' button in the 'Actions' column.

Name	Date	Observed	Actions
		<input type="checkbox"/>	Remove
Christmas	2023-12-25	<input checked="" type="checkbox"/>	Remove
Holiday 3	2023-03-30	<input checked="" type="checkbox"/>	Remove

3. Select the **Add New** button

4. Enter the Excluded Day information:

- a. **Name**
- b. **Date** (MM/DD/YYYY)
- c. **Observed** checkbox
 - i. Checked - exclude in Lock Calendar; override the Standard Lock Desk Hours
 - ii. Unchecked - do not exclude in Lock Calendar; Lock Desk will open per Standard Lock Desk Hours

5. Select **Save Changes** button

- a. Select the Revert Changes  button to undo all updates prior to saving

Remove Excluded Days from Lock Calendar List

Note: This action is to delete the holiday from the Excluded Days Lock Calendar list. If you would like to keep the holiday in the Excluded Days list, but not observe the Excluded Day, uncheck the **Observed** checkbox next to the Excluded Day.



Expiration Settings		Lock Hours		Lock Calendar		Auto Lock	
Excluded Days							
<input type="button" value="Add new"/>							
Name	Date	Observed	Actions				
Christmas	2023-12-25	<input checked="" type="checkbox"/>	<input type="button" value="Remove"/>				
Holiday 3	2023-03-30	<input checked="" type="checkbox"/>	<input type="button" value="Remove"/>				

1. Select the Remove button next to the Excluded day you would like to delete

⚠ Delete

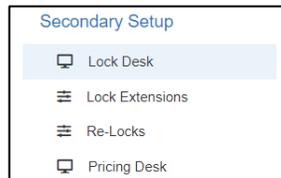
Are you sure you want to delete?

Type DELETE to confirm.

2. Type “Delete” in the textbox to confirm action
3. Select the **Delete** button

Expiration Settings

1. [Navigate to Secondary Setup in LoanNEX Client Admin](#)



2. From the left toolbar select **Lock Desk**, under **Secondary Setup**



Lock Desk Save ↶

Lock Desk Status **CLOSED**
Manually Close Lock Desk **Manually CLOSED**

Manually Closed Lock Desk Message (character limit 250)
Lock desk is closed.

Lock Desk Hours & Calendar Message (character limit 250)
The Lock Desk is open 8:00 AM – 6:00 PM PST Monday through Friday. All requests will be processed during these hours.

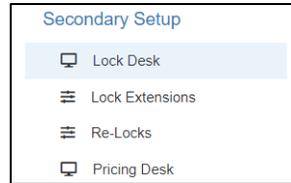
Expiration Settings	Lock Hours	Lock Calendar	Auto Lock
Rate Lock Start <input type="radio"/> Date the loan is locked is Day 1 ⓘ <input checked="" type="radio"/> Date the loan is locked is Day 0 ⓘ <input type="radio"/> Day after the loan is locked is Day 0 ⓘ		Lock Expiration 11:59 PM (CT) Central Time Lock Desk Calendar Date Exclusion <input type="radio"/> Lock Expires on Previous Business Day <input checked="" type="radio"/> Lock Expires on Next Business Day	

3. Select the **Expiration Settings** tab
4. Select the radio button to choose the **Rate Lock Start** day
 - a. Default option: **Date the loan is locked is Day 0**
 - i. If you select **Date the loan is locked is Day 1**, calculation starts with date when the lock is requested and lock date is considered first day of lock period. (Calculation example within tool tip)
 - ii. If you select **Date the loan is locked is Day 0**, calculation starts with date when the lock is requested and lock date is NOT considered first day of lock period. (Calculation example within tool tip)
 - iii. If you select **Day after the loan is locked is Day 0**, calculation starts 1 day after lock is requested and lock date is NOT considered first day of lock period. (Calculation example within tool tip)
5. Set the **Lock Expiration** time
 - a. Time zone adjusts per User
6. Under **Lock Desk Calendar Date Exclusion**, select to choose if the Lock Expires on the Previous or Next business day
 - b. Default option is **Lock Expires on Next Business Day**
7. Select **Save Changes** button
 - c. Select the Revert Changes  button to undo all updates prior to saving



