

RealEC Exchange Admin User Guide for Providers

This User Guide is intended for providers that will be utilizing the RealEC Exchange Administration Site.



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RealEC Support Info

If you need assistance, contact support at:

1-877-2REALEC (1-877-273-2532)

Or send an email to support@realec.com and a support analyst will contact you.

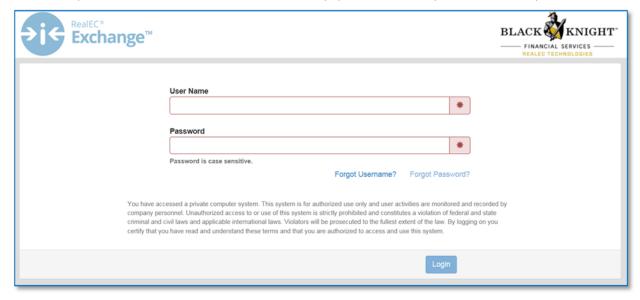
Navigate to RealEC Exchange (Admin)

Use the below URL to navigate to the RealEC Exchange Admin site.

https://Admin.RealECEXChange.com

Login to the Admin Site

Log in to the Admin site with your User Name and temporary password provided in email. Upon first login, you will be prompted to choose a permanent password and set up security questions and answers for future password resets. A minimum of 6 security questions are required to be set up.







Password Guidelines

The password should meet the following requirements:

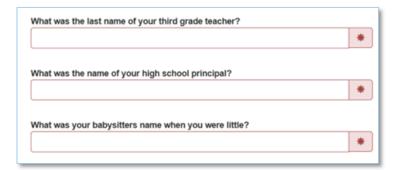
- o Must be between 8-20 alphanumeric characters
- o Must not contain repeating characters
- Must contain at least one digit or special character (Special characters are: `!@#&\$%^*()_+{}:<>?-=[]\;,./)
- Must contain an upper case character
- Must contain a lower case character
- Must not contain illegal characters
 (Any character not specified in special characters is illegal character. Example: [Space]'|~")
- Must not contain username

Security Questions

User must pick a minimum of 6 Security Questions and Answers. Please see the *Establishing Security Questions* job aid for more information.

Select questions from the dropdown and click the **Add** button.

- o Each answer must be 4 characters or more
- o Cannot pick same answer twice
- Cannot have same answer to multiple questions
- o All questions chosen must have an answer







Options Menu

The Options Menu allows the user to change their password, change their security questions and access the Training page.



Change Password

User must successfully answer 3 Security Questions and enter their current password. New password must follow the Password Guidelines above and cannot match previous 12 passwords.

Change Security Questions

User must successfully answer 1 current Security Question and enter their current password.

Training

Opens the RealEC Training page in a new window. Access Training guides, job aids, videos and other training documentation for the RealEC Exchange.

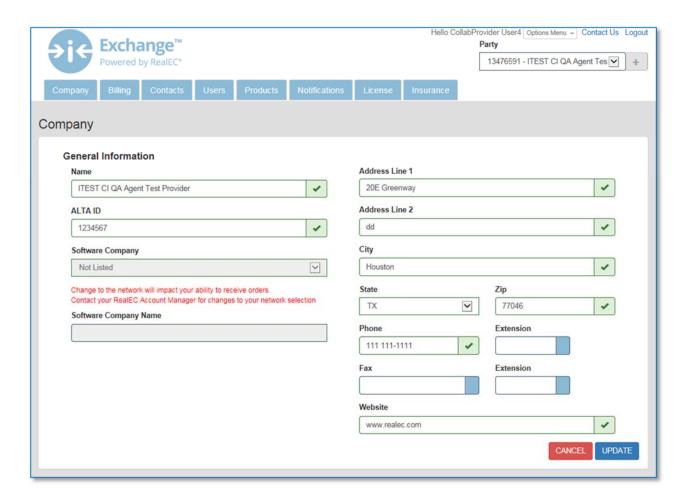




Admin Landing Page

The *Company* tab will appear by default & will display general company information. The user may choose between all Party IDs that they have access to by utilizing the Party dropdown at the top of any page. The Primary Party ID is displayed by default.

Each of the Admin options is represented by tabs across the top of the page. See the following sections for information on each of the Admin options.







