

ALVIN System User Training Manual

Overview

First Draft 10/8/2001

NOTE TO VIEWER OF THIS SAMPLE.
You are looking at the participant version of this file. NOT printed in this version are icons in the left column and **blue text** that are printed only for the instructor version. Everything you see in this version is printed in both the instructor and the participant versions.



Copyright ©2001 J. J. Oehler Corporation. All rights reserved.

This manual and the corresponding training was developed by:

J. J. Oehler Corporation
Lisle, Illinois, 60532 USA
Phone: 630-355-5490

Table of Contents

GETTING STARTED.....	1
Roles This Module Applies To	3
Module Prerequisite	3
What You Will Learn in This Module	3
Using this Manual	4
INTRODUCTION	5
Lesson Introduction	7
Lesson Objective	7
How the Class will Function	7
Facilities	8
Course Schedule	8
REVIEWING BROWSER FUNCTIONALITY	9
Lesson Introduction	11
Lesson Overview	11
Lesson Objective	11
Terminology	11
Navigator [®] & Explorer [®] Features	12
Go to the ALVIN Web Site	12
Create a Bookmark in Internet Explorer [®]	13
Change Your Home Page to ALVIN	15
Change Print Margins	16
Using Hyperlinks in ALVIN	17
Review.....	17
UNDERSTANDING ALVIN	19
Lesson Introduction	21
A Visual Overview of ALVIN	21
Lesson Objective	21
Terminology	22
What Is ALVIN?	23
Definition & Purpose.....	23
Features and Benefits	23
Why is ALVIN Important to You?.....	25



Everything is on the System.....	25
Everything Gets Documented	25
Exercise: What Can You Document?.....	26
How Does ALVIN Work?.....	27
Main Menu Options.....	27
Expandable Sections.....	28
Hyperlinks	28
What is the ELF?.....	29
Touring the ELF	31
Exercise: Where in ELF	32
Review.....	33
NAVIGATING THROUGH ALVIN.....	35
Lesson Introduction	37
Lesson Objective	37
Terminology	37
Logging in to ALVIN.....	38
Member Roles & Access.....	38
How to Log in to ALVIN.....	39
Where You Are in ALVIN	41
Common Menu Selections	42
Member Menu	42
Reports Menu	42
Loans Menu	43
Role-Specific Main Menu Selections	44
Where You Are in ALVIN	44
Vendors Menu	45
Trading Partners Menu.....	45
Tools Menu.....	46
Searching For Loans.....	47
Find a Loan.....	47
Basic Search Procedure	48
Exercise: The ALVIN Road Map.....	50
How to Use It	50
Scavenger Hunt Exercise.....	51
Review.....	52

Getting Started



Roles This Module Applies To

- All New Idea Company employees and contractors.

Module Prerequisite

This module has been designed for people who have the ability to:

- Use basic mouse skills.
- “Surf” the Internet.
- Enter data using a computer.

What You Will Learn in This Module




After completing this module you will be able to:

- Use Microsoft® Internet Explorer to locate and bookmark the ALVIN web site and to change your browser’s print margins.
- Describe what ALVIN is, why it’s important, and how it works.
- Successfully log in to ALVIN and locate information.
- Describe the effect of separate user roles and change your role, if applicable.
- Know when to look in ALVIN versus the ELF and when to call another department for needed information
- Understand the effects of a system still in development
- Understand the need for discretion in sharing ALVIN information.



Using this Manual

This manual includes step-by-step instructions for completing specific tasks. The following table summarizes how instructions and information appear throughout the manual.

Coding Used in this Manual	
Activity	Example
Skill steps appear as step-by-step instructions.	1. Choose the File menu. 2. Choose Open
Two keys pressed in succession appear consecutively separated by a comma.	Press b , b
Commands that require holding down one key and pressing a second key appear with a plus sign separating the keys.	Press C + h
A graphic of a screen button represents that screen button.	Click on the  button.
Bold type denotes a menu choice or an on-screen button to select.	Click on File , Open
Underlined letters on menu choices denote the shortcut key to press.	Choose <u>F</u>ile , <u>O</u>pen .
Courier type in bold denotes information to type or enter.	Type Apartment Lending
The pointing hand icon denotes additional facts or other pertinent information.	 The Print Preview option is covered in chapter 2.
The scissors icon denotes a keystroke shortcut method as an alternative within skill steps.	 Alternatively, press a + b .

Notes



Introduction



Lesson Introduction

Lesson Objective

Review objectives

After completing this lesson, you will be able to:

- Understand how the classes will function
- Know when your next class is scheduled

How the Class will Function

ALVIN training consists of the following elements:

- Interactive discussions (lecture and participant input)
- Online demonstrations
- Flipcharts
- Hands-on exercises
- Group activities

EXPLAIN class time and breaks

Morning classes will start at 9:00 a.m. and finish at 12:00 p.m. Afternoon classes will begin at 1:00 p.m. and finish at 4:00 p.m. Finish times may vary depending upon the progress of the class.

Since the class is longer than 2 hours, 15-minute breaks will occur every 90 minutes.

It's important to establish behavior guidelines at the beginning of a class so that we can:

- Be productive
- Learn a lot
- Have fun.

Listed below is one guideline that will help us keep moving forward. Let's take a minute and add to the list now.

- Actively participate in discussions.
-
-



Facilities

To ensure your comfort level during ALVIN training, let's briefly review the following facilities in the building.

- Restrooms
- Coffee areas
- Access to phones

With the recent events of September 11, we need to be aware of standard evacuation procedures in case of an emergency. Let's briefly review:

- Exits
- Evacuation procedures

Course Schedule

Review training delivery schedule

Before we begin reviewing your pre-work assignment, let's take a look at when the ALVIN training occurs during December and January.

ALVIN Training – Delivery Schedule				
Monday	Tuesday	Wednesday	Thursday	Friday
		Overview – Group 1	Overview – Group 2	Overview – Group 3
Monday	Tuesday	Wednesday	Thursday	Friday
		Accessing and Entering Data – Group 1	Accessing and Entering Data – Group 2	Accessing and Entering Data – Group 3

Reviewing Browser Functionality



Lesson Introduction

Lesson Overview

This lesson will cover:

- Terminology
- Similar features of IE and Navigator
- Review of pre-work

Lesson Objective

After completing this lesson, you will be able to:

- Successfully launch Internet Explorer®
- Bookmark a web page in Internet Explorer®
- Change Print margins in Internet Explorer®

Terminology

To completely master this lesson, you must understand the following terms.

