

WELCOME

- Eric Roman – Executive Vice President of Technology
- Debbie Bour – Sr. Mgr IT Operations & Infrastructure
- Mike Brooks – IT Manager – User Services
- George Chapin – VP of Business Analytics
- Don Hackman – VP of App Dev and Cloud Infrastructure
- Susan Rzeczycki – V.P. Project Management

-
- Wi-Fi = NLC_Corp
 - User name = First Initial Last Name
 - Password = Your Office 365 password





+





SUPPORT IS ALWAYS AVAILABLE

Contact the Service Desk for issues,
requests or questions

Create an incident by emailing
HelpDesk@nationslending.com or call
440-527-6677



What's Supported

- Computer / Windows 10
 - Corporate Phone / Ring Central
 - Mobile device setup
 - Encompass
 - Reporting & BI
 - CRM – Surefire
 - Mobile Application – Nations go
 - Printing
 - Hardware and other troubleshooting
-
- Create an incident by emailing HelpDesk@nationslending.com or call 440-527-6677

Online Training / All Microsoft Applications



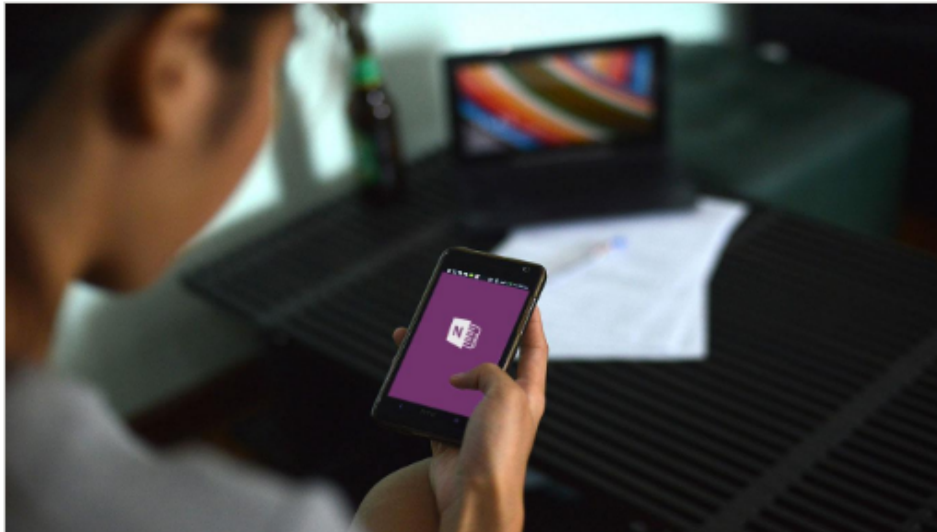
Search for skills, tips, user groups, events, etc.



GC

George Chapin ▾

Events > Using OneNote to Organize Your World



Jan 26, 2017 - Mar 28, 2019

Using OneNote to Organize Your World

Available Sessions

Tue, Feb 19, 2019, 12 PM - 12:30 PM (EST) ▾

REGISTER

In this introductory course, learn how OneNote 2016 helps you to build out a knowledgebase for yourself and for your team.

In this event you will learn how to:

- Create a Notebook
- Save Notes to the Cloud
- Organize and Search for Content

<https://app.quickhelp.com/nlcloans>

Multi-factor Authentication



Sign in

Email, phone, or Skype

[Can't access your account?](#)

No account? [Create one!](#)

Next



Notification Icon



RESOURCES SHAREPOINT MARKETING

running LP. Ellie Mae is working on resolving this issue and will advise once resolved.

Notification Dismiss all

February Health and Wellness: What is Your Heart Age?
HR
2/18/2019 Dismiss ...

Ref: 2.15.19 2018 W2s Are Required for All Programs Underwriting
2/15/2019 Dismiss ...

UPDATED RESOURCES FOR FHA 203K Loans Underwriting
2/15/2019 Dismiss ...

REMINDER & UPDATE: VA's New Cash Out Rule for Applications on or after February 15, 2019 Underwriting
2/15/2019 Dismiss ...

VA Cash Out Refinance Process in Encompass Company
2/14/2019 Dismiss ...

EMPLOYEE ...
Feb 15, 2019

Thank you for giving up some of your valuable time in your busy day to help Kuretz and I with these system issues!

To: Jesse Tho...
From: Nicole ...


