Introduction to Encompass
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Introduction
Course Overview

This course provides users with an overview of the Encompass software. Users will learn how to use the Home Page and setup their Pipeline. Users will also learn about the parts of a loan file, and the purpose of the Contacts, Trades, Dashboard and Reports tabs. In addition, this course covers the Help resources and an overview of the Settings tab.

The administrator will learn about the Encompass software from the user’s perspective. This is important when the administrator starts to configure the software since the settings affect the user’s environment and experience while using Encompass.

Intended Audience

This course is intended for all new users of the Encompass software and is a pre-requisite for all other courses.

Encompass Edition

This course is for users on both the Banker and Broker Editions of Encompass. The screen images in the student guide are of the Banker Edition unless noted. The student guide points out the differences between the editions.

Course Outline

Lesson 1: Encompass Overview

- Home Page and Pipeline tab
- Loan Workspace
- Milestones and Milestone Worksheet
- Service Providers
- Print Forms
- Notifications
- eFolder
- Trades Tab
- Contacts Tab
- Dashboard Tab
- Reports Tab

Lesson 2: Settings and Resources

- Encompass Settings
- Help Resources
## Student Guide Icons

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="checkmark.png" alt="Knowledge Check" /></td>
<td><strong>Knowledge Check</strong> - Indicates a question to assess knowledge transfer.</td>
</tr>
<tr>
<td><img src="warning.png" alt="Note" /></td>
<td><strong>Note</strong> - Calls attention to important information and additional functionality.</td>
</tr>
<tr>
<td><img src="practice.png" alt="Practice" /></td>
<td><strong>Practice</strong> - Indicates hands-on activities.</td>
</tr>
<tr>
<td><img src="reference.png" alt="Reference" /></td>
<td><strong>Reference</strong> - Identifies items where you can find additional help within this student guide or in other resources.</td>
</tr>
</tbody>
</table>
Introduction to Encompass
Encompass Overview
Introduction and Learning Objectives

This lesson covers how to log into Encompass and provides a high-level overview of the key features and functions of Encompass. This lesson also covers the specifics on configuring the Home Page and the Pipeline.

Learning Objectives

By the end of this lesson, you will be able to:

• Configure the Home Page and Pipeline
• Define the Loan Workspace
• Describe milestones and the milestone worksheet
• Add service providers
• Print loan documents
• Describe the purpose of the eFolder
• Describe the purpose of the Trades, Contacts, Dashboard, and Reports features
Encompass is software used to originate, process, and manage loans. This software provides powerful tools to manage the loan process from start to finish as well as tools to configure, customize, and administer Encompass to match the specific requirements of your company.

The key features are:

- **Front-end and Back-end Processes**
  For the both the Banker and Broker Editions, Encompass includes Customer Acquisition, Marketing, Loan Origination, Processing, Closing, and Business Reporting. The Banker Edition also includes tools for Funding, Shipping, and Secondary Marketing.

- **Customizable Pipeline View**
  Easy access to alerts and loan details without opening the loan file.

- **Customizable Home Page**
  Easy access to tools, features, system messages, the Encompass Resource Center, and more.

- **Collaboration and Communication**
  Loan processors can communicate internally and remotely with loan officers to track loan status, update information, and view a loan's movement throughout the process.

- **Contact Management System**
  Includes marketing tool to generate referrals and repeat business.

- **Business Reporting**
  Reporting engine to gain visibility into your business operations.

- **Settlement Services**
  Hub to order and manage all of your settlement services.

- **Closing**
  Closing system with document preparation services.

- **Administration**
  Tools to setup and configure Encompass to meet your company's requirements and help your users complete the loan process accurately.

- **eDisclosures and eSigning**
  Use the Encompass eFolder to easily and securely send disclosures and other loan document to your borrower and receive back signed documents.

**NOTE:** The eDisclosures and eSigning features are available for clients using our Electronic Document Management product.
Log in to Encompass

End Users
Your system administrator will create a user profile for you that includes a User ID and Password. Your user profile also contains settings that define access to loan files, and personas that define the Encompass features and functions you will need to use. When you log in, type your User ID and Password, and then select Networked mode. Your system administrator will provide the name of the server to type in the Server field. You may be asked to change your password during your initial login.

System Administrator
System administrators use the admin User ID which provides access to all Encompass functions. Use the password that gets created during system installation process.

To Log in to Encompass:
1  Double-click the Encompass icon on your desktop.
2  On the Encompass Log In window, enter the following:
   • User ID: [your assigned User ID]
   • Password: [your assigned password]
   • Connection: Networked
   • Server: [provided by your system administrator]
3  Click OK.

NOTE: After the first log in using the Networked connection, the system will remember your server name.
Encompass Environment

Navigating between features, tools, and forms is simple and intuitive. At the top of the screen, you will see the current build (release), your connection, User ID, and Client ID. Directly below is the Encompass menu bar. The menu changes depending on where you are in the software. You will always have access to the Encompass, View, and Help menu items.

The tabs you see are based on persona and user settings. The screen image below shows all the available tabs in the Banker Edition.

There are standard icons used throughout Encompass. This course covers the most common icons.

![Encompass Environment](image)

To access the tools and functions to which you are authorized, click a tab at the top of the window. Each window contains buttons, file menus, and keyboard shortcuts for the available tasks.
Introduction to Encompass

The **Home Page** is the first screen users see after logging in to Encompass. It serves as a central location for viewing important information. Information is contained in modules that can be configured to display a range of loan data and other business-related information. Links on the modules allow you to quickly access loan files, tools, and other resources.

