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Data

Where are databases stored?

ACI365 is a web application hosted by ACI. Databases are hosted on ACI365 servers and backed up regularly.

Can I keep a local backup of my data? How?

Save order, client, appraiser, and payment records in spreadsheet (.XLS) or text (.TXT) format using the *Backup Records* utility in ACI365. Owners and Managers can backup the entire database. Employees can backup orders assigned to them.

How do I import data/orders/clients/appraisers from an outside source?

Use the Data Import feature to import client, appraiser, and order information from ACI, MCS, Lighthouse, and other sources, into ACI365. See *Data Import* in the ACI365 online Help for additional information.

Website

How do I customize website content?

Use the *Content Manager* to create, edit, and arrange the pages clients can view. Click **Company Website > Content Manager > New Content** to add a custom page.

I uploaded a resume, license, etc. Is this information visible on my website?

Yes, uploaded information is visible to anyone visiting your website.

What will my clients see when they visit my site?

Clients will see the web pages listed under *Enabled Content* in the *Content Manager*. Click the **View Website** icon in the ACI365 *Web Site Manager* to preview website content.

How is an order placed?

Clients can place an order via the *Order Online* or *Order By Email* pages. An e-mail notification is sent when an order is placed.

How do I add custom products and services to my list?

Use the *Product Fees* feature to add, remove or edit products and fees.

How do I prevent all my active appraisers from being displayed on my website?

Use the *Appraisers* module to show or hide appraisers on your website. Click **Company Website > Module Manager > Appraisers** and select the appraiser to modify.

Who hosts my website?

ACI hosts websites created in ACI365.

Can I process credit cards?

Credit cards can be processed via PayPal with the *Make Payment* module. Click **Company Website > Module Manager > Make Payment** for details and configuration information.

What is the difference between a website and a domain?

A domain is the internet address where visitors go to see your website, e.g. www.aciweb.com. A website is the content that is seen when people visit your domain.

How do I transfer my existing domain?

Domains purchased through another registrar may be transferred to ACI365. Transferring your website domain to ACI365 allows ACI to manage your annual domain renewal as well as your website content and any associated email addresses. Contact your current registrar to determine whether your domain is eligible for transfer. Website domain transfers may be initiated in ACI365 using the *Domain and E-mail Setup* feature.

How long will it take to transfer a domain to ACI365?

Website domain transfers usually take five to seven calendar days to finalize once the transfer process is initiated. Transfer time may vary depending on the response time of the registrar.

Is my domain eligible for transfer?

Industry standard domain transfer eligibility guidelines are established by ICANN (Internet Corporation for Assigned Names and Numbers). Unlocked domains older than 60 days are eligible for transfer. Contact your current registrar to determine transfer eligibility for your specific website domain. Visit www.ICANN.org for additional information.

My domain is not eligible for transfer, can I still use ACI365?

Yes, ACI365 works with domains hosted by other registrars. A redirected domain is hosted on one server but references website content hosted on the ACI365 server. The domain name and associated email addresses are maintained by the current registrar.

How do I redirect my existing website domain?

Website domains purchased through another registrar may be redirected to ACI365. A redirected website domain is hosted on one server but references website content hosted on the ACI365 server. The website domain name and associated email addresses are maintained by the current registrar. As soon as the website domain is redirected, the ACI365 website content you designed is live. Website domain redirection may be initiated in ACI365 using the *Domain and E-mail Setup* feature.

I already have a website. Can I still use ACI365?

ACI365 can be configured to work within your current website to automate ordering and billing. Use the *External Links* feature to obtain links to ACI365 pages that you can then place in your current website content.

I don't own a website domain. How do I get one?

A domain can be created in ACI365. Use the *Domain and E-mail Setup* feature in ACI365 to create a domain.

How many website domains do I get?

ACI365 provides content for one website domain. Additional domains hosted by other registrars may redirect website traffic to ACI365. Please contact ACI Technical Solutions at 800-234-8727 for additional information.

How do I renew my website domain?

For website domains hosted by ACI, renewal is included in your ACI365 subscription. ACI365 subscriptions are renewed annually. For website domains not hosted by ACI, contact your current registrar for renewal information.

E-mail

Can I add or remove e-mail addresses?

