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FINANCIAL INSTITUTION ADMINISTRATOR/IT GUIDANCE

Basic System Understanding

FICRAS Goal

Manage the Appraisal order/receipt/review process efficiently

-and-

Promote Regulatory Compliant Practices and Risk Management in Real Estate Secured Lending

FICRAS = Financial Institution Complete Risk Aversion Solution

EASE OF FUNCTION and EASE OF COMPLIANCE! FICRAS is a user-friendly and efficient valuation management system that provides financial institutions a means of complying with the Interagency Appraisal and Evaluation Guidelines and bank specific policy & procedures. Use of this system and the compliance component will help the financial institution client reduce real estate lending risk and please bank examiners. The FICRAS system offers a way for banks to manage the "independence" requirement and still demonstrate quality control over the valuation product.

Web Based System (Management Component)	Trained Compliance Officers (Compliance Component)
<ul style="list-style-type: none"> • Management of Approved Appraiser Lists • Management of Appraisal Function by loan officer, appraisal review department and the contract appraiser: <ul style="list-style-type: none"> ◦ Appraiser Bid Process ◦ Appraiser Engagement ◦ Receipt of Appraisal Report ◦ Review of Appraisal Report ◦ Report Finalization & Delivery ◦ Rating of Appraisal Product 	<ul style="list-style-type: none"> • Policy and Procedure Formulation • USPAP, Interagency A&E Guidelines and bank specific policy & procedure compliant forms: <ul style="list-style-type: none"> ◦ Engagement letters ◦ Review Forms ◦ Validity Check/Evaluation Forms ◦ Final Inspection Forms • Appraiser Approval Process including: <ul style="list-style-type: none"> ◦ Appraiser application ◦ Tiered panel risk classification ◦ Appraiser rating system

ADMINISTRATOR/IT GUIDANCE

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PART I: SYSTEM LOG-IN

www.FICRAS.com

The system is set up for two separate user types:

- 1) Bank (Lender/ARD)
 - a. Administrator or IT
 - b. Loan Officer (lender)
 - c. Appraisal Review Department (ARD)
 - d. Credit Analyst (ability to view appraisals and orders, not process)
- 2) Appraiser
 - a. Contractor outside of Financial Institution

ADMINISTRATOR/IT LOG-IN

Log Into the System: www.FICRAS.com

Select: LOG-IN/SIGN-IN (top right)

Select: "Lender/ARD" radio button

Type: your e-mail

Type: your password



FICRAS Login

Login Type: ☒ Lender/ARD ☐ Appraiser

Login Email:

Password:

Login

Can't remember your password? [Click Here](#)

PART II: ENTER BANK INFORMATION

Select: Bank Information along the sidebar menu



Select the “Edit” button to complete the Bank Information.

Bank Info: **Edit**

Bank / Organization Name: Bella Financial

Bank / Organization Type: Commercial Bank

Street Address: test bank address

Unit/Suite Number:

City/Municipality: test bank city

County/Parish: test bank parish

State/Province: Louisiana

Postal Zip Code: 70815

ARD Teams **Add**

ARD Teams are the titles of the ARD groups that specialize in specific types of requests. Most organizations will have a single ARD team to handle incoming lender requests. Some organizations may have multiple ARD teams that handle separate types of orders. Lenders will select which ARD team receives notifications of their order request when they create their orders.

Code	Team Title	Rename	Delete
ARD	ARD - Primary	Rename	Delete
SBA	SBA Department	Rename	Delete

Tab 1 – Company Information

Complete the Bank Information – edit and supplement the initial information.

Edit

Company Information

Website Branding

Bank / Organization Name*

Bank / Organization Type*

Street Address*

Unit/Suite Number

City/Municipality*

County

State/Province*

Postal Zip Code*

Tab 2 – Website Branding

Edit

Company Information

Website Branding

Client Organization Logo
 Branding is optional. No logo is required to complete your profile; however, your electronic correspondence to vendors and clients under your logo banner adds professionalism to that correspondence. If you wish your profile and all other documents transmitted through the system may be branded with your logo.

You can add your logo graphics at any time.
To do so, simply

1. click the [Select File] button;
2. locate the graphics image file you wish to upload from your computer;
3. double click that file and your logo graphics file will be uploaded for use in your correspondence and contracting profiles.

(image types: .gif .jpg .png only please)

Standard Banner Sizes:

Leaderboard 728px wide x 90px high


Full Banner 468px wide x 60px high

Half Banner 234px wide x 60px high

Choose file

PART III: SET UP ARD TEAMS

Many banks use a single ARD (Appraisal Review Department) Team to process the appraisal requests. If all requests are processed through a central ARD, then only enter one ARD. To accomplish this, Select “Bank Information” from the sidebar menu. The right side of the display shows the ARD Teams. At the top, select “Add”.

Bank Info:	ARD Teams
Bank / Organization Name Bank / Organization Type Street Address Unit/Suite Number City/Municipality County/Parish State/Province	<div style="text-align: right;">  </div> <div style="border: 1px solid #ccc; padding: 10px; margin-top: 10px; background-color: #e6f2ff;"> <p>ARD Teams are the titles of the ARD groups that specialize in specific types of requests. Most organizations will have a single ARD team to handle incoming lender requests. Some organizations may have multiple ARD teams that handle separate types of orders. Lenders will select which ARD team receives notifications of their order request when they create their orders.</p> </div>
<div style="text-align: right;"> Edit </div>	<div style="text-align: right;"> Add </div>
Bella Financial Commercial Bank test bank address test bank city test bank parish Louisiana	

You will then be directed to enter the ARD Team Code and the ARD Team Name. The ARD Team Code should be:

ARD-1
 ARD-2
 ARD-3, etc.

