



# Flash Message



January 27, 2021

7:30 PM ET

**Important Note:** When you submit a support request, we will prioritize issues that are not addressed in the *Atlas Support Hub* to ensure we focus on unique applications or areas where general guidance is still to be provided.

## Atlas Updates

### RESOLVED | For Second Draw Loans: First draw loan information now visible in Atlas

We resolved an issue impacting second draw loan applications, where information regarding the borrower's first PPP loan was not visible in Atlas as it normally would be.

The first draw PPP loan data is now available and visible in Atlas.

**If you were impacted, please restart your browser or clear your cache to see the updates.**

## Atlas Resources

### Atlas Support Hub

- [Atlas FAQs](#)
- [New PPP Round FAQs](#)
- [SBA PPP guidance and resources \(as of January 19th\)](#)
- [SBA Submission Response Codes](#)
- [On-demand introductory training on Atlas](#)
- [On-demand demo of the Atlas PPP Solution](#)

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# Flash Message



January 27, 2021

6:00 PM ET

**Important Note:** When you submit a support request, we will prioritize issues that are not addressed in the *Atlas Support Hub* to ensure we focus on unique applications or areas where general guidance is still to be provided.

## Atlas Updates

### Important Guidance on Business Entity Types

The SBA has specified applicants must provide SSN and/or EINs in combinations based on their business entity type.

The linked article below outlines the required data (SSN and/or EINs) for the different business entity types and how to review them in Atlas prior to submission to the SBA. Please review the contents of that article and its table carefully for the very latest information.

[Business Entity Table](#)

### Guidelines and Troubleshooting

**For all second draw loan applications**, the business type and ID given on the Business Information page must match the ID given for the business on the first draw loan application. If there was an error in the first draw loan application, that will need to be resolved directly with the SBA.

**Self-employed individuals and independent contractors** must provide a SSN on the Business Information page and the value must match the SSN given for the person owner on the Owners page.

**Sole Proprietorships with NO employees** (where employee number entered is 1), **LLCs, Trusts, and Tenants in Common** can choose to provide either a SSN or an EIN. Sole proprietors using SSN will need to use the same SSN on both the Business Information and Owners page. Second draw loans must follow the guideline above regarding matching the first draw loan ID.

**Sole Proprietorships with employees and ALL other types of businesses** not mentioned above must provide an EIN on the Business Information page and should complete the Owners page as appropriate.

If the borrower or lender has difficulties entering the information **prior to submission to the SBA, common issues are:**

- The number of employees given for a Sole Proprietorship affects the possible choices for SSN or EIN. Check to make sure that the number of employees and the ID type follows the guidelines above.
- For Sole Proprietorships with no employees (1 given as the number of employees), Independent Contractors, and Self-Employed individuals, the SSN given on the Business Information page must match the SSN given on the Owners page.

**If errors are encountered during submission to the SBA**, there may be an issue matching the information in a second application with what is on record with the SBA for the first loan application.

## New Borrower Entity Hints

Applicants will now see a borrower hint (blue bubble with white question mark) for the new ID type field on the Business Information page:

“Self-employed individuals and Independent Contractors must provide a SSN. Sole Proprietors, LLCs, Trusts, Tenants in Common may provide either SSN or EIN. All other business types must provide EIN.

For second draws, the value provided here must match what was given in the application for the first PPP loan.”

[Business Entity Table](#)

# Atlas Resources

## Atlas Support Hub

- [Atlas FAQs](#)
- [New PPP Round FAQs](#)
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## SBA News

### SBA Hold Codes

The SBA has announced that they will issue Hold Codes (instead of Error Codes) in certain instances of second draw submissions. More guidance will be forthcoming about how these may be presented in Atlas. For now, please click the links below to learn more.

[SBA Procedural Notice](#) - SBA Paycheck Protection Platform Procedures for Addressing Unresolved Issues on Borrower First Draw PPP Loans *(Released 1/26/21)*

[SBA Lender Instructions](#) - Resolving First Draw PPP Loan Hold Codes *(Released 1/26/21)*

[SBA Second Draw PPP Guidance](#) *(Released 1/26/21)*

[SBA Unresolved Borrower Resolution Process For Second Draw PPP Loans](#) *(Released 1/26/21)*

[Press Release](#) - The SBA Takes Steps to Improve First Draw Paycheck Protection Program Loan Review *(Released 1/26/21)*

## Atlas Resources

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# Flash Message



January 27, 2021

5:20 PM ET

**Important Note:** When you submit a support request, we will prioritize issues that are not addressed in the *Atlas Support Hub* to ensure we focus on unique applications or areas where general guidance is still to be provided.

