KROWDS Training Guide



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KROWDS Overview

The **K**entucky **R**ight of **W**ay **D**ata **S**ystem (KROWDS) supports the Division of Right of Way and Utilities during the parcel appraisal process. The Division of Right of Way and Utilities is a component of the Office of Project Development within the Department of Highways. The division holds responsibility for the acquisitions of all rights of way, including Appraisals, appraisal reviews, negotiations, and property management. KROWDS standardizes a data collection and value calculation workflow that ensures property appraisals are administered in a fair and consistent manner.

KROWDS Links

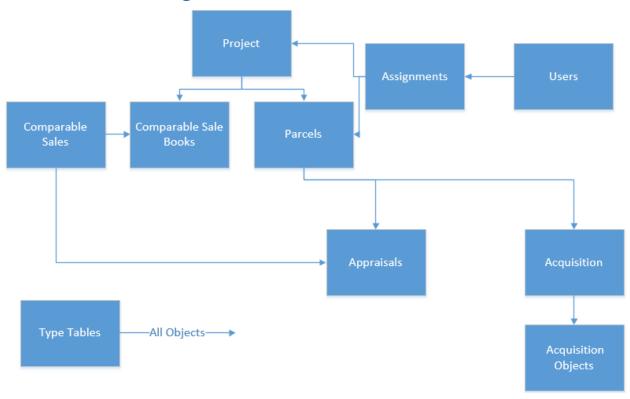
Internal Users with KYTC accounts use:

https://apps.intranet.kytc.ky.gov/krowds

External users without KYTC accounts use:

https://apps.transportation.ky.gov/krowds

KROWDS Context Diagram



Users

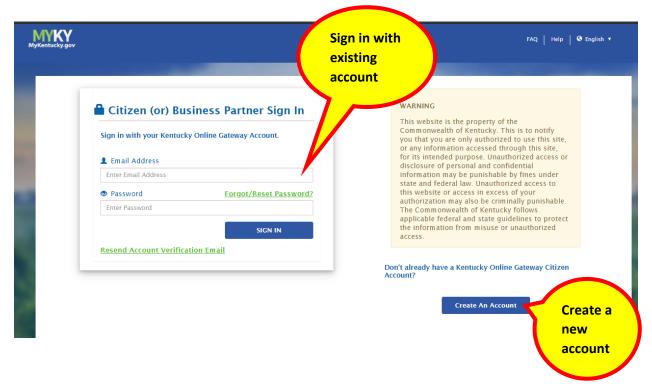
KROWDS supports both internal KYTC users and external Non-KYTC users. Internal users authenticate with the same Active Directory Accounts used to sign into their everyday workstations. External users must create an account with COT's Kentucky Online Gateway. All users must be approved and assigned a role before accessing KROWDS.

Steps to add a new user:

1. For external users the KROWDS link will lead to the Kentucky Online Gateway. External users must create an account to use with KROWDS. Internal users do not need to use the Kentucky Online Gateway and can go directly to step 2.

External users without KYTC accounts use:

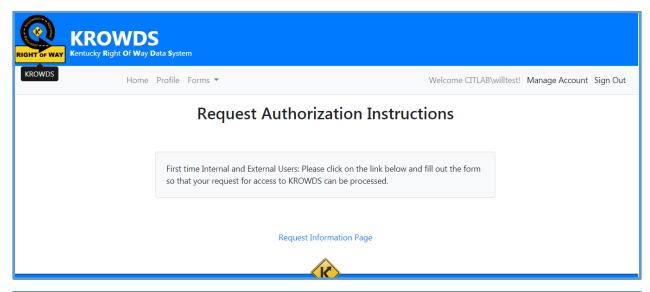
https://apps.transportation.ky.gov/krowds

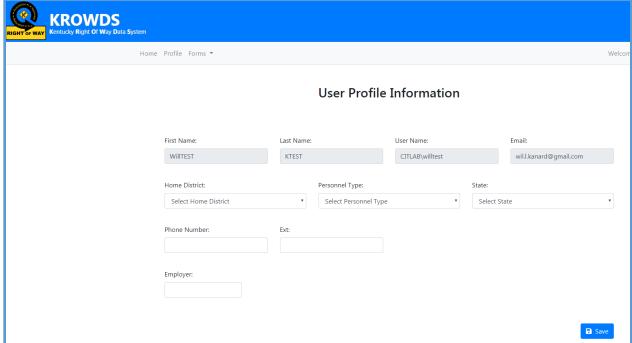


2. New user visits the KROWDS request access page and inputs account information

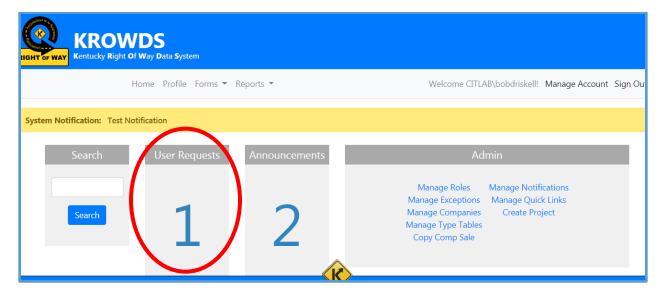
Internal Users with KYTC accounts use:

https://apps.intranet.kytc.ky.gov/krowds

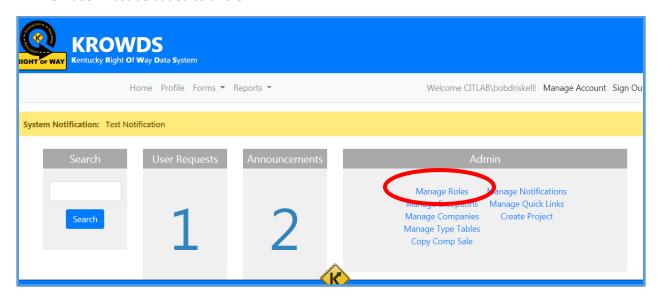




3. New user must be approved by Director or Central Office Role with Manage Users exception



4. New user must be added to a role



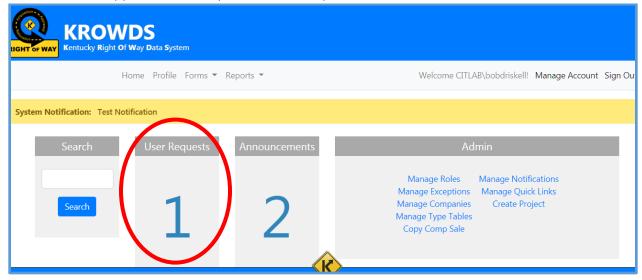
5. New user may then be assigned to a project and/or parcel

User Details:

- 1. External User request access
 - o Users not on KYTC's network must create Kentucky Online Gateway accounts
 - Visit https://apps.transportation.ky.gov/krowds to request access

