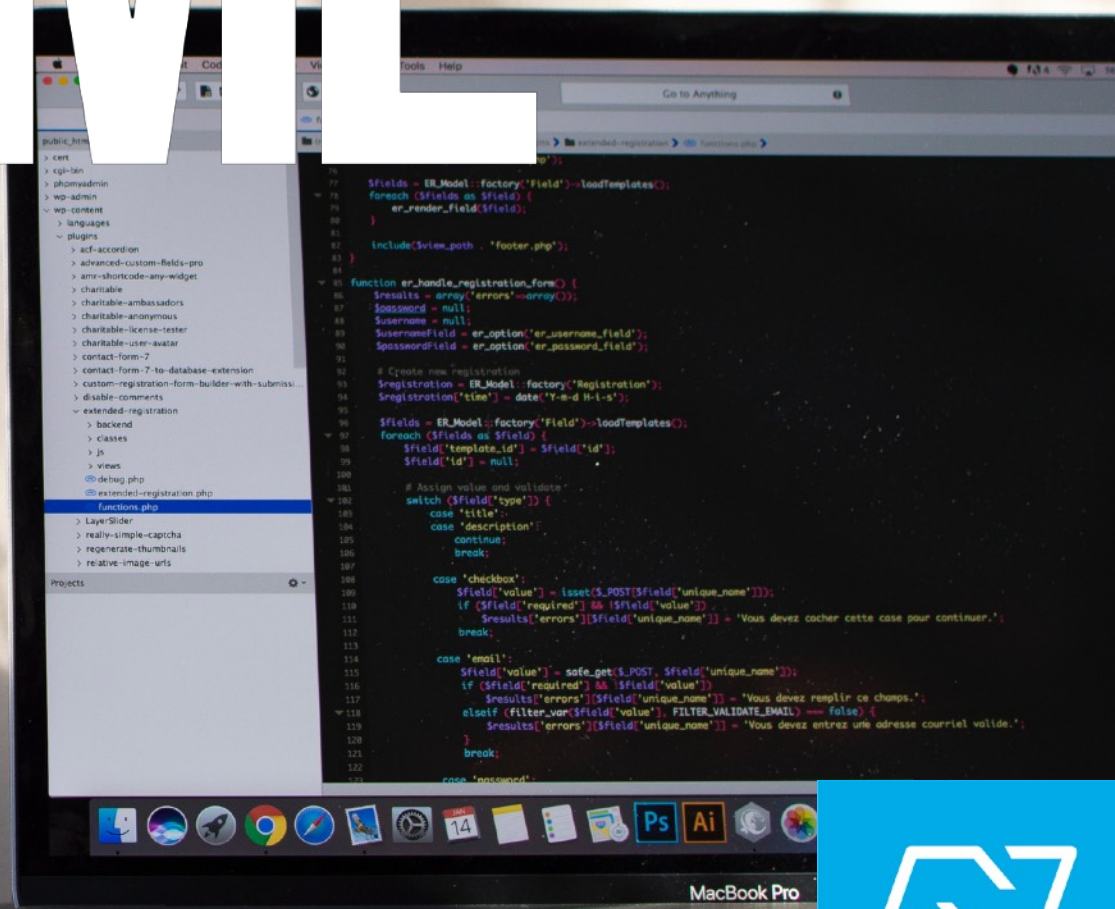


WELCOME

- 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 Rzyczycki – VP Project Management



