



Fusion: Encompass Feature and Configuration Guide

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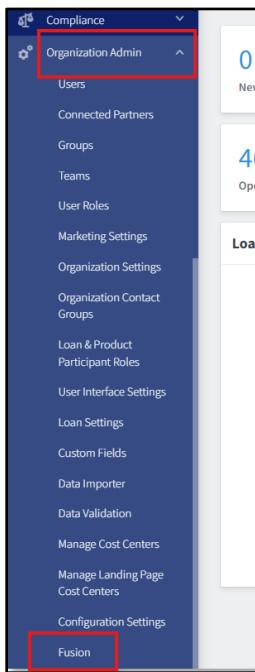
Introduction

This document serves as the configuration guide for the Total Expert Fusion integration to Encompass. A Total Expert administrator or a user with the appropriate permissions will be able to complete each of the following installation and configuration tasks, with some help from an Encompass administrator and Total Expert.

The first section covers the initial Encompass configuration for Fusion. The next section outlines the configuration of the data mapping between Total Expert and Encompass. Finally, this guide will walk you through the Total Expert troubleshooting tools as part of Fusion.

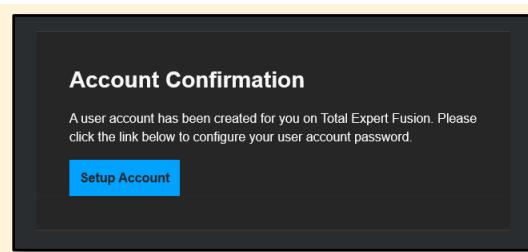
This guide is meant to walk Total Expert and Encompass administrators through configuring your organization in a SmartClient desktop environment and the Fusion interface. Total Expert can activate access to Fusion in your instance of Total Expert.

Throughout this guide, you will be instructed to navigate through Encompass and Fusion. To use the Fusion tool, you must navigate to **Organization Admin → Fusion** in Total Expert. Once in Fusion, you can navigate to the various features and functionality.



Note

The Fusion option highlighted in the navigation menu above is simply a link to the Fusion tool. You must then log in using your Fusion credentials. When you are created as a user in Fusion, you will receive an email from fusion@totalexpert.net that prompts you to set your password.



Follow the link, configure your password, then log in to complete the steps in the following sections.

Activation and Important Features

Activating Fusion

Before using Total Expert Fusion, the feature must be enabled by Total Expert for your instance, and your Encompass API Admin credentials must be configured. This requires a professional services project (SOW) and a few steps from your Encompass administration team. Before the installation, Total Expert requires:

- lender name
- lender corporate address
- Encompass production CID
- Encompass test CID
- primary contact name
- primary contact email
- primary contact phone number

Once those details are provided, Total Expert will request access to your instance via API from ICE. Once this is completed (approximately 5 business days), Total Expert will return your company's API Client ID for you to complete the following steps:

1. Create an API user in your Encompass instance. Detailed instructions for adding users in general, and API users specifically, are located here:
https://help.icemortgagetechnology.com/documentation/encompass/Content/encompass/settings/Add_a_User.htm
 - a. Select a folder high enough in the organizational hierarchy that provides the appropriate access to loans for the integration. This would typically be a folder just below the Administration folder or a folder for service accounts in the organizational hierarchy. After selecting the folder to house the API user, select **Add User** in the bottom right-hand corner.



b. Note that when you check **API User** box on the User Details screen, the username and password fields are replaced with API Client ID. This is where you should enter your company's API Client ID from Total Expert. The required fields are shown here:

Note

Total Expert will never share the API client secret with you, as that is not needed in your Encompass environment but instead configured in Fusion.

c. Be sure to review the Access to Subordinates' Loans settings, which are also on the User Details screen, to ensure Total Expert will have access to the loans needed for your integration. Note that if View Only access is appropriate for your needs, you should select this here.



Access to Subordinates' Loans

Access to all loans in the same level
 View Only Edit
 Edit Subordinates' Loans

d. Assign a persona to your API user. The best practice here is to create a unique persona based on the existing Loan Officer persona.

- Go to the **Persona** section in Encompass Settings under Company/User Setup.
- Right-click on the Loan Officer persona or Loan Opener persona and duplicate it.
- Rename the persona and edit the persona permissions per the Access Areas section below.

Warning

DO NOT ADD THIS PERSONA TO A LOAN OFFICER ROLE. You may later find it necessary to edit the permissions on the Loan Officer or Loan Opener personas, and doing so may adversely impact your integration if the same Persona is used for both Loan Officers/Loan Openers and your integration.

e. Ensure that the selected persona has access to Encompass Web Version and Desktop.

1. Create a persona.

Persona Name	Internal/External
APIMooveGuru	Internal
APIAccelerize	Internal
APIHomebinder	Internal
APISetShape	Internal
APIReggora	Internal
APIInsellerate	Internal
APILenderTK	Internal
APIKMT	Internal
APISandbox	Internal
APIHyland	Internal
APIAscentus	Internal
APIRamp51	Internal
Loan Officer	Internal
Junior LO	Internal
Super Loan Officer	Internal
Loan Opener	Internal
Loan Processor	Internal
Underwriter	Internal
Closer	Internal
Funder	Internal
Shipper	Internal
Post Closer	Internal
Manager	Internal
Marketing	Internal
Lock Desk	Internal
Secondary Marketing	Internal
Quality Control	Internal

2. Define access for the Loan Officer persona.

Access Home Pipeline Loan Forms/Tools eFolder Enhanced Conditions Trades/Contacts/Dashboard/Reports Settings External Settings TPO Connect

Encompass Access

Indicate what versions of Encompass, users with this persona can access:

Select one:

Desktop version of Encompass
 Both desktop and web versions of Encompass (web version allows browser based access across desktop, tablet, and mobile devices)

f. Right-click the persona and select **Duplicate** in the context menu.

Personas

Personas represent job functions in your company. Each persona defines access to functions, forms, and tools in Encompass.

1. Create a persona.

Loan Officer	New
Test Updat	New
CRM	Rename
ApISherp	Duplicate
LenderPric	Move Up
TabrasaAP	Move Down
Copy of Lo	Delete
OSL_AP_L	
Accelerate360	
CapacityAPI	
Elroy API	
VollyAPI	
CDTAPI	
APISF	
APINextSt	

2. Define access for the Loan Officer persona.

Access Home Pipeline Loan Forms/Tools eFolder Enhanced Conditions Trades/Contacts/Dashboard/Reports Settings External Settings Consumer Connect LO Connect

Encompass Access

Indicate how users with this persona access Encompass:

Mobile Access (LO Connect™)

Select one:

Microsoft Windows Encompass Client
 Both Microsoft Windows Encompass Client and Encompass Mobile (LO Connect™) in a web browser



- g. Rename it to represent the Total Expert integration, for example, **APITotalExpert**.
- h. You can also assign one or more user groups to the API user account to provide appropriate access to loan folders and other resources.