SUBMIT YOURS

AWARDS

TOP PRODUCERS
Feb 19, 2019


Jeffrey Konkolewski
4 UNITS
\$518,769


Videos


loop


SITES WORKDAY NLCU HUMAN R


Apps



ACES



AllRegs



AMB



Audit Worksheet



Branch Insights



CompenSa



DocuSign



Dropbox



Five9



ations Go



NLCU



Office 365



OnBase



Power BI



QuickHelp



ingCentral


Sales Projections

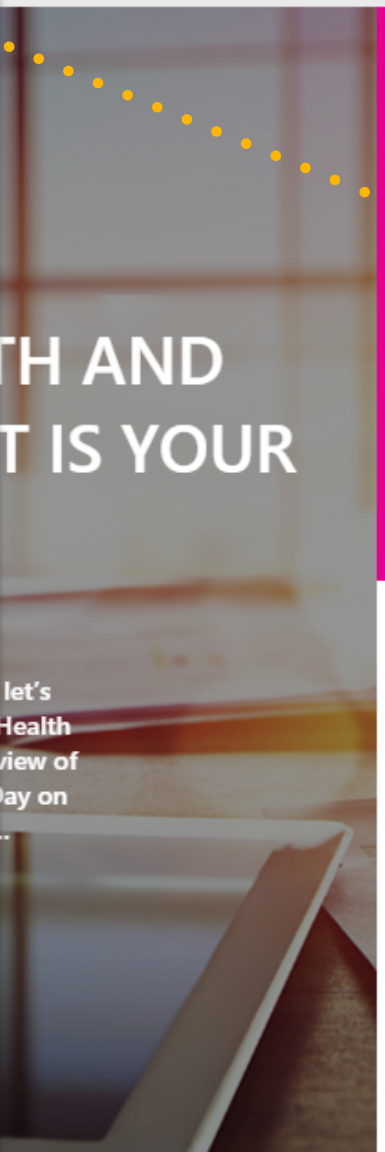

SharePoint


The Rule Tool


Top of Mind


Velocify


Advisor System to System is experiencing time out errors when r



UPDATED RE
FOR FHA 20













FHA 203k resource
updated to include
Requirements. As
please submit cont
information as earl
as possible. All cor
be approved by Na
and meet the requi

OUR LATEST
Jan 31, 2019



Apps Menu

Start typing for suggestions...

	ACES		AllRegs
	Audit Worksheet		Committees
	Compliance  Jeff Goshert Chief Compliance Officer		Content Library  Howard Lee Vice President of Digital M...
	Directory		DocuSign
	Expense Report		Fannie Mae

Sub Menu



THAT
WAS #1



Never loose another file

- If you use multiple Windows 10 PCs then OneDrive will automatically keep all these folders in sync
- <https://app.quickhelp.com/nlcloans/skillPaths/12007>



Good evening



Search

Apps

Install Office



Outlook



OneDrive



Word



Excel



PowerPoint



OneNote



SharePoint



Teams



Yammer



Dynamics
365



Flow



Admin



MyAnalytics



Add-In

Explore all your apps →

Documents



Upload and open...

New

Recommended



You recently opened this
51m ago



You recently opened this
51m ago



You + 1 other edited this
Thu at 11:04 AM



Feedback



Need



Microsoft Outlook Signature

Change an email signature

1. Click File > Options > Mail > Signatures.
2. Click the signature you want to edit, and then make your changes in the Edit signature box.
3. When you're done, select Save > OK.