loop +

Microsoft Teams





SUPPORT IS ALWAYS AVAILABLE

Contact the Service Desk for issues,
requests or questions

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



What's Supported

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

Online Training / All Microsoft Applications



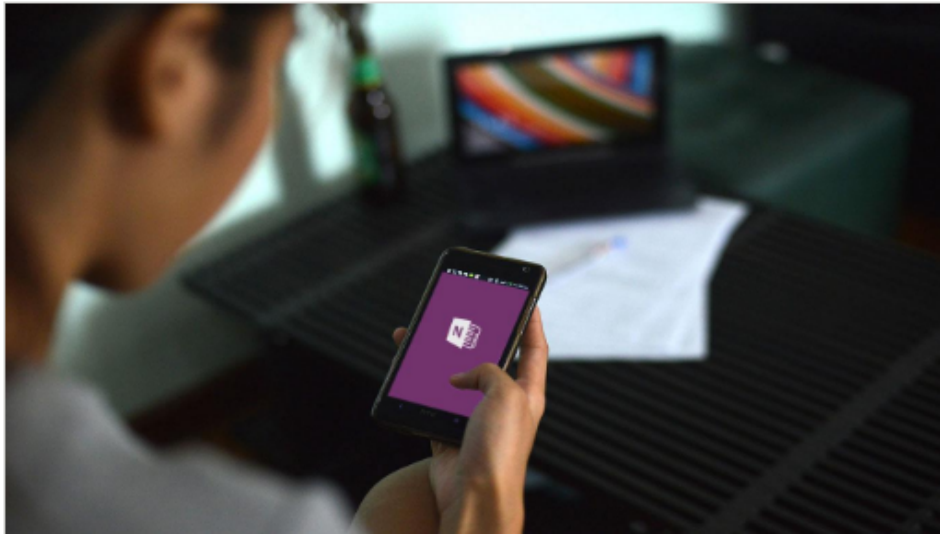
Search for skills, tips, user groups, events, etc.



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

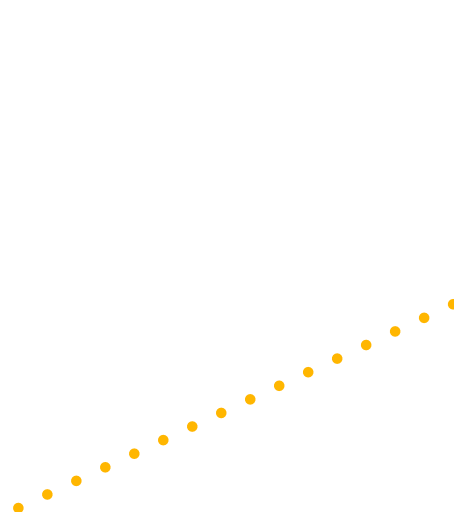
[Can't access your account?](#)

No account? [Create one!](#)

Next



Notification Icon



RESOURCES SHAREPOINT MARKETING

SEARCH

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





Apps

ACES	AllRegs	AMB
Audit Worksheet	Branch Insights	CompenSa
DocuSign	Dropbox	Five9
Locations Go	NLCU	Office 365
OnBase	Power BI	QuickHelp
Ring	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

TH AND
T IS YOUR

OUR LATEST
Jan 31, 2019

let's
Health
view of
Day on

NATIONAL
PROFESSIONA
TO
MORT
EMPL
20

Apps Menu

Please be advised Freddie Mac's Loan Product Advisor System to System is experiencing time out errors when running LP. Ellie M

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 lose 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