## Atlas Updates

### For Second Draw Loans: First draw loan information not visible in Atlas

Please know that we are aware of an issue impacting second draw loan applications, where information regarding the borrower's first PPP loan is not visible in Atlas as it normally would be. We are working to resolve this.

## Atlas Resources

### Atlas Support Hub

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# Flash Message



January 27, 2021

3:10 PM ET

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## Atlas Updates

### FAQ Series Short Videos

We heard your most common lender challenges and created brief instructional videos (2-3 min each) answering your frequently asked questions. Invest just a few minutes to learn the features available to help you and your applicants:

- [DocuSign](#)
- [Knowledge Base](#)
- [Edit/Withdraw Applications \(updated\)](#)

Videos on DocuSign, the Atlas Knowledge Base, and more will be released soon. Please check the [Atlas Support Hub](#) for our full video collection.

## Atlas Resources

### Atlas Support Hub

- [Atlas FAQs](#)
- [New PPP Round FAQs](#)
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- [On-demand demo of the Atlas PPP Solution](#)

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# Flash Message



January 27, 2021

14:20 ET

**Important Note:** When you submit a support request, we will prioritize issues that are not addressed in the *Atlas Support Hub* to ensure we focus on unique applications or areas where general guidance is still to be provided.

## Atlas Updates

### 2484 and 'FI Settings'

The pre-filled Lender's Application - Paycheck Protection Program Loan Guaranty (SBA Form 2484/2484-SD) is now available for download as part of your PPP Lending documentation. Once your organization Admin has updated your '**FI Settings**' with the proper E-Tran related fields, you'll be able to generate this document for your records.

[Instructions](#)

## Atlas Resources

### Atlas Support Hub

- [Atlas FAQs](#)
- [New PPP Round FAQs](#)
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# Flash Message



January 26, 2021

5:45 PM ET

**Important Note:** When you submit a support request, we will prioritize issues that are not addressed in the [Atlas Support Hub](#) to ensure we focus on unique applications or areas where general guidance is still to be provided.

## Atlas Updates

### FAQ Series Short Videos

We heard your most common lender challenges and created brief instructional videos (2-3 min each) answering your frequently asked questions. Invest just a few minutes to learn the features available to help you and your applicants:

- [Edit Application Data](#)
- [Access the Analytics Portal](#)
- [Edit/withdraw SBA failed applications](#)

Videos on DocuSign, the Atlas Knowledge Base, and more will be released soon. Please check the [Atlas Support Hub](#) for our full video collection.

## Atlas Resources

### Atlas Support Hub

- [Atlas FAQs](#)
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# Flash Message



