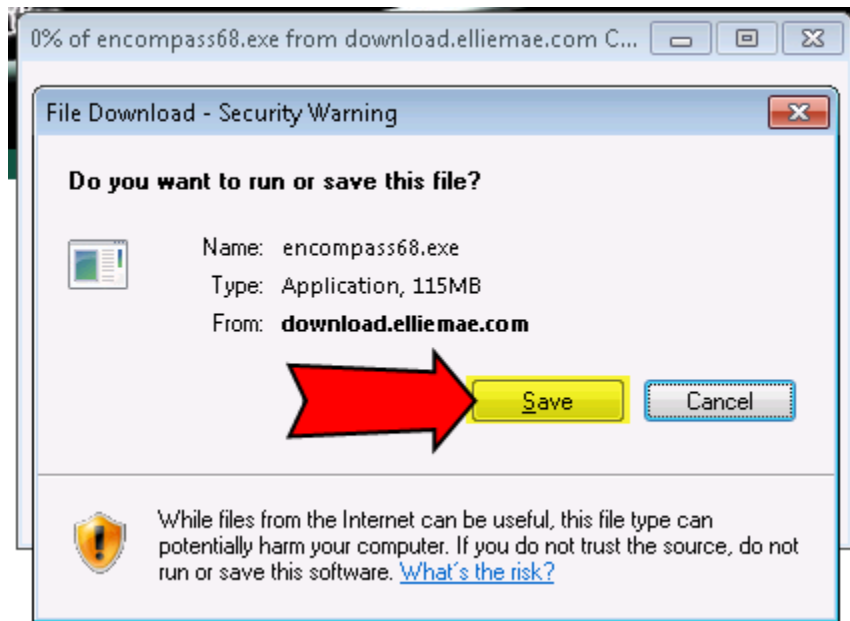


Support Contact Information

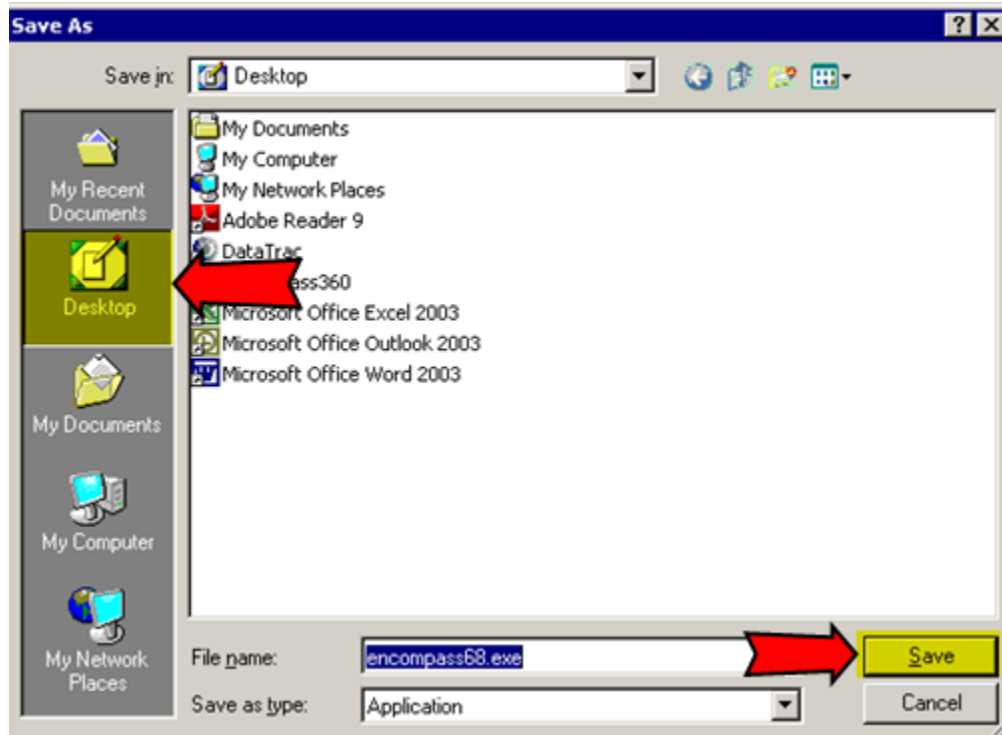
The Fairway IT support desk is open 8am central to 6pm central M-F if you need any assistance. You may reach us on the web at <http://help.fairwaymc.com> – click for remote assistance on the left or call 1-866-500-5107.