Access Areas

As part of Total Expert's integration with Encompass via Fusion, the following access areas are required to ensure robust data access, which drives desired outcomes. When creating or modifying the persona for the Total Expert API user, ensure the following are completed:

Area	Allow
Access	Both desktop and Web versions of Encompass
Pipeline	<p>Access to Pipeline/Loan Tab</p> <p>Pipeline Tasks:</p> <ul style="list-style-type: none">• New Loans<ul style="list-style-type: none">◦ New Blank Loan◦ New from Template <p>Not Accessible Columns:</p> <ul style="list-style-type: none">• Ensure any Encompass fields that must be available in Total Expert are <i>not</i> included in this section.◦ For fields needed in Total Expert for historical syncing, also ensure those fields are available in the reporting database.
Forms/Tools	All forms, including custom, to be accessible All tools
Trades/Contacts/Dashboard Reports	Access to All Contacts options
Settings	<p>Company/User Setup</p> <ul style="list-style-type: none">• Milestones <p>Loan Setup</p> <ul style="list-style-type: none">• Loan Folders• Loan Custom Fields• Loan Programs <p>Contact Setup</p> <ul style="list-style-type: none">• Borrower Custom Fields• Business Custom Fields



Area	Allow
Developer Connect	Subscribe to Webhooks Enhanced Field Change

User Groups

In addition to the Total Expert API persona, you can complete additional definition of access with the User Groups Tool. With this, you can specify the access Total Expert has to specific loans, loan folders or borrower contacts.

Connections

The utility allows you to configure multiple different connections to Total Expert. This enables you to sync Encompass data to multiple instances of Total Expert, configure different mappings for different loan folders, and more. To establish connections, select **Settings** in the Fusion navigation menu.

First, you must have your Encompass and Total Expert API credentials configured. A Total Expert implementation manager will complete this for you.

Name	Description	Credential Type
Encompass TE Prod	Encompass TE Prod	Encompass
Expert Mortgage	Expert Mortgage	Total Expert

Once the credentials are appropriately configured, establish the connection between Encompass and the Total Expert instance. Additionally, you can toggle the connection by updating the **Data Sync Enabled** option:

Add Connection

Name: Expert Mortgage

Total Expert Credential: Expert Mortgage

LOS Credential: Encompass TE Prod

Data Sync Enabled:

After you have created a connection, you can access Fusion to create new connections and edit or delete existing connections.



Name	Total Expert Credential	LOS Credential	Data Sync Enabled
Expert Mortgage	Active	Expert Mortgage	Encompass TE Prod

As you continue with the rest of the configuration, you will be aware of the current connection you are configuring and can toggle to others in the bottom-left corner of the Settings area:

Name	Total Expert Credential
Expert Mortgage	Active

Data Sync Control

In the field mapping configuration for a loan and its participants, you have the option to leverage Data Sync Control. This functionality gives you additional control around what loan files are sent to Total Expert and when they are sent. In addition, you can determine which loan participants are included with that loan file.

This is controlled by using a field of your choice (likely a custom field) for the loan file that you can create specifically for this feature, as well as other custom fields that you create, as participants might be unique to your instance. These custom fields must be in a Yes/No format in Encompass.

Loan Data Sync Control

In the Fusion Mapping interface under the Required tab, you have the Loan Data Sync Control option.



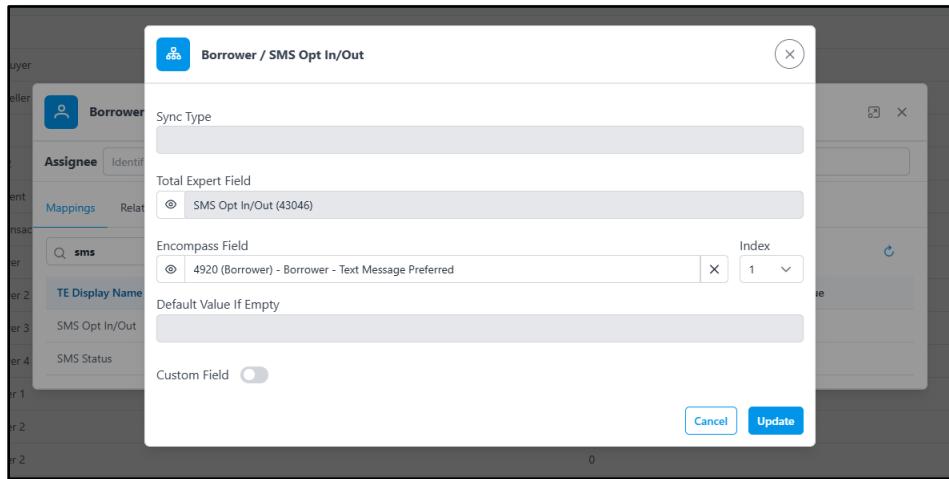
By configuring a field in this option, the system only attempts to send loan files with the field of your choice checked ('X') to Total Expert when they are created or updated. If this feature is not configured, every loan file will attempt to sync with Total Expert.

You can configure business rules in Encompass to determine when that box is checked, such as for certain loan files, users, and more. For more details on Encompass business rules, consult with your representative at ICE or refer to [the Encompass documentation](#).

SMS Opt-In

In the mapping interface configuration for the all participants, you have the option to provide previously received SMS opt-in information to Total Expert. Once this information is received, Total Expert will not request SMS opt-in when delivering SMS messages to the contact's cell phone number.

In the borrower loan participant field mapping screen, you can map any Encompass field to a value called SMS Opt In. That field must be a Yes/No format field in Encompass.

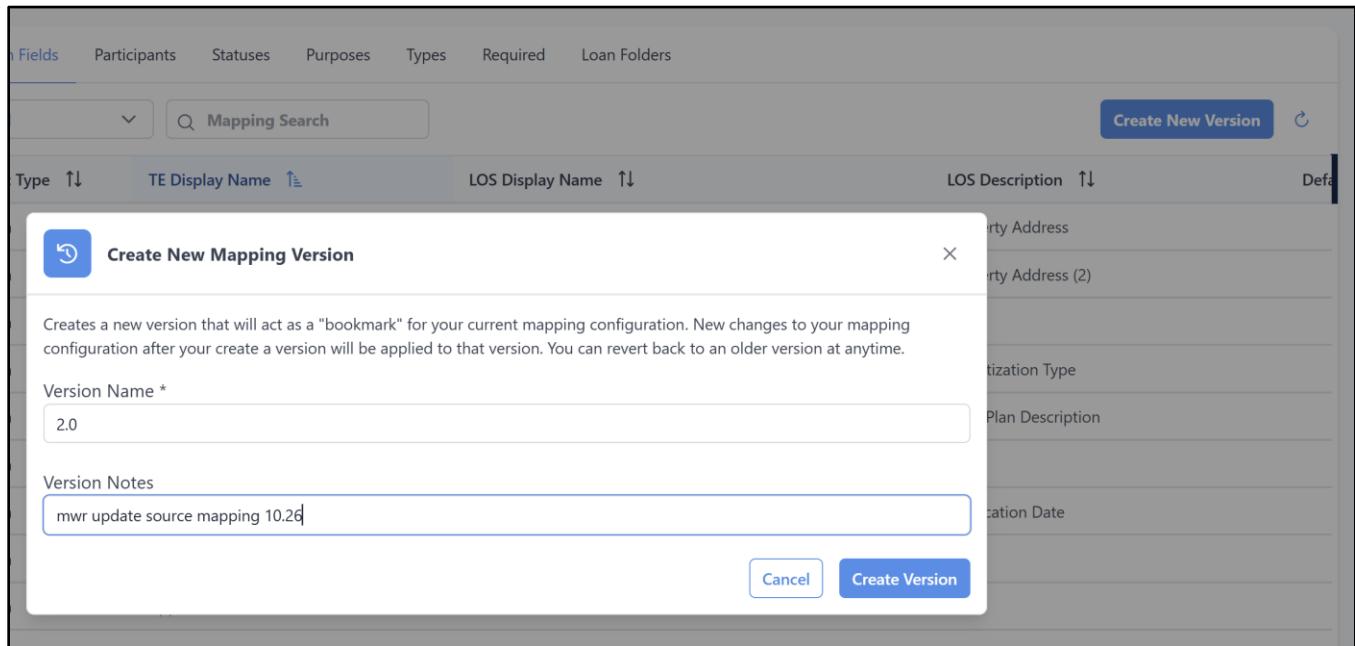


By setting up mapping to this field, if that field is checked (true) *and* a cell phone value is present, an SMS opt-in will be created for that phone number for the relevant Total Expert user. If the mapping is not completed, no SMS opt-in will be attempted.

