

WebPost®

# User Guide

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# Introduction

The WebPost website provides secure web delivery of mortgage closing packages and initial disclosure packages.

The following sections describe how to view and print posted document packages using the WebPost application. You can access the WebPost application by clicking the **WebPost® General Inbox** button on [www.desertdocs.com](http://www.desertdocs.com), or by going directly to <http://webpost.desertdocs.com>.

## System Overview

Once a completed document package has been posted to the WebPost application, you will receive an email notification from the person who ordered and posted the document package, telling you that your documents are ready to be picked up. Follow the instructions in the email you received to view and print your document packages. You will need the loan number and borrower last name (supplied to you by the Lender) to retrieve your documents. Before viewing documents, temporarily disable pop-up window blocking software or permanently allow pop-up windows from <http://webpost.desertdocs.com>. To retrieve loan document packages, you must meet the following minimum system requirements:

- Internet Explorer 6.0 (or newer). AOL, Netscape Navigator or other browsers will not work.
- Adobe Reader 6.0 (or newer). Free updates are available from Adobe at: <http://www.adobe.com/products/acrobat/readstep2.html>.

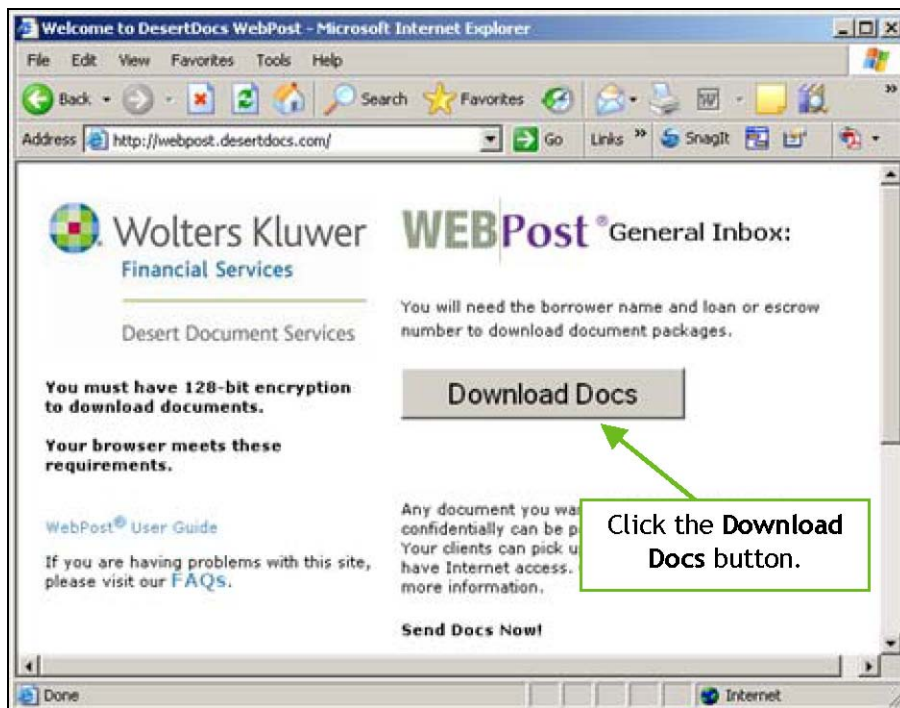
**Note: To ensure that your printed document packages are recordable, please pay special attention to the instructions on page 7 of this guide for Adobe's "Page Handling" print settings.**

You may use any printer to print your documents.

# Viewing and Printing a Loan Document Package

After following the download instructions provided in the email notification:

1. Go to <http://webpost.desertdocs.com> and click the **Download Docs** button.



2. On the **General Inbox Retrieval** page, enter the required\* information (as supplied by the Lender) and click the **Retrieve Document Package** button.

- You must enter the complete loan number or escrow number
- The borrower's last name (including suffix, if applicable - Sr., Jr., II )

Once you enter data in the **Information About You** section, this information will display automatically on future visits.

3. In the **Search Results** window that displays, review the latest loan document package and any listed attachments.

- If you receive a "No matching documents are found" error message, click the **Inbox** link to return to the **General Inbox Retrieval** page, or click your browser's **Back** button. Verify that you correctly entered the loan number/escrow number and borrower's last name.

**Note:** If you continue to get this message, please contact customer support for further assistance at 1-800-726-9898, ext. 1.

4. To view and print the PDF loan document package, click the **Print All** button. Adobe Reader launches and displays the document package.

**Search Results:**

Click here to return to the General Inbox. → [Inbox](#)

**Notice:** All document packages posted over 3 months ago are automatically deleted.

Loan Number	Position	Borrower Last Name	Date Posted (MST)	File Size
12345	1st	Lastname	04/15/2008 @ 15:57	502.65k

