



Zip[®] 3.1 Admin Guide

Copyright © 2004-2023 Calyx Technology, Inc., dba Calyx Software. All rights reserved. Information in this publication is subject to change without notice.

Calyx Software makes no representations or warranties with respect to this information and will not guarantee the accuracy and completeness of any information. Users of this information do so with the understanding that Calyx Software is not engaged in the practice of law and does not render legal, accounting, or other professional services. This publication is intended for educational and informational purposes only.

In determining which federal or state forms supplied by Calyx Software should be used in a particular situation, users of this information should consult with their own legal counsel for advice. Calyx Software makes no representation that it supplies forms for every state. Calyx Software reserves the right to change this information without notice.

The information contained herein is fictional. Borrower names, company names, addresses, social security numbers, and other identifying information are not real and are used only to illustrate the product functionality.

No part of this publication may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, without the prior written permission of Calyx Software. Making unauthorized copies of this publication for any purpose other than your own personal use is a violation of United States copyright law.

Calyx Software, Path®, Point®, Point®Central, INK-it, Zip, Zenly, and WebCaster are registered trademarks of Calyx Technology, Inc.

Various other copyrights, trademarks, and service marks used or referenced in this publication are the property of their respective companies and owners.

August 2023

6475 Camden Avenue, Suite 207
San Jose, CA 95120

Corporate Office: (408) 997-5525
Dedicated Customer Service: (800) 342-2599
Sales: (800) 362-2599

Contents

CONTENTS	i
COMPANY SITE	1
COMPANY MAIN	1
SET LOAN ORIGINATORS LIST	11
BORROWER PORTAL	14
DEFAULT INFORMATION	14
<i>Images and Comments</i>	15
BANNER AND COLORS	19
LOAN ORIGINATORS	22
<i>Searching for Loan Officers</i>	23
<i>Deleting Loan Officer Accounts</i>	24
<i>Editing Loan Officer Access Rights</i>	25
<i>Editing Loan Officer Zip Landing Site</i>	28
<i>Creating New User Accounts</i>	31
<i>Forwarding</i>	34
BORROWER INTERVIEW	36
CONFIGURATION	36
<i>Edit Configuration</i>	37
<i>Adding and Selecting Configurations</i>	42
DISCLAIMER/RESULT	43
<i>Disclaimer</i>	43
<i>Thank You Message</i>	44
TERMS OF USE/PRIVACY POLICY	45
<i>Terms of Use</i>	45
<i>Privacy Policy</i>	46
RETENTION POLICY	48
DELIVERY	50
NOTIFICATIONS	52
EDIT REMINDERS	52
EMAIL SETTING	56
EDIT EMAILS	58
<i>Email Notifications</i>	58
Set Back Email Content to Default	60
Send Sample Email	61
<i>Email Signature</i>	62
REPORTS	66
BORROWER INTERVIEW REPORT	66

Contents

<i>Borrower Interview Report Search</i>	66
<i>Borrower Interview Resend and Excel Download</i>	69
INK-IT REPORTS	69
BORROWER UPLOADED DOCUMENT	70
BILLING STATEMENT REPORT	72
BORROWER STATISTICS.....	74
<i>Total Number of Borrower Indicators</i>	74
<i>Searching Borrower Statistics</i>	75
SETTINGS	78
GOOGLE ANALYTICS.....	78
BORROWER DASHBOARD	78
DOCUMENT TEMPLATE	79
VOA SETTINGS.....	82
<i>Enabling VOA</i>	82
SECURITY	83
<i>2-Factor Authentication</i>	83
<i>Password Parameters</i>	83
PAYMENT MANAGEMENT	84

Company Site

Through the **Company Site** menu, as the administrator, you can configure the design and messages on your company Zip site, which serves as a platform for borrowers to be introduced to your organization and loan officers. Additionally, borrowers can apply for loans and choose specific loan officers to work with via your company Zip site.

Company Main

Via the **Company Main** screen, you can configure the design and layout of the landing page on your company Zip site. This is the place where you choose the images and messages that greet borrowers when they first visit your company Zip landing page.

To set up the landing page of your company Zip site:

1. Select the **Company Main** screen from the **Company Site** menu.

Company Main

Here you can set up your company introduction, company information, and other content that appear on your Zip company main page. If you do not want to enable your Zip company main page, select Off in the Use Company Main section.

Use Company Main

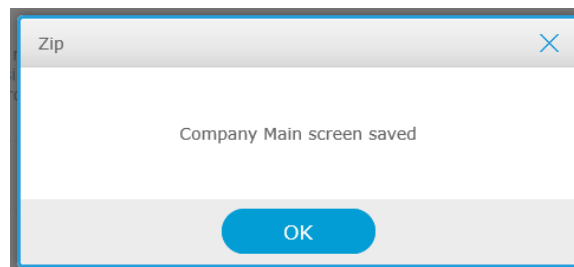
☒ On ☐ Off

Language Selection

☒ On ☐ Off

Company Web Address Setup

2. In the **Use Company Main** section, you can enable or disable your company Zip site by selecting either **On** or **Off**. Selecting **Off** will disable your company Zip site.
 - A. If you selected **Off**, scroll down to the bottom and click **Save**.
A popup appears confirming that the screen is saved.



- B. Click **OK**.
- C. If you selected **On**, continue to the next step.

Company Site

3. In the **Language Selection** section, you can enable or disable the option for borrowers to switch to the Spanish version of the greeting messages on your company Zip landing page.

NOTE: When this option is enabled, there will be a language selection dropdown menu on your company Zip landing page. When it is disabled, the dropdown menu is gone from the landing page.

4. In the **Company Web Address Setup** section, enter the prefix to the URL of your company Zip site.

Company Web Address Setup

Zip requires a web address to ensure that potential borrowers can access the company site. The web address automatically assigned by Zip is shown below. You may change the web address prefix in the box below. If you need assistance setting up your web address, please email the Zip setup team.

.zipforhome-qa.com

Select Type

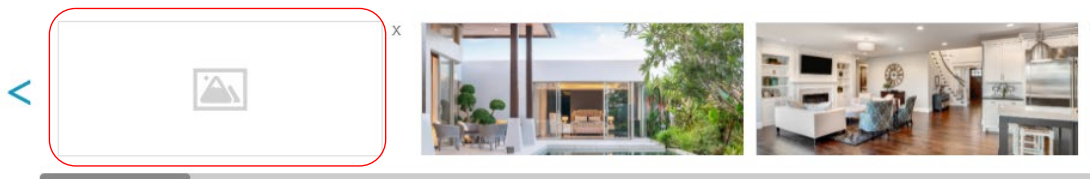
Select a type to apply the Company Main page.



- After entering the prefix, click the **GO** button to visit the landing page of your company Zip site.
5. In the **Select Type** section, choose the layout of your company Zip landing page.
 - Selecting type A: The main image is prominently featured on top of your company Zip landing page. Text is placed at the bottom left of the main image and at the bottom of the page.
 - Selecting type B: The main image is prominently featured on top of your company Zip landing page. Text is placed at the center of the main image and at the bottom of the page.
 - Selecting type C: The main image is placed on the top left of your company Zip landing page, with the rest of the page featuring text.
 6. In the **Select Image** section, select the main image to be featured on your company Zip site.

Select Image

Select an image to apply to the visual area in Company Main page. You can also upload an image from your computer. The optimal size is 1800*500~740 (The optimal size for Type C is 570*350.). The file types supported are: JPEG, JPG, GIF, PNG



NOTE: Zip provides a list of stock images to choose from for your company Zip landing page.

Company Site

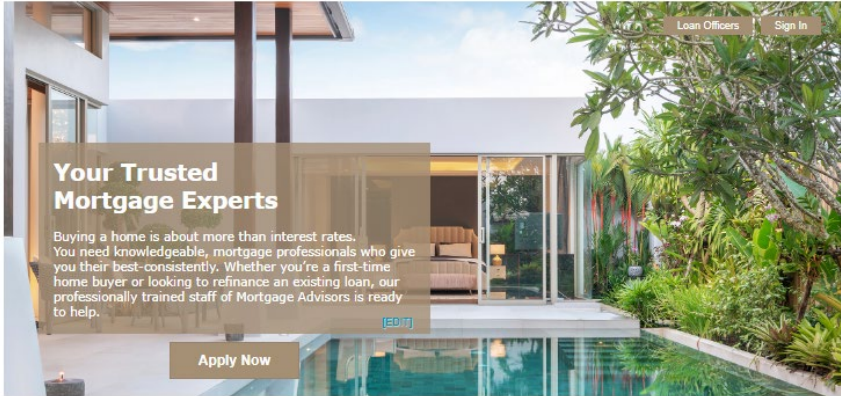
- A. Scroll through the stock images to select the right one to be featured.
- B. If you want to feature your own image, click the blank image (**highlighted in red**) in the above image to open your browser's upload lightbox.
 - I. Select the image to be uploaded.
 - II. Click **Open**.
 - III. To delete the uploaded image, click the **X** icon next to the image, located on the top right.
7. In the **Edit Contents** section, you can configure the banner, company information, and messages that appear on your company Zip landing page.

In this example, the page layout is type **A** (selected in step 4).

Edit Contents

LOGO

[EDIT]



2021.08.21 Prod Test

212 lex st ALLEN TX 75002

Phone
510-000-0000

Email
bowen_zhao@calyxsoftware.com

NMLS
666666666

[EDIT]

Purchasing a home?

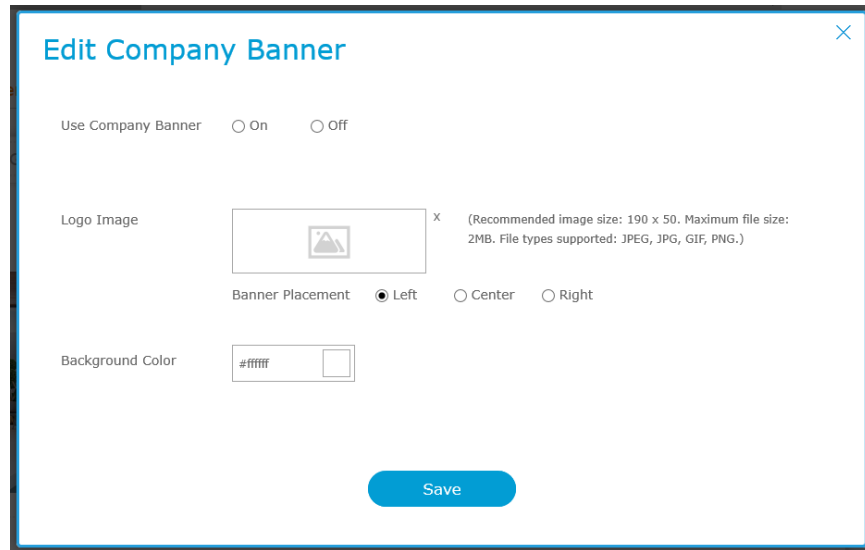
The home of your dreams is waiting for you. By offering personalized service, we quickly help secure the right home loan for our clients. We make the loan process simple, straightforward, and fast. Our team of knowledgeable originators are on staff and ready to work for you, give us a call today.

Looking to refinance?

If you're considering refinancing your current mortgage, we can help you understand your options. We listen to your specific needs then present personalized mortgage options for you in real-time. Your needs can change, so can your mortgage loan. Let us help.

[EDIT]

- A. To configure the banner, click the corresponding **EDIT** button (top right), to open the **Edit Company Banner** light box.



- I. Select **On** or **Off** to enable or disable the company banner, which appears at the top of your company Zip landing page.
 - a. If you selected **Off**, click **Save** to exit the light box. If you selected **On**, move to the next step.
- II. To choose a **Logo Image** as the banner, click the blank image to open your browser's upload lightbox.
 - b. Select the image to be uploaded.
 - c. Click **Open**.
 - d. To delete the uploaded image, click the **X** icon next to the image located on the top right.
- III. Choose the placement of the banner by selecting either **Left**, **Center** or **Right**.
- IV. To choose a **Background Color** for the banner:
 - a. Click the corresponding field (**highlighted in red**) in the image below.

Background Color

#ffffff

The color selector is enabled.

Logo Image

Background Color

#ffffff

Company Site

- b. Use the color spectrum bar on the right to select the desired color (**highlighted in blue**) in the image above.
- c. To further tune the color, use the circle (**highlighted in green**) the image below in.



- d. If you know the hex color code of the color you want, enter it in the corresponding field.

Background Color

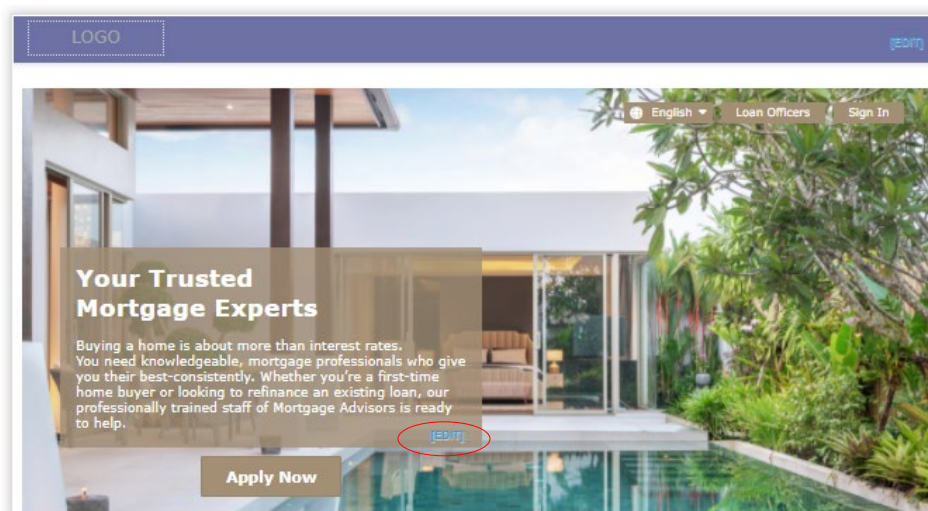
#914848

- e. Click out once you have selected the desired color or entered the hex color code.

V. Click **Save** to save and close the **Edit Company Banner** light box.

NOTE: If you did not select a banner image, the banner will just be the background color.

- B. To edit the primary message shown on your company Zip site, click the corresponding **EDIT** button.



The **Edit Comment** lightbox appears.

NOTE: Zip provides a default primary message. If you want to tailor it specifically to your organization, follow the steps below.

Edit Comment ✕

English

Open Sans ▾ 11pt ▾ **B** *I* A ▾ **A** ▾ [List Bulleted] [List Numbered] [List None] [Link]

Your Trusted Mortgage Experts

Buying a home is about more than interest rates. You need knowledgeable, mortgage professionals who give you their best-consistently. Whether you're a first-time home buyer or looking to refinance an existing loan, our professionally trained staff of Mortgage Advisors is ready to help.

Spanish

Open Sans ▾ 11pt ▾ **B** *I* A ▾ **A** ▾ [List Bulleted] [List Numbered] [List None] [Link]

Sus expertos hipotecarios de confianza

Comprar una casa es más que tasas de interés. Necesita profesionales hipotecarios bien informados que le brinden lo mejor consistente. Ya sea que compre una casa por primera vez o quiera refinanciar un préstamo existente, nuestro personal de asesores hipotecarios capacitados profesionalmente están listos para ayudarlo.

Background and Button color #a58f74 ■

Button text color #ffff □

Save

- I. In the top field enter the message that greets borrowers when they visit your company Zip landing page.
- II. Use the top bar above the field to tailor the design of the message, such as font, size, bold, italics, etc. (highlighted in red) in the image above.
- III. If you want to modify the Spanish message, edit it in the corresponding field below.
- IV. Choose the **Button color** and **Button Text color** for the **Apply Now** button, which is located directly below the primary message on your company Zip landing page.

NOTE: When borrowers click this button, they will immediately be transported to your organization's Zip borrower interview portal to begin the application process.

- a. To select the **Button color**, click the corresponding field to enable the color selector (highlighted in red) in the below image.

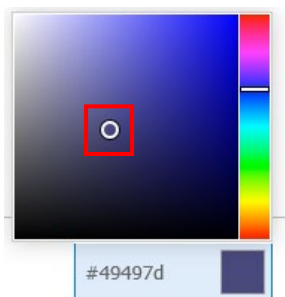
Button color

Button Text color

The color selected is enabled.



- b. Use the color spectrum bar on the right to select the desired color (**highlighted in blue** in the image above in blue).
- c. To further tune the color, use the circle (**highlighted in red**) the image below in.



- d. If you know the hex color code of the color you want, enter it in the corresponding field.

Button color

- e. Click out once you have selected the desired color or entered the hex color code.
- f. Repeat the above steps for selecting the **Button Text color**.

V. Click **Save**.

- C. To edit your organization's company information, click the corresponding **EDIT** button (**highlighted in red**) the image below in.

Calyx Software

6475 Camden Ave, Ste 207 San Jose CA 95120

Phone
408-997-5525

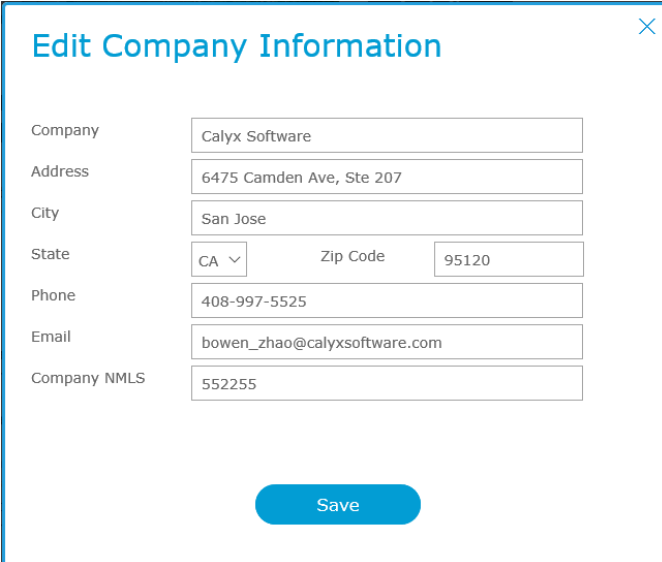
Email
bowen_zhao@calyxsoftware.com

NMLS
552255

[EDIT]

Company Site

The **Edit Company Information** lightbox appears.