Important Terminology	
Term	Meaning
ALVIN	<u>A</u> partment <u>L</u> ending <u>I</u> nternet <u>C</u> ommunication <u>E</u> xchange
Desktop	An on-screen work area that uses icons and menus to simulate the top of a desk.
Home Page	A document intended to serve as a starting point in a hypertext system.
Hypertext	Text linked together in a complex, nonsequential web of associations in which the user can browse through related topics.



Important Terminology	
Term	Meaning
Hyperlinks	A connection between an element in a hypertext document such as a word, phrase, symbol, or image. The user activates the link by clicking on the linked element, usually underlined or in a color different from the rest of the document.
URL	Uniform Resource Locator. A string of characters that precisely identifies an Internet resource's type and location; e.g. http://www.abnamroaptlending.com .
Web Browser	An application that enables a user to view HTML documents on the World Wide Web, another network, or the user's computer; e.g. Internet Explorer® or Netscape Navigator®

Navigator® & Explorer® Features

The recommended browser to use with ALVIN is Microsoft Internet Explorer® 5.0. While there are many similarities between Netscape Navigator® and Internet Explorer®, there are some differences in terminology when referring to features. The table below reviews some of these similarities and describes the differences in terminology.

Browser Terms in Navigator and Internet Explorer		
Use this feature in Navigator	Use this feature in IE	To Do This
Bookmarks	Favorites	Add favorite pages to a list so you can have quick and easy access to them later.
Location Field	Address bar	Go to a Web page by typing a Web-page address (URL).
Reload	Refresh	Make sure you have the latest version of the current Web page.

Go to the ALVIN Web Site

Let's review the pre-work assignment by launching Internet Explorer® and bringing up New Idea Company's ALVIN web site.

➡ To Launch Internet Explorer and go to the AAAL Web Site...

1. Double-click the Internet Explorer  icon that resides on your desktop.
2. In the Address field type: www.alvinsystem.com.
3. Click **Go** or Press **Enter**. The following screen should appear.

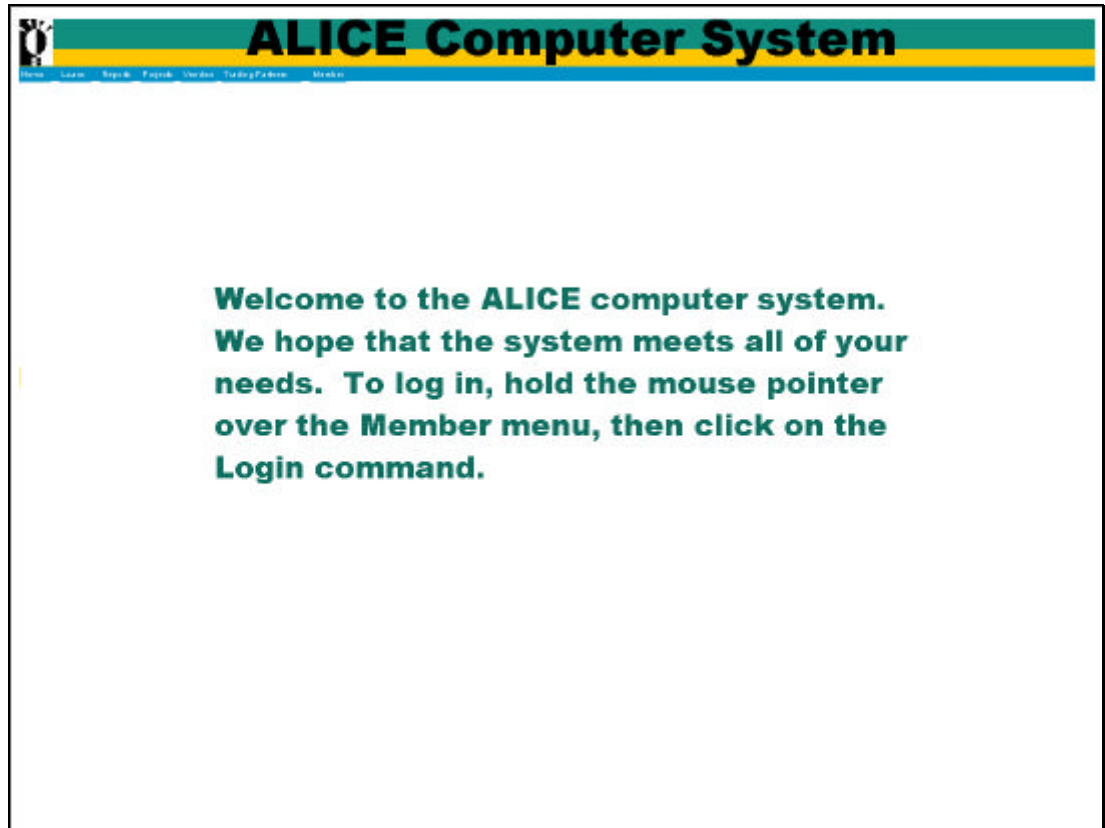


Figure 1. ALVIN Home Page

Create a Bookmark in Internet Explorer®

Next, let's bookmark the Internet address (URL) you just typed so that you don't have to type in the address next time you want to go to the web site.

➡ To create a bookmark in Internet Explorer...

1. At the Internet Explorer Main Menu, click on **Favorites** or click the  icon.



➡ To create a bookmark in Internet Explorer . . .

2. Choose **Add to Favorites**.
 3. Click **OK** to create the bookmark in your **Favorites** directory.
-

Change Your Home Page to ALVIN

If you would like to change your Internet Explorer® Home Page to bring up ALVIN when you launch Internet Explorer®, do the following.

 To Change your Home Page to ALVIN ...

1. At the Internet Explorer® Main Menu, click on **T**ools (you get Figure 2).
2. Choose **I**nternet **O**ptions. (Click on the **G**eneral tab if it isn't already selected.)
3. Type in `www.alvinsystem.com`
4. Click **O**K to set the new address for your home page.

