



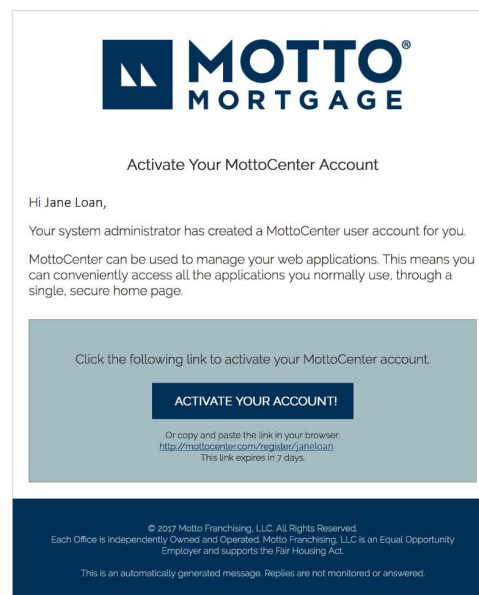
What is MottoCenter?

Featuring an incredible array of services, information, products and resources, Motto Center is a vital component of your Motto Mortgage affiliation. This members only portal provides access to e-mail, Brand Central, Motto University, lender sites and much more.

Action Item: Register for MottoCenter

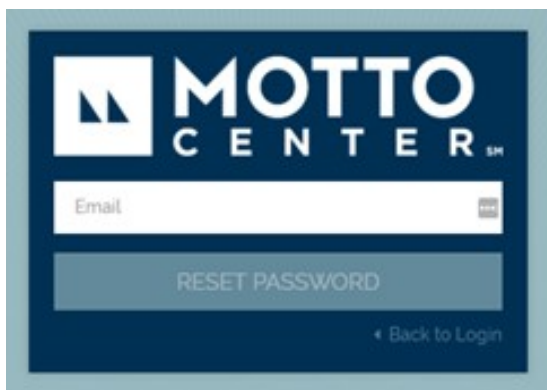
1. You will receive an email from Motto Mortgage Accounts with the subject '**Activate Your Account**'
2. Select **ACTIVATE YOUR ACCOUNT** in the email
3. Create and re-enter your password, then choose and provide a security question answer
4. Select '**Activate**'

After activating your account, you will receive a second email from Motto Mortgage Accounts, Subject: 'Welcome to Motto Mortgage', which includes your Username (your new mottomortgage.com email address) and a link to log into your new MottoCenter account.



Forgot your Password?

1. At the MottoCenter login page (www.mottocenter.com), click '**Forgot Password**'
2. Enter the email address used when submitting your new user form, then select '**Reset Password**'
3. If the email you entered matches what we have in the system you will see a green message indicating you will receive an email with further instructions.
4. You will then receive an email from '**Motto Mortgage Accounts**' with a link to reset your password.



Pro Tip: You can reset your password from within the portal by clicking on your name at the top right and selecting Change Password.



Help and Resources



Apps

Resources


Help

What is MottoCenter Help?

Through Help you can submit a ticket to the Motto Support team, view current ticket statuses and comments, and download technical support documents and guides.

Action Item: Explore Resources and Help in MottoCenter

Favorite Help Articles

We recommend using the Search bar at the top of the page to find the following articles and selecting the  icon to save them as Favorites:

- Email Setup - Office 365 and Outlook and
- Encompass: How To: Log In - First and Subsequent



Knowledge Base



Submit A Ticket

How to submit & view a ticket


To submit a ticket, click on 'Submit A Ticket' then fill out the form and select submit. To view any current tickets select the 'View' button in the My Tickets section.



What is MottoCenter Resources?

Resources contains downloadable Marketing, Compliance, Training, and Guidance information as well as performance data.

Favorite Resource Articles

We recommend finding the following articles and selecting the  icon to save them as Favorites:

- Loan Operations Weekly Webinar Schedule
- Motto Mortgage Logos

Pro Tip: The search bar at the top of the portal will populate results from both Help and Resources.



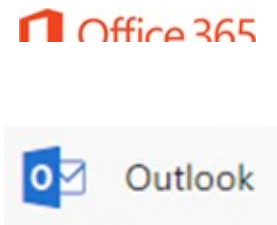
Motto Mortgage Email

Why use Motto Mortgage email?

Motto Mortgage provides you with a branded email address you can use to communicate with your borrowers and partners effectively and professionally. Add it to your marketing materials to put the power of the brand to work for you.

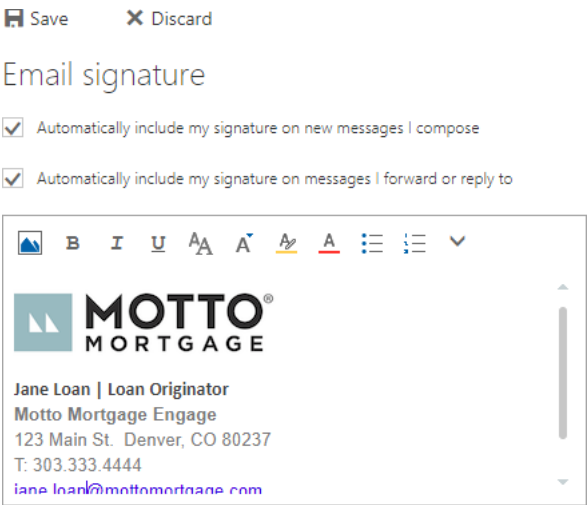
How to Access

- 1. Login to Motto Center and click on the Office 365 tile.
Note: If you wish to open your email account through the Exchange portal, your email password is your MottoCenter password.
- 2. Click on the **Outlook** App to access your online Outlook account, which includes your mottomortgage.com email Inbox.



