Encompass (New User Setup)

Technology Advancement Group

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Document Revisions

Date	Version	Name	Description
9/8/11	Draft	Deborah Holmes	Document created.
9/12/11	2nd Draft	Deborah Holmes	Added additional images and modified/expanded document.
9/13/11	3rd Draft	Deborah Holmes	Added Services Password Management section.

Encompass – New User Setup

Setting up new users in Encompass provides him/her with the access needed to perform tasks relevant to their job function. Personas represent job functions in Encompass and each Persona defines what access a user has to functions, forms, and tools within the Encompass application. One or more personas are assigned to each user, depending on the job function(s) they perform at Umpqua Bank. All users are setup within the organizational hierarchy that is relevant to their organization/team or branch. Regardless of a user's job function, all users must be assigned the zEvery User Persona. The zEvery User Persona provides access to modules such as "Daily tips for getting the most out of Encompass" the "Latest mortgage technology blogs" or the "Administration Whiteboard" just to name a few.

Note: A New Hire checklist is setup in Excel and stored on a secure server. The file name is "New hire checklist-term list.xlsx". This checklist contains an **Application Access** and **Login List** worksheet you can reference to determine which applications a new user should be setup on based on the user's persona.

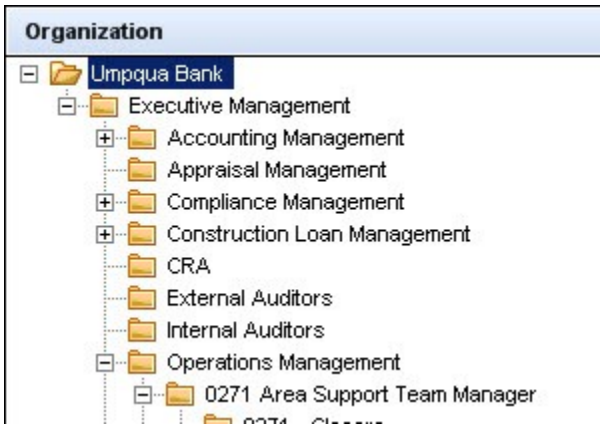
Click here to access the checklist or copy and paste - \\Umpqua3\SHARED\Secure Department documents\RELD-s\zadmin\Security\New Hire Info.

Part I – Set up User Profile

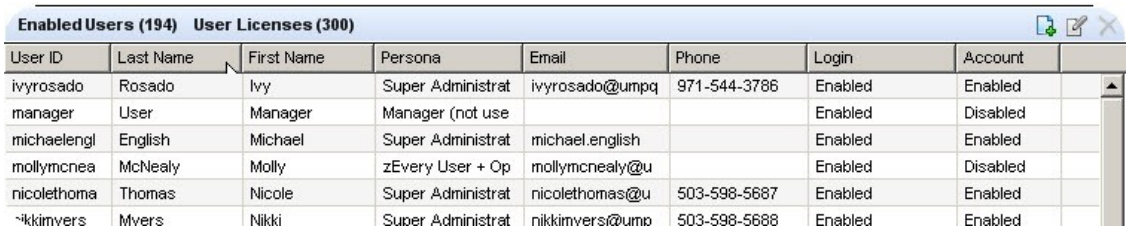
For documentation purposes, the Loan Processor Persona will be used.

1. Open **Encompass** and select the **Encompass Settings** menu option.

2. Expand the **Company/User Setup** branch and select the **Organization/Users** option. The Organization pane is populated with the Umpqua Bank hierarchical structure.