You will likely create a custom field to map to this setting. That custom field must have a checkbox (Yes/No) format. You can configure business rules in Encompass to determine when that box is checked, such as certain loan files, users, and more. For more details on Encompass custom fields and business rules, consult with your representative at ICE or see the Encompass documentation [for custom fields](#) and [for business rules](#).

Configuration

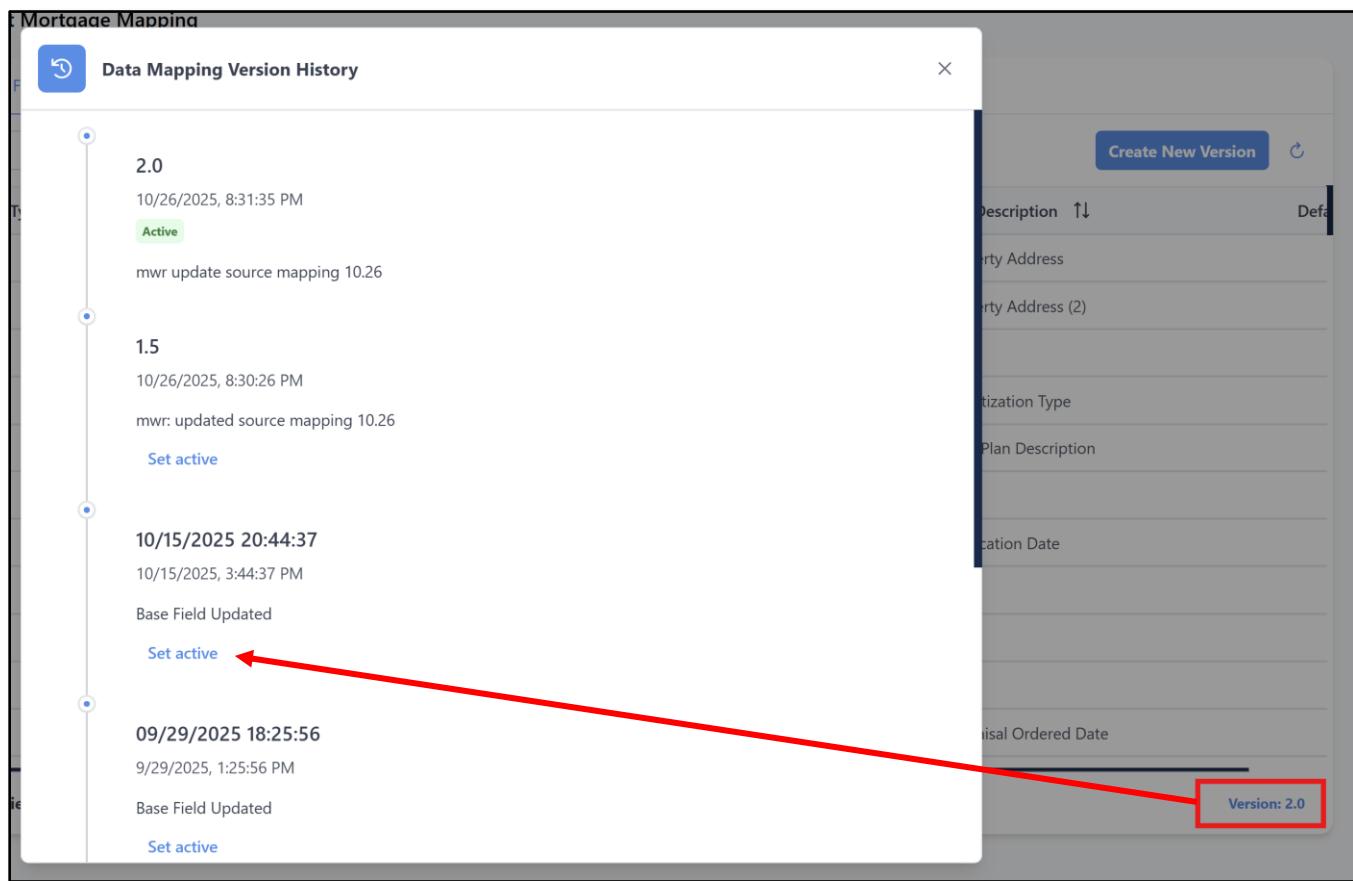
As you complete the field mapping exercise, you can create a mapping version at any time with a name and notes. Best practice is to provide a brief summary of the changes made, who made them, and when:



If you ever want to revert to a previous mapping version, you can do the following:



1. Click the current version in the lower-right corner of the field mapping.
2. Locate the desired version in the list.
3. Click **Set active** for that version.



Mapping – Loan Folders

In the mapping interface under the Loan Folders tab, select the loan folders in Encompass from which you want the utility to sync underlying loan files with Total Expert. By deselecting a loan folder, any loan file associated with that folder will not sync with Total Expert.



Once this is complete, click the **Loan Fields** tab to move forward loan data mapping.

Mapping – Loan Fields

On the Loan Fields tab, you will determine which Encompass fields will populate which Total Expert fields. When Fusion is first activated, there are default Encompass field mappings completed. You should review these defaults to ensure the mapping meets your needs and workflow.

Sync Type ↑↓	TE Display Name ↑↓	LOS Display Name ↑↓	LOS Description ↑↓	Default Value
Loan	Amortization Type	Arm Description	[Common] 995	Trans Details Amort Type ARM Descr
Loan	Annual Review Date			
Loan	Application Date		[Common] 745	Trans Details Application Date
Loan	Application Received Date		[Common] 3142	Application Date
Loan	Application Sent Date		[cc] bbbb	dddd
Loan	Appraisal Expected Date			
Loan	Appraisal Ordered Date		[Common] 2352	Underwriting Appraisal Ordered Date
Loan	Appraisal Received Date			
Loan	Appraised Value		[Common] 356	Subject Property Appraised Value
Loan	Approval Date		[Common] 2301	Underwriting Approval Date
Loan	ARM Expiration Date			

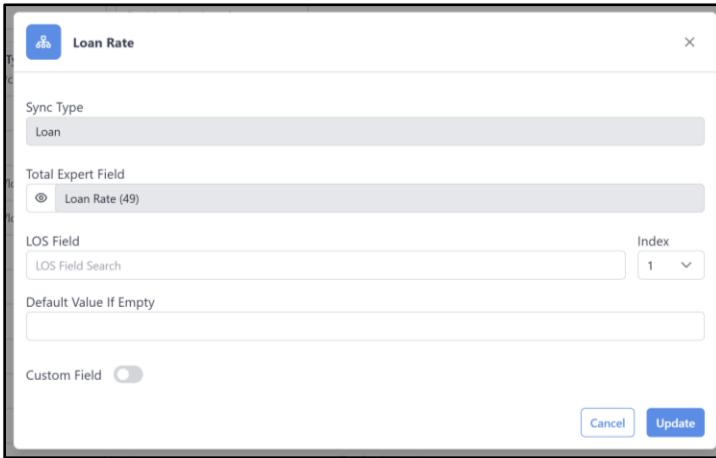
Standard Fields

Standard field mapping uses the fields available to your instance of Total Expert by default. These include unique loan identifiers, loan scenario details, and important loan dates.