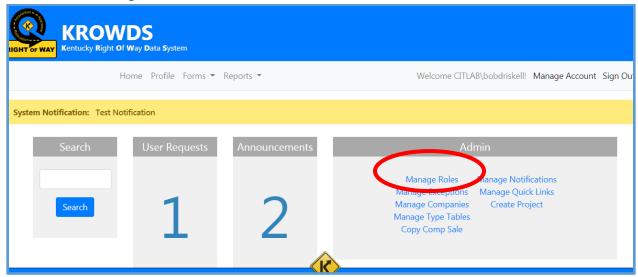
2. Internal User request access

- Users on KYTC's network use their existing KYTC accounts to request access (KYTC employees in the field may need to request VPN access to connect to the internal network when off site)
- o Visit https://apps.intranet.kytc.ky.gov/krowds to request access
- 3. Approve and Deny user access requests



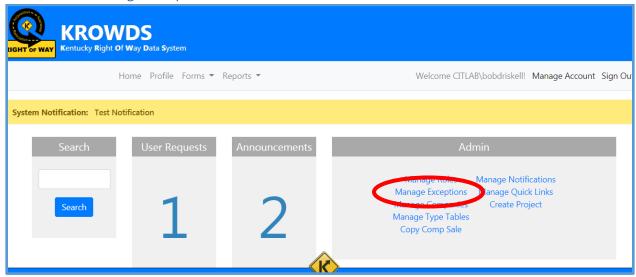
- All users must be approved
- Available from the User Request link on the Dashboard to Director or Central
 Office Role with Manage Users exception
- The number of users waiting to be approved will be displayed
- visit https://apps.transportation.ky.gov/krowds

4. Assign Roles



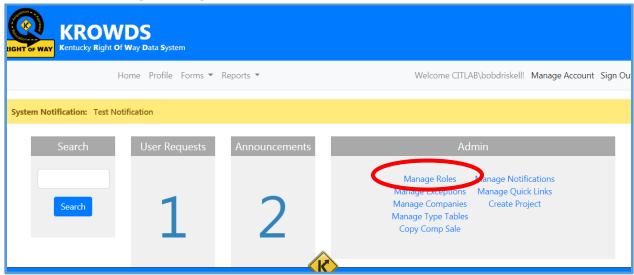
- All users must have a role
- Available from the Manage Roles link on the Dashboard to Director or Central
 Office Role with Manage Users exception
- o visit https://apps.transportation.ky.gov/krowds
- Select View All to see existing roles
- O Select a specific role to see existing users, assign a new user, or remove a user
- Possible user roles:
 - Director works will all projects
 - Central Office works with all projects
 - District works with projects inside their district and projects to which they have been assigned
 - External works with projects to which they have been assigned

5. Assign Exception Lists



- Exception lists are optional elevated permissions that can be added to user accounts who will serve as admins or super users
- Available from Manage Exception link on the Dashboard to Director or Central
 Office Role with Manage Users exception
- visit https://apps.transportation.ky.gov/krowds
- Select View All to see existing exceptions
- Select a specific exception to see existing users, assign a new user, or remove a user
- o Possible Exception Lists:
 - Dashboard Admin Control Dashboard Announcements and Quick Links
 - Manage Users Approve and Assign Users to Roles, Manage Exceptions
 - Manage Project Create Projects and assign users to projects
 - Manage Type Tables Add new options to dropdown menus
 - Comp Sale Override Designate an already approved Comp Sale for more updates by appraiser
 - Copy Comp Sale Copy an existing Comp Sale between projects
 - Acquisition Branch Manager Review and Approve Administrative Settlements
 - District ROW Supervisor Review and approve acquisition packets,
 Assign Range of Value Preparers, Generate Notices of Proposed
 Acquisition
 - Central Office Acquisition Review Review and approve acquisition packets
 - Program Coordinator Input eMARS Vendor number and Invoice number on approved acquisition packets





 Available from Manage Roles link on the Dashboard to Director or Central Office Role with Manage Users exception

- o Visit https://apps.transportation.ky.gov/krowds
- o Select View All to see existing users and edit user profiles
- Add companies to users
- o Remove companies from users
- Deactivate users
- o Update user profile data

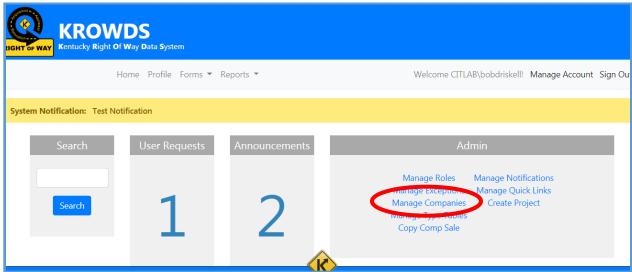
7. Add Electronic Signature

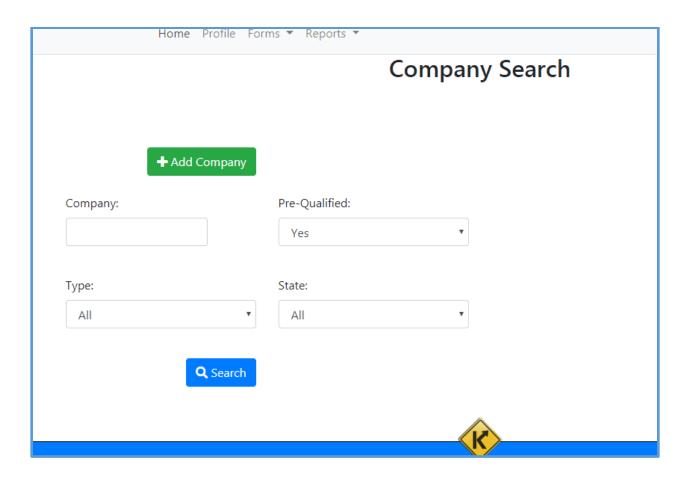
- Available to all Users
- o Select Profile in the menu at the top of the page
- Use the Upload Electronic Signature button to add a signature to your profile
- o Bring your own signature file or generate one with a free tool like:
 - https://www.docsketch.com/online-signature/
 - https://onlinesignature.com/draw-a-signature-online
 - https://signature-maker.net/signature-creator
 - https://createmysignature.com/
- The uploaded signature will display on Acquisition forms and packets after approval

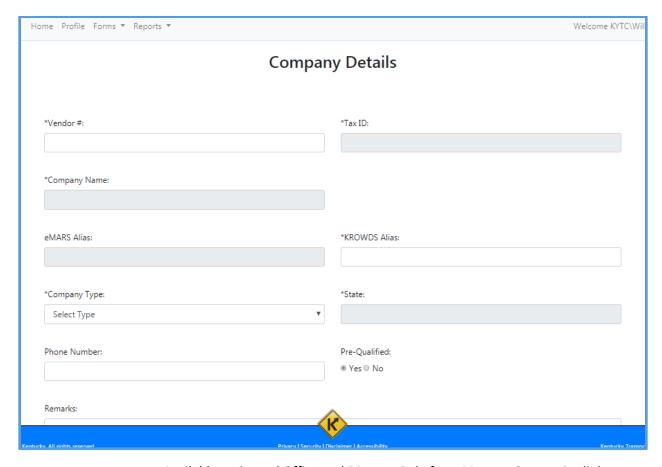
Companies

Companies are linked to users as employers on each user profile page. Non State users should be linked to a Pre-Qualified company record before they can create or edit KROWDS data.