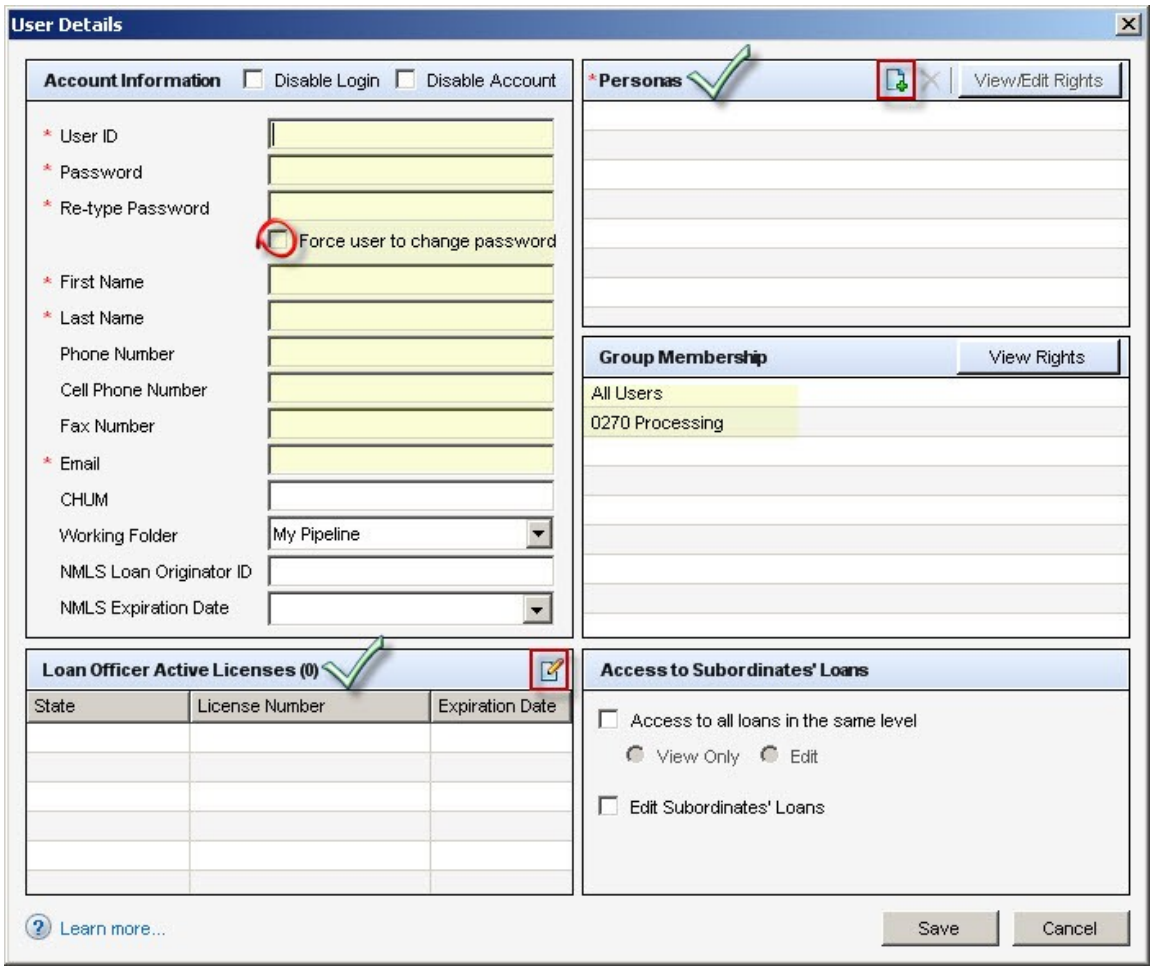


3. In the Organization pane, expand the **Umpqua Bank > Executive Management > Operations Management** folders.
4. Expand the applicable **Team** folder (e.g., 0271 Area Support Team Manager).
   Note: The Team and Persona selections change based on the user you are setting up. For example, a new user with a Manager Persona would require a different Persona selection and a new user in another department may require entirely different choices.
5. Select the applicable Persona (e.g., **0271 Processors)**. The team members are displayed below in the *Users Info* pane.



User ID	Last Name	First Name	Persona	Email	Phone	Login	Account
ivyrosado	Rosado	Ivy	Super Administrat	ivyrosado@umpq	971-544-3786	Enabled	Enabled
manager	User	Manager	Manager (not use			Enabled	Disabled
michaelengl	English	Michael	Super Administrat	michael.english		Enabled	Enabled
mollymcnea	McNealy	Molly	zEvery User + Op	mollymcnealy@u		Enabled	Disabled
nicolethoma	Thomas	Nicole	Super Administrat	nicolethomas@u	503-598-5687	Enabled	Enabled
nikkimvers	Myers	Nikki	Super Administrat	nikkimvers@ump	503-598-5688	Enabled	Enabled

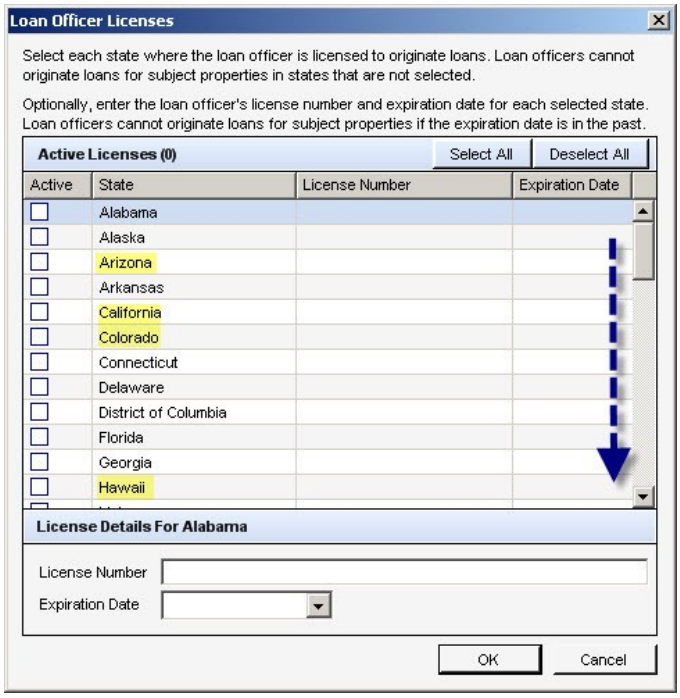
6. Click the **Add** icon. The *User Details* dialog opens.