A lightbox titled "Edit Company Information" with a close button (X) in the top right corner. It contains a form with the following fields: Company (Calyx Software), Address (6475 Camden Ave, Ste 207), City (San Jose), State (CA), Zip Code (95120), Phone (408-997-5525), Email (bowen_zhao@calyxsoftware.com), and Company NMLS (552255). A blue "Save" button is at the bottom center.

Company	Calyx Software		
Address	6475 Camden Ave, Ste 207		
City	San Jose		
State	CA ▾	Zip Code	95120
Phone	408-997-5525		
Email	bowen_zhao@calyxsoftware.com		
Company NMLS	552255		

Save

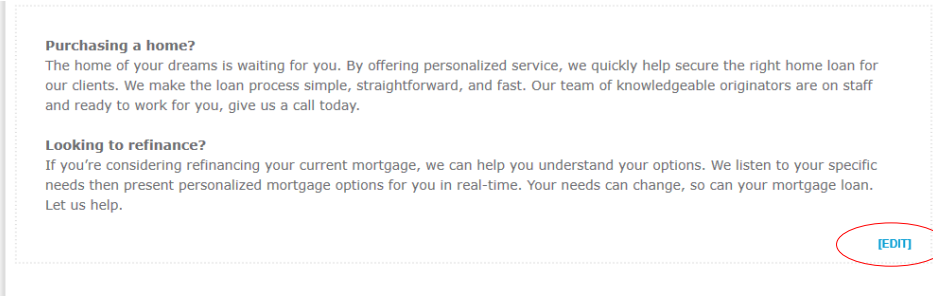
I. Edit the information in the applicable fields.

II. Click **Save**.

NOTE: The company information edited here only applies to your company Zip site. For company information that appears on the Zip landing sites of individual loan officers, see **Editing Loan Officer Zip Landing Site**.

D. To edit the secondary message shown on your company Zip site, click the corresponding **EDIT** button, (highlighted in red) in the image below.

NOTE: Zip provides a default secondary message. If you want to tailor it specifically to your organization, follow the steps below.

A lightbox showing a default secondary message. It contains two sections: "Purchasing a home?" and "Looking to refinance?". The "EDIT" button is highlighted with a red circle in the bottom right corner.

Purchasing a home?
The home of your dreams is waiting for you. By offering personalized service, we quickly help secure the right home loan for our clients. We make the loan process simple, straightforward, and fast. Our team of knowledgeable originators are on staff and ready to work for you, give us a call today.

Looking to refinance?
If you're considering refinancing your current mortgage, we can help you understand your options. We listen to your specific needs then present personalized mortgage options for you in real-time. Your needs can change, so can your mortgage loan. Let us help.

[\[EDIT\]](#)

The **Edit Company Introduction** lightbox appears.

Edit Company Introduction

Type

English

Open Sans 11pt B I A A

Purchasing a home?
The home of your dreams is waiting for you. By offering personalized service, we quickly help secure the right home loan for our clients. We make the loan process simple, straightforward, and fast. Our team of knowledgeable originators are on staff and ready to work for you, give us a call today.

Looking to refinance?
If you're considering refinancing your current mortgage, we can help you understand your options. We listen to your specific needs then present personalized mortgage options for you in real-time. Your needs can change, so can your mortgage loan. Let us help.

Spanish

Open Sans 11pt B I A A

¿Comprar una casa?
La casa de tus sueños te está esperando. Siempre hemos ofrecido un servicio personalizado para ayudar a asegurar el préstamo hipotecario adecuado para nuestros clientes. Hacemos que el proceso de préstamo sea simple, directo y rápido. Contamos con los mejores expertos en hipotecas y listos para trabajar para usted, llámenos hoy.

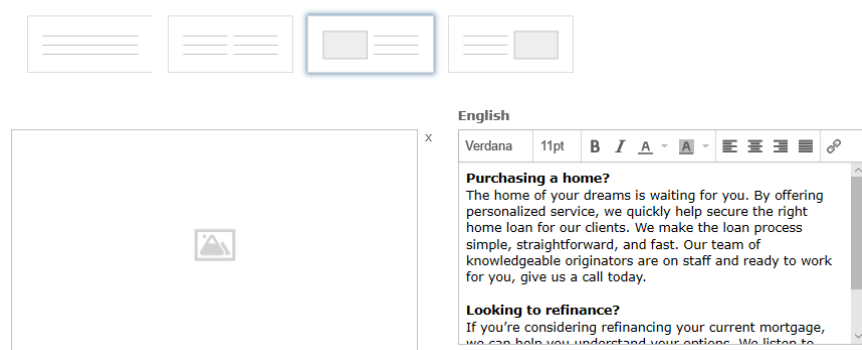
Buscando refinanciar?
Si está considerando refinanciar su hipoteca actual, podemos ayudarlo a comprender sus opciones. Escuchamos sus necesidades específicas y luego le presentamos opciones de hipotecas personalizadas en tiempo real. Sus necesidades pueden cambiar, al igual que su préstamo hipotecario. Permítanos ayudarlo.

Save

- I. Select the layout of the secondary message (**highlighted in red**) the image above in. There are four options for how to display the secondary message.
 - The **plain text** option: The message appears in a conventional manner at the bottom section of the page.
 - The **double column** option: The message is divided into two columns that appears at the bottom section of the page. When this option is selected, the lightbox changes to accommodate the configuration that will appear on your company Zip landing page, as shown below.

- The **image text** option: An image is added to the left side of the message, as shown below.

Type

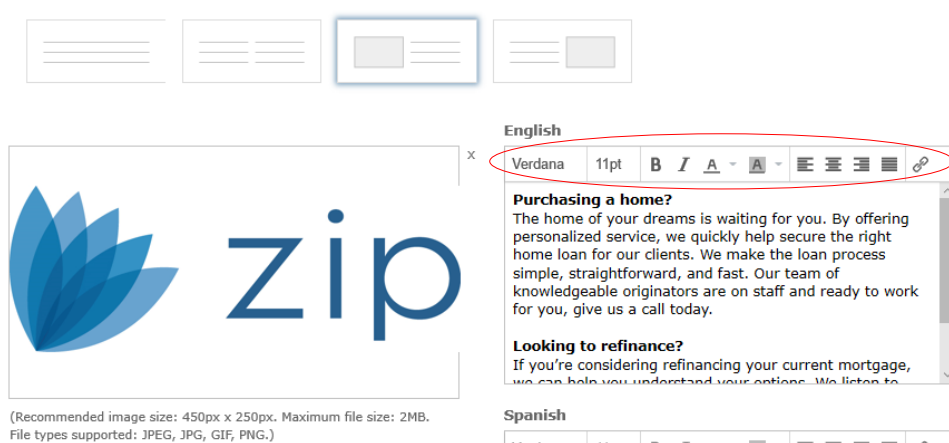


- The **text image** option: An image is added to the right side of the message.

In the following example, the **image text** option is used.

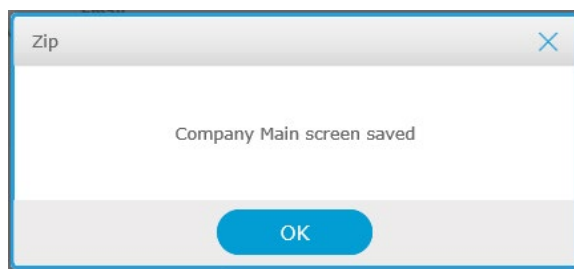
- I. Click the blank image to open your browser's upload lightbox.
 - g. Select the image to be uploaded.
 - h. Click **Open**.
- II. In the **English** field, enter or edit the secondary message.
- III. Use the top bar above the field to tailor the design of the message, such as font, size, italic, bold, etc. (**highlighted in red**) the image below in.

Type



- IV. If you want to edit the Spanish version of the secondary message, edit it in the corresponding field.
- V. Click **Save**.

8. Once you have finished configuring you company Zip landing page, click **Save**. A popup appears confirming that the screen is saved.



9. Click **OK**.

Set Loan Originators List

Use the **Set Loan Originators List** screen to choose your organization's loan officers to be featured on the Loan Officers page of your company Zip site.

To set the list of loan officers:

1. Select the **Set Loan Originator's List** screen from the **Company Site** menu.
On the left, the **Loan Originators** column lists all the loan officers in your organization. On the right, the **List on Company Main** column lists the loan officers to be featured on the Loan Officers page of your company Zip site.

Set Loan Originators List

You can select and sort the list of loan originators who appear on the company main site.

Set the List on Company Main

Sort by registration

Sort by Name

Loan Originators

★ Bowen C Zhao

Calos Wong

Jim Lee

Bill Ho

Tim Wu

All

»

«

All

List on Company Main

★ Bowen C Zhao

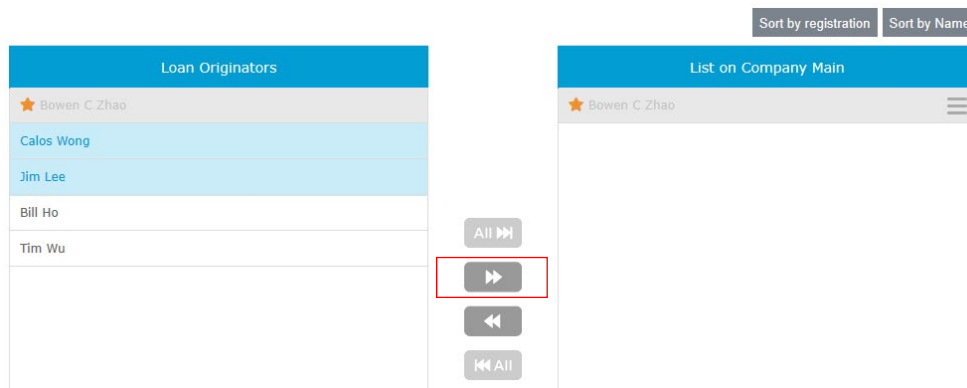
Save





NOTE: A star appears next to the default loan officer, who is assigned loans for which borrowers failed to select a loan officer to work with when they start the application process via your company Zip site.

Company Site

RELATED: For more information on setting the default loan officer, see **Editing Loan Officer Zip Landing Site**.

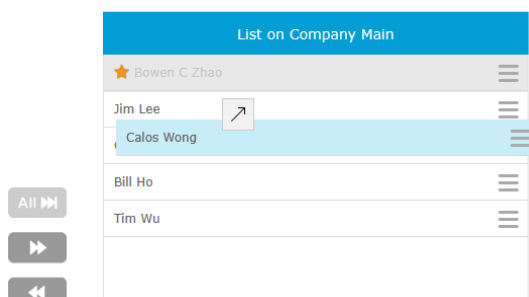
2. Select the loan officer(s) to be featured by clicking their row(s) in the **Loan Originators** column. Once a loan officer name is clicked it is highlighted, as shown below.



3. Click the right arrow () to move the selected loan officer(s) to the **List on Company Main** column, (highlighted in red) in the image above.
4. To remove loan officer(s) from the **List on Company Main** column, click the left arrow ().
5. To move all loan officers from one list to the other click  or .

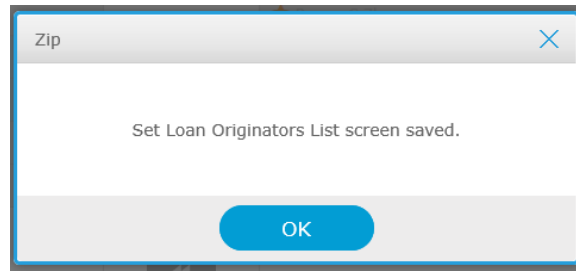
NOTE: The default loan officer cannot be removed from the **List on Company Main** column.

6. To arrange a loan officer's position in the list with respect to the others, click the row of the loan officer name and drag it to the desired position on the list, as shown below.



7. To sort the list by alphabetical order, click **Sort by Name** above the column.
8. To sort the list by the registration dates of your loan officers on your Zip admin site, click **Sort by registration**.
9. Once you have finished sorting the order, click **Save**. A popup appears confirming that the screen is saved.

Company Site



10. Click **OK**.

Borrower Portal

The **Borrower Portal** menu contains the **Default Information**, **Banner and Colors**, and **Loan Originators** screens.

Via these screens you, as the administrator, can configure the default images, banners, messages, etc. that greet borrowers when they visit your Zip landing site and enter your borrower interview portal, as well as the landing sites and interview portals of the loan officers in your organization. Additionally, you can add loan officers to and delete them from your organization and configure their access rights to the Zip admin site.

Default Information

Through the **Default Information** screen, you can configure the default image, messages, and logos for your organization.

NOTE: Although these are the default image and messages for your organization, the individual loan officers in your organization can set up their unique images and messages on their own Zip landing sites, should you give them read and write access rights, which you can do in **Editing Loan Officer Access Rights**.

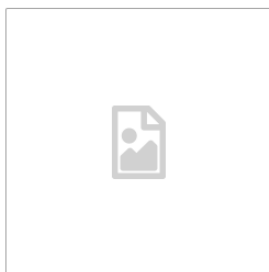
Default Information

Here you can set your company's default profile photo and borrower landing page message.

Image and Comments

Register your company image and introduction message to be displayed on your consumer web portal landing page.
(* Required fields)

Image



- Recommended image size: 230 x 230
- Maximum file size: 2MB
- File types supported: JPEG, JPG, GIF, PNG

Crop Delete Save

Company*	<input type="text" value="Calyx Software"/>		
Company NMLS*	<input type="text" value="552255"/>		
Address*	<input type="text" value="6475 Camden Ave, Ste 207"/>		
City*	<input type="text" value="San Jose"/>		
State*	<input type="text" value="CA"/>	Zip Code*	<input type="text" value="95120"/>
Office Phone ?	<input type="text"/>		

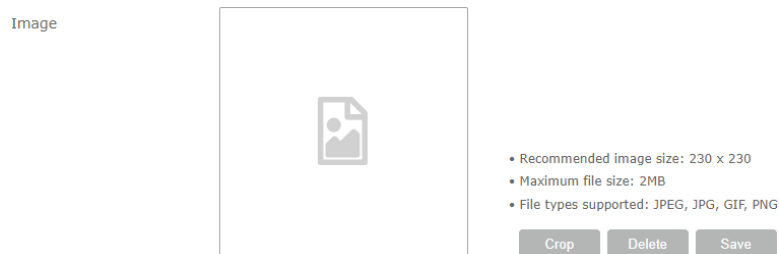
☒ Show the company address at the bottom of the landing page.

Images and Comments

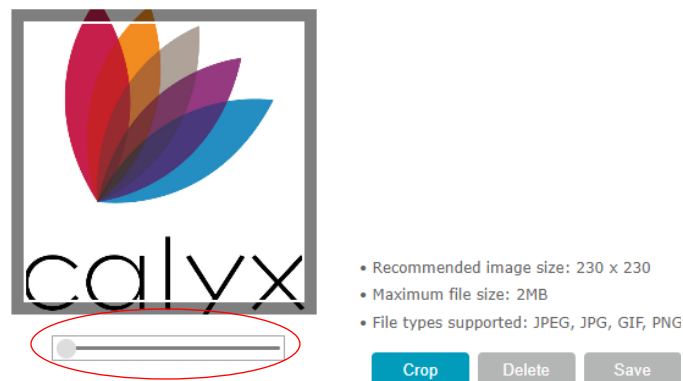
To set up the default images and messages on your Zip landing site:

NOTE: For loan officers who have read and write access to the Zip admin site and who chose different images and messages from the company default, the images and messages on their Zip landing sites will stay the same when you upload a new company default image or enter a new message.

1. Select the **Default Information** screen from the **Borrower Portal** menu.
2. To upload an image, click the **Image** field to open your browser's upload lightbox.



- A. Select the image to be uploaded to your Zip landing site.
- B. Click **Open**.
- C. After the image is uploaded, the **Crop** button becomes enabled and you can adjust the zoom level, using the zoom slider (**highlighted in red**) in the image below.



- D. When you have reached the desired level of zoom, click **Crop**.
 - E. Click **Save** to save the image and level of zoom.
Lightbox appears to confirm the changes have been saved.
 - F. Click **Ok**.
 - G. To delete the image, click **Delete**.
3. Enter the **Company** name, **Company NMLS**, **Address** information, and **Office Phone** of your organization.
 4. To display your company's address at the bottom of the landing page, select the corresponding checkbox. Otherwise, deselect the checkbox.

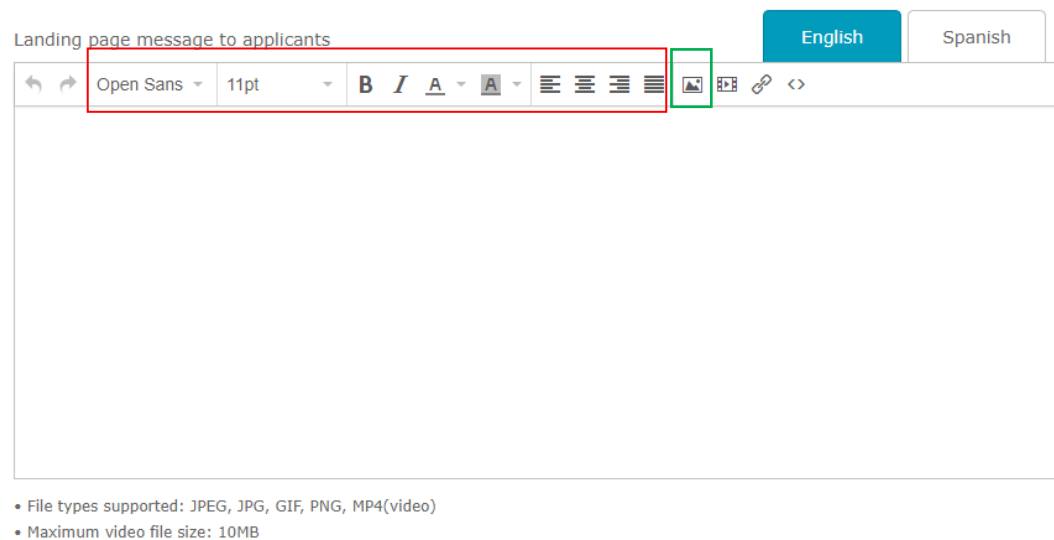
NOTE: Even when this feature is disabled here as the default landing page, it can still be enabled for the individual landing pages for each loan officer, by you or by the loan officers themselves (if they have the necessary access rights).

RELATED: For more information on configuring an individual loan officer's landing page, see **Editing Loan Officer Zip Landing Site**.

5. Select the **English** tab to enter the English version of the message to greet potential borrowers on your Zip landing site.
In this example, English is used.

