

This job aid outlines the steps for downloading and saving an appraisal ordered through the Mercury Network.

Note: Mercury Network works better with the Google Chrome internet browser.

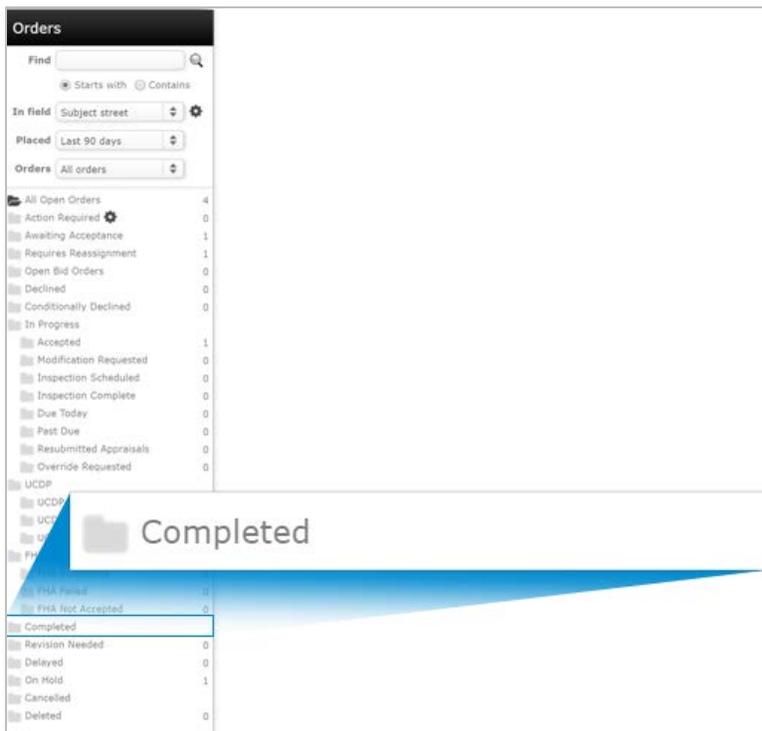
## To Retrieve an Appraisal:

1. Log in to [Mercury](#) Client Portal.
2. In the box that appears, enter your Mercury Network **Username** and **Password** and click **Sign In**.

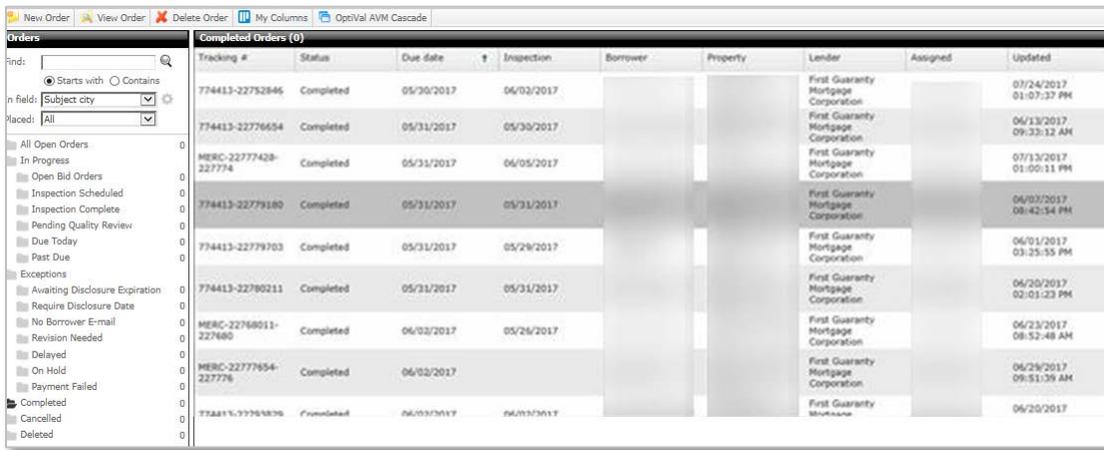


The screenshot shows the Mercury Network Sign In page. At the top, there is a "Sign In" button and a link for "Don't have a free account? Sign Up". Below this, a message reads: "Enter your username and password to place orders with us, check the status of your orders, and download reports directly from your account." The form contains two input fields: "Username:" with the value "mike.smith@fgmc.com" and "Password:" with a masked password "\*\*\*\*\*". There is a "Remember me" checkbox which is checked, and a blue "SIGN IN" button. A "Forgot Password?" link is located below the button.

3. To retrieve a completed order, click **Completed** in the list of folders on the left.



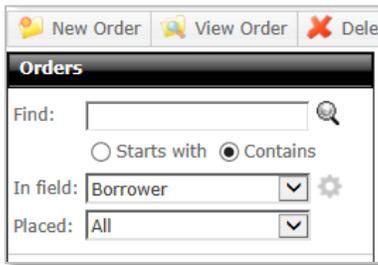
4. Find the order in the list of orders and double-click it.



