Appraisal Firewall Enhancements Coming Soon!
New User Types, Relationships Window Enhancements, and More!

Release Information for Friday, March 22nd, 2013

At long last the changes are here! On Friday morning, March 22nd, 2013, Appraisal Firewall will be enhanced with **new features that improve workflow plus enhancements to company structuring** within the system. Please read below for information on these important changes.

New Appraisal Firewall User Types

Perhaps the highlight of the new features is that we've taken the multiple user types and compressed them down into three user types: **Administrator, Supervisor, and Originator**. So, for example, **if you are a Rotation Manager today, your new user type will be "Administrator."** You and your users will still have the same views into the system, and will be able to perform the same functions as you do today.

Your managed users will notice little or no change to their current workflow. They will have access to all the same orders and have the same scope as they did before. The largest changes will be noticeable to Rotation Managers – who will now be interacting with the system as administrator users.

In an effort to help you better identify users in the system, we are enhancing the way user types are displayed. Now when you view a user list, the user types will be represented by different colored profile icons. Green icons represent Administrator user types, blue icons represent Supervisor user types, and orange icons indicate Originator user types.
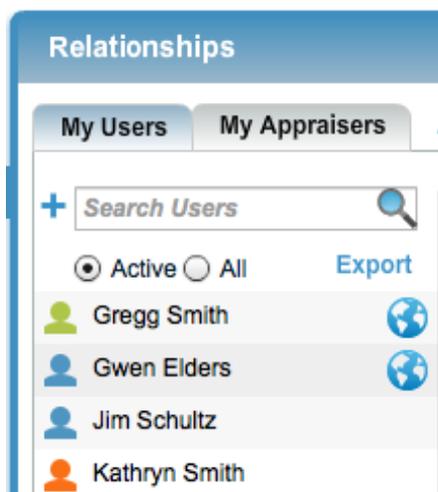
The newly-added globe icon indicates if the user is a "global user" - meaning that they can access all divisions under your company.

The enhanced user lists are available in several locations: within your Relationships window, when placing a New Order, and within the Manage Parties window on existing orders. Click on any profile icon in a users list to view the profile associated with the user.

For more information on working as an Administrator, please review the full [Administrator User Guide](#).

**The Addition of Companies: Lenders and Divisions**

With this release, you will have an enhanced **Relationships** screen. Your lending company will have both a **Lender** company and at least **one Division** of your company. The Lender will be the parent, and the division(s) will represent your market areas or your branches that you have in place today.

- For those of you that have **single-division** operations, you will have one Lender with one Division.
- For those of you that have **multi-division** operations, you will have one Lender with as many Divisions as are setup in Appraisal Firewall today.

With these changes, those of you operating with a single division and one panel of appraisers can have multiple administrators on your account now - in case you would like additional users in your office with access to your appraiser panel management.

If you operate with a single division in your company (you have one branch and one panel of appraisers) you will probably not notice many changes to your account. If you currently operate with multiple divisions, your users will be set up under the Lender company and assigned to whichever Division or Divisions they are working with today, as will your appraiser panels.