You can search for a field you want to update and then edit that field by clicking the row. This opens a pop-up box, where you have several options:



- **LOS Field** – You can search for the Encompass field ID you want to use from the Encompass field library for the field you want.
- **Index** – By setting this, you can determine the specific borrower pair on the loan file that populates the value in Total Expert. This is only available when the Sync Type is Borrower or CoBorrower.
- **Default Value If Empty** – If you prefer to always have a value come to Total Expert, manually type a value here. When a loan syncs, if the field in Encompass is blank, the value entered here is written to the loan record in Total Expert. (If the field is not blank, the actual value is used and this is ignored.)
- **Custom Field** – This option allows you more control over the field that is fetched, as well as the ability to write a regular expression for simple data manipulation.



Custom Fields

Custom field mapping uses the fields that are custom to your instance of Total Expert. Discuss with your Total Expert representative how to create and adjust these custom fields.

Your Total Expert custom fields are identified in the mapping interface with a `/custom` identifier in the sync type. Additionally, you can search for a field that is already mapped that you want to update and then edit that field by clicking on the field.

Expert Mortgage Mapping				
Loan Fields	Participants	Statuses	Purposes	Types
All	Participants	Statuses	Purposes	Types
Sync Type ↑↓	TE Display Name ↑↓	LOS Display Name ↑↓	LOS Description ↑↓	Defa...
Loan	Referral source	[Terms] LoanSource	Source of loan	
Loan	Resubmittal Date			
Loan/custom	Rural Property?			
Loan	Second Appraisal Ordered Date			

Clicking the field opens a pop-up box, where you have several options:



- **LOS Field** – You can search for the Encompass Field ID you want to use from the Encompass field library for the field you want.
- **Index** – By setting this, you can determine the specific borrower pair on the loan file that populates the value in Total Expert. This is only available when the Sync Type is Borrower or CoBorrower.
- **Default Value If Empty** – If you prefer to always have a value come to Total Expert, manually type a value here. When a loan syncs, if the field in Encompass is blank, the value entered here is written to the loan record in Total Expert. (If the field is not blank, the actual value is used and this is ignored.)
- **Custom Field** – This option allows you more control over the field that is fetched, as well as the ability to write a regular expression for simple data manipulation.

Once this is complete, click the **Participants** tab.

Mapping – Loan Participants and Participant Fields

On the Participants tab, you can determine which Encompass fields populate which Total Expert fields. When Fusion is activated, there are default Encompass field mappings completed. You should review these defaults to ensure the mapping meets your needs and workflow.

Name	Related Users
Attorney	0
Borrower	0
Borrower 2	0
Buyer's Agent	0
Co-Borrower	0
Coborrower 1	0
Coborrower 2	0
Coborrower 2	0
Coborrower 3	0
Coborrower 4	0
Coborrower 5	0
coborrower x	0
coborrowery	0

Standard Participants

Standard participants mapping uses the participants available to your instance of Total Expert by default. These include borrower, co-borrower, and other professionals.

You can search for a participant you want to update and then edit that participant by clicking the participant.



Name	Related Users
Borrower	0
Borrower 2	0
Co-Borrower	0
Coborrower 1	0
Coborrower 2	0

This opens a pop-up box, which has field mapping options similar to those for loan field mapping.

TE Display Name	LOS Display Name	LOS Description	Default Value
Employer Name			
First Name	[Borrower] 4000	Borrower First Name	
Last Name	[Borrower] 4002	Borrower Last Name	
Manager Name			
Office Name			
Preferred Name			
prmg_referral_name			
Referred By	[Common] 1822	File Contacts Referral Name	
requisition_name_modelmatch			
Suffix	[Borrower] 4003	Borrower Suffix Name	
Team Name			

Standard Fields

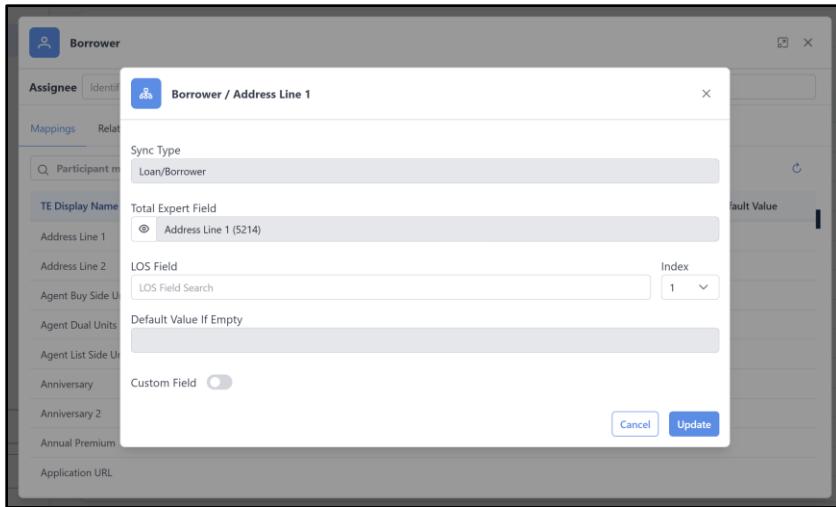
Standard field mapping uses the fields available to your instance of Total Expert by default. These include name, employer details, and contact information.

You can search for a field you want to update and then edit that field by clicking on it. This opens a pop-up box, where you have several options:

- **LOS Field** – You can search for the Encompass Field ID you want to use from the Encompass field library for the field you want.
- **Index** – By setting this, you can determine the specific borrower pair on the loan file that populates the value in Total Expert. This is only available when the Sync Type is Borrower or CoBorrower.
- **Default Value If Empty** – If you prefer to always have a value come to Total Expert, manually type a value here. When a loan syncs, if the field in Encompass is blank, the value entered here is written to the loan record in Total Expert. (If the field is not blank, the actual value is used and this is ignored.)

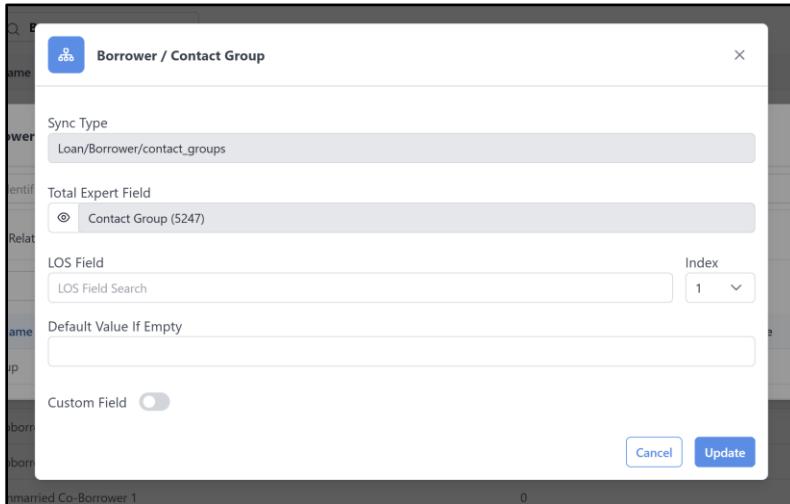


- **Custom Field** – This option allows you more control over the field that is fetched, as well as the ability to write a regular expression for simple data manipulation.



