



PHH Mortgage Corporation

Post-Closing Public Website

User Guide

Version: 2.0

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Chapter 1: Introduction

1.1 Post Closing Portal

What is the Post Closing Portal?

The Post Closing Portal is the preferred method for sellers to communicate with the PHH Mortgage team, quickly upload documents, view loan details, and more.

1.2 Accessing the Portal

How is the Post Closing Portal accessed?

The Post Closing Portal is located at: <https://postclosing.phhmortgage.com/login>.

For the best experience using the portal, a modern web browser is recommended (e.g., Google® Chrome, Microsoft® Edge, etc.). When choosing any web browser, ensure all appropriate security protocols are followed.

Chapter 2: Onboarding

2.1 Onboarding a Seller

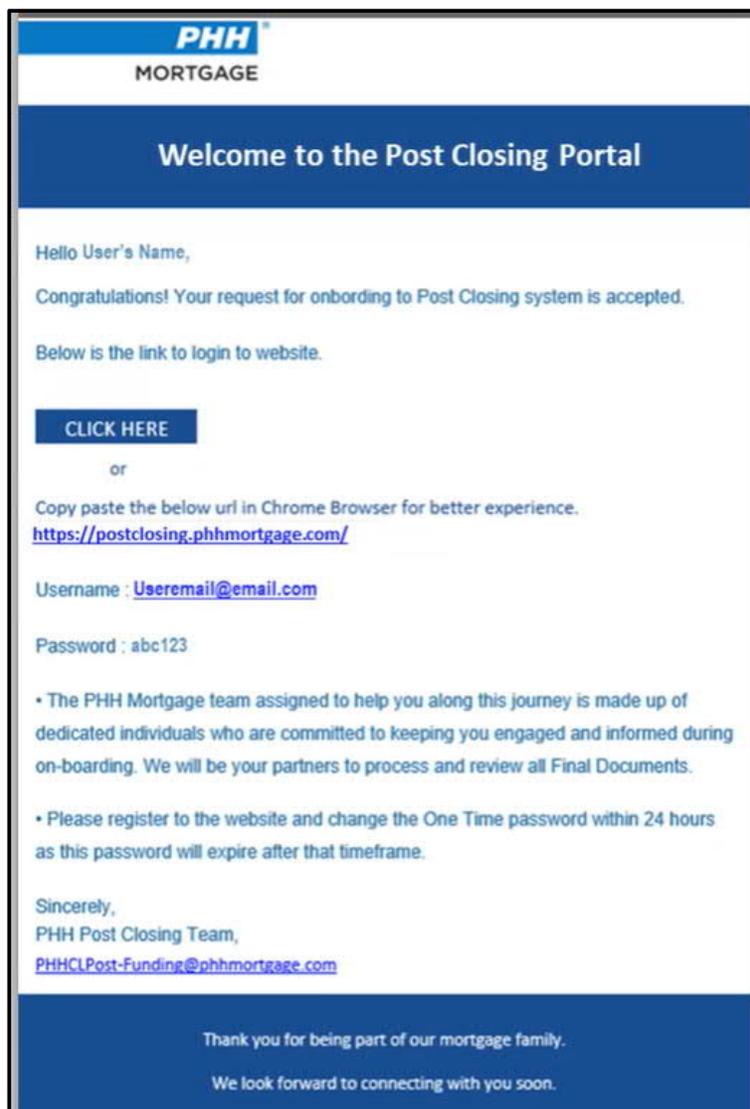
How are Post Closing Portal credentials obtained?

Each seller is allowed one primary account user and multiple additional users. These additional users may be added or changed at any time by the primary account holder.

A primary user must be invited by a PHH Mortgage representative to the portal. Once invited an invitation email is received providing the username (email address) and a temporary password to log in for the first time, which expires after 24 hours. The temporary password is updated at the time of first login and the website redirects to the home page for login with the new password.

Note: Instructions for a primary user to invite additional users is referenced in the 3.1.1 Onboarding Additional Users section of this document.

Onboarding Email Screen



Onboarding a Seller, continued

2.1.1 Password Credentials

What are the password requirements?

The new password must contain the following:

- One uppercase letter
- One lowercase letter
- One special character
- One number, and
- A minimum of eight characters

2.1.2 Forgot Password

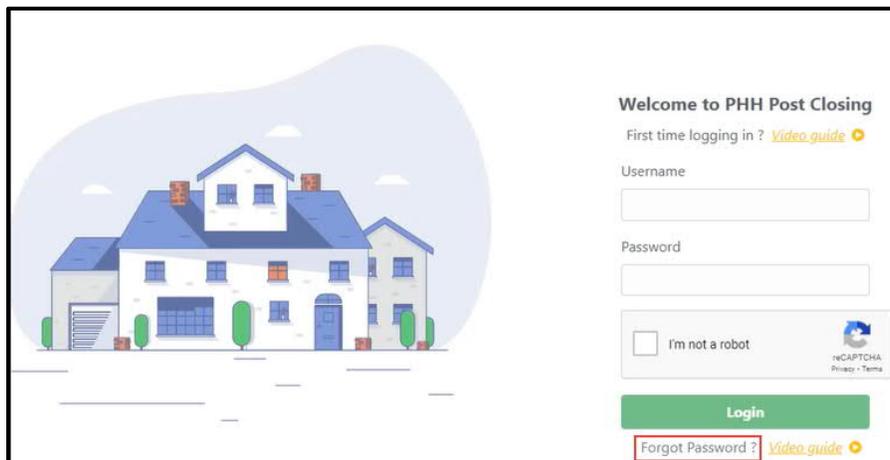
What if the password is forgotten?

To reset the account password, follow the steps below:

1. Click Forgot Password? from the Welcome to PHH Post Closing login page.

Outcome: The Forgot Password page displays.

Welcome to PHH Post Closing Login screen



2. Type the email address.
3. Click the reCAPTCHA checkbox.

ReCAPTCHA screen

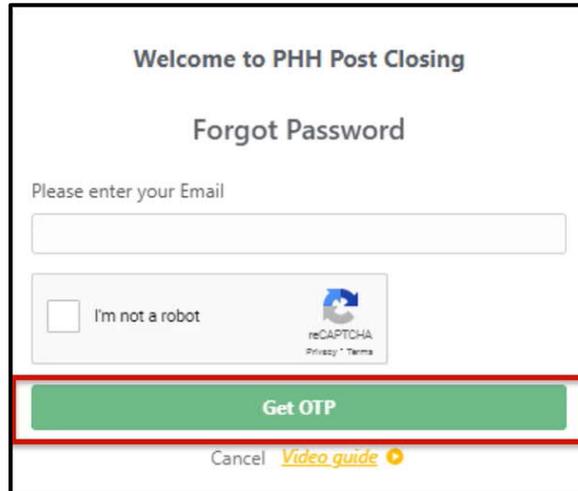


Onboarding a Seller, continued

4. Click Get OTP.

Outcome: An eight-digit PIN is sent to the user's email address as a one-time password (OTP). This OTP expires after five minutes.

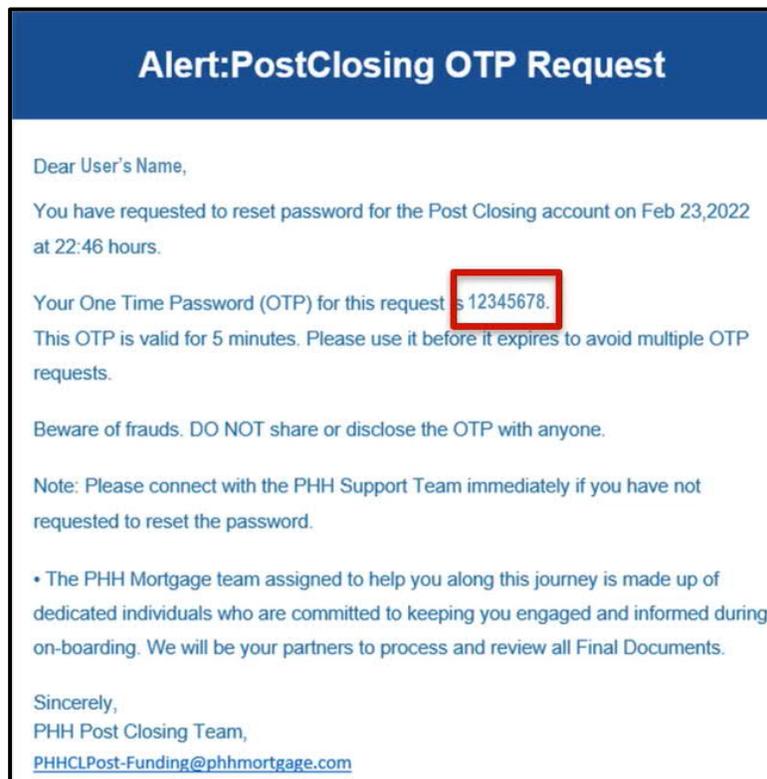
Get OTP Button



The screenshot shows a web form titled "Welcome to PHH Post Closing" and "Forgot Password". It includes a text input field for email, a reCAPTCHA "I'm not a robot" checkbox, and a green "Get OTP" button. The "Get OTP" button is highlighted with a red border. Below the button are links for "Cancel" and "Video guide" with a play icon.

5. Type the OTP from the email on the Forgot Password page.

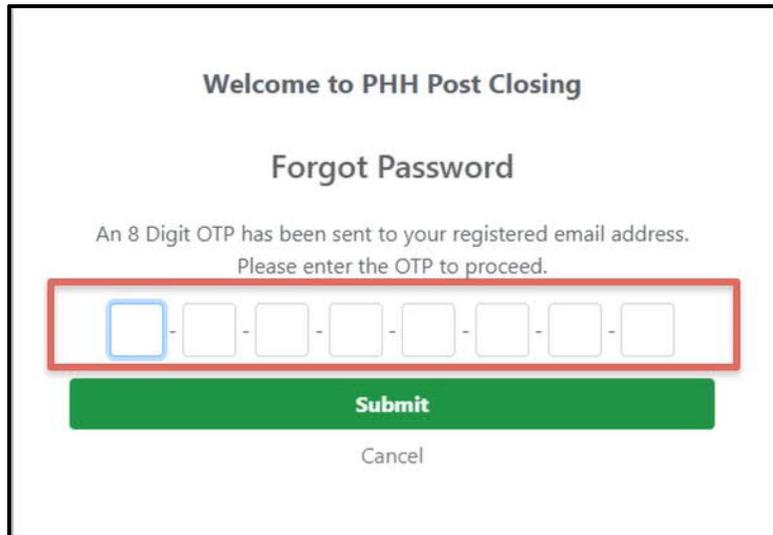
OTP Email



The screenshot shows an email alert with a blue header "Alert: PostClosing OTP Request". The body text reads: "Dear User's Name, You have requested to reset password for the Post Closing account on Feb 23, 2022 at 22:46 hours. Your One Time Password (OTP) for this request is 12345678. This OTP is valid for 5 minutes. Please use it before it expires to avoid multiple OTP requests. Beware of frauds. DO NOT share or disclose the OTP with anyone. Note: Please connect with the PHH Support Team immediately if you have not requested to reset the password. • The PHH Mortgage team assigned to help you along this journey is made up of dedicated individuals who are committed to keeping you engaged and informed during on-boarding. We will be your partners to process and review all Final Documents. Sincerely, PHH Post Closing Team, PHHCLPost-Funding@phhmortgage.com". The OTP "12345678" is highlighted with a red box.

