

# 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 Development, Security, Cloud Operations
- 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](mailto: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](mailto:ITsupport@nationslending.com) or call 440-527-6677

# Online Training / All Microsoft Applications



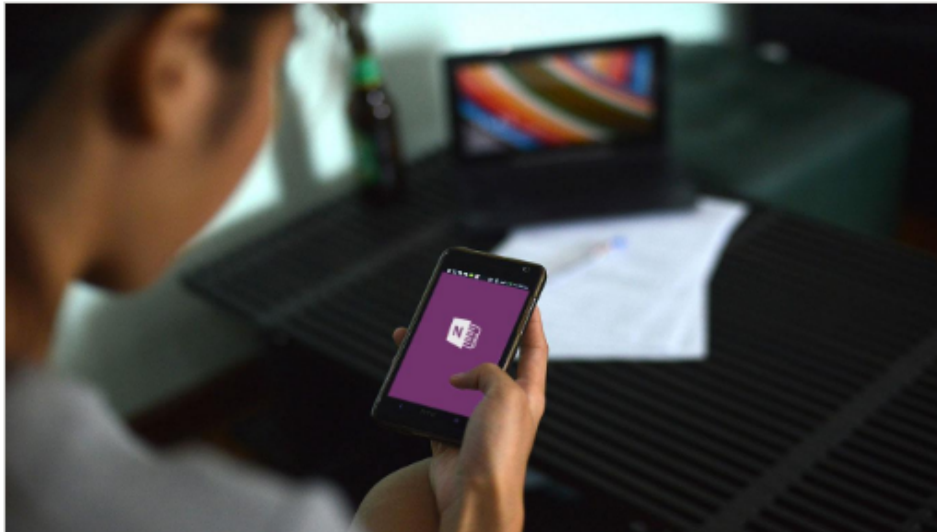
Search for skills, tips, user groups, events, etc.



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

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

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

NATIONAL P  
PROFESSIONA  
TO  
MORT  
EMPL  
20

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 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 help

# 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

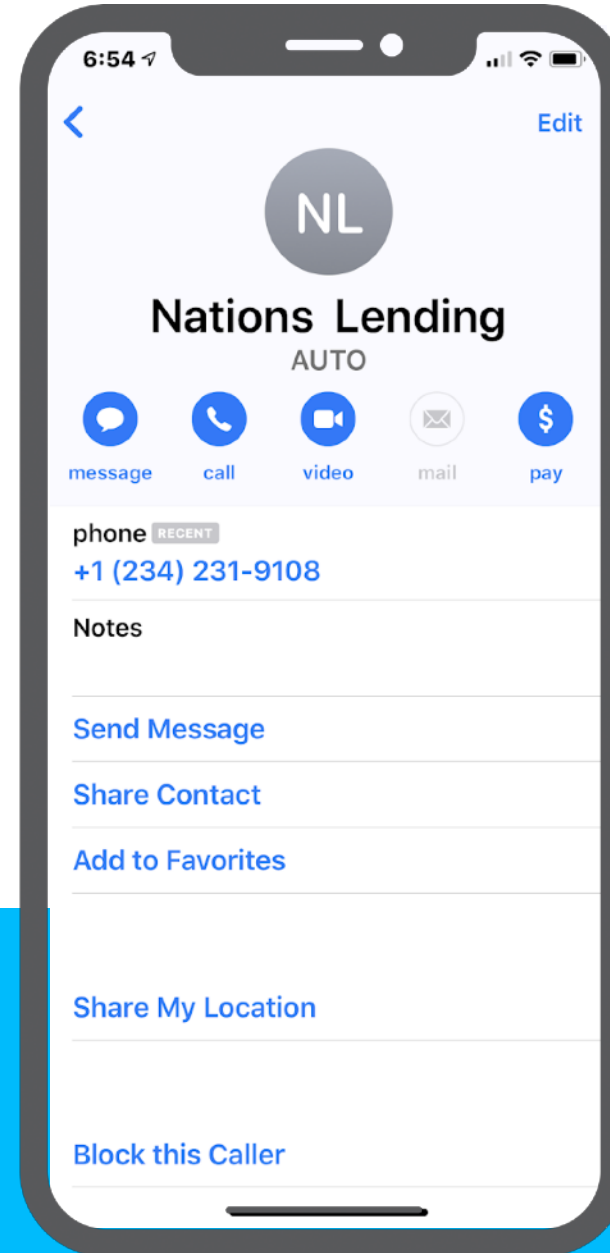
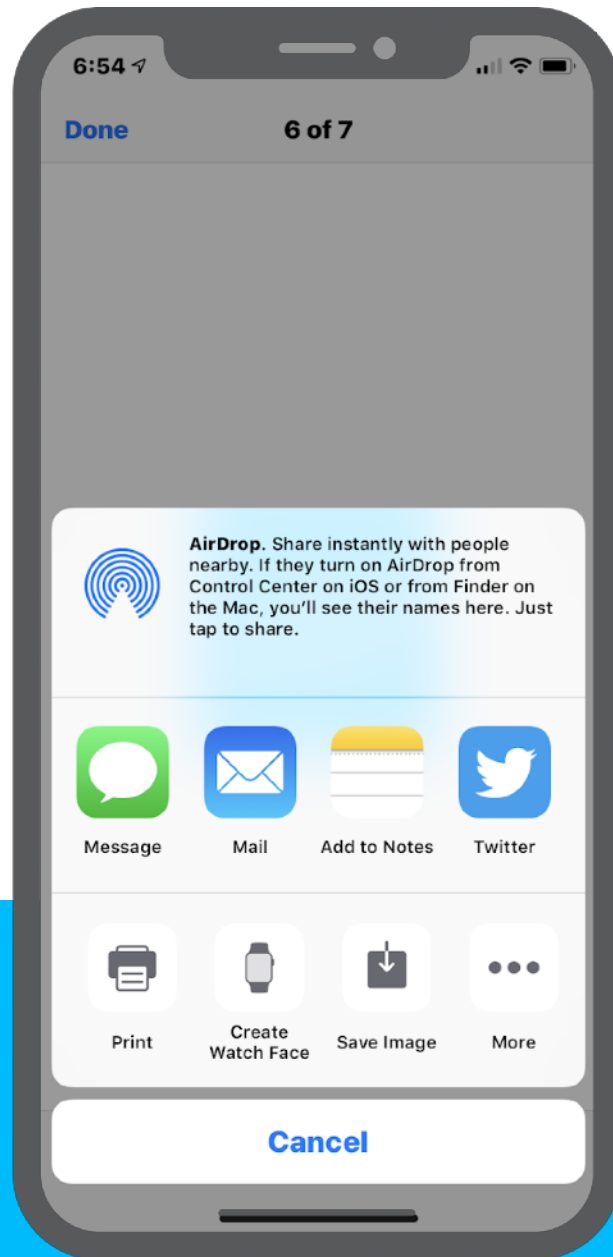
[nationslending.com](https://nationslending.com)