Modules are arranged in three columns on the Home Page. Modules in the left and center columns are configurable and can be added, removed, or repositioned. The modules in the right column are permanent and cannot be changed.

The system administrator creates the default settings for users. If you have permission, you can add, remove, reposition, and edit the settings for up to 12 configurable modules that display in the left and center columns. Examples:

- A user can add the module called:
  - *Loans with Alerts* to view all current loans needing attention.
  - *Loans in My Pipeline* to view loans in their pipeline based on the selected pipeline view.

- A system administrator can:
  - Add the module called *Logged in Users* to see at a glance the current users in Encompass.
  - Use the **Admin Whiteboard** module to post messages to users. This module includes a text editor. The **Admin Whiteboard** module can be duplicated.

![Home Page Screenshot](image-url)
Configurable Modules

The ability to add or remove modules is controlled by the administrator using the Persona settings.

To Add Modules:
1. Click the Add Modules link on the upper-right of the Home Page.
2. When the Add Modules screen opens, select check boxes for one or more modules to add, and then click the Add Selected Modules button in the upper-right.

**NOTE:** A message at the top of the Add Modules screen describes the number of modules currently on the Home Page and the number of additional modules you can select.

To Move Modules:
To reposition a module, click the module title bar and drag it to a new location.

To Edit Modules:
1. Click the Options icon in the upper-right corner of the module.
2. To change the module color, click a color on the palette.
3. Or, to change the module preferences, click Preferences, adjust the settings, and click Save.
4. Or, click Duplicate this module to create a duplicate.

**NOTE:** The options for Preferences vary by module. Commonly available options include adjusting the number of items in the module, setting a time frame for the data, or adding a website URL.

To Remove Modules:
1. Click the Options icon in the upper-right corner of a module.
2. Click Remove this module, and then click OK on the confirmation message.

Permanent Modules

The right column contains modules that display product-related messages, product resources, and your account information. These modules are permanent and cannot be removed or repositioned. The modules are:

- **Ellie Mae Messages** - View messages from Ellie Mae, providers of Encompass.
- **Encompass Resource Center** - Access the Encompass Resource Center, where you will find resources that help you learn and succeed with Encompass.
- **My Account** - View and access your account information and user profile from one location.
  - Click Manage My Account to view your product licenses, view and pay invoices, and view transactions, and closed loan reports.
- **WebCenter Administration** - Click the WebCenter Administration link to update pages, manage settings, and view site statistics for the websites associated with your company.

Reference: Home Page Video Tutorial
Introduction to Encompass

Lesson 1: Encompass Overview

Pipeline

The **Pipeline** is the starting point for viewing key information and initiating tasks for users involved in loan origination and processing. From the Pipeline, users can:

- Originate loans
- View loan summary and detail information
- Search, sort, move, delete, and duplicate loans
- Manage alerts
- Import and transfer loans
- Click icons to view key loan information without opening the loan file
- Create views

**Pipeline View (1)**

Users will have one or more default views from which to choose. The administrator determines the views that are available to you based on your assigned personas. The administrator also controls the default columns that are included in the view, the order in which the columns appear, and how they are sorted.

**Loan Folders (2)**

The Loan Folder list contains the loan folders that you can access. You also can view all the loans you are allowed to see or just your own. From the Company drop-down list, select Internal Organization to view loans that are originated in Encompass or select TPO to view loans that are submitted by TPOs only.

**Sort Loans (3)**

On the Pipeline, you can sort loans based on the information displayed in the Pipeline columns. Click a column header to sort all loans in ascending or descending order based on the information in a column.

You can sort loans based on two levels of loan data. For example, you can sort loans based on the loan amount and the current milestone. First, click the **Loan Amount** column header to sort by ascending loan amount. Then, click the **Last Finished Milestone** column header. The loans are sorted by last finished milestone, and the loans within each milestone group are sorted by loan amount.
Customizing Columns (3)

When viewing loans on the Pipeline, you can control what information is displayed and how it is displayed.

To Change the Columns:
1. Right-click a column header, and then click Customize Columns.
2. To remove a column from the Pipeline, clear the corresponding check box.
3. To add a column, select the corresponding check box.
4. To change the column order, select a column name in the list.
5. Click the up arrow or down arrow in the upper-right corner to move the column up or down in the list.
   The column at the top of the list displays on the far left of the table. The remaining columns display from left to right according to their list order.
6. Click OK.

Another way to change the column order is to click and then drag a column to the desired location.

NOTE: Banker Only - Users may have restricted access to the fields that can be added.

Search for Loans (4)

There are two methods for searching for loans from your Pipeline:

• Simple Search - Type data into a field above a Pipeline column or select an option from a column's drop-down list.
• Advanced Search - Search for loans by creating your own search filters.

After performing a search, you can clear the results by clicking the Clear button, or you can save the results as a new custom view. Then you can select this view at any time to apply the search criteria to your Pipeline.

To Perform a Simple Search:
• Type all or part of a search term (text or numerals) into a blank field above a column, and then press the Enter key (or click anywhere on the Pipeline below the column fields).
• Or, select an operator (if available) from the list, and then enter a number. For example, >= 25,000 (greater than or equal to 25,000). Then press the Enter key (or click anywhere on the Pipeline below the column fields).
• Or, select an option from a column field's drop-down list.