Onboarding a Seller, continued

Forgot Password OTP Screen

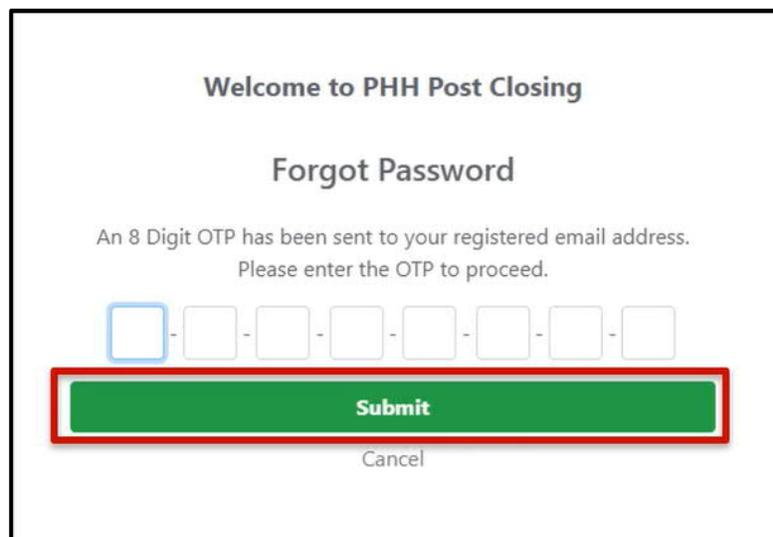


The screenshot shows a web interface titled "Welcome to PHH Post Closing" and "Forgot Password". Below the title, it says "An 8 Digit OTP has been sent to your registered email address. Please enter the OTP to proceed." There is an input field for the OTP, which is a sequence of eight boxes separated by dashes. The first box is highlighted with a blue border. Below the input field is a green "Submit" button and a "Cancel" link.

6. Click Submit.

Outcome: A pop-up window confirms the password reset has been completed successfully. A password reset email is sent to the email address containing a temporary password, which expires after 24 hours.

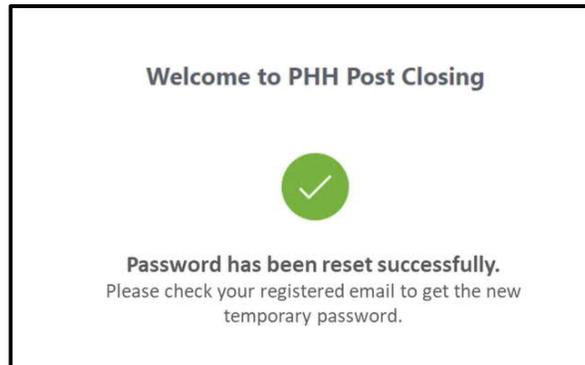
Submit OTP Button



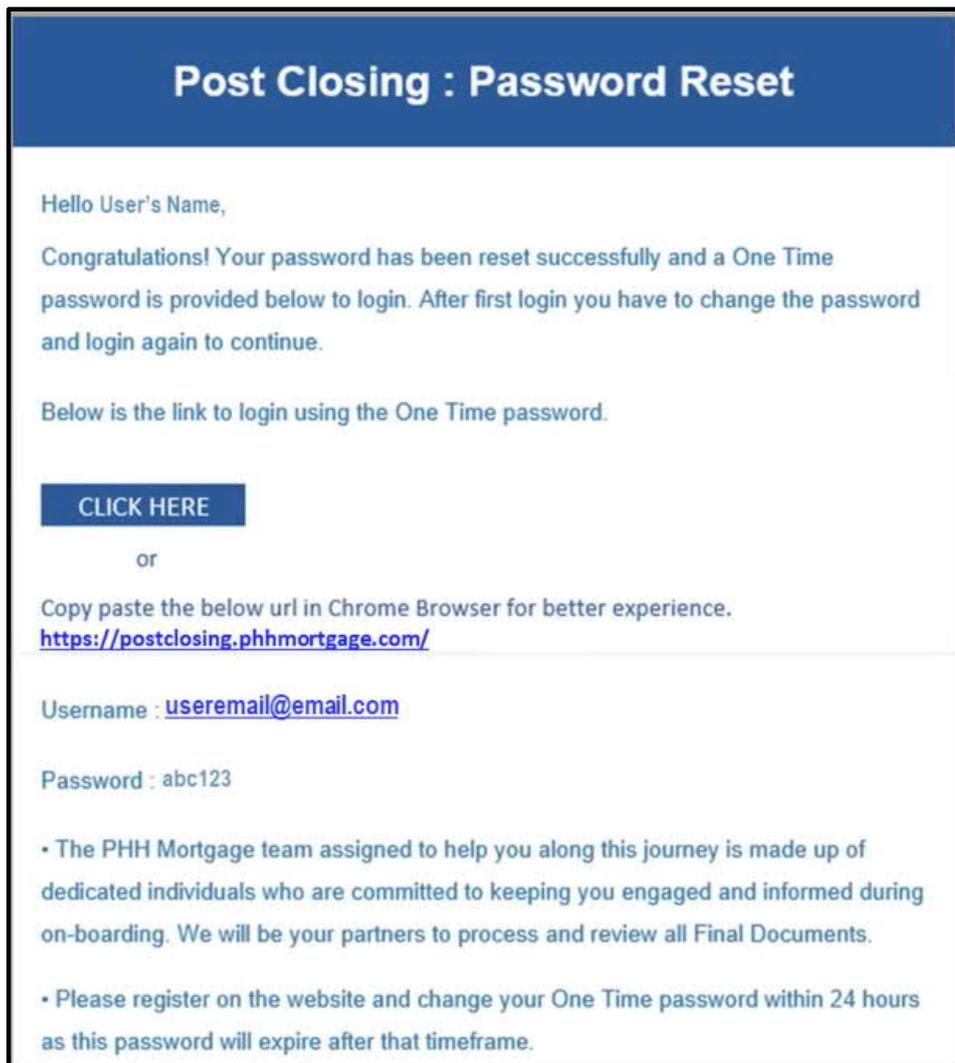
This screenshot is identical to the one above, showing the "Forgot Password OTP Screen". However, in this version, the green "Submit" button is highlighted with a red border, indicating it is the focus of the instruction.

Onboarding a Seller, continued

Password Reset Confirmation Pop-Up



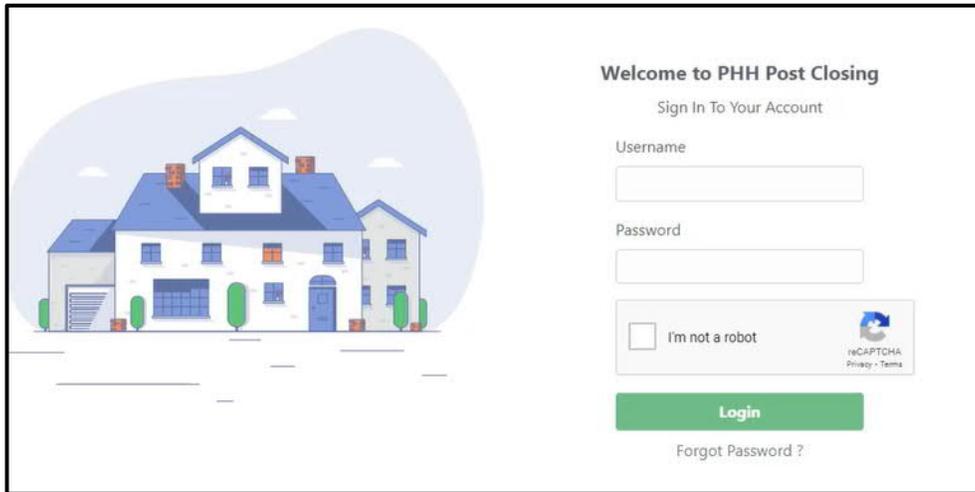
Password Reset Email



Onboarding a Seller, continued

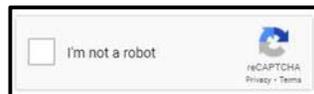
7. Type the username and temporary password into the Welcome to PHH Post Closing login page.

Welcome to PHH Post Closing Login Screen



8. Select the reCAPTCHA checkbox.

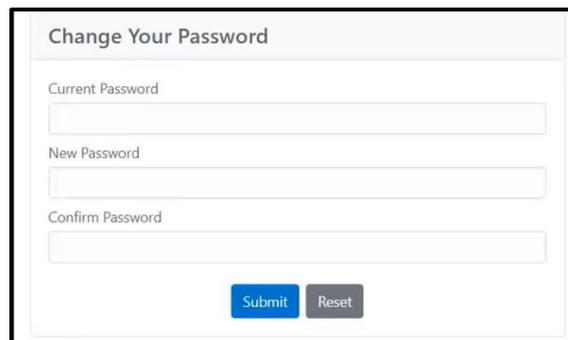
reCAPTCHA Checkbox



9. Click Login.

Outcome: The Change Your Password page displays.