1. Add new Company

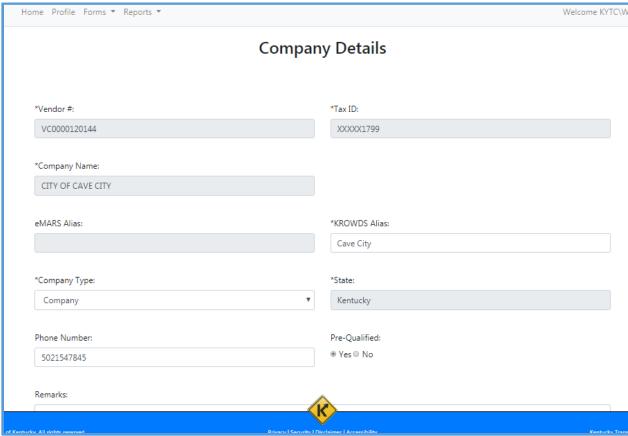






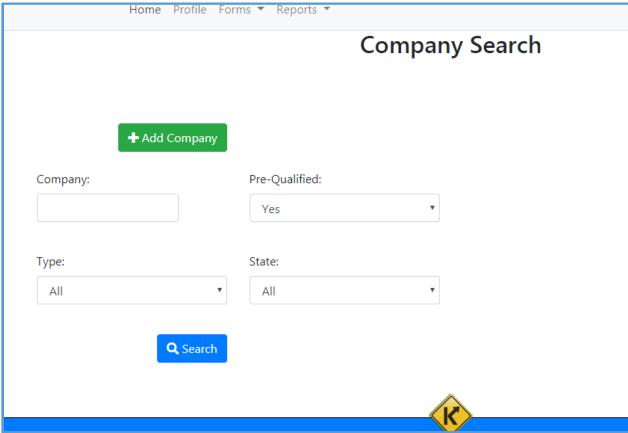
- Available to Central Office and Director Role from Manage Companies link on the Central Office Dashboard
- Use Vendor# to search eMars for valid companies and then input KROWDS specific information

2. Edit existing Company



- Available to Central Office and Director Role from Manage Companies link on the Central Office Dashboard
- After a company is created edit the Alias, Type, Phone, Remarks, and Pre-Qualified Status

3. Search for Company



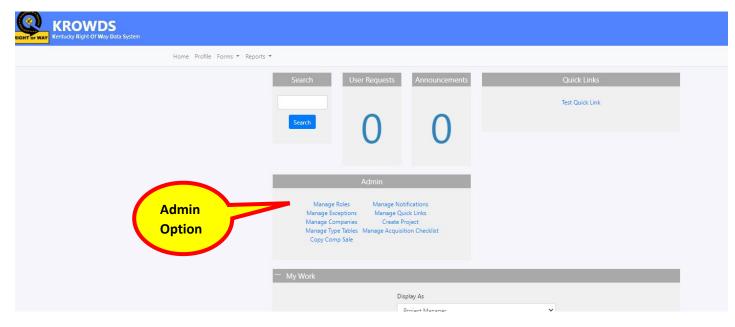
- Available to Central Office and Director Role from Manage Companies link on the Central Office Dashboard
- Search on Name or Alias
- Filter by Pre-Qualified Status ,Type, or State

Dashboards

The Dashboards is based on User Role and Assignments.

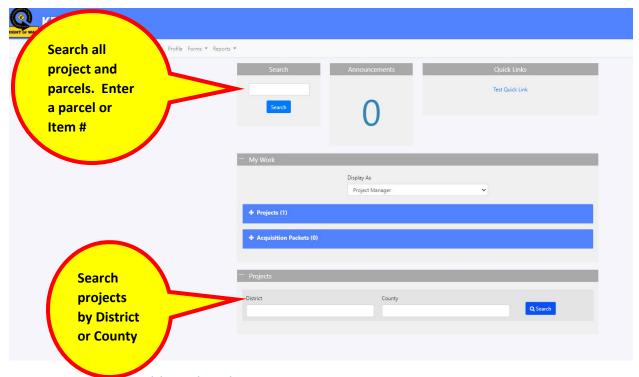
1. Admin Dashboard Widgets

- Approve/Deny new user access requests If Director Role or have Manage User exception
- Create Projects If Director Role or have Manage Project Exception
- Manage User Profiles, Roles, and Exceptions If Director Role or have Manage User exception
- Manage Companies If Director and Central Office Role
- o Manage Announcements If Director Role or have Dashboard Admin exception
- o Manage Notifications If Director Role or have Dashboard Admin exception
- o Manage Type Tables- If Director Role or have Manage Type Tables exception
- o Manage Quick Links If Director Role or have Dashboard Admin exception



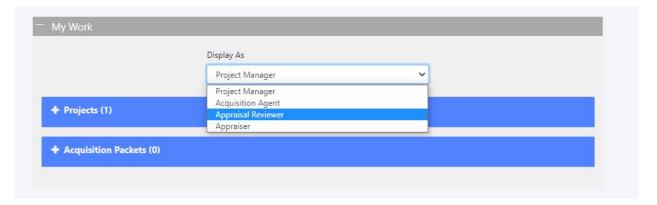
2. All Dashboards

- Search Projects and Parcels
- View Announcements, Notifications, and Quick Links
- Print Blank Forms



3. My Work Dashboard Widget

The My Work dashboard widget is controlled by your user role and assignments. Select what assignment type or role you would like to work with from the drop down and view your assigned work in the grid.