Email Template

Search in Loop for Email Signature



Sincerely,

First Lastname

Title | NMLS# 123456



555-555-5555 | Cell
555-555-5555 | Direct
800-555-5555 | Toll Free ext. 5555

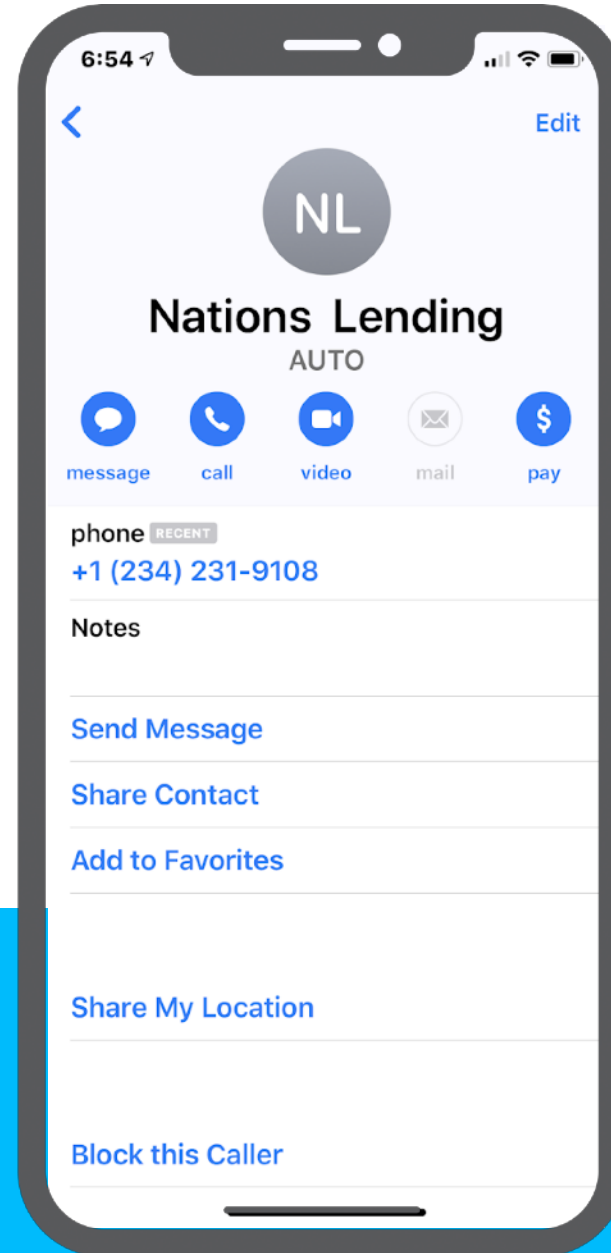
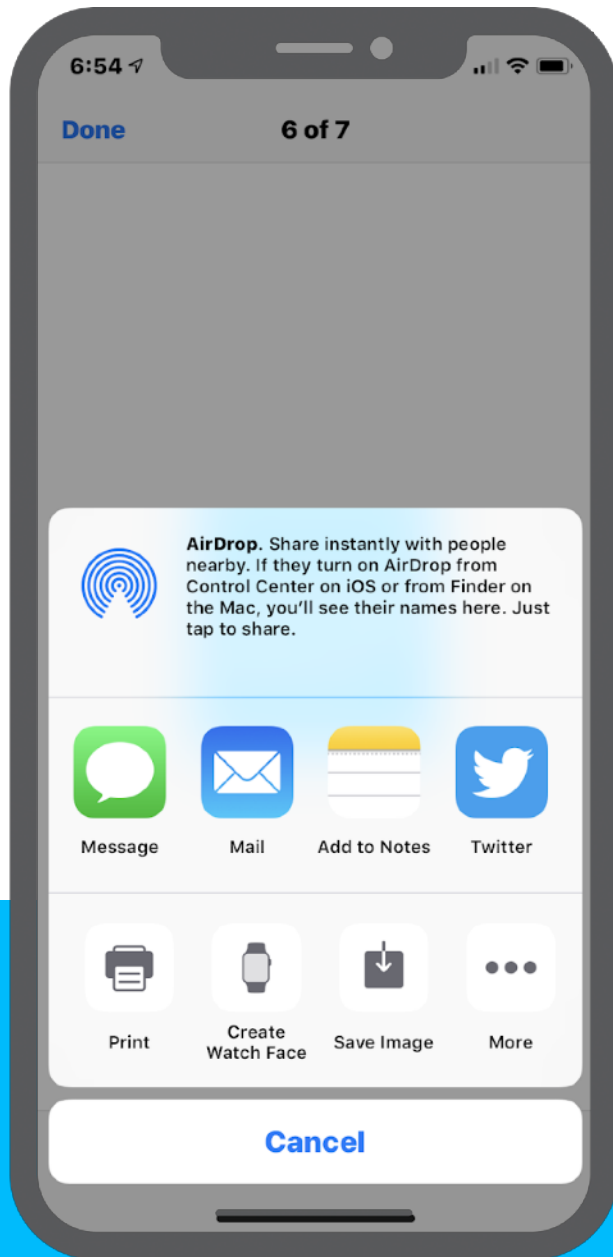
nationslending.com