Change Your Password Screen



10. Type the temporary password into the Current Password field, then create a new password.

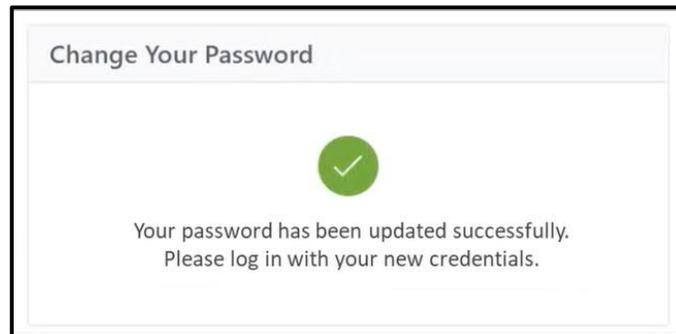
Note: View the password requirements in the 2.1.2 Password Credentials section of this document.

11. Click Submit.

Onboarding a Seller, continued

Outcome: A pop-up window displays confirming the password was changed. The website is redirected to the Welcome to PHH Post Closing login page.

Change Your Password Confirmation



12. Log in with the new password.

Chapter 3: Profile Options

3.1 Profile Options

What are the different profile types in the Post Closing Portal?

The Post Closing Portal has two profile types:

- The primary user is invited by PHH Mortgage and has the permissions to add any number of additional users to the portal
- The additional users do not have permissions to invite any users to the portal

Both profile types display the details for the user and the PHH Representative in the Contact Details page.

[Refresh](#) [+ Add New](#)

Name	Email	Phone	Title
demoselleruser1	demoselleruser1@test.com	+1 (232) 342-3423	PC
demoselleruser2	demoselleruser2@test.com	+1 (123) 234-2342	PC

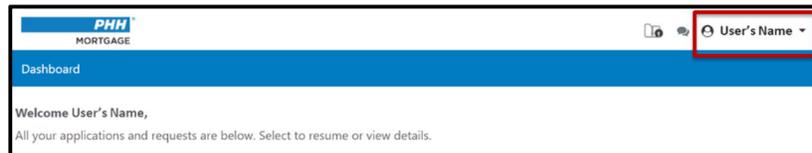
3.1.1 Onboarding Additional Users

Additional users are maintained by the primary user.

To onboard additional users to the Post Closing Portal, follow the steps below:

1. Click the name in the top-right corner of the screen.

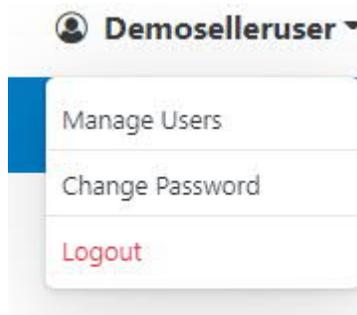
Profile Options screen



Profile Options, continued

2. Click My Profile > Manage Users

My Profile Option



Outcome: The Users page displays.

Users Details Screen

[Refresh](#) [+ Add New](#)

Name	Email	Phone	Title
demoselleruser1	demoselleruser1@test.com	+1 (232) 342-3423	PC
demoselleruser2	demoselleruser2@test.com	+1 (123) 234-2342	PC

3. Click the +Add New button.

New User section

Provide the details for new user and assign the products form checkbox and click on Add User button

Manage Users [Video guide](#)

New User

Name Email

Phone Title

Channels Access

FNM SMP - K0001

Enable Channel access
 Make as Primary for this Channel

Co issue - K0002

Enable Channel access
 Make as Primary for this Channel

Outcome: New User screen will populate, and seller can provide the new user details contact and assign the channels available.

4. Click Add User.

Add User Button



Profile Options, continued

Outcome: Blank fields display to enter the user's data.

Contact Information Fields

New User

Name Email

Phone Title

5. Type the user's name in the Name field.
6. Type the user's phone number in Phone Number field.
7. Type the user's email address in the Email ID and Title field.

Note: This email address is used as the username during the registration process.

8. Click Add User.

Add User Button



Outcome: A message displays confirming contact details have been updated successfully. Additionally, an Invite button displays on the section.

9. Click Invite.

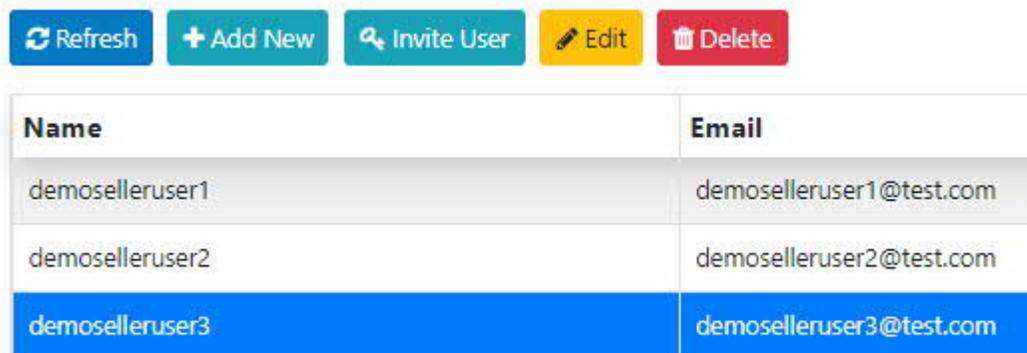
Invite Button



Profile Options, continued

Outcome: An Edit and Delete button display in the section along with the user's details. The primary user may edit or delete this information at any time.

Additional Contact Information

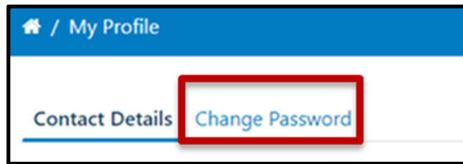


3.1.2 Change Password

Users may change the account password at any time while logged in. If the password is forgotten, refer to the 2.1.2 Forgot Password section of this document.

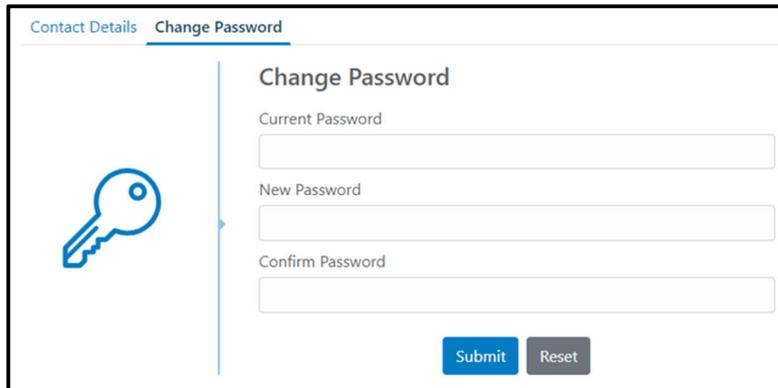
1. From the My Profile page, click the Change Password tab.

Change Password Tab



Outcome: The Change Password page displays.

Change Password Page

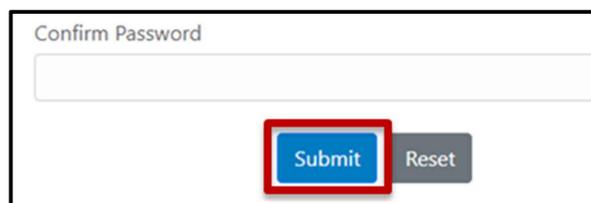
A screenshot of the 'Change Password' page. The page has a blue header with 'Contact Details' and 'Change Password' tabs. The 'Change Password' tab is active. On the left side, there is a blue key icon. On the right side, there are three text input fields labeled 'Current Password', 'New Password', and 'Confirm Password'. Below the input fields are two buttons: 'Submit' (blue) and 'Reset' (grey).

2. Type the current password into the Current Password field.
3. Type a new password in the New Password field, then enter it again in the Confirm Password field.

Profile Options, continued

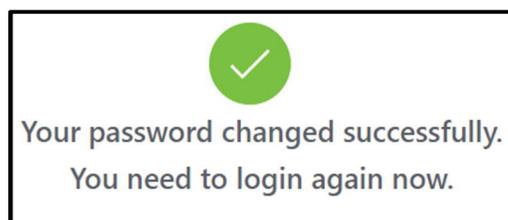
4. Click Submit.

Submit Button



Outcome: A pop-up window displays confirming the password change was successful. An email is sent notifying the user of the password change.

Confirmation Message



Chapter 4: Dashboard Overview

4.1 Dashboard Introduction

This section provides a brief overview of the dashboard, or the main landing page.

All channels metadata will be displayed to this dashboard, Seller may have multiple product associated and a brief will be displayed here.

Dashboard

Welcome Demoselleruser
 All your channels information are below. Select to resume or view details.

Program	# of Loans in Review	# of Loans in Exception	# of Loans Completed
FNM SMP -K0001	20	0	2
Co issue -K0002	16	0	1
GNMA Pit -K0003	8	0	2

Seller can click on any of the programs to resume the work. Once Resume is selected all loans in the account display on this dashboard and each of these loans can be accessed to view its details.

Post Closing Seller Portal Loan Dashboard

Dashboard [Video guide](#)

Welcome User's Name,
 All your applications and requests are below. Select to resume or view details.

In-Progress | [History](#)

Total No of loans: 3 [Download](#) Last Refreshed: 03/16/2022 06:32:06 PM (PDT)

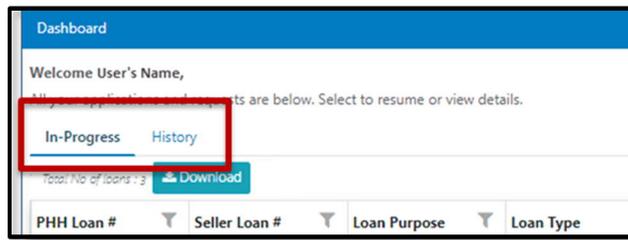
PHH Loan #	Seller Loan #	Loan Purpose	Loan Type	Applicant	Loan Amount	Status
XXXXXXXXXX	XXXXXXXXXX	Refinance/Equity Takeout	Conventional RES Without PMI	Applicant Name	\$360,000.00	In Exception
XXXXXXXXXX	XXXXXXXXXX	Refinance/Equity Takeout	Conventional RES Without PMI	Applicant Name	\$123,000.00	In Review
XXXXXXXXXX	XXXXXXXXXX	Refinance/No Cash Out	Conventional RES Without PMI	Applicant Name	\$63,000.00	In Review

Page 1 of 1 Show 20

Loans are separated by two distinct tabs:

- In-Progress – displays all loans that are currently incomplete
- History – displays all completed loans

In-Progress and History Tabs



If needed, the loans displayed on the dashboard can be downloaded to a spreadsheet. Simply click the Download button to export the data.