The **User Details** window is the control center for setting up and managing user profiles. Red asterisks indicate items that must be completed before you can save a new user profile. The *Disable Login* checkbox is automatically selected when an existing user exceeds the number of allowed login attempts (based on security settings setup in Encompass) and the *Disable Account* checkbox is selected when an existing user leaves the company and no longer requires access to the system. You can also personalize security settings and assign special rights outside a users' Persona when special access is required; the **View/Edit Rights** button opens another *Persona Selection* window where you can grant special rights to Pipeline Views or eFolder settings for example.

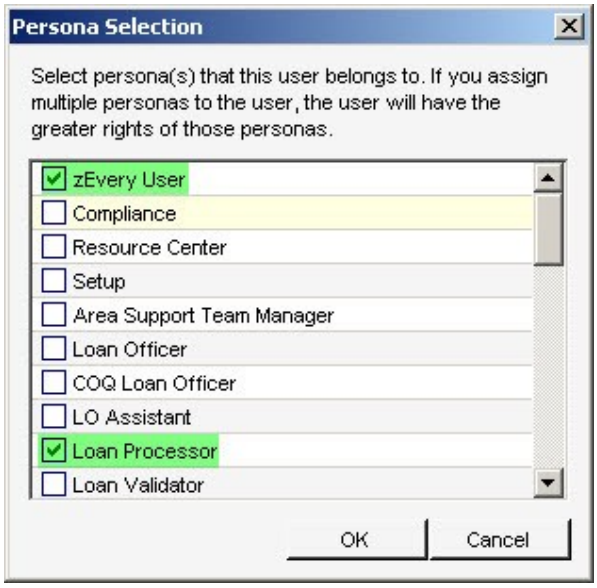
7. Enter all required fields for the new user profile in the *Account Information* pane.
8. Select the folder from the *Working Folder* list that this user is going to work out of (i.e, My Pipeline).

9. Enter any optional user information in the matching fields.
   Note: Phone and fax numbers must be entered. If this information is not available on the setup sheet, check the phone list or company directory for the information.
10. Click the **Edit** icon under *Loan Officer Active Licenses.*



11. Select ALL of the States we currently do business in: **Arizona, California, Colorado, Hawaii, Idaho, Montana, Nevada, Oregon, Utah** and **Washington**.
12. Click **OK**. The options selected appear in the *Loan Officers Active Licenses* pane of the *User Details* dialog.

13. Click the **Add** icon in the *Personas* pane. The *Persona Selection* dialog opens.



Note: The options displayed in the *Persona Selection* dialog are based on where the user is in the organizational hierarchy. For example, the Administrator persona will not be an option for a user with Loan Processor rights. For a Loan Processor, the **Loan Processor** persona is selected, and again, the zEvery User Persona should be selected for every new user regardless of their position or role in the company.

14. Select the **Loan Persona** and the **zEvery User** check boxes.
15. Click **OK**. The selections made appear in the *Persona* pane of the *User Details* dialog.
    Note: The Group Membership is already populated based on the chosen team folder.
16. Verify the user is in all the applicable user groups.
    Note: The *Access to Subordinates' Loans* check boxes should never be selected unless the Persona is a Manager. When a new user requires a Manager persona, the options in the *Access to Subordinate Loans* pane are selected to determine if this user (Manager Persona) can edit subordinate loans, and view or edit access to all loans in the same level.
17. Select the **Force user to change password** checkbox.
    When the user logs into Encompass for the first time, they will be required to change their password.
18. Click **Save**. Control returns to the *Organization/Users* window and the new user is displayed in the *Users Info* pane.

Enabled Users (193) User Licenses (300)

User ID	Last Name	First Name	Persona	Email	Phone	Login	Account
barbarawha	Whaley	Barbara	zEvery User + Lo	barbarawhaley@	971-544-3788	Enabled	Disabled
beckyshorts	Shorts	Becky	Loan Processor +	beckyshorts@um	503-624-4260	Enabled	Disabled
camibebb	Bebb	Cami	Loan Processor +	camibebb@ump	971-544-1192	Enabled	Disabled
lorraineferg	Ferguson	Lorraine	Appraisal Desk +	LorraineFerguso	503-598-5673	Enabled	Disabled
raechelsmit	Smith	Raechel	Loan Processor +	raechelsmith@u	971-544-1043	Enabled	Disabled
testuser	User	Test	zEvery User + Lo	testuser@home.	503-123-4567	Enabled	Enabled

If you need to modify any options or data for the new user profile, double-click the user or select the **Edit** button and make the necessary changes.

Part II – Setup e-Document Management and Compliance Options

After the user's profile is setup, you will also need to setup the user's access for E-Document Management and Compliance Review options. E-Document and Compliance Review options are available under the Additional Services branch.