Possible view options:

- Project Manager View Projects and Acquisition Packets. Filter by Project Status and Packet Status
- o Final Approver View Appraisals. Filter by Appraisal Status
- o Appraiser View Appraisals and Comparable Sales. Filter by Appraisal Status
- Appraisal Reviewer View Appraisals and Comparable Sales. Filter by Appraisal and Sale Status

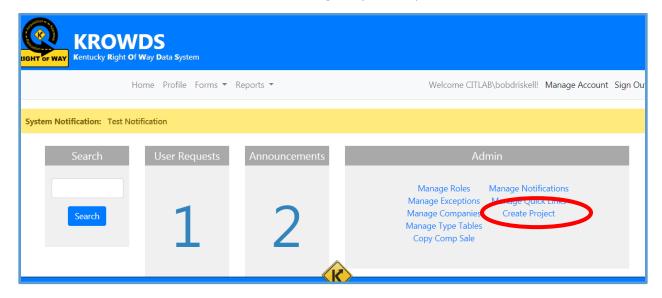
- Acquisition Agent View Acquisition Packets. Filter by Packet Status
- District ROW Supervisor View Projects and Acquisition Packets. Filter by Project Status and Packet Status
- o Central Office Acquisition Review View Acquisition Packets. Filter by Packet Status
- o Program Coordinator View Acquisition Packets. Filter by Packet Status

Projects

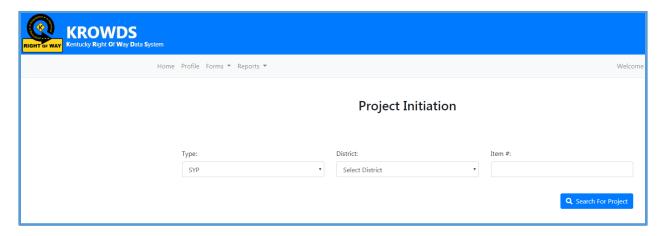
Projects are the central building block of KROWDS. Projects must be created before parcels, comparable sales, and appraisals. Each project may have multiple Comparable Sale Books and multiple Parcels. In KROWDS Project Managers, Alternate Project Managers, and Final Approvers are assigned to specific Projects.

1. Initiate SYP Project

Available from Create Project link on the Dashboard to Director Role or Central
 Office Role user with Manage Project exception

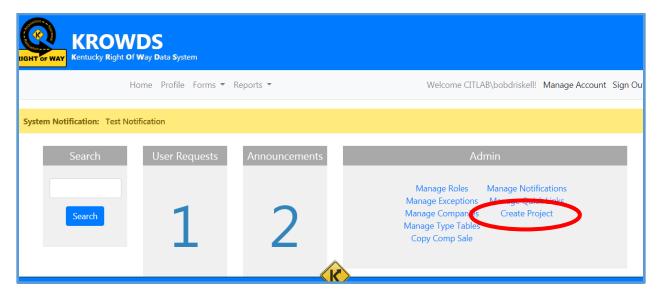


- Select Type and District, then input Item Number
- Select a Program Code / Funding Strip and select Save

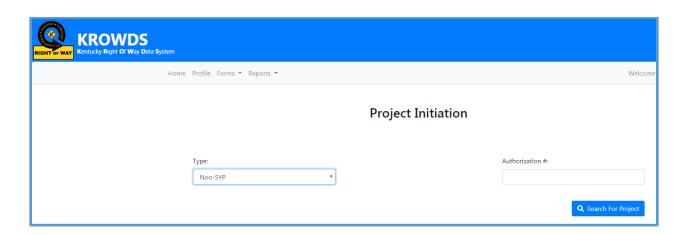


2. Initiate RWU Project

 Available from Create Project link on the Dashboard to Director Role or user with Manage Project exception

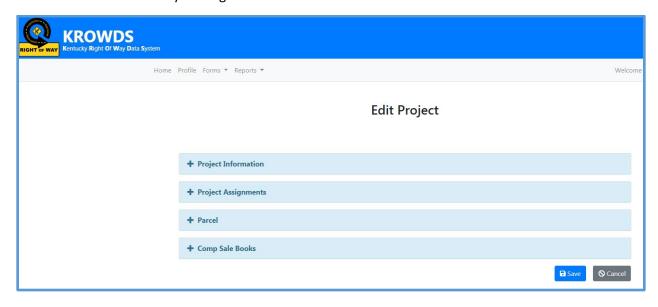


- Select Type, then input Authorization Number
- Select a Program Code / Funding Strip and select Save



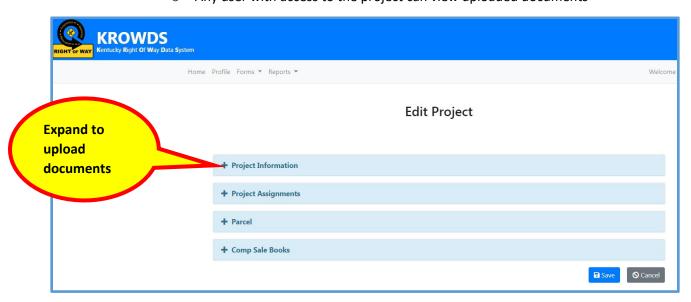
3. Edit Project

- Available to Director Role or Central Office Role user with Manage Project exception
- o Edit eMARS#, Funding Strip, Status, Official Order Number and Comments
- Link available to the Project Manager's Toolbox
- On the Dashboard, search for a project or select an assigned project from the My Work grid



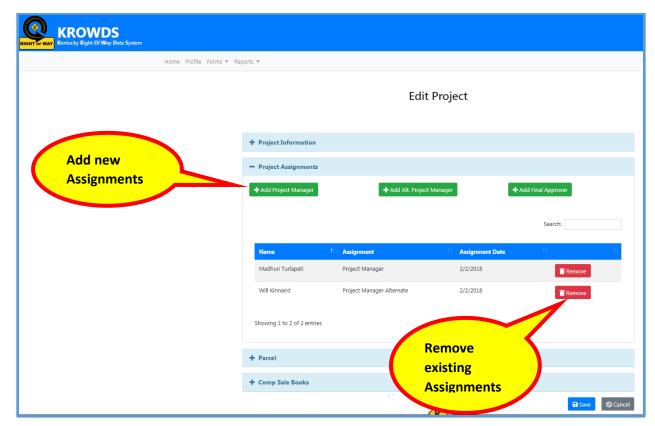
4. Project Authorization Documents

- Director Role or Central Office Role user with Manage Project exception can upload documents
- o Any user with access to the project can view uploaded documents



