In order to reduce the impact on the Encompass server, we do a "near real time" sync of data. Every few minutes, iConnect looks for files that have "changed". This way, iConnect dose not need to consume the Encompass Processor power to open every loan file.

If your loan is not syncing properly in iConnect try this step first:

Many times a simple change to the record in Encompass such as adding punctuation to a sentence or editing the text such as the address and saving is all you need to do for the sync to happen.
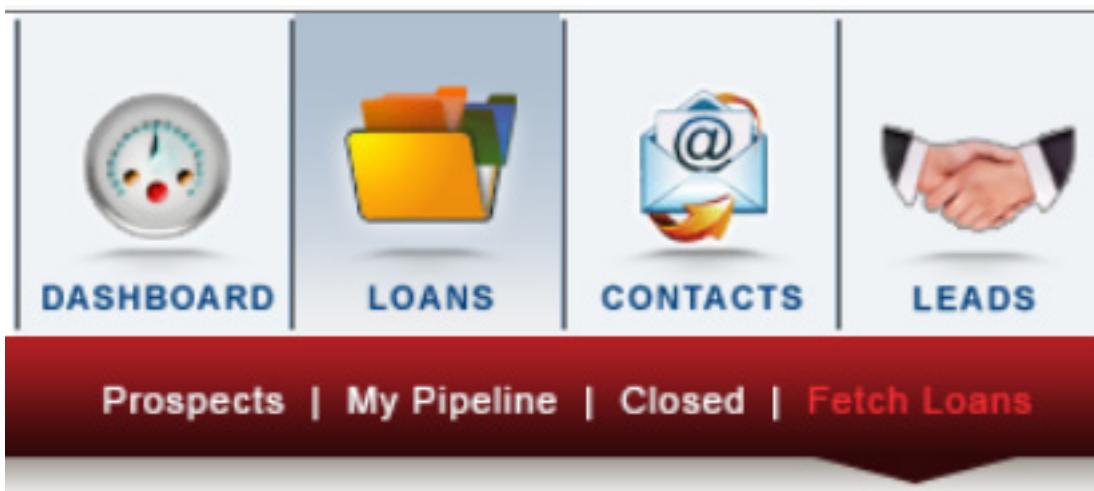
Other times, you may have moved a file from one folder to another without opening it and making changes. What happens is the loan does not update in iConnect

The ability to **"Fetch Loans"** exists in your account, in the Loans Section.

Step 1: Go to Loans

Step 2: In the sub navigation select "Fetch Loan"

Step 3: Type in your loan number

Step 4: Select the "Get Loan From Encompass" Button

Step 5: Once the loan has been fetched from Encompass you will see red text telling you it has now been synced.

That's it you should now see your updated loan information in your loans section.