Auto Lock Settings

1. [Navigate to Secondary Setup in LoanNEX Client Admin](#)



2. From the left toolbar select **Lock Desk**, under **Secondary Setup**

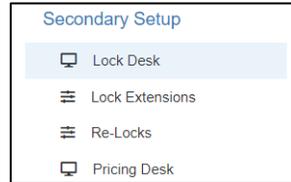
The screenshot shows the 'Lock Desk' configuration page. At the top right, there is a 'Save Changes' button. The page displays the current status as 'CLOSED' and a toggle for 'Manually Close Lock Desk' which is currently 'Manually CLOSED'. There are two text input fields for messages: 'Manually Closed Lock Desk Message (character limit 250)' containing 'Lock desk is closed.' and 'Lock Desk Hours & Calendar Message (character limit 250)' containing 'The Lock Desk is open 8:00 AM – 6:00 PM PST Monday through Friday. All requests will be processed during these hours.' Below these fields are four tabs: 'Expiration Settings', 'Lock Hours', 'Lock Calendar', and 'Auto Lock'. The 'Auto Lock' tab is selected and highlighted in blue. A red box highlights the 'Auto Lock' section, which contains four unchecked checkboxes: 'Enable Auto Lock Approve for Lock Request', 'Enable Auto Modification Approve for Modification Request', 'Enable Auto Lock Approve for Relock Request', and 'Enable Auto Extension for Extension Request'. At the bottom right, there is a blue 'Revert Changes' button with a circular arrow icon.

3. Select the **Auto Lock** tab
4. Select the checkbox to enable the following Auto Lock settings:
 - a. **Enable Auto Lock Approve for Lock Request**
 - b. **Enable Auto Modification Approve for Modification Request**
 - c. **Enable Auto Lock Approve for Relock Request**
 - d. **Enable Auto Extension for Extension Request**
5. Select **Save Changes** button
 - e. Select the Revert Changes  button to undo all updates prior to saving



Enable Sellers to Cancel Locked Loans

1. [Navigate to Secondary Setup in LoanNEX Client Admin](#)



2. From the left toolbar select **Lock Desk**, under **Secondary Setup**

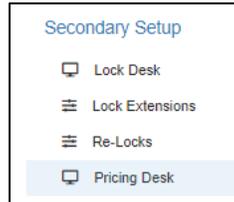
3. Select the checkbox for **Allow Originator to Cancel Lock** to enable sellers to cancel locks
4. Select **Save** button
 - a. Select the Revert Changes button  to undo all updates prior to saving



Pricing Desk Settings

Manually Open / Close the Pricing Desk

1. [Navigate to Secondary Setup in LoanNEX Client Admin](#)



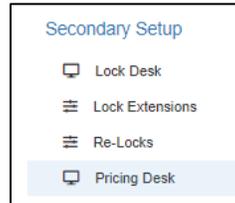
2. From the left toolbar select **Pricing Desk**, under **Secondary Setup**

3. Select the **Manually Close Pricing Desk** toggle to Open or Close the Pricing Desk
 - a. Pricing Desk Status is displayed above the toggle button
4. Enter a message to display to the Users when the Pricing Desk is Closed in the **Temporary Pricing Desk Closure Message** textbox
 - b. *LoanNEX Recommendation: The Pricing Desk is currently closed. Please contact your Account Executive for additional information regarding our Pricing Desk.*
5. Select **Save Changes** button
 - c. Select the Revert Changes button  to undo all updates prior to saving



Lock Extensions Settings

1. [Navigate to Secondary Setup in LoanNEX Client Admin](#)



2. From the left toolbar select **Lock Extensions**, under **Secondary Setup**

3. **Extension is subject to Lock Desk hours and Pricing Desk**

- Select the checkbox to enable the Extension setting
- Enter display **Message** for the User when this Extension setting is enabled
 - Default Message: Lock Desk is Closed
 - LoanNEX Recommended Message: The Lock Desk is currently closed. Extensions can only be processed during open Lock Desk hours. Please contact your Account Executive for additional information regarding our Lock Desk.