In the example in the screen image below, the following search criteria was used:
• Loan Amount < 417001 and Rate Lock/Request Status = Not Locked and Loan Type = Conventional

Noticed that the search criteria is displayed in the Filter section of the Pipeline.
To Perform an Advanced Search:
Use the Advanced Search option to create your own search criteria.

1. Click the Advanced Search button to open the Advanced Search window.

   NOTE: Any searches from a simple search displayed in the Filter section, will appear in the Advanced Search window.

2. Click the New icon.

   NOTE: The New icon inserts a filter at the bottom of the list. To insert a filter above an existing filter, select a filter, click Insert, and then define the new filter as described below.

3. On the Add/Edit Search Filter window, click the Find icon.

4. On the Select Field window, double-click to select a field from the list.
   - Or, type one or more characters and click Find. The first occurrence of the characters in any column is found.

5. Select an Operator, enter (or select) a Value, and then click OK.
   - The Operator and Value define how the field will be used to search for loans. For example:
     Field ID = 1109 (Loan Amount)
     Operator = Greater than
     Value = 250000

6. Repeat steps 2 through 5 to add more filters.

7. You can use parentheses to control the order in which multiple filters are evaluated. Click Parentheses, select the filters to group, click the New icon, and then click OK.

8. Click Apply.
Create Views

After changing the columns, sorting the data, applying search criteria, or selecting All Loans or My Loans (where applicable), you can save the new configuration as a new custom view. Once you save a view, you can select it at any time to apply the criteria to your loan or contact data.

1. Once you have set up the data to your specifications, click the **Save** icon.
2. Select **Save as**.

   **NOTE:** The **Update the current view** option is available only for custom views. You cannot save or update a standard view.

3. Type the name of the view.
4. Clear the **Set as my default view** check box if you do not want this view to be the default view that displays when you log in to Encompass and view your Pipeline.
5. Click **Save**.

   **NOTE:** You will not be prompted to save your changes when you log out. If you log out without saving your changes, your data will return to its previous configuration when you log back in.

### Manage Views

Click the **Manage Views** icon to the right of the Pipeline View field to view the default views and your custom views. From the Manage Views window, you can copy, delete, and rename your custom views. You can also set a view as default.
Introduction to Encompass

Loan Summary List (5)

The loan files display in the summary area of the Pipeline tab. Loans in the summary area display with the following colors:

- **White** - A loan with a status of Active Loan, Loan Originated, or Loan purchased by your institution.
- **Gray** - A loan with a status of Active Loan, Loan Originated, or Loan purchased by your institution.
- **Pink** - A loan with an Adverse status: Application approved but not accepted, Application denied, Application withdrawn, File closed for incompleteness, Preapproval request denied by financial institution, Preapproval request approved but not accepted.
- **Dark Gray** - The logged-in user has read-only access to the loan.
- **Light Blue** - A loan that is open on the Loan tab.

<table>
<thead>
<tr>
<th></th>
<th>Buyer</th>
<th>Loan Amount</th>
<th>APR</th>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>America, Ardy T</td>
<td>136,000.00</td>
<td>5.75</td>
<td>12 Penndale lane</td>
</tr>
<tr>
<td>1</td>
<td>Brown, Zachary B</td>
<td>219,150.00</td>
<td>6.50</td>
<td>234 Sequoia Drive</td>
</tr>
<tr>
<td>1</td>
<td>Firstimer, Dad</td>
<td>160,000.00</td>
<td>6.00</td>
<td>888 Willis Ave</td>
</tr>
<tr>
<td>1</td>
<td>Gadsden, Thomas</td>
<td>290,319.00</td>
<td>6.50</td>
<td>123A MERSEREAU AVE</td>
</tr>
<tr>
<td>1</td>
<td>Hathaway, Jerry</td>
<td>178,400.00</td>
<td>5.50</td>
<td>5863 Military Road</td>
</tr>
<tr>
<td></td>
<td>Homeowner, John</td>
<td>178,400.00</td>
<td>5.50</td>
<td>4100 Nipoma Cove</td>
</tr>
</tbody>
</table>

Loan Details

There are several icons that can appear on the loan summary allowing you to view expanded loan details.

- **Alert** – Notification that indicates an event had occurred, is pending, is due, or past due.
- **Messages** - Indicates a fax, appraisal order or eDisclosure:
  - **Fax** - Borrower has returned requested documents via fax.
  - **Appraisal Order** - Service provider has accepted or rejected an appraisal order.
  - **eDisclosure** - Borrower has accepted, signed, or returned an eDisclosure package.
- **Borrower Contact** – Borrower contact information.
- **Business Contact** – Loan team member contact information.
- **House** – Lists the properties purchase price, appraised value, and a link to Google Maps.
- **Rate Lock** - Indicates the status of a loan's rate lock:
  - No lock
  - Rate is locked
  - Rate lock is expired
- **Rate Lock Request (Banker Only)** - Indicates an open rate lock request:
  - Request for an unlocked loan
  - Request for a locked loan
  - Request for an extension
Icons

A number of icons are used on the Pipeline to access common tasks. These icons, and many others, are used throughout Encompass.

Reference: For a complete list icons, press F1 for Encompass Help. In the table of contents on the left, click Prepare to Use Encompass, click Work Environment, and then click Navigating and Icon Functions.