January 26, 2021

12:50 PM ET

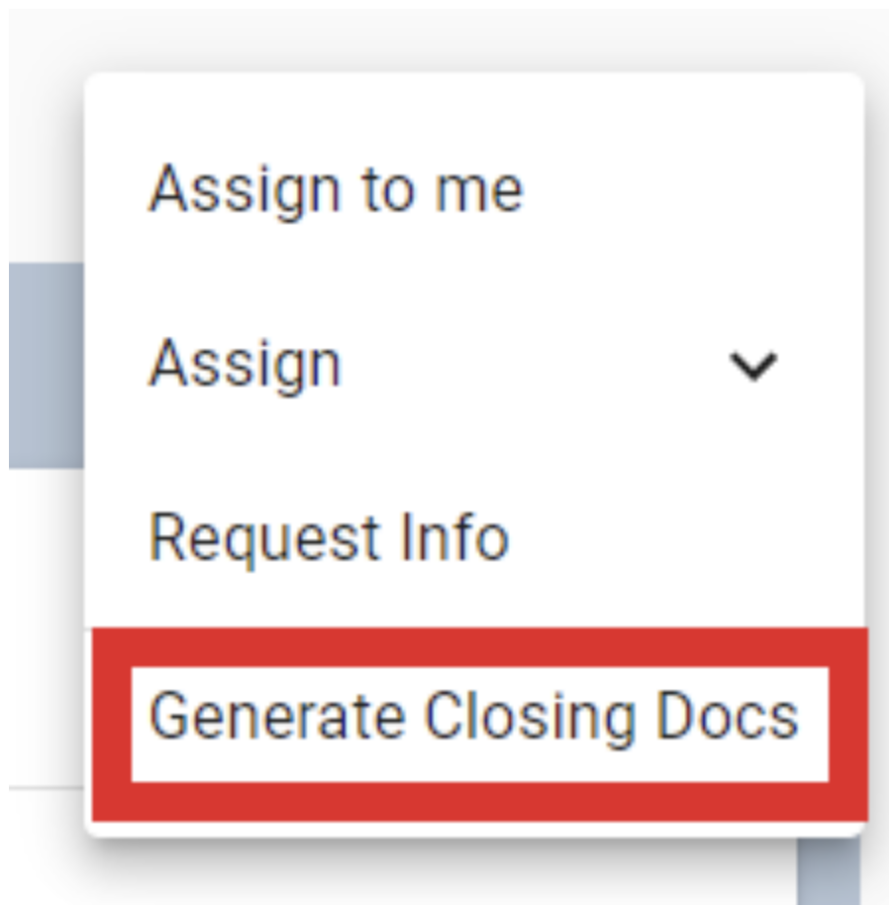
**Important Note:** When you submit a support request, we will prioritize issues that are not addressed in the *Atlas Support Hub* to ensure we focus on unique applications or areas where general guidance is still to be provided.

## Atlas Updates

### New Features

The following features have arrived in Atlas:

- **Move applications forward to *In Review* status while in *Waiting on Update* status.** We have added another option for lenders to advance applications themselves. Under the *Actions* drop down menu, you will now find the option to move the application to *In Review* status when the application is in *Waiting on Update* status.
- **Two loan-level closing data files now available.** When your loans are under the *Ready to Close* tab and in *Loan Confirmed* status, you can now generate two loan-level closing data files. When you are in *Detail View* (“eye” view), click on the *Actions* dropdown menu and select the ‘Generate Closing Documents’ button.



In addition to the pre-filled Note (SBA Form 147), the 'Generate Closing Documents' button will generate two closing data files that you will find in the *Closing Documents* section of the *Decision and Closing* tab.

- **Closing data .csv file.** The .csv file that we released last week with closing data on a per application basis has the phrase "Export\_Closing\_Doc" in the document title. We have now updated this .csv file with owner data fields added following the other loan closing data fields.
- **LaserPro data .csv file.** A new LaserPro data .csv file will be created every time you select the 'Generate Closing Documents' button. The LaserPro data .csv file has the phrase "LP\_Closing\_Doc" in the document title.

Please review our two Knowledge Base articles to help with closing: [How to Generate Closing Documents](#) and [Data Extracts from Atlas](#).

## Atlas Resources

### Atlas Support Hub

- [Atlas FAQs](#)
- [New PPP Round FAQs](#)
- [SBA PPP guidance and resources \(as of January 19th\)](#)
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# Flash Message



January 23, 2021

01:05 AM ET

## Atlas Updates

### Friday Night Updates

Please note the following updates on the communications we sent earlier today.

#### Closing Documents

- Released yesterday: the prepopulated Note (SBA Form 147) is available in Atlas for each of your loans in "Loan Confirmed" status.
- Released yesterday: a loan file (.xlsx) with data on all of your loans in the "Loan Confirmed" status is available on your Analytics tab in Atlas.
- Released today: an individual loan file (.csv) for each loan in the "Loan Confirmed" status is available in Atlas.

Please review our two Knowledge Base articles to help with closing: [How to Generate Closing Documents](#) and [Data Extracts from Atlas \(NEW\)](#).

#### SBA Submission Errors for Sole Proprietorships

We previously communicated that we were aware that some PPP applications submitted by Sole Proprietorships are being rejected by the SBA API due to TIN (EIN/SSN) mismatches. We have implemented a solution within Atlas to help. Please use the following guidelines to aid in your resubmission.

