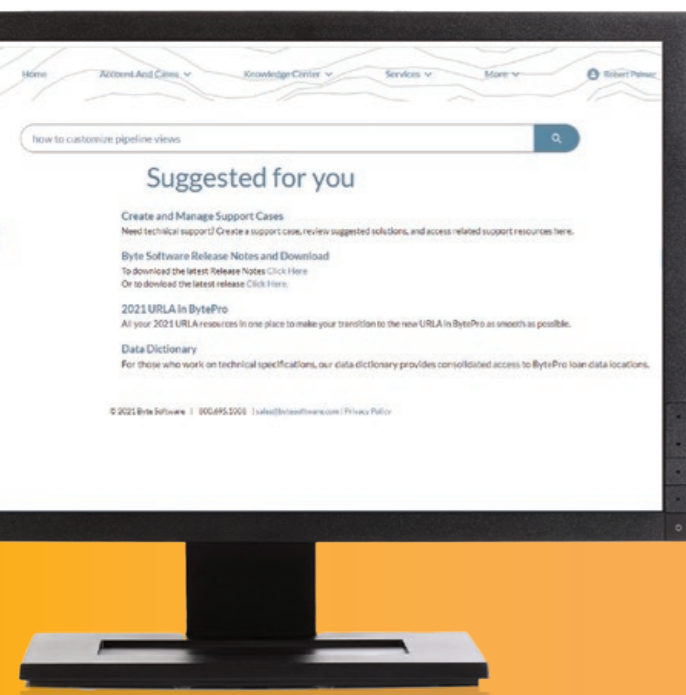


WELCOME TO **THE BYTE COMMUNITY**

The Byte Community offers administrators and account managers 24/7 access to our comprehensive knowledge base, video training center, support case management, and a wealth of other documentation and services.

In addition to the administrator level content behind the log in, Byte offers access to training materials and videos you can share with your general Byte users, without the need for a community license.





KNOWLEDGE BASE

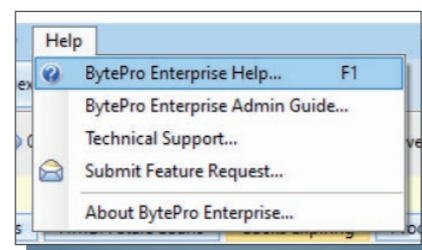
Byte users can quickly find answers by simply typing their question into the Byte Community knowledge base search field.

Our comprehensive article collection covers both basic and advanced topics including:

- How to add or manage users on your Byte account
- How to migrate data: Importing and exporting loan files
- How to customize Pipeline Views
- How to set up and manage Shoppable Providers
- Finding quick resolutions to common error messages
- eSign configuration and FAQs
- Consumer Portal configuration
- Help finding or making various objects visible and much more



We recommend starting with a knowledge base search before opening a technical support case as that is often **the fastest way for Byte users to find the help they need.**



ADMIN AND USER GUIDES

In addition to the knowledge base, the Byte Admin Guide and User Guide both provide a wealth of easily searchable content. For your convenience, the guides are available in the Byte Community as well as within BytePro itself.

VIDEO TRAINING CENTER

The Video Training Center features an extensive library covering everything from setting up BytePro out-of-the-box to simple how-to videos for common loan manufacturing tasks.

A community license will be required to access the administrator-level video content such as those covering initial setup, configuration options, and advanced customization topics.

However, we also offer an extensive collection of individual user-level videos which can be viewed without a community login or downloaded for use within your own internal training programs. These videos are great for training your employees when first transitioning to Byte or for existing Byte clients to quickly on-board new hires such as loan officers, processors, and operations staff. The document containing the user-level video links may be downloaded from the Video Training Center page in the Byte Community. (scroll to the bottom of the page)



ADMIN-LEVEL VIDEO CONTENT

Community License Required

- Quick Start Set Up Series
- Advanced Configuration Topics
- User Management
- Security and Workflow Controls
- Advanced Customization Topics and much more



USER-LEVEL VIDEO CONTENT

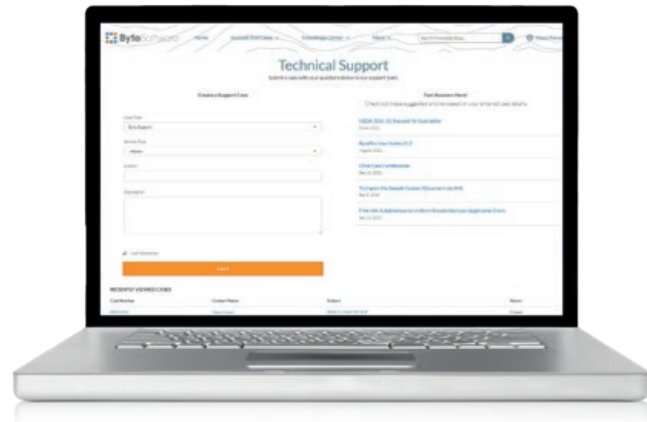
No Community License Required

- BytePro 101 for New Users
- Originator, Processor, Underwriter Role-Specific Courses
- eSign and Consumer Portal Overviews
- Using Custom Pipeline Views and much more

CASE MANAGEMENT

The Byte Community allows administrators and account managers to create, view, and manage technical support cases for their company from one location. New cases can be easily created from several screens including the Home screen, My Account/My Cases, and the Contact Technical Support screen.

Note: Technical Support cases submitted from the Byte Community receive priority over emailed cases.



DOCUMENTS AND DOWNLOADS

As the central hub for Byte documentation and downloads, clients can find the following information in the Byte Community.



- BytePro Release Notes
- BytePro Release Installation Links (self-hosted only)
- Reference Documents including: Data Dictionary, ULDD Data Map, URLA Field List, HMDA Field Reference, etc.
- API Postman File and SDK Guide
- Professional Services Free Downloads
- Due Diligence Review Package

ACCESSING THE COMMUNITY

The Byte Community can be accessed at support.bytesoftware.com. Designed primarily for Byte administrators and account managers, community user licenses are separate from your BytePro login credentials.

Watch the video below for additional details on accessing the Byte Community.



BYTE COMMUNITY LICENSE LIMITS

Under 25
Byte Users

Clients with 25 Byte users or less will be allocated one community user license per BytePro user as needed.

25+
Byte Users

Clients with over 25 Byte users may have up to 25 community licenses as needed.

MANAGING COMMUNITY USERS



NEW CLIENTS

Each new client will receive a Byte Community license at the time of purchase, assigned to the primary account contact with the role of Community Account Administrator unless otherwise specified.



EXISTING CLIENTS

Community Account Administrators can view and if needed, deactivate community users from the My Account screen within the Byte Community. Administrators can request additional community licenses by emailing support@bytesoftware.com, subject to the license limits outlined on the previous page.



Find Your **Freedom.**

www.ByteSoftware.com