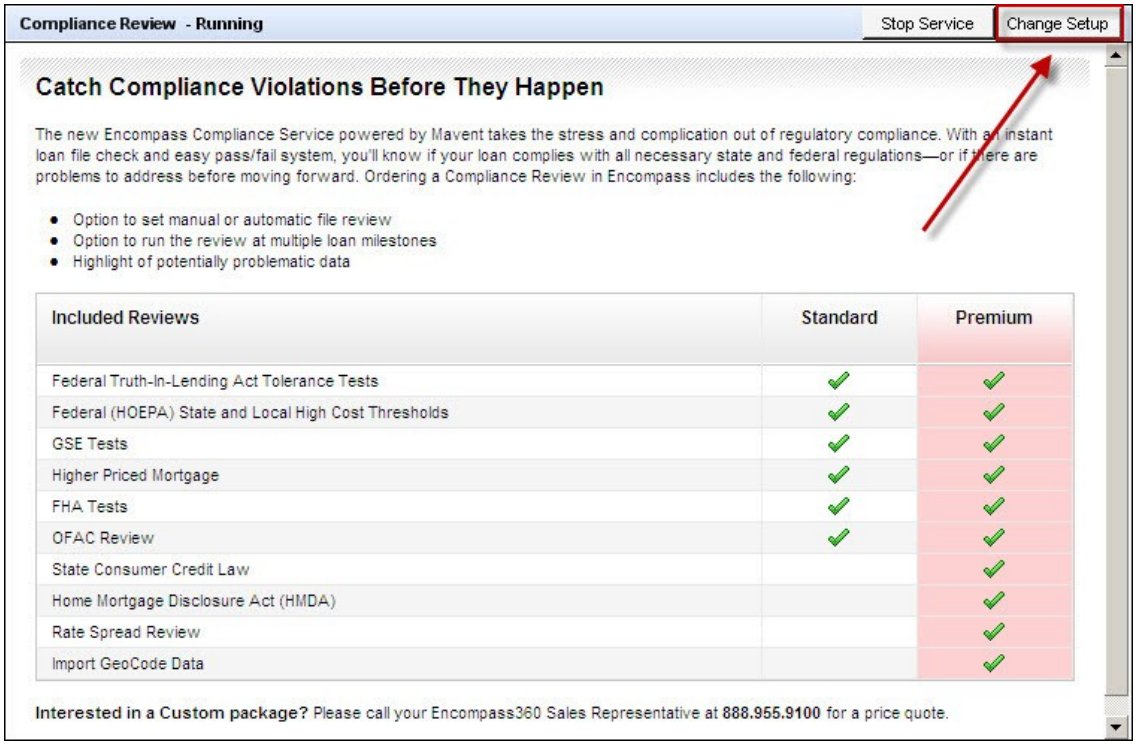
To setup e-Document Management and Compliance options for a new user

1. Select the **Additional Services > E-Document Management** branch/options. The *E-Document Management* information window opens.