A. Enter the message.

B. Use the top bar above the field (**highlighted in red**) to tailor the design of your message, such as font, size, bold, italics, etc.



C. To enter an image, click the picture icon (**highlighted in green**).

Your browser's upload lightbox is opened.

I. Select the image to be uploaded.

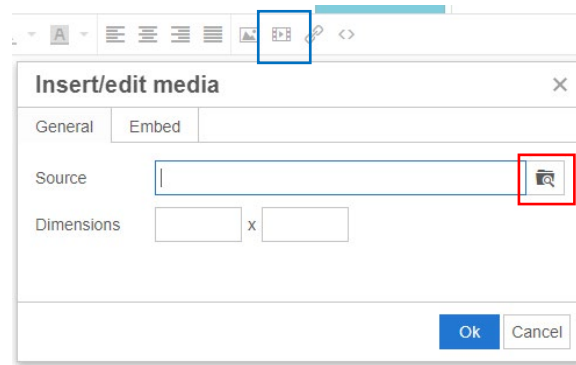
II. Click **Open**.

III. To adjust the image size, drag the corners of the image until you have reached the desired size.

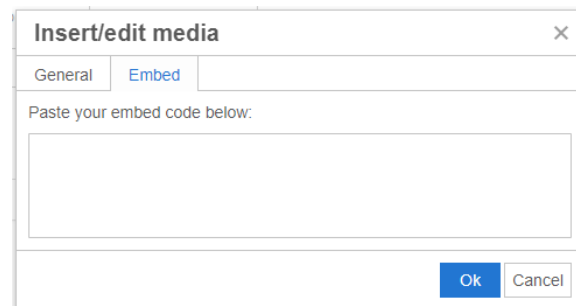
IV. To delete the uploaded image, right click on the image and select **Cut**.

D. To insert a video, click the video icon (**highlighted in blue**).

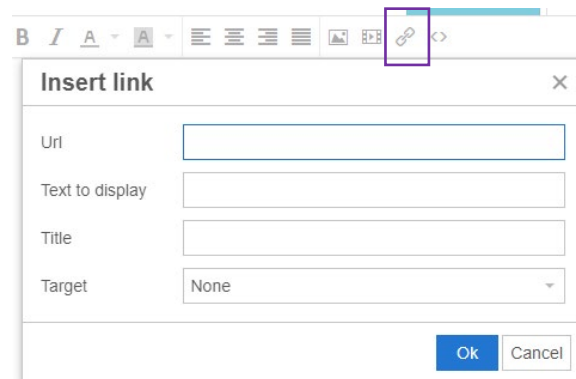
The **Insert/edit media** lightbox appears.



- I. To insert a video, select the **General** tab and click the folder icon (highlighted in red) of the **Source** field to open your browser's upload lightbox.
 - a. Select the video to be uploaded.
 - b. Click **Open**.
 - c. To enter the **Dimensions** for video.
- II. To embed a video, select the **Embed** tab and enter the embed code.

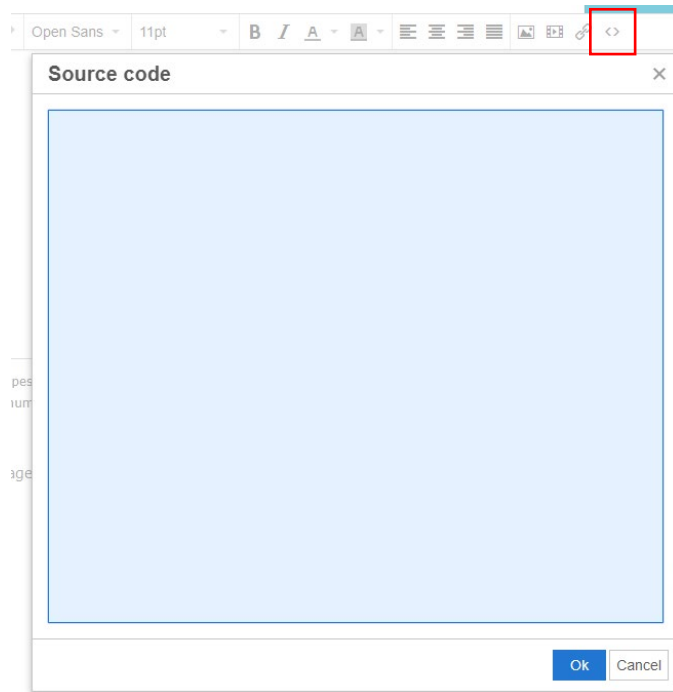


- III. Click **Ok**.
- E. To insert a link, click the link icon (highlighted in purple).



- I. Enter the **Url**, **Text to display**, and **Title**.
- II. From the **Target** dropdown menu, select whether the link, when clicked, opens in a new window or in the current window.

- III. Click **Ok**.
- F. To enter the source code for the greetings message, click the code icon (highlighted in red).
The **Source Code** lightbox opens.



- I. Enter the source code.
 - II. Click **Ok**.
 - G. To enter the Spanish version of your greeting message, click the **Spanish** tab, and repeat the above steps A through F.
 - H. To give borrowers the choice of choosing between English and Spanish versions of your greeting message, select the **On** radio button for **Language Selection**.
- NOTE: When **On** is selected, there will be a language dropdown menu to select between English and Spanish on your Zip landing site.
- I. If you do not have a Spanish greeting message, select **Off**.
 6. To upload logos to your Zip landing site, click the **Logos** fields to open your browser's upload light box.

Logos



- A. Select your logo.
- B. Click **Open**.
- C. Repeat the process to upload another logo.

- D. To delete a logo, click the corresponding X icon.
7. After you have finished setting up your default Zip landing site, click the **Save** button at the bottom of the **Default Information** screen.
A popup appears confirming that the screen is saved.
8. Click **OK**.

Banner and Colors

Use the **Banner and Colors** screen to configure the banner and colors of your Zip landing site.

NOTE: The banner and colors you configure here are NOT editable by individual loan officers. That is, the banner and colors you choose here will be the banner and colors for the Zip landing sites of all loan officers in your organization.

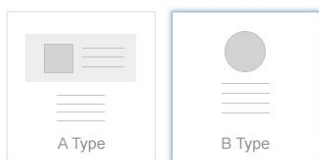
1. In the **Select Type** section, choose how the layout of the landing site regarding text and images.

Banner and Colors

Upload an image to display on your landing page banner and enter messages to greet your borrowers.



Select Type


Select a configuration for the landing page of your borrower interview portal.



Edit Banner and Colors

Set Back to Default

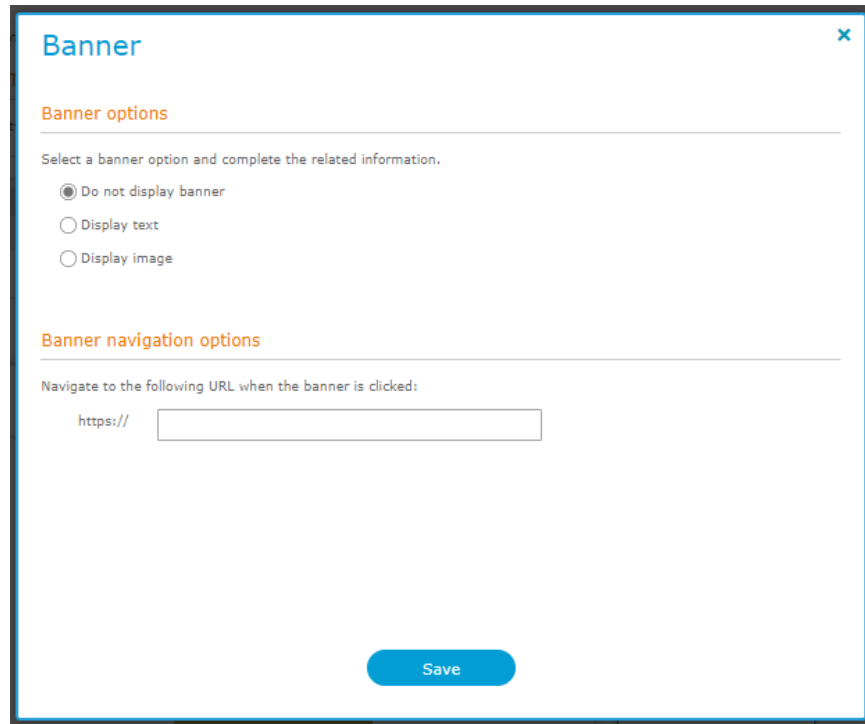
Edit Banner Main Color  #0381a2 Background Color  #f2f2f2 Font: Open Sans ▼

Home Create Account Sign In 

2. Select the **Main Color**, **Background Color**, and **Font**.

RELATED: For more information on configuring color, text, and font, see **Company Main**.

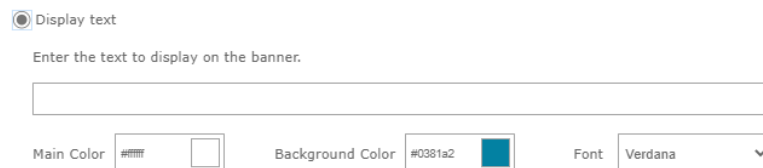
3. To configure the banner, click **Edit Banner**, to open the **Edit Banner** lightbox.



The image shows a 'Banner' configuration dialog box. It has a title bar with a close button. Inside, there are two sections: 'Banner options' and 'Banner navigation options'. Under 'Banner options', there are three radio buttons: 'Do not display banner' (selected), 'Display text', and 'Display image'. Under 'Banner navigation options', there is a text field for a URL starting with 'https://'. At the bottom is a 'Save' button.

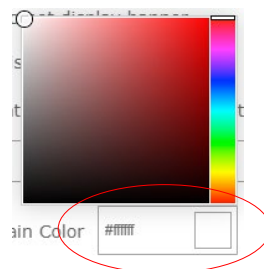
A. In the **Banner options** section.

- I. If you do not want to display a banner, select the **Do not display banner** radio button.
- II. To display text as the banner, select the **Display text** radio button. When this option is selected, more fields appear to help tailor your text.

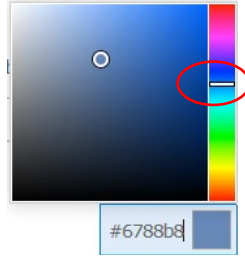


This image shows the 'Banner' dialog box with the 'Display text' radio button selected. Below the radio buttons, there is a text input field labeled 'Enter the text to display on the banner.'. Below that, there are three controls: 'Main Color' with a color selector (highlighted in red in the original image), 'Background Color' with a color selector showing '#0381a2', and 'Font' with a dropdown menu showing 'Verdana'.

- III. Enter the text.
- IV. Select the **Main color** by clicking the corresponding field, (**highlighted in red**) in the image below.

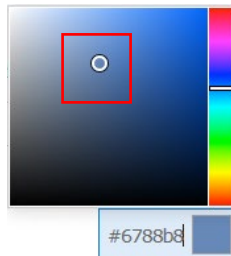


The color selector is enabled.

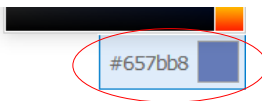


V. Use the color spectrum bar on the right to select the desired color, (**highlighted in red**) in the image above.

VI. To further tune the color, use the circle, (**highlighted in red**) in the image below.



VII. If you know the hex color code of the color you want, enter it in the corresponding field, (**highlighted in red**) in the image below.



VIII. Click out once you have selected the desired color or entered the hex color code.

IX. To select the **Background color**, repeat the same steps for **Text color**.

X. Select the style of the text from the **Font** dropdown list.

TES!

Text color

Background color

Font

-
- Arial
- Comic Sans MS
- Georgia
- Impact
- Palatino Linotype
- Tahoma
- Times New Roman
- Trebuchet MS
- Verdana

B. To display an image as the banner, select the **Display image** radio button. When this option is selected, more fields appear to help tailor your banner.

☒ Display image

File upload

(Maximum file size: 2MB. File types supported: JPEG, JPG, GIF, PNG.)

Banner Placement ☐ Left ☒ Center ☐ Right


- XI. Click **Browse** to open your browser's upload lightbox.
- Select the banner for your Zip landing site.
 - Click **Open**.
 - Click **Upload**.
The image is displayed.

☒ Display image

File upload

(Maximum file size: 2MB. File types supported: JPEG, JPG, GIF, PNG.)

Banner Placement ☐ Left ☒ Center ☐ Right



- XII. Select **Left**, **Center** or **Right** for your logo's **Banner Placement**.
- XIII. To delete the logo image, click the X icon on the top right corner.
- XIV. Click **Save**.
- C. Enter the URL in the **Banner navigation options** section.

Banner navigation options

Navigate to the following URL when the banner is clicked:

https://

- D. Click **Save**.
4. Click **Preview** to launch your Zip landing site.

Loan Originators

On the **Loan Originators** screen, as the administrator, you can create new user accounts and configure their access rights. Additionally, you can search for and edit the access rights of existing users.

The screen is composed of two sections, **Search** and **Results**.

- Use the **Search** section to locate a specific loan officer in your organization, by name (**Loan Originator** field), email (**Loan Originator Email** field), or the URL of the loan officer's Zip landing site (**Web Address** field).

Borrower Portal

- The **Results** section lists all the loan officers in your organization by default. When you search for a specific loan officer, by name, email, or web address, the **Results** section will list the loan officer(s) that match your search criteria.

Loan Originators

Search for and change the image, borrower landing page message and web address of a loan originator.

Search

Loan Originator	<input type="text" value="Choose option"/>
	(You can search by first or last name.)
Loan Originator Email	<input type="text" value="Choose option"/>
Web Address	<input type="text" value="Choose option"/>

Search

Results

New User

Loan Originator	Site #	Email	Web Address	User Type	Edit Users	Delete
Bill Ho	2240	surviveorextinct@yahoo.com	BillHo.zipforhome-ga.com	Edit/ User Configurable		
Bowen C Zhao ★	525	bowen_zhao@calyxsoftware.com	bowenczhao.zipforhome-ga.com	Admin User		
Calos Wong	2232	bowen_zhao@calyxsoftware.com	CalosWong.zipforhome-ga.com	Edit/ User Configurable		

Searching for Loan Officers

To search for loan officers in your organization:

- Select the **Loan Originators** screen from the **Borrower Portal** menu.
- To search the loan officer by name:
 - Enter the loan officer's name in the **Loan Originator** field.
 - Or click the **Loan Originator** field.
A dropdown menu appears, listing all the loan officers in your organization.

Loan Originator	<input type="text" value="Choose option"/>
	<div>Bowen C Zhao</div>
Loan Originator Email	<div>Calos Wong</div>
	<div>Jim Lee</div>
Web Address	<input type="text" value="Choose option"/>

Search

- Click the name of the loan officer you are searching for.
The loan officer's name is populated in the **Loan Originator** field.

Borrower Portal

Loan Originator	<input type="text" value="x Calos Wong"/> <small>(You can search by first or last name.)</small>
Loan Originator Email	<input type="text" value="Choose option"/>
Web Address	<input type="text" value="Choose option"/>

D. Click **Search**.

The loan officer is listed in the **Results** section, along with the website number (**Site #** column), email, web address link.

Search

Loan Originator	<input type="text" value="x Calos Wong"/> <small>(You can search by first or last name.)</small>
Loan Originator Email	<input type="text" value="Choose option"/>
Web Address	<input type="text" value="Choose option"/>

Results

[New User](#)

Loan Originator	Site #	Email	Web Address	Edit Users	Delete
Calos Wong	2232	bowen_zhao@calyxsoftware.com	CalosWong.zipforhome-qa.com		

1

- The search process for the **Loan Originator Email** and **Web Address** fields are the same as the one described above for the **Loan Originator** field.



Deleting Loan Officer Accounts

To delete a loan officer's account:


NOTE: For Zenly and NAMB All-In users, you cannot delete loan officers here. For more information on deleting loan officers in Zenly and NAMB All-In, see the *Zenly* and *NAMB All-In User Guides*.

RELATED: For more information on searching for loan officers, see **Searching for Loan Officers**.

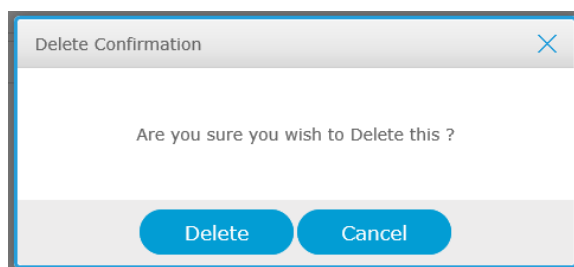
Results New User

Loan Originator	Site #	Email	Web Address	Edit Users	Delete
Calos Wong	2232	bowen_zhao@calyxsoftwar e.com	CalosWong.zipforhome-qa.com		

1

- After you have searched and located the loan officer's account, click the delete icon () corresponding to the loan officer whose account is to be deleted, as shown in the image above (highlighted in red).

A popup appears asking you to confirm the decision.




- Click **Delete**.
The loan officer's account is deleted.

Editing Loan Officer Access Rights



To edit a loan officer's access rights:

NOTE: For Zenly and NAMB All-In users, you cannot edit loan officers here. For more information on editing loan officers in Zenly and NAMB All-In, see the *Zenly* and *NAMB All-In User Guides*.

- Click the loan officer's corresponding edit icon () in of the **Results** section table, after you have located their account via the **Search** section, (highlighted in red) in the image below.

RELATED: For more information on searching for loan officers, see **Searching for Loan Officers**.

Results New User

Loan Originator	Site #	Email	Web Address	Edit Users	Delete
Calos Wong	2232	bowen_zhao@calyxsoftwar e.com	CalosWong.zipforhome-qa.com		

1

The **Edit Users** lightbox appears.

The screenshot shows a web form titled "Edit Users" with a close button (X) in the top right corner. The form is divided into three main sections:

- Contact**: This section contains several input fields:
 - Contact**: A row of four input boxes containing "Calos", "Middle", "Wong", and "Suffix".
 - Title**: A single input box.
 - Email***: An input box containing "bowen_zhao@calyxsoftware.com".
 - Cell Phone***: An input box containing "408-997-5525".
 - NMLS Number**: An input box containing "3322".
- Borrower Interview Configuration**: This section includes a note "You can confirm the details via [Configuration.](#)" and two radio button options:
 - ☒ Config 1: Full Loan App
 - ☐ Config 2: Partial App 1
- Borrower Portal**: This section is currently empty.

A blue "Save" button is located at the bottom center of the form.

