

Accessing Howee



You can access Howee via VDMC.net – he will be visible as a chat bubble. (He is also available on Teams – more on that on page 14.)

When you click the bubble, it will prompt you to “Click here to get started” – this will log you in to the system.

UPCOMING EVENTS

No Events on The List at This Time

Hi, Howee here to help you navigate our hive of data. I will be buzzing around if you need me.

Here's the top 25 current points leaders!

#	Name	Points
1	Miranda Balkema	1160
2	Brad Chatel	1110

VAN DYK MORTGAGE

Howee 3:48 PM
Powered by Capacity

Please read our [privacy policy](#) to see how we are protecting your data.

Hi, Howee here to help you navigate our hive of data. I will be buzzing around if you need me.

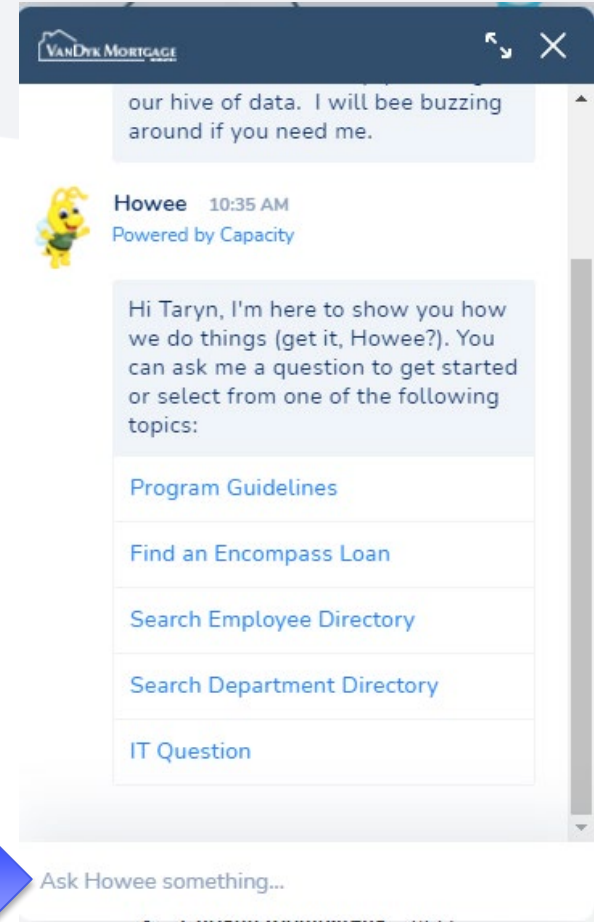
[Click here to get started](#)

Main Menu

You can start interacting with Howee by asking a question in the chat box at the bottom of the screen.

You also have the option to click a main menu option:

- **Program Guidelines** – for Agency guidelines
- **Find an Encompass Loan** –search for loan details directly from Encompass
- **Search Employee Directory** – find employees by name
- **Search Department Directory** – find contacts by department
- **IT Question** – FAQs and answers for common IT questions



Talking to Howee

Talking to Howee is easy - and it works just like talking to a person. Type your question as if you are chatting with a coworker and hit enter.

- Keep questions to a single intent
- Howee looks at the context of the questions so full sentences are recommended
- Type “stop” if you need to exit a conversation
- To go back to the main menu simply type “main menu”

VANDYK MORTGAGE

Howee 7:37 AM
Powered by Capacity
Please read our [privacy policy](#) to see how we are protecting your data.

Hi, I'm Capacity. I can help you find information quickly. I'll be here if you have a question.

7:39 AM **You**

How do I reset my password on Paylocity?

Howee 7:39 AM
Powered by Capacity

Email HR@vandykmortgage.com. HR will send you a new password or a reset link that will be emailed to you.

Was this useful?

Content

Howee will allow you to ask questions related to, but not limited to, the following topics:


- Accounting
- Appraisals
- Closing
- Compliance
- HR
- IT
- Processing
- Secondary
- Underwriting

VANDYK MORTGAGE

Hi, I'm Capacity. I can help you find information quickly. I'll be here if you have a question.

8:00 AM You

How do I delete a borrower?

