



## Overview | [OnBase](#)



### Purpose

**OnBase** is a document hosting platform that is closely integrated with **Lightico**. As an agent, it is of critical importance to be aware of OnBase's capabilities and the way in which you interact with the platform when processing service requests.

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### Why we made it?

**OnBase** works in conjunction with the functionality of **Lightico** to further streamline and improve the connect service process for both customers and agents.

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### How will this benefit you?

You will know how to access and navigate OnBase, shortening the time it takes to process a service request and, in turn, driving increased customer satisfaction.

## JOB AID

## Digital Signature &amp; ID Verification

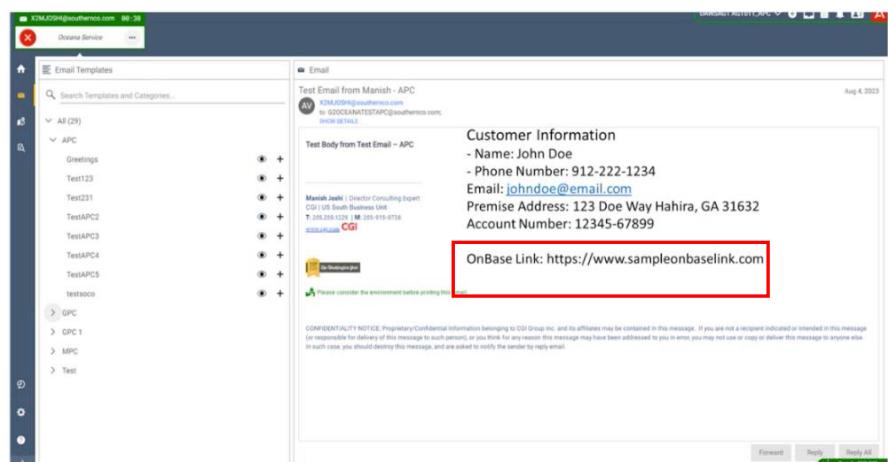
Lesson A | Access OnBase

## Purpose

To learn how to access **OnBase**.

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1. Once a customer submits their documents through **Lightico**, you will receive a notification in **Workspaces**.
2. The notification will include the customer's information and a link to view the customer's documents in **OnBase**.
3. Click the **OnBase** link to open **OnBase**. 





## JOB AID

# Digital Signature & ID Verification

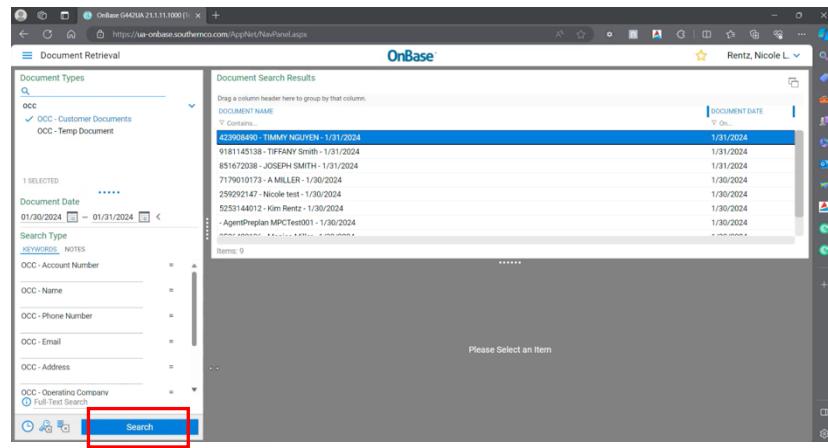


## Lesson B | Customer Search

## Purpose

To learn how to search for a specific customer's documents within **OnBase**.

1. In **OnBase**, you can use the left-side panel to search for a specific customer. Search parameters can include Account Number, Customer Name, Customer Phone Number, Physical Address, and more.
2. Enter your desired search parameters and click the “Search” button.
3. **Lightico** customer sessions matching your search parameters will appear in the “Document Search Results” panel in the center of the screen.
4. Select the appropriate customer session, and their documents will appear in the lower panel of the screen.



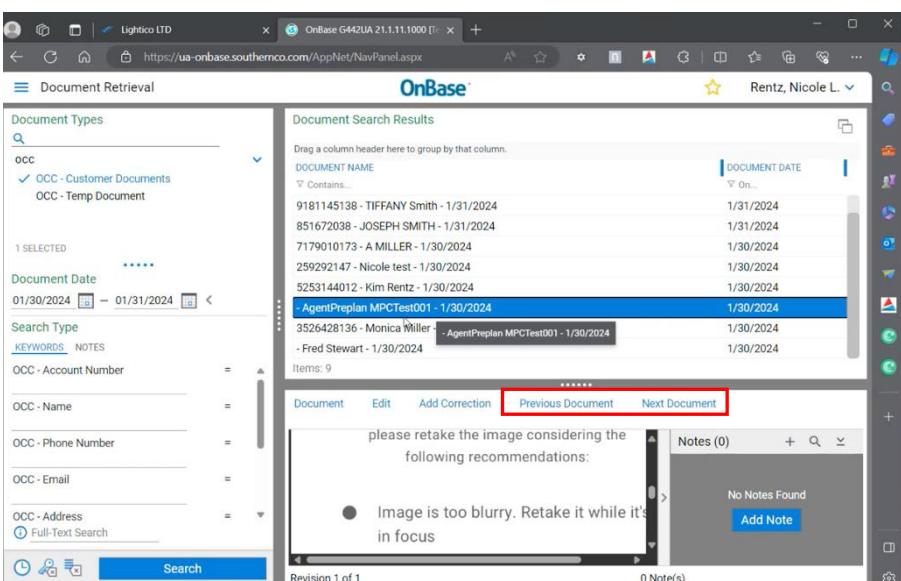


## Lesson C | View Documents

### Purpose

To learn how to view documents within **OnBase**.

1. You can view the documents the customer has uploaded in the bottom panel of **OnBase**.
2. Click “Document” to view the first document.
  - a. You can cycle through documents by clicking the “Previous Document” and “Next Document” buttons.



The screenshot shows the OnBase Document Retrieval interface. On the left, the 'Document Types' panel is open, showing 'OCC - Customer Documents' and 'OCC - Temp Document' selected. Below it are search filters for 'Document Date' (set to 01/30/2024), 'Search Type' (Keywords, Notes), and various account numbers (OCC - Name, OCC - Phone Number, OCC - Email, OCC - Address). The 'Search' button is at the bottom of this panel. On the right, the 'Document Search Results' panel displays a list of 9 documents with columns for 'DOCUMENT NAME', 'DOCUMENT DATE', and 'ITEMS'. The list includes entries like '9181145138 - TIFFANY Smith - 1/31/2024', '851672038 - JOSEPH SMITH - 1/31/2024', and 'AgentPreplan MPCTest001 - 1/30/2024'. Below the results is a preview panel with a message: 'please retake the image considering the following recommendations: Image is too blurry. Retake it while it's in focus'. The 'Notes' section is empty.