Branch Name | NMLS# 00000
1234 Street Name City, State, Zipcode

->insert icons if appropriate

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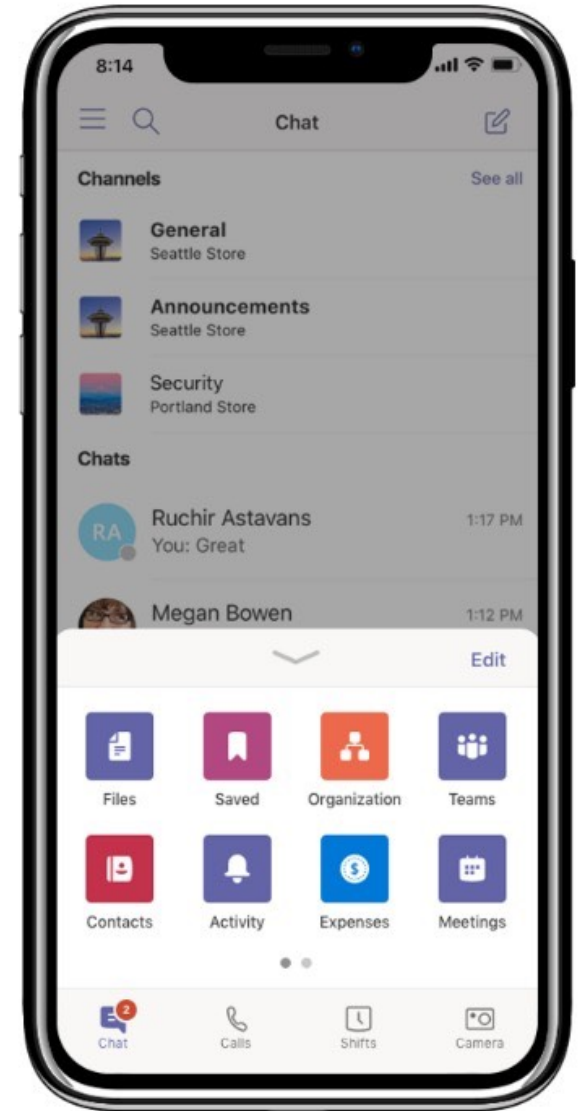
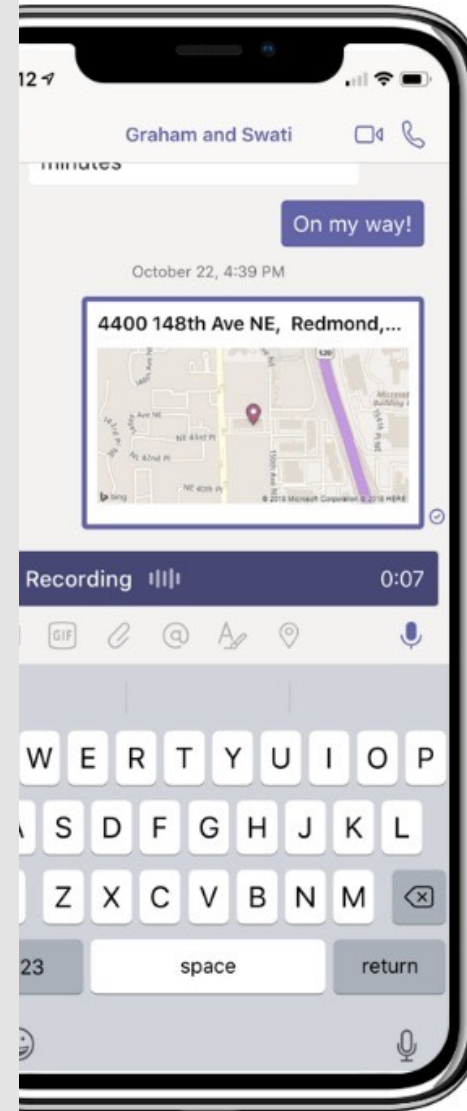


Create Nations
Smartphone Contact



Microsoft Teams

- Internal Collaboration Software
- Use with: Manager, Team Lead, Processor, Helpdesk, Marketing
- Online Training [Link](#)
- Support: helpdesk@nationslending.com
- Support: 855-282-1830



THAT WAS #2



RingCentral®



Initial Setup

Set Up Required In Order To:

- Login to apps
- Send/Receive Faxes & Texts
- Setup/Retrieve Voicemails
- Setup call Forwarding
- Confirm Emergency Address

UPINDER SAWHNEY has added you as a user to the RingCentral business phone system.