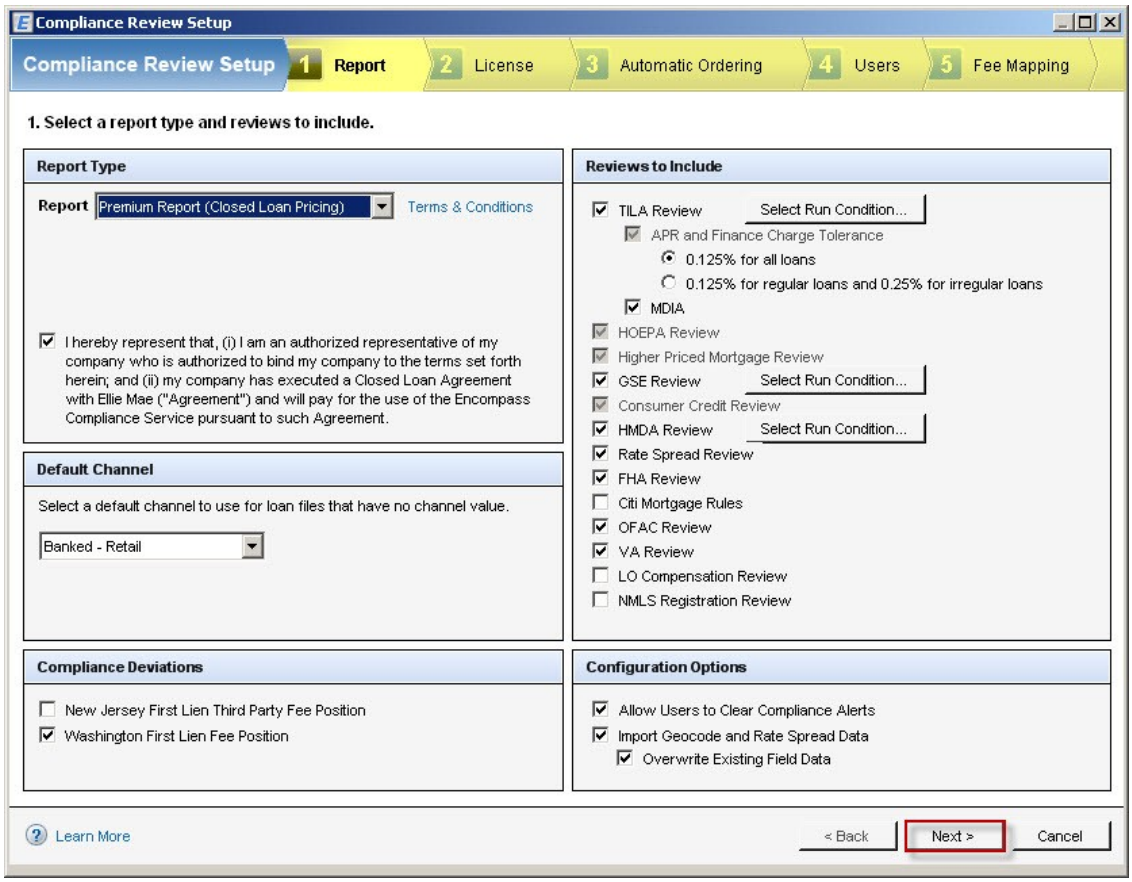
User ID	Last Name	First Name	Organization	Self-Paid
☑ test_uw	TestUser	Underwriter	0279 - Underwriters	No
☑ test_xm	TestUser	Executive Mana	Executive Management	No
☐ testuser	User	Test	0271 - Processors	No
☑ tiffanibistritz	Bistritz	Tiffani	1275 Sacramento Region	No
☑ timschmeuss	Schmeusser	Tim	0279 Medford - Main	No
☑ timwoods	Woods	Tim	1271 Santa Rosa - Sales Team	No
☑ tinaanway	Anway	Tina	1271A Walnut Creek	No
☑ tkirby	Christensen Kir	Tina	0279 - Closers	No
☑ tompifer	Pifer	Tom	1275B El Dorado Hills	No
☑ tomrussell	Russell	Tom	0271 Tigard	No
☑ tonybrouhard	Brouhard	Tony	0271 Vancouver	No
☑ traceytaylor	Taylor	Tracey	Shipper	No
☑ tracyjohnson	Johnson	Tracy	0275A Salem - Commercial	No
☑ training_dd	Doc Draw	Training	0277 Area Support Training	No
☑ training_lo	Loan Officer	Training	0277 Test-Branch	No
☑ training_lp	Loan Processor	Training	0277 Area Support Training	No
☑ training_uw	Underwriter	Training	0277 Area Support Training	No
☑ traskcourt	Court	Trask	0242 DLG Loan Officers	No
☑ triciahieb	Hieb	Tricia	0275 - Processors	No
☐ uwcoordinato	Coordinator	UW	0271 - Underwriters	No
☑ valariehamm	Hamm	Valarie	Umpqua Bank	No
☑ valeriefukai	Fukai	Valerie	Executive Management	No
☑ vanessalono	Lono	Vanessa	1371 Seattle - Eastlake	No

2. Scroll through the list to **locate** and **select** the **new user**.
3. Click the **Save** icon to save the e-document feature for this user.
   The next step is to complete Compliance Review Setup.
4. Select the **Additional Services > Compliance Review Setup** branch/options.

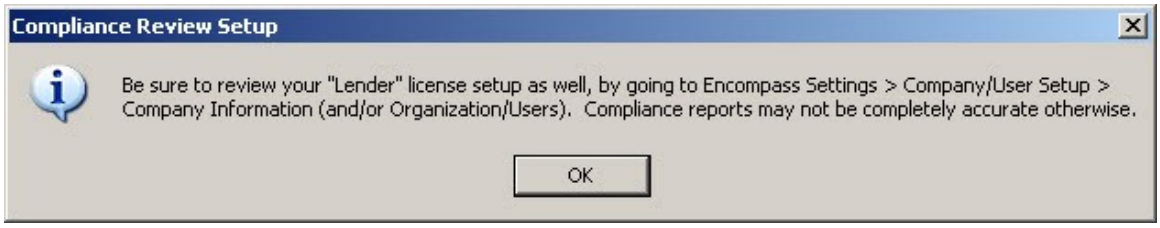
5. Select the **Compliance Review Setup** option. The *Compliance Review Setup* window opens.