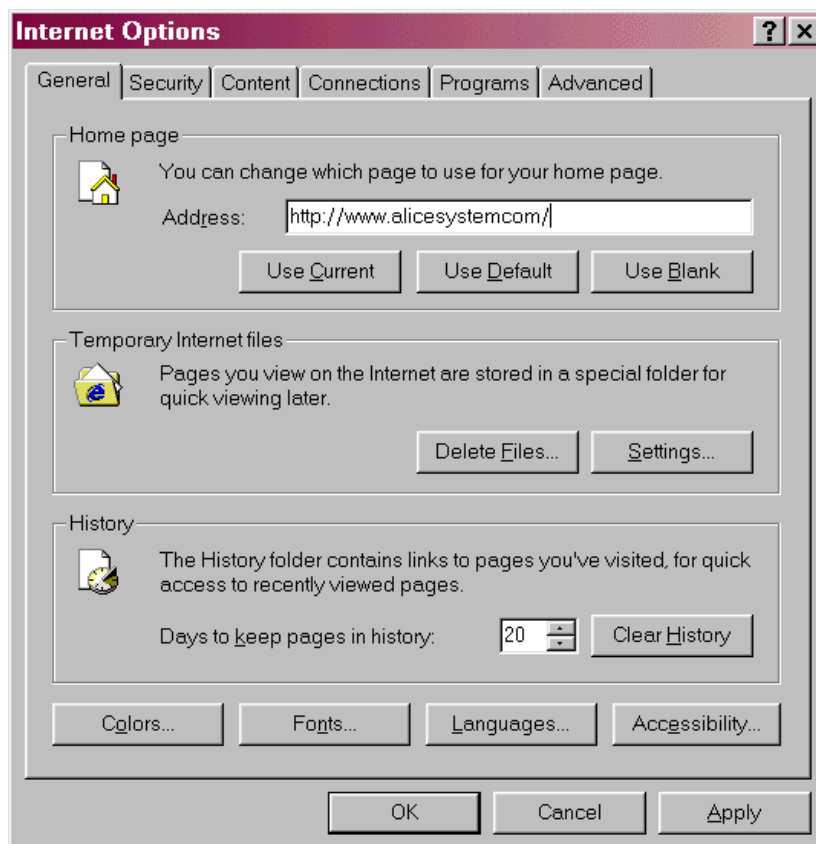


Figure 2. Changing your Home Page in Internet Explorer[®].

Change Print Margins

The final step in reviewing browser functionality is to change the print margins in Internet Explorer.

➔ To Change Your Print Margins in Internet Explorer ...

1. At the Internet Explorer® Main Menu, click **File**.
2. Choose **Page Setup**. The screen in Figure 3 appears.
3. In the **MARGINS (INCHES)** area, click in the **LEFT** input field and type **0.25**
4. Tab to the next input field and type **0.25**. Continue with the remaining two input fields.
5. Click on the **OK** button.

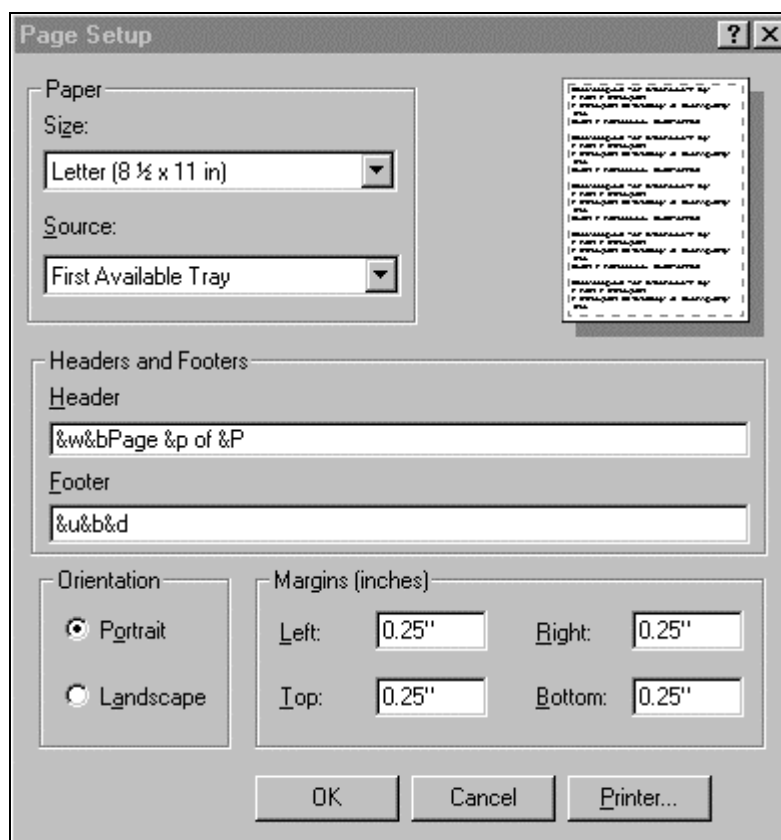


Figure 3. Setting IE Print Margins.

Using Hyperlinks in ALVIN

Both Internet Explorer® and Netscape Navigator® have features that allow you to move from web page to web page by using the **Back** and **Forward** buttons on your Toolbar.

However, in ALVIN, we want you to move back and forward by clicking the appropriate hyperlinks. This is because the pages are built anew each time you click on whatever opens them; they do not exist as a file somewhere. So, when you try to go back, there is often nothing useful to go back to. Therefore, **do not use the Back button on your browser**. We'll demonstrate how to use these links in the next lesson.

Review

In this lesson, you learned to:

- Successfully launch Internet Explorer.
- Go to the ALVIN web site.
- Create a bookmark.
- Change your Home Page to ALVIN.
- Change Print margins in Internet Explorer.



Understanding ALVIN



Lesson Introduction

A Visual Overview of ALVIN

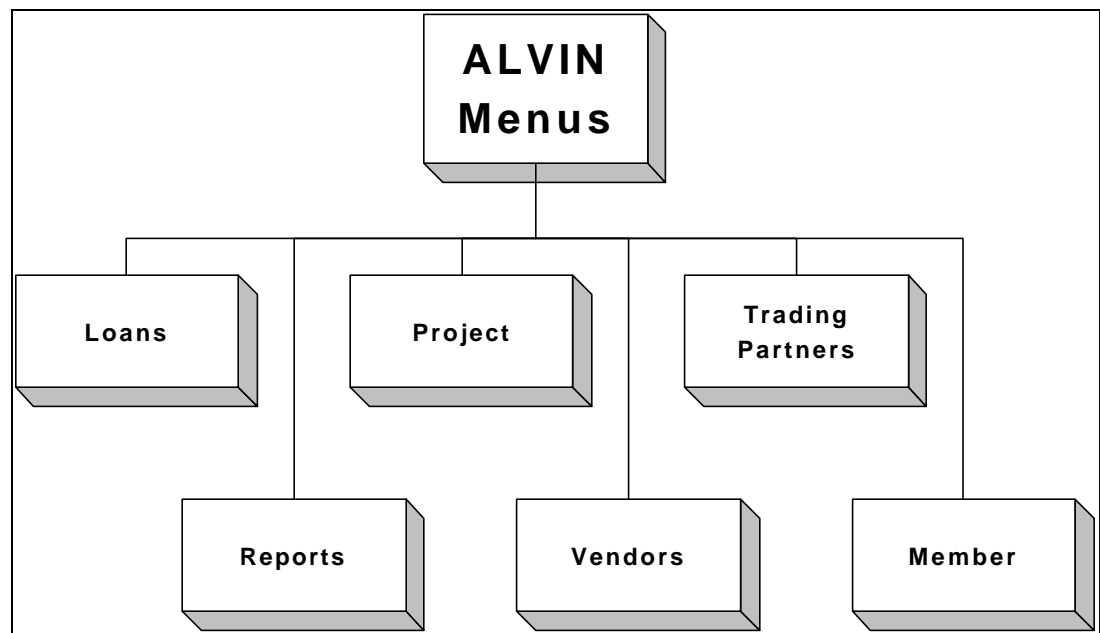


Figure 4. Visual Overview of ALVIN

Lesson Objective

After completing this lesson, you will be able to:

- Describe what ALVIN is and why it's important to you
- Describe how ALVIN works
- Use discretion in sharing readily available loan information
- Understand the effects of system in development
- Locate information and functions in ALVIN and the Electronic Loan File (ELF)
- Know when to look in ALVIN versus the ELF and when to call another department for needed information

Terminology

To completely master this lesson, you must understand the following terms.

Important Terminology	
Term	Meaning
ELF	Electronic Loan File
Menu	A list of options from which a user can make a selection in order to perform a desired action, such as choosing a command or applying a particular format to part of a document.

What Is ALVIN?

Definition & Purpose

The ALVIN system is a comprehensive internal data processing system that we have developed. The purpose of ALVIN is to:

- Provide a way to effectively communicate and share information about company data.
- Provide fingertip access to electronic information.
- Provide brokers and sales people with electronic information.
- Automate as many manual procedures as possible to make work easier..

☞ ALVIN development is a cooperative effort between New Idea Company Information Technology and an external vendor who is programming and hosting our web site.

You should realize, however, that ALVIN is still in development. This means that there will be:

- Continuous improvement
- Future functionality
- Possible glitches.

The company can use you help in making ALVIN serve you better. Please give to your manager:

- Feedback on the system
- Suggestions for improvement.

Features and Benefits

Key features and benefits of ALVIN include:

- Concept of an Electronic Loan File
 - All data pertinent to a loan is available online.
 - Eliminates the need for Post-It notes attached to a file.
 - Eliminates time spent searching for the physical loan file or document—all information will reside in the ALVIN system



- Manual loan processes are automated
 - Faster processing of loans
 - Replaces the Access database with a dynamic system
 - Generates automatic faxes from the fax server
 - Generates suspension, denial, approval and counteroffers

- Provides a comprehensive and defined view of the lending process

Why is ALVIN Important to You?

The ALVIN system has been tailored to the needs of your job. It is set up in the sequence that you normally do your job so you won't have to jump all over to get to what you need. It makes things easier when you hand off a loan to the next or the previous person. In order to accomplish this, there are some new expectations. This section explains some of these new expectations.

Everything is on the System

The basic idea of the new system is that everything someone needs to evaluate a loan should be on the system.

- There are histories kept of what has happened to each loan and correspondence sent out.
- The electronic loan file (ELF) keeps track of the current status of every item of interest for each loan.
- The basic information about a loan is immediately visible, and more details are visible by opening additional screens.

With ALVIN, you now have a wealth of loan information at your fingertips. It's important to recognize that you should use discretion in sharing that information. Rely on your business experience and work with your managers to determine what's confidential.

Everything Gets Documented

To ensure comprehensive information, everything must be documented. This is how it will be possible to easily and smoothly hand of the loan to another person, check on any loan's status, see what has been received and what hasn't, and so on.



How Does ALVIN Work?

ALVIN uses menus, expandable sections, and hyperlinks that allow you to:

- Search for specific loans
- Input loan information into the ELF
- Access loan information and supporting documents
- Connect to other areas within ALVIN
- Generate specific reports
- Generate loan letters and faxes

Main Menu Options

The ALVIN Main Menu contains various options: What you will see on your computer will vary according to the type of system access that you have.

☞ We'll discuss member roles and access in more detail in the next lesson.



Figure 5. ALVIN Main Menu.

Each menu item has several choices beneath it. For example, **Loans** has the following choices underneath it.

- My Loans
- Department Loans
- Find a Loan

Expandable Sections

Much of the loan information contained in ALVIN resides under the expandable sections for each loan. There are seven expandable sections within ALVIN with which you will become familiar.

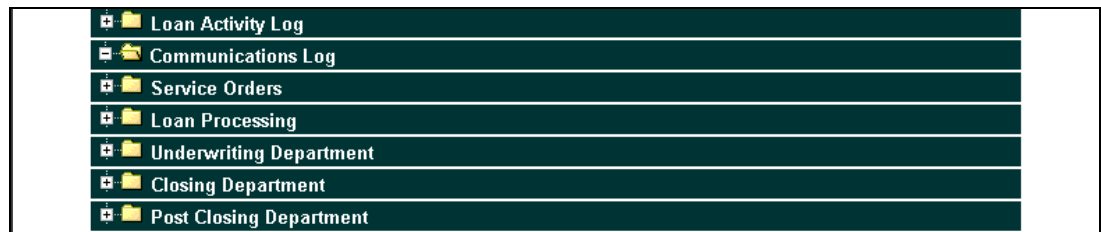


Figure 6. Expandable sections of the ELF.

They are:

- Loan Activity Log
- Communication Log
- Service Orders
- Loan Processing
- Underwriting
- Closing
- Post Closing

Hyperlinks

There are many hyperlinks in ALVIN that allow you to move back one level from where you currently are in ALVIN. This functionality will help you as you enter or view loan information.

What is the ELF?

ELF is an acronym that represents Electronic Loan File. The ELF is a component of and resides within the ALVIN system.

The graphic on the next page shows the main components of the ALVIN system ELF.