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

->insert icons if appropriate

[Terms of Use](#) | [Privacy Policy](#) |  
[State Disclosure Requirements](#)

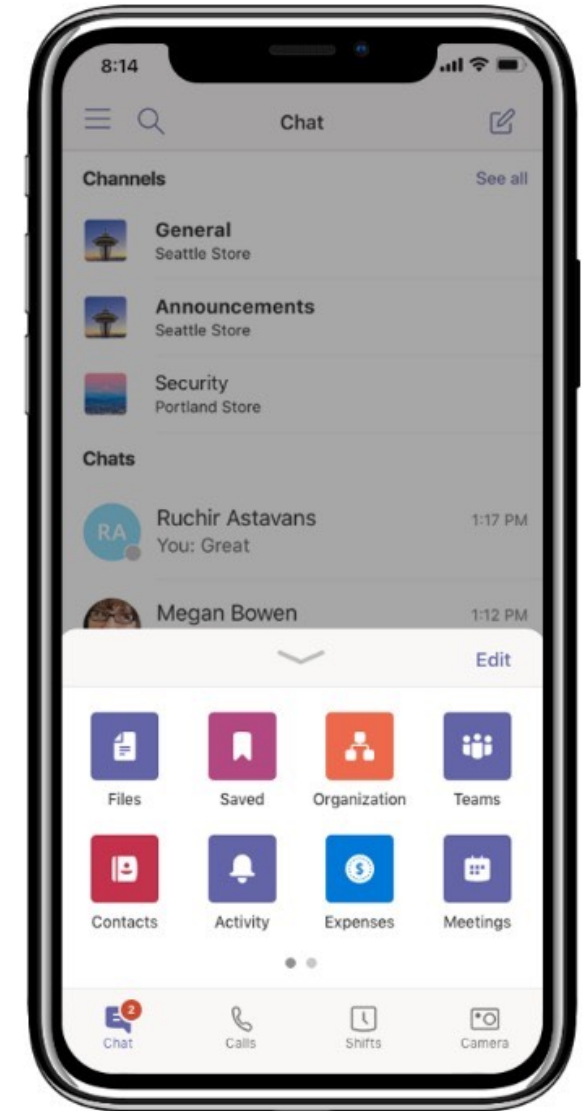
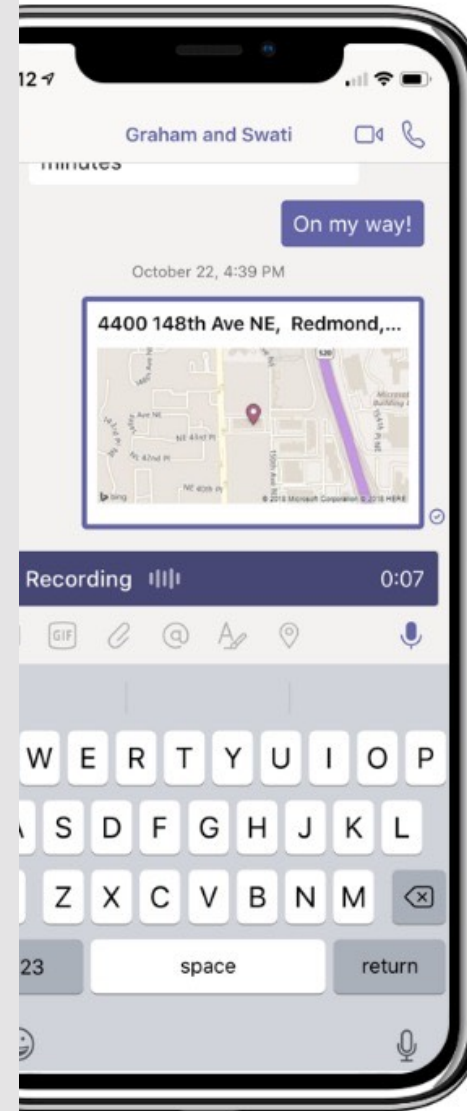
Nations Lending Corporation NMLS# 32416. 4 Summit Park Drive, Suite 200, Independence, OH 44131