Action Item: Set up your email signature

- 1 Click on **Settings** (gear icon at the top right.).
- 2 Under **Your App Settings**, click on **Mail**.
- 3 Under **Layout** on the left, click on **Email Signature**.
- 4 Under **Email signature**, in the text box, enter the signature you want to use. Use the formatting mini toolbar to change the appearance of the signature.
Note: To include an image within your signature, you can copy the image from a source and paste that image in the text box.
- 5 If you want your signature to display at the bottom of all outgoing items, including replies and forwards, select **Automatically include my signature on messages I send**. If you don't select this option, you can manually add your signature to any message.
- 6 Choose **Save**





Online Reputation Management

What is Online Reputation Management?

Online Reputation Management (ORM) is an easy to use platform that helps you monitor your online presence and improve your Search Engine Optimization (SEO). Through Online Reputation Management you can monitor your reviews and social media presence, as well as check your listings and improve your rankings on online search sites like Google, Bing, Yelp, and many more.

Action Item: Explore Online Reputation Management

Visit each tab and do the following:

1. **Snapshot:** Discuss your Overall Score with your Owner and develop a plan for improvement.
2. **Reviews:** Reply to any reviews without a current reply, especially any negative reviews.
3. **Social:** Click Configure Account to add your FB, Instagram, Twitter or any additional social media credentials to connect your accounts.
 - a. If Configure Account is not visible, go to Settings in the left-hand navigation.
4. **Pulse:** Review assigned sentiments and make any necessary corrections.
5. **Media:** Check for and visit the source to correct any media that is not relevant to your business.
6. **Listings:** Monitor progress as the software works for you.
7. **Rankings:** Familiarize yourself with where you currently stand in search engine results.



Online Reputation Management Additional resources:

- [Click Here](#) to view our guide on setting up your Social Media accounts and using the Social tab in Online Reputation Management.
- [Click Here](#) to view our guide on managing and responding to reviews in Online Reputation Management.
- [Click Here](#) to view the Online Reputation Management FAQs

Pro Tip: Schedule time each week to monitor reviews and check your score in Online Reputation Management.



Motto University

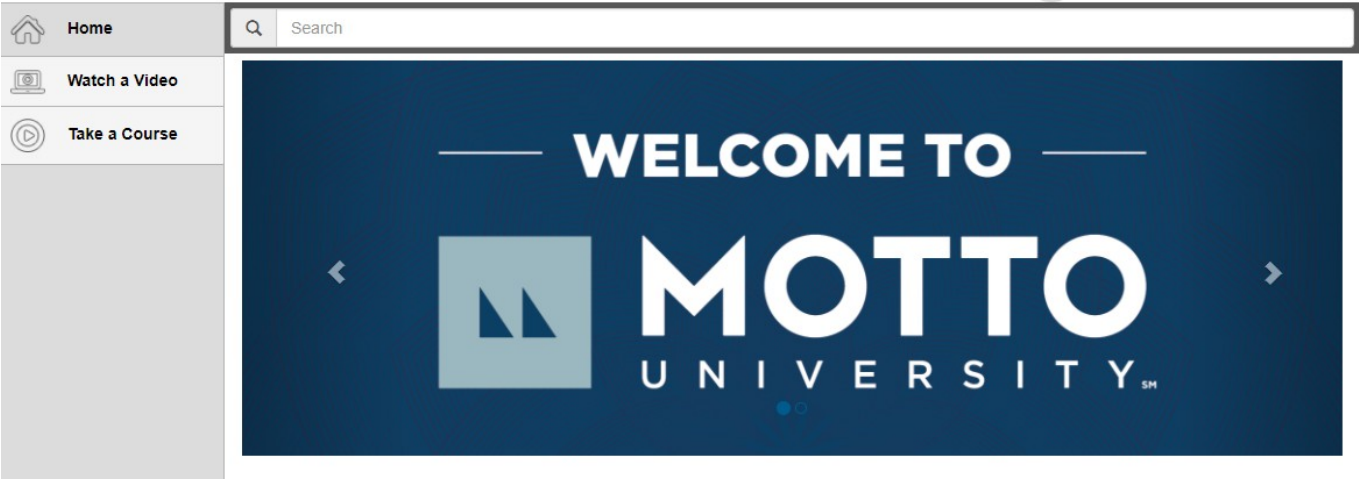
What is Motto University?

Motto University is our platform for education, compliance and training videos. Keep your eye out for new content, uploaded weekly!



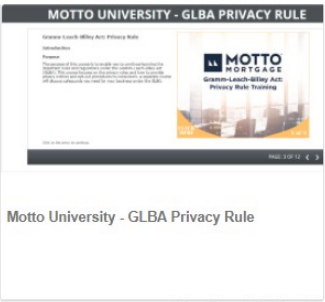
Action Item: Familiarize yourself with Motto University

- Click on **Watch a Video**
 - Here you will find Encompass and technology tutorials along with the Motto Minute videos from our President, Ward Morrison.
- Click on **Take a Course**
 - Here you will find any courses currently available through Motto University, including a large selection on Compliance.



Motto University - Fair Lending

Duration: 1.00 Hour(s)



Motto University - GLBA Privacy Rule

Duration: 1.00 Hour(s)



Motto University - Anti-Money Laundering

Duration: 1.00 Hour(s)

Pro Tip: Should you have any questions regarding compliance or Encompass, check out the broad selection of video content in Motto University.