The associated ARD Team name is what appears to the Lending staff when they place an order. This should be more descriptive such as:

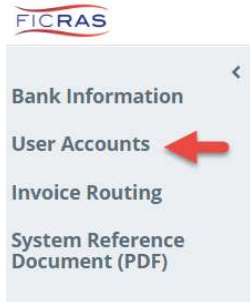
ARD-Primary
 ARD-SBA
 ARD-Mortgage Lending

Lenders will now notice the ability to select an “ARD Team” as part of their Order request. This blank pre-fills with “ARD-Primary” if your bank has only a single ARD. If you set up multiple ARDs, the lender can select which ARD team to send an order.

You will be able to enter the User’s ARD Team after you set up the users. This is outlined in Part IV.

PART IV: SET UP USER ACCOUNTS

From the sidebar menu select “User Accounts”.



This is where you add the bank system users and enter their **Primary Function**. The **Primary Function** determines the actual screen that displays for the user. Lending, Credit, Analyst and Administrator all have different interactive views of FICRAS.

- a. Ordering Agent (**Lending** Team)
Primary Authority:
 - i. Team Leader = Loan Officers
 - ii. Team Member = Administrative Assistants
- b. Order Processor (**Credit** Team = ARD/credit/underwriter that orders and reviews appraisals)
Primary Authority
 - i. Team Leader = ARD Manager, Credit Officer (receives/assigns orders and manages the approved appraiser list)
 - ii. Team Member = Order and/or review appraisals once assigned order from Team Leader
- c. Credit **Analyst** (someone that just views appraisals or orders in the system, but does not interact).
Primary Authority - All are Team Leaders.
- d. IT (Also called **Administrator**).
Primary Authority - All are Team Leaders
- e. **Staff Contractor (Appraiser)** – this is for internal appraisers and does not apply to your scenario. The ARD will enter the external appraisers once set up in the system. **DO NOT ENTER YOUR APPRAISERS HERE!**

To begin adding users there are several required fields that must be accurately entered:

* Denotes Required Field

Contact Name (First*, MI, Last*)	<input type="text"/>	<input type="text"/>	<input type="text"/>
E-Mail Address*	<input type="text"/>		
Receive Email Alerts?*	<input type="radio"/> Yes <input type="radio"/> No	<input type="text"/>	
Login Password*	<input type="password"/>		
Force User To Change Pwd?*	<input type="text" value="Please Select..."/>		
Primary Function*	<input type="text" value="Please Select..."/>		
Primary Authority*	<input type="text" value="Please Select..."/>		
Membership Status*	<input type="text" value="Please Select..."/>		

Should select "Yes" for new users

must be accurate

It is recommended to use an easily typed password such as “P@ssword1” to allow users to enter the system for the first time. Once they are in the system they can change the password.

Note: users can change/correct the information once they log into the system. The most important thing is to have their email correct along with their Primary Function and Primary Authority.

Membership Status:

- Active – ability to log into the system with e-mail and password
- Locked-see notes – cannot log into the system. Notes explain reason (e.g. – no longer employed at institution, no longer an active lender in the system, pending approval, or other reason)

Once the user is activated they should receive a “Welcome to FICRAS” email that provides their password.

PART V: ADJUST EMAIL SECURITY SETTINGS

It is important that your internet security allows FICRAS emails to reach the intended user. This requires that you “White List” FICRAS as emails you wish to receive. Be sure to allow attachments and pictures/screenshots as this is the method typically used to assist FICRAS users with questions. Be sure to allow emails to multiple bank members for efficient communication.

Contact support@FICRAS.com with specific email set-up questions.

PART VI: SET UP ARD TEAM MEMBERS

To identify a user as part of your previously set up ARD Teams, select “User Accounts”. You will see a column header for “ARD Team”. Simply click the button for each user and select the ARD Team. This is most important for your Order Processor (ARD), Team Leaders. If your bank only has a single ARD, selection is not required.



PART VII: LOCK A USER’S ACCESS

When a user should no longer be allowed access to FICRAS, the administrator can lock the account. This is accomplished by selecting “User Accounts” from the left sidebar menu. Choose “Edit” for the particular user from the table. This is located at the far right of the row.

Scroll down to Membership Status and select: “Locked – See Notes”.

In the Administrative Notes the date locked and reason should be indicated.

PART VIII: INVOICE ROUTING



The Invoice Routing option enables the bank to input the names and email addresses of those that will handle payment of the vendors. The information entered will be visible as a selection item for lenders and ARD to ship invoices to accounting.

Internal Invoice Routing / Distributions List

This table and form are to be used to create a distribution list for members of the accounting department that will be listed on the "Ship To" function of the invoices.

Data Search:

[reset](#)

Recipient Name	E-Mail Address	Remove
Accounting	accounting@email.com	Remove

[Add Recipient](#)
Records 1-1 of 1 Entries Per Page Page 1 of 1

**FICRAS Averts Operational Risk by creating an
Efficient order/receipt/review process.**

Welcome to FICRAS!