4. **Minimum Wait Period**

- Hover over the Tooltip icon  to see additional information on the setting calculations
- Select the checkbox to enable the Extension setting
 - Enter the number of business **days** in the text box to the right of the setting



- c. Enter display **Message** for the User when this Extension setting is enabled
 - i. Default Message: Waiting period for Extension
 - ii. LoanNEX Recommended Message: The minimum wait period for Extensions has not been met for this loan. Please contact your Account Executive for additional information regarding our Lock Desk.

5. Cumulative Extension Period

- a. Hover over the Tooltip icon  to see additional information on setting calculations
- b. Select the checkbox to enable the Extension setting
 - i. Enter the number of business **days** in the text box to the right of the setting
- c. Enter display **Message** for the User when this Extension setting is enabled
 - i. Default Message: Allowed Extension days exceeded
 - ii. LoanNEX Recommendation: The cumulative Extension days for this loan has been met and cannot be extended further. Please contact your Account Executive for additional information regarding our Lock Desk.

6. Max Lock Days

- a. Hover over the Tooltip icon  to see additional information on setting calculations
- b. Select the checkbox to enable the Extension setting
 - i. Enter the number of business **days** in the text box to the right of the setting
- c. Enter display **Message** for the User when this Extension setting is enabled
 - i. Default Message: Max lock day exceeded
 - ii. LoanNEX Recommendation: The maximum number of lock days has been met for this loan. Please contact your Account Executive for additional information regarding our Lock Desk.

7. Max Allowed Extensions

- a. Hover over the Tooltip icon  to see additional information on setting calculations
- b. Select the checkbox to enable the Extension setting
 - i. Enter the **count** in the text box to the right of the setting
- c. Enter display **Message** for the User when this Extension setting is enabled
 - i. Default Message: Extension count exceeded
 - ii. LoanNEX Recommendation: The maximum number of extensions for this loan has been met. Please contact your Account Executive for additional information regarding our Lock Desk.

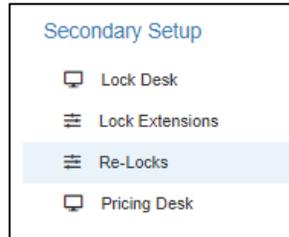
8. Select **Save Changes** button

- a. Select the Revert Changes  button to undo all updates prior to saving



Re-lock Settings

1. [Navigate to Secondary Setup in LoanNEX Client Admin](#)



2. From the left toolbar select **Relocks**, under **Secondary Setup**

Re-locks

Save Changes ↶

- Enable Re-locks for Originators
- Limit Re-lock pricing to the original lock term
- Disable Re-locks when cancellation/expiration exceeds seasoning limit
- Utilize worst case pricing for Re-locks ▾
- Enable maximum allowed Re-lock count
- Re-lock price adjustment

Re-lock disabled Message (character limit 250)

Maximum allowed Re-lock Message (character limit 250)

3. Select the checkbox to enable the following Relock settings:
 - a. **Enable Re-locks for Originators**
 - b. **Limit Re-lock pricing to the original lock term** (example: User can only lock a 30-day price on a 30-day lock period loan)
 - c. **Disable Re-locks when cancellation / expiration exceeds seasoning limit**
 - i. Enter number business **days** in the text box to the right of the setting
 - d. **Utilize worst case pricing for Re-locks**
 - i. Enter number business **days** in the text box to the right of the setting
 - e. **Enable maximum allowed Re-lock count**
 - i. Enter the **count** in the text box to the right of the setting
 - f. **Re-lock pricing adjustment**
 - i. Enter the **price** adjustment in the text box to the right of the setting



4. Enter display **Message(s)** for the User when:
 - g. **Re-lock disabled**
 - i. *LoanNEX Recommendation: Re-locks are unavailable for this loan. Please contact your Account Executive for additional information regarding our Lock Desk.*
 - h. **Maximum allowed Re-lock Message**
 - i. *LoanNEX Recommendation: The maximum number of Re-locks for this loan has been met. Please contact your Account Executive for additional information regarding our Lock Desk.*
5. Select **Save Changes** button
 - i. Select the Revert Changes  button to undo all updates prior to saving