Company

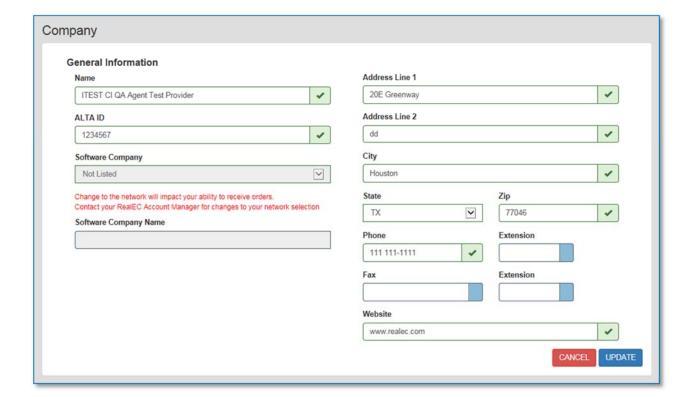
The **Company** tab will display general company information, including the physical address, phone and fax numbers, company website and ALTA ID.

Additional fields:

Software Company – user selects Software Company during registration. If incorrect, user must contact RealEC Support to update.

Software Company ID/Name – user inputs during registration. If incorrect, user must contact RealEC Support to update.

Update applicable information and click *Update* when done.

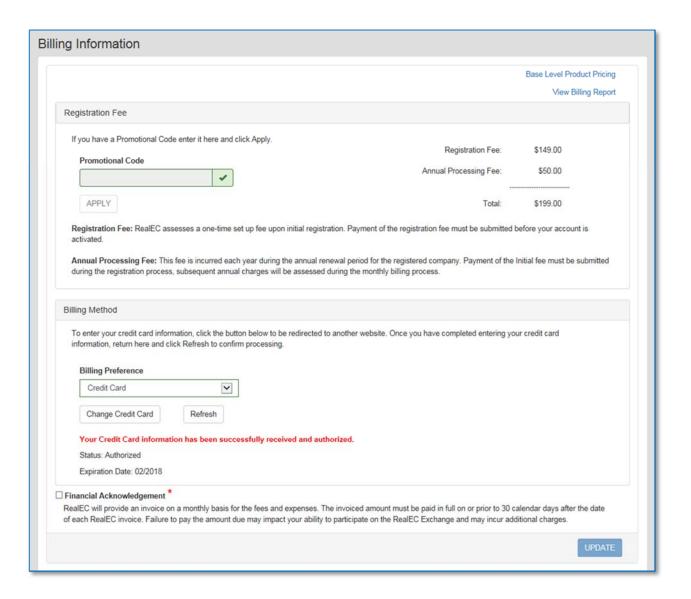






Billing

The billing tab allows the Admin user to view product pricing, view monthly statements, view promotional code, update billing preference (credit card or paper billing) and update the credit card information used for billing.







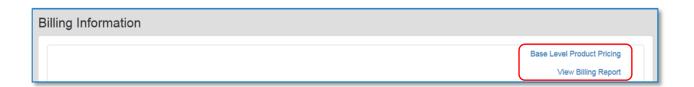
At the top of the Billing page are the links to check Product Pricing and View Billing Report.

Product Pricing

To check current product pricing, click the *Base Level Product Pricing* link. The RealEC Fee Schedule (PDF) will open in a new browser tab.

View Billing Report

Click the View Billing Report link to open the billing report in a new browser tab.



Registration Fee

The Promotional Code is entered during registration to discount fees and must be present in order to choose paper billing as a billing option. RealEC Support must be contacted to make changes to the Promotional Code field.

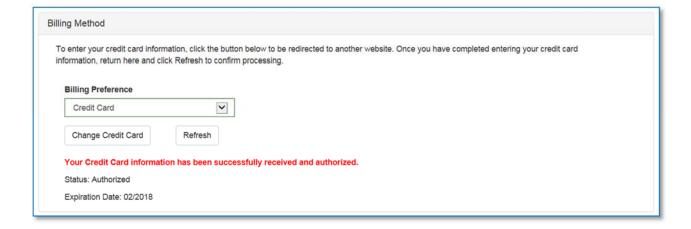






Billing Method

Billing Method lets the Admin User choose between Credit Card & Paper Billing options. Credit Card is the default Billing Preference and a Promo code must be entered in order to choose Paper Billing.