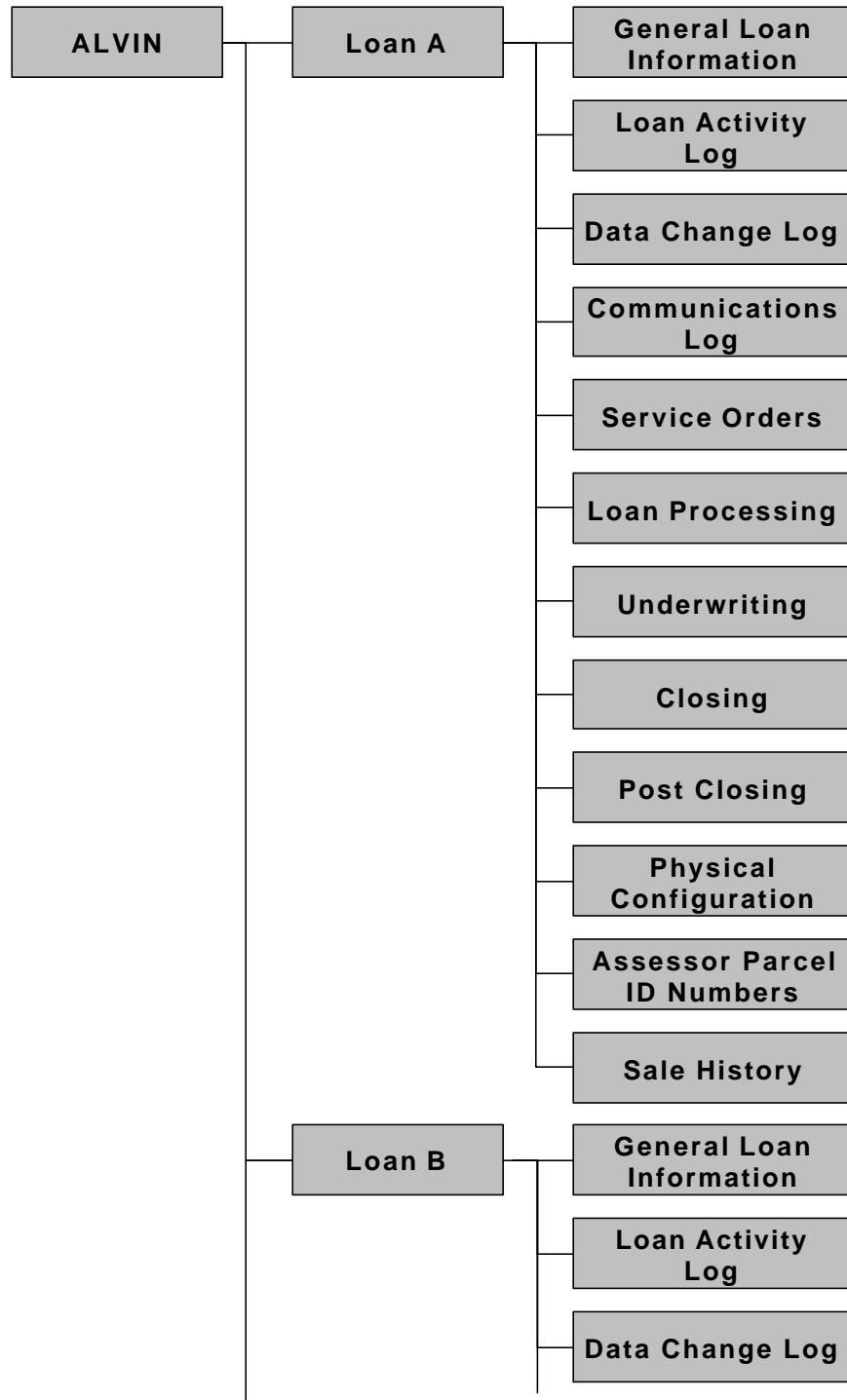


Figure 7. Main ALVIN components.

When you worked on a loan previously, you filed all the information pertinent to that loan in a physical file folder. Now all that same information will be located in the ELF rather than in a file folder in a file drawer.

Touring the ELF

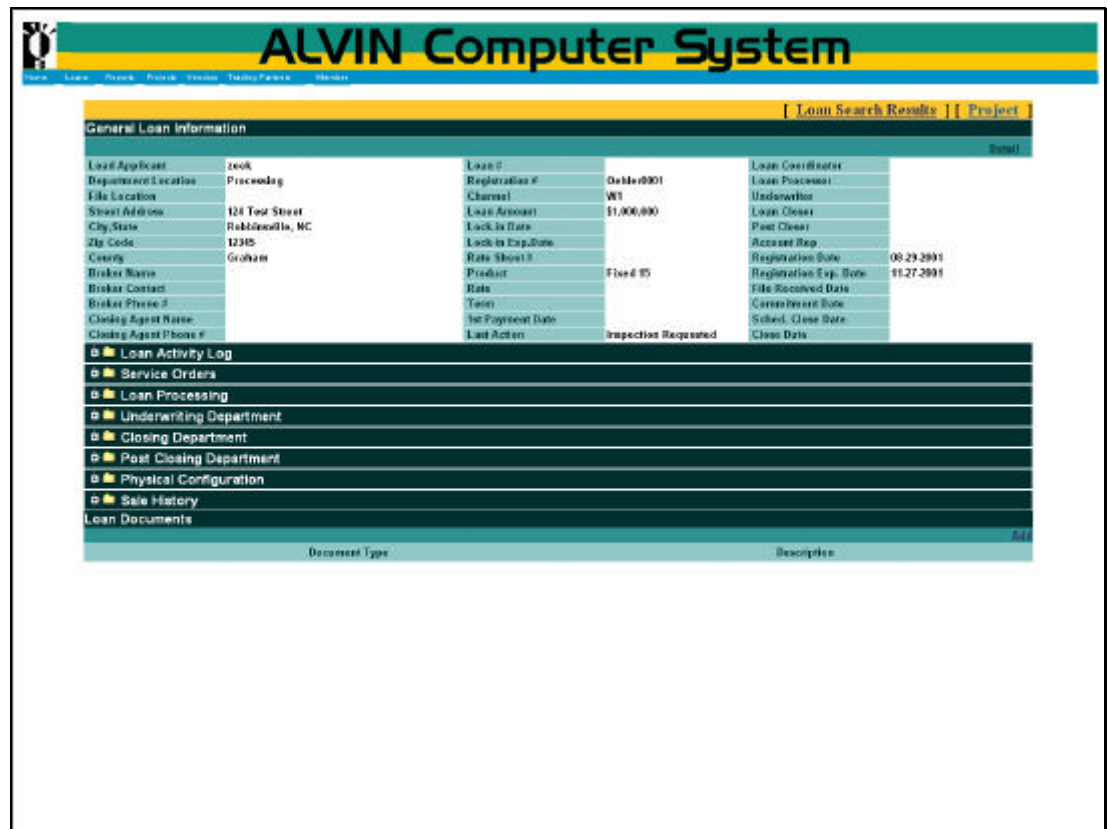


Figure 8. Loan detail (Electronic Loan File).

This is the main screen for a loan. Each loan has its own main screen. You get this screen when you first open the loan from the list of loans. This is the screen you will return to when you click on the [ELF](#) hyperlink from deeper within the ELF.