 **Howee** 8:00 AM
Powered by Capacity

Contact
Pipelines@vandykmortgage.com to remove a borrower. It's important not to remove a borrower on your own, documentation must be provided to the borrower prior to them being removed. Borrowers also cannot be removed if the file has been disclosed.

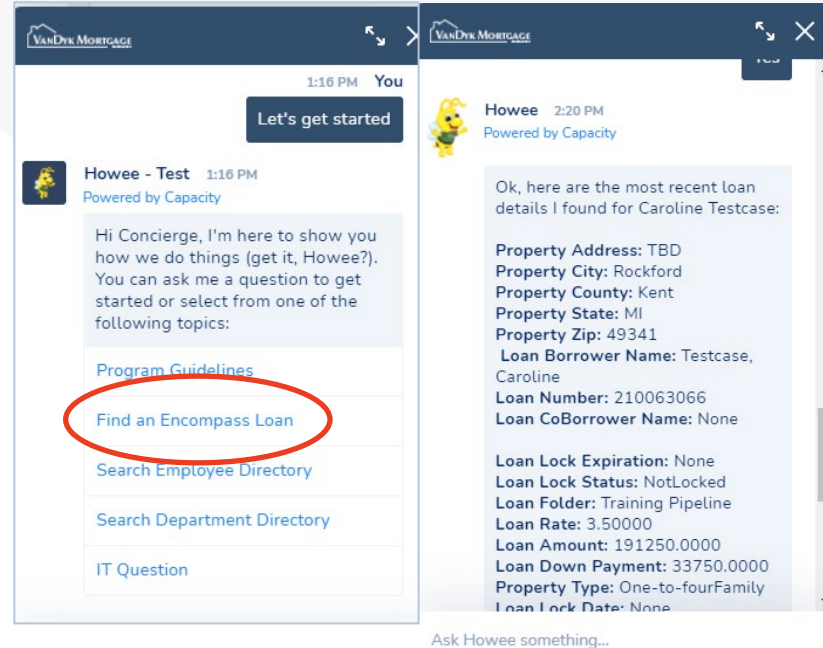
Was this useful?

Loan Details - Encompass

Howee is integrated with Encompass and you can ask the following questions:

- Look up status of a loan (can search by borrower name or loan number)
- Look up loan details (you can input just the last five digits of a loan number)
- Look up loan borrower information
- Look up loan underwriter information
- Look up loan closing date
- Look up loan lock status
- Look up loan agents
- Look up earliest possible close date for loan

Check out [this article](#) for more examples on how to ask Howee these questions



The image displays two screenshots of the Howee chat interface. The left screenshot shows a chat window with a 'Let's get started' button and a list of topics including 'Find an Encompass Loan' which is circled in red. The right screenshot shows a chat window with a 'Howee' avatar and a response providing loan details for 'Caroline Testcase'.

Left Screenshot:

- Header: VAN DYK MORTGAGE
- Time: 1:16 PM
- Sender: You
- Message: Let's get started
- Avatar: Howee - Test
- Time: 1:16 PM
- Powered by Capacity
- Message: Hi Concierge, I'm here to show you how we do things (get it, Howee?). You can ask me a question to get started or select from one of the following topics:
- Topics:
 - Program Guidelines
 - Find an Encompass Loan** (circled in red)
 - Search Employee Directory
 - Search Department Directory
 - IT Question

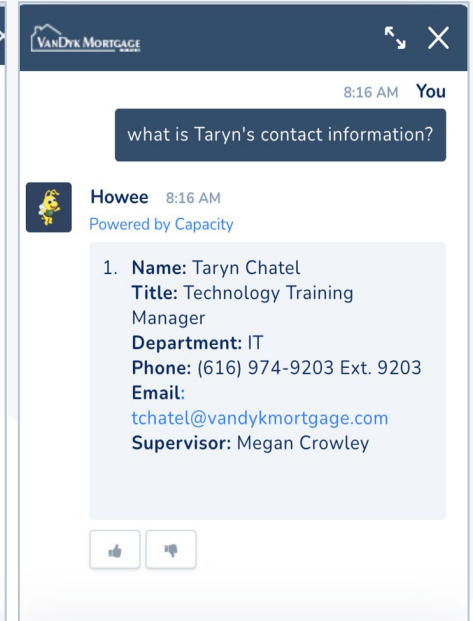
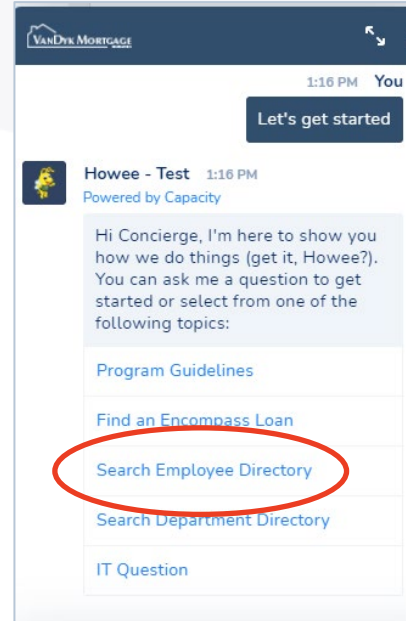
Right Screenshot:

- Header: VAN DYK MORTGAGE
- Time: 2:20 PM
- Sender: Howee
- Powered by Capacity
- Message: Ok, here are the most recent loan details I found for Caroline Testcase:
- Details:
 - Property Address: TBD
 - Property City: Rockford
 - Property County: Kent
 - Property State: MI
 - Property Zip: 49341
 - Loan Borrower Name: Testcase, Caroline
 - Loan Number: 210063066
 - Loan CoBorrower Name: None
 - Loan Lock Expiration: None
 - Loan Lock Status: NotLocked
 - Loan Folder: Training Pipeline
 - Loan Rate: 3.50000
 - Loan Amount: 191250.0000
 - Loan Down Payment: 33750.0000
 - Property Type: One-to-fourFamily
 - Loan Lock Date: None

Employee Directory

Howee can help you look up contact information for your teammates:

- In the welcome menu, select search employee directory
- You can also ask, what is [name]'s contact information?



Giving Feedback

Howee learns each time you give feedback, and VanDyk team members can take action on your feedback.

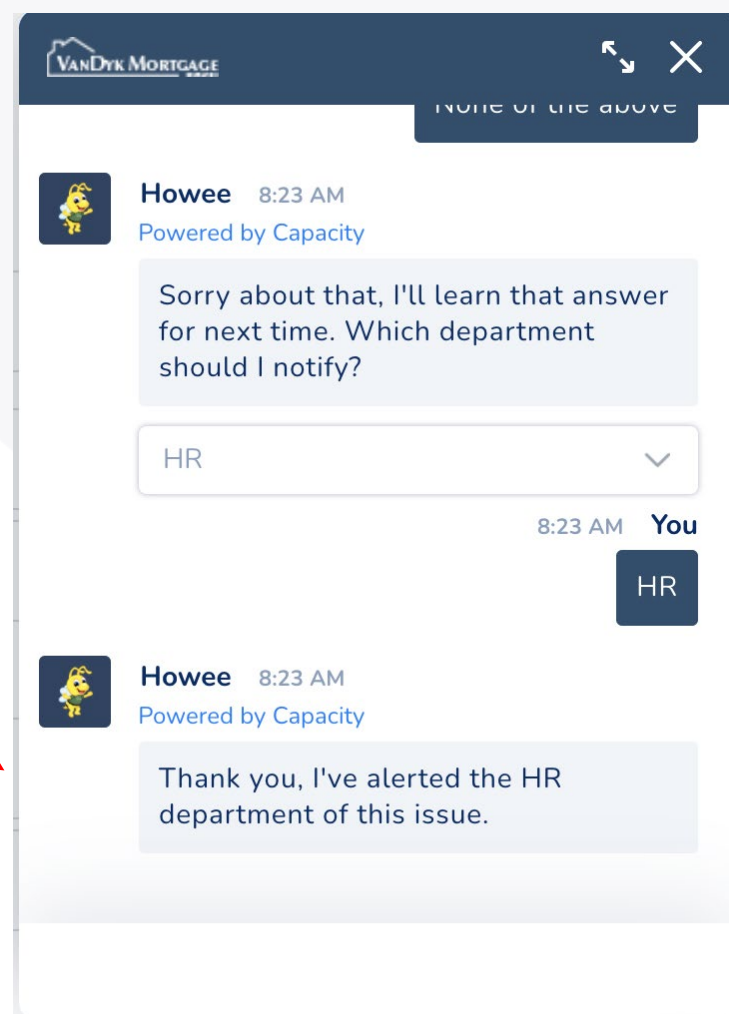
- If a match is provided, you can choose thumbs up or thumbs down.
- If the answer you received is incorrect, you can provide a suggestion on how the answer could be improved.