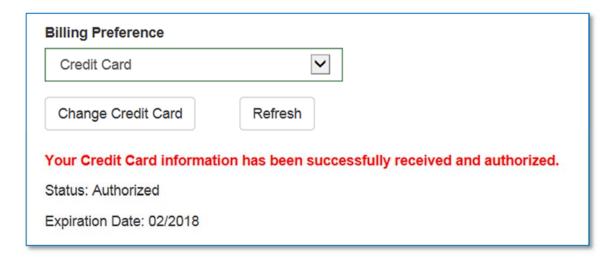




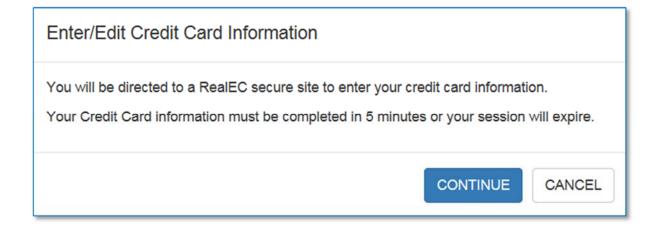


Update Credit Card Information

To enter or update credit card information used for billing, click the Change Credit Card button.



A pop-up will appear warning you that you will be redirected outside of the RealEC Exchange. Click **Continue** to proceed to the RealEC secure site. Your Credit Card information must be completed within 5 minutes or your session will expire.



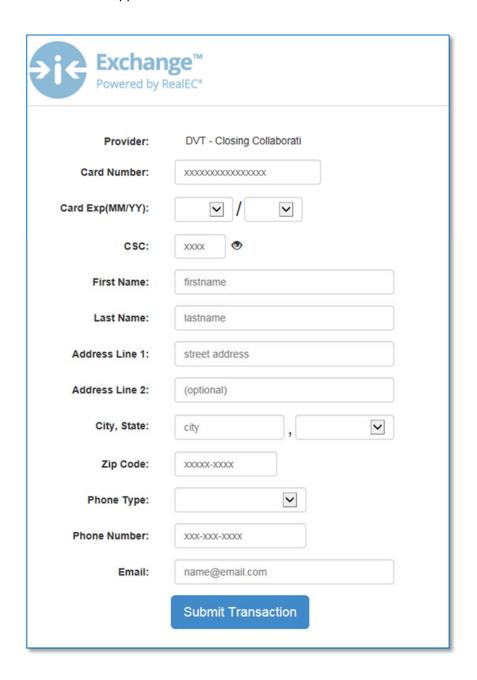




The form will open in a new window and allow you to enter/update credit card information. Click *Submit Transaction* when done. The system will alert you to the status of your credit card information and advise you to close the window.

**Note: Do not close your entire browser window, only close the tab where the billing information was entered.

A valid credit card must be entered. After four failed credit card attempts, the account will be locked and you must contact RealEC Support to unlock.

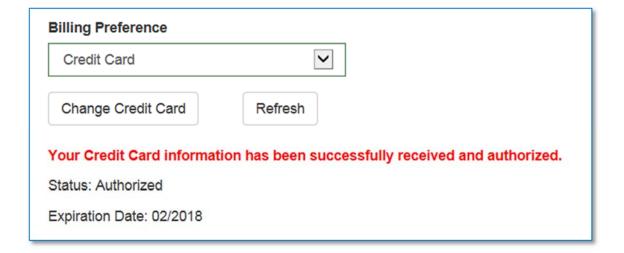






Once back on the billing tab, click the *Refresh* button to see credit card status.

- Authorized a valid credit card has been entered
- Not Authorized an invalid credit card has been entered
- Locked 4 failed credit card attempts have been made and account is locked. Contact RealEC Support to unlock.







Financial Acknowledgement

Select the *Financial Acknowledgement* checkbox to acknowledge the financial obligations to RealEC. Selecting the checkbox saves the User Name, date and time to the 3306 event.