Download Button

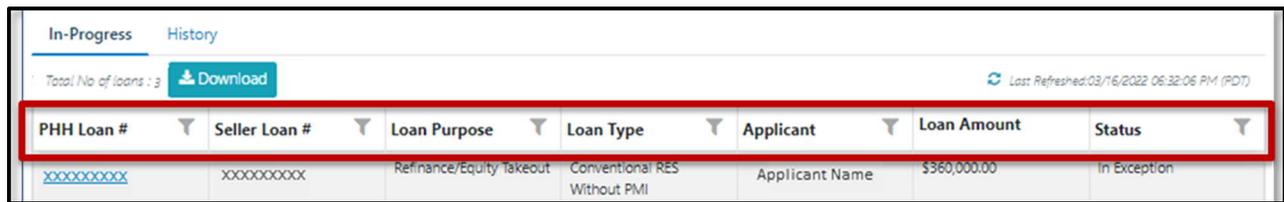


Note: The results on the spreadsheet correlate with the loans currently displayed. For example, if the History tab is currently displayed, a report for all completed loans is downloaded.

Dashboard Introduction, continued

Most of the columns displayed on the dashboard are filterable.

Dashboard Filters



Refer to the table below for more information on each column:

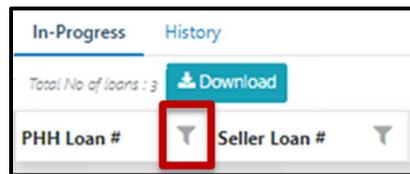
Column Name	Description	Filterable?
PHH Loan #	This is the number assigned to the loan based on our internal database. The PHH loan number is hyperlinked and can be clicked to view more details.	Yes
Seller Loan #	This is the number most customers have access to and is generally the external number used.	Yes
Loan Purpose	This column indicates the purpose for the loan (e.g., purchase, refinance, etc.).	Yes

Loan Type	This column quickly identifies the loan type (e.g., FHA Residential, Conventional, etc.).	Yes
Applicant	The applicant's name is displayed as another quick loan identifier.	Yes
Loan Amount	The total loan amount displays here.	No
Status	And finally, the loan's status is displayed (e.g., In Review, In Exception, etc.).	Yes

4.1.1 Filtering the Dashboard

To filter a column on the dashboard, click the filter icon.

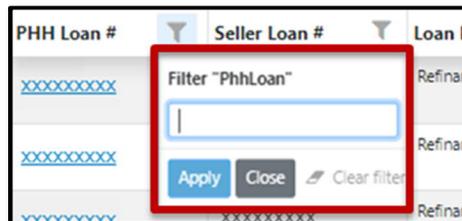
Filter Icon



Dashboard Introduction, continued

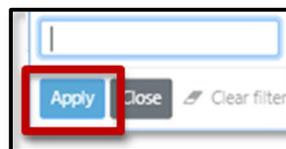
Outcome: The Filter overlay displays on the dashboard.

Filter Overlay



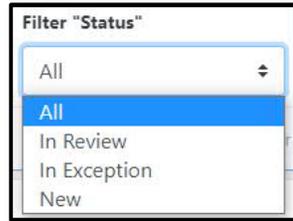
Enter either full or partial search criteria in the blank field, then click Apply to display the results.

Apply Button



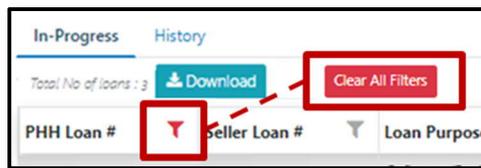
Note: If filtering the Status column, select the applicable status from the drop-down menu.

Status Filter Options



Outcome: The filter icon turns red and a Clear All Filters button displays. The loans are now filtered.

Clear All Filters Button



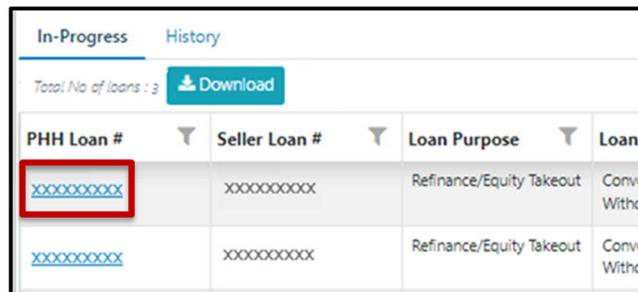
To remove the filters, click the Clear All Filters button.

4.2 Loan Details

How are the details of a loan accessed?

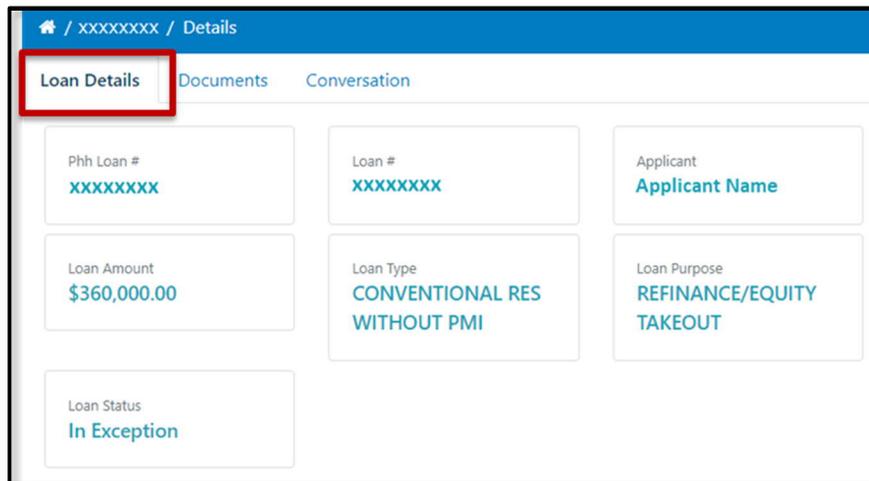
To access a loan's details, click the hyperlinked loan number in the PHH Loan # column.

PHH Loan # Link



Outcome: The Loan Details page displays.

Loan Details Page



The Loan Details page displays the following loan information:

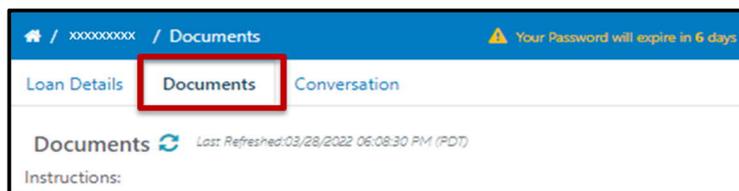
- Loan number
- PHH loan number
- Loan amount
- Loan status
- Loan type
- Loan purpose
- Applicant name

4.3 Loan Documents

How are loan documents uploaded and housed?

The Documents tab allows users to upload loan-specific documentation.

Documents Tab



There are four expandable sections where documents can be uploaded:

- Assignment of Mortgage
- Recorded Mortgage
- Final Title Policy
- Miscellaneous Documents

Document Tabs



A status displays on each expandable loan section.

Status Indicator



This status updates dynamically as documents are uploaded to the loan.

Loan Documents, continued

Refer to the table below for more information on the statuses:

Status Name	Description
New	No documents have been uploaded yet.
In Review	Uploaded documents are currently in review with the PHH Mortgage representative.
In Exception	An issue has been identified and must be addressed to continue.

4.3.1 Uploading a Document

To upload a loan document, follow the steps below:

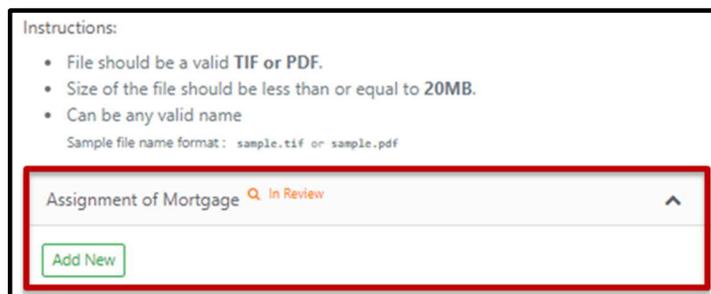
1. Review the upload instructions to ensure the file is formatted correctly:
 - o File should be a valid TIF or PDF.
 - o Size of the file should be less than or equal to 20MB.
 - o Can be any valid name – there are no naming requirements.

Document Formatting Guidelines



2. Click the applicable section to expand it.

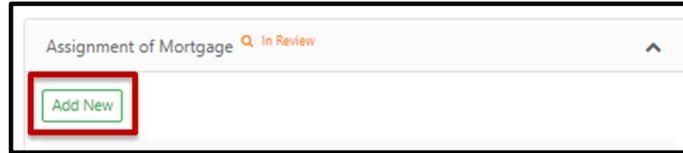
Expanded Section



Loan Documents, continued

3. Click the Add New button.

Add New Button



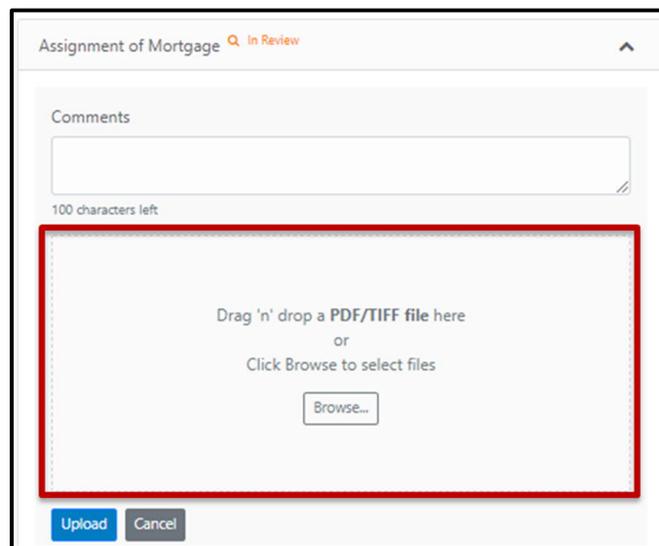
4. Enter any additional details into the Comments field – this comment helps the PHH Mortgage representative.