Contact Groups

On the participant field mapping screen, you can determine any contact groups you want to be added to the participant when it is created. You can then use contact groups to organize your contacts in Total Expert and trigger or route to specific journeys. You can add contact groups by including their names in the Contact Group field mapping. Best practice is to not map a field, but instead manually type your values in the Default Value If Empty field:



In the **Default Value if Empty** field, manually type in the contact group names you want to assign the contact to when they are synced from Encompass. If there are several contact groups, type them all in, separating each one from the next with a comma and a space (for example: **Contact Group 1, Contact Group 2**).

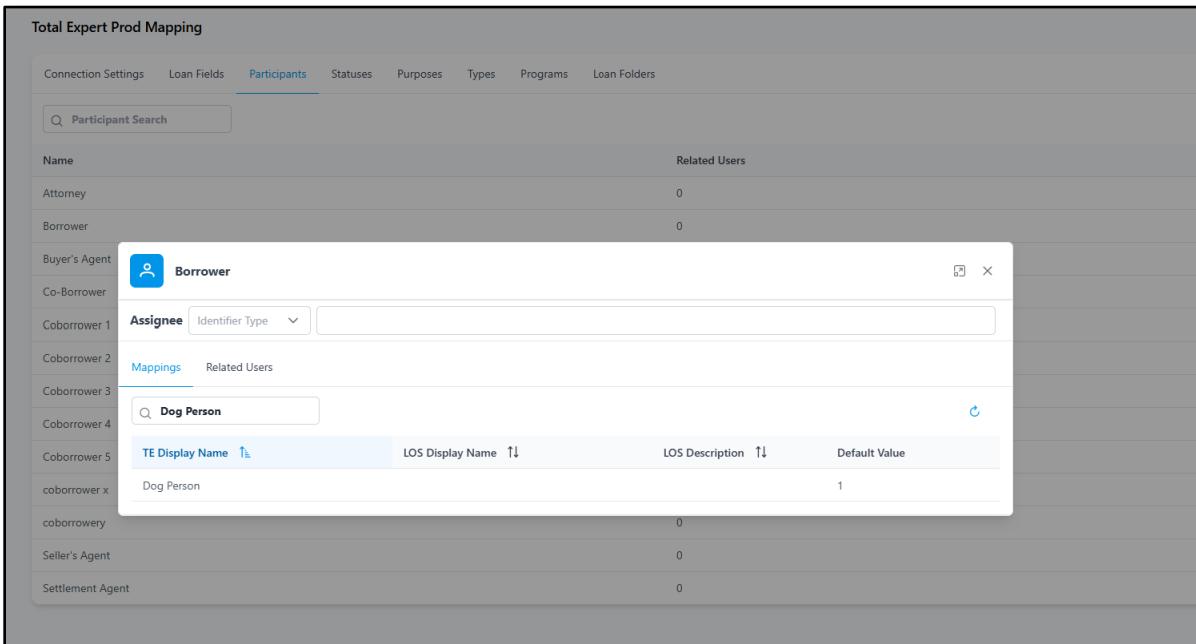
You can set contact groups for any participant, including custom participants.



Custom Fields

Custom field mapping uses the fields that are customized to your instance of Total Expert. Discuss with your Total Expert representative on how to create and adjust these custom fields.

Custom fields that exist in Total Expert are automatically available in your participant mapping screen. Additionally, you can search for a field already mapped that you want to update and then edit that field by clicking it.



Click the **Add** button to open a pop-up box, where you have several options:

- **LOS Field** – You can search for the Encompass Field ID you want to use from the Encompass Field library for the field you want.
- **Index** – By setting this, you can determine the specific borrower pair on the loan file that populates the value in Total Expert. This is only available when the Sync Type is Borrower or CoBorrower.
- **Default Value If Empty** – If you prefer to always have a value come to Total Expert, manually type a value here. When a loan syncs, if the field in Encompass is blank, the value entered here is written to the loan record in Total Expert. (If the field is not blank, the actual value is used and this is ignored.)
- **Custom Field** – This option allows you more control over the field that is fetched, as well as the ability to write a regular expression for simple data manipulation.

As you make updates throughout the field mapping, your updates are automatically saved.

Custom Participants

Custom participants mapping uses the participants that are customized to your instance of Total Expert. Discuss with your Total Expert representative on how to create and adjust these custom participants.

Custom participants that exist in Total Expert are automatically available in your participant mapping screen. If you want to update a participant already mapped, you can search for that participant in the list and either double-click the entry or select it and click the **Edit** button.



Expert Mortgage Mapping

Name	Related Users
Coborrower 1	0
Unmarried Co-Borrower 1	0

Clicking the participant opens a pop-up box. Once you have selected the participant, complete the field mapping similar to standard participant mapping, including contact groups.

Coborrower 1

TE Display Name ↑	LOS Display Name ↑↓	LOS Description ↑↓	Default Value
Address Line 1			
Address Line 2			
Agent Buy Side Units			
Agent Dual Units			
Agent List Side Units			
Anniversary			
Anniversary 2			
Annual Premium			
Application URL			

Once this is complete, click the **Statuses** tab.

Important Notes on Participants

When syncing any participant with Total Expert, they must have a minimum of:

- first name
- last name
- source
- at least 1 of the following:
 - email address



- phone number (home, cell, or office)
- address (street address, city, state, and ZIP code)

When syncing a loan with Total Expert, only the borrower participant is required. If any of the minimum required data above is missing for the borrower, the loan file will not sync with Total Expert.

If any of the minimum required data is missing for other participants, but is available for the borrower, the loan record will sync with the borrower details but will skip any participants that have incomplete data.

Admin Settings – Statuses, Purposes, Types, and Programs

In these tabs, you can determine how your Encompass loan statuses, purposes, types, and programs are populated in Total Expert. By enabling you to map these values, your organization can keep consistent terminology between Total Expert and Encompass to enable more consistent reporting.

Of these, only status is a required configuration. If loan purposes, types or programs are not mapped, the value of the purpose, type, or program from Encompass will populate in Total Expert.

Prior to mapping your Total Expert values, these values must be configured on the Loan Settings page in Total Expert (navigate to **Organization Settings → Loan Settings**).

Type	Delete
Conventional	
Conventional Fixed Rate	
FarmersHomeAdministration	
FHA	
HELOC	
Other	
USDA-RHS	
VA	

Status	Delete
Started	
Pending	
Processing	
Submittal	
Cond. Approval	
Resubmittal	
Approval	
Ready for Docs	
Docs Out	

Loan Statuses

A loan status is an important piece of data to be provided by Encompass, because it manipulates a journey to trigger marketing and workflow automation.

The Statuses tab automatically populates a list of the milestones you have configured in Encompass. On the right side is a drop-down list to select the corresponding Total Expert loan status for each one.



Expert Mortgage - Encompass Mapping

Connection Settings Loan Fields Participants **Statuses** Purposes Types Programs Loan Folders

Milestone Mapping **Loan Field Mapping**

Q Status Search

LOS Display Name ↑	TE Display Name ↑
Approval (4)	Approval (24640850)
Cond. Approval (3c34f220-44ec-412c-8...)	
Docs Out (850dd7ea-6d0e-41fa-b...)	Doc Signing (24642222)
Funding (6)	
Processing (2)	
Ready for Docs (e6896d81-2cf3-4b1d-8...)	Doc Signing (24642222)
Resubmittal (80dcf250-3c95-4673-a...)	
Started (1)	
Submittal (3)	
Test Fusion (5fa5a71e-d5ce-4eca-9...)	

10 status mappings found

You can only configure each Encompass milestone to a single Total Expert status, but you can configure many Encompass milestones to the same Total Expert loan status.

When your loan file is created or updated, if the mapping is completed, the corresponding Total Expert loan status is used when it syncs to Total Expert. If a custom field is mapped, the value of that field will be used when sending to Total Expert.

