

# GET CONNECTED



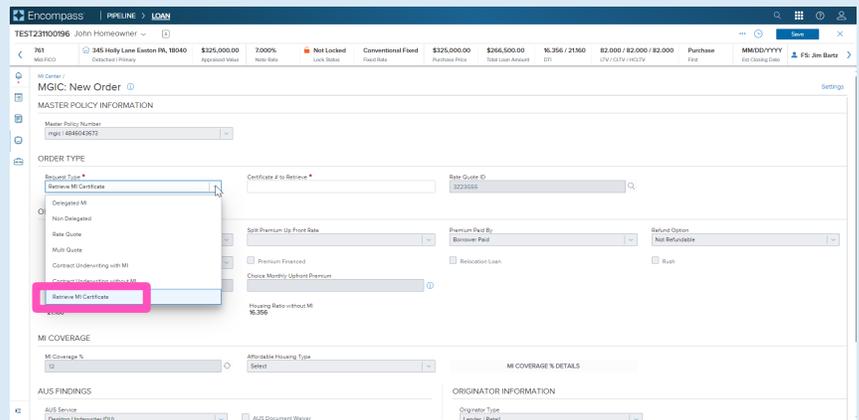
## Quick Guides – Retrieve MI Certificate through Encompass Partner Connect™

Last Revised Date: 04/02/2024

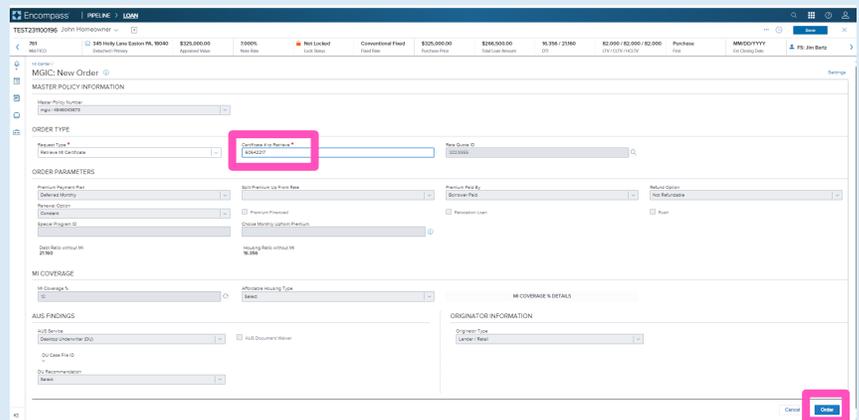
### 1. Select Retrieve MI Certificate

From the **MGIC: New Order** screen, select **Retrieve MI Certificate** from the **Request Type** drop-down.

**Note** – This feature is intended for use **ONLY** when a Commitment Certificate could not be initially ordered from Encompass due to a technical or system issue.



Enter the appropriate Commitment Certificate Number in the **Certificate # to Retrieve** field and click the **Order** button.



**Contacts:** MGIC Integration Services  
[Integration\\_services@mgic.com](mailto:Integration_services@mgic.com) 1-888-644-2334

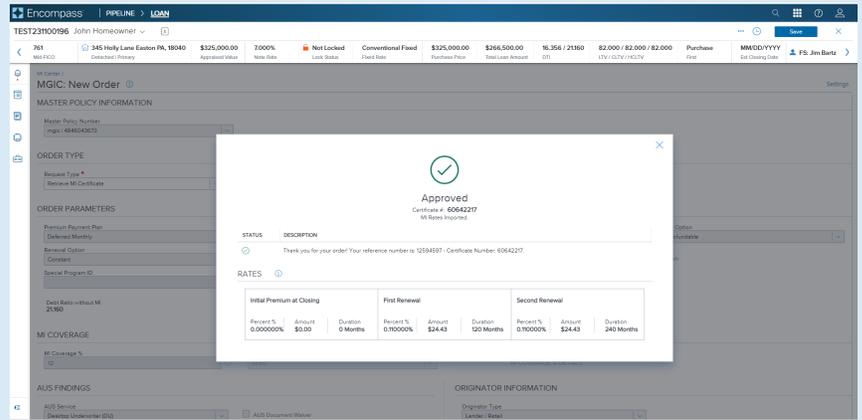
Your MGIC Representative  
[mgic.com/contact](http://mgic.com/contact)

#24-18110  
04/02/2024

A spinner will appear letting you know the request is in process.

You will then receive a message indicating the loan status and that the rates imported successfully.

Close the message when you are finished.

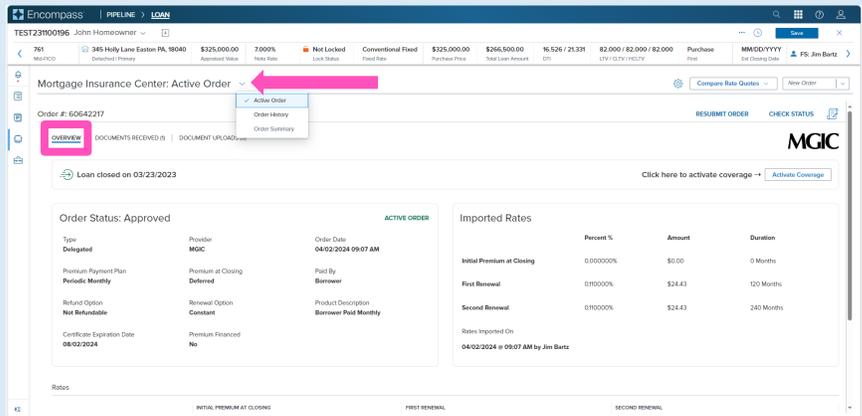


## 2. View MI Order

You will be directed back to the **Active Order** screen.

You will notice the following navigation tabs: **OVERVIEW**, **DOCUMENTS RECEIVED**, **DOCUMENTS UPLOADED**. You will also notice the **toggle arrow** next to **Active Order** which will navigate you back to the **Order History** screen.

The **OVERVIEW** tab provides status and rates details, the order date, and messaging returned by MGIC with a reference number and the Certificate Number.



The **DOCUMENTS RECEIVED** tab allows you to view the Commitment Certificate PDF.

The Commitment Certificate PDF will have already auto-saved to the document folder. This is just a method to view it.

The **DOCUMENTS UPLOADED** tab is not relevant for Retrieve MI Certificate.