Comment Field



5. Either drag and drop the file into the designated area or click the Browse button to select a file from the desktop.

File Upload Section



6. Click the Upload button.

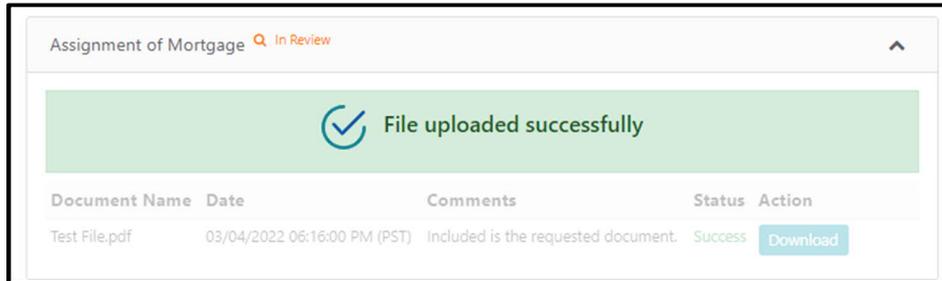
Upload Button



Loan Documents, continued

Outcome: A confirmation message displays when the file has been uploaded successfully. The file now displays in the corresponding section.

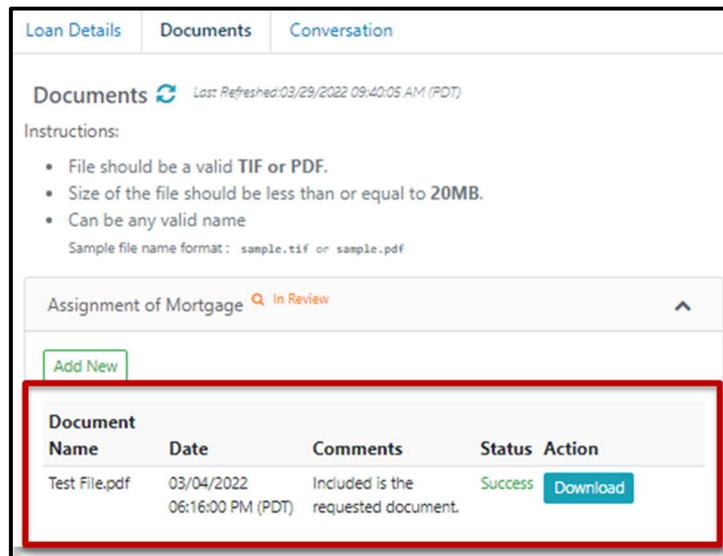
Confirmation Message



4.3.2 Viewing Existing Documents

Uploaded documents can be viewed at any time by expanding the applicable section.

Example of an Uploaded Document



The following document details display:

- The document's name
- The date the document was uploaded
- The comments entered at the time of the upload
- The document's status

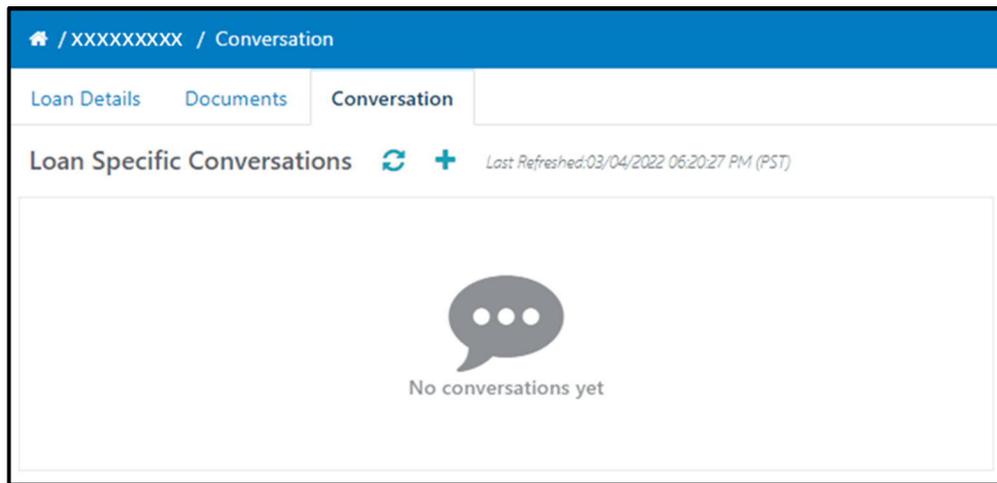
Additionally, the Action column allows the user to download the document by clicking the Download button.

4.4 Loan Conversations

How are messages sent to PHH?

The Conversations tab is for loan-specific communications with a PHH Mortgage representative.

Conversation Tab



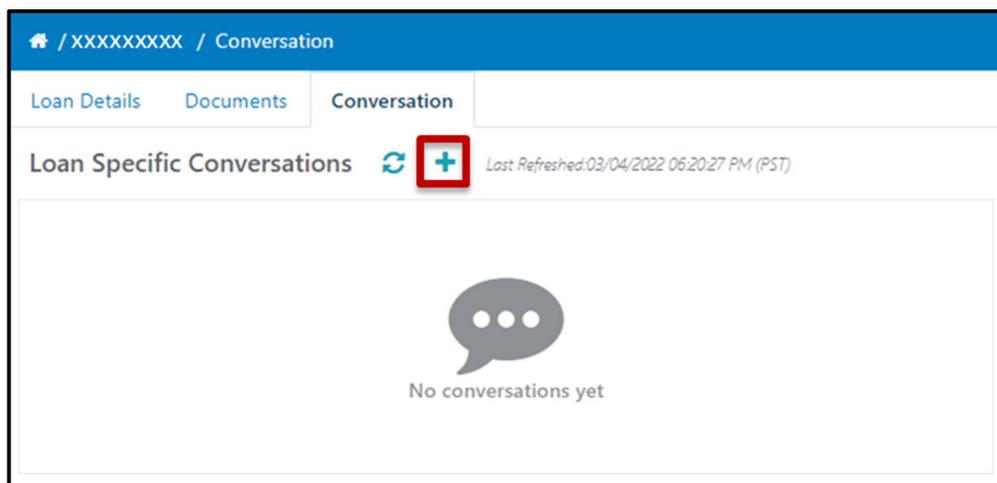
Note: General inquires that are not loan-specific can be submitted using the Global Conversations feature. Refer to the 6.1 Global Conversations section of this document for more information.

4.4.1 Creating a Conversation

To create a conversation, follow the steps below:

7. Click the New Conversation button.

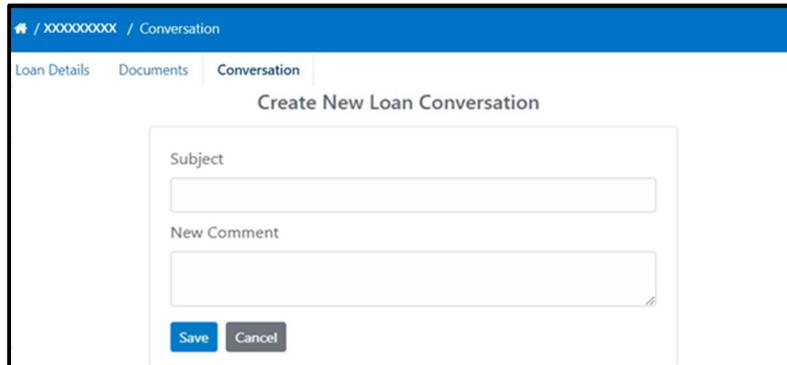
New Conversation Button



Loan Conversations, continued

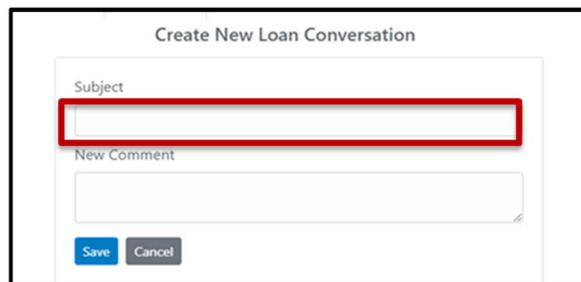
Outcome: The Create New Loan Conversation page displays.

Create New Loan Conversation Screen



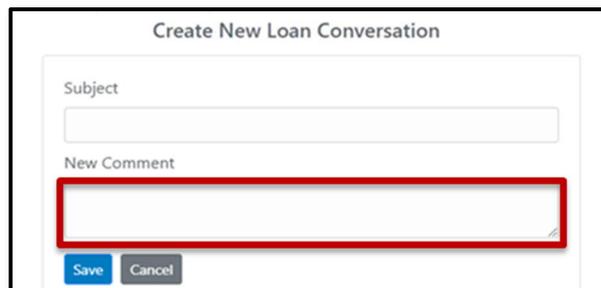
8. Type the general overview of the message in the Subject field.

Subject Field



9. Type the message to the PHH representative in the New Comment field.

New Comment



10. Click Save.

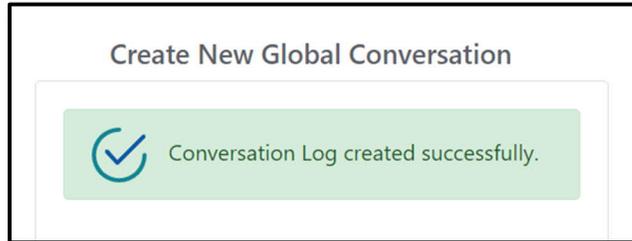
Save Button



Loan Conversations, continued

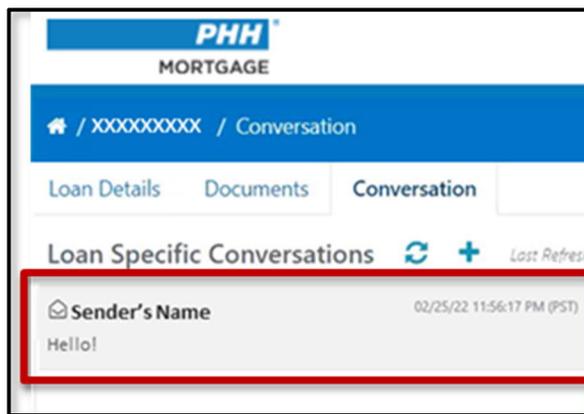
Outcome: A pop-up window confirms the conversation log has been created successfully.

Confirmation Message



The new conversation displays on the Loan Specific Conversations page.