Alternatively, you can map from any single Encompass field. By doing this, you are not mapping Total Expert loan status from the Encompass milestones, but instead you can send the value of any Encompass field. Click the **Loan Field Mapping** button and select the desired field from the **Loan Field:** drop-down list. This is typically done with a custom field that is populated with a business rule as a combination of loan status and field 1393 (current loan status). For more details on Encompass custom fields and business rules, consult with your representative at ICE or see the Encompass documentation [for custom fields](#) and [for business rules](#).

Expert Mortgage - Encompass Mapping

Connection Settings Loan Fields Participants **Statuses** Purposes Types Programs Loan Folders

Milestone Mapping **Loan Field Mapping**

Q Status Search

LOS Field Search

Loan Field: **Approval** **Update**

LOS Display Name ↑	TE Display Name ↑
10 (Common) - Loan Info Constr Loan Existing Lien	
100 (Common) - Borrower/Co-Borrower Married Indicator	
1000 (Common) - Field 1000	
1003p4 (Common) - 1003 Page 4 Comments	
1005 (Common) - Subject Property Gross Rent	
1006 (Borrower) - VA Veteran Income Consider Spouse Income	
Cond. Approval (3c34f220-44ec-412c-8...)	Approval (24640850)
Docs Out (850dd7ea-6d0e-41fa-b...)	Doc Signing (24642222)

Once this is complete, click the **Purposes** tab.



Loan Purposes

On the left side of this tab, the loan purposes available in Encompass are automatically populated. These are the same values of field 19 (purpose of loan) in Encompass. On the right side is a drop-down list to select the corresponding Total Expert loan purpose for each one.

You can only configure each Encompass loan purpose to a single Total Expert purpose, but you can configure many Encompass loan purposes to the same Total Expert loan purpose.

When your loan file is created or updated, if the mapping is completed, the corresponding Total Expert loan purpose is used when it syncs to Total Expert.

LOS Display Name	TE Display Name
Cash-Out Refinance (Fields.19)	Refinance (143304)
Construction To Permanent (Fields.19)	Purchase (143925)
ConstructionOnly (Fields.19)	
NoCash-out Refinance (Fields.19)	Refinance (143304)
Other (Fields.19)	Purchase (143925)
Purchase (Fields.19)	

Once this is complete, click the **Types** tab.

Loan Types

On the left side of this tab, the loan types available in Encompass are automatically populated. These are the same values of field 1172 (loan type) in Encompass. On the right side is a drop-down list to select the corresponding Total Expert loan type for each one.

You can only configure each Encompass loan type to a single Total Expert type, but you can configure many Encompass loan types to the same Total Expert loan type.

When your loan file is created or updated, if the mapping is completed, the corresponding Total Expert loan type is used when it syncs to Total Expert



Once this is complete, click the **Programs** tab.

Loan Programs

On the left side of this tab, the loan programs you have configured in Encompass are automatically populated. On the right side is a drop-down list to select the corresponding Total Expert loan program for each one.

You can only configure an Encompass loan program to a single Total Expert program, but you can configure many Encompass loan programs to the same Total Expert loan program.

When your loan file is updated, if the mapping is completed, the corresponding Total Expert loan program is used when it syncs to Total Expert.

At this point, once you click the **Save** button, your Encompass loan sync configuration with Total Expert is complete. When a loan file is saved or updated in Encompass, the loan file and participants are delivered to Total Expert based on these configuration settings.



Mapping – Participant – Related Users

Click the **Related Users** tab. In this tab, you can control the assignees and related users to loan participants. This is completed by enabling the selection of the identifier and the corresponding Encompass field.

Role ↑	Primary Identifier ↑	LOS Field ↑
Loan Officer Assistant	ExternalID	ExternalID

Owner Details

By default, the utility maps the Encompass LOID field to the External ID field in the Total Expert Identifier drop-down list. The other options in this list are Username, ID, and Email.

To change which field is used:

1. Select **Mapping** in the Fusion navigation menu.
2. Click the **Required** tab.
3. Click the **Owner** row. A pop-up box opens.
4. Select the identifier and the Encompass field selector:

Required Search

Primary Identifier
ExternalID

Encompass Field
LOID (Common) - File Contacts Loan Officer Login ID

Cancel Update

**Note**

Only 1 owner is allowed per loan record.

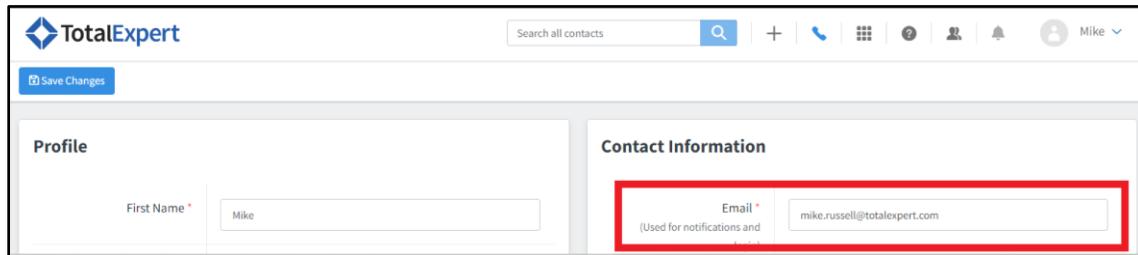
1. **External ID** – When this option is selected, the value of the Encompass field must match the value in the Total Expert user's External ID field.

The screenshot shows the 'TotalExpert' user profile settings. The '3rd Party Source Settings' section is expanded, showing the 'External ID' field which contains 'admin' and is highlighted with a red box. The 'Username' field contains 'mike-russell-totalexpert'.

2. **Username** – When this option is selected, the value of the Encompass field must match the Total Expert user's username.

The screenshot shows the 'TotalExpert' user profile settings. The '3rd Party Source Settings' section is expanded, showing the 'Username' field which contains 'mike-russell-totalexpert' and is highlighted with a red box. The 'External ID' field contains 'admin'.

3. **Email** – When this option is selected, the value of the Encompass field must match the Total Expert user's email address.



The screenshot shows a software interface for managing contacts. At the top, there's a navigation bar with a search bar and various icons. Below the bar, there are two main sections: 'Profile' on the left and 'Contact Information' on the right. In the 'Contact Information' section, there is a field labeled 'Email' with the value 'mike.russell@totalexpert.com'. This field is highlighted with a red box, indicating it is the focus of the configuration.

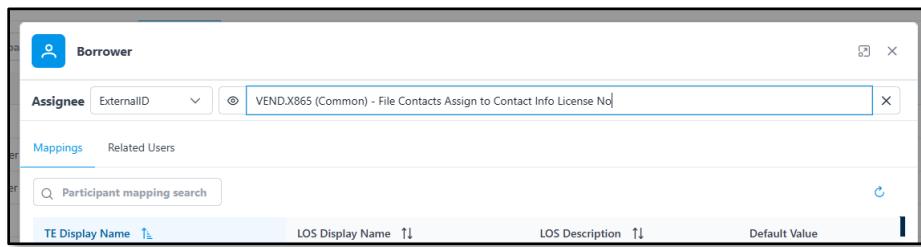
Assignee

You can designate a Total Expert user for each of your loan participants to be assigned to. Only one assignee is allowed per loan participant. To configure this:

1. Select **Mapping** in the Fusion navigation menu.
2. Select the participant you want to have an assignee for.
3. Configure the identifier and Encompass field to populate near the top of the pop-up box.