2. In the **Contact** section, edit the loan officer's name, title, email, mobile phone and NMLS numbers as applicable.
3. In the **Borrower Interview Configuration** section, select which loan interview configuration should be used for the loan officer's interview portal.

RELATED: For more information on creating different loan interview configurations, see **Adding and Selecting Configurations**.

4. In the **Borrower Portal** section, select the loan officer's access rights to the Zip admin site or whether to disable the loan officer's borrower interview portal, through the following radio button options.
 - **Disable Site** - Choose this option to disable the loan officer's Zip landing site and interview portal, except for eSign and document request functions.
 - **No Access** - Choose this option to enable the loan officer's Zip landing site and interview portal, and to not give the loan officer access to the Zip admin site.
 - **Read Only/Limited Access** - Choose this option to enable the loan officer's Zip landing site and interview portal, and give the loan officer read-only access to the Zip admin site.
 - **Edit/User Configurable** - Choose this option to enable the loan officer's Zip landing site and interview portal, and to give the loan officer read/write access to the Zip Admin site, which allows the loan officer to configure the image, company information, messages, etc. of their Zip landing site.

5. If applicable, scroll down to the **Delivery – Loan Information Download** section and edit the Path username to connect with the loan officer's Zip interview portal.


NOTE: This section only appears if you use Path as your loan origination system. For Point, Zenly, and NAMB All-In users, this section does not appear.

Delivery - Loan Information Download

Enter the following information to connect with Path:

Path User Name


State Licenses Delete all Add all Add

State	<input type="text" value="CA"/>	License Number	<input type="text" value="33229912"/>	
-------	---------------------------------	----------------	---------------------------------------	---



Save

NOTE: There is only one Path company account (**Path Account ID**) for all Zip interview portals in your organization. However, there can be different Path user accounts (**Path User Name**) connected to different Zip interview portals. In other words, all Zip interview portals are connected to one Path company account, while the Zip interview portals of individual loan officers can be connected to different Path user accounts that belong to the same Path company account.

RELATED: For more information on setting the Path company and user accounts, see **Delivery**.

6. If applicable, edit the loan officer's license information in the **State Licenses** section:
 - A. To delete a state license, click its corresponding delete icon () (highlighted in red) in the image above.
 - B. Click the **Delete all** button, to delete all state licenses.
 - C. Click the **Add** button to add one more state license. Additional fields are enabled to select the state and enter the license number.

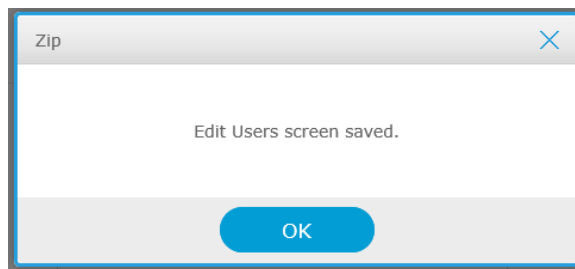
State Licenses Delete all Add all Add

State	<input type="text" value="CA"/>	License Number	<input type="text" value="33229912"/>	
State	<input type="text" value="-"/>	License Number	<input type="text"/>	

- I. Select the **State** from the dropdown list.
- II. Enter the **License Number**.
- D. If applicable, click the **Add all** button to enable license fields for all 50 states and enter the license number for each state.

Borrower Portal

- After you have finished editing the loan officer's access rights, click **Save**. A popup appears confirming that the edited information is saved.





- Click **OK**.

Editing Loan Officer Zip Landing Site

To edit a loan officer's Zip landing site:

- Click the name of the loan officer in the **Results** section table, after you have located their account via the **Search** section, highlighted in the image below.

RELATED: For more information on searching for loan officers, see **Searching for Loan Officers**.

Results						New User
Loan Originator	Site #	Email	Web Address	Edit Users	Delete	
Calos Wong	2232	bowen_zhao@calyxsoftware.com	CalosWong.zipforhome-qa.com			

The **Borrower Landing Page** lightbox appears.

2. In the **Image and Messages** section, edit the image, messages and company information that appears on the loan officer's Zip landing site.
 - A. To delete the image, click the **Delete** button (highlighted in red) in the image above.
 - B. To upload a different image, click the image to open your browser's upload light box.
 - I. Select the image to be uploaded to the loan officer's Zip landing site.
 - II. Click **Open**.
 - III. After the image is uploaded, you can adjust the zoom level, using the zoom slider highlighted in the image below.



- IV. After selecting the desired zoom level, click **Crop**.
 - V. Click **Save**.

- C. To set this loan officer as the default loan officer to be assigned to the loan, in the scenario where the borrower fails to select a loan officer to work with when applying for a loan through your company main site, select the **On** radio button corresponding to **Set as Default**, (highlighted in red) shown in the below image.
- D. To edit the company information that appears on the loan officer's Zip landing site, scroll down to the company information fields and edit the applicable fields.

Borrower Landing Page

You can change the loan originator's site address, image, or message.

Set as Default ? ☐ On ☒ Off

Loan Originator: Calos Wong

NMLS Number: 3322

Email: bowen_zhao@calyxsoftware.com

Contact ? ☒ Cell Phone: 408-997-5525

☐ Office Phone Number:

☐ ETC:

Company*: Calyx Software

Company NMLS*: 552255

Address*: 6475 Camden Ave, Ste 207

City*: San Jose

State*: CA Zip Code*: 95120

☒ Show the company address at the bottom of the landing page

Landing page message to applicants: English Spanish

Save

- E. To display your company's address at the bottom of the landing page, select the corresponding checkbox. Otherwise, deselect the checkbox.
- F. To edit the greeting messages (English and Spanish), scroll further down and make the necessary edits.

RELATED: For more information on setting up the greeting messages, see step 4 of **Images and Comments**.

Web Address Setup

Zip requires a web address to ensure that potential borrowers can access each site. The web address automatically assigned by Zip is shown below. You may change the web address prefix in the box below. If you need assistance setting up your web address, please email the [Zip setup](#) team.

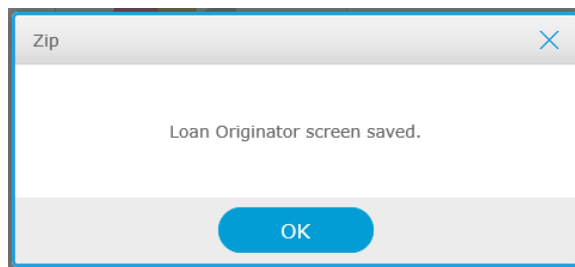
.zipforhome-qa.com

Save

3. To edit the web address prefix of the loan officer's Zip landing site, scroll down to the **Web Address Setup** section and enter a new prefix, (highlighted in red) in the image above.

Borrower Portal

- After you have finished editing the loan officer's Zip landing site, click **Save**. A popup appears confirming that the edited information is saved.



- Click **OK**.

Creating New User Accounts

To add more loan officers to your organization:

NOTE: For Zenly and NAMB All-In users, you cannot add new loan officers here. For more information on adding loan officers in Zenly and NAMB All-In, see the *Zenly* and *NAMB All-In User Guides*.

- Select the **Loan Originators** screen from the **Borrower Portal** menu.

Loan Originators

Search for and change the image, borrower landing page message and web address of a loan originator.

Search

Loan Originator	<input type="text" value="Choose option"/>
	<small>(You can search by first or last name.)</small>
Loan Originator Email	<input type="text" value="Choose option"/>
Web Address	<input type="text" value="Choose option"/>

Results

New User

Loan Originator	Site #	Email	Web Address	Edit Users	Delete
Bowen C Zhao	525	bowen_zhao@calyxsoftware.com	bowenczhao.zipforhome-qa.com		

- Click the **New User** button in the **Results** section, (highlighted in red) in the image above. The **New User** lightbox appears.

NOTE: By default, the new loan officer's Zip landing site will be the company default, which you can set up in **Banner and Colors**.

RELATED: To configure the loan officer's Zip landing site to be different than the company default, see **Editing Loan Officer Zip Landing** . And to give the loan officer

access rights to configure their own Zip landing site, see **Editing Loan Officer Access Rights**.

Configuration.' It contains two radio button options: 'Config 1: Full Loan App' (selected) and 'Config 2: Partial App 1'. The 'Borrower Portal' section has a sub-header 'Borrower Portal' and a 'Save' button at the bottom."/>

New User [X]

Contact (* Required fields)

Contact: First Name* Middle Last Name* Suffix

Title

Email*

Cell Phone*

NMLS Number

Borrower Interview Configuration

You can confirm the details via [Configuration](#).

☒ Config 1: Full Loan App

☐ Config 2: Partial App 1

Borrower Portal

Save

3. In the **Contact** section, enter the loan officer's name, email, phone number, and NMLS number in the applicable fields.
4. If applicable, in the **Borrower Interview Configuration** section, select which version of the loan interview configuration to use for this loan officer.

RELATED: For more information on configuring different versions of loan interviews, see **Adding and Selecting Configurations**.

5. In the **Borrower Portal** section, choose the loan officer's access rights to the Zip admin site and whether to disable the loan officer's borrower interview portal, through the following radio button options, as applicable.
 - **Disable Site** - Choose this option to disable the loan officer's Zip landing site and interview portal, except for eSign and document request functions.
 - **No Access** - Choose this option to enable the loan officer's Zip landing site and interview portal, and to not give the loan officer access to the Zip admin site.
 - **Read Only/Limited Access** - Choose this option to enable the loan officer's Zip landing site and interview portal, and give the loan officer read-only access to the Zip admin site.
 - **Edit/User Configurable** - Choose this option to enable the loan officer's Zip landing site and interview portal, and to give the loan officer read/write access to the Zip Admin site, which allows the loan officer to configure the image, company information, messages, etc. of their Zip landing site.

6. If applicable, scroll down to the **Delivery – Loan Information Download** section and enter the Path username to connect the loan officer's Zip interview portal to Path user account.

NOTE: This section only appears if you use Path as your loan origination system. For Point, Zenly, and NAMB All-In users, this section does not appear.

NOTE: There is only one Path company account (**Path Account ID**) for all Zip interview portals in your organization. However, there can be different Path user accounts (**Path User Name**) connected to different Zip interview portals. In other words, all Zip interview portals are connected to one Path company account, while the Zip interview portals of individual loan officers can be connected to different Path user accounts that belong to the same Path company account.

RELATED: For more information on setting the Path company and user accounts, see **Delivery**.

7. Enter the loan officer's license information in the **State Licenses** section:

A. Select the **State** from the dropdown list.

B. Enter the **License Number**.

C. Click the **Add** button to add one more state license.

Additional fields are enabled to select the state and enter the license number.

D. Click the **Add all** button to enable license fields for all 50 states and enter the license number for each state.

E. To delete a state license, click its corresponding delete icon (🗑️).

F. If applicable, click the **Delete all** button, to delete all state licenses.

- After you have finished configuring the new loan officer's access rights, click **Save**.
The loan officer is added to the **Results** section table.

Forwarding

The forwarding feature allows the emails going to one loan officer to be forwarded to another loan officer. For scenarios such as one loan officer being on vacation and cannot answer emails, the forwarding feature allows another loan officer to receive and answer the emails for the vacationing loan officer.

NOTE: This section is only relevant if you use Point as your loan origination system. For Path, Zenly, and NAMB All-In users, this section does not apply.

To set up email forwarding:

- Select the **Forwarding** tab in the **Loan Originators** screen.

Loan Originators

Search for and change the image, borrower landing page message and web address of a loan originator.

Edit Loan Originator

Forwarding

You can designate one LO to receive the interview submissions, documents, and e-signatures of another LO.

Forward From/To

In the From dropdown menu, select the LO whose messages are being forwarded. In the Forward To dropdown menu, select the LO who is receiving the forwarded messages.

From

Forward To

SELECT

→

SELECT

Add

List

In the table below, the From column lists the LO whose messages are being forwarded. The Forward To column lists the LO who is receiving the forwarded messages. To stop this arrangement, click the (X) icon in the Cancel column.

From	Forward To	Cancel
no data		

- In the **From** dropdown menu, select the loan officer whose emails will be forwarded.
- In the **Forward To** dropdown menu, select the loan officer who will receive the forwarded emails.
- Click **Add**.
A popup appears asking you to confirm your forwarding selections.

×

Are you sure you want this LO to receive the forwarded messages?

No

Yes


Borrower Portal

5. Click **Yes** to confirm.

Your forwarding selections are listed in the table in the List section.

List

In the table below, the From column lists the LO whose messages are being forwarded. The Forward To column lists the LO who is receiving the forwarded messages. To stop this arrangement, click the (X) icon in the Cancel column.

From	Forward To	Cancel
Calyx Lenders	Carlos Wong	

6. To delete a forwarding selection, click its corresponding (X) icon, as show above (highlighted in red).

Borrower Interview

Via the **Borrower Interview** menu, as the administrator, you can configure the borrower interview portal, which is the interview process that takes place after applicants click the **Get Started** button on your Zip landing site. How you configure the borrower interview portal will be reflected in each loan officer's borrower interview portal.

NOTE: Loan officers can customize their own Zip landing sites, should you grant those access rights to them (which you can do here, **Editing Loan Officer Access Rights**), but they cannot customize their own borrower interview portals.

Configuration

On the **Configuration** screen, you can choose which types of questions to have in the borrower interview portal and which types of take out (for example, demographic and employment questions about the borrower). The grayed-out checkboxes (**Contact** and **Submit**) represent the pages of the borrower interview portal that cannot be taken out. Unchecked boxes are omitted from the interview. For example, if **Refinance** is unchecked, all questions regarding refinancing are taken out of the interview.

Configuration

Customize the Zip borrower interview to include the information you want to collect from potential borrowers.

Borrower Interview Configuration

You can create various configurations of the borrower interview and select which configuration to use for which loan officer, via [Loan Originators > Edit Users](#). By clicking the plus button (+) below, you can add as many different configurations as desired.

Select Default Configuration Full Loan App

Edit Configuration

☒ **Config 00** Full Loan App +

Detailed Settings

Check the boxes to indicate the information you want to include in your borrower interview.

<input type="checkbox"/> (All) Menu	Required
<input checked="" type="checkbox"/> Contact	
<input checked="" type="checkbox"/> Custom Question 1 Edit	
<input checked="" type="checkbox"/> Loan and Property	
<input checked="" type="checkbox"/> Street Address	
Loan Purpose	
<input checked="" type="checkbox"/> Purchase	
<input checked="" type="checkbox"/> Refinance	
<input checked="" type="checkbox"/> Lower Interest rate and payment	
<input checked="" type="checkbox"/> Cash Out	
<input checked="" type="checkbox"/> Pay Off Debt	
<input checked="" type="checkbox"/> Home Improvement	
<input checked="" type="checkbox"/> HELOC	

Edit Configuration

In the **Edit Configuration** section, the checkboxes represent pages and sections in the borrower interview portal: **Contact**, **Custom Question**, **Loan and Property**, **Personal**, **Financial**, **Declarations**, **Demographic**, and **Submit** (as seen in the image below).

To configure the Zip interview portal:

1. Go to **Borrower Interview > Configuration** screen.
By default, all checkboxes (pages in the borrower interview portal) and sub-checkboxes (sections within the pages) are selected.
2. Choose which pages and sections to include in or leave out of the borrower interview, by selecting or de-selecting their respective checkboxes.
 - A. To insert a page of custom questions in the borrower interview, leave the **Custom Question 1** checkbox selected and click its corresponding **Edit** button.

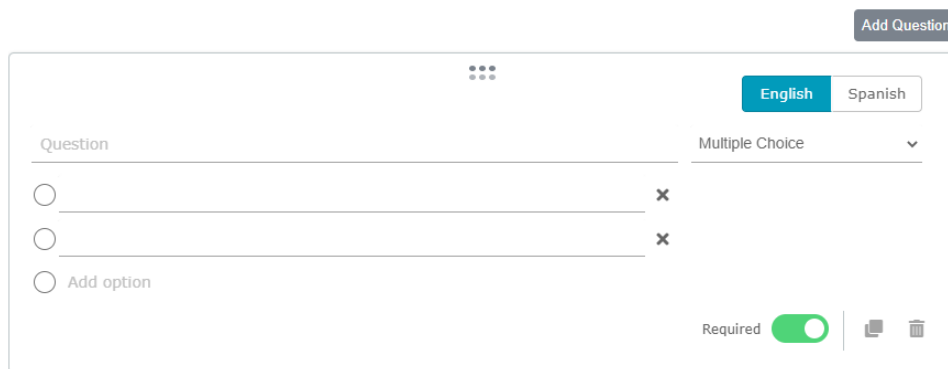
The **Edit Custom Questions** lightbox is opened.

- I. In the **Menu Title** field, delete *Custom Question 1* and enter your preferred name for the custom question page.
 - a. If you have a Spanish version, select the **Spanish** tab and enter it in the **Menu Title** field.
- II. In the first section, select the format of the first question.

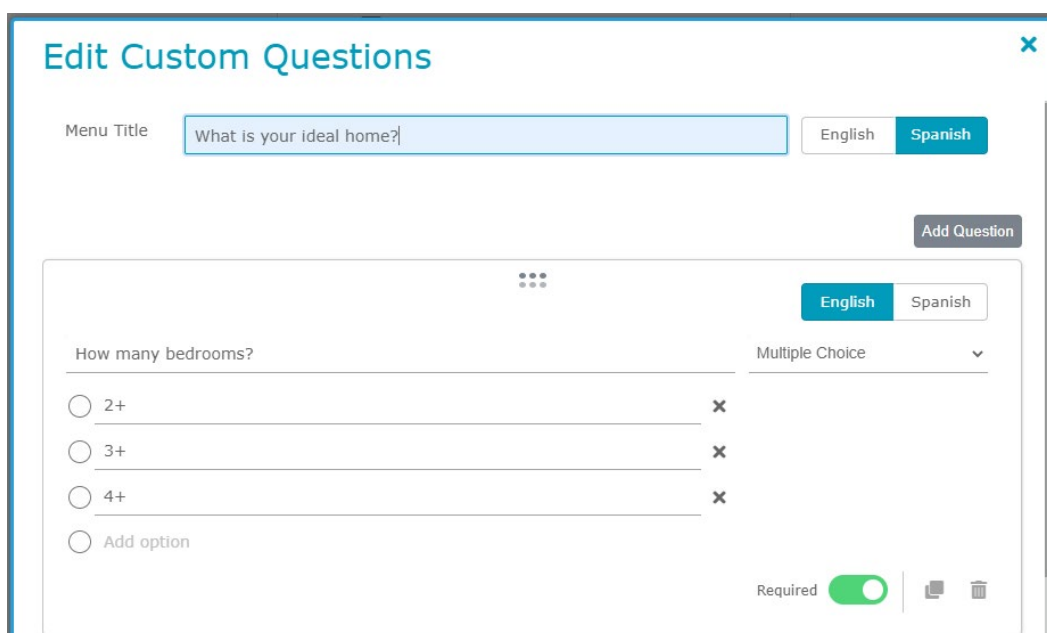
NOTE: Depending on your selection, the answer/option field(s) for the question will change to match the format. Additionally, selecting **Multiple Choice** or **Checkboxes** requires you to enter options for these questions.