This screen has several main parts:

- General Information section – the key information about the loan.
- Expandable section titles – provide additional information about the loan.
- Return hyperlinks – return you to higher screens in ALVIN and the ELF.

Notice the second item in the General Information section; it is Departmental Location. This tells you where in ALVIN the loan is presently located. The department where the loan is located has edit rights to the loan; other departments have view-only rights.



Exercise: Where in ELF

Where in the ELF would locate the following information:

1. Where a loan is currently located.

2. An order for a termite inspection.

3. Closing conditions

4. Who the loan processor is for the loan

5. When a loan began the Underwriting process.

6. Terms of a counter offer.

7. Communication about a loan

8. What actions have occurred so far on the loan

9. Why a processor suspended a loan.

10. Who the lead applicant is on a loan.

Review

In this lesson, you learned to:

- Describe what ALVIN is and why it's important to you
- Describe how ALVIN works
- Use discretion in sharing readily available loan information
- Understand the effects of system in development
- Locate information and functions in ALVIN and the Electronic Loan File (ELF)
- Know when to look in ALVIN versus the ELF and when to call another department for needed information



Navigating Through ALVIN



Lesson Introduction

Lesson Objective

After completing this lesson, you will be able to:

- Successfully login to ALVIN
- Describe the concept of member access
- Change your role to another allowable role (if applicable)
- Change your password
- Search for and locate a loan
- Logout of ALVIN
- Use the ALVIN road map to identify where specific information is located

Terminology

To completely master this lesson, you must understand the following terms.

Important Terminology	
Term	Meaning
Member Roles	Access to ALVIN based on the loan processing work you do.



Logging in to ALVIN

Member Roles & Access

As an employee or contractor of New Idea Company, you have been given access to ALVIN based on the loan processing needs inherent in your current role. The following screen shows current roles in ALVIN.

The screenshot displays a list of roles available in the ALVIN system. The roles are listed in a table with a dark green header. The current role is highlighted in red. Below the list, there is a section for setting the default role, which is currently set to 'Retail Sales Mgr'.

Your Roles in this Community Under Your Current Login:
AAAL Account Rep
Loan Closer
Loan Closing Mgr
Loan Coordinator
Loan Processor [CURRENT]
Loan Registration
Loan Registration Mgr
Post Closer
Post Closing Mgr
Retail Sales Mgr
Senior Executive
Staff
Underwriter
Underwriting Manager
Wholesale Sales Mgr
Guest

Your Default Role in this Community is: Retail Sales Mgr

New Default:

You will be able to **edit or add** information to a loan for any of the ELF areas that your role has access to. You will also be able to **view** loan information for those ELF areas for which you do not have access; for example, a Processor will be able to view Underwriter comments regarding a suspended loan, but will not be able to edit them.

Managers and System Administrators have the most access because their work requires it.

How to Log in to ALVIN

Once you have launched Internet Explorer® and brought up the AAAL web site, then you can log in to the ALVIN system.

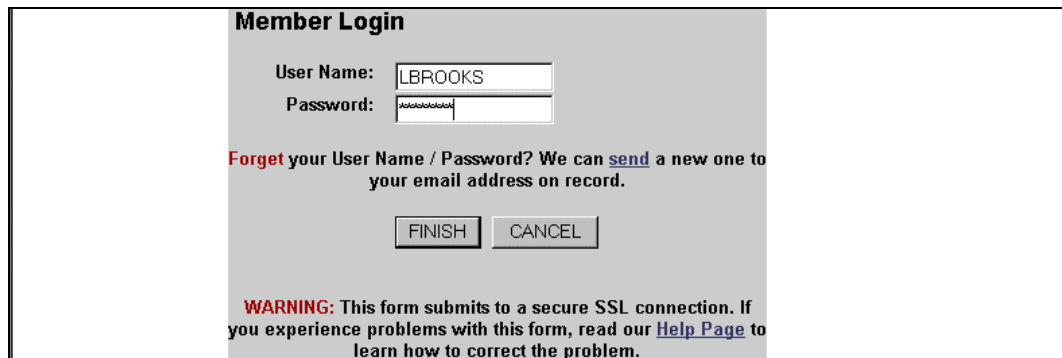
☞ The only menus visible now are **Home** and **Member**. Once you log in to ALVIN, other menu options will appear, depending on your role.



Figure 9. ALVIN Home Page.

➔ To Log into ALVIN ...

1. At the ALVIN Main Menu, hover over the **Member** option.
2. Choose **Login** and release your right mouse button. The screen in Figure 10 appears.
3. Type in the initial of your first name and the first 14 digits of your last name in the **User Name** input field; e.g. **lbrooks**.
 - ❑ You can use upper or lower case initials.
4. Type in a password in the **Password** input field. You can use up to 15 characters for a password; e.g. training1234567.
 - ❑ The first time you enter your password, you'll be asked to retype it to confirm the characters you entered.
5. Click **Finish**. You'll get a welcome message.
6. Click **Continue**. The ALVIN Main Menu will appear.



Member Login

User Name:

Password:

Forget your User Name / Password? We can [send](#) a new one to your email address on record.

WARNING: This form submits to a secure SSL connection. If you experience problems with this form, read our [Help Page](#) to learn how to correct the problem.

Figure 10. ALVIN Login screen.

Where You Are in ALVIN

Now that you have logged in to ALVIN, you should see several additional menus. Let's take a look at the menus that all of you will have in common.