5. Assign Users to Project

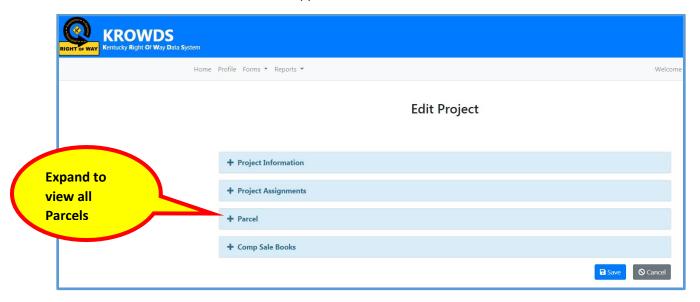
o Available to Director Role or Central Office role with Manage User Exception



o Assign Multiple Project Managers, Alt Project Managers, and Final Approvers

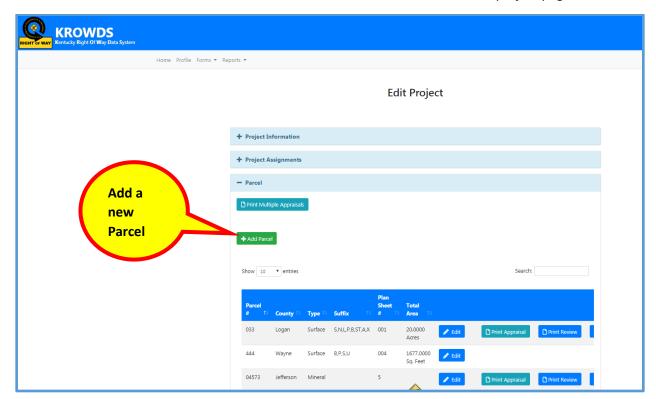
6. View Parcel List

- View all parcels for a single project
- View and Print Appraisals



7. Add Parcels to Project

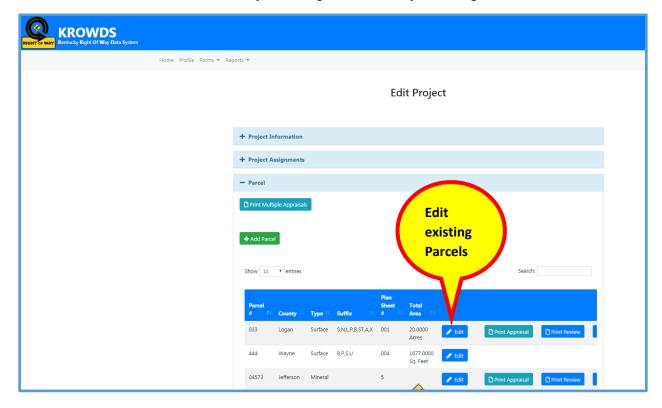
o Available to Project Managers and Alt Project Managers



o Select the Add Parcel button in the Parcel section of the project page

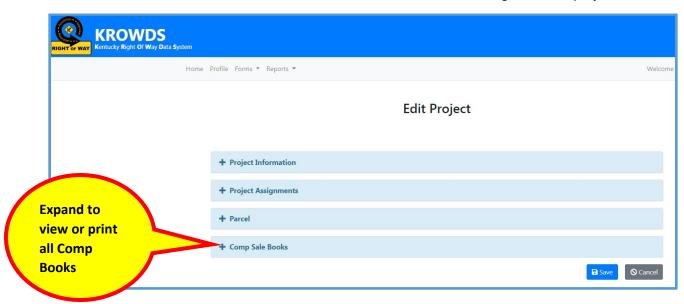
8. Edit Existing Parcels

o Available to Project Managers and Alt Project Managers



9. View Comparable Sale Books

o Available to Directors and users who have been assigned to the project

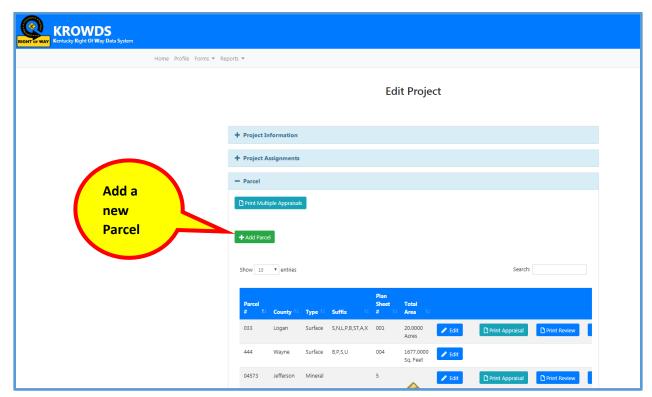


Parcels

Parcels are individual tracts of land associated with a Highways Project. Each project may have multiple parcels. The Division of Right of Way may acquire parcels wholly or partially. The Division of Right of Way may also acquire permanent and/or temporary easements to a parcel. In KROWDS, Appraisers and Appraisal Reviewers are assigned to specific parcels. Each parcel may have multiple appraisals, although only one appraisal will be selected for Final Approval.

1. Add Parcel to Project

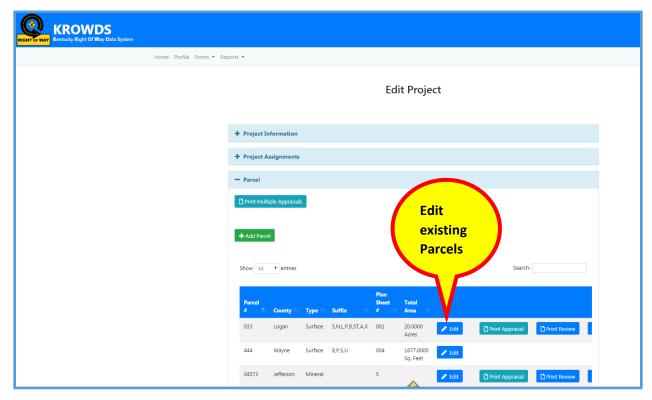
- o Available to assigned Project Managers or Project Manager Alternates
- Navigate to a Project, then select the "Add Parcel" button inside the Parcel section on the Project page
- Parcels can also be added directly from an existing Parcel page. Use the Add
 Another Parcel button at the top of the Parcel page to create another parcel for
 the same project
- Enter required data in the Parcel Summary Information and Project Management sections, then select the "Save" button

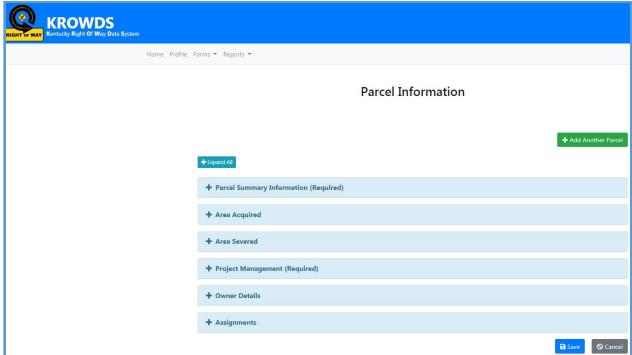


2. Edit Parcel

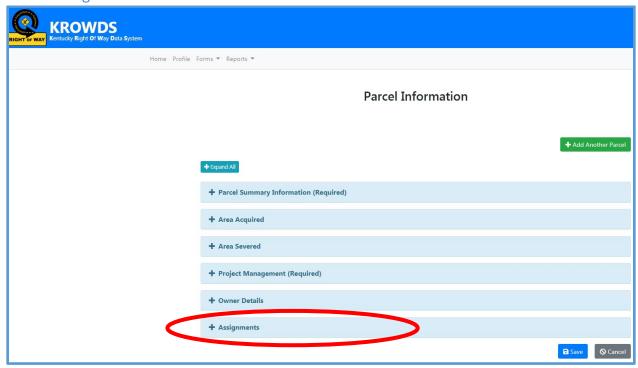
- o Available to assigned Project Managers or Project Manager Alternates
- From the dashboard, select a parcel from My Work or use the search widget to find a parcel
- o Edit the Parcel Summary Information and Project Management sections