Note: This checkbox must be selected the first time the billing information is input for the Update button to be active. If the checkbox is greyed out, a financial acknowledgement has already been sent to RealEC, and the Update button will be active.

☐ Financial Acknowledgement

RealEC will provide an invoice on a monthly basis for the fees and expenses. The invoiced amount must be paid in full on or prior to 30 calendar days after the date of each RealEC invoice. Failure to pay the amount due may impact your ability to participate on the RealEC Exchange and may incur additional charges.





Contacts

The **Contacts** tab allows the user to update the company contact information. User can toggle between *Primary, Billing, Partner Approval, Technical & Outage* contact information by selecting the tabs on the top of the **Contacts** page. *Primary, Billing and Partner Approval* contacts are required and will prepopulate from the registration process.

Primary: Main company contact Technical: System configurations

Billing: Billing contact Outage: System outages

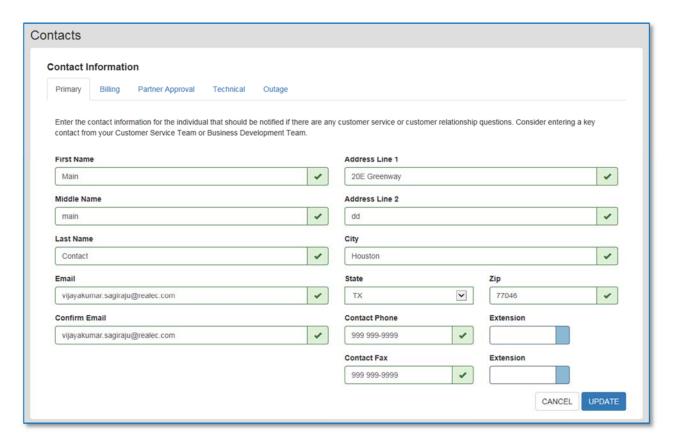
Partner Approval: Contact that will approve doing business with lenders that request to use this provider

Make necessary changes to selected tab contact information.

Click the *Update* button at the bottom of the page.

All fields marked with a red asterisk are required.

A green check mark shows when field is correctly completed.





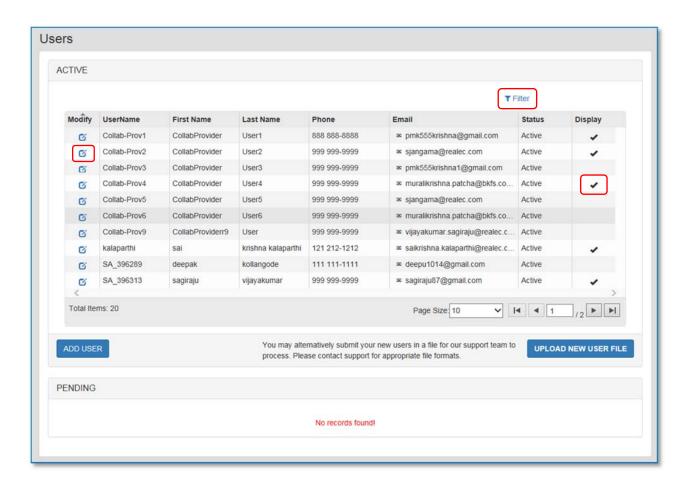


Users

The Users tab allows you to add new and edit current users. Admin user can edit users by selecting the *Modify* icon to the left of the username.

Users may be filtered by clicking the *Filter* icon and filtering by Username, First Name and/or Last Name in the text box that appears.

The **Display** column indicates if the user is visible in a Settlement Agent Search.







Modify User Information

Admin user can edit user by selecting the *Modify* icon to the left of the username.

