

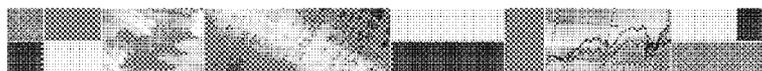
## GTS: Operations Technology - Loan IQ Homepage (Keyword: LoanIQ)

### What's New

LoanIQ production support requests can now be sent using the request for in "IT Support Request" on the homepage.

### Loan IQ Release Notes

- Feb-21-2008
- Feb-08-2008
- Jan-30-2008
- Jan-11-2008
- Dec-19-2007
- Dec-07-2007
- Nov-19-2007
- Nov-16-2007



### IT Support Request

Click [Create LoanIQ IT Support Request](#) to submit questions or requests.

### Contacts

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**Loan IQ** is a vendor supplied comprehensive tool that covers the entire life cycle of loan investment and syndication – from origination and deal tracking to administration and record maintenance. This is a fully integrated global, multi-currency system for the processing and administration of the commercial bank loan product. The system feeds many of the firms major upstream and downstream applications: the General Ledger, G Quest, LAURA, CATS, GFS, ESM, eBanker, GLMS, LFP, Global Products, Global Accounts, GCCM, GSSR and others. All of LoanIQ's reporting is web based on a Crystal platform. This reporting layer provides the flexibility to download the information to EXCEL for further risk and business analysis.

#### Loan Origination

[Click here for current process flow diagram.](#)

[Click here for future process flow diagram.](#)

#### Secondary Trading

[Click here for current process flow diagram.](#)

[Click here for future process flow diagram.](#)

### How Do I ?

- How can I reset my Loan IQ application password ?
- How can I get a new Loan IQ user account ?
- How can get the Loan IQ client installed on my PC ?
- How do I get access to the LIQ content in LehmanLive ?
- How do I get a Loan IQ ledger established?
- How do I create a new branch in Loan IQ ?
- How can I setup a branch for sending/receiving payments through GCCM ?
- How do I submit a new project to Loan IQ Technology ?

#### How can I reset my Loan IQ application password ?

Contact Global Help desk to reset your LoanIQ password.

NY/NJ short dial # 5-4357, London short dial # 8526 4357

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#### How can I get a new Loan IQ user account ?

Create TAC request with "Loan IQ - for new users". Supply mirror ID and the P/L to charge the license fee.

### IT Service Request

IT Service	Group Email
Prod Support	Email
Dev Support	Email

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**How can get the Loan IQ client installed on my PC ?**

Create TAC request for installing the Desktop package. Search for "loan" to get the list of available versions.

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**How do I get access to the LIQ content in LehmanLive ?**

Send email to LoanIQ Support with the necessary approvals, tech team will process the request.

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**How do I get a Loan IQ ledger established?**

This is done through a request to the Pathfinder group. Please see LL keyword "Pathfinder".

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**How do I create a new branch in Loan IQ ?**

This will be done by the Pathfinder group as part of the request to set up a new management code. In order for the Pathfinder group to complete the set up they will require that a customer is set up within Loan IQ. Please see LL keyword "Pathfinder" for more details.

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**How can I setup a branch for sending/receiving payments through GCCM ?**

Contact GCCM Cash Management to get a new In-house Account created for the branch and necessary currencies. Work with LoanIQ Support to setup the MIS Code mapping for the branch in Loan IQ.

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**How do I submit a new project to Loan IQ Technology ?**

Open new issue to LoanIQ using JIRA (LL Keyword JIRA, use "GTS Access" in the "JIRA Instance Access" tab) OR Email completed Project Request Form to LoanIQ IT Dev Support.

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