Download and Upgrade instructions

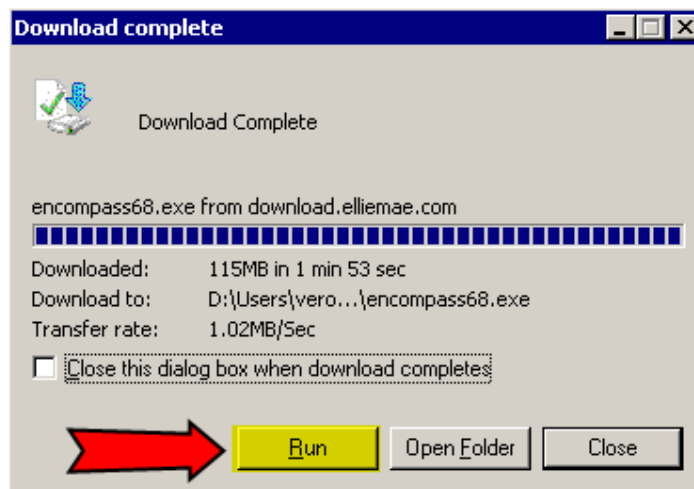
1. Download the Encompass 360 update from the following website address. Clicking on this link will start the download process:
<http://download.elliemae.com/encompass/updates/encompass68.exe>
2. Click on **Save** – *please note that the download times will vary for each person depending on your internet connection.*



3. Click on **Desktop** and then Click on **Save**.



4. Keep in mind that download times will vary depending on the speed of your internet connection. Make sure the box next to “Close this dialog box when download completes” is **unchecked**. Once the download has completed please click on **Run**.



5. If prompted click on **Run** again.



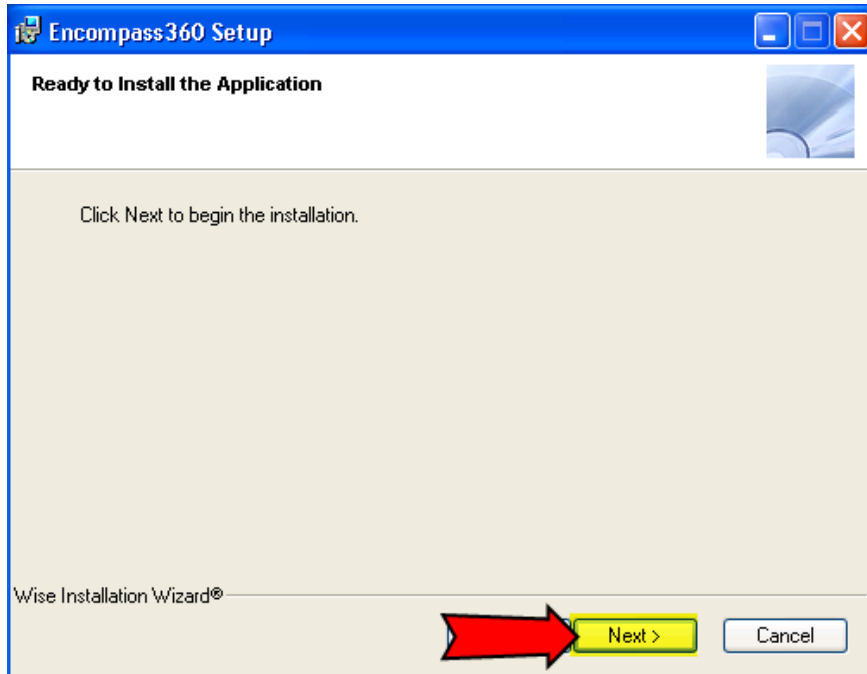
6. Click on **Next** on the Encompass 360 Setup Wizard.



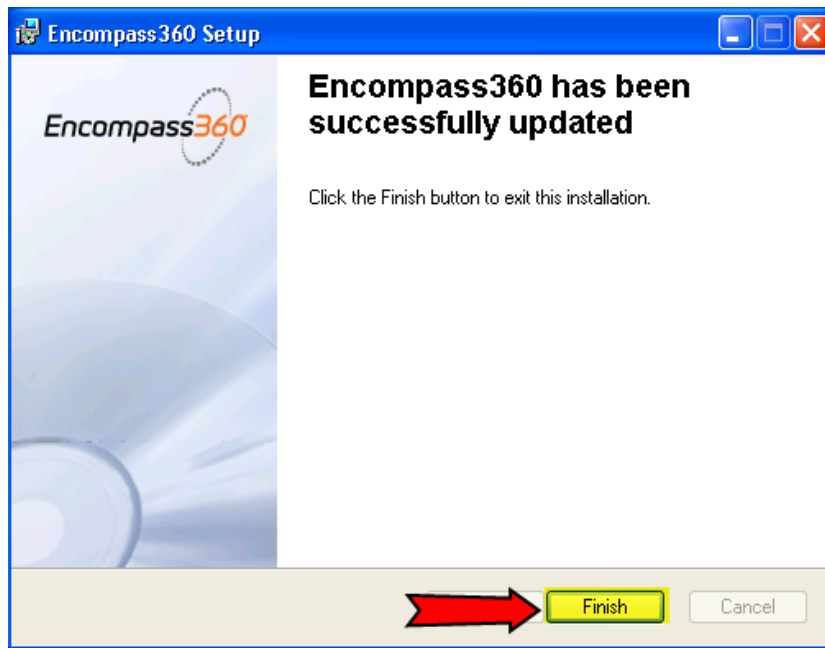
7. Select the "I accept the license agreement" and click **Next**.



8. Click **Next** again.



9. Click on **Finish**.



10. You will see the **Encompass** icon on your desktop. **Double click** that and login as usual. The server is <https://encompass.fairwaymc.com>. If you need a login to the application please contact the Encompass support team [here](#).