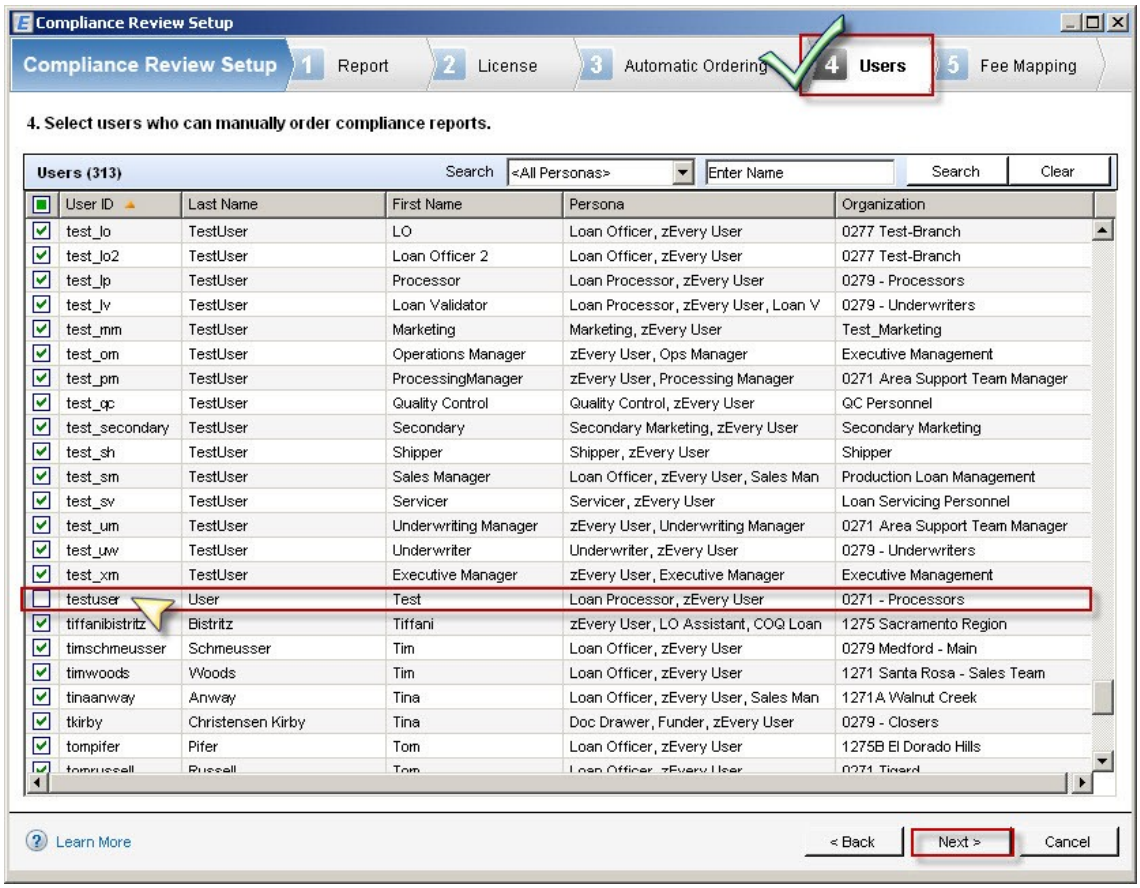
6. Select **Change Setup** button. The *Compliance Review Setup* window displays 5 tabs but only requires access to the *User tab* to complete the Compliance options for the new user.



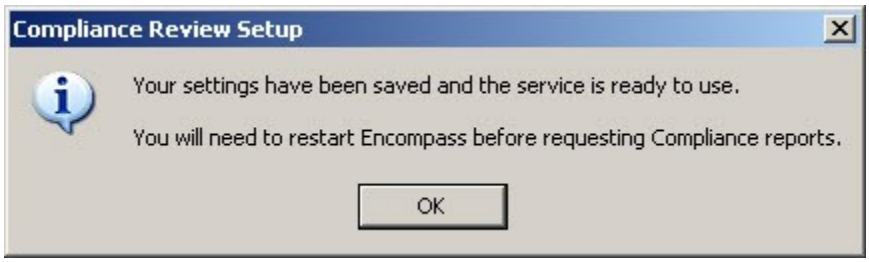
7. Click the **Next** button twice to bypass the *License* tab. The *Compliance Review Setup* popup opens.



8. Click **OK**. The *Automatic Ordering* tab now has the focus.
9. Click **Next** on the *Automatic Ordering* tab. The *Compliance Review Setup* window advances to the fourth tab – **4 Users.**



10. Scroll down the list to **locate** and **select** the **new user**.
11. Click **Next**. The *Compliance Review Setup* window advances to the fifth tab - **Fee Mapping**.
12. Click **Finish** on the *Fee Mapping* tab. A message box pops up indicating the settings are saved and the service is ready to use.



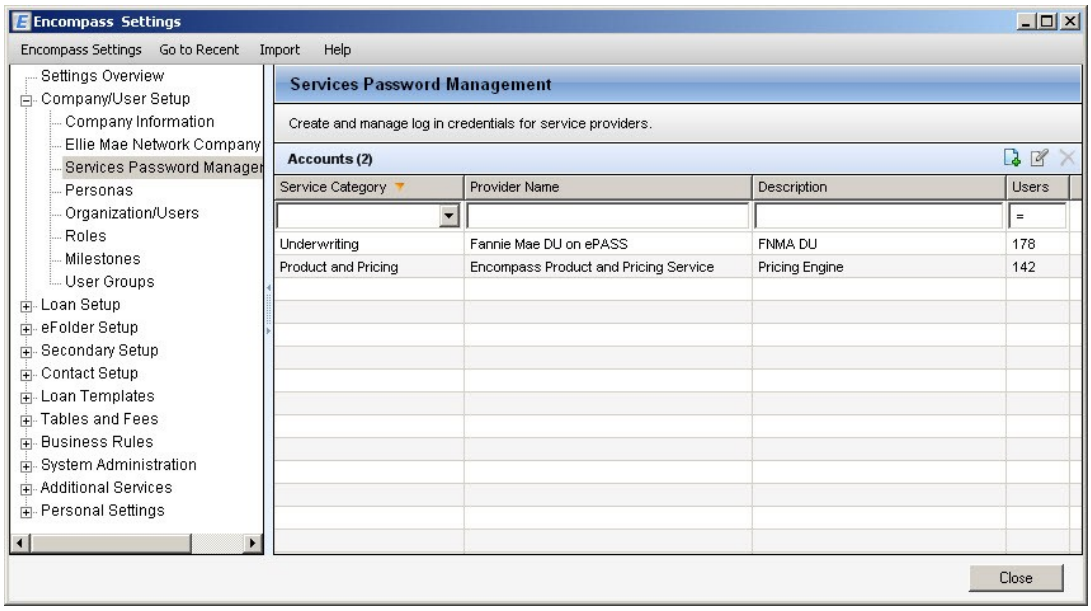
13. Click **OK** to close the message box and finish the setup of the new user.

