



**AVISTA Tech Support  
WI Division**

**Released: June 1, 2011**

We welcome everyone to Peoples Home Equity and our web-based software program, Avista Solutions.

After receiving your Avista Welcome Letter with your login information and attachments on how to submit loans and conduct business with us, we realize you may need support from time-to-time.

Please find the information below helpful in your time of need:

**Your PHE Tech Support Team:**

Email: [support@pewholesale.com](mailto:support@pewholesale.com)

Phone: Donna Thompson 414-831-4363 for passwords and technical support.

Phone: Angelo Casino 414-831-4389 for retail origination and processing.

For help with questions like:

1. I cannot login. What is my UserID and/or password? (Donna)
2. I am locked out of Avista! How do I reset my password? (Donna)
3. I cannot run CBR or AUS findings! How do I get access? (Angelo)
4. I am getting a security error notice. How do I get rid of it? (Donna)
5. I cannot produce an initial document pkg thru DocMagic. (Angelo)
6. How do I perform a brokered out loan? (Angelo)
7. Other concerns, etc.

For new Avista registrations, please contact [dthompson@pewholesale.com](mailto:dthompson@pewholesale.com).

If you have any other questions, please contact your Account Executive.

Thank you.