<table>
<thead>
<tr>
<th>Icon</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>New or Add</td>
<td>Creates a new file, folder, or item.</td>
</tr>
<tr>
<td>Edit</td>
<td>Opens the selected item for editing.</td>
</tr>
<tr>
<td>Duplicate</td>
<td>Creates a duplicate of the selected item.</td>
</tr>
<tr>
<td>Delete</td>
<td>Deletes the selected item.</td>
</tr>
<tr>
<td>Refresh</td>
<td>Updates data, such as on the Pipeline.</td>
</tr>
<tr>
<td>Excel</td>
<td>Exports data to an Excel spreadsheet.</td>
</tr>
<tr>
<td>Print</td>
<td>Prints the selected information.</td>
</tr>
<tr>
<td>Save</td>
<td>Saves a new or existing item.</td>
</tr>
<tr>
<td>Reset</td>
<td>Discards changes and restores default settings/view.</td>
</tr>
<tr>
<td>Manage Views</td>
<td>Displays custom and default views.</td>
</tr>
</tbody>
</table>

Reference: The Pipeline Video Tutorial
Loan Workspace

When a user originates or opens a loan, the Loan Workspace opens on the Loan tab. The workspace is the focal point for tracking, managing, and carrying out loan activities. The workspace has four sections:

- Work Area Header
- Left Panel, Upper Section - Alerts & Messages and Log tabs
- Left Panel, Lower Section - Tools to process the loan
- Right Panel - Work Area

Work Area Header

The Work Area Header contains a summary of key loan information such as loan amount, loan number, and loan rate. On the right side of the header, the name of the currently-assigned loan team member is displayed. You can click the arrow to the right of the current loan team member to view a list of all team members associated with the loan. You can also click the Borrower Contact icon and select a phone number or email address to initiate a conversation log entry. Above and to the right of the header information is the eFolder icon, used to open the Encompass eFolder.
Introduction to Encompass

Left Panel, Upper Section - Alerts & Messages and Log Tabs

The Log communicates historical, current, and future loan-related activities and events. Log entries contain information such as completed and future milestones, email and phone communications, notifications of required actions (Alerts), document tracking details, and general notations.

The Alerts & Messages tab displays the active alerts and unread messages for a loan.

Left Panel, Lower Section - Forms, Tools, and Services Tabs

The lower left panel contains the following tabs:

- **Forms** - Access to input forms. Users enter data on input forms such as the Borrower Summary, and 1003. To see all the available forms, check Show All at the bottom of the tab.
- **Tools** - Access to tools. Some examples of the tools are Tasks, Disclosure Tracking, Co-Mortgagors and Status Online.
- **Services** - Access to services of the Ellie Mae Network. User can order services such as a credit report or an appraisal.

**NOTE:** To alphabetize the Forms, Tools or Services tabs, check Show in Alpha Order.
Right Panel - Work Area

The right side of the workspace displays the input forms and worksheets used to enter data and update loan information. For example, if you click a milestone entry in the Log, a milestone worksheet opens in the right panel. If you click the File Contacts tool on the Tools tab in the left panel, the File Contacts tool opens in the right panel.

In this example, the 1003 Page 1 form was selected.
Lesson 1: Encompass Overview

Milestones

The loan processing workflow is divided into stages called milestones. A milestone is a step in the workflow that contains loan tasks carried out by an assigned loan team member. As tasks are completed, the milestone is marked as Finished, and work begins toward the next milestone.

There are thirteen predefined milestones provided in Encompass "out of the box": Started, Qualification, Send to Processing, Submittal, Cond. Approval, Resubmittal, Approval, Doc Preparation, Docs Signing, Funding, Post Closing, Shipping, and Completion. Your system administrator can configure the behavior (and the names) of these milestones, create new custom milestones as needed, and set up milestone templates that can be applied to loan files based on the loan's type, channel, or other criteria.

The Pipeline can include milestone columns.

On the Loan tab, the Log displays all completed and future milestones.

Loan team members are responsible for completing tasks for each milestone. When tasks are completed, the loan is assigned to the loan team member who will complete the next set of tasks for the next milestone.
Milestone Worksheet

The Milestone Worksheet is used to record activities and completion of tasks associated with each milestone. The figure below depicts the areas of a worksheet. The options the user sees and the tasks they are permitted or required to complete are based on the configuration of each milestone, personas, individual user settings and business rules (Banker Only).

| 1 Assigned Loan Team Members | The assigned team members for the preceding, current, and next milestone. |
| 2 Accept File (Clear Alert) | Used by the assigned loan team member to accept the loan file and clear the associated alert. |
| 3 Return File to Sender | Used by the assigned loan team member to return the loan to the previous milestone. |
| 4 Days to Finish | The number of days before the expected completion of the milestone. |
| 5 Finished check box | Used to indicate completion of the milestone. |
| 6 Documents | The list of documents required for the milestone. The eFolder button is used to view tracking details. **Banker Only** - A red asterisk to the left of a document's name indicates that the document must be received before the milestone can be completed. A paper clip with a red asterisk to the left of a document name indicates that an attachment is required. |
| 7 Tasks | List of items or reminders of actions to complete before you finish a milestone. The Task List button displays all the tasks for the loan file. **Banker Only** - A red asterisk to the left of a task's name indicates that completion of the task is required. |
| 8 Required Fields **Banker Only** | Lists the loan fields that must be completed before the milestone is finished. Required fields are set up by the administrator using the Milestone Completion Business Rules. The Field Summary button is used to open a separate form that summarizes the loan fields you want to review before completing the milestone. |
| 9 Milestone Comments | Information related to the milestone. Click the Date Stamp button to add the current date and time to the next blank line in the Milestone Comments section. Click Show All to display all milestone comments related to the loan. Comments are grouped according to milestone. **NOTE:** Comments are not connected to the log and only display on this milestone worksheet. |
The Services tab provides a central access point to your service providers. The Ellie Mae Network enables Encompass users to order and receive services from providers electronically. After the provider receives and completes the order, it is imported into the loan file electronically. Encompass allows you to select from a comprehensive list of online lenders and service providers. If you regularly do business with a select group of providers, you can add those providers to your My Providers list, which enables you to quickly locate the providers with whom you regularly do business.