The following items can be updated:

- First Name and Last Name
- Email and phone
- Visible in Settlement Agent Search (checkbox user will show in Settlement Agent Search)
- Primary Party (checkbox indicates Party ID that Admin User is logged into is User's Primary Party)
- Reset Password (Resets user's password & unlocks user account. User will receive an email with a temporary password)
- Deactivate (Deactivates user account)
- User Access (will vary based on Software Company)
 - O Admin (Allows User to perform Administrative tasks)
 - O Closing Insight Amend (User has access to the Accept/Revert popovers on the CI portal)
 - O Closing Insight Edit (Can edit Closing Insight information and Accept/Revert)
 - Closing Insight View (View only access of Closing Insight portal)
 - Exchange Order Access All* (has access to view all orders for their PartyID(s))
 - Exchange Order Access My* (has access to view only their orders)
 - o Exchange Order Edit (allows the user to accept and edit orders as needed, all functions allowed such as adding events, adding documents, etc)

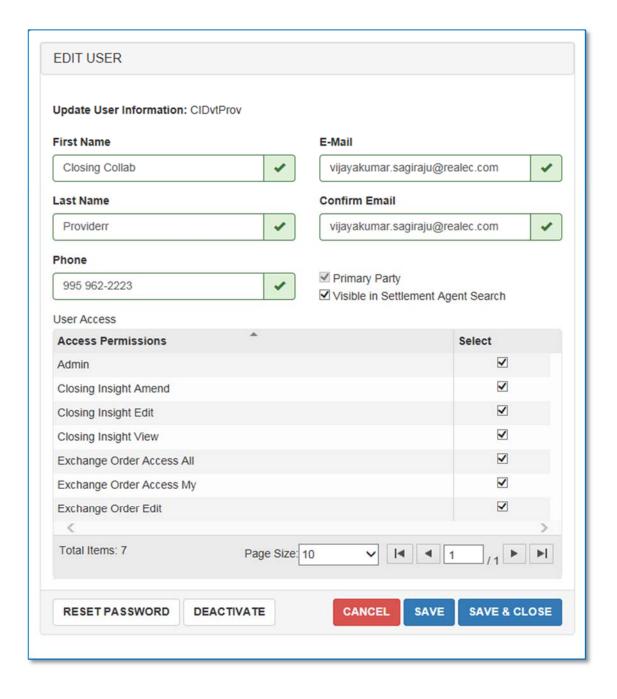
Click the *Save* or *Save & Close* button when done. *Save* will save your progress. *Save & Close* will save the information and close the window.

* Exchange Order Access All or My is view only access and must be combined with Exchange Order Edit in order for user to view and edit orders.

Exchange Order	Exchange Order	Exchange	User Access	
Access All	Access My	Order Edit		
X			has access to view all orders for their PartyID(s)	
	Х		has access to view only their orders	
Х		Χ	allows the user to view and accept/edit all orders for their PartyID(s)	
	Х	Х	allows the user to view and accept/edit only their orders	











Add Users

The **Add Users** section is in the middle of the **Users** page between Active and Pending user lists.

New Users must be invited to participate in the RealEC Exchange community. Complete the required information and they will receive a link to confirm their personal information and their security credentials.

Enter applicable information for each new user. All required fields are marked with a red asterisk. Select User access by checking the box next to the access you would like to grant.

Note: Access permissions will vary based on your Software Company.

Admin - User has Admin capabilities

Closing Insight Amend — User has access to the Accept/Revert popovers on the CI portal

Closing Insight Edit – Can edit Closing Insight information and Accept/Revert

Closing Insight View - View only access of Closing Insight portal

Exchange Order Access All* - has access to view all orders for their PartyID(s)

Exchange Order Access My* - has access to view only their orders

Exchange Order Edit — allows the user to accept and edit orders as needed, all functions allowed such as adding events, adding documents, etc.

^{*} Exchange Order Access All or My is view only access and must be combined with Exchange Order Edit in order for user to view and edit orders.

Exchange Order	Exchange Order	Exchange	User Access	
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	Х	Χ	allows the user to view and accept/edit only their orders	

