



Observer Role

Remote Online Notarization (RON)

Revised