For example, the multiple-choice question format will enable multiple options for the borrower to select, as shown below.

Borrower Interview



- III. Enter the first question after selecting the question format.
Shown below is an example of a multiple-choice format with three options entered, for the borrower to choose from



- IV. To add more questions, click the **Add Question** button. You can add up to 20 questions.
- V. To duplicate a question, click the copy icon (📄).
- VI. To delete a question, click the delete icon (🗑️).
- a. Once 🗑️ is clicked, two more icons appear, asking you to confirm (✅) or cancel (❌) your decision to delete the question.

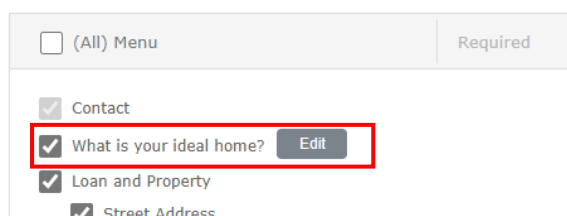


- b. Select ✅ to confirm the deletion of the question.

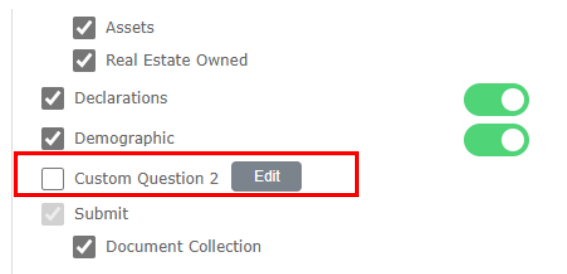
c. Select  to cancel the deletion of the question.

- VII. To move the position of a question, click the question box and drag it to the desired position.
- VIII. To set a question as required or not required, switch the **Required** toggle between on or off. If the **Required** toggle is on, it means the question will have an asterisk (*), indicating that it is required.
- IX. Click **Save** to save the questions; or click **Save & Preview** to save the questions and preview what they will look like in the borrower interview.

After the **Edit Custom Questions** lightbox is closed, **Custom Question 1** is changed to the custom question you entered. In the example below, it has been replaced by **What is your ideal home?**



- B. To add more custom questions to the borrower interview, select the checkbox of **Custom Question 2** and click the **Edit** button and repeat the above steps.



- C. For **Declarations** and **Demographics**, switching on (or leaving on) the toggle makes all declarations questions required as shown below (**highlighted in red**). This means that all questions on the **Declarations** page of the interview will have asterisks (*), indicating that they are required.



- I. With the toggle switched off, the declarations questions still remain in the interview, but they will not be required, as shown below.

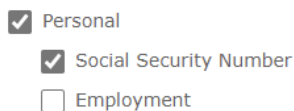


- II. To remove the declarations questions, de-select the checkbox, as shown below (**highlighted in red**).

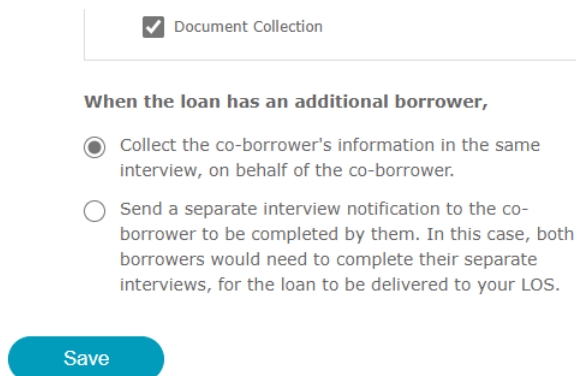
Borrower Interview



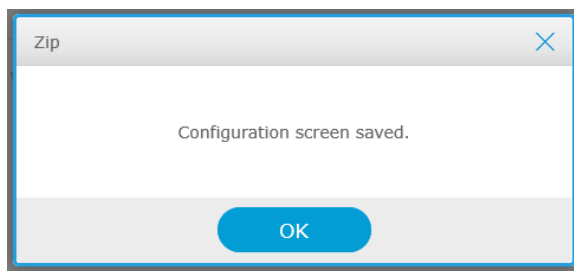
- III. If the **Employment** checkbox is deselected, the question about the borrower having dependents will be left out of the interview.



3. At the bottom of the screen, select how the loan interview should be completed when there is an additional borrower. Choose to have the main borrower (the one who is completing the loan on behalf of the co-borrower) complete the loan interview on behalf of the additional borrower (co-borrower) or to have the additional borrower complete their portion of the loan interview by themselves, through invitation link via email.



4. Click **Save**.
A popup appears confirming that the screen is saved.



5. Click **OK**.
The de-selected pages and sections are disabled in the borrower interview portal.

NOTE: If your Zip account is integrated with Path, you can find the borrower interview in the **Document** activity, as shown in the below image.

Borrower Interview

Adding and Selecting Configurations

You can also add and select different configurations of loan interviews.

After you have created different configurations, different loan officers in your organization can choose different configurations of loan interviews, via the **Edit Users** lightbox on the **Loan Originators** screen, see **Editing Loan Officer Access Rights**.

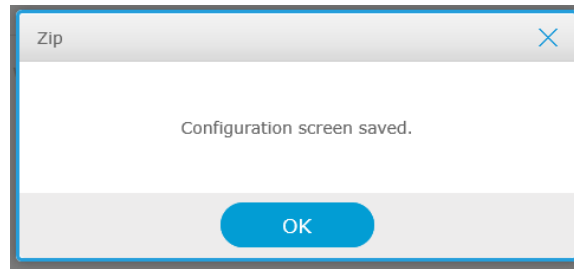
Edit Configuration

1. Click the add icon to add **Config 2** field.

Edit Configuration

2. Enter a name for the new configuration.
3. Select and deselect the pages and sections to leave in or leave out of the borrower interview portal.
4. Click **Save**.
A popup appears confirming that the screen is saved.

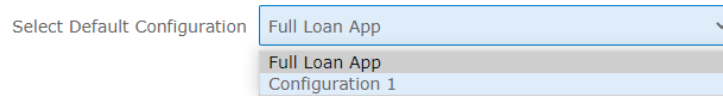
Borrower Interview



5. Click **OK**.
The new configuration has been added to the **Select Default Configuration** dropdown menu.

Borrower Interview Configuration

You can create various configurations of the borrower interview and select which configuration is the default. For more information, see [Loan Originators > Edit Users](#). By clicking the plus button (+) below, you can add as many configurations as you need.



6. Select the appropriate configuration as the default loan application.
7. To add more configurations, repeat the above steps.

Disclaimer/Result

On the **Disclaimer/Result** screen, you can compose the disclaimer and thank you messages that appear before and after borrowers submit their applications in your organization's Zip borrower interview portal.

Disclaimer

To enter the disclaimer message to borrowers before they submit their applications:

1. Select the **Disclaimer/Result** screen from the **Borrower Interview** menu.

Borrower Interview

Disclaimer/Result

Customize the messages that display before and after the borrower interview is submitted.

Disclaimer

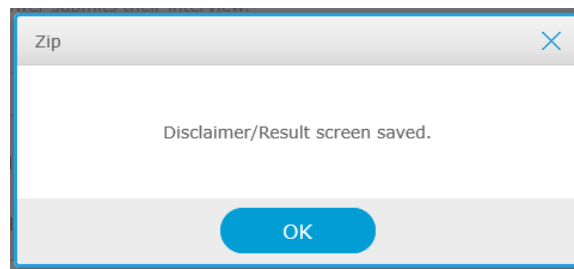
English

By submitting your information you agree to our Terms of Use and Security and Privacy Policies. You also expressly consent to being contacted by a representative of our company to complete this information.

Spanish

Al enviar su información, acepta nuestros Términos de uso y nuestra Política de seguridad y privacidad. También acepta expresamente que un representante de nuestra empresa y / o nuestros socios comerciales se comuniquen con usted para completar este proceso de solicitud.

2. Enter the English and, if applicable, Spanish versions of the disclaimer in their respective fields.
3. Use the top bar above each field to tailor the design of your message, such as font, size, bold, italics, etc., (**highlighted in red**) in the above image.
4. After you have finished crafting the disclaimer message, click the **Save** button. A popup appears confirming that the information entered is saved.



5. To preview the disclaimer message, click the **Disclaimer Preview** button at the bottom. A new page opens showing the disclaimer message.

Thank You Message

To enter the thank you message after borrowers have submitted their applications.

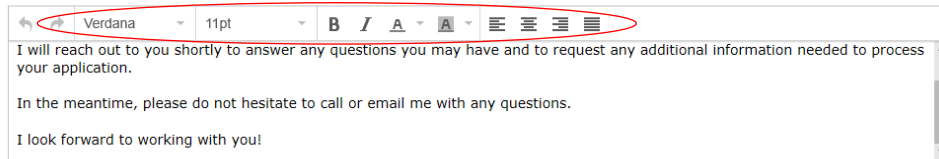
1. Select the **Disclaimer/Result** screen from the **Borrower Interview** menu.

Borrower Interview

Thank You Message

Customize the message displayed after the borrower submits their interview.

English



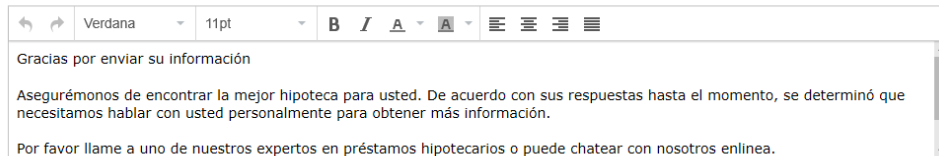
Verdana 11pt B I A A

I will reach out to you shortly to answer any questions you may have and to request any additional information needed to process your application.

In the meantime, please do not hesitate to call or email me with any questions.

I look forward to working with you!

Spanish



Verdana 11pt B I A A

Gracias por enviar su información

Asegurémonos de encontrar la mejor hipoteca para usted. De acuerdo con sus respuestas hasta el momento, se determinó que necesitamos hablar con usted personalmente para obtener más información.

Por favor llame a uno de nuestros expertos en préstamos hipotecarios o puede chatear con nosotros onlinea.

Disclaimer Preview

Result Preview

Save

2. Enter the English and, if applicable, Spanish versions of the thank you message.
3. Use the top bar above each field to tailor the design of your message, such as font, size, bold, italics, etc., (**highlighted in red**) in the above image.
4. After you have finished crafting the thank you message, click the **Save** button at the bottom. A popup appears confirming that the information entered is saved.
5. Click **OK**.
6. To preview the thank you message, click **Result Preview**. A new page opens showing the thank you message.

Terms of Use/Privacy Policy

On the **Terms of Use/Privacy Policy** screen, you can compose the terms of use and privacy policy that are shown to borrowers before they submit their applications, and to which they must agree.

Terms of Use

To enter the terms of use:

1. Select the **Terms of Use/Privacy Policy** screen from the **Borrower Interview** menu.

Borrower Interview

Terms of Use/Privacy Policy

Customize the Terms of Use and the Privacy Policy the borrower must agree to before submitting their interview.

Terms of Use

English

Verdana 11pt B I A A

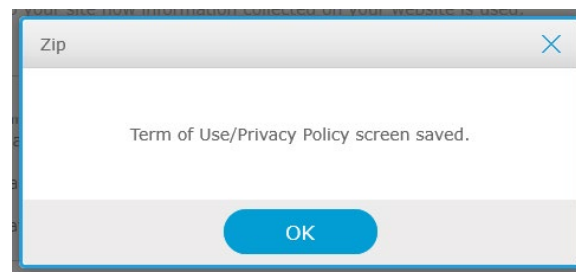
Under Federal Law, we are required to provide you a copy of our Privacy Policy and Privacy Notice. Receiving this Privacy Policy and Privacy Notice is a necessary step in obtaining the particular financial product or service that you are requesting. We reserve the right to alter our Privacy Policy and Privacy Notice at any time. We will provide notice of any revised Policy and Notice to our current customers. If we decide to revise our Privacy Policy and Privacy Notice, in whole or in part, you can always review our current Policy and Notice at our website or contact us for a copy. I acknowledge that receiving a copy of this Privacy Policy and Privacy Notice is a step necessary in obtaining the particular financial product or service that I am requesting and I agree to

Spanish

Verdana 11pt B I A A

Bajo la Ley Federal, nosotros somos requeridos a proporcionarle una copia de nuestra Política de la Intimidad y Nota de Intimidad. Recibir esta Política de la Intimidad y Nota de Intimidad son un paso necesario a obtener el producto o el servicio financieros particulares que usted solicita. Reservamos el derecho de alterar nuestra Política de la Intimidad y Nota de Intimidad en tiempo. Proporcionaremos nota de alguna Política y la Nota revisadas a nuestros clientes actuales. Si decidimos revisar nuestra Política de la Intimidad y Nota de Intimidad, en el total o en la parte, usted siempre puede revisar nuestra Política y la Nota actuales en nuestro sitio web o nos contacta para una copia.

2. Enter the English and, if applicable, Spanish versions of the terms of use in their respective fields.
3. Use the top bar above each field to tailor the design of your terms of use, such as font size, bold, italics, etc., (highlighted in red) in the above image.
4. After you have entered the terms of use, click the **Save** button at the bottom.
A popup appears confirming that the information entered is saved.



5. Click **OK**.
6. To preview the terms of use, click the **Terms of Use Preview** button at the bottom.
A new page opens showing the terms of use.

Privacy Policy

To enter the privacy policy:

1. Select the **Terms of Use/Privacy Policy** screen from the **Borrower Interview** menu.

Borrower Interview

Privacy Policy

Customize the Privacy Policy to inform visitors to your site how information collected on your website is used.

English

Continue to be a customer of this company, I agree to receive annually the Privacy Policy and Privacy notice via this website.

1. We collect nonpublic personal information about you from the following sources:

- Information we receive from you on Information or other forms;
- Information about your transactions with us, our affiliates, or others; and

Spanish

Reconozco que eso recibiendo una copia de esta Política de la Intimidad y Nota de Intimidad es un paso necesario en obtener el producto o el servicio financieros particulares que solicito y concuerdo en recibir esta Política de la Intimidad y Nota de Intimidad via este sitio web. Si continúo ser un cliente de esta compañía, yo concuerdo en recibir anualmente la Política de Intimidad y Nota de Intimidad via este sitio web.

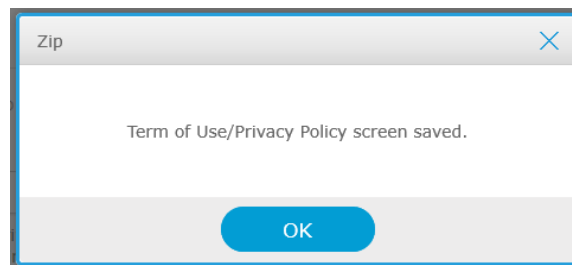
1. Recopilamos información personal no pública sobre usted de las siguientes fuentes:

Terms of Use Preview

Privacy Policy Preview

Save

2. Enter the English and, if applicable, Spanish versions of the privacy policy in their respective fields.
3. Use the top bar above each field to tailor the design of your privacy policy, such as font, size, bold, italics, etc., (**highlighted in red**) in the above image.
4. After you have finished entering the privacy policy, click the **Save** button at the bottom. A popup appears confirming that the information entered is saved.



5. Click **OK**.
6. To preview the privacy policy, click **Privacy Policy Preview**. A new page opens showing the privacy policy.

Retention Policy

On the **Retention Policy** screen, as the administrator, you can determine how long your organization retains borrower information before it is deleted.

Retention Policy

Zip is configured to automatically delete loan documents after 365 days.

Use this screen to customize these settings for your company.

Document retention time is based on the policy in place at the time Zip received the document. Deleted documents cannot be retrieved.

Loan Information

Retain loan Information for days (Retention period must be between 1 and 365 days.)

eDisclosure & eSignature

Record Retention The E-Sign Act requires a financial institution to maintain electronic records accurately reflecting the information contained in applicable contracts, notices or disclosures and that they remain accessible to all persons who are legally entitled to access for the period required by law in a form that is capable of being accurately reproduced for later reference. See Section 101(d).

Retain electronic disclosures and electronically signed documents for days (minimum 90 days.)

Save

To set the retention policy for your organization:

1. Select the **Retention Policy** menu.
2. In the **Loan Information** section, enter the number of days before loan information is deleted, (**highlighted in red**) in the image below. The retention period starts when the loan is submitted. The minimum is 1 day, and the maximum is 365 days.

Loan Information

Retain loan Information for days (Retention period must be between 1 and 365 days.)

3. In the **eDisclosure & eSignature** section, enter the number of days before electronic disclosures and electronically signed documents are deleted, (**highlighted in red**) in the image below. The retention date starts when the electronic document is submitted. The minimum is 1 day, and the maximum is 365 days.

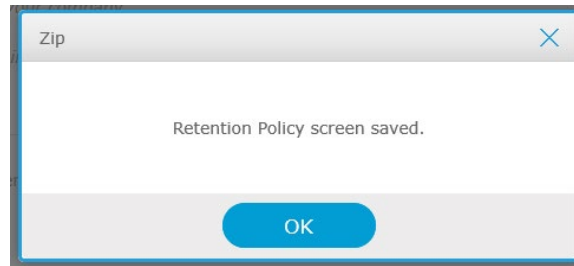
Retention Policy

eDisclosure & eSignature

Federal law requires you to retain electronic disclosures and electronically signed documents for a minimum of 1 days to ensure applicants have sufficient time to access them and review..

Retain electronic disclosures and electronically signed documents for days (minimum 1 day)

4. After setting the retention policy, click **Save**.
A popup appears confirming that the information entered is saved.



5. Click **OK**.

Delivery

If you use Path as your loan origination system, as the administrator you can connect your Zip and Path accounts with each other via the **Delivery** screen, which will automatically import to your Path account all loan applications that are submitted through your organization's Zip borrower interview portals.