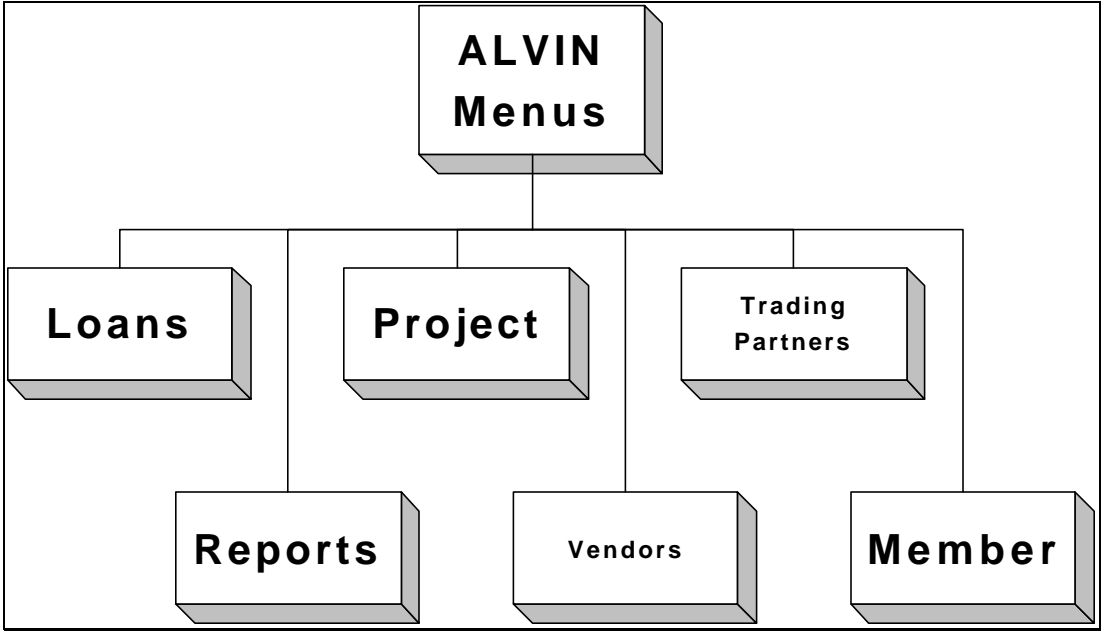


Figure 11. ALVIN Common Menus



Common Menu Selections

Member Menu

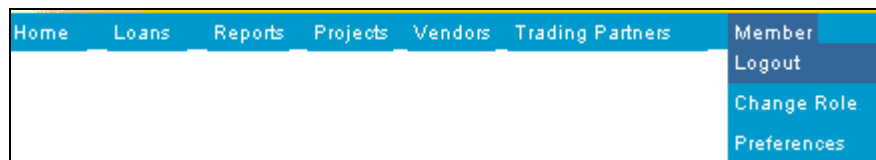


Figure 12. Member Menu

First, let's take a look at what other choices you have under the Member Menu.

There are three things you can do here:

- Log out of ALVIN.
- Change your role to another role, if applicable.
- Change information about yourself, such as:
 - Name
 - Email address
 - ALVIN password.

Reports Menu



Figure 13. Reports Menu

Next, let's take a look at what reports are available for the Loan Processor.

☞ Each role will have access to different reports.

The ALVIN Report Matrix identifies all the reports available in ALVIN and which roles have access to them.

Loans Menu

Finally, let's take a look at the choices available under **Loans**.

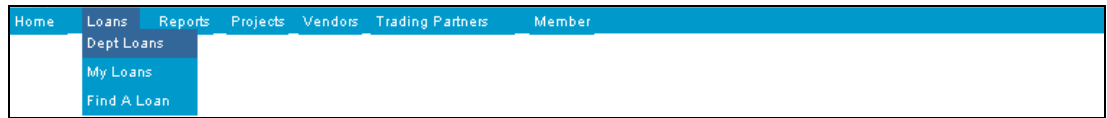


Figure 14. Loans Menu

There are three things you can do here. You can:

- View and access current loans within your department.
- View and work with loans assigned to you.
- Search for a loan on the ALVIN system.

Role-Specific Main Menu Selections

Where You Are in ALVIN

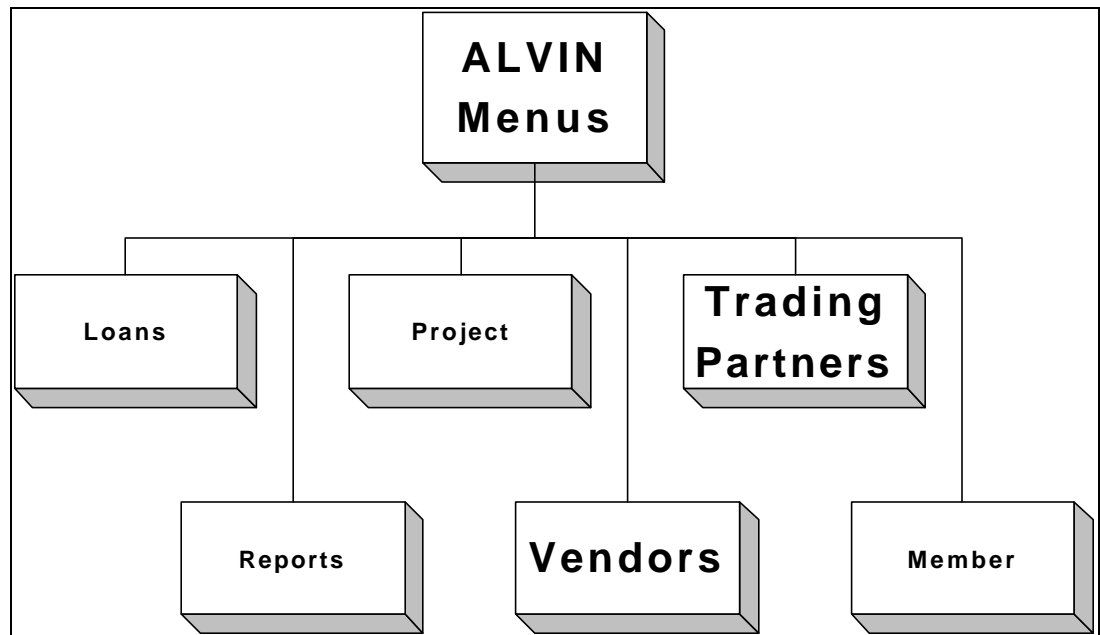


Figure 15. ALVIN Role-Specific Menus

Vendors Menu

Let's briefly review the **Vendor** menu. Here you will be able to select a roster of appraisers and property inspectors you can contact for your loan. When you choose **Roster**, the following screen appears.

Figure 16. Sort Criteria for Vendor Roster

You can now select criteria by which you can sort the roster. The criteria you can use are:

- Vendor Type:
 - Principal Appraiser
 - Principal Review Appraiser
 - Property Inspector
- Sort by:
 - Name
 - State
 - Market Cluster
- Last Name

➡ To Generate a Vendor Roster ...

1. Hover over the **Vendor** menu until it expands.
2. Click **Roster**.
3. Choose a **Vendor Type**.
4. Choose a sort criteria. OR Type a name into the **Last Name “LIKE”** input field.
5. Click **View Roster**.

Trading Partners Menu

Next, let's take a look at the Trading Partners menu. This menu allows you to generate a list of available brokers. This menu has no sort functions and the results



that display show the name of the broker and basic contact information such as:

- Address
- City/State
- Telephone
- Email
- Pager

And they also show the various roles of the brokers within the ALVIN system.

To Generate a List of Brokers ...

1. Hover over the Trading Partners menu until it expands.
 2. Click Mtg. Broker Roster.
-


Tools Menu

The last menu we'll discuss is the **Tools** menu. This menu is primarily available only for the Loan Registration Manager and Senior Executive roles.

This menu will enable the Loan Registration Manager to manage Parcel Identification Numbers.