A Total Expert assignee can view and edit the contact record. Marketing automation (such as journeys) can be delivered on behalf of the assignee, meaning the participant contact record might receive automated messaging from multiple users in Total Expert.

The Total Expert identifier can be set to External ID, ID, Username, or Email and has the same requirements as described in the Owner Details section above. Configuring the assignee in the individual participant will apply the assignment for that participant only.



The screenshot shows a 'Borrower' configuration window with a 'Mappings' tab selected. Under the 'Related Users' section, a list of users is displayed. At the top of the list, there is a search bar labeled 'Participant mapping search'. The entire window is framed by a thick black border.

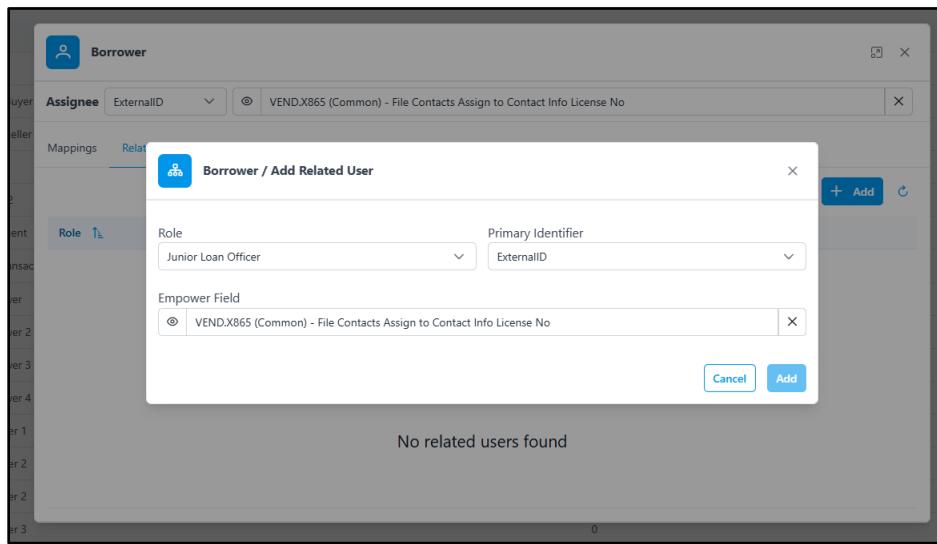
Related Users Details

You can designate related users in Total Expert for any of your loan participants. You can provide many related users for a single loan participant, but for only 1 related user role per participant. To configure this:

1. Select **Mapping** in the Fusion navigation menu.
2. Select the participant you want to have a related user for.
3. Configure the identifier and Encompass field to populate on the Related User tab of the pop-up box.

A Total Expert related user *cannot* view or edit the contact record unless that record is also shared with or assigned to that user. Creating a related user can trigger journey events and can be used in marketing and workflow automation.

The Total Expert identifier can be set to External ID, ID, Username, or Email and has the same requirements as described in the Owner Details section above. You can also select the corresponding loan participant and user role for the related user.

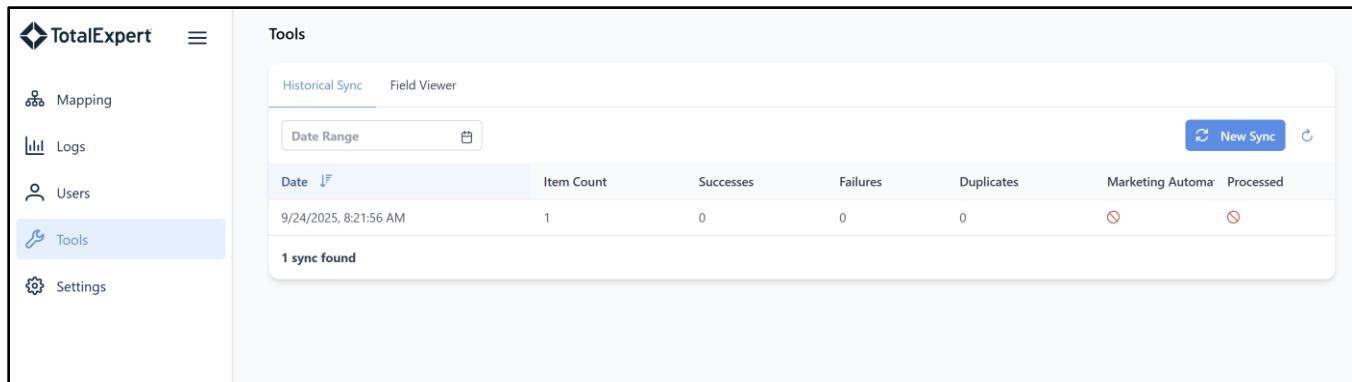


Tools

Historical Sync

Syncing loans historically or in bulk is also available to you with Fusion.

1. Select **Tools** in the navigation menu.
2. Click the **New Sync** button.
3. The data mapping configured as part of Fusion is used for the bulk sync.



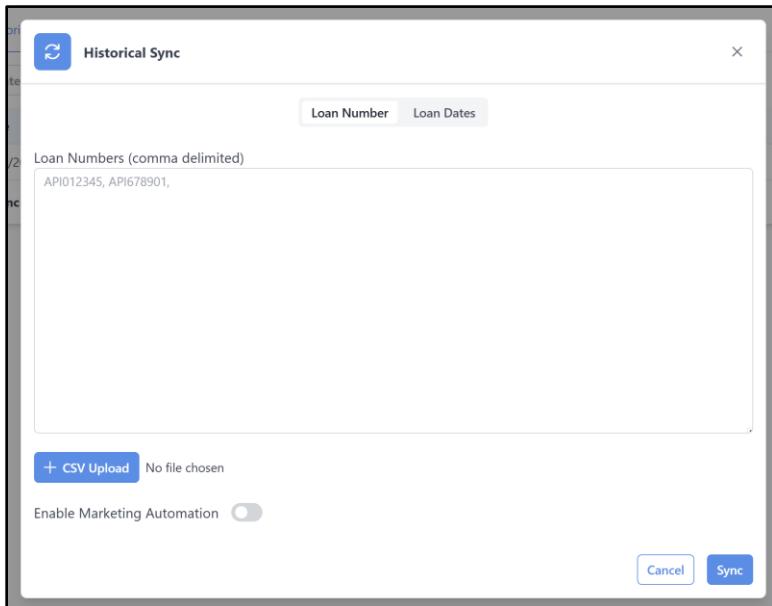
4. In the Historical Sync box:
 - a. Manually type the Encompass GUID that you want to sync with Total Expert. If you want to sync more than 1 at once, enter the GUID for each, separated by commas.
 - b. (optional) Toggle on the **Enable Marketing Automation** switch to start applicable automation in Total Expert when the loans are synced.

Warning

By selecting this option, Total Expert journeys will trigger immediately and Total Expert will attempt to deliver any emails or SMS communications as part of those journeys.



c. Click the **Sync** button.



The loan sync job appears in the sync history view with data on success or failures. If there was a failure of loans syncing, that error can be reviewed in the logs.

Field Viewer

The field viewer tool allows you to see all available fields from TE and Encompass in a single table. This tool allows you to configure translation of specific values from specific LOS fields when the data is syncing to Total Expert.

To configure this:

1. Select **Tools** in the Fusion navigation menu.
2. Select the **Field Viewer** tab.
3. Click the **LOS** button next to the search bar.

4. Search for the Encompass field you want to configure.
5. Click the row to select it. A pop-up box for that field appears.
6. Click the **Add Mapping** button.