NOTE: This section is only relevant if you use Path as your loan origination system. For Point, Zenly, and NAMB All-In users, this section does not apply.

Delivery

Download loan information directly to your LOS with the integrated Zip interface. Data transferred between Zip and your LOS.

Loan Information Download

Specify the Loan Origination System you will use to receive loan information.

Complete the following information to connect with Path:

Path Account ID	<input type="text"/>
Path User Name	<input type="text"/>

Save

[View Site](#)

To set up the connection between your Zip and Path accounts:

1. Select the **Delivery** menu.
2. Enter the **Path Account ID** and **Path User Name** to be connected to Zip.

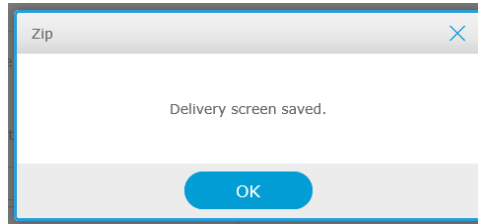
NOTE: There is only one Path company account (**Path Account ID**) for all Zip interview portals in your organization. However, there can be different Path user accounts (**Path User Name**) connected to different Zip interview portals. In other words, all Zip interview portals are connected to one Path company account, while the Zip interview portals of individual loan officers can be connected to different Path user accounts that belong to the same Path company account.

Delivery

RELATED: For more information on setting the Path user account connection for a loan officer or giving a loan officer access right to set their own Path user account connection, see **Editing Loan Officer Access Rights**.

3. Click **Save**.

A popup appears confirming that the information entered is saved.



4. Click **OK**.

Notifications

Use the **Notifications** menu to set up your organization's email addresses and notification emails and texts.

Edit Reminders

Use the **Edit Reminders** screen to set up reminder emails and texts that are sent to borrowers who have not completed their loan interview, or any other unfinished task, such as document or eSign requests.

Edit Reminders

Select Loan Originator

Calyx Lenders

[Copy Setting](#)

Document/eSign Request Reminder

Incomplete Loan Interview Reminder

Use Loan Interview Reminder

By selecting On, borrowers (who have not completed the interview) will receive emails/texts reminding them to complete their loan interviews. Selecting Off disables this feature.

Use Reminder

☐ On
☒ Off

Select Reminder Methods

☒ Email
☒ Text

First Reminder

1 day(s) after an unfinished interview at
12:00 AM

Reminder Frequency

-

Save

English

Spanish

Subject

Complete Your Loan Interview

Body

Open Sans
11pt
B
I
A
A

Insert Merge Fields

Hi {Borrower_Name},
You have not completed your loan interview. Don't worry, you can pick up right where you left off.

To set up reminder emails and texts:

1. From the **Select Loan Originator** dropdown menu at the top of the screen, select the loan officer in your organization for whom to configure reminder emails and texts.
2. Optional, to copy the reminder email and text settings from one loan officer to others, click **Copy Setting**.
More fields are enabled for you to indicate which loan officer's settings are copied from and which are copied to.

Notifications

Edit Reminders

Select Loan Originator

[Copy Setting ▼](#)

Copy from

Copy to

- A. In the **Copy From** dropdown menu, select the loan officer whose settings are to be copied to others.
- B. Click in the blank field below to display the list of loan officers in your organization.

[Copy Setting ▼](#)

Copy from

Copy to

- C. Select the loan officer(s) who will receive the copied settings, then click out of the field.
 - D. Click **Copy**.
3. To configure the reminder email and text for document and eSign requests, select the **Document/eSign Request Reminder** tab.
- In this example, **Document/eSign Request Reminder** is used.
4. In the **Use Borrower Dashboard Reminder** section, configure the method, time, and frequency of the reminder emails and texts.

Use Borrower Dashboard Reminder

By selecting On, borrowers (who created accounts) will receive emails/texts reminding them to complete outstanding documents and electronic signature requests before their due dates. Selecting Off disables this feature.

Use Reminder ☒ On ☐ Off

Select Reminder Methods ☒ Email ☒ Text

First Reminder day(s) before due date at

Reminder Frequency

- A. For **Use Reminder**, select **On**.
The default setting is **Off**.
- B. For **Select Reminder Methods**, select **Email** or **Text** or both.
- C. For **First Reminder**, select when the reminder is sent (how many days before the due date) and what time of the day.
- D. For **Reminder Frequency**, select how often the reminder is sent.

Notifications

5. In the email **Subject**, **Body**, and **Footer** fields, enter or edit the content of the reminder email. A default email is provided by default, with subject, body, footer. You can choose to use the default email or modify it to your liking.

English Spanish

Subject: Document Due Date Coming Up!

Body: Hi {Borrower_Name},
I am {LO_Name} from {Company_Name}. In order to continue your loan process, we need you to provide the following outstanding document(s) listed below, which is due very soon. Please log in to your borrower account via the below link.
{SignIn_HyperLink}
{Document_Request}

Footer: Have questions? Please contact your loan officer directly.

Insert Merge Fields? Set Back to Default Send Sample

Save

- A. To enter or modify the English version of the reminder email, select the **English** tab. In this example, English is used.
- B. Enter or modify the **Subject**, **Body**, and **Footer** of the reminder email.
 - I. Use the top bar on each email field to tailor the design of the emails, such as font, size, bold, italics, etc., ([highlighted in blue](#)) the image above.
 - II. To insert a merge field into the **Body** and **Footer** of the email, select from the **Insert Merge Fields** dropdown field, ([highlighted in red](#)) the image above.

NOTE: As Zip provides a default template for each email type, these templates have bracketed tags (merge fields) that autofill common elements within emails, such as the borrower's name, your organization's name, the loan officer's name, etc. For example, when the {Borrower_Name} tag is placed at the beginning of the email template, the borrower's name will also be placed at the corresponding position at the beginning of the email. The merge field is inserted wherever your text cursor is placed within the **Body** and **Footer** of the email.

- a. Place the text cursor at the desired place within the **Body** and/or **Footer** to insert the merge field.
 - b. Select the merge field option from the dropdown menu.
- III. After you have entered or edited the **Subject**, **Body**, and **Footer** of the reminder email to your liking, click **Save**.

Notifications

- C. To enter or edit the Spanish version of the reminder email, select the **Spanish** tab.
 - D. To send a sample email as a test, click the **Send Sample** button.
The **Send Sample Email** lightbox is opened.
 - I. Enter the email address where the sample email is sent in the **Send To** field.
 - II. Click **Send**.
 - E. To set the email content back to the default setting, click **Set Back to Default**.
6. In the **Text Notification** section, enter or edit the reminder text.

Text Notifications

English

Spanish

Message

↩ ↪

Insert Merge Fields

Hi {Borrower_Name}, This is {LO_Name} ({LO_Email}). Outstanding documents are due very soon. These documents are crucial to the loan process. Please log in here. {Zip_Borrower_Dashboard_Login_URL}. Should you have any questions, do not hesitate to call us. {LO_Phone_Number}.

Set Back to Default

Send Sample

Save

- A. To enter or edit the English version of the reminder text, select the **English** tab.
In this example, English is used.
 - I. In the **Message** field, enter or edit the reminder text message.
 - II. To insert a merge field into the text message, select from the **Insert Merge Fields** dropdown field.
 - B. To enter or edit the Spanish version of the reminder text, select the **Spanish** tab.
 - C. After you have made the reminder text to your liking, click **Save**.
 - D. To send a sample text as a text, click **Send Sample**.
The **Send Sample Text Message** lightbox appears.
 - I. Enter the number to which the sample message is sent, in the **Sent To** field.
 - II. Click **Send**.
 - E. To set the reminder text back to the default settings, click **Set Back to Default**.
7. To configure the reminder email and text for completing the loan interview, select **Incomplete Loan Interview Reminder** tab, and repeat the above steps 4 through 6.

Email Setting

On the **Email Setting** screen, as the administrator, you can set up your primary email address, additional email addresses and whether to receive emails that are sent to your organization's loan officers.

To set up your email addresses:

1. Select the **Email Setting** screen.
2. Select the **Email Address** tab.
 - A. In the **Primary Email Address** section, enter your primary email address, where you will receive an email whenever a borrower submits a loan through your Zip interview portal.

Email Setting

The screenshot shows the 'Email Setting' interface. At the top, there are two tabs: 'Email Address' (selected) and 'Email Preference'. Below the tabs, the 'Primary Email Address' section is visible. It contains a text input field with the email 'bowen_zhao@calyxsoftware.com'. Below this, the 'Additional Email Addresses' section is shown, featuring a text input field labeled 'Email 1' and a red circular icon with a white plus sign, which is highlighted by a red circle. At the bottom of the form is a blue 'Save' button.

- B. Optional, in the **Additional Email Addresses** section, enter additional email(s) to receive notifications when loans are submitted.
 - I. Click the add icon to add more emails address fields (up to 4), (**highlighted in red**) in the image above.
3. Select the **Email Preference** tab.

Notifications

Email Address

Email Preference

Receive LO Notification Emails

Select On and enter your email address, if you wanted to be cc'd on all the notification emails that are sent to the loan originators in your company.

☐ On ☒ Off

Email

Receive Notification Email with Borrower Contact Information

Select On if you want to receive a notification email containing the contact information of a potential borrower when the borrower agrees to share their contact information during the borrower interview. The borrower does not need to complete the interview before you receive their contact information.

☐ On ☒ Off

Time Zone Configuration for eSign Timestamp

Via the dropdown menu below, select the time zone that is used to timestamp when the requested documents are signed by borrowers.

Save

- A. In the **Receive LO Notification Emails** section, you can choose whether to receive an email notification whenever a loan is submitted through the Zip interview portal of your organization's loan officer(s).

NOTE: By default, this feature is not enabled.

- I. Select the **On** radio button to enable this feature,
 - II. Enter email address to receive notification emails when loans are submitted through your organization's various borrower interview portals.
- B. Select whether you want to receive a notification email when a borrower agrees to share their contact information.
- C. In the **Time Zone Configuration for eSign Timestamp** section, select the time zone that will be used to timestamp the electronic signatures signed by borrowers.
4. After you have set up the email addresses, click **Save**.
A popup confirms that the information entered is saved.
 5. Click **OK**.

Edit Emails

Zip provides default notification emails that are sent to borrowers after they have submitted loan through Zip. On the **Edit Emails** screen, as the administrator, you can tailor these notification emails to the needs and wants of your organization.

Email Notifications

In the **Email Notifications** section, as the administrator, you can customize notification emails that are sent to borrowers, requesting electronic signatures, documents, interviews, and VOA (verification of asset).

1. Select the **Edit Emails** screen.

Edit Emails

Select Loan Originator Bowen C Zhao

Email Notifications

Customize the notification emails that are sent to the borrower when you need a document from the borrower or to send a confirmation email to the borrower. Areas to customize are the email's subject, introduction, and footer, where it is recommended that you include your contact information so that it is convenient for the borrower to reach you, should they have questions that need to be answered.

[Copy Setting](#)

Thank You Email

EnglishSpanish

Customize the thank you email sent to the borrower when they submit an interview. As a convenience to the borrower, we recommend you include your contact information and any other information you want them to know.

Subject	<div><div></div><div>Loan information received</div><div>Insert Merge Fields</div></div>
Body	<div><div><div>Open Sans11ptB I A A</div><div>Insert Merge Fields</div></div><div>Hi {Borrower_Name}, Success! Thank you for submitting your loan interview. What's Next: We are reviewing your information and will reach out to you shortly with the next steps. Want to be ahead of the game? While you may have entered asset information or given us permission to do automated account lookup and importing, we may need more information to process your loan. {Document_List} Click the link below to check your loan status as well as upload important documents needed to process your</div></div>
Footer	<div><div><div>Open Sans11ptB I A A</div><div>Insert Merge Fields</div></div><div></div></div>

[Insert Merge Fields?](#) [Set Back to Default](#) [Send Sample](#)

[Save](#)

Notifications

2. At the top of the screen select which loan officer whose email is to be configured, from the **Select Loan Originator** dropdown menu.
3. In the **Email Notifications** section, select which type of notification email to modify from the dropdown menu, (**highlighted in red**) in the image above.
Thank You Email is used as an example.
4. If applicable, review and edit the **Subject**, **Body**, and **Footer** for the English version of the **Thank You Email** email.
 - Use the top bar on each email field to tailor the design of the emails, such as font, size, bold, italics, etc., (**highlighted in blue**) the image above.
5. To insert a merge field into the **Subject**, **Body**, and **Footer** of the email, select from the **Insert Merge Fields** dropdown field.
In this example, the **Body** is used.

NOTE: As Zip provides a default template for each email type, these templates have bracketed tags (merge fields) that autofill common elements within emails, such as the borrower's name, your organization's name, the loan officer's name, etc. For example, when the {Borrower_Name} tag is placed at the beginning of the email template, the borrower's name will also be placed at the corresponding position at the beginning of the email. The merge field is inserted wherever your text cursor is placed within the **Body** and **Footer** of the email.

The screenshot shows the email configuration interface. The 'Body' field is selected, and a red box highlights the 'Insert Merge Fields' dropdown menu. The dropdown menu is open, showing a list of merge fields: Borrower_Name, Document_List, LO_Name, LO_Email, LO_Phone_Number, Company_Name, Company_Phone_Number, SignIn_HyperLink, and Get_Started_HyperLink. The 'Body' field contains placeholder text for a loan interview follow-up email. The 'Subject' field is 'Loan information received' and the 'Footer' field contains a placeholder for a sign-in link.

- A. Place the text cursor at the desired place within the **Body** to insert the merge field.
- B. Select the merge field option (**highlighted in red**) shown above.
In this example **{LO_Name}** is placed after "Sincerely yours," in the email **Body**, (**highlighted in red**) in the image below.

Notifications

Body

↩ ↪ Verdana 11pt B

LO_Name

Want to be ahead of the game?
While you may have entered asset information and importing, we may need more information.

{Document_List}

Click the link below to check your loan status and your loan.

{SignIn_HyperLink}

Feel free to contact me with any questions
Thank you.

Sincerely yours,
{LO_Name}

6. If applicable, click the **Spanish** tab and modify the Spanish version of the **Thank You Email**.
7. Repeat the above steps for the rest of the notification emails.

Thank You Email

Thank You Email

- eSign Request (borrowers without accounts)
- Document Request (borrowers without accounts)
- Loan Interview Request
- VOA Request
- Outstanding Items (borrowers with accounts)
- Outstanding Items Reminder (borrowers with accounts)
- Account Creation Confirmation Email (borrowers with accounts)

8. After you have finished customizing the notification emails to your liking, click the **Save** button at the bottom of the screen.
A popup appears confirming that the screen is saved.

Zip

Email Notifications screen saved.

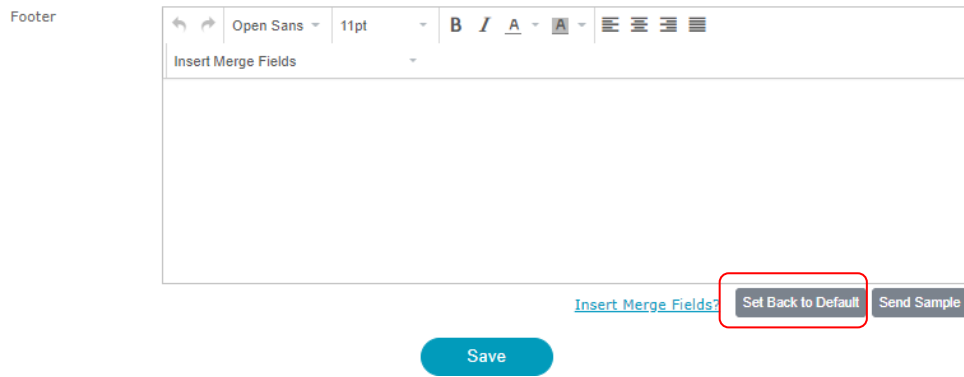
OK

9. Click **OK**.

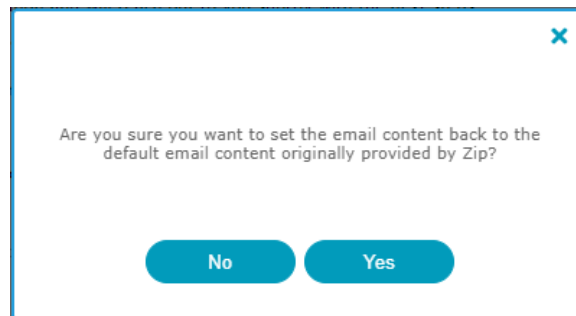
Set Back Email Content to Default

1. If you want to set the **Subject**, **Body**, and **Footer** of the email back to their default settings, click the **Set Back to Default** button, (highlighted in red) in the image below.

Notifications



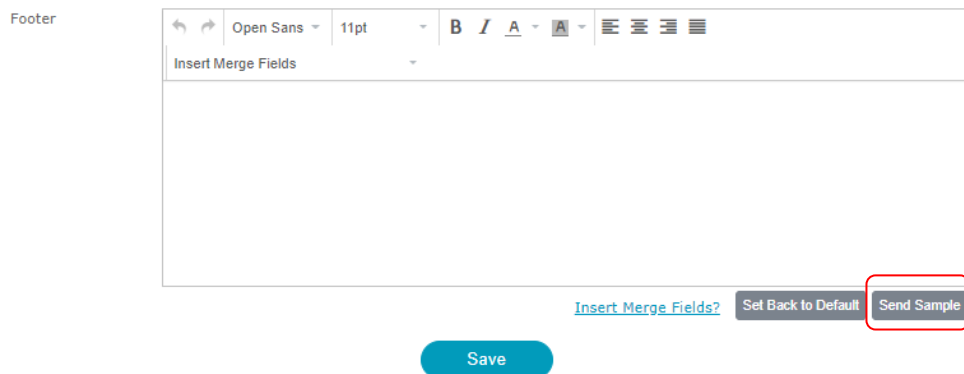
A popup asks you to confirm the decision to set the email back to the default settings.