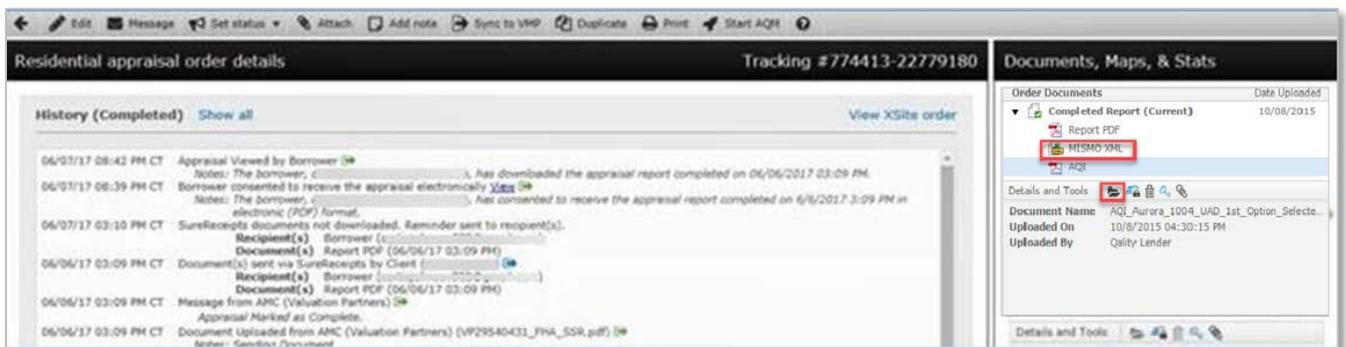
Tracking #	Status	Due date	Inspection	Borrower	Property	Lender	Assigned	Updated
774413-22752846	Completed	05/30/2017	06/02/2017			First Guaranty Mortgage Corporation		07/24/2017 01:07:37 PM
774413-22776654	Completed	05/31/2017	05/30/2017			First Guaranty Mortgage Corporation		06/13/2017 09:33:12 AM
MERC-22777428-227774	Completed	05/31/2017	06/05/2017			First Guaranty Mortgage Corporation		07/13/2017 01:00:11 PM
774413-22779180	Completed	05/31/2017	05/31/2017			First Guaranty Mortgage Corporation		06/07/2017 08:42:54 PM
774413-22779703	Completed	05/31/2017	05/29/2017			First Guaranty Mortgage Corporation		06/01/2017 03:25:55 PM
774413-22780211	Completed	05/31/2017	05/31/2017			First Guaranty Mortgage Corporation		06/20/2017 02:03:23 PM
MERC-22748011-227480	Completed	06/02/2017	05/26/2017			First Guaranty Mortgage Corporation		06/23/2017 08:52:48 AM
MERC-22777854-227776	Completed	06/02/2017				First Guaranty Mortgage Corporation		06/29/2017 09:51:39 AM
774413-22779836	Completed	06/03/2017	06/03/2017			First Guaranty Mortgage Corporation		06/20/2017

An alternate way to search for an order, is to type the search criteria (name, address or loan number) into the Find box on the left side of the screen.

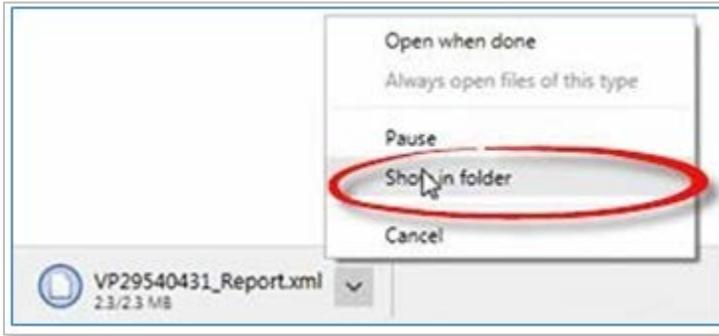
- Select the appropriate radio button to search for an item that **Starts With** or simply **Contains** your search criteria.
- Using the **In Field** drop-down, select the field in which you'd like to search.
- In the **Placed** field, choose the time frame in which you'd like to search.
- After you've made your selections, click the **Magnifying Glass** icon (🔍) or press **Enter** to execute your search.



5. Attached documents are displayed in the **Documents, Maps & Stats** panel on the right. In the **Completed Report (Current)** section, select the **MISMO XML** file and click on the **Open Folder** icon.



- Save the file in the XML format. In the Google Chrome browser, the download screen will appear with the downloaded file in the bottom left hand corner. Click on the **down arrow** to bring up the appropriate actions, select **Show in Folder**.



- A task bar will appear at the bottom of Internet Explorer, click on the drop-down arrow and select **Save As**. This will allow you to select which folder to save it to.



- The file type will be in an XML format.

