



## MCS On-Demand Frequently Asked Questions

### 1. What is MCS On-Demand's System Criteria?

- a. Browser: Firefox
  - i. Do not use Internet Explorer or Google Chrome
- b. Latest version of [Adobe Flash Player](#)
- c. Latest version of [Java](#)
- d. Pop Up Blockers: Turn Off or add <https://mortgagecontractingservices.csod.com/login/render.aspx?id=mcsdemand> as an allowed site to your pop-up blocker settings
- e. Make the MCS On-Demand website as a trusted site
- f. Make sure all Window Updates have been performed

### 2. I'm having login problems. Is my MCS On-Demand login the same as my Vendor 360 login?

- a. The login information is different for MCS On-Demand (MCSOD) and Vendor 360. An email was sent to the Owner of the Company with the MCSOD login information. If you have not received this e-mail double check your spam folder or contact the Training Team for assistance.

### 3. I am having password issues. Who can I contact to help?

- a. Vendors can change their password to MCSOD by clicking on the Forgotten Password link on the log in page
- b. Vendors who need their MCSOD account to be reactivated or password changed, by emailing [vendor.training@mcs360.com](mailto:vendor.training@mcs360.com) and a password reset email will be sent to the training email that is on file (information provided on the Contact Form that was filled out when the company on-boarded with MCS).
- c. Vendors who need their MCSOD account to be reactivated or password changed, should contact the Training Team at (phone) 813-387-1430. Keep in mind that in order to reactivate an account or change a password, the individual requesting the change will be required to answer security questions.
- d. Keep in mind, after six (6) failed login attempts the account will be locked for one (1) hour. You can contact MCS to reset the password but the account will remain locked for the hour.

### 4. I haven't forgotten my password but would like to change it. How do I change my Password to the MCS On-Demand site?

- a. Once you have logged into the MCSOD site, go to the Gear symbol in the top right hand corner and select My Account. Locate Option, click on the arrow, and select Change Password.

**5. How do I change the Security Questions I set up when I first logged into the MCS On-Demand site?**

- a. Once you have logged into the MCSOD site, go to the Gear symbol in the top right hand corner and select My Account. Locate Option, click on the arrow, and select Edit Security Questions.

**6. How can I find the Resource Center?**

- a. From the title bar on the home page select Resources. From the drop down menu you can select:
  - i. Contact List (MCS General Contact Information and RVM List/Maps)
  - ii. Vendor 360 (Vendor 360 Install and Uninstall Instructions, Vendor 360 Administration and Video Tutorials)
  - iii. Inspection or Maintenance Resources (Notices and Forms, Reference Charts, Seasonal Guidelines, and FAQ's)
  - iv. Video Resources (Helpful tutorials on How to use Vendor 360)

**7. How can I view my Transcript within the MCS On-Demand?**

- a. From the title bar on the home page go to Learning. From the drop down select View Transcripts.

**8. How do I know I have completed a module?**

- a. When you review your transcript it will let you know what modules are In Progress on the Active tab and what modules are complete on the Completed tab. The status bar at the bottom of the module needs to reach 100%.

**9. Where can I find copies of the memos?**

- a. From the title bar on the home page go to Connect. From the drop down select memos.

**10. Where can I find copies of the Notices, Forms, and No Access Letters?**

- a. Notices and Forms can be found in three different places within the MCS On-Demand site:
  - i. From the Home Page of the MCS On-Demand site, select Resources from the Title Bar. From the drop down depending on your work type click on Inspection Resources or Maintenance Resources.
  - ii. Depending on your work type you can also locate the notices and forms within M07. Documentation and Forms module for P&P Vendors and In09. Inspection Notices module for Inspections.
  - iii. Within the Connect feature on the Topics tab. Depending on your work type click on P&P Notices and Forms or No Access Letters or Inspection Notices and Forms or No Access Letters.

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**11. I want my office staff to go through modules, but they keep getting kicked out. What may be causing this?**

- a. Only one user can use a log in at a time. Simultaneous logins will result in users being logged off.

**12. Contact Information**

- a. **APCs:** Contact an APC regarding:
  - i. Client Expectations
  - ii. Work Order Clarification
  - iii. Denials
  - iv. Stopped/Reassigned Work Orders
  - v. Property-Specific Questions
  - vi. Bad Addresses or Access Issues
- b. **RVMs:** Contact RVMs regarding:
  - i. General MCS Questions
  - ii. Document Information
  - iii. Managing Coverage Areas and Territory
  - iv. Pricing Concerns
  - v. Coaching/Performance Concerns
  - vi. Training on MCS Policies or Procedures
- c. **Training Team:** Contact the Training Team regarding:
  - i. Help/Questions concerning MCS On-Demand and/or Vendor 360
  - ii. Password resets for MCS On-Demand and/or Vendor 360
- d. **IT Liaison:** Contact the IT Liaison regarding:
  - i. If you are experiencing technical difficulties with the Vendor 360 application, report an I.T. incident by submitting a ticket via the Help drop down in Vendor 360.

If you are following up on an unresolved incident please contact us at (813) 405-1045 or via email at [vendor.360issues@mcs360.com](mailto:vendor.360issues@mcs360.com).

- a. **Recruiters:** Contact the Recruiting Team regarding:
  - i. Adding a Work Order Type
- b. **Vendor Compliance:** Contact Vendor Compliance regarding:
  - i. Entity Changes
  - ii. MCS Field Services Agreements
  - iii. Background Checks
  - iv. Business Licenses
  - v. Insurance

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