2. Click **Yes**.

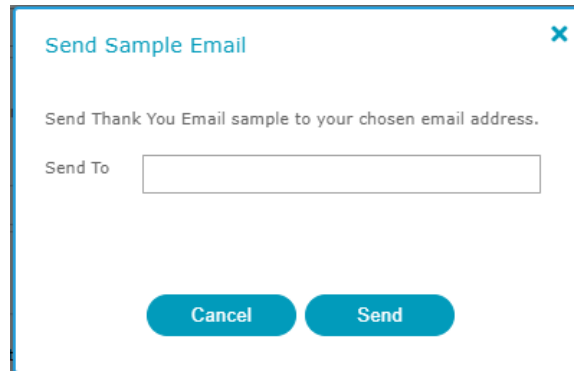
Send Sample Email

1. If you want to send a test email, click the **Send Sample** button, (**highlighted in red**) in the image below.



A popup appears asking you to confirm the sending of the test email.

Notifications

A modal dialog box titled "Send Sample Email" with a close button (X) in the top right corner. The text inside says "Send Thank You Email sample to your chosen email address." Below this is a "Send To" label followed by an empty text input field. At the bottom are two buttons: "Cancel" and "Send".

Send Sample Email

Send Thank You Email sample to your chosen email address.

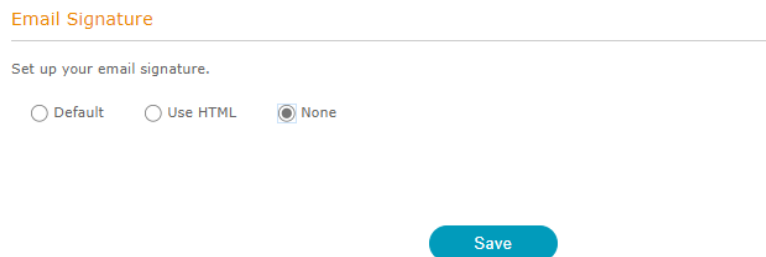
Send To

Cancel Send

2. If the field is not already populated, enter or edit the email address in the **Send To** field.
3. Click **Send**.

Email Signature

In the **Email Signature** section, you can set up an email signature that appears at the bottom of all your notification emails.

A form titled "Email Signature" with the instruction "Set up your email signature." Below this are three radio buttons: "Default", "Use HTML", and "None". The "None" option is currently selected. A "Save" button is located at the bottom right of the form.

Email Signature

Set up your email signature.

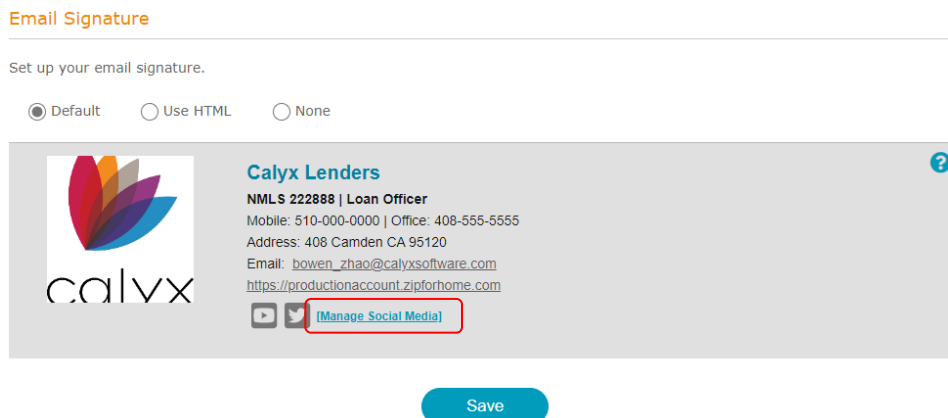
☐ Default ☐ Use HTML ☒ None

Save

1. To select the default email signature provided by Zip, select the **Default** radio button.

NOTE: The default email signature is based on information entered in the **Borrower Landing Page** lightbox and the **Edit User** lightbox of the Zip administrator.




RELATED: For information on editing these lightboxes, see [Editing Loan Officer Access Rights](#) and [Editing Loan Officer Zip Landing Site](#).

This form is identical to the one above but includes a preview of the email signature at the bottom. The preview shows the Calyx logo, the title "Calyx Lenders", and contact information for NMLS 222888 | Loan Officer, including mobile and office phone numbers, address, email, and a website link. There are also social media icons and a "Manage Social Media" button. A "Save" button is at the bottom.

Email Signature

Set up your email signature.

☒ Default ☐ Use HTML ☐ None

 **Calyx Lenders**
NMLS 222888 | Loan Officer
Mobile: 510-000-0000 | Office: 408-555-5555
Address: 408 Camden CA 95120
Email: bowen_zhao@calyxsoftware.com
<https://productionaccount.zipforhome.com>
  [\(Manage Social Media\)](#)

Save

Notifications

- A. With the default email signature, you can also add (up to 5) social media links, by clicking the **Manage Social Media** link, (**highlighted in red**) in the above image, to open the **Manage Social Media** lightbox.

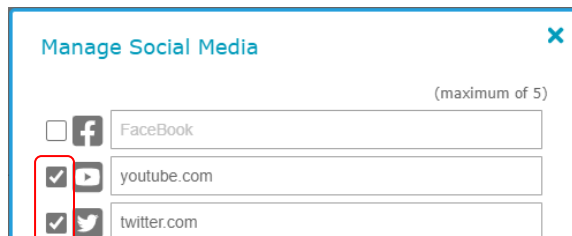


The image shows a lightbox titled "Manage Social Media" with a close button (X) in the top right corner. Below the title, it says "(maximum of 5)". There is a list of social media icons with corresponding checkboxes and text input fields. The icons are Facebook, YouTube, Twitter, LinkedIn, Instagram, Reddit, Vimeo, Tumblr, WhatsApp, Flickr, Snapchat, and Telegram. The checkboxes for Facebook, YouTube, and Twitter are highlighted with a red box. A "Save" button is at the bottom.

Checkbox	Icon	Text
<input type="checkbox"/>	Facebook	FaceBook
<input type="checkbox"/>	YouTube	YouTube
<input type="checkbox"/>	Twitter	Twitter
<input type="checkbox"/>	LinkedIn	Linkenin
<input type="checkbox"/>	Instagram	Instagram
<input type="checkbox"/>	Reddit	Reddit
<input type="checkbox"/>	Vimeo	Vimeo
<input type="checkbox"/>	Tumblr	Tumblr
<input type="checkbox"/>	WhatsApp	WhatsApp
<input type="checkbox"/>	Flickr	Flickr
<input type="checkbox"/>	Snapchat	Snapchat
<input type="checkbox"/>	Telegram	Telegram

Save

- I. Enter the URLs for your social media site.
- II. After entering the URLs, also select their respective checkboxes, as shown below (**highlighted in red**).



The image shows the same "Manage Social Media" lightbox as before, but with the checkboxes for Facebook, YouTube, and Twitter selected (checked). The checkboxes for Facebook, YouTube, and Twitter are highlighted with a red box. The text input fields now contain "FaceBook", "youtube.com", and "twitter.com".

Checkbox	Icon	Text
<input checked="" type="checkbox"/>	Facebook	FaceBook
<input checked="" type="checkbox"/>	YouTube	youtube.com
<input checked="" type="checkbox"/>	Twitter	twitter.com


- III. After you have completed the URLs and checkboxes, click **Save**. Your social media sites have been added to your email signature as shown below (**highlighted in red**).

Notifications

Email Signature

Set up your email signature.

☒ Default ☐ Use HTML ☐ None



Calyx Lenders



Loan Officer

Mobile: 510-000-0000 | Office: 408-555-5555

Address: 408 Camden CA 95120

Email: bowen_zhao@calyxsoftware.com

<http://productionaccount.zipforhome.com>

  [\[Manage Social Media\]](#)

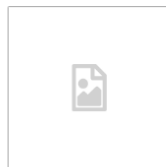
Save

2. To configure your own email signature, select **Use HTML**.

Email Signature

Set up your email signature.

☐ Default ☒ Use HTML ☐ None



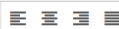
- Recommended image size: 150 x 150
- Maximum file size: 1MB
- File types supported: JPEG, JPG, GIF, PNG

Crop

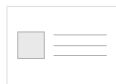
Delete

Save

↩ ↪ Open Sans 11pt **B** *I* A 

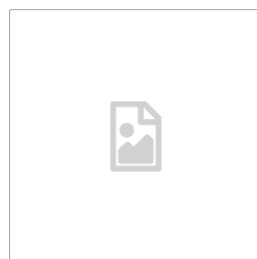


Email Signature Appearance



Save

A. To upload an image, click the blank field to open your browser's upload lightbox.



- Recommended image size: 230 x 230
- Maximum file size: 2MB
- File types supported: JPEG, JPG, GIF, PNG

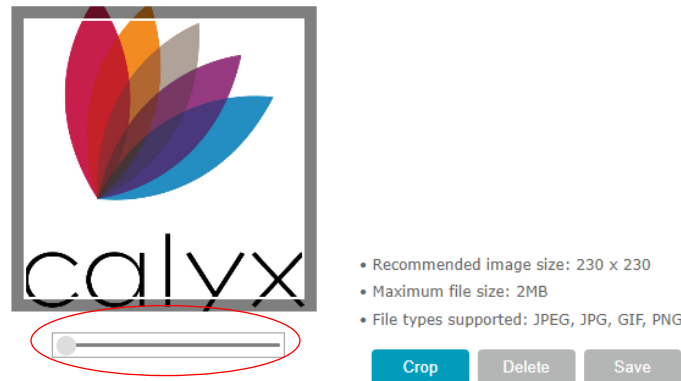
Crop

Delete

Save

Notifications

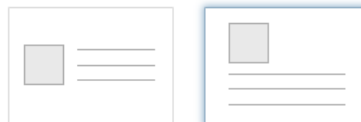
- I. Select the image to be uploaded to your Zip landing site.
- II. Click **Open**.
- III. After the image is uploaded, the **Crop** button becomes enabled and you can adjust the zoom level, using the zoom slider (**highlighted in red**) in the image below.



- IV. When you have reached the desired level of zoom, click **Crop**.
 - V. Click **Save** to save the image and level of zoom.
 - VI. To delete the image, click **Delete**.
- B. Enter the information that you would like to include in your email signature.

- I. Use the top bar above the field (**highlighted in red**) to tailor the design of your message, such as font, size, bold, italics, etc.
- C. Select how the appearance of your email signature.

Email Signature Appearance



- D. Click **Save**.
3. If you do not want to use this feature, select **None** and click **Save**.

Reports

Via the **Reports** menu, as the administrator, you can run various reports and view statistics that gauge your organization's loan activity.

Borrower Interview Report

On the **Borrower Interview Report** screen, you can search for loan interviews by loan officer, borrower email, or date.

Borrower Interview Report

The Borrower Interview Report provides a list of interviews that were submitted between the specified dates.

Search for Borrower Interview Report

Loan Originator Name

Choose option

(You can search by first or last name.)

Borrower Email

Choose option

Loans originated date

and

Search

Results

Excel Download

Borrower Interview Report Search

To search for borrower interviews.

1. Select the **Borrower Interview Report** screen from the **Reports** Menu.
2. To search by loan officer name:
 - A. Enter the name in the **Loan Originator Name** field.
 - B. Or click the field to enable a list of the loan officers in your organization.

Loan Originator Name

Choose option

Bill Ho

Bowen C Zhao

Calos Wong

Jim Lee

Tim Wu

Borrower Email

Loans originated between

Search

Reports

- C. Click the name of the loan officer.
The loan officer's name is populated in the field.

Loan Originator Name (You can search by first or last name.)

Borrower Email

Loans originated between

[Search](#)

- D. To enter more loan officers in the search, repeat the above steps.
- E. Click the **Search** button.
The **Results** section table shows the loan interviews submitted through the loan officer's borrower interview portal.

Loan Originator Name (You can search by first or last name.)

Borrower Email

Loans originated between

[Search](#)

Results [Excel Download](#)

Click "Resend" to re-import the application.

Date	First	Last	Borrower Email	Phone	Loan Originator	Resend
08/09/2018 09:59:13	Bewon	Zaho	bowen_zhao@calyxsoftware.com	408-448-5252	Bowen C Zhao	Resend

1

3. To search by borrower email:
- A. Enter the borrower email in the **Borrower Email** field.
- B. Or click the field to enable the list of borrower emails that were used to submitted loans through your Zip organization.

Borrower Email

Loans originated between

[Search](#)

- C. Click the borrower email.
The field is populated with the borrower email.

Reports

Borrower Email

Loans originated between

[Search](#)

D. To enter more borrower emails in the search, repeat the above steps.

E. Click **Search**.

The **Results** section table shows the loan interviews submitted with the borrower email.

Loan Originator Name
(You can search by first or last name.)

Borrower Email

Loans originated between

[Search](#)

Results [Excel Download](#)

Click "Resend" to re-import the application.

Date	First	Last	Borrower Email	Phone	Loan Originator	Resend
08/09/2018 09:59:13	Bewon	Zaho	bowen_zhao@calyxsoftware.com	408-448-5252	Bowen C Zhao	Resend

1

4. To search by date:

A. Enter the start and end dates (month/date/year - month/date/year) in the **Loans originated between** field.

B. Or click the field to enable the dropdown calendar.

Loans originated between

[Search](#)

Results

Click "Resend" to re-import the

Calendar dropdown showing March, 2020:

SU	MO	TU	WE	TH	FR	SA
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	1	2	3	4

C. Select the start and end dates.

D. Click **Search**.

The **Results** section table lists the borrower interviews that were submitted between the search dates.

Reports

Loan Originator Name
(You can search by first or last name.)

Borrower Email

Loans originated between

[Search](#)

Results [Excel Download](#)

Click "Resend" to re-import the application.

Date	First	Last	Borrower Email	Phone	Loan Originator	Resend
08/09/2018 09:59:13	Bewon	Zaho	bowen_zhao@calyxsoftware.com	408-448-5252	Bowen C Zhao	Resend

1

Borrower Interview Resend and Excel Download

To resend the email to borrowers notifying them that they have submitted their loan applications, click **Resend** in the **Results** section table, highlighted in the image below.

RELATED: For more information on searching for borrower interviews, see **Borrower Interview Report Search**.

Results [Excel Download](#)

Click "Resend" to re-import the application.

Date	First	Last	Borrower Email	Phone	Loan Originator	Resend
08/09/2018 09:59:13	Bewon	Zaho	bowen_zhao@calyxsoftware.com	408-448-5252	Bowen C Zhao	Resend

1

To download the borrower interviews in a excel file, click **Excel Download**, highlighted in the image above.

INK-it Reports

If you use Path or Point as your loan origination system, via the **INK-it Reports** screen, you can search for electronic signature documents that were sent out to borrowers.

NOTE: This screen is only available to you if you use Path or Point as your loan origination system. For Zenly and NAMB All-In users, this screen is not available.

To search for eSign documents:

1. Select the **INK-it Reports** screen from the **Reports** menu.
2. To search by loan officer name:
 - A. Enter the name in the **Loan Originator Name** field.

Reports

- B. Or click the field to enable a list of the loan officers in your organization.
 - C. Click the name of the loan officer.
The loan officer's name is populated in the field.
 - D. To enter more loan officers in the search, repeat the above steps.
 - E. Click the **Search** button.
The **Results** section table lists results of the search.
3. To search by borrower email:
 - A. Enter the borrower email in the **Borrower Email** field.
 - B. Or click the field to enable the list of borrower emails to which eSign documents were sent.
 - C. Click the borrower email.
The field is populated with the borrower email.
 - D. To enter more borrower emails in the search, repeat the above steps.
 - E. Click **Search**.
The **Results** section table lists the search results.
4. To search by date:
 - A. Enter the start and end dates (month/date/year - month/date/year) in the **E-signature requests sent between** field.
 - B. Or click the field to enable the dropdown calendar.
 - C. Select the start and end dates.
 - D. Click **Search**.
The **Results** section table lists the search results.
5. Click **Resend** to send again the completed INK-it reports and borrower uploaded documents (such as eSign documents) to the LOS, in case the LOS did not receive them in the first place.

Borrower Uploaded Document

On the **Borrower Uploaded Document** screen, you can search for borrower uploaded documents, such as government issued IDs, bank statements, pay stubs, etc.

To search for borrower uploaded documents:

1. Select the **Borrower Uploaded Document** screen under the **Reports** menu.
2. Search by loan officer:
 - A. Enter the loan officer name in the **Loan Originator Name** field.
 - B. Or click the field to enable the dropdown list of the loan officers in your organization.

Borrower Uploaded Document

A list of borrower uploaded documents is provided based on the specified search date range.

Search

Loan Originator Name	Choose option
Borrower Email	Bill Ho
Document requests sent between	Bowen C Zhao
	Calos Wong
	Jim Lee
	Tim Wu

Search

- C. Click the name of the loan officer.
The loan officer's name is populated in the field.
- D. To enter more loan officers in the search, repeat the above steps.
- E. Click **Search**.
The **Results** section shows the loan officer and the borrower uploaded document(s).

Borrower Uploaded Document

A list of borrower uploaded documents is provided based on the specified search date range.

Search

Loan Originator Name	<div>× Bowen C Zhao</div> <small>(You can search by first or last name.)</small>
Borrower Email	Choose option
Document requests sent date	<input type="text"/> and <input type="text"/>

Search

Results

Date	Borrower Email	Package Name	Loan Originator
03/24/2020 15:22:53	surviveorextinct@yahoo.com	<u>Government-issued ID</u>	Bowen C Zhao

1

- F. To view or download the document, click the document name, highlighted in the image above.
A new tab or window opens, displaying the selected document.
3. To search by borrower email:
 - A. Enter the borrower email in the **Borrower Email** field.
 - B. Or click the field to enable the dropdown list of borrower emails that were used to submit loans to your organization (all borrower interview portals).

Reports

- C. Click the borrower email to populate it in the **Borrower Email** field.
- D. To enter more borrower emails in the search, repeat the above steps.
- E. Click **Search**.
The **Results** section shows the borrower uploaded document(s) affiliated with the borrower email(s).
- F. To view or download the document, click the document name.
A new tab or window opens, displaying the selected document.

4. To search by date:

- A. Enter the start and end dates in the corresponding fields.
- B. Or click the fields to enable the calendar dropdown.

The screenshot shows a search form with the label "Document requests sent date". It contains two input fields separated by the word "and". The first input field is active, and a calendar dropdown is displayed below it, showing the month of May 2020. The calendar has days of the week (SU, MO, TU, WE, TH, FR, SA) and dates (1-31). The date 12 is highlighted in blue. Below the calendar, there is a section labeled "Results" with a table header that includes "Date" and "Borrower Email".