 How to manage Parcel Identification Numbers will be covered in the Loan Processing training.

Senior Executives will use the Tools menu for communicating to vendors and brokers by using templates for mail merge.

 How to use templates and mail merge will be covered in the View Only training.

Searching For Loans

Find a Loan

To make your life easier, we've included search functionality in ALVIN that will allow you to find a specific loan quickly. To begin, you should be at the ALVIN Main Menu.



Figure 17. ALVIN Home Page.

Basic Search Procedure

To search for a loan, use the following procedure.

➡ To Search for a Loan ...

1. Hover over the **Loans** menu until it expands.
2. Click on **Find-a-Loan** to display the search criteria screen (Figure 18).
3. Fill in one or more of the fields.
4. Press the **Z** key or click on the **Find** button. This will execute the search and display a list of results (Figure 19).
5. Locate the loan of interest.
6. Click on its Detail hyperlink to display the loan's Electronic Loan File (ELF) (Figure 8).

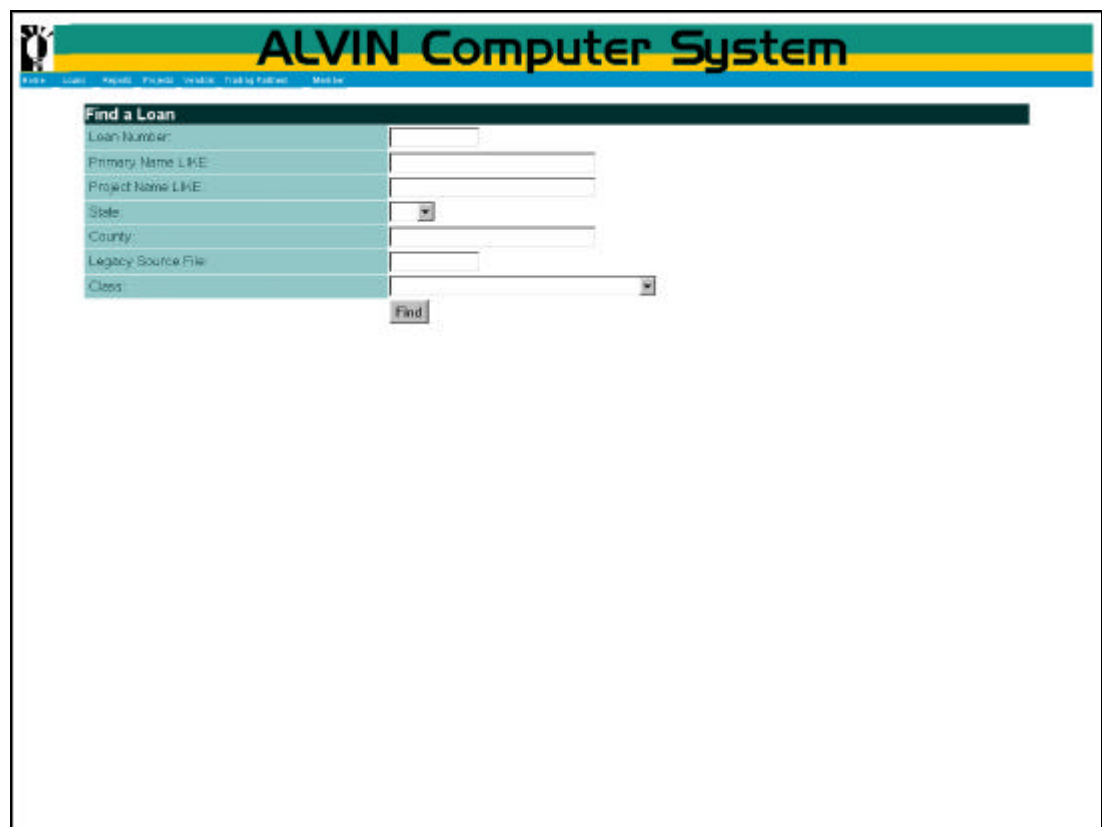


Figure 18. Find-a-Loan screen.

Loan #	Item #	Legacy Source File	Property Name	City	State	County	Battalion	Date Created	Text
123456	123456		800 West Higgins Test Drive	Robbinsville	NC	Graham	2000	08-30-2000	detail
123457	123457		800 West Higgins Test Drive	Robbinsville	NC	Graham	2000	08-20-2001	detail
	123458		800 West Higgins Test Drive	Robbinsville	NC	Graham	2000	08-25-2001	detail
	123459		800 HIGGINS TEST DRIVE	CHICAGO	IL	Cook	2000	08-21-2001	detail
	123460		ZEEK	CHICAGO	IL	Cook	2000	08-21-2001	detail
345678	345678		800 West Higgins Test Drive	Robbinsville	NC	Graham	2000	01-05-2001	detail
	123461		ZEEK	CHICAGO	IL	Cook	2000	08-17-2001	detail
9015			800 HIGGINS TEST DRIVE	CHICAGO	IL	Cook	ZEEK	09-27-1999	detail

Figure 19. Find-a-Loan search results



Exercise: The ALVIN Road Map

How to Use It

This road map has two parts:

- An outline of ALVIN data structure pages, sub-pages, and data on pages and sub-pages.
- A list of ALVIN data fields and the ALVIN data structure page and sub-page on which each data field is found.

Use the outline to see what is in a certain “leg” of the outline.

Use the data field list to determine where the data field is located in the ALVIN data structure. The list is organized into alphabetical order by data field name. Also, in the list of data fields are “see” references that lead you from a name you are looking for to the actual data field name used in ALVIN.

Scavenger Hunt Exercise

Now it is time for you to search for a loan on your own.

Once you have the loan assignments, use the procedure on page 48 to search for and open your loan.

Once you open the loan, use the ALVIN Road Map and to help you answer the following questions and identify where you found that information.

- Who is the processor for the loan?
- Does the loan have a second mortgage?
- Is the loan suspended? If so, why?
- Are there any open flood certificates?
- Where is the loan located now?
- Has an appraisal been ordered for the loan?
- Where do you find what loans you have to work on?
- Is there an order for a termite inspection?
- What are the closing conditions?
- When did the loan begin the Underwriting process?
- What are the terms of a counter offer?
- What actions have occurred so far on the loan?
- Who is the lead applicant on the loan?
- What are the relationships of the applicants?

When you're finished, get together with your team and discuss results.



Review

In this lesson, you learned to:

- Successfully login to ALVIN
- Describe the concept of member access
- Change your role to another allowable role (if applicable)
- Change your password
- Search for and locate a loan
- Use the ALVIN road map to identify where specific information is located