

Common Questions about Transitioning from Encompass WebCenter

What about the loans in progress on Encompass WebCenter?

We recommend that you stop taking loan applications on your Encompass WebCenter site by October 31, 2019. Borrowers with loans in progress on Encompass WebCenter or Loan Center will continue to use the Encompass Loan Center and Encompass WebCenter sites for eSigning and uploading documents for the duration of the loan process. Borrowers should continue to use the links sent to them in email from Encompass WebCenter.

If a borrower started/completed the loan application process previously on WebCenter, and now wants to start a new loan application in Encompass Consumer Connect (to refinance or for a second mortgage), will the customer be able to view their old loan information in the Encompass Consumer Connect Borrower Portal?

Any loans that were previously associated with WebCenter are only visible on WebCenter; they are not available on Encompass Consumer Connect. Loans cannot be migrated between WebCenter and Encompass Consumer Connect.

What should we do with incomplete loan applications on WebCenter?

If you have contact information for the applicants, reach out to see if they are still interested in applying for a loan and point them to your new Encompass Consumer Connect site. All new loan applications should be submitted through the new Encompass Consumer Connect site.

Encompass Video Tutorials
Borrower Portal Functionality
eSigning in ECC