**Print All** ← Click here to view and print all documents in the package.

**File**

**DocumentPackage**

- Loan\_Process.doc
- ProfileSetupSheet.doc

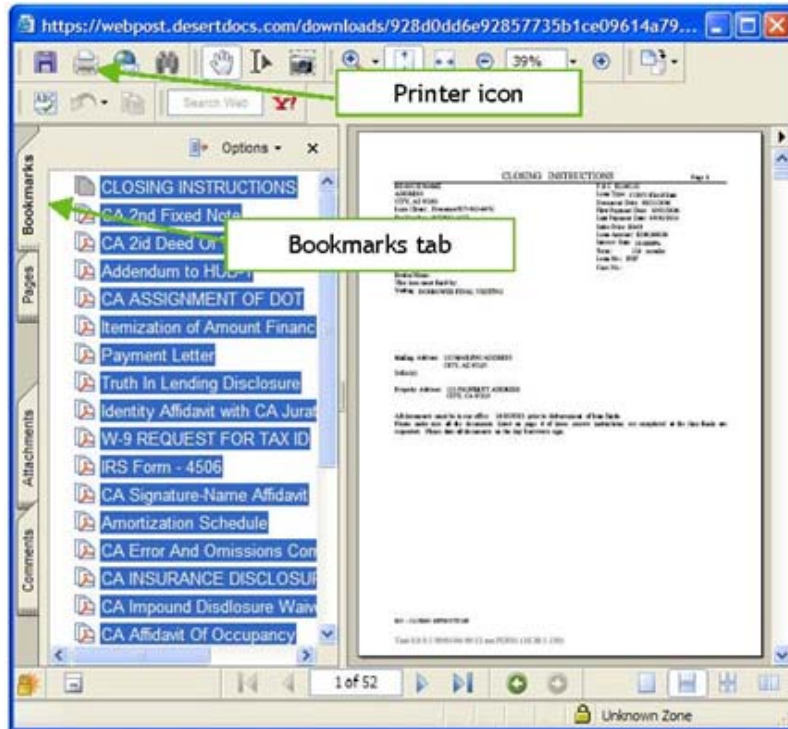
Other versions of this file can be displayed below. **Show**

Get Adobe Reader

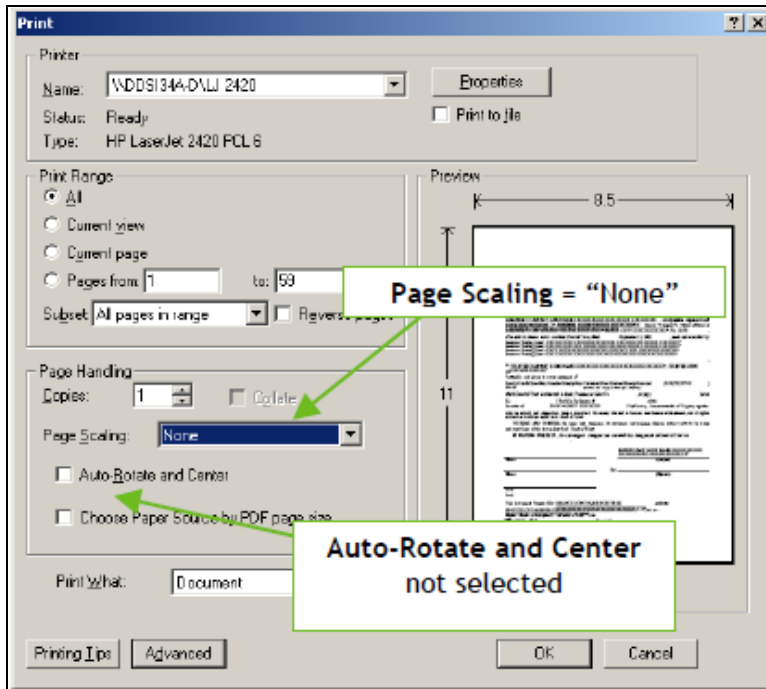
- To display previously posted packages for the same file, click the **Show** button.
  - The WebPost website displays document packages for up to 90 days after the document has been posted.
5. If not already selected in Adobe, select the **Bookmarks** tab. If the document package has files attached to it, additional windows will open to display each attachment in its native format.

**Note:** If Adobe Reader does not launch automatically, temporarily disable pop-up blocking software or permanently allow pop-up windows from <http://webpost.desertdocs.com>. To install or update Adobe Reader, follow the instructions at <http://www.adobe.com/products/acrobat/readstep2.html>.

6. Select the PDF document(s) to print and then click the **Printer** icon in the menu bar.



7. In Adobe's Print window, confirm the following:
  - The **Page Scaling:** field must be set to **None**.
  - The **Auto-Rotate and Center** field must *not* be selected.



8. Click the **OK** button to print the document(s).

If the document package contains one or more non-PDF file attachments, additional windows will open to display each attachment in its native format, so that it is available to print.

# Frequently Asked Questions

The following frequently asked questions are also available on the **WebPost® General Inbox** page.

## **I keep getting “No Matching Documents Found”.**

Contact the lender that posted the file to the web and verify the following loan information:

- Date posted
- Exact loan number or escrow number
- Exact spelling and full name of borrower

## **I can't remember my login name and password.**

You are not required to enter a login name and password in order to download documents. Simply click "Download Docs" and complete the General Inbox Retrieval loan information.

If you are certain you have a login name and password and have forgotten it, you may contact Customer Support at (800) 726-9898, ext. 1, to reset it.

## **When my file finishes downloading, I'm being prompted to pick the program I want to open it with.**

You either don't have Adobe Reader installed, or the version you have is outdated. Free updates are available from Adobe at <http://www.adobe.com/products/acrobat/readstep2.html>.

