



2-Step Verification for All Users

When will I have to use 2-Step Verification?

You will be required to use 2-Step Verification in the following instances:

- When signing in to Pavaso after entering your password
- When entering a signing session – **Witnesses, Signers, Observers, and non-Conductors only**

What information do I need to use 2-Step Verification?

You will need access to either the email address or cell phone number associated with your Pavaso account.

Who is required to use 2-Step Verification?

This change affects all users on Pavaso.

Do I need to have a cell phone to receive a code?

No. You can send the code to the email address on your profile **or** the cell phone number.

Note: Cell phones must be able to receive texts from a US-based phone number. Third-party messaging apps are not supported.

What if I don't receive a code?

Confirm your email address and cell phone number are correct in your Pavaso profile. Also check your spam/junk folders. Codes can be resent if needed from the verification code pop-up.

Note: Codes may take a few minutes to appear in your inbox.

Note: Confirm consent to receive sms in your profile is checked.

Can I turn this feature off for my company?

This option is not configurable. It is required for all users on Pavaso.

How can I prepare my customers?

It's best to verify the email address and cell phone number of each customer before they complete their pre closing review or the closing.

How long is the verification code valid?

The code is valid for 15 minutes.



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How do I change the email address or phone number associated with my account?

A. Hover over your name in the top right corner and select **My Profile**.

B. Update the **Primary Phone** field.

Note: Cell phones must be able to receive texts from a US-based phone number. Third-party messaging apps are not supported.

C. Confirm that consent to receive SMS messages from Pavaso is checked.

D. Update the **Email** field by selecting **change**.

E. Select **Save**.

The screenshot shows the Pavaso Profile page. At the top, there is a navigation bar with links: Home, My Messages, My Team, My Company, Support Center, and a user dropdown for Jean-Luc Picard. The profile page is divided into sections: General Information, Notification Settings, Change Password, Manage Applications, and Notary. The main profile section includes fields for Username (jeanlucpicard@mailinator.co), First Name (Jean-Luc), Last Name (Picard), and a bio field. Below these are fields for Company (6024 Stargazer Title) and Role (ClosingAgent). The Contact Information section includes a Primary Phone field (555-555-5555), an Alternate Phone field, a consent checkbox (checked), and an Email field (jeanlucpicard@mailinator.com) with a 'change' link. The Mailing Address section includes Address 1 (1234 Street), Address 2, City, State (TX), and Zip Code (85555). At the bottom, there are 'Cancel' and 'Save' buttons. Annotations A through E are placed on the page: A points to the user dropdown, B points to the Primary Phone field, C points to the consent checkbox, D points to the 'change' link next to the Email field, and E points to the 'Save' button.

Pavaso Support

Support Hours: <https://pavaso.com/contact/>

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Email: support@pavaso.com

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