



Mike Porter &lt;mporter@rdhloans.com&gt;

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**Fwd: Encompass Welcome Letter**

1 message

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**Mike Rogers** <mrogers@rdhloans.com>

Tue, Dec 18, 2018 at 2:02 PM

To: Kelsey Porter &lt;kelsey@rdhloans.com&gt;, Mike Porter &lt;mporter@rdhloans.com&gt;



Mike Rogers | Operations Manager | NMLS # 854259

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Confidentiality Notice: This email and its attachments are confidential. If you received this email in error, please notify the sender and delete immediately. Thank you. Red Diamond Home Loans LLC  
NMLS Company #1325498

 cid:image004.jpg@01D07130.50275BF0

----- Forwarded message -----

From: <[Kim.McCool@elliemae.com](mailto:Kim.McCool@elliemae.com)>

Date: Tue, Dec 18, 2018 at 1:25 PM

Subject: Encompass Welcome Letter

To: <[mrogers@rdhloans.com](mailto:mrogers@rdhloans.com)>Cc: <[Kim.McCool@elliemae.com](mailto:Kim.McCool@elliemae.com)>

Dear Encompass User:

Welcome to the Encompass Digital Mortgage Solution! This letter contains all of the information you need to get started with your new software solution.

**How to Setup and Install Encompass**

**Note:** *If you are the Encompass System Administrator, please forward this information to your Encompass users.*

**Step 1: Validate Your System Requirements**

Please [check the latest system requirements](#).

**\*IMPORTANT NOTE:** Minimum requirements are based on the computer running the operating system, the Microsoft Office application, and Encompass. Other applications running on the computer have their own requirements that need to be taken into consideration.

**Step 2: Begin installing Encompass on Your Computer**

To begin, please [download and read the Encompass setup guid](#).. This guide contains the link to install your software. You will need the following Client ID during the installation process.

**SmartClient ID:** BE11210086

**Company Name:** Red Diamond Home Loans LLC

*Note: This is not your Encompass login ID. Please contact your system administrator for that information. If you are the Encompass system administrator, you will receive a separate email containing your Encompass Admin login ID and password.*

To quickly learn about Encompass, take advantage of the Ellie Mae Resource Center and all it has to offer. You can access the Resource Center at: <https://resourcecenter.elliemae.com/resourcecenter/>. You will be asked to log in with your Encompass client ID, user ID and password. You can also connect directly from the Encompass software via your Encompass Home Page.

The Knowledge Base, Encompass Help site, and online videos are available 24x7 via the Resource Center. To take a tour of these resources you can [view the Getting Help with Encompass tutorial](#).

The Compliance Center is your resource for information related to regulatory and GSE policy changes that affects Encompass and related products. The Compliance Center can be found in the Resource Center.

Your Encompass System Administrator will designate named key contacts within your organization that will have the ability to contact Technical Support. Instructions on designating your organizations named key contacts have been provided to your Encompass System Administrator.

We are confident that the Encompass Digital Mortgage Solution will play a key role in helping you stay compliant, efficient, and add quality into your loan origination and processing.

Sincerely,

The Ellie Mae Team