Existing Conversation

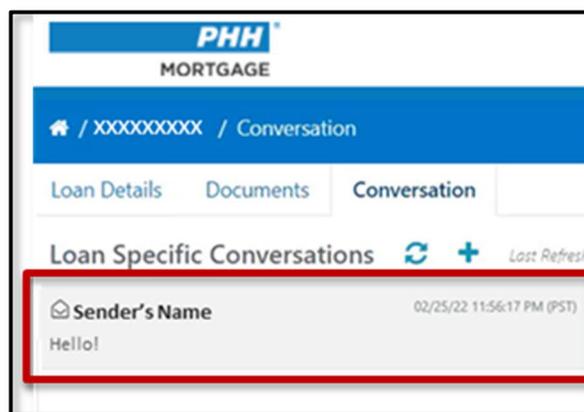


4.4.2 Replying to a Conversation

To reply to a conversation, follow the steps below:

11. On the Loan Specific Conversations page, select a conversation to reply to.

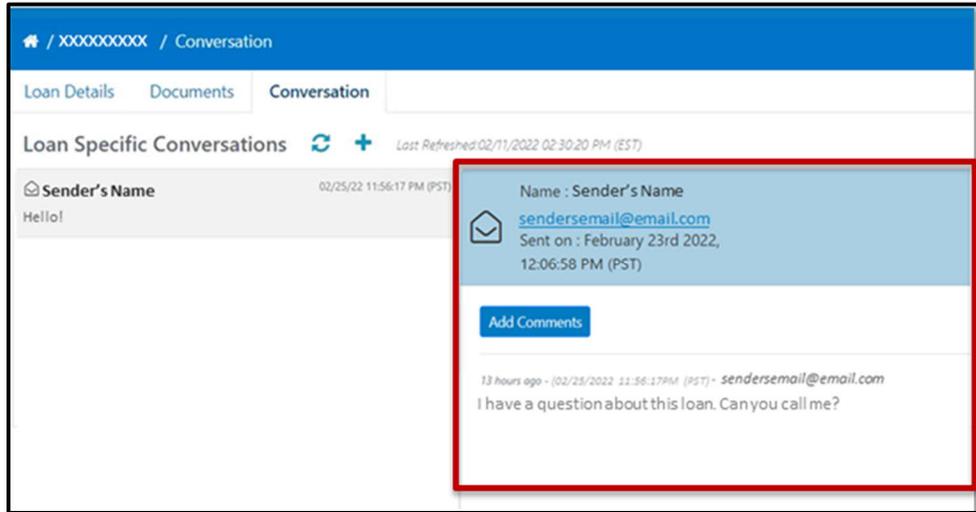
Existing Conversation



Loan Conversations, continued

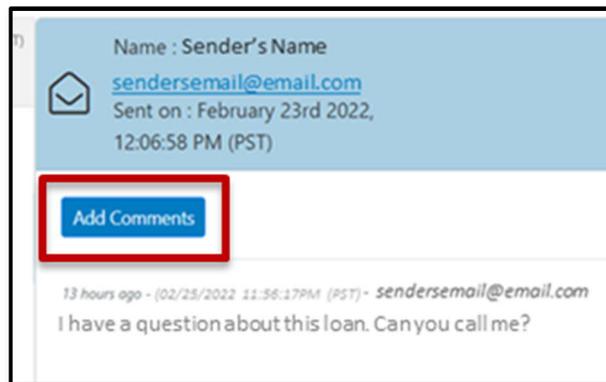
Outcome: The contents of the conversation display to the right of the page.

Conversation Details



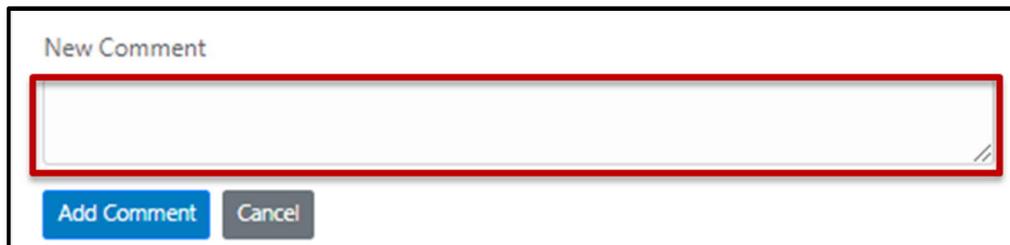
12. Click the Add Comments button.

Add Comments Button



13. Type the message to the PHH representative in the New Comment field.

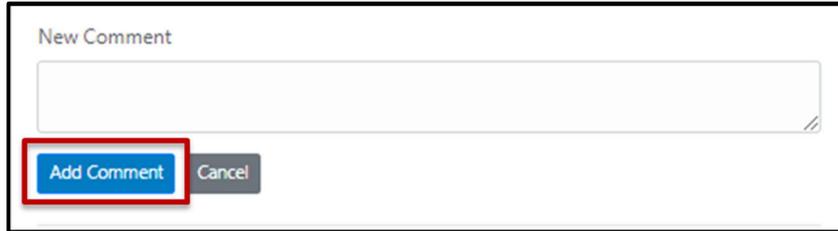
New Comment Field

A screenshot of the 'New Comment' field. The field is a large, empty text input box with a red border. Below the input box are two buttons: a blue 'Add Comment' button and a grey 'Cancel' button.

Loan Conversations, continued

14. Click Add Comment.

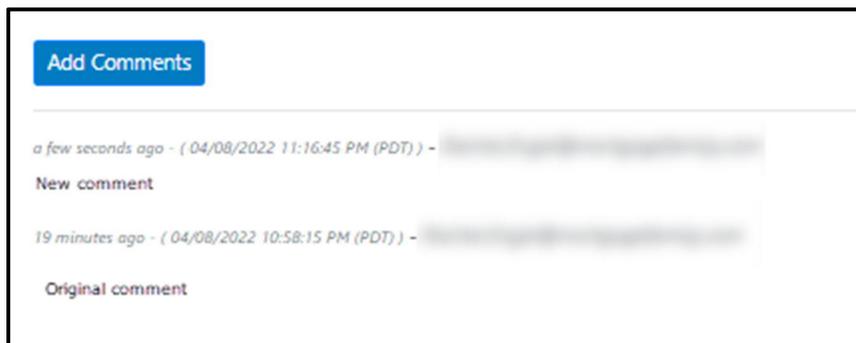
Add Comment Button



A screenshot of a 'New Comment' form. At the top, the text 'New Comment' is displayed. Below it is a large, empty text input field. At the bottom left of the form, there is a blue button labeled 'Add Comment' which is highlighted with a red rectangular border. To its right is a grey button labeled 'Cancel'.

Outcome: The new comment is added to the conversation.

New Comment



A screenshot of the 'Add Comments' section of a conversation. At the top left, there is a blue button labeled 'Add Comments'. Below this, there is a list of comments. The first comment is timestamped 'a few seconds ago - (04/08/2022 11:16:45 PM (PDT)) -' and is labeled 'New comment'. The second comment is timestamped '19 minutes ago - (04/08/2022 10:58:15 PM (PDT)) -' and is labeled 'Original comment'. The content of the comments is blurred.

Chapter 5: Bulk Upload

5.1 Bulk Upload

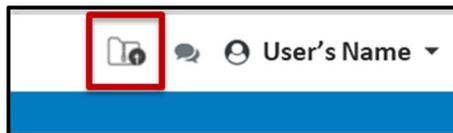
Can documents for multiple loans be uploaded simultaneously to the Post Closing Portal?

The Bulk Upload feature is designed to upload multiple loan documents at once, instead of only a few loan-specific documents, as mentioned in section 4.3 Loan Documents of this document.

To complete a bulk upload, follow the steps below:

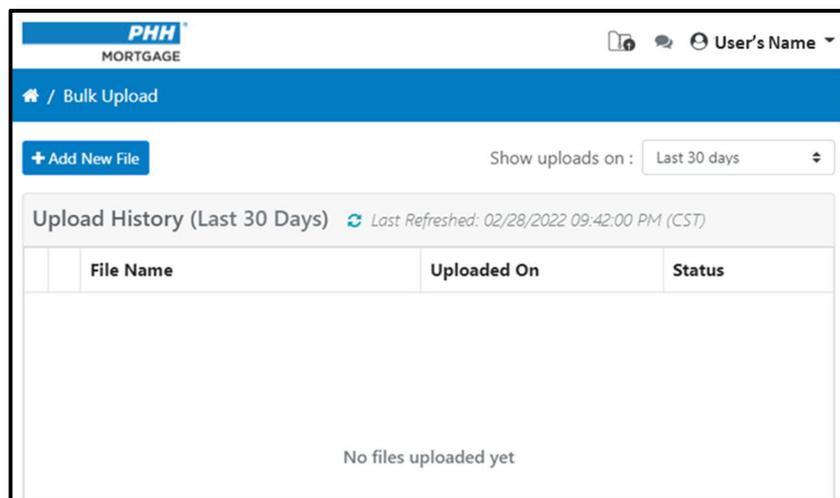
1. Click the Bulk Upload button in the top-right corner of the screen.

Bulk Upload Button



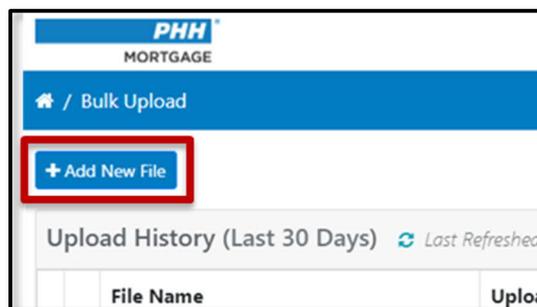
Outcome: The Bulk Upload page displays.

Bulk Upload Screen



2. Click the +Add New File button.

+Add New File Button



Bulk Upload, continued

Outcome: The Upload Zip File page displays.

Upload Zip File Screen

Upload Zip File

Select Document Type: *

All

The uploading file must:

- Be valid Zip Archive (*.zip)
- Be under 200MB
- Can be any valid name

Sample file name format: sample.zip

Files inside the Zip should follow below naming convention:

- Must be **PDF** or **TIF(F)** file
- Format of the file name is {PHH/Seller LoanNumber}_{CheckList Code}_{optionalSuffix}.pdf.
- List of available CheckList Codes
 - Assignment of Mortgage = AOM
 - Recorded Mortgage = RM
 - Final Title Policy = FT

Sample Document name format: 7240008651_RM.pdf or 7240008651_RM_Sample.pdf

Drag 'n' drop a **ZIP file** here
or
Click Browse to select files

Browse...