Part III – Services Password Management

After the User's Profile, e-Document Management, and Compliance options are setup in Encompass, the last step is to provide single sign on access [1](SSO) to services and applications currently available to the Mortgage Operations Group. You will need to setup the new user via the Services Password Management window with all the services we currently offer SSO access to. The Mortgage Operations group currently takes advantage of SSO for a couple of services – 1) Fannie Mae and 2) Pricing Engine. In the near future, more services and applications will be available utilizing SSO technology. You have the ability to setup SSO access for a single user or multiple users based on Personas, User Groups and Organizations.

To setup single sign on access to services for a new user, group or organization

1. Select the **Company /User Setup > Services Password Management** branch/options. The *Services Password Management* window opens.



The Services Password Management window displays: 1) the list of services and/or applications currently available, 2) the Provider Name, 3) a description of the provided services or applications, and 4) the current number of users' setup with SSO access to the services / applications.

2. Double-click the service you want to setup for the new user, group or organization. The *Account Details* dialog opens.

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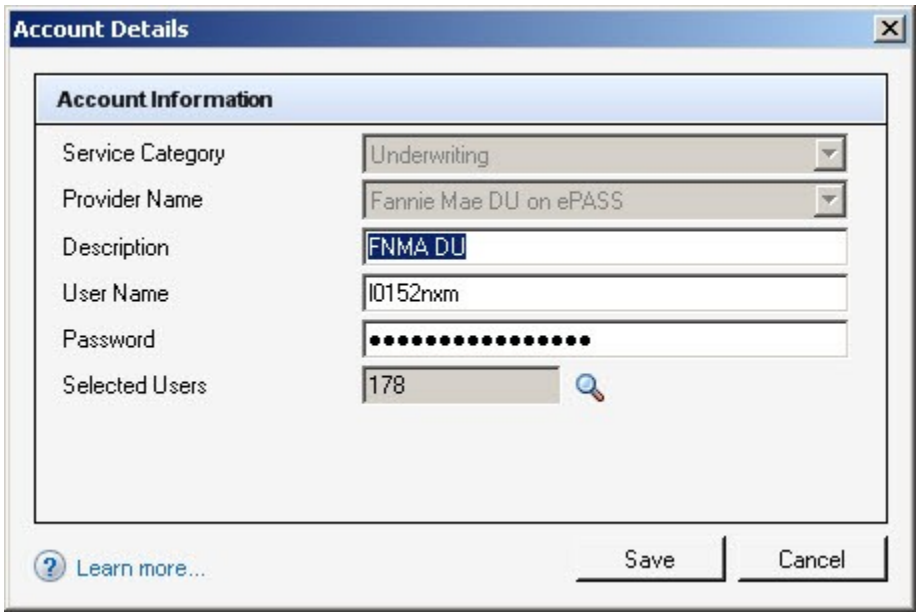
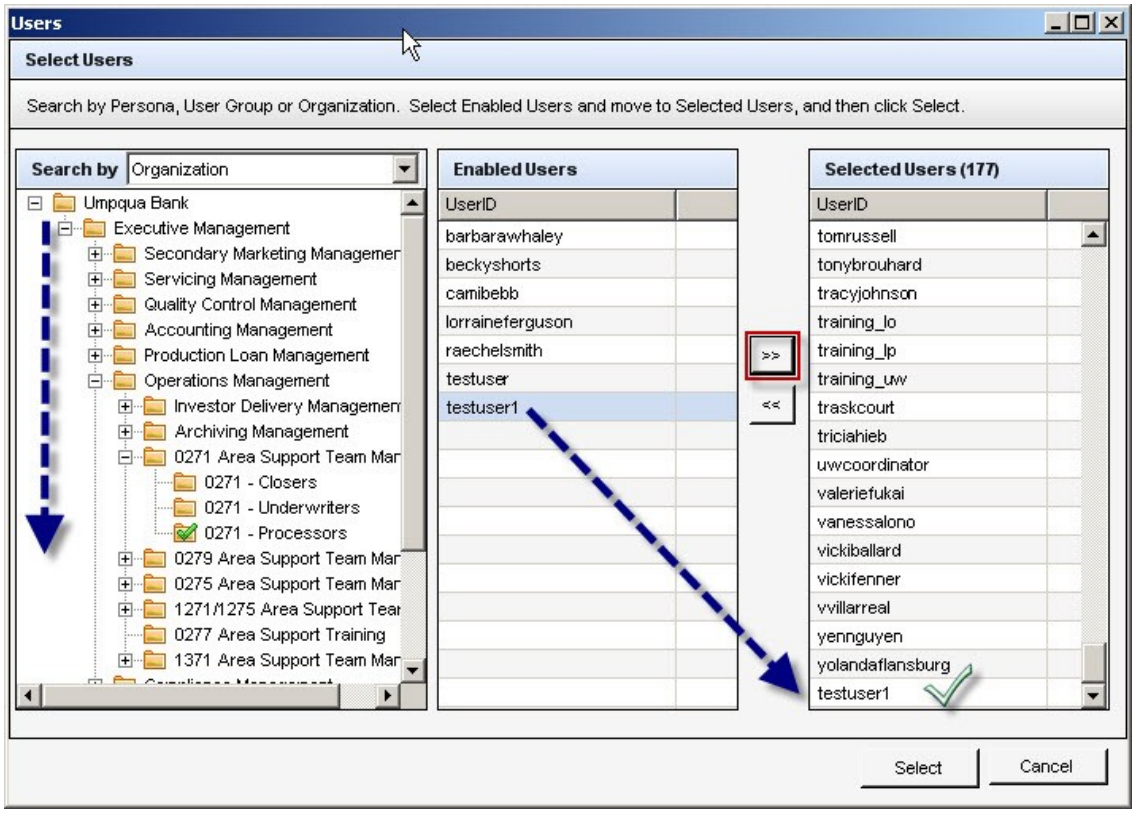
[1] **Single sign-on** (**SSO**) is a property of access control of multiple related, but independent software systems. With this property a user logs in once and gains access to all systems without being prompted to log in again at each of them.