**NOTE:** To set up Ellie Mae Network accounts and manage service providers, your system administrator must grant you authorization to manage your own service provider list.

Connecting to your service providers is a three step process.

1. Open a loan and then click the **Services** tab.
2. Click the button (such as **Order Credit Report**) associated with the provider's service category.
   - Or click the **View My Custom Links** button to view and select a provider from additional categories.
3. Click the **All Providers** tab.
4. Click the **More info** link associated with a service provider.
5. On the service provider’s storefront, click the link or option used to establish an account. The wording of the link will vary, depending on the service provider.
6. Follow the instructions for submitting your registration information.

**Set Up an Account from the Services Tab**

Before you can order services, you must set up accounts with your service providers.

1. Open a loan and then click the **Services** tab.
2. Click the button (such as **Order Credit Report**) associated with the provider's service category.
   - Or click the **View My Custom Links** button to view and select a provider from additional categories.
3. Click the **All Providers** tab.
4. Click the **More info** link associated with a service provider.
5. On the service provider’s storefront, click the link or option used to establish an account. The wording of the link will vary, depending on the service provider.
6. Follow the instructions for submitting your registration information.
Set Up Your My Providers List

When you order services from the Service tab, a window opens with two tabs that display a list of service provider for the category: an All Providers tab and a My Providers tab.

The All Providers tab provides list of online service providers and lenders available through the Ellie Mae Network. The My Providers tab provides fast access to providers with whom you do business regularly.

**NOTE:** Depending on the service, these tabs might have different names. For lenders it will be Find Lenders and My Lenders; for appraisers, All Appraisers and My Appraisers; for title and closing, Find Providers, and My Providers.

**To Add Providers to My Providers Tab:**

1. Click the All Providers tab, select a provider, and then click the Add to List button.
2. Repeat step 1 until you have added all of the providers you want to add to the My Providers tab.
   - A provider is also added to your My Providers tab if you select the provider from the All Providers tab and then submit an order.
Order Services

Now that you have Services set up, you are ready to order a service.

1. On the Services tab, click the button associated with a category of providers. For example: Order Credit Report.

2. On the My Providers tab, select the name of a provider, and then click Submit.
   - Or you can select a provider from the All Providers tab. The provider is automatically added to your My Providers list.

3. Complete the required information on the provider's request form and submit the request.

Reference: Connecting to Partners Electronically Quick Reference Guide
Printing Forms

Once you have completed the preliminary loan forms, you can print or preview the documents. Use the Print tool to preview and print forms and Log entries, as well as to add forms to the eFolder. You can:

- Print individual and groups of forms
- Set the order of printing for multiple forms
- Print forms with borrower data, field IDs, or blank fields
- Convert a form to a PDF and add it to the eFolder

To Print or Preview Forms:

1. On the Pipeline or Loan tab, click the Print icon.
2. On the Print window, select the forms to print as follows:
   - Click the Form Groups tab, and then select a Public or Personal forms group.
   - Or, click the Standard Forms tab and then select a category of forms (such as Verifications).
   - Or, click the Custom Forms tab and select the Public or Personal folder containing the custom forms.
3. Select forms from the left-hand list and click Add to move them to the Selected Forms list.
4 On the Selected Forms list:
   - Select a form and click the **Up** or **Down** arrows to change the print order.
   - Select a form and click **Remove** to remove it from the list.

5 From the Options list, select one of the three printing options.

   **NOTE:** Use the Print forms with field IDs option to print the forms with the source field IDs in each field.

6 Click **Print** to send the forms directly to a selected printer, or click **Preview** to preview the forms first.

   **NOTE:** When you preview a form from the Custom Forms tab, it is previewed in Microsoft Word. You can then make changes prior to printing. The changes apply only to the current print session.

   - Or, click **Print to File** to save the forms to a .pdf file.
   - Or, click **Add to eFolder** to convert the forms to PDF files and add them to the File Manager in the eFolder. The forms are added to the Unassigned Files list in the File Manager. There you can rename and modify the forms, as well as associate them with a document. View the eFolder help topic for more information.
Notifications

A notification is a pop-up message that displays when an event has occurred. To view notification details or open the loan with which the notification is associated, click the link in the notification.

If you do not click the link, the notification disappears after three seconds. The information in the notification remains available in the Pipeline and the Alerts & Messages tab in the loan Log. Click the Alert icon or Message icon associated with the loan to view notification details.

Notification Triggers

Notifications are triggered by alerts or when you receive a message. Notifications display in the lower-right corner of your screen any time Encompass is open. A notification will display when one of the following events occurs:

Alerts

- **Milestone Finished** - When a milestone is finished, the loan team member assigned to the next milestone receives a notification.
- **Rate Lock Requested (Banker Only)** - When a loan officer submits a lock request for an unlocked loan to the lock desk, selected loan team members receive a notification.
- **Rate Lock Request Confirmed (Banker Only)** - When a loan rate is locked by the lock desk, selected loan team members receive a notification.
- **Rate Lock Request Denied (Banker Only)** - When the lock desk denies a lock request, selected loan team members receive a notification.