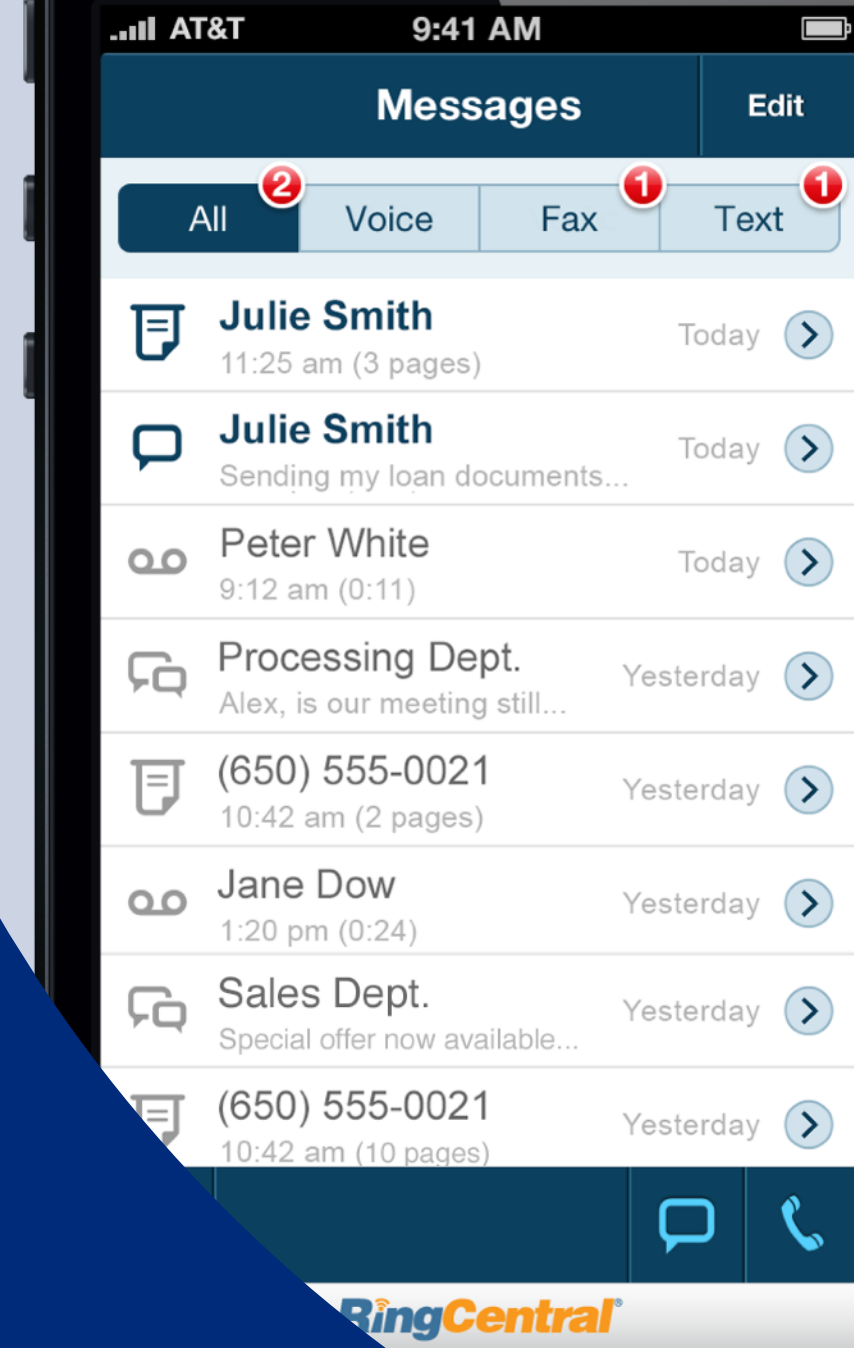
- Your company number is: (216) 487-6139
- Your extension number is: 6461
- Your email address for login is:

You can set up your account online in just a matter of minutes.

[Set Up Account](#)

Flexibility

- Desk Phone
- Cell Phone App
- Desktop App
- Online Portal
 - Call Handling/Forwarding
 - Voicemail Greeting
 - Change Password/PIN
 - E-mail Notifications (Voicemail)



TRAINING / SUPPORT



RingCentral Essentials (20 minutes)

☰ Modules

📄 Additional References

🏆 Achievements

The modules in this course must be completed in the order listed.



How to Use RingCentral With Your Polycom Phone



How to Use RingCentral for Desktop



How to Use the RingCentral Mobile App

- Training Available on NLCU
 - [Bit.ly/rcnlcu1](https://bit.ly/rcnlcu1) – Full Training
 - [Bit.ly/rcnlcu2](https://bit.ly/rcnlcu2) – Essentials
- Service Desk
 - 440-527-6677
 - itsupport@nationslending.com

QUIZ TIME



MORE ON THE AGENDA

