

Frequently Asked Questions: Loan Reservation System

About the Online Reservation System

With our online reservation system, you can enter reservations, change, cancel, and extend reservation locks yourself, right online.

<https://egov.hcs.state.or.us/reser/login.jsp>

For more information, contact us at:

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Salem, OR 97301-1266

PH (503) 986-2046

Toll-Free in Oregon, 1-877-788-2663

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Question: How do I place a reservation?

Answer:

- Log into the online reservation site at <https://egov.hcs.state.or.us/reser/login.jsp>
- Enter ID and password
- Select 'List of Reservations'
- Make sure you are viewing screen as a full page
- Select button on right labeled 'New'
- Enter all the information
- Click the 'Save' button. *Note: The expiration date will display after the file is saved*
- The screen will ask: 'Are you sure you want to save the changes to this New Reservation?' Select Yes
- Reservations display under 'List of Pending Updates'
- Click the 'Detail' button (far right) for the client, then select 'Print' for a confirmation
- Make sure to check the box indicating the Purchase Agreement has been sent

Question: How do I change existing reservations?

Answer:

- Log into the online reservation site at <https://egov.hcs.state.or.us/reser/login.jsp>
- Enter ID and password
- Select "List of Reservations"
- Make sure you are viewing the screen as a full page
- Look under the List 'Active Reservations' or 'List of Pending Updates' for your client. On the far right for that client, click the 'Detail' button. Your information should then populate the screen
- Click the 'Edit' button (far right).
- Enter all changes and click 'Save'
- A screen will display 'Are you sure you want to save the changes to this Reservation ID?' Click 'Yes'
- Your reservations will display under the 'List of Pending Updates', Click the 'Detail' button (far right) for that client, then select 'Print.' These changes must first be approved before further changes are allowed

Question: How far out can I extend a reservation?

Answer:

- A reservation extension is allowed once the reservation is within 30 days of expiring
- A reservation can be extended one time, for an additional 90 days after the current expiration date (180 days total maximum lock term)

Question: How do I go back and print?

Answer:

- Click the the 'Detail' button (far right) for that client
- The screen will populate with the client's information below and a 'Print' button on right