Here is a sample of what the new **Relationships** screen looks like for single-division companies (one Rotation Manager and one appraiser panel):
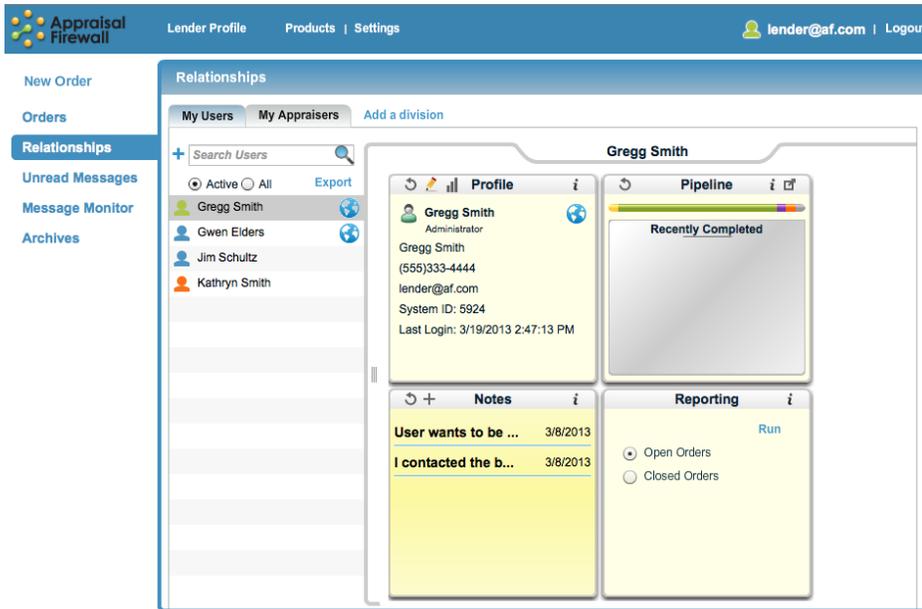
Here is a sample of what the new **Relationships** screen looks like for multi-division companies (you have one or more Administrators with multiple Rotation Managers and appraiser panels):
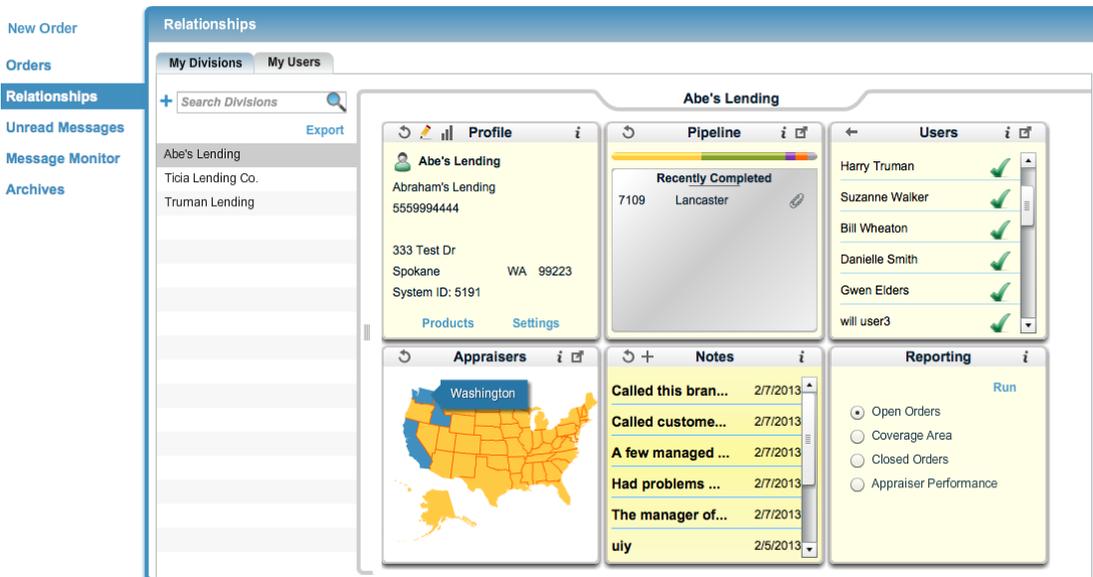
Click Here to review the Relationships user guide and learn more about working with divisions and users.

Other Enhancements . . .

In your day-to-day activities, you will notice some new features and enhancements in addition to the new users and company setup changes. Not to worry, we haven't removed any functionality that you currently have, just moved the placement of some tools to help improve your workflow, and added even more.

- **Review messages between users with Message Monitor**
  The enhanced Administrator user type (which all current Rotation Managers are automatically being converted to) has new features available right when you log in. In your current view, the menu along the left side of your account is being enhanced to include a new feature – **Message Monitor**.

Old view   New view

The new Message Monitor allows Administrator user types (and those currently setup as Rotation Managers) to view messages between all users and appraisers under their account. Now you can see all communication under your company at a glance to assist with any compliance concerns and intervene to help troubleshoot user issues. Double click on any message to view the order it is associated with. You can even view messages by a specified date range.

- **Menu options condensed to improve workflow**
  As an Administrator user, you will also notice updates along the top of your account. The links you are accustomed to seeing (My Profile, My Settings, My User, My Appraisers, and My Products) are being arranged differently to improve your workflow.

Old view

New view

The **My Profile** link has been moved and is now accessible by clicking your email address at the upper right (where you can modify your contact and password information). The new **Lender Profile** link at the upper left of your account represents your whole lending company and is set up by your manager. This information helps people know who to contact at your lending company regarding your account.

The **All Orders** dropdown menu is also a new feature for current Rotation Managers. As an Administrator, you will be able to choose if you want to view All orders under your company (which is the default), view only orders that you are associated with, or choose a specific division of your company (if applicable).

If you are a lending company operating with a single division and one panel of appraisers, **Products** and **Settings** will be available links along the top of your account. For a company with multiple divisions, **Products** and **Settings** are located within the Relationships window on a per division basis so that you have control over each of your divisions.

Viewing and editing **My Users** and **My Appraisers** has been available in the **Relationships** window for some time now. We are removing the links along the top to reduce confusion. All users under your company, as well as your appraiser panel, are best managed from the **Relationships** window.