- For Sole Proprietorships with **only one** employee: Please ensure that the owner's SSN is entered in both the Business TIN (EIN or SSN) field and the Owner TIN (EIN, SSN) field. These two fields must both contain the owner's SSN and must match each other.
- For Sole Proprietorships with **more than one** employee: Enter the business' EIN in the Business TIN (EIN or SSN) field. Enter the owner's SSN in the Owner TIN (EIN, SSN) field.

Both the lender and the borrower can edit these fields. Please see our [How to Edit Guide](#) for more information on editing.

#### Send DocuSign without ID Check While in "In Progress" Status

You now have the capability to send a DocuSign without ID Check for applications that are still in "In Progress" status if the borrower has attempted a signature at least once.

Are your applicants getting stuck on DocuSign? Check out our Knowledge Base article on [Applications 'In Progress' and DocuSign](#).

## Atlas Resources

[Atlas Support Hub](#)

- [Atlas FAQs](#)
- [New PPP Round FAQs](#)
- [SBA PPP guidance and resources \(as of January 19th\)](#)
- [SBA Submission Response Codes](#)
- Daily Q&A Sessions – PPP Lending with Atlas (until January 22)
  - [Daily at 11:00 a.m. ET](#)
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# Flash Message



January 22, 2021

2:50 PM ET

## Atlas Updates

### Important Friday Features & Closing Updates

Enhancements and features have been added to Atlas to help you advance applications and conduct the closing process.

#### Closing Materials

Here's the current status of closing materials in Atlas:

- Released yesterday: the prepopulated Note (SBA Form 147) is available in Atlas for each of your loans in "Loan Confirmed" status
- Released yesterday: a loan file (.xlsx) with data on all of your loans in the "Loan Confirmed" status is available on your Analytics tab in Atlas
- Later Today: an individual loan file (.csv) for each loan in the "Loan Confirmed" status will be available in Atlas

Please review our [Knowledge Base article](#) on loan closing documents available in Atlas and how to generate them, which we will continue to update.

#### New Features

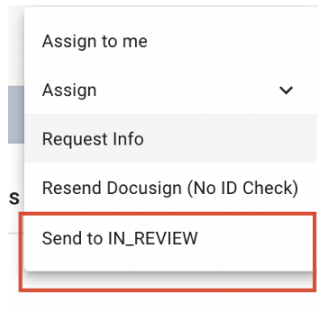
We are launching three new features to assist you with applications that are stuck in "In Progress" status.

- **First**, if the borrower application is stuck in "In Progress" status because of a failed DocuSign ID check you will now see an exclamation point on the far left of the List View.

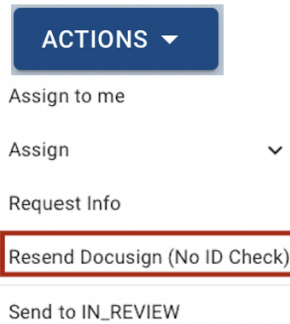
In Progress 83 of 83 Results		Lender Review 57 of 57 Results		Ready for SBA 33 of 33 Results	
	ASSIGNEE	ID	DATE	APPLIE	
ID verification failed		2501	6:04 PM		
		2439	2:59 PM		
	I. Asiamah	2494	5:45 AM		

- **Second**, you may now move applications from "In Progress" status to "In Review" status. The intent of this feature is to allow you to move an application forward when you receive signed documents outside of the normal DocuSign process. If you select "Send to In Review" while an application is "In

Progress” you will need to confirm that you have received the signed Borrower Application (SBA Form 2483/2483-SD).



- **Third (COMING SOON)**, we will be launching a feature allowing the lender to resend DocuSign without ID check while still in the “In Progress” status if the borrower has attempted a signature at least once. Once this feature is launched, you can find it by clicking the “Actions” button while in the Application Detail View (“eye” view).



Please review our [Knowledge Base article](#) on applications “In Progress” and DocuSign.

## Atlas Resources

### Atlas Support Hub

- [Atlas FAQs](#)
- [New PPP Round FAQs](#)
- [SBA PPP guidance and resources \(as of January 19th\)](#)
- [SBA Submission Response Codes](#)
- [Daily Q&A Sessions – PPP Lending with Atlas \(until January 22\)](#)
  - [Daily at 11:00 a.m. ET](#)
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# Flash Message



January 22, 2021

12:15 PM ET

## Atlas Updates

### SBA Submission Issue for Sole Proprietorships

We are aware that some PPP applications submitted by Sole Proprietorships are being rejected by the SBA API due to TIN (EIN/SSN) mismatches. We have identified a workaround and are implementing a solution. We will send you an update when the solution is live.