**NOTE:** Whether or not a notification displays for Milestone or Rate Lock events is determined by your system administrator on the Alerts settings tool.

Messages

- **Borrower Documents Available** - A notification displays when documents you have requested from a borrower have been returned via fax. The associated message displays on the Alerts & Messages tab for the loan and on the Pipeline.
- **Loan File Transferred** - A notification displays when a loan file has been transferred to you. The associated message icon displays to the left of the Loan Mailbox link on the top-right of your Pipeline.
- **New Application Submitted via WebCenter** - When an applicant submits a loan application using a WebCenter site, the assigned loan application recipient receives a notification. The associated message icon displays to the left of the Loan Mailbox link on the top-right of your Pipeline.
- **New Leads Available** - A notification displays for the assigned user when new leads are available in the Lead Center. The associated message icon displays on the Import Leads button on the Borrower Contacts tab.
- **eDisclosure Package Notifications** - If enabled, a notification displays for the loan team member who sends an eDisclosure package to the borrower under the following circumstances:
  - When the borrower accesses the eDisclosure package
  - The borrower fails to accept the eDisclosure package within a specified timeframe
  - The borrower declines to receive the package electronically (i.e., rejects the terms of the eDisclosure Agreement)
eFolder

The eFolder provides a central location for accessing and managing the electronic files, documents, and conditions associated with a loan. The eFolder tracks document-related activities wherever they take place. For example, if you order a credit report from the Borrower Summary form, the request is recorded on the Documents tab on the eFolder.

**NOTE:** Some eFolder features are licensed add-ons. Contact your Ellie Mae sales representative for more information. After you have purchased licenses, administrators can manage which users can use the add-on features.

To access the eFolder, click on the **eFolder** link in the upper right-hand corner of the Loan tab, or click on the **eFolder** button on any milestone worksheet.

### eFolder Tabs

The eFolder includes a Documents tab for managing and tracking documents, three conditions tabs for managing and tracking conditions, and the History tab to monitor changes.

#### Documents Tab

Use the Documents tab on the eFolder to request and manage documents. Documents include loan forms, loan-related files, and settlement services that you receive from borrowers and service providers. The Documents tab also records the ordering and receipt of loan documents, and tracks document-related activities wherever they take place in Encompass. For example, if you order an appraisal from the Services tab in a loan file, the request is recorded on the Documents tab in the eFolder.
Condition Tabs

Use the Conditions tabs on the eFolder to create, track, and clear conditions for a loan. You can associate electronic documents with each condition. You can also access the electronic files assigned to the documents, so that you can easily access and view related information as you track, manage, and clear the condition. A condition with associated documents will display a document icon in the Documents column. Associated documents with file attachments will display a document icon with a paper clip. Select a condition, and then click the Edit icon to open the Condition Details window for the document.

The conditions tabs are:

- **Preliminary Conditions tab** - Typically used by loan processors to track and manage preliminary conditions such as the AUS conditions.
- **Underwriting Conditions tab** - Typically used by underwriters to track and manage conditions that must be cleared before the loan is approved.
- **Post-Closing Condition tab (Banker Only)** - Typically used by shippers to track and manage trailing documents and any other outstanding conditions.

**Broker Edition**

For users on the Broker Edition, you will see the Preliminary Conditions and Underwriting Conditions tabs.

**Banker Edition**

For users on the Banker Edition, the conditions tabs that are visible will depend on the permissions the administrator has given your persona.

**NOTE:** In the Banker Edition, the administrator can create conditions for users to add to the Condition tabs.

History Tab

The History tab provides a detailed history of all of the changes made to electronic files, documents, and conditions for a loan during the origination process.

**Broker Edition**

For users on the Broker Edition, you will see the History tab if you are logged in as admin or if you have an administrator persona.

**Banker Edition**

For users on the Banker Edition, the History tab is visible based on the permissions the administrator has given your persona.

**References:**

- *Encompass eFolder Part 1 - eFolder Basics Tutorial*
- *Encompass eFolder Part 2 - Managing Documents Tutorial*
- *Encompass eFolder Part 3 - Managing Conditions Tutorial*
- *eFolder Essentials* online course
- *CenterWise* Quick Reference Guide
The Trade Management solution supports two common approaches to managing trades. You can pool similar loans and then send them out to investors for bids, or you can create forward-looking trades and assign eligible loans as they come in.

Using Trade Management, you can:
- Create and manage bulk loan trades
- Create master contracts and then apply trades to the contracts
- Apply templates for investor information, SRP pricing, and adjustments based on loan criteria
- Search for eligible loans using simple and advanced searches
- Track trade status, profitability, and transaction history
Contacts

The Contacts tab is the access point for managing borrower and business contacts and carrying out contact-related activities. Users can:

- Add, modify, copy, reassign, and delete contacts
- Originate a loan or order credit for a borrower contact
- Use the Calendar and Tasks features
- Create and manage marketing campaigns
- Create contact groups
- Create customized views
- Track contacts by type and status

References:
- Contact Management and Marketing online course
- Video Tutorials
  - Contact Management - Part 1
  - Contact Management - Part 2
  - Campaign Management
- Quick Reference Guides
  - Contact Management
  - Managing Marketing Campaigns
Dashboard

The Dashboard displays snapshots of real-time loan information, historical data, and performance trends. You can view information such as an overview of loans in the Pipeline, partner activity and trends, and loan team member results. You can also create custom Dashboard configurations that display the specific loan information that you need, in either a table or graph format.