- Add and Edit the Area Acquired section (also editable by assigned Appraisal Reviewer)
- o Edit the Area Severed section (also editable by assigned Appraisal Reviewer)
- Add and Edit the Owner Details section





3. Assign Users to Parcel



- o Available to assigned Project Managers or Project Manager Alternates
- o Assign multiple Appraisers to each Parcel
- Assign an Appraisal Reviewer to each Parcel
- Assign an Acquisition Agent to each Parcel
- On the Parcel page in the Assignments section use the Add and Remove buttons to manage assignments
- o Save the Parcel after updating Assignments to finalize changes

4. View Parcel

- Available to any user assigned to the Parcel or the Project that contains the Parcel
- o All parcel data can be viewed but not edited
- Select a Parcel from the Project page, from the Dashboard grids, or from the Dashboard search

Comparable Sale Books

Each Appraiser assigned to a parcel may create a single Comparable Sale Book per project. The Book may contain multiple individual Comparable Sales. Comparable Sales are recent sales similar to the property being appraised used to determine a market value for the property. The assigned Appraisal Reviewer must approve each Comparable Sale before use during the Appraisal process. KROWDS contains a Comparable Sale Book page that allows users to manage individual sales and generate pdf reports.

1. Comparable Sale Workflow

- 1. Appraiser and Appraisal Reviewer assigned to a Parcel
- 2. Appraiser creates a Comparable Sale Book
- 3. Appraiser adds Comparable Sales to the Book
- 4. Appraiser populates Comparable Sale data
- 5. Appraiser validates each sale
- 6. Appraiser certifies the Comparable Sale Book
- 7. Appraiser Submits all validated sales for review
- 8. Appraisal Reviewer Approves/Rejects/Denies each Comparable Sale
- 9. Approved Comparable Sales can be used during the Appraisal Process. All Appraisers on the same project share approved Sales during the Appraisal process.

2. Appraiser

2.1 Create a single Comparable Sales Book for each assigned project

Select "Add Comp Book" from the Appraiser Dashboard or the Project page

2.2 Add Comparable Sales to the Book

 Select "Add Comp Sale" from the Comparable Sales Book page, enter a Draft name and select Rural or Non-Rural

2.3 Enter Comparable Sale Data

- Select "Edit" on a specific Sale from the Book page. Then select a section from the left hand menu. There is no requirement that appraisers complete the sections in any specific order. Input data will be AutoSaved. Required fields are marked with an asterisk (*). Required fields will be checked for data when the Comp Sale is selected for Validation by the Appraiser. Sales not yet validated will be in Draft status.
 - Sale Summary
 - Physical Characteristics
 - Sales Analysis
 - Proximity and Grade
 - Buildings

- Income
- Classifications
- Improvements
- Attachments
- Each section will display a status icon:
 - Grey Section not started
 - Blue = Section started but missing required data
 - Green = Section complete with all required data populated

2.4 Validate a Comparable Sale

After data is populated, select "Validate" on a specific Sale from the Book page.
 Any sections still missing required data will be listed so the Appraiser can update. Validated Sales not submitted to the Reviewer will be in Pending Status.

2.5 Certify a Comparable Sales Book

 Select "Certify" from the Comparable Sales Book page to officially certify the book

2.6 Submit a Comparable Sales Book

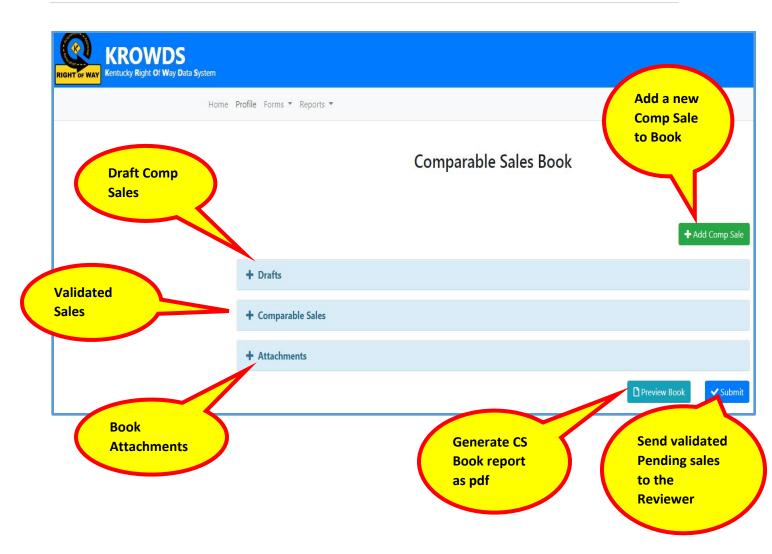
- Select "Submit" from the Comparable Sales Book page to send any pending sales to the Appraisal Reviewer for review. Sales sent to the Reviewer will be in Submitted status.
- The Book can be submitted multiple times to accommodate sending sales back and forth between Appraiser and Appraisal Reviewer

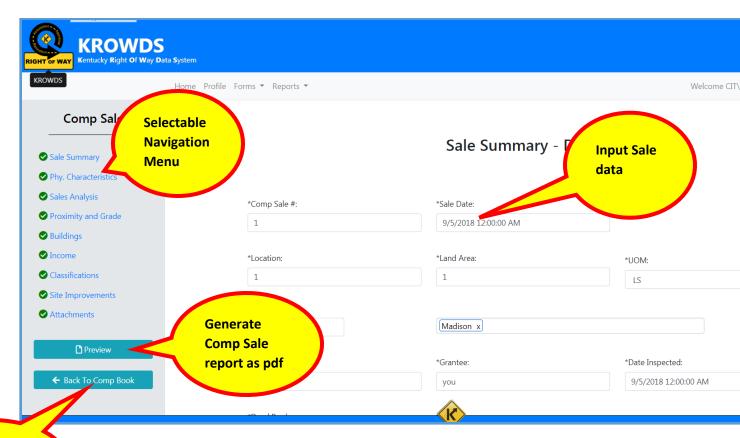
2.7 Print an Individual Comparable Sale

- From the Comparable Sales Book page, select the Preview button in the grid next to a specific Comparable Sale
- The Comparable Sale Report opens as pdf document in a new tab (pop up blocker must be turned off)
- o The pdf document can be saved, printed, and emailed

2.8 Print the entire Comparable Sales Book

- From the Comparable Sales Book page, select the Preview Book button at the bottom of the page
- The Comparable Sales Book Report opens as pdf document in a new tab (pop up blocker must be turned off)
- The pdf document can be saved, printed, and emailed
- o Sales in Draft Status are not included in the Book report





View the Comp Book

Appraisal Reviewer

3.1 View Comparable Sale Books and Comparable Sales

- Appraisal Reviewer has read-only access to submitted comparable sales
- Select the Review Comp Book button from the My Work section of the Appraisal Reviewer Dashboard. If there are multiple books on the project, select a specific appraiser's book. Then select an individual sale to review.