## Atlas Resources

### Atlas Support Hub

- [Atlas FAQs](#)
- [New PPP Round FAQs](#)
- [SBA PPP guidance and resources \(as of January 19th\)](#)
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January 21, 2021

06:45 PM ET

## Atlas Updates

### Closing Resources Coming Shortly

We will start rolling out closing resources shortly. Here's what you can expect:

- Later Today: the prepopulated Note (SBA Form 147) will be available in Atlas for each of your loans in "Ready to Close" status
- Later Today: a loan file (.xlsx) with data on all of your loans in the "Ready to Close" status will be available in Analytics
- Tomorrow: a loan file (.csv) for each loan in the "Ready to Close" status will be available in Atlas

Right Now: [Knowledge Base article](#) on loan closing documents available in Atlas, which we will continue to update

## Atlas Resources

### Atlas Support Hub

- [Atlas FAQs](#)
- [New PPP Round FAQs](#)
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# Flash Message



January 21, 2021

11:45 AM ET

## Atlas Updates

### New Features Released to Help You

The following features have arrived to help you and your applicants.

#### Borrower Application Updates

- We have added a **Recall Signature Request** button in the borrower's PPP Application Hub. After selecting this button, the borrower will be able to edit their application, resubmit, and regenerate a DocuSign with the edited information.
- Once the borrower successfully clicks the **Sign Application** button, the button will now disappear so that the borrower does not select it multiple times.
- There is now an **Application Submission Files** box in the borrower's PPP Application Hub. The box contains all Borrower Applications on SBA Form 2483/2483-SD, including unsigned, signed, and revised (if any) versions.
- When borrowers create an account, they will now see a **"Preparing Your Application" message** that will encourage them to not refresh or leave the application page. This should result in fewer "Failure to Register" messages.
- We added **email address validation** for the address of the primary contact and signatories. This will improve the data on the application and decrease issues with the signing process.
- Borrowers can **override address validation** by manually entering their address within their applications. Please note that it will be indicated in Atlas if the Borrower overrides address validation, in which case, the SBA has indicated that the lender is responsible for confirming that the address is valid.

#### Atlas Updates

##### Lender Actions

New features are available when you select the **Actions** button in while in *Application Detail View* ("eye" view) in Atlas.

- The *Request Signature* button has been renamed to the **Resend DocuSign (No ID Check button)**. This button is available while the application is in *Signature Requested* status. It has the same functionality as before: it allows the lender to resend the DocuSign to the borrower without the Knowledge-Based Authentication questions.
- The new **Send to WAITING\_ON\_UPDATE with signature status** allows the lender to send the application back to the borrower to edit and generate a new DocuSign containing the borrower's edits. To use this feature, the application must be *In Review* status in Atlas. Lenders cannot edit the application while in this status, only the borrower can edit.

- If the lender requires the borrower to edit the application but does not require a new DocuSign to be generated, you may instead select the *Send to WAITING\_ON\_UPDATE* status.
- The new **Withdraw SBA Submission status** allows the lenders to withdraw an application submitted to the SBA by selecting this status from the *Actions* button while in *SBA Review* status in Atlas.

#### More Features to Improve Your Experience in Atlas

- On the *Application Manager* page, we have improved the **search for applications assigned to you or your colleagues** using the *Select an assignee* drop down list.
- In the *Documents* section under the *Application Data* tab while in *Application Detail View*, lenders can now select the **UNDERWRITING\_FILES** file type to upload files that are not visible by the borrower. Note that all other uploaded file types are visible to borrowers.
- We have made updates to **improve the status updates from the SBA**, which should improve both the speed and amount of information we receive from the SBA on decisions. The *SBA Decision* section is under the *Submissions* tab while in *Application Detail View*.
- The **Edit buttons** are now only visible when they are available for lenders' use while *In Review* status. **Additional fields are now editable by lenders** in Atlas, including franchisee.

More features will be released soon, and we will inform you as they become available. Thank you for being our client.

## Atlas Resources

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# Flash Message



January 21, 2021

11:25 AM ET

## Atlas Updates

### Applications Progressing from Signature Requested

We have identified and solved a latency issue where applications were remaining in a "Signature Requested" status. Applications are now progressing correctly to "Lender Review" after the applicant has signed their DocuSign.