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

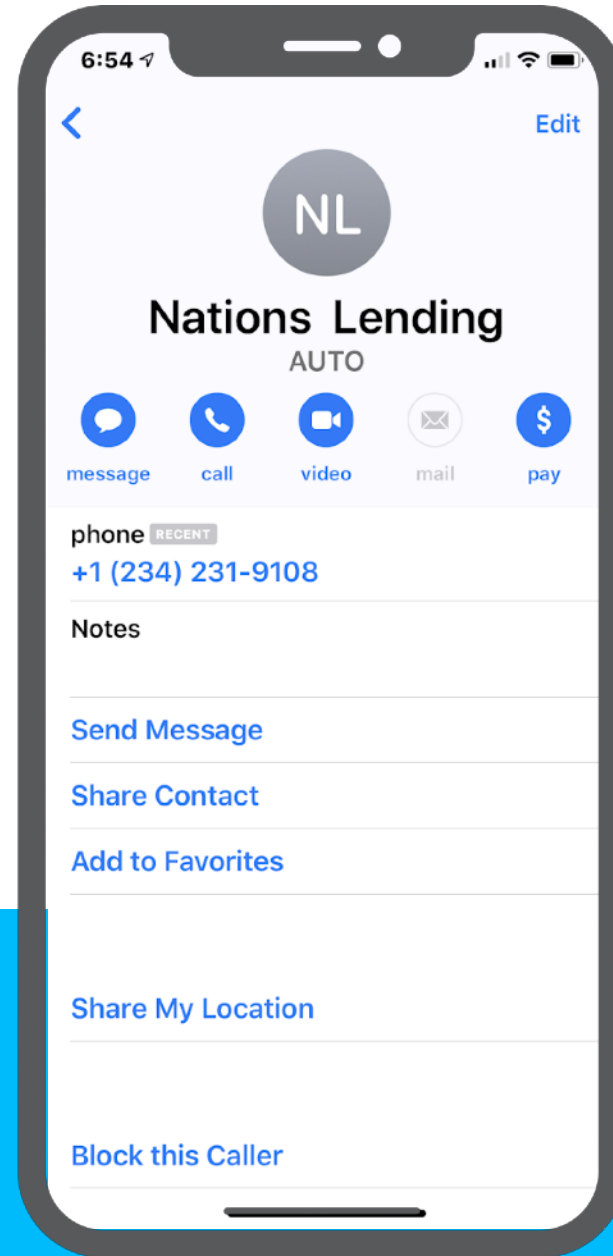
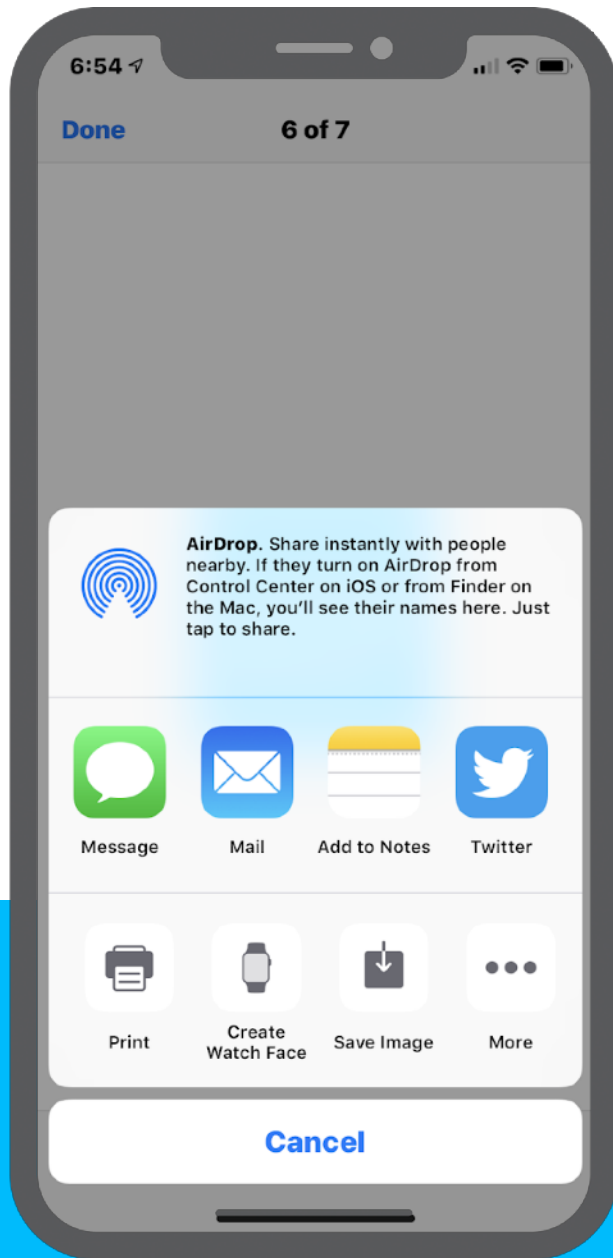
nationslending.com

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

->insert icons if appropriate

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[State Disclosure Requirements](#)

Nations Lending Corporation NMLS# 32416. 4 Summit Park Drive, Suite 200, Independence, OH 44131