Create Nations  
Smartphone Contact



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



# THAT WAS #2



***RingCentral®***



# 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

SEAN MALONEY has added you as a user to the RingCentral business phone system.

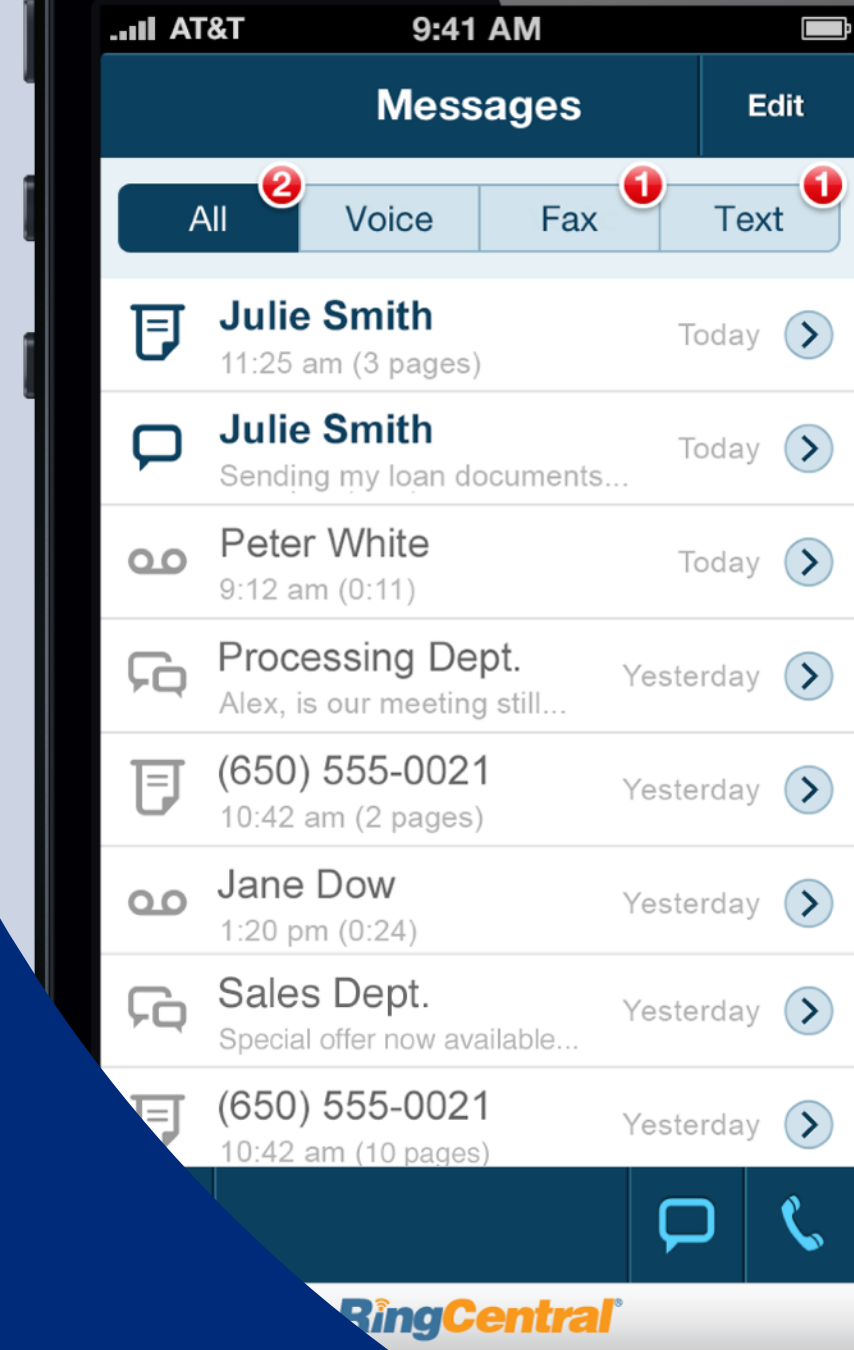
- Your company number is: (216) 487-6139
- Your extension number is: 6461
- Your email address for login is:

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](mailto:itsupport@nationslending.com)

# QUIZ TIME



# MORE ON THE AGENDA