Upload Cancel

3. Click the Select Document Type dropdown, then choose the applicable document type.

Select Document Type dropdown

Upload Zip File

Select Document Type: *

All
Assignment of Mortgage
Recorded Mortgage
Final Title Policy

Can be any valid name

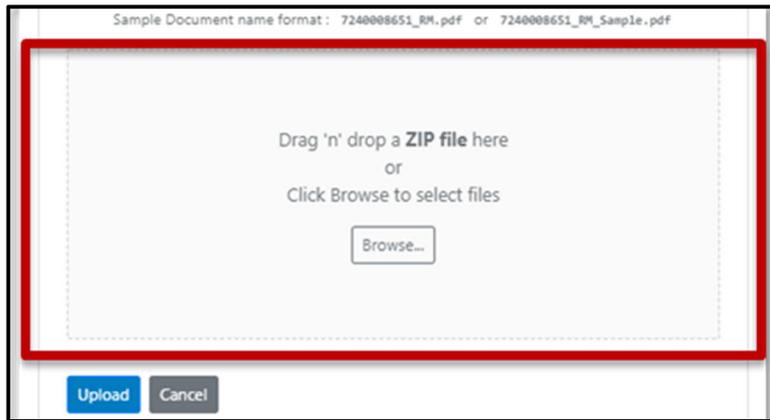
Sample file name format: sample.zip

Note: When uploading multiple document types, select All from the dropdown.

Bulk Upload, continued

4. Drag and drop the zip file into the designated box or click the Browse option to select the zip file from a local file location.

File Upload Area



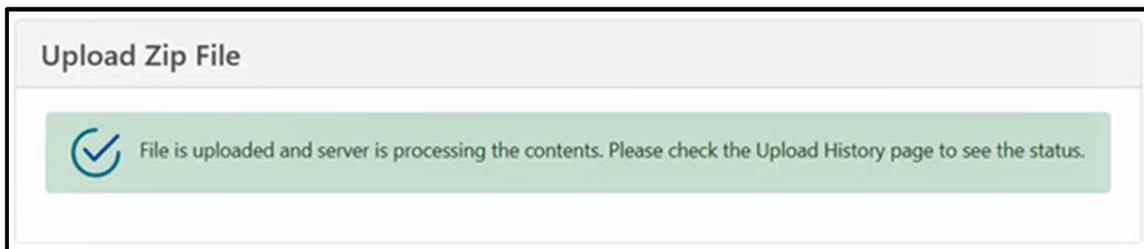
5. Click Upload.

Upload Button



Outcome: A confirmation message displays notifying the user the file is being processed.

Confirmation Message

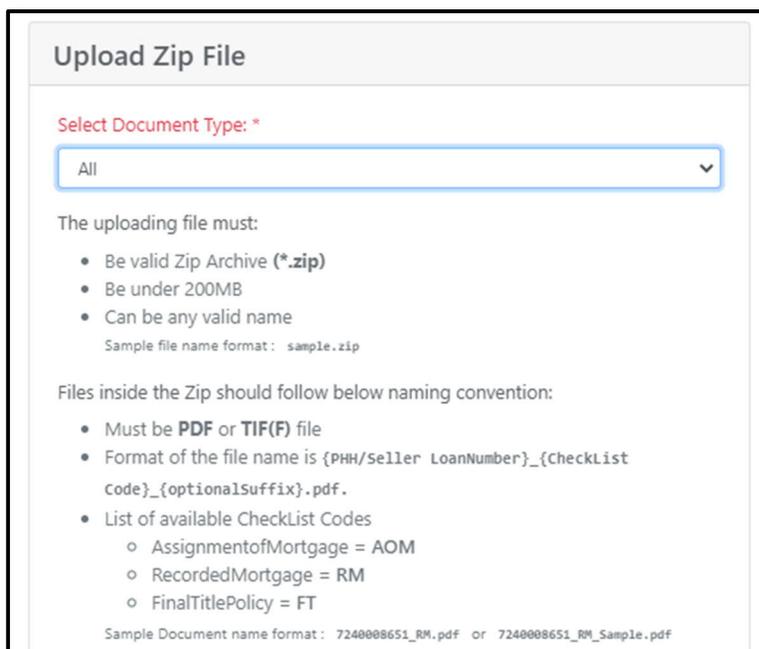


Bulk Upload, continued

5.1.1 File Upload Requirements

Specific requirements must be met when uploading files using the Bulk Upload feature.

Bulk Upload Requirements



The screenshot shows a web interface titled "Upload Zip File". At the top, there is a dropdown menu labeled "Select Document Type: *" with "All" selected. Below this, the text "The uploading file must:" is followed by a bulleted list of requirements: "Be valid Zip Archive (*.zip)", "Be under 200MB", and "Can be any valid name". A sample file name format "sample.zip" is provided. Further down, the text "Files inside the Zip should follow below naming convention:" is followed by another bulleted list: "Must be PDF or TIF(F) file", "Format of the file name is {PHH/Seller LoanNumber}_{CheckList Code}_{optionalSuffix}.pdf.", and "List of available CheckList Codes". Under the last bullet, three options are listed: "Assignment of Mortgage = AOM", "Recorded Mortgage = RM", and "Final Title Policy = FT". At the bottom, a sample document name format is given: "724008651_RM.pdf or 724008651_RM_Sample.pdf".

When uploading a zip file, the file must meet the following requirements:

- Be a valid zip archive (*.zip),
- Be under 200 MB, and
- Be any valid name (example.zip)
 - No specific naming convention for the zip file itself

The files within the zip file must follow specific naming conventions and requirements listed below when selecting All as document type dropdown:

- Must be a PDF or TIF(F) file
- Format of the file name is loan number_checklist code_optional suffix.pdf
 - Example: 111111111_AOM_sample.pdf
- Available checklist codes:
 - Assignment of Mortgage (AOM)
 - Recorded Mortgage (RM)
 - Final Title Policy (FT)

Bulk Upload, continued

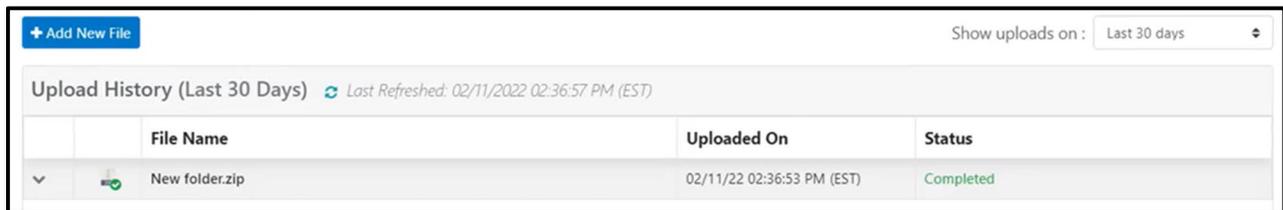
The files within the zip file must follow specific naming conventions and requirements listed below when selecting one of the document types (not all) in the drop-down:

- Must be a PDF or TIF(F) file
- Format of the file name is loan number_optional suffix.pdf
 - Examples: 111111111_sample.pdf OR 1111111111.pdf

5.1.2 Bulk Upload History

After a zip file is uploaded, it displays on the Upload History page.

Upload History Screen

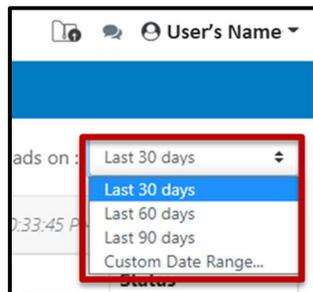


File Name	Uploaded On	Status
New folder.zip	02/11/22 02:36:53 PM (EST)	Completed

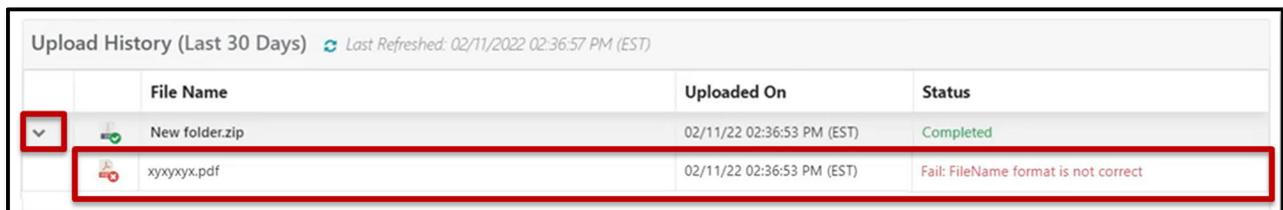
The last 30 days filter is set by default but may be edited by selecting a different option in the Show uploads on: drop-down.

This may be filtered to 30-, 60-, 90- days, or a custom date range.

Drop-down Menu



Errors that occurred during the bulk upload display when the arrow is clicked next to the applicable zip file. The reason for the error is displayed in the Status column.



File Name	Uploaded On	Status
New folder.zip	02/11/22 02:36:53 PM (EST)	Completed
xyxyxyx.pdf	02/11/22 02:36:53 PM (EST)	Fail: FileName format is not correct

Note: PHH Mortgage is not notified if there is an error with the upload. Any failed documents must be re-uploaded.

Chapter 6: Global Conversations

6.1 Creating a Global Conversation

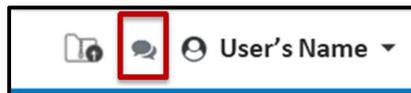
How are non-loan-specific messages sent to PHH?

The Global Conversation feature is used to send non-loan-specific messages to a PHH Mortgage representative. For loan-specific conversations, refer to the 4.4 Loan Conversations section of this document.

To create a global conversation, follow the steps below:

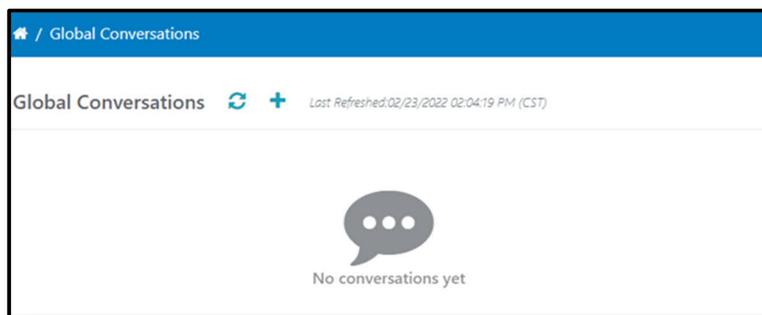
1. Click the Global Conversation button in the top-right corner of the screen.