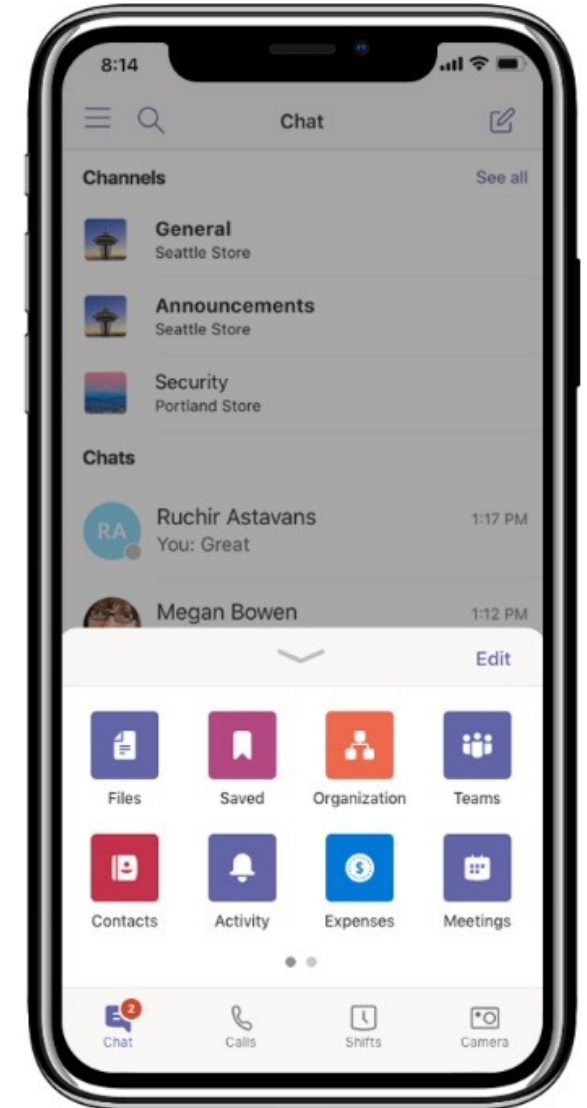
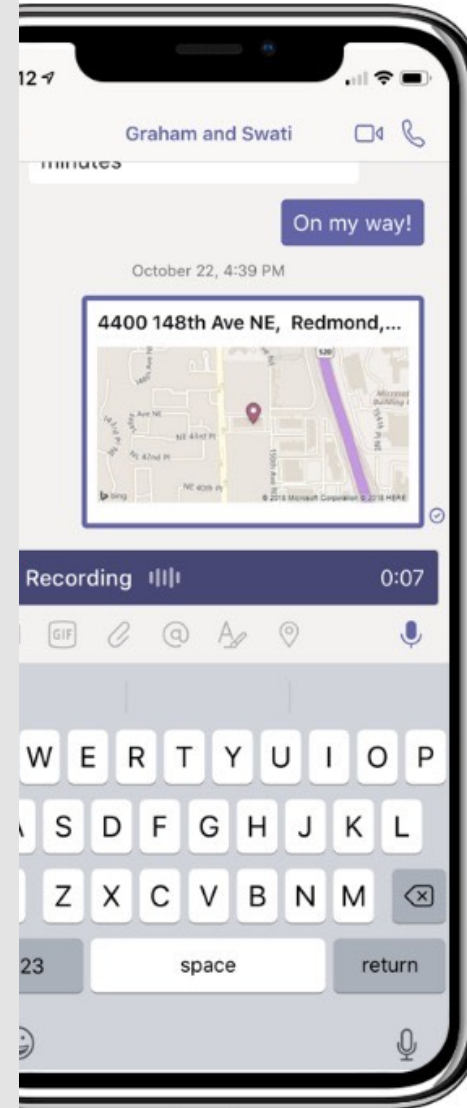


Create Nations Smartphone Contact



Microsoft Teams

- Internal Collaboration Software
- Use with: Manager, Team Lead, Processor, IT Service Desk, Marketing
- Online Training [Link](#)
- Support: ITsupport@nationslending.com
- Support: 440-527-6677



THAT WAS #2



RingCentral[®]



Integration

Initial Setup

Setup Required In Order To:

