We have had the good fortune to continue operating and hiring employees. Not everyone in our community, and communities around the world, has been so lucky. As we face the new normal of a world that has been changed, IDS, Inc. wants to give back to our community and support our neighbors as we are able.

As such, IDS is currently running a charity drive. For every new subscriber we get on Twitter, LinkedIn, Youtube, and Vimeo, IDS will donate $5 dollars to The Road Home. We will make an additional donation each time one of our for-charity posts is shared, up to the amount of $5,000 dollars.

The Road Home is a non-profit operating out of Utah in two locations, one in Salt Lake City and one in Midvale. They reported 94.4% of donations going directly to their offered programs in 2019.

The programs offered by The Road Home serve thousands of at-risk families and homeless persons. In 2019, over 3,000 people received help from housing assistance programs. In addition, the charity provided emergency shelter to over 8,000 individuals, including over 1,000 children.

"We knew when we started work on this project that we wanted to support a charity near us that helps families and individuals find affordable, stable homes," said IDS Vice President Mark Mackey. "The Road Home has a mission to accomplish that through education and emergency housing programs that keep people off the streets and working towards homes of their own."

The IDS charity drive began on June 8 and will run until July 8. To support the charity drive, visit @idsDoc on Twitter and find IDS, Inc. on LinkedIn, YouTube, and Vimeo and subscribe to our channels.
The IDS Client Support team always strives to keep IDS clients working efficiently and without interruption. Despite the rapid shift to remote work IDS has experienced, the team has maintained the high standards of service IDS clients have come to expect, adjusting documents, fixing logos, and changing passwords to keep *idsDoc* user experiences simple.

"Our team has gone above and beyond to adapt to the circumstances," said Director of Operations David Clement. "They continue to remain diligent in responding to cases effectively, while learning new skills such as connecting to a VPN."

IDS Client Support is also enabling clients to begin the process of converting to eMortgage. By turning on eClosing functionalities, mapping data fields, and creating useful reference materials regarding testing the new *Solitude Solution*, the team is ensuring clients are given the power to learn and utilize the software.

"Due to COVID, the demand for eClosings has grown enormously," said Client Support Manager Tina Mausser. "Our team has truly exceeded expectations in handling the increased demand and helping our clients continue operating."
One major concern of eClosing being overlooked by many is how to keep electronic documents and packages organized for ease of tracking, correcting, and storing. Clients of IDS can now use the Cabinet to organize and store document packages, and the Fulfillment Dashboard to track not only initial disclosure packages but eClosing packages as well.

One useful feature of the Fulfillment Dashboard allows users an at-a-glance view of the completion of all the packages they have sent to fulfillment, as long as they have the appropriate permissions. Users can see which loans have been completed and which are still in progress just by checking the indicator symbols.

Expanding the loan information allows the user to see the contact information on a package, making follow-up on incomplete loans quick and simple.

The dashboard also allows users to view notification logs for each package. Once logged in, an authorized user can expand a loan in the dashboard and see all the notifications that have been sent to all parties to the loan.

In addition, the dashboard links to the eSign Room for electronically signed documents, allows authorized users to make changes to incorrect contact information, and allows packages to be archived for storage and organization within the Cabinet.

The Cabinet is another useful feature for keeping electronic documents organized in idsDoc. Users are able to set up folders to organize ordered packages. The most common ways to do this are by branch and by signing date. These sorted packages are then stored for much longer than other documents in the system for reference by authorized users.

Organizing Electronic Documents