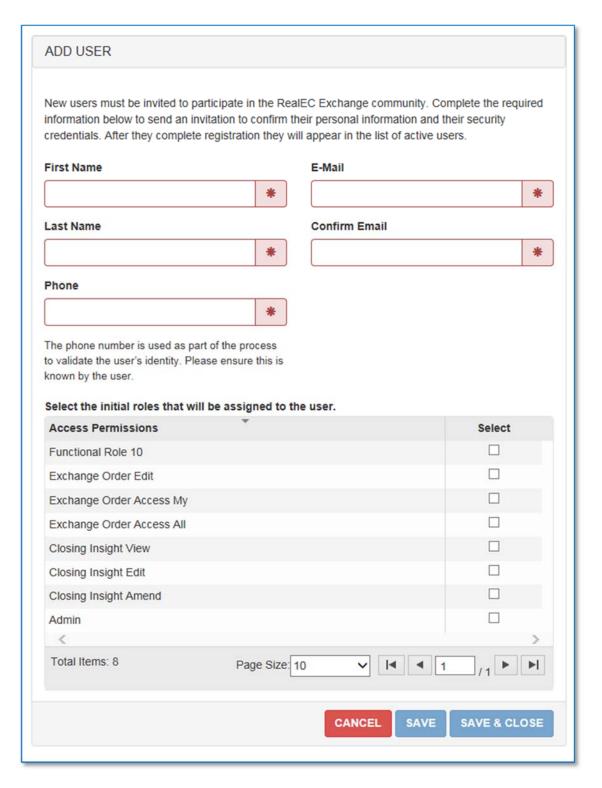
Click the *Save* or *Save & Close* button when done. *Save* will save your progress. *Save & Close* will save the information and close the window. User will receive an email to complete the registration process. It is not recommended that the user forward this email outside of their inbox.

The user must complete the registration process within 5 calendar days or the invitation will be cancelled. If the invitation is cancelled, the user must be invited again.

A list of pending user invitations can be found at the bottom of the User page.







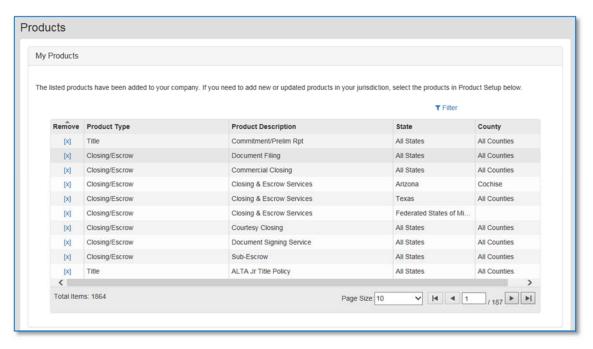




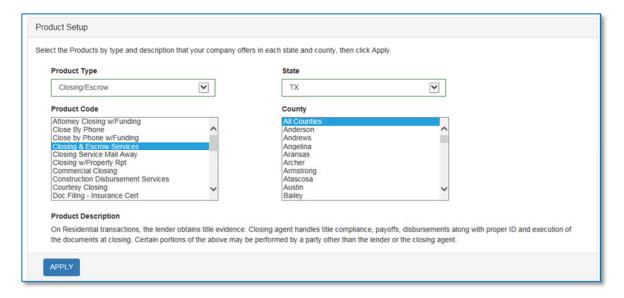
Products

The **Products** page displays a list of your current products along with a view of the state and county for each product. *My Products* is set up based on your *Software Company* selection during registration.

Remove products for your PID list of available product offerings by clicking the "X" in the *Remove* column next to the Product you wish to remove from *My Products*.



To add a product, select the Product Type, Product Code, State & County, then click Apply.

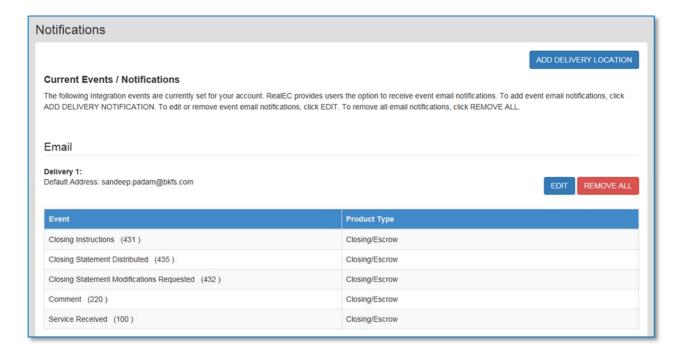






Notifications

The **Notifications** page is used to view, add or change event notifications. The list of current email notifications is displayed along with any integration notifications set up by your Software Company selection during registration.



Add Event Notifications

Click the *Add Delivery Location* button located at the top or bottom of the page to add notifications.



