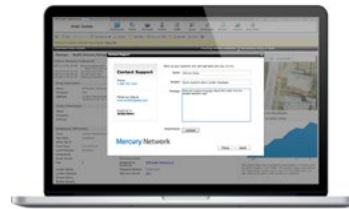




## Phone support

**800-900-4954**

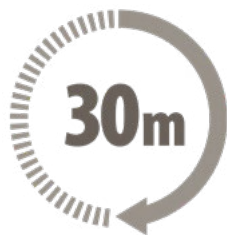
Mon-Fri 7-7 Central, Weekends on call



## In-product support

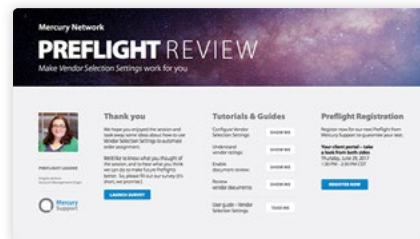
**Click Contact Support,  
submit a ticket or chat live**

Mon-Fri 7-7 Central



## 1/2 hour consults

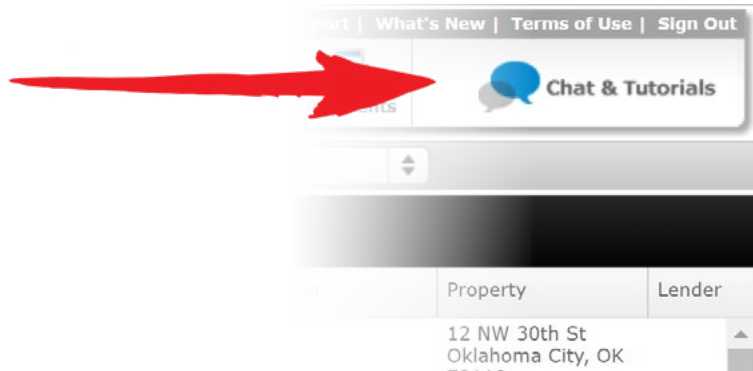
Schedule a 1/2 hour consult up to 90 days in advance. You can set up a session to onboard employees, or get the help you need on your schedule.



## Mercury Preflights

Join us online for a new topic in each session, and we always leave time for your questions. Or, watch the recorded sessions anytime you like.

Don't know how  
a feature works?  
Let us walk you  
through it.



### Lender/AMC walkthroughs

Whether you need to know how something works in Mercury, or a team member needs to get up to speed, these quick walkthroughs show you the ropes while you complete your task. See a complete list, or start a walkthrough in Mercury by clicking **Chat & Tutorials**.

### Vendor walkthroughs

These quick walkthroughs show you exactly how to complete your task while you do it. They're perfect for getting up to speed if you're new to Mercury or figuring out a new feature. Check out the complete list, or click **Chat & Tutorials** in Mercury to get started.

## Mercury Support user guides

### Lender/AMC user guides

- ▶ [Mercury Network user guide](#)
- ▶ [VMP XSites user guide](#)
- ▶ [Client portal user guide](#)

### Vendor user guides

- ▶ [Mercury Network Vendors user guide](#)
- ▶ [Mercury Mobile iOS user guide](#)
- ▶ [Mercury Mobile Android user guide](#)

## Top Mercury Support documents

### Lender/AMC support documents

These quick hands-on tutorials walk you through your workflow

- ▶ [How to add a vendor to your fee panel](#)
- ▶ [How to use Mercury inside Encompass](#)
- ▶ [How to use Mercury inside MortgagebotLOS](#)
- ▶ [How to use Mercury inside Calyx Point](#)
- ▶ [Add or update credit card information](#)
- ▶ [Details about transaction fees](#)
- ▶ [Details about transaction fee refunds](#)
- ▶ [Request a custom report](#)
- ▶ [Details about password security](#)
- ▶ [How to duplicate orders](#)

### User guides for integrated products:

- ▶ [BlitzDocs from Xerox Mortgage Services](#)
- ▶ [QuickBooks](#)
- ▶ [RealEC Configuration](#)
- ▶ [UCDP](#)

### Vendor support documents

These quick hands-on tutorials walk you through your workflow

- ▶ [Update your profile to get more orders](#)
- ▶ [Add or update credit card information](#)
- ▶ [Update your E&O](#)
- ▶ [Attach invoices to completed orders](#)
- ▶ [Request payment for completed orders](#)
- ▶ [Details about transaction fees](#)
- ▶ [Deliver a completed order via Mercury](#)
- ▶ [Details about transaction fee refunds](#)
- ▶ [How to generate an ENV file](#)
- ▶ [Details about password security](#)

### User guides for LOS integrations:

- ▶ [BytePro](#)
- ▶ [BytePro \(with VMP XSite\)](#)
- ▶ [Calyx Point](#)
- ▶ [Calyx Path](#)
- ▶ [Encompass](#)
- ▶ [FICS Loan Producer](#)
- ▶ [MortgagebotLOS](#)