Tools

Historical Sync Field Viewer

Waive Primary LOS

Create New Version

Display Name ↑↓

2293 (Common)

2961 (Common)

3879 (Common)

4459 (Common)

4907 (Common)

4954 (Common)

CORRESPONDENT.X94 (Common)

DISCLOSURE.X1089 (Common)

MORNEX.X15 (Common)

MORNEX.X91 (Common)

TQLX85 (Common)

Field Name 2293

Value To Change TRUE

Value To Use 1

Delete

Add Mapping Cancel Update

PA Disclosure Waiver

GSE Rep and Warrant Tracker - Freddie Mac Appraisal Waiver Offered

7. Configure the value from Encompass that you want to change and the value to use when syncing to Total Expert.

Field Name 2293

Value To Change TRUE

Value To Use 1

Delete

Add Mapping Cancel Update

8. Click the **Update** button.
9. (optional) Create a new version of your Encompass Field Viewer value manipulation.

Primary LOS

Create New Version

Description ↑↓

Trans Details Impounds Waived

Lock Request Impounds Waived

Create New Mapping Version

Creates a new version that will act as a "bookmark" for your current mapping configuration. New changes to your mapping configuration after you create a version will be applied to that version. You can revert back to an older version at anytime.

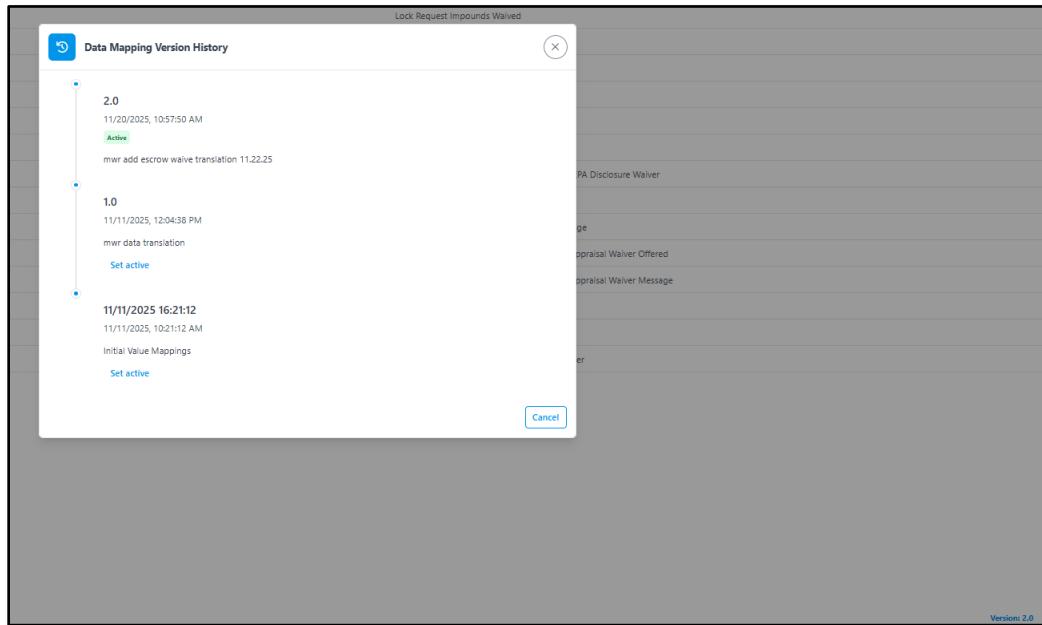
Version Name * 2.0

Version Notes mwr add escrow waive translation 11.22.25

Create Version Cancel

GSE Rep and Warrant Tracker - Freddie Mac Appraisal Waiver Message

You can revert to previous versions at any time.



Troubleshooting

With Fusion, all the details you would need to troubleshoot any issues are directly at your fingertips. Fusion includes a robust log view to investigate data feed concerns or failures. To access this, select **Logs** in the Fusion navigation menu.

Date	Message	Last Message Date
NA ↗ 129d0318-9d84-4fe7-9189-0e7e29552a53	Failed to Synchronize loan 129d0318-9d84-4fe7-9189-0e7e29552a53 : Total Expert Prod. error: Did not supply sufficient information to associate/uniquely identify Contact. Please...	12/17/2025, 1:10:53 AM
NA ↗ 4289fbcf-715a-4fb0-b5af...	Failed to Synchronize loan 4289fbcf-715a-4fb0-b5af-704fedb023eb : Total Expert Prod. error: Did not supply sufficient information to associate/uniquely identify Contact. Please r...	12/16/2025, 9:04:12 AM
87153052 ↗ c05699fe-602a-4155-bd90-addr33635fe0c	Loan Synchronized successfully: c05699fe-602a-4155-bd90-addr33635fe0c from Encompass BE to TE Alliances	12/16/2025, 8:57:50 AM
NA ↗ 987bfc6e-7d83-4ebd-beef-4fc9c5a679e5	Failed to Synchronize loan 987bfc6e-7d83-4ebd-beef-4fc9c5a679e5 : Total Expert Prod. error: Did not supply sufficient information to associate/uniquely identify Contact. Please ...	12/16/2025, 6:32:03 AM
NA ↗ 79395cd8-653d-4d82-8f...	Failed to Synchronize loan 79395cd8-653d-4d82-8f73-f1f754e915d3 : Total Expert Prod. error: Did not supply sufficient information to associate/uniquely identify Contact. Please...	12/16/2025, 5:16:56 AM
NA ↗ 6c49d118-a35c-46b8-ae23-e387f5f3f38d	Failed to Synchronize loan 6c49d118-a35c-46b8-ae23-e387f5f3f38d : Total Expert Prod. error: Did not supply sufficient information to associate/uniquely identify Contact. Please...	12/16/2025, 4:37:47 AM
87151773 ↗ 913bac2b-b00f-4e...	Skipping Synchronization for loan 913bac2b-b00f-4e6-8c8e-a7d9ab880fdd : Total Expert Prod based on Loan Data Sync Control setting. Reason: Mapped field value is empty or...	12/15/2025, 8:12:52 PM
87152479 ↗ af0410b0-1a63-4140-b0cb-529d97ee5d1d	Loan Synchronized successfully: af0410b0-1a63-4140-b0cb-529d97ee5d1d from Encompass BE to TE Alliances	12/15/2025, 8:10:45 PM

Filter by Total Expert or Encompass unique loan identifier, date, or outcome (success/failed). For more details on a specific loan, select the log for historical information:

Date	Message
12/17/2025, 1:10:53 AM	Failed to Synchronize loan 129d0318-9d84-4fe7-9189-0e7e29552a53 : Total Expert Prod. error: Did not supply sufficient information to associate/uniquely identify Contact. Please...
12/17/2025, 1:10:43 AM	Initiating Loan Sync 129d0318-9d84-4fe7-9189-0e7e29552a53 from En...
12/17/2025, 1:10:43 AM	Retrieving loan from source 129d0318-9d84-4fe7-9189-0e7e29552a53 ...

Date: 12/17/2025, 1:10:53 AM

Loan Pair: NA ↗ 129d0318-9d84-4fe7-9189-0e7e29552a53

Message

Failed to Synchronize loan 129d0318-9d84-4fe7-9189-0e7e29552a53 : Total Expert Prod. error: Did not supply sufficient information to associate/uniquely identify Contact. Please refer to documentation.



Support Summary

For the most efficient support possible, when reaching out to Total Expert with a request for support, provide a detailed summary of your issues with at least one Encompass loan number in question. The appropriate Total Expert representative with access to your instance of Fusion will have the tools needed to investigate thoroughly with recommendations.