- Log in to apps
- Send/Receive Faxes & Texts
- Set up/Retrieve Voicemails
- Set up call Forwarding
- Confirm Emergency Address

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

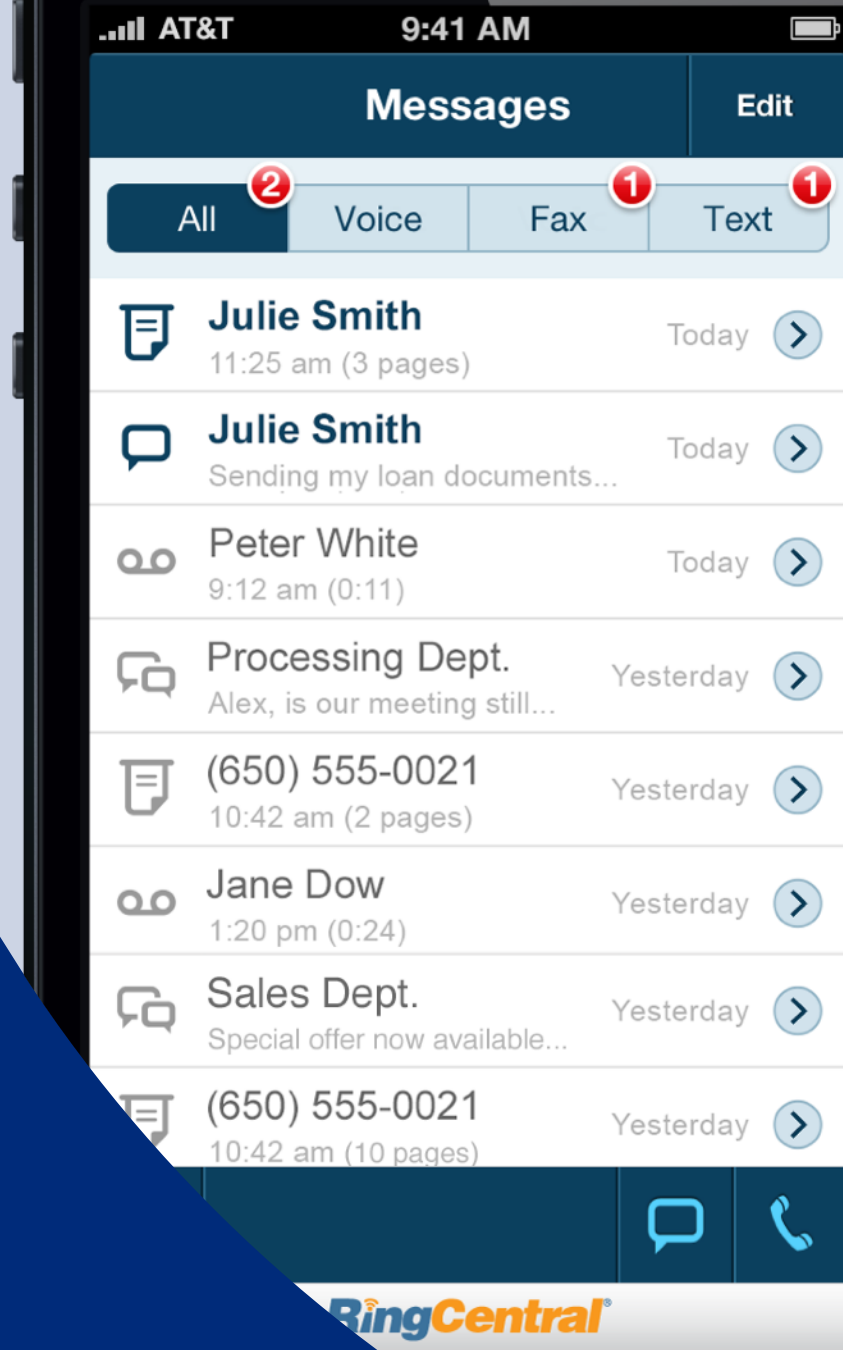
- Your company number is: (216) 487-6139
- Your extension number is: 6461
- Your email address for login is:

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



nations
lending

MORE ON THE AGENDA