The screenshot shows a chat window with a dark blue header containing the 'VAN DYK MORTGAGE' logo and navigation icons. A light blue message bubble contains the text: 'information quickly. I'll be here if you have a question.' Below this, a dark blue input field contains the text: 'Do we have DPA programs?'. A response from 'Howee' (8:03 AM, Powered by Capacity) is shown in a light blue bubble: 'We are approved with Housing Finance programs in Arizona, Colorado, Escambia County Florida, Florida, Idaho, Illinois, Maryland, Michigan, Nevada, New Mexico, Tennessee, Texas, and Utah. We also have Chenoa, which is a nationwide (excluding NY) program.' At the bottom of the chat, the text 'Was this useful?' is circled in red, with two buttons below it: a thumbs-up icon and a thumbs-down icon.

Ask Howee something...

Resolution Follow-up

If you did not receive the answer to your question, a team member will provide the answer to Howee for next time. In addition, you'll receive an email with the resolution.



The screenshot shows a chat window for VanDyk Mortgage. At the top, there is a dark blue header with the company logo and name, and a close button. Below the header, there is a dark blue box containing the text "NOTE OF THE ABOVE". The chat history shows a message from "Howee" (8:23 AM, Powered by Capacity) asking for a department to notify. A dropdown menu is open, showing "HR" as the selected option. Below the dropdown, there is a timestamp "8:23 AM" and the word "You" next to a dark blue button labeled "HR". The chat history then shows a response from "Howee" (8:23 AM, Powered by Capacity) stating that the HR department has been alerted.

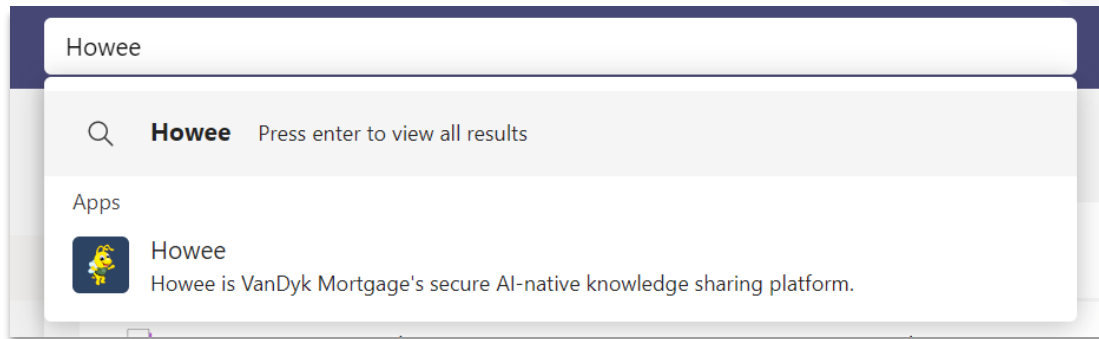
Example Questions for Howee

- How fast is an appraisal rush?
- How do I reset my Microsoft password?
- How can I add more features to my website?
- My funding is short, who do I contact?
- What is a server 500 error in CPPE?

Howee in Teams

You can also find Howee in Microsoft Teams – type “Howee” in the top search bar and select the icon under Apps.

If you chat with Howee this way, the response time will be a bit longer than on VDMC.net – but the knowledge is the same.



Helpful Reminders

1. If you're in the middle of a conversation flow with Howee and need to change the subject, just type "STOP". Howee will know to reset and take on the next question.
2. Try to keep your questions focused with a single intent. Capacity leverages Natural Language Processing to match the intent of a user with content stored in the knowledge base - if there are multiple intents, things get tricky.
3. If Howee does a good job, make sure to hit the "Thumbs up" button. If Howee returns an incorrect or inappropriate answer, make sure to use the "Thumbs down" button and leave details. This will help train Howee and make it even more reliable for VanDyk users in the future!