

PRO SNAP FAQ

Thank you for downloading Pro Snap! We hope this app makes your journey easy and stress-free. If you run into challenges along the way, we've linked a few helpful resources below. If these videos don't solve your challenge(s), please reach out to your Michigan Mortgage team for more help.

Thank you for trusting us to guide you home!

Getting Started and Signing In

Learn how to access and sign in to Pro Snap for the first time.

Information Page

Click to view a break down of what is found on the information page, including contact information, access to the profile page, how to share the app and how to view web links.

Loan Application

Do you have questions related to the Pro Snap loan application? This video explains how to fill it out and how to edit the application before submitting.

Mortgage Calculator

This video provides an overview of the mortgage calculator and how to run different scenarios, view details, save calculations, and share the results.

My Loan Tab

This video highlights your "My Loan" tab from the mobile app and the information you'll see concerning your loan details, milestones, and requested document list.

Scanning Documents

Learn how to securely scan and upload documents to your Michigan Mortgage Loan Officer.

eSigning Disclosures

You may receive notifications when documents need to be eSigned or WetSigned. This video shows you how to eSign from your mobile device.

If you're having trouble using Pro Snap on your mobile device, you can access our state-of-the-art technology on your laptop or desktop computer. Here are a few resources to make your online experience easier to navigate.

Getting Started and Signing In on a Computer

Click here for a walkthrough showing how you can access your online dashboard for the first time.

Loan Application

This video explains how to fill out and edit your loan application from a laptop or desktop computer.

Uploading Documents

Learn how to securely scan and upload documents online.

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