Up to ten e-mail addresses may be managed with ACI365. E-mail addresses can be added or deleted in ACI365. If your website domain is redirected, contact your current registrar for information on configuring e-mail addresses.

How many e-mail addresses does ACI365 provide?

Ten e-mail accounts are included for any website domain managed by ACI365. If your domain is redirected, contact your current domain registrar for e-mail address information.

General

What is a Coverage Area?

The *Appraiser Coverage Area* is the geographic area serviced by an individual appraiser. The *Office Coverage Area* is the geographic area serviced by the appraisal office, which may be a wider service area than the area covered by an individual appraiser.

What is the difference between product fee types?

A *fee* is the associated cost of an appraisal product.

A *preferred rate* is the fee offered to preferred clients. A *preferred rate* is typically a discounted fee.

Some appraisal product fees are determined on a case-by-case basis. This type of fee is referred to as a *quote only fee*.

I don't see my product on the Product Fees list, can I add it?

Yes, enter the product description and fee information in the fields at the bottom of the *Product Fee* page and click **Add**.

What are clients and subordinate clients?

A *client* is the person requesting the order. A *subordinate client* is an interested party like a lender or a management company.

Can I create custom management reports?

The ACI365 Worksite includes a *Report Generator* for creating custom management reports. See *Report Generator* in the ACI365 online Help for additional information.

Integration

How do I download ACI365 orders?

The ACI365 eService retrieves orders from ACI365 and downloads them into Report. Use the Inbox to preview and acknowledge orders and create reports. When a report is completed, use the *Send Report* feature to upload the file to ACI365.

Does ACI365 include eServices?

The ACI365 eService is available to ACI clients with an active ACI365 subscription.

Will ACI365 integrate with QuickBooks®?

ACI365 integrates with QuickBooks®. See *QuickBooks Export* in the ACI365 online Help for additional information.

Notifications

Can I copy the text from Microsoft® Word?

Yes, paste text copied from a Word document into ACI365. ACI365's text cleanup wizard cleans the text and prepares it for use.

I updated an order. Will ACI365 notify my client? My appraiser?

ACI365 includes an optional notification feature which generates an e-mail to interested parties when a comment is added, an inspection date is set, or an order is delivered.

Can I customize e-mail campaigns for certain lenders only?

Create a specific recipient list for each e-mail campaign.

Product Details

What's the difference between an ACI365 Website, an ACI365 Worksite, ACI365 File Sync, and an ACI365 Full Site?

An **ACI365 Website** gives your appraisal office a web presence. Website features include: a company website, domain name, e-mail accounts, unlimited online ordering, pre-loaded appraisal content, and an image library. No prior web programming knowledge is required.

An **ACI365 Worksite** provides online office management tools. Worksite features include: unlimited logins for your admin and staff users, online ordering and tracking, and easily generated management reports. Integration with ACI is provided at no additional cost.

ACI365 File Sync provides file synchronization between the user's desktop and online file storage provided by ACI365.

An **ACI365 Full Site** includes a *website*, a *worksite*, and *file synchronization*.

How do I get a login?

The primary user is assigned at the point of purchase and is usually designated as the *owner*. Additional logins for your account are created by the primary user.

Can I have a demo account to play with it?

Yes, a demo account is available. Please contact ACI Sales at 800.234.8727, or sales@aciweb.com, for additional information.

Training and Support

Are trainings offered on how to use the site?

An online training session, *Getting Started with ACI365*, is included with every ACI365 purchase. Please contact the Training Department at 800.234.8727, option 5, or send an email to training@aciweb.com for additional information.

What are support hours?

Phone lines are open Monday – Friday 8:00 a.m. – 8:00 p.m. EST.

24/7 support is available. Please contact ACI Technical Solutions at 800.274.8727 for additional information.

What is the support phone number/contact information?

Contact ACI Technical Solutions at 800.274.8727, or support@aciweb.com.

24/7 support is available. Please contact ACI Technical Solutions for additional information.

I forgot my ACI365 password.

The ACI365 password can be reset by ACI Technical Solutions. When the password is reset, an e-mail containing a system-generated password is sent to you. The next time you log on to the ACI365 site using the e-mailed password, you are prompted to change the password.

Please Contact Technical Solutions at 800.274.8727, or support@aciweb.com, for assistance.