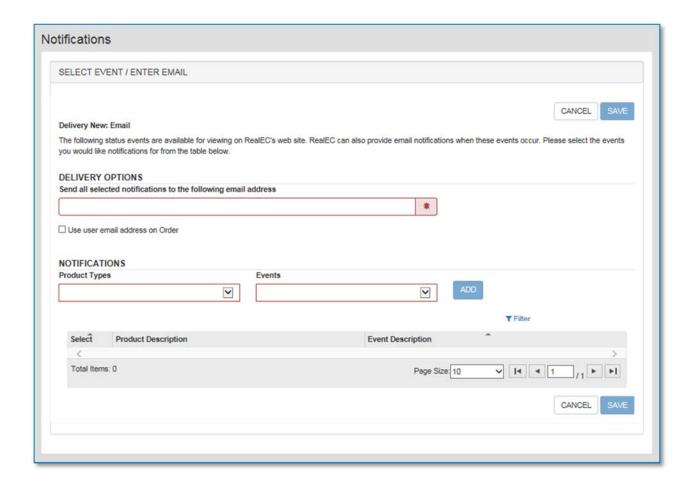




Under the Delivery Options section, enter the email address of the user in the blank field and confirm.

Note: Check the box next to *Use User Email Address on Order* if the notification should always go to the person that placed the order.

Under the *Notifications* section, select the desired *Product Types* and *Events* and then click the *Add* button. Click the *Save* button at the top or bottom of the page when done.



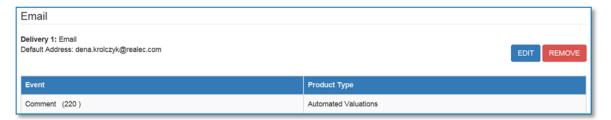




Modify Existing Event Notifications

Click *Edit* next to the email that you need to modify.

Click **Remove** to remove the email address from notifications.

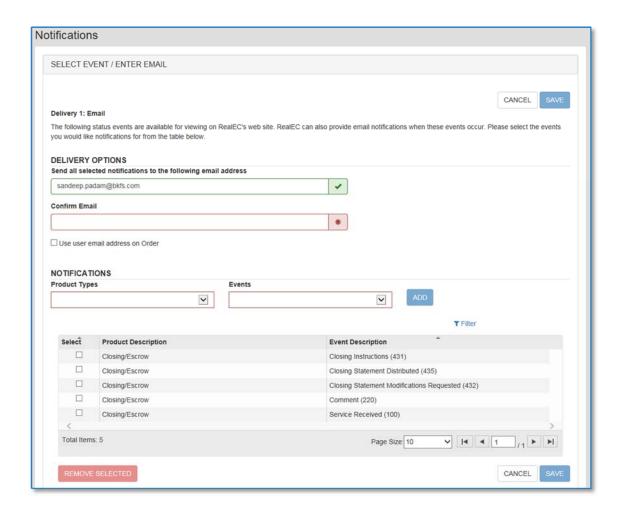


Add events by selecting the Product Type and Event from the dropdowns and clicking Add.

Remove events by selecting the checkbox next to the event and clicking *Remove Selected*.

Use the filter option to narrow your search.

Click Save when done.







License

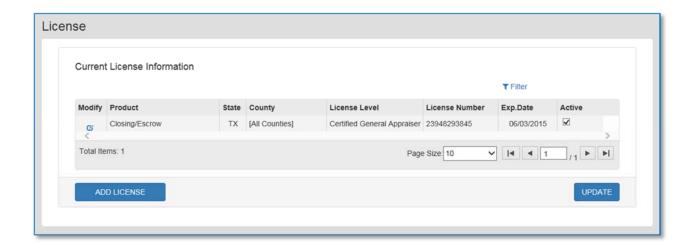
The License tab is only available to those who are configured for appraisal products and will allow the Admin User to update the license information.

Use the filter option to narrow your search.

Uncheck the box in the Active column to deactivate the license on a product. Click **Update** when done.

Click the *Modify* icon to the left of the Product you wish to change License Information on.

Click Add License to add a license to a product.