3.2 Approve Comparable Sales

 Select "Approve" from the Comp Book page and save to approve a sale for use during the Appraisal process

3.3 Reject Comparable Sales

 Select "Reject" from the Comp Book page and save to reject a sale and send back to the appraiser for edits

3.4 Deny Comparable Sales

 Select "Deny" from the Comp Book page to reject a sale but allow no more editing by any user

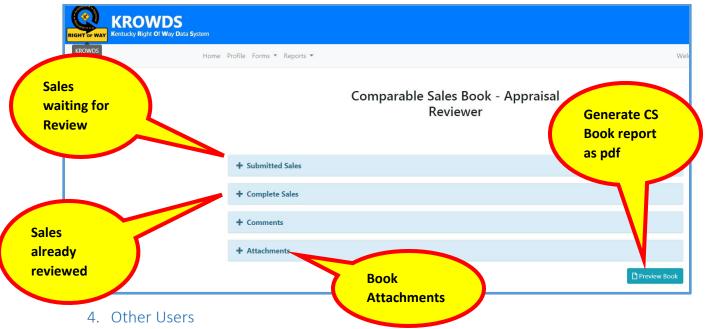
3.5 Print an Individual Comparable Sale

- From the Comparable Sales Book page, select the Form button next to a specific Comparable Sale
- The Comparable Sale Report opens as pdf document in a new tab (pop up blocker must be turned off)

- o The pdf document can be saved, printed, and emailed
- o Sales in Draft Status will display a Draft heading on the pdf document

3.6 Print the entire Comparable Sales Book

- From the Comparable Sales Book page, select the Preview Book button at the bottom of the page
- The Comparable Sales Book Report opens as pdf document in a new tab (pop up blocker must be turned off)
- The pdf document can be saved, printed, and emailed
- o Sales in Draft Status are not included in the Book report



Other users can access the project and comparable sales book page if their role or assignments allow.

4.1 Print an Individual Comparable Sale

- Select or Search for a project on the dashboard. From the project page, select a Comparable Sales Book to view. From the Comparable Sales Book page, select the Preview button next to a specific Comparable Sale
- The Comparable Sale Report opens as pdf document in a new tab (pop up blocker must be turned off)
- The pdf document can be saved, printed, and emailed

4.2 Print the entire Comparable Sales Book

- Select or Search for a project on the dashboard. From the project page, select a Comparable Sales Book to view. From the Comparable Sales Book page, select the Preview Book button at the bottom of the page
- The Comparable Sales Book Report opens as pdf document in a new tab (pop up blocker must be turned off)
- The pdf document can be saved, printed, and emailed

Sales in Draft Status are not included in the Book report

Appraisals

1. Appraisal Workflow

- 1. Appraiser and Appraisal Reviewer assigned to a Parcel
- 2. Final Approver assigned to a Project
- 3. Appraiser creates an Appraisal
- 4. Appraiser populates Appraisal Data
- 5. Appraiser certifies the Appraisal
- 6. Appraisal Reviewer Recommends the Appraisal for Approval or Sends back to Appraiser for updates
- 7. Final Approver inputs the Final Approved Amount and marks the Appraisal complete

2. Appraiser

2.1 Create a single Appraisal per Appraiser for each Parcel

Select "Add Appraisal" from the Appraiser Dashboard or the Project page –
 Parcel List

2.2 Enter Appraisal Data

- Select "Edit Appraisal" from the Appraiser Dashboard or the Project page Parcel List. Then select a section from the left hand menu. Input data will be
 AutoSaved. There is no requirement that Appraisers populate data in strict
 sheet order although later sheets like Approaches, Correlation and Allocations,
 and Recapitulation use general data input on sheets 1 through 3. Required
 fields are marked with an asterisk (*). Required fields will be checked for data
 when the Appraisal is selected for Certification by the Appraiser
 - Owner Details Sheet 1
 - Contingent and Limiting Conditions Sheet 1
 - Five-Year Sales Record Sheet 2
 - Location and Neighborhood Sheet 2
 - Land Description Sheet 2
 - Site Improvements Sheet 2
 - Physical Characteristics Sheet 2
 - Building Listing Sheet 2
 - Proximity and Grade Sheet 3
 - Attachments Sheets 3 and 4
 - Approach
 - a. Before
 - i. Cost Sheets 5 and 6

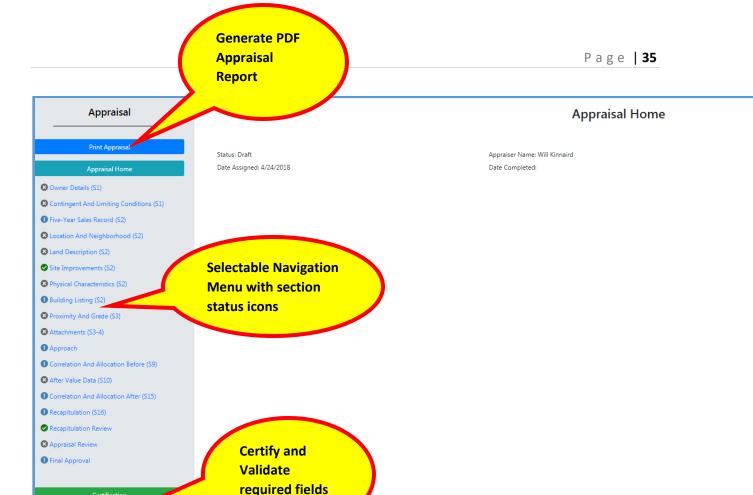
- ii. Income Sheet 7
- iii. Sales Sheet 8
- b. After
 - i. Cost Sheets 11 and 12
 - ii. Income Sheet 13
 - iii. Sales Sheet 14
- Correlation and Allocation Before Value Sheet 9
- After Value Data Sheet 10
- Correlation and Allocation After Value Sheet 15
- Recapitulation Sheet 16
- o Each section will display a status icon:
 - Grey Section not started
 - Blue = Section started but missing required data
 - Green = Section complete with all required data populated

2.3 Certify an Appraisal

 Select the Certification section from the Appraisal menu. Then use the "Certify" button to officially certify the Appraisal. Any sections missing required data will be listed and must be updated by the Appraiser before Certification can be completed. Locks all Appraisal data. Certified Appraisals sent to the Reviewer will be status In Review.