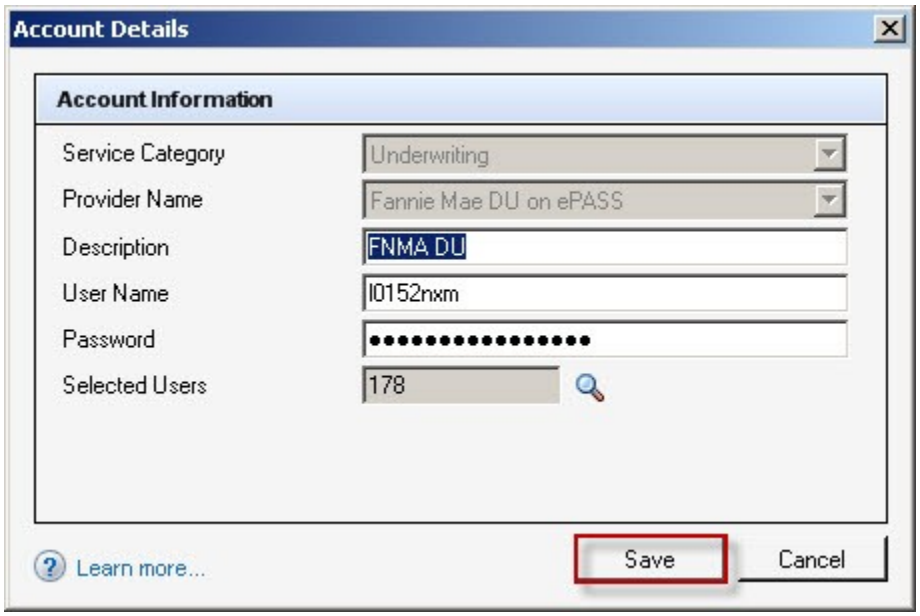
3. The next step is to **click** the **magnifying glass** icon. The *Users* dialog opens.



Within this dialog, you can search for a new users based on a Persona, User Group or Organization. The data displayed in each column changes based on the selection with the

current focus. To change the focus, select a *Search by* category: Persona, User Group and Organization. As you change the focus, the Enabled Users and Selected Users columns match the Persona, Group or Organization selection. Once you select a Persona, User Group or Organization, locate the new user, group or organization and move them from the Enable User column to the Selected Users column. **Note**: Using this window, you can setup multiple users at the same time.

4. Select the **Persona, User Group or Organization** from the *Search by* drop down list.
5. Highlight the user, group or organization and click the **Move button >>** to transfer your selection to the *Selected Users* column.
6. Highlight the users in the *Selected Users* column and then click the **Select** button. Control returns to the *Accounts Details* dialog.



7. Click the **Save** button in the *Accounts Details* dialog. The new user is now added to the selected service. Control returns to the *Services Password Management* window.
8. Repeat steps 1 through 7 for every service the new user needs access to.