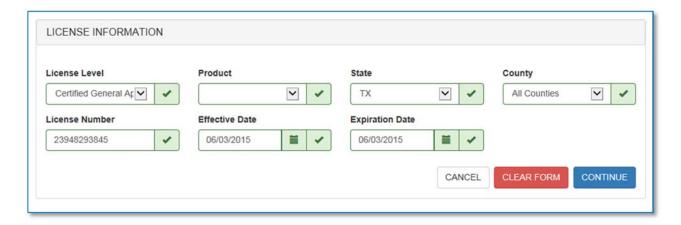






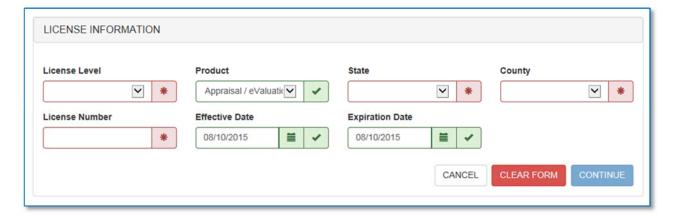
Modify License Information

Enter License information and click Continue.



Add License

Enter License information and click Continue.



If successful, a green *Success* message will appear and License will be added to the Current License Information list.

A red *Error* message will appear with a description of any errors.









Insurance

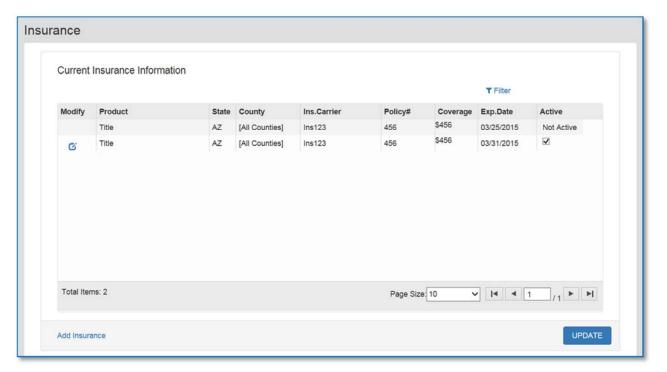
The Insurance tab allows the Admin User to update the insurance policy information, organized by product.

Use the filter option to narrow your search.

Uncheck the box in the *Active* column to deactivate insurance on a product. Click *Update* when done.

Click the *Modify* icon to the left of the Product you wish to change insurance information on.

Click Add Insurance to add insurance to a product.

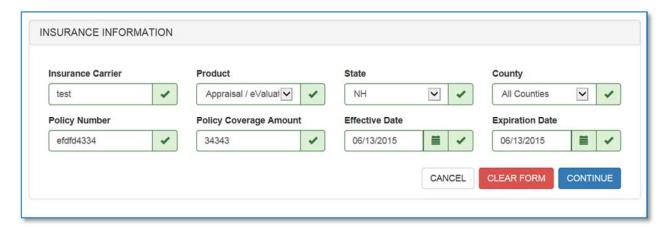






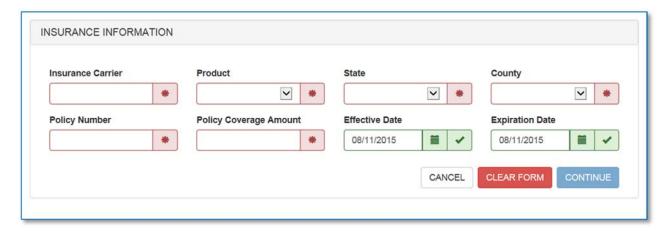
Modify Insurance

Enter insurance information and click Continue.



Add Insurance

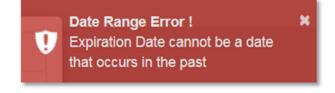
Enter insurance information and click Continue.



If successful, a green *Success* message will appear and insurance will be added to the Current Insurance Information list.

A red *Error* message will appear with a description of any errors.









Appendix

Revision	Date	Description	Author
1.0	4.2.2015	Initial	D. Krolczyk
1.1	6.2015	Edits to functionality and appearance	D. Krolczyk
1.2	6.29.15	Updates & enhancements	D. Krolczyk
1.3	8.11.15	Updates & enhancements	D. Krolczyk
1.4	8.25.15	Updates & enhancements	D. Krolczyk
1.5	8.27.15	Updates & enhancements	D. Krolczyk

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