Global Conversation Button



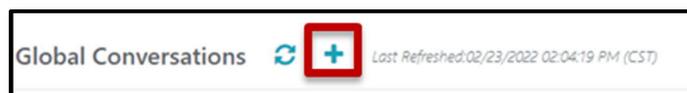
Outcome: The Global Conversations page displays.

Global Conversation Screen



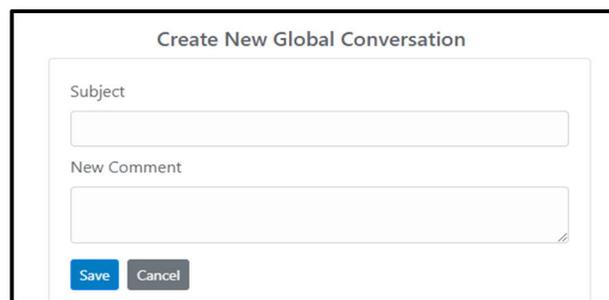
2. Click the New Conversation Log button.

New Conversation Log Button



Outcome: The Create New Global Conversation page displays.

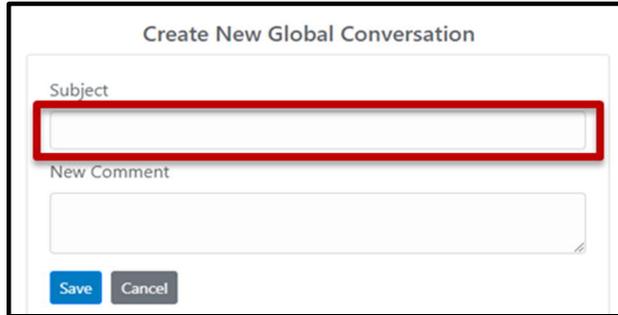
Create New Global Conversation Screen

A screenshot of the 'Create New Global Conversation' form. The form has a title 'Create New Global Conversation' and two input fields: 'Subject' and 'New Comment'. Below the input fields are two buttons: 'Save' and 'Cancel'.

Creating a Global Conversation, continued

3. Type the general overview of the message in the Subject field.

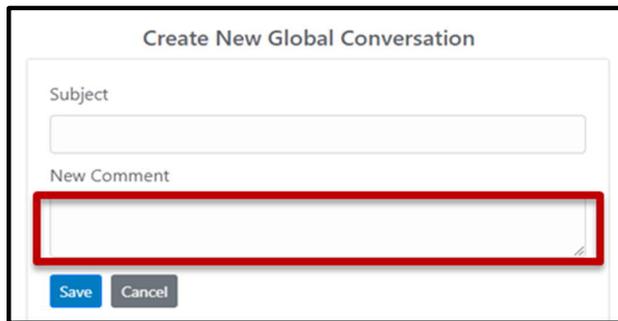
Subject Field



The screenshot shows a form titled "Create New Global Conversation". It has two input fields: "Subject" and "New Comment". The "Subject" field is highlighted with a red border. Below the fields are "Save" and "Cancel" buttons.

4. Type the message to the PHH representative in the New Comment field.

New Comment Field



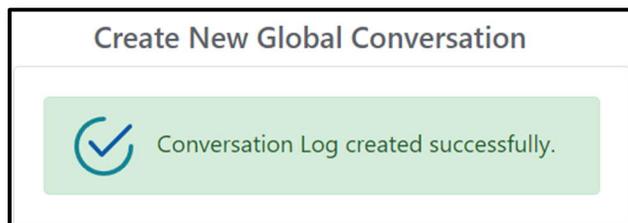
The screenshot shows the same "Create New Global Conversation" form. The "New Comment" field is now highlighted with a red border. The "Subject" field is empty.

5. Click Save.

Save Button



Outcome: A pop-up window displays confirming the conversation has been created successfully.



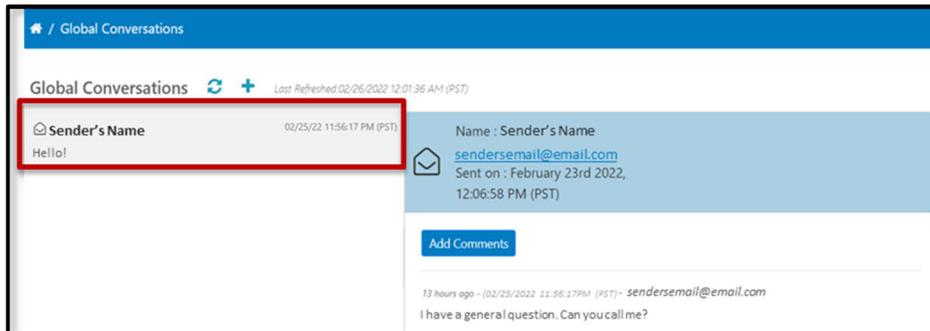
6.2 Viewing and Replying to Global Conversations

Are previous global conversations still available?

The global conversations may be viewed and replied to at any time and are displayed on the Global Conversations page immediately after they are created.

To view an existing global conversation, simply visit the Global Conversations page, then select the applicable conversation. The message displays to the right of the page.

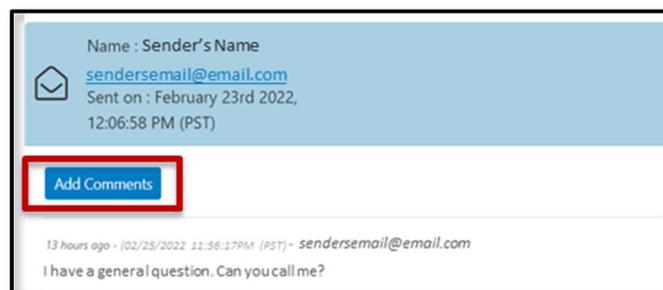
Existing Global Conversation



To reply to a global conversation, follow the steps below:

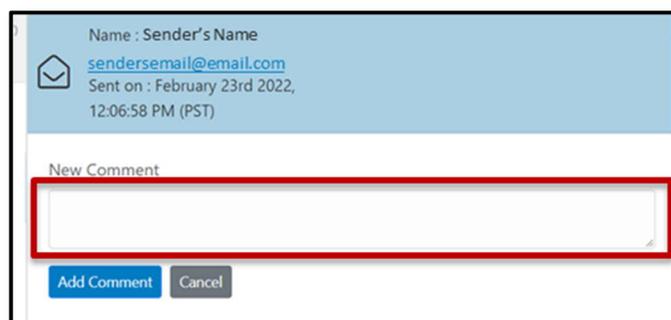
1. Click the Add Comments button on the applicable conversation.

Add Comment Button



Outcome: The New Comment field displays.

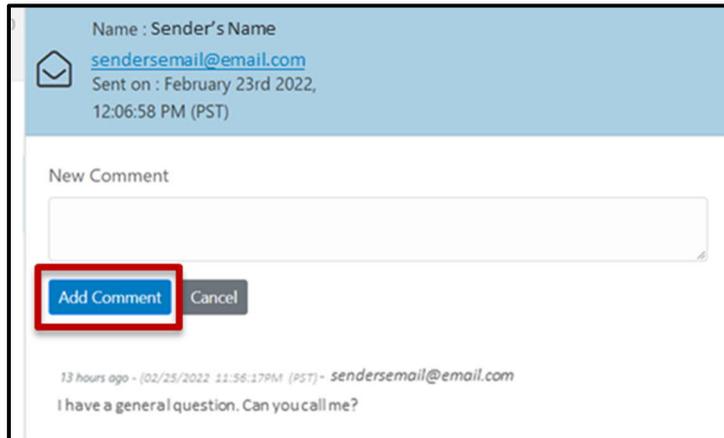
New Comment Field



Viewing and Replying to Global Conversations, continued

2. Type your comment in the New Comment field.
3. Click Add Comment.

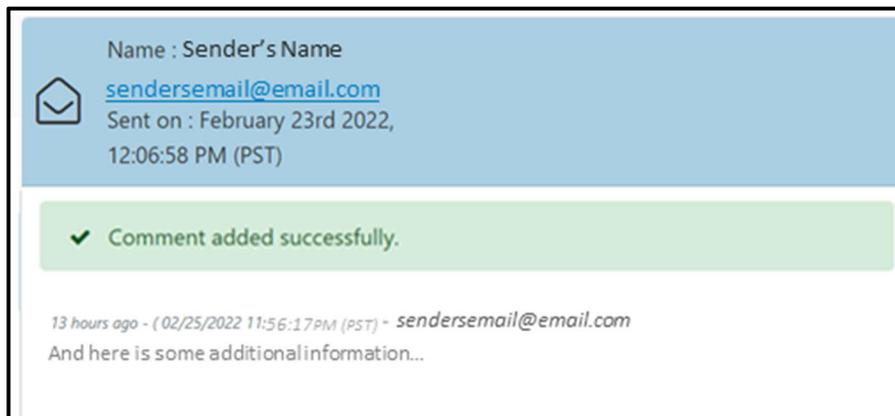
Add Comment Button



The screenshot shows a user interface for adding a comment. At the top, there is a header with the text "Name : Sender's Name", an email icon, the email address "sendersemail@email.com", and the timestamp "Sent on : February 23rd 2022, 12:06:58 PM (PST)". Below this is a text input field labeled "New Comment". At the bottom of the input field, there are two buttons: "Add Comment" (highlighted with a red box) and "Cancel". Below the buttons, there is a timestamp "13 hours ago - (02/25/2022 11:56:17PM (PST) - sendersemail@email.com" and the text "I have a general question. Can you call me?"

Outcome: A message displays confirming the comment has been successfully added to the Global Conversation log.

Confirmation Message



The screenshot shows a confirmation message. At the top, there is a header with the text "Name : Sender's Name", an email icon, the email address "sendersemail@email.com", and the timestamp "Sent on : February 23rd 2022, 12:06:58 PM (PST)". Below this is a green banner with a checkmark icon and the text "Comment added successfully.". Below the banner, there is a timestamp "13 hours ago - (02/25/2022 11:56:17PM (PST) - sendersemail@email.com" and the text "And here is some additional information..."