

ResWare Questions and Escalation Sheet

Admin/Power Users/Trainers	
Rita Nordby Rita@pct.com	PCT ResWare Administration support account: adminrw@pct.com
ResWare Documents Specialist: Christy Jeremy Cjeremy@pct.com	
Escrow Trainer: Carol Delgado CDelgado@pct.com	Escrow Trainer: Teri Olberg TOlberg@pct.com
Power User (Walnut Creek): Roslyn Singh rsingh@pct.com	Power User (Commercial): Denise Populis dpopulis@pct.com
Power User (Danville): Melissa Oiwa moiwa@pct.com	

Contacts for specific Questions/Escalation	
Issues	Contact
General tab	adminrw@pct.com
Actions tab	adminrw@pct.com
Notes tab	adminrw@pct.com
Documents tab	adminrw@pct.com
Custom fields tab	adminrw@pct.com
Shipping tab	adminrw@pct.com
Search Data tab	adminrw@pct.com
Curative tab	adminrw@pct.com
Recording tab	adminrw@pct.com
Policy tab	adminrw@pct.com
New Loans tab	adminrw@pct.com
Settlement tab	Escrow Trainers: Teri/Carol
Wires In and wires out concerns	Initial setup and training: adminrw@pct.com Daily operations: Huong Trinh
ResWare issues with scanners	Initial setup and training: adminrw@pct.com Daily operations: Jose Hill
Check printing issues	Initial setup and training: adminrw@pct.com Daily operations: Jose Hill
Issues with Citrix	Jose/adminrw@pct.com
New ResWare Users Request/Termination requests	Jose/adminrw@pct.com
ResWare permissions issues	adminrw@pct.com
ResWare login issues	Jose/adminrw@pct.com