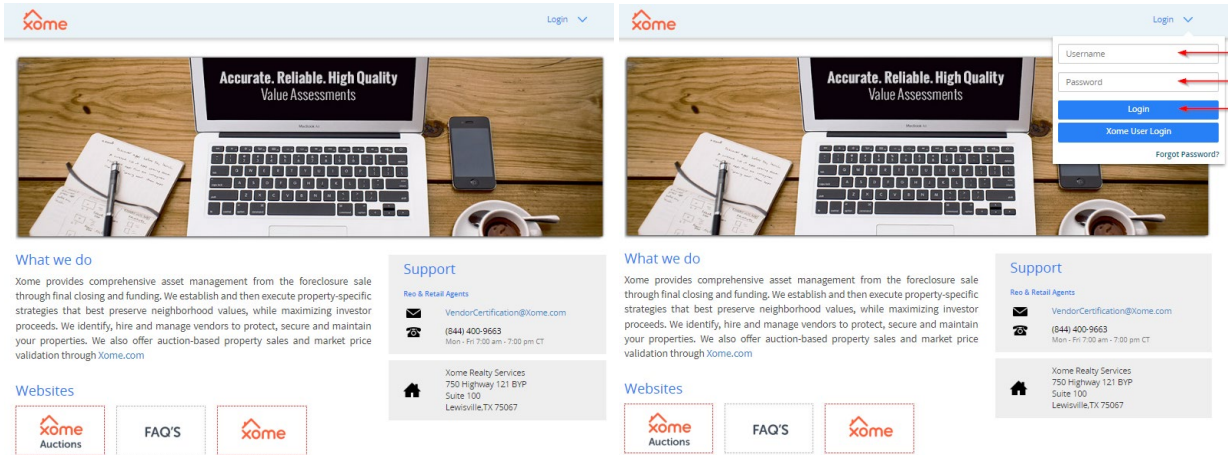
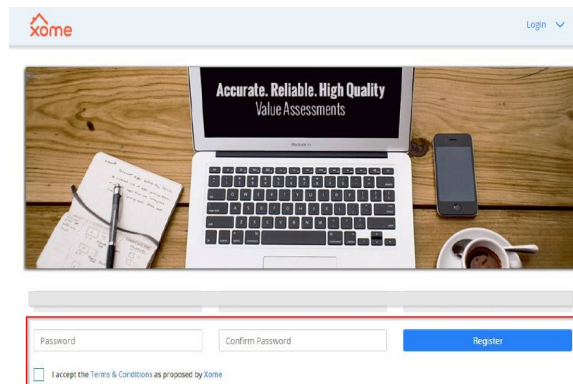


Vendor Management System (VMS) Frequently Asked Questions

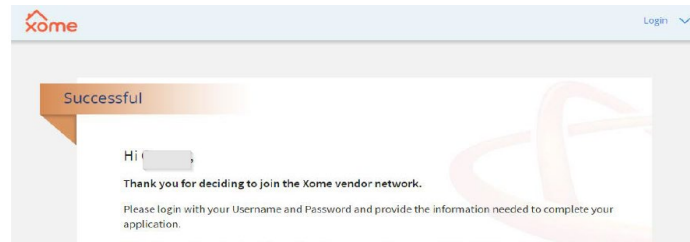
- ❖ This is the main Vendor Management System (VMS) page.
- ❖ To access the login dropdown box, click on the blue Login hyperlink on the upper right side of the page.



- ❖ If you're unable to remember your password, click the "Forgot Password" link at the bottom of the dropdown and follow the instructions to reset your password. If you have issues with resetting your password, contact VendorCertification@xome.com.
- ❖ After three successive failed attempts, your account will be disabled. Thirty minutes later the system will unlock your account and you can try to login again.
- ❖ VMS supports the following browser versions:
 - IE9 and above
 - Chrome v27.0.1453.93 and above
 - Safari 5.1.2 and above
- ❖ Newly onboarded agents will receive an email from notification@xome.com with a link to VMS. After clicking the link, they will be directed to the VMS registration page and asked to create a password.



- ❖ After checking "I Accept" in the Terms and Conditions checkbox and clicking on the Registration button, 1st time users will see a confirmation page like the one shown below.



- ❖ After the confirmation page appears, click the blue “Login” dropdown found at the top of the page on the right-hand side, and login using your Username and Password.
- ❖ Next, the security question page will appear.

- ❖ Click on the drop-down menu next to each question to display the list of possible questions.
- ❖ Choose the question you want to answer by clicking on it, then type your answer in the text box.
- ❖ You must select and type an answer for each question before proceeding on to the next page.
- ❖ Security questions and answers may be changed at any time by selecting “Account Settings” option from the User Profile drop-down menu located on the upper right side of the page.

- ❖ In the Account Information section, users may change their password or modify their security questions and answers by clicking on the pen icons.
- ❖ In the Email and Notifications Settings section, users may choose to add a secondary email address that will redirect their system notifications to that address.
- ❖ To save changes made on the Profile page, click the “Save” button at the bottom right side of the screen.

General System Information:

- ❖ Mandatory fields are identified with a red asterisk *.
- ❖ To save your information and exit the system before all required fields are completed, click the “Save” button and choose “Logout” from the User Profile menu.
- ❖ When information has been entered in all required fields, click the “Continue” button to move to the next page.
- ❖ If you are not moved to the page after clicking the “Continue” button, look for an error message next to the fields(s) with missing or invalid information, then enter the correct information before clicking on the “Continue” button.
- ❖ Only PDF files less than 1 MB in size can be uploaded into the system. Files over 1 MB and/or in a format other than PDF should be emailed to: VendorCertification@xome.com.
- ❖ System users will be automatically logged out after 15 minutes of inactivity.
- ❖ If a user receives a rejection communication, the documents needing further attention will be noted at the top of the screen. Following document correction, hit the “Save” or “Continue” buttons before navigating to the Submit page and clicking the “Submit” button.