Snapshots and Views

A snapshot contains loan data displayed in a table or graph format. For example, you can view the number and dollar amount of loans that were started by each of your loan officers. Or you can view a bar chart that shows the number of loans at each milestone in your Pipeline. Use the Split View feature to display details of the loans within the snapshot. You can also select a specific data point within the snapshot and view the details of the loans that make up that specific data point.

More than 30 preconfigured snapshots are available that you can use as is or customize to meet the needs of your company. You can also create new snapshots from scratch or by using a preconfigured snapshot as a starting point.

A view is a collection of snapshots displayed on the Dashboard. A view can contain from one to nine snapshots. You can use the default view (named Company View) or create your own custom views using any combination of preconfigured and custom snapshots.

Reference: The Dashboard Video Tutorial
Reports

Use the Reports tool to run predefined reports and to create your own custom reports. Report output displays in Microsoft Excel.

You can generate reports that contain data from:

- **Loans** - Including loan, borrower, file contact, milestone, and document tracking data.
- **Business Contacts** - Including business details, marketing, completed loan, appointment, and custom fields data.
- **Borrower Contacts** - Including borrower, opportunity, marketing, completed loan, appointment, and custom fields data.

**Access to Loan Files**

The data on your report depends on your access to loan files as well as the criteria you select when you define the report. Your ability to access loans assigned to other users is based on your position in the organization hierarchy. Your report will include loans assigned to you, and loans of users directly below you in the hierarchy.

Reference: Reports Video Tutorial
Lesson 1: Encompass Overview

Knowledge Check

What is the first screen you see when you log in to Encompass?
1. Home Page
2. Pipeline
3. eFolder
4. Dashboard

The eFolder provides a central location for accessing and managing:
1. Contacts
2. Trades
3. Milestone details
4. Electronic files, documents, and conditions

Custom views can be created for the Pipeline and Contacts tabs.
1. True
2. False

Match the term to the definition.
1. Alert a. Used to track the completion of tasks and documents associated with each milestone.
2. Home Page b. Used to manage their borrower and business contacts.
3. Milestone Worksheet c. List of historical, current and future loan-related activities and events.
4. Log d. The first screen you see when you log in to Encompass.
5. Pipeline e. Notification that an action is pending or past due.
Lesson Summary

In this lesson, you learned how to:

- Configure the Home Page and Pipeline
- Define the Loan Workspace
- Describe milestones and the milestone worksheet
- Add service providers
- Print loan documents
- Describe the purpose of the eFolder
- Describe the purpose of the Trades, Contacts, Dashboard, and Reports features
Settings and Resources
Introduction and Learning Objectives

In this lesson you will learn how to access settings and various help resources.

Learning Objectives

By the end of this lesson, you be able to:

- Access settings
- Access online help and the Resource Center
The Encompass Settings screen contains features and tools used to define, configure, and manage Encompass. The available options are arranged in a traditional hierarchy tree in the left panel and by category in the right panel.

To Access Settings:

1. On the menu bar, click **Encompass**, and then click **Settings**.

2. On the Encompass Settings screen, use the hierarchy tree in the left panel to locate to open an option. The available options are based on each user's security permissions. You can also access settings by clicking an option in the Settings Overview in the right panel.
### Categories

If you are logged in as admin, you will have access to all of the categories and settings for your edition of Encompass:

<table>
<thead>
<tr>
<th>Category</th>
<th>Edition</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Company/User Setup</td>
<td>Both</td>
<td>Basic company information, organization hierarchy, users, persona, milestone, and user groups.</td>
</tr>
<tr>
<td>External Company Setup</td>
<td>Banker</td>
<td>Settings to create and manage third party originators (TPO).</td>
</tr>
<tr>
<td>Loan Setup</td>
<td>Both</td>
<td>Default and custom settings for loan files, including loan numbering, loan folders, alerts, default input forms, and custom print forms.</td>
</tr>
<tr>
<td>eFolder Setup</td>
<td>Both</td>
<td><strong>Broker</strong> - Set up documents, document groups, document stacking orders and eDisclosures.</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Banker</strong> - Set up documents, document groups, document stacking orders and eDisclosures. Create templates for underwriting and post-closing conditions.</td>
</tr>
<tr>
<td>Docs Setup</td>
<td>Both</td>
<td>Settings to create and manage plan codes and document stacking templates for disclosures and closing document packages.</td>
</tr>
<tr>
<td>Secondary Setup</td>
<td>Banker</td>
<td>Default and custom settings for secondary marketing.</td>
</tr>
<tr>
<td>Contact Setup</td>
<td>Both</td>
<td>Settings for borrower and business contacts, and email server settings for mail merges.</td>
</tr>
<tr>
<td>Loan Templates</td>
<td>Both</td>
<td>Settings for loan templates and template components.</td>
</tr>
<tr>
<td>Tables and Fees</td>
<td>Both</td>
<td>Defaults settings for standard fees and rates.</td>
</tr>
<tr>
<td>Business Rules</td>
<td>Both</td>
<td><strong>Broker</strong> - Creation and management of business rules for appraisals and loan file access.</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Banker</strong> - Creation and management of business rules for appraisals, milestones, fields, input forms, loan file access, and field access.</td>
</tr>
<tr>
<td>System Administration</td>
<td>Both</td>
<td>Administration of tasks such as managing logged-in users and their assigned loans, loan reassignment and system audit trail tools.</td>
</tr>
<tr>
<td>Additional Services</td>
<td>Both</td>
<td>Enable or disable services such as access to Electronic Document Management (EDM), and Status Online, and set up the Compliance Review and Fulfillment services.</td>
</tr>
<tr>
<td>Personal Settings</td>
<td>Both</td>
<td>Settings that are controlled by each user, such as user profile, default file contacts, and status online configuration.</td>
</tr>
</tbody>
</table>
Getting Help with Encompass

There are many resources to help you learn and use Encompass. The two places to find help are:

- Encompass Help Menu
- Encompass Resource Center

Encompass Help Menu

The Help menu at the top of your Encompass window contains options that take you directly to the information you need.