2.4 Print Appraisal

 Select Print button from inside the Appraisal or from the Parcel list on the Project page. From the Project Page – Parcel list it is possible to print multiple appraisals for the same project at once. Until the appraisal is certified, a Draft heading will display on the report.



3. Appraisal Reviewer

3.1 View Appraisal

 Appraisal Reviewer has read-only access to certified Appraisals. Select "Review Appraisal" from the Appraisal Reviewer Dashboard. If there are multiple appraisals per parcel, also select a specific appraisal. Certified Appraisals sent to the Reviewer will be status In Review.

3.2 Complete the Appraisal Review and Review Recapitulation

- Select "Review Appraisal" from the Appraisal Reviewer Dashboard. Then select a section from the left hand menu. Required fields are marked with an asterisk
 (*). Required fields will be checked for data when the Appraisal is Recommended for Approval by the Appraisal Reviewer.
 - Recapitulation Review
 - Appraisal Review

3.3 Recommend the Appraisal for Approval.

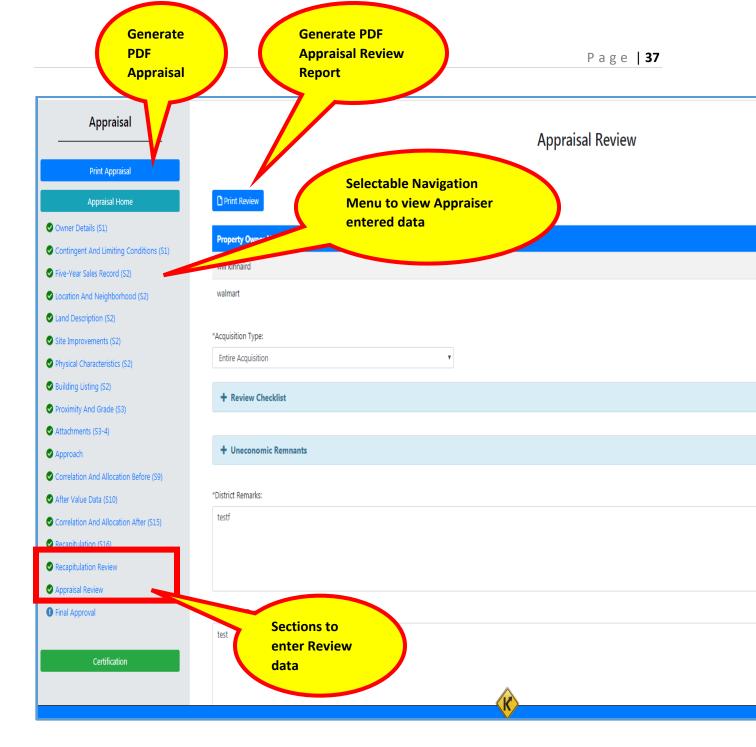
 Select "Recommend for Approval" from the Appraisal Review page to approve an appraisal and send to the Final Approver. Locks all Review data. Appraisals recommended for Final Approval will be status In Final Review.

3.4 Send back to Appraiser

 Select "Send back to Appraiser" from the Appraisal Review page to reject an appraisal and send back to the appraiser for edits.
 Appraisals sent back to the Appraiser will be status Rejected.

3.5 Print Appraisal and Review

 Select Print button from inside the Appraisal or from the Parcel list on the Project page. From the Project Page – Parcel list it is possible to print multiple appraisals for the same project at once.



4. Final Approver

4.1 View Appraisal and Review Data

 Final Approver has read-only access to certified Appraisals that have been "Recommended for Approval". Select "Review Appraisal" from the Central Office Dashboard. Then select a section from the left hand menu.

4.2 Recommend the Appraisal for Approval

o Select the Final Approval section

 Select "Recommend for Approval" and enter an approval amount. Locks all Appraisal and Review data. After Recommended for Approval, appraisals will be status Approved

4.3 Update Approved Amount

- Select the Final Approval section
 - Enter a new approved amount and select the Save button. The approved date will be updated.

4.4 Send back to Reviewer

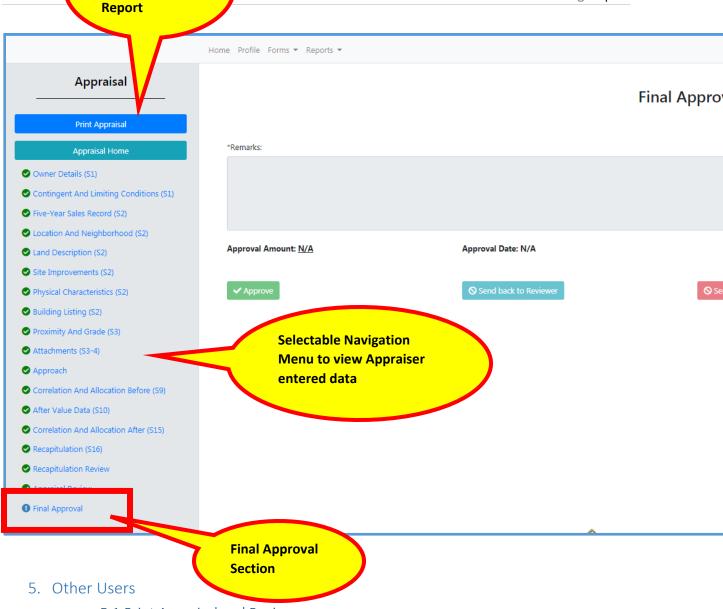
- Select the Final Approval section
 - Select "Send back to Reviewer". Unlocks Review data for edits by the Appraisal Reviewer. Appraisals sent to the Reviewer will be status In Review.
 - Appraisals may be sent back even after the appraisal is approved if more edits are needed.

4.5 Send back to Appraiser

- Select the Final Approval section
 - Select "Send back to Appraiser". Unlocks Appraisal data for edits by the Appraiser. Appraisal must be certified and reviewed again. Appraisals sent back to the Appraiser will be status Rejected.
 - Appraisals may be sent back even after the appraisal is approved if more edits are needed.

4.6 Print Appraisal and Review

 Select Print button from inside the Appraisal or from the Parcel list on the Project page. From the Project Page – Parcel list it is possible to print multiple appraisals for the same project at once



5.1 Print Appraisal and Review

Generate PDF Appraisal

- Available to other users also assigned to the Project or whose Role allows viewing the Project page - Parcel List
- Select Print button from inside the Appraisal or from the Parcel list on the Project page. From the Project Page – Parcel list it is possible to print multiple appraisals for the same project at once