- C. Select the start and end dates.
- D. Click **Search**.
The borrower document(s) uploaded between the specified dates are shown in the **Results** section.
- E. To view or download the document, click the document name.
A new tab or window opens, displaying the selected document.

Billing Statement Report

On the **Billing Statement Report** screen, you can search for billing statements by month or by loan officer.

To search for billing statements:

1. Select the **Billing Statement Report** screen from the **Reports** menu.

Reports

Billing Statement Report

The Billing Statement Report displays a detailed list of borrower interviews submitted and INK-it requests sent, as well as a summary of the total number and fees for the selected month.

- Regarding the eSign billing portion of a loan interview, if the eSign was done within 6 months from the billing date, there is no billing.
- If the first loan submission is done within the first 30 days of the first order, it is free.

Billing Statement Report

☒ Billing Statement ☐ Next Month's Projected Statement

Month of Statement

Search

Results

2. Select the **Billing Statement** radio button.
 - A. Select which month's billing statement from the **Month of Statement** dropdown menu.
 - B. Click **Search**.
The statement is displayed in the Results section.

Billing Statement Report

☒ Billing Statement ☐ Next Month's Projected Statement

Month of Statement

Search

Results

Billing Cycle Information

	Start Date	End Date
Online Submission	08/01/2022	08/31/2022
INK-it	08/01/2022	08/31/2022

Type	Unit Cost	Number	Total
Online Submission	\$3.00	0	\$0.00
INK-it	\$3.00	0	\$0.00
Total Amount			\$0.00

NOTE: For Zenly and NAMB All-In users, the **INK-it** row is replaced by the **Monthly Fee** row in the **Results** section table.

3. Select **Next Month's Projected Statement**, to see the projected statement of the next month.

Borrower Statistics

On the **Borrower Statistics** screen, you can view the loan submission statistics for your organization.

Borrower Statistics

Here you can review the statistics for borrower activity, including the number of submission attempts (successful and failed), successful submissions, abandonments after submission and registered borrowers.

Total Number of Borrower Registered

Registered borrowers	Registered borrowers
Numbers	3

Loan Submission Report

Loan Originator Name

(You can search by first or last name.)

Date between and

[Search](#)

Results

Total Number of Borrower Indicators

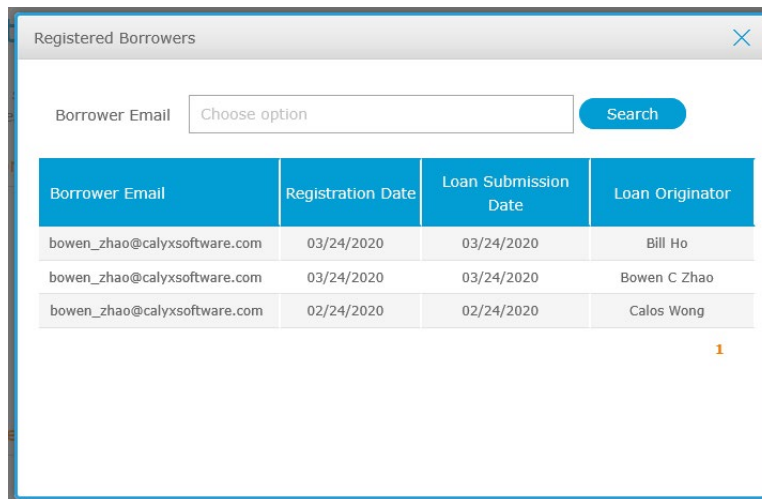
The **Registered borrowers** table shows:

- The number of borrowers who submitted loans and registered accounts to see their loan progression in the **Registered borrowers** column.

Registered borrowers	Registered borrowers
Numbers	3

- Click the number to open the **Registered Borrowers** lightbox, as shown in the image above. The lightbox is shown in the image below.

Reports



The screenshot shows a window titled "Registered Borrowers" with a search bar labeled "Borrower Email" containing the text "Choose option" and a "Search" button. Below the search bar is a table with four columns: "Borrower Email", "Registration Date", "Loan Submission Date", and "Loan Originator". The table contains three rows of data. A small orange "1" is visible at the bottom right of the table area.

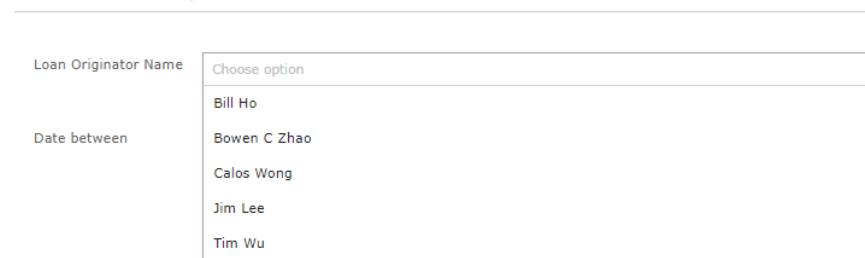
Borrower Email	Registration Date	Loan Submission Date	Loan Originator
bowen_zhao@calyxsoftware.com	03/24/2020	03/24/2020	Bill Ho
bowen_zhao@calyxsoftware.com	03/24/2020	03/24/2020	Bowen C Zhao
bowen_zhao@calyxsoftware.com	02/24/2020	02/24/2020	Calos Wong

Searching Borrower Statistics

In the **Loan Submission Report** section, you can search borrower statistics by loan officer or date.

1. Select the **Borrower Statistics** screen from the **Reports** menu.
2. To search by loan officer:
 - A. Enter the loan officer name in the **Loan Originator Name** field.
 - B. Or click the field to enable the dropdown list of the loan officers in your organization.

Loan Submission Report



The screenshot shows the "Loan Submission Report" form. The "Loan Originator Name" field is selected, displaying a dropdown menu with the following options: "Choose option", "Bill Ho", "Bowen C Zhao", "Calos Wong", "Jim Lee", and "Tim Wu". The "Date between" field is visible below the dropdown.

- C. Click the loan officer name.
The loan officer is populated in the field.
- D. To enter more loan officers in the search, repeat the above steps.
- E. Click **Search**.
The loan officer's statistics are shown in the **Results** section.

Reports

Loan Submission Report

Loan Originator Name

× Bill Ho

(You can search by first or last name.)

Date between

and

Search

Results

Loan Submissions

	Get Started	Abandonments	Submissions
Numbers	1	0	1
Rate(%)	100%	0%	100%

Registered borrowers

	Registered borrowers
Numbers	1

- The **Get Started** column shows the number of loans submitted (successful and abandoned) via your organization (all borrower interview portals).
 - The **Abandonments** column shows the number of loans that were abandoned by borrowers.
 - The **Submission** column shows number of successful loan submissions.
3. To search by date:
- A. Enter the start and end dates in the **Date between** fields.
 - B. Or click the field to enable the calendar dropdown.

Date between and

results

May, 2020

SU	MO	TU	WE	TH	FR	SA
26	27	28	29	30	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31	1	2	3	4	5	6

Search

- C. Select the start and end dates.
 - D. Click **Search**.
- The loan statistics during the period are shown in the **Results** section.

Reports

Loan Submission Report

Loan Originator Name

(You can search by first or last name.)

Date between and

[Search](#)

Results

Loan Submissions		Get Started	Abandonments	Submissions
Numbers		9	6	3
Rate(%)		100%	66.7%	33.3%

Registered borrowers		Registered borrowers
Numbers		2

- E. Click the number of **Registered Borrowers** table, to open the corresponding lightbox with more information.

Settings

Via the **Settings** menu, as the administrator, you can configure the settings for document collection and VOA (verification of asset) during the interview process in the Zip borrower interview portal.

Google Analytics

From the **Google Analytics** screen, you can register your Google Analytics ID to track the pattern of how borrowers are using your Zip borrower portal.

Google Analytics

Register your Google Analytics ID to track the pattern of how borrowers are using your Zip borrower portal.

Register your Google Analytics ID

Please register the measurement ID created by [Google Analytics](#). Firefox blocks tracking from Google Analytics. Therefore, data cannot be collected from borrowers using Firefox.

Select Loan Originator

Use Google Analytics ☐ On ☒ Off

Measurement ID* 

Save

1. From the **Select Loan Originator** dropdown, select the Zip borrower portal of the loan officer.
2. For **Use Google Analytics**, select **On**.
3. To disable this feature, select **Off**.
4. Enter your Google Analytics ID in the **Measurement ID** field.
5. Click **Save**.

Borrower Dashboard

Use the Borrower Dashboard screen to configure the dashboard that borrowers will see after they have signed into their accounts. This is only for borrowers who have created accounts.

Borrower Dashboard

Via the borrower dashboard, borrowers (who created accounts) can view loan statuses and complete outstanding documents.

Use Borrower Dashboard Reminder

By selecting On, borrowers (who created accounts) will receive emails/texts reminding them to complete outstanding documents and electronic signature requests before their due dates. Selecting Off disables this feature. You can edit the content of the email here [Email > Edit Emails](#).

☒ On ☐ Off

Select reminder methods

☒ Email

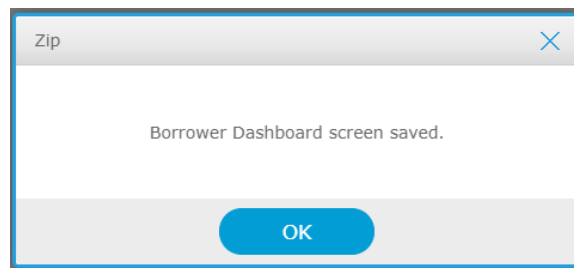
☒ Text

Select when reminder is sent before due date

8 day(s) before

Save

1. Select **On** or **Off** to decide whether to send notifications to borrowers who have outstanding documents to send or sign.
2. If you decided to send notifications by selecting **On**, select **Email** or **Text** or both as method(s) of reminding borrowers.
3. From the dropdown list, select how many days in advance to send notifications to borrowers.
4. Click **Save**.
A popup opens to confirm the screen is saved.



5. Click **OK**.

Document Template

If you use Path or Point as your loan origination system, via the **Document Template** screen, you can set the list of documents to collect from borrowers during the interview process in the Zip interview portal, such as bank statements, government IDs, etc.

Settings

NOTE: This screen only appears to you if you use Path and Point as your loan origination system. If you use Zenly or NAMB All-In, this screen does not appear.

To set the documents to be collected:

1. Go to **Settings > Document Template**.

Document Template

Set the document collection that you want to receive from borrower during Loan Interview.

Document List

[Add New Document](#)[Delete](#)

In the fields below, enter the documents to be received from the borrower.

<input type="checkbox"/> 1. Document Name	<input type="text" value="Government-issued ID"/>
Note	<input type="text" value="Driver's License, ID Card, Passport."/>
Type	<input type="text"/> Add Conditions
Required	<input type="checkbox"/>

[Save](#)

2. In the **1. Document Name** field, enter the name of the document to be collected.
 - For example: Government-issued ID
3. In the **Note** field, enter more information about the type of document.
 - For example: Driver's License, Passport, etc.
4. If applicable, enter the **Type** of document.
5. To set this document request as required or not required, switch the **Required** toggle between on or off.
 - If the borrower skips uploading the required document, the document request will be listed in the *To Do* list on the borrower dashboard of the borrower's Zip account.
6. To add a condition to the document, click the **Add Conditions** button.
The **Conditions** lightbox appears.

Settings

Conditions

☐ Select All

☐ Applying For
☐ Coborrower

☐ Loan Purpose
☐ Purchase
☐ Refinance
☐ Lower Interest rate
☐ Cash Out
☐ Pay Off Debt
☐ Home Improvement

☐ HELOC
☐ Cash Out
☐ Pay Off Debt
☐ Home Improvement

☐ Second Mortgage
☐ Home Equity loan
☐ Home Equity line of credit
☐ Home Improvement

☐ Serve Armed Forces ☐ Yes ☐ No

☐ Self Employed ☐ Yes ☐ No

☐ Receive Any Gifts or Grants ☐ Yes ☐ No

☐ Other Monthly Expenses
☐ Alimony
☐ Child Support
☐ Separate Maintenance
☐ Job Related Expenses
☐ Other

☐ Citizenship
☐ US Citizen
☐ Permanent Resident Alien
☐ Non-Permanent Resident Alien

☐ Marital Status
☐ Married
☐ Separated
☐ Unmarried

☐ Other Income
☐ Alimony
☐ Automobile Allowance
☐ Boarder Income
☐ Capital Gains
☐ Child Support
☐ Disability
☐ Foster Care
☐ Housing or Parsonage
☐ Interest and Dividends
☐ Mortgage Credit Certificate
☐ Mortgage Differential Payments
☐ Notes Receivable
☐ Public Assistance
☐ Retirement
☐ Royalty Payments
☐ Separate Maintenance
☐ Social Security
☐ Trust
☐ Unemployment Benefits
☐ VA Compensation
☐ Other

OK

- A. Select the checkbox of the condition to be added.
 - B. To select all checkboxes for a section, switch on its corresponding toggle.
 - C. To select all checkboxes, switch on the **Select All** toggle.
 - D. Click **OK**.
7. To add more requested documents, click the **Add New Document** button, as shown below (highlighted in red).

Document List

In the fields below, enter the documents to be received from the borrower.

<input type="checkbox"/> 1. Document Name	Government-issued ID
Note	Driver's License, ID Card, Passport.

8. Continue this process to add more document requests.
9. After adding all your requested documents, click **Save**.
A popup appears confirming that the information entered is saved.
10. Click **OK**.

VOA Settings

On the **VOA Settings** screen, you can choose whether to enable the verification of asset feature. And if you use Path or Point as your loan origination system, you can choose to use your own FormFree® account if you have one.

Enabling VOA

To turn VOA settings on or off:

1. Select the **VOA Settings** screen from the **Settings** menu.

VOA Settings

Here FormFree® account holders can enable the VOA(verification of asset) feature in the borrower interview portal. When enabled, borrowers can enter their bank account login credentials in the VOA section of the borrower interview portal, which will automatically generate VOA reports that verify their financial assets.

Use Verification of Asset Report

Enter your FormFree account credentials to receive the complete VOA report. To create an account or receive assistance with your FormFree User ID and Password, click [here](#).

☐ On ☒ Off

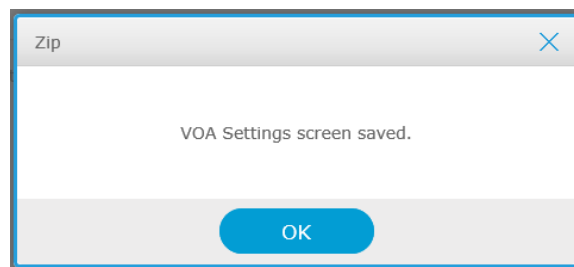
Company FormFree® Account

User ID

Password

Save

2. To enable or disable the verification of asset feature, select the **On** or **Off** radio buttons, respectively.
3. Enter your organization's FormFree® login credentials.
4. Click **Save**.
A popup confirms the screen is saved.



5. Click **OK**.

Security

Use the Security screen to decide whether borrowers will need to use 2-factor authentication when they log in to the borrower dashboard. The method of delivering the 6-digit security code is via email or mobile text message.

Security

Use 2-factor Login Authentication

By selecting On, borrowers (who created accounts) must enter the 6-digit security code (received via email or text) when logging in.

☒ On ☐ Off

Password Parameters

Set password parameters for the borrower portal.

Password must be a minimum length of characters and a maximum length of characters.

- The minimum amount of characters must be at least 6.
- The minimum amount of characters must be less than the maximum.
- The maximum amount characters cannot be more than 15.

Save

2-Factor Authentication

To configure 2-factor authentication:

1. By default, 2-factor authentication is enabled. To disable this feature, select **Off**.
2. Click **Save**.
Popup opens to confirm changes are saved.
3. Click **OK**.

Password Parameters

To configure password parameters:

1. Specify the minimum and maximum number of characters for the password.
2. Click **Save**.
Popup opens to confirm changes are saved.
3. Click **OK**.

Payment Management

On the **Payment Management** screen, as the administrator, you can set up the payment method for you company Zip account.

NOTE: This section only applies to users of Point, Zenly, and NAMB All-In. Path users do not see this screen.

To set up the payment method for Zip:

1. Select the **Payment Management** screen.

Payment Management

Zip and the eSignature Transaction fees are automatically charged to the credit card or ACH you provided during account setup.

You can update the credit card information on file below. All information is transmitted over a secure connection to ensure the confidentiality of your information.

Payment Management

Select your payment method and enter your contact information and payment information for billing purposes. (* Required fields)

Select payment method*

2. Select the payment method from the dropdown list.

- When **Credit Card** is selected, the corresponding fields are enabled.

Payment Management

Select your payment method and enter your contact information and payment information for billing purposes. (* Required fields)

Select payment method*	<input type="text" value="Credit Card"/>
Credit Card Type*	<input type="text" value="Please Select One"/>
Number*	<input type="text"/>
Expiration Date*	<input type="text" value="Month"/> <input type="text" value="Year"/>
Cardholder Name*	<input type="text"/> Exactly as it appears on the credit card
Card Security Code*	<input type="text"/> ?
Billing Address*	<input type="text"/>
City*	<input type="text"/>
State*	<input type="text" value="-"/> Zip Code* <input type="text"/>

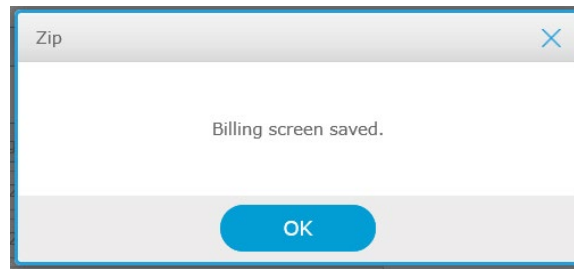
Save

- I. Complete the required fields (indicated by *).

Payment Management

II. Click **Save**.

A popup appears confirming the screen is saved.



III. Click **OK**.

- When **ACH** is selected, the corresponding fields are enabled.

Payment Management

Select your payment method and enter your contact information and payment information for billing purposes. (* Required fields)

Select payment method*	<div>ACH</div>
Account Type*	<div>Please Select One</div>
Routing Number*	<div></div>
Account Number*	<div></div>
Account Holder Name*	<div></div>
Billing Address*	<div></div>
City*	<div></div>
State*	<div>-</div>
Zip Code*	<div></div>

Save

I. Complete the required fields (indicated by *).

II. Click **Save**.

A popup appears confirming the screen is saved.

III. Click **OK**.