To access the help system, click Help on the menu bar.
Encompass Help (F1)

The online help system provides comprehensive Encompass information, including detailed descriptions of features and tools, step-by-step instructions, and video tutorials. You can also open the online help by pressing the F1 key.

The help system opens to context specific help. In the example below, Encompass was opened on the Home page, therefore Help displayed Home Page information.

Additional Help Links

The Encompass Help menu includes links to:

- **HelpPad** - Allows you to capture field-level help in a separate HelpPad window. This is especially useful for fields that contain detailed definitions or calculations.

- **Tutorials** - The Tutorials menu contains a selection of video tutorials that teach you to use Encompass features such as the Pipeline, eFolder, and Dashboard.

- **Glossary** - The glossary contains definitions of the terminology and features used in Encompass.

- **Documentation Library** - Contains the latest versions of Encompass documentation, including user guides, release notes, quick reference guides, white papers, and tutorials.

- **Encompass Training** - Opens the Training section of the Resource Center. Click on Ellie Mae Learning to listen to a recorded class, view a short eLearning module, or sign up for live training course.

- **Technical Support Options** - Opens the Resource Center that contains the Knowledge Base, a searchable database of how-to articles and problem solutions, and options for contacting our support team.

- **Diagnostic Mode** - Used to collect diagnostic data which can be transmitted to Ellie Mae Customer Support.
- **Feedback** - Opens the Resource Center. At the bottom of the screen there is a link that opens an email message form for you to provide feedback.

- **Ellie Mae Home Page** - Opens to the Ellie Mae company website.  


- **About Encompass** - Provides edition information and links to support, training and license agreement information. This screen provides your Client ID#, and the edition and version of Encompass you’re running. When contacting Customer Support, have this information ready so you can provide it when asked.

**NOTE:** The Encompass client ID is also displayed inside the title bar located at the top of the Encompass user interface.

---

**Field-Level Help in Encompass**

Field-based help automatically displays when you hover your mouse pointer over a field on an input form. The help contains the field ID followed by its description. To disable field-level help, but continue to display the field ID, clear the **Enable field-level help** check box on the My Profile screen on the Settings screen.
Encompass Resource Center

The Resource Center is the online hub for Encompass users and will provide you with tools, training, support and more so you can get the most out of Encompass. The Resource Center is accessed from your Home Page.
Shortcuts

Listed below are several popular shortcuts. To see the full list of shortcuts, refer to the Keyboard Shortcuts document located in the Documentation Library.

- Help - F1
- Current Date - Ctrl+D
- Go To Field - Ctrl+G

Go To Field

The Go To Field option locates a field based on its field ID. To find a field:

1. With a loan open, press Ctrl+G.
2. Type a field ID and click Find.
   The first form on which the field is found is opened, with the field highlighted.

**NOTE:** Only forms displayed on the Forms list will be searched. If you wish to search additional forms, select Show All Forms at the bottom of the Forms tab.
Knowledge Check

Where can you find help in Encompass?

1. F1 on your keyboard
2. Resource Center
3. Documentation Library
4. All of the above
Lesson Summary

In this lesson you learned how to:

• Access settings
• Access online help and the Resource Center
Course Summary

This concludes the Introduction to Encompass course where you were introduced to the major areas of the Encompass software.

- **Contacts** - Used for managing borrower and business contacts, and creating and managing marketing campaigns.
- **Dashboard** - Displays snapshots of real-time loan information, historical data, and performance trends.
- **eFolder** - The central location for accessing and managing the electronic files, documents, and conditions associated with a loan.
- **Encompass Settings** - Contains features and tools used to define, configure, and manage Encompass.
- **Help** - Encompass Help Menu and Encompass Resource Center.
- **Home Page** - The first screen users see after logging in to Encompass. It serves as a central location for viewing important information in module form. The center and middle columns are where you can add, remove and reposition modules.
- **Loan Workspace** - The focal point for tracking, managing, and carrying out loan activities. The workspace consists of the work area header, left panel upper section (Alerts & Messages and Log tabs), left panel lower section (tools to process the loan), and right panel (work area).
- **Milestone Worksheet** - Used to record activities and completion of tasks associated with each milestone.
- **Notification** - A pop-up message that displays when an event has occurred.
- **Pipeline** - The starting point for viewing key information and initiating tasks for users involved in loan origination and processing. You can customize the columns, sort the loan list, do searches (simple and advanced) and create custom views.
- **Print Forms** - Loan forms can be printed or previewed the using the Print tool.
- **Reports** - Used to run predefined reports and to create your own custom reports.
- **Services Tab** - Provides a central access point to your service providers. You can set up an account, your provider list and order services.
- **Trades** - Used to manage trades by pooling similar loans and then send them out to investors for bids, or creating forward-looking trades and assign eligible loans as they come in.
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