## Atlas Resources

### Atlas Support Hub

- [Atlas FAQs](#)
- [New PPP Round FAQs](#)
- [SBA PPP guidance and resources \(as of January 19th\)](#)
- [SBA Submission Response Codes](#)
- [Daily Q&A Sessions – PPP Lending with Atlas \(until January 22\)](#)
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  - [Daily at 5:00 p.m. ET](#)
- [On-demand Q&A Session](#)
- [On-demand demo of the Atlas PPP Solution](#)

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# Flash Message



January 20, 2021

7:50 AM ET

## Atlas Updates

### Important DocuSign Resolution

The latency issue identified yesterday has been resolved with DocuSign. Your applicants should start receiving the DocuSigns that were initiated during the latency period.

As a reminder, any DocuSigns you requested will be delivered to your applicants, if not already. You should not need to resend any DocuSign previously requested to be sent.

**Important reminder:** When clicking the “Signature Requested” or “Waiting on Updates with signature” button in Atlas, please click this button only **once**. Applicants receive a new DocuSign for each button push which results in some applicants receiving numerous DocuSigns.

## Atlas Resources

### Atlas Support Hub

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- [New PPP Round FAQs](#)
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# Flash Message



January 20, 2021

5:00 PM ET

## Atlas Updates

### Applications not moving to "Signature Requested"

Please know that we have identified an issue where applications may be remaining in a "In Progress" status instead of advancing to "Signature Requested" after a DocuSign is sent. We are working to resolve this issue and will update you.

## Atlas Resources

### Atlas Support Hub

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# Flash Message



January 20, 2021

12:20 PM ET

## Atlas Updates

### SBA Decisioning Update

Many users have asked about the status of applications that have been sent to the SBA for decisioning. We have additional clarity on the wait period between when an application is submitted to the SBA and when a decision on the application is shown in Atlas.

Our Atlas API connection to the SBA is immediate. However, the SBA has been sending updates out on statuses only once a day. The application status in Atlas will be updated as soon as the SBA releases their daily updates, so please check back at least once a day on the applications in the SBA submission stage.

Additionally, the SBA has multiple approved status types and we continue to update our Atlas API to ensure that we are pulling all types of SBA approved statuses.

We will continue to move as fast as the SBA allows, and will notify you if the SBA increases their frequency in releases.

## Atlas Resources

### Atlas Support Hub

- [Atlas FAQs](#)
- [New PPP Round FAQs](#)
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- [SBA Submission Response Codes](#)
- [Daily Q&A Sessions – PPP Lending with Atlas \(until January 22\)](#)
  - [Daily at 11:00 a.m. ET](#)
  - [Daily at 5:00 p.m. ET](#)
- [On-demand introductory training on Atlas](#)
- [On-demand demo of the Atlas PPP Solution](#)

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# Flash Message



January 20, 2021

9:00 AM ET

## Atlas Updates

### Resolution of "Failed to Register" Message

We know some PPP applicants experienced an issue logging in earlier. The applicant may have seen a message, "Failed to register." In case the applicant has not already succeeded in using another email address to login, we have resolved this issue for impacted applicants.

**The following guidance only applies if the applicant has not used another email address already and still needs assistance to create an account.**

The impacted applicants will need to recreate an account in order to start their PPP application. They can create an account using the same email address that previously triggered the "Failed to register" message.

If an applicant still receives a "Failure to Register" message, they should be able to create an account using an email address other than the one that caused the "Failure to Register" message. Applicants who use Gmail can use a Gmail alias. See the below instructions on how to establish a Gmail alias account.

**Gmail Users: How To Quickly Establish an Email Alias**

Atlas  
powered by STREETSHARES

Last Updated: January 15, 2021 / 12:45 ET

### Gmail Users: How To Quickly Establish an Email Alias

For Gmail users only

Gmail users can create a temporary alias **using a plus sign at the end of their current address.**

As an example, we will use the email address: johndoe@gmail.com.

For this example, "johndoe+@gmail.com" is a temporary alias, although "john+doe@gmail" isn't (messages sent to such an address will fail).

You can type anything after the plus sign, such as "johndoe+1@gmail.com," and mail sent to that "+1" address still goes to johndoe@gmail.com's inbox.

For gmail users creating applications, this is a quick way to circumvent the PPP application blocking the user from starting because of an existing email address already being used.

## Atlas Resources



Atlas Support Hub

- [Atlas FAQs](#)
- [New PPP Round FAQs](#)
- [SBA PPP guidance and resources \(as of January 19th\)](#)
- [SBA Submission Response Codes](#)
- [Daily Q&A Sessions – PPP Lending with Atlas \(until January 22\)](#)
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# Flash Message



January 19, 2021

8:00 PM ET

## Atlas Updates

### “Failed to Register” Message

We know some PPP applicants are experiencing the message “Failed to register” when creating an account. We are working to resolve this further. We will update you with the resolution or workaround as soon as possible.

## Atlas Resources

### Atlas Support Hub

- [Atlas FAQs](#)
- [New PPP Round FAQs](#)
- [SBA PPP guidance and resources \(as of January 19th\)](#)
- [SBA Submission Response Codes](#)
- [Daily Q&A Sessions – PPP Lending with Atlas \(until January 22\)](#)
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# Flash Message



January 19, 2021

7:45 PM ET

## Atlas Updates

### Important DocuSign Update

As announced earlier today, we have identified a latency issue with DocuSign that is causing a delay between when a DocuSign request is made and the applicant receives their DocuSign for signature. We are actively working with DocuSign to resolve the issue and will update you as soon as it is resolved.

Please note that any DocuSigns you requested today will be delivered to your applicants, if not already. You should not need to resend any DocuSign previously requested to be sent.

**Important reminder:** When clicking the "Signature Requested" or "Waiting on Updates with signature" button in Atlas, please click this button only **once**. Applicants receive a new DocuSign for each button push which results in some applicants receiving numerous DocuSigns.

## Atlas Resources

### Atlas Support Hub

- [Atlas FAQs](#)
- [New PPP Round FAQs](#)
- [SBA PPP guidance and resources \(as of January 19th\)](#)
- [SBA Submission Response Codes](#)
- [Daily Q&A Sessions – PPP Lending with Atlas \(until January 22\)](#)
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# Flash Message



January 19, 2021

10:45 AM ET

## Atlas Updates

### Resolution of “Failed to Register” Message

A small subset of PPP applicants experienced an issue logging in earlier. The applicant may have seen a message, “Failed to register.” We have resolved this issue and applicants should no longer receive the “Failed to Register” message. The impacted applicants will need to re-create an account in order to start their PPP application. They can create an account using the same email address that previously triggered the “Failed to register” message.

## Atlas Resources

### Atlas Support Hub

- [Atlas FAQs](#)
- [New PPP Round FAQs](#)
- [SBA PPP guidance and resources \(as of January 19th\)](#)
- [SBA Submission Response Codes](#)
- [Daily Q&A Sessions – PPP Lending with Atlas \(until January 22\)](#)
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# Flash Message



January 18, 2021

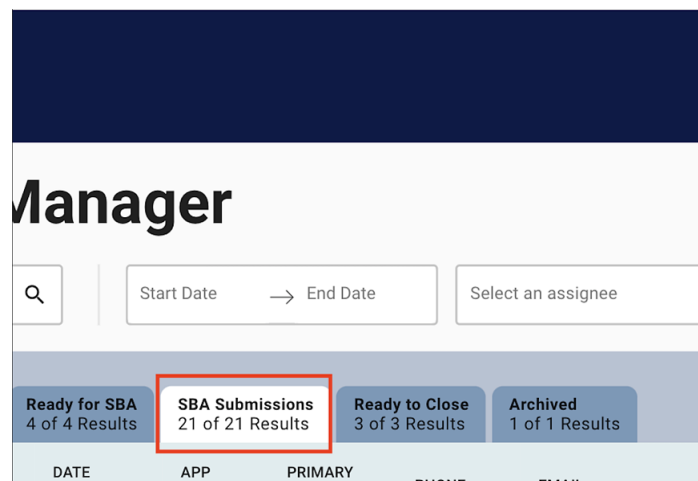
6:15 PM ET

## Atlas Updates

### Check Your "SBA Submissions" Tab for the Latest

There is now even more to view within Atlas regarding the status of your applications as they come back from SBA with decisions.

Please click the tab entitled "SBA Submissions" to see the very latest.



## Atlas Resources

### Atlas Support Hub

- [Atlas FAQs](#)
- [New PPP Round FAQs](#)
- [SBA PPP guidance and forms \(as of January 14th\)](#)
- [SBA Submission Response Codes](#)
- [Daily Q&A Sessions – PPP Lending with Atlas \(until January 22\)](#)
  - [Daily at 11:00 a.m. ET](#)
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# Flash Message



January 18, 2021

2:00 PM ET

## Atlas Updates

### SBA Submission Response Code Error: E0006

The SBA continues to refine its submission processes, field mapping, and validation processes. We have resolved a field mapping issue with the SBA related to SBA Response Code Error: E0006. Lenders should not see this error going forward.

Financial institutions that have affected applicants with this code previously should take the following actions in **the lender's SBA Portal** ([forgiveness.sba.gov](https://forgiveness.sba.gov)) and in Atlas depending on the application status in the SBA Portal:

- **In the SBA Portal:** If the application is in **PENDING VALIDATION** status or **FAILED VALIDATION** status in the SBA Portal, the lender should withdraw the application in the SBA Portal. **In Atlas:** After the lender has withdrawn the application in the SBA Portal, the lender should then return to Atlas and submit the application in Atlas.
- **In the SBA Portal:** If the application is in **UNDER REVIEW** status in the SBA Portal, the lender should withdraw the application in the SBA Portal. However, if the application has reached SBA's E-Tran system, and it is not possible to withdraw the application, we recommend the lender wait for the SBA's review and response. If the application is not approved by the SBA, then withdraw the application in the SBA Portal. **In Atlas:** After the lender has withdrawn the application in the SBA Portal, the lender should then return to Atlas and submit the application in Atlas.

We will continue to monitor and refine our submission API technology with the SBA. We saw increased submission success rates over the weekend and expect that to continue.

Please click here to refer to our updated Instructional Guide for more information on this subject.

[E0006 Guide](#)

## Atlas Resources

### Atlas Support Hub

- [Atlas FAQs](#)
- [New PPP Round FAQs](#)
- [SBA PPP guidance and forms \(as of January 14th\)](#)
- [SBA Submission Response Codes](#)
- [Daily Q&A Sessions – PPP Lending with Atlas \(until January 22\)](#)
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# FAQs



January 17, 2021

## Your Critical Atlas Questions & Answers

We have diligently compiled some of the most critical questions that financial institutions and their borrowers have been asking. Please see the document linked below.

Here are a few of the questions found in the FAQs:

- **8. Can an applicant edit their application after submitting it?**
- **26. What do I do if the SBA rejects the application because the loan amount exceeds the maximum limit?**
- **39. What should we do if the SBA submission attempt returns an error?**

We will be updating this document frequently, so please check back often to ensure your questions have been answered.

We thank you for your support and for being an Atlas user during this round of Paycheck Protection Program (PPP).

FAQs

## Atlas Resources

### Atlas Support Hub

- [New PPP Round FAQs](#)
- [SBA PPP guidance and forms \(as of January 14th\)](#)
- [SBA Submission Response Codes](#)
- [Live Q&A on PPP Updates](#)
  1. [Daily at 2:00 p.m. ET](#)
- [Live introductory training sessions on Atlas](#)
  1. [Daily at 11:00 a.m. ET](#)
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January 16, 2021

8:12 PM ET

## Atlas Updates

### New Features Released

We are pleased to announce that the following features have been released and are now live in Atlas:

- Edits
- Notes
- Resources Page Updates
- Re-send DocuSign request without Knowledge-Based Authentication

More features will be released soon and we will inform you as they become available.

## Atlas Resources

Live Q&A on PPP Updates

- [Daily at 2:00 p.m. ET](#)

On-demand introductory training on Atlas

- [Video](#)

Live introductory training sessions on Atlas

- [Daily at 11:00 a.m. ET](#)
- [Daily at 5:00 p.m. ET](#)

View the on-demand demo of the Atlas PPP Solution

- [Video](#)

New PPP Round FAQs

- [FAQ](#)

Atlas Frequently Asked Questions

- [FAQ](#)

SBA guidance and forms (as of January 10th)

- [PPP Resources](#)

[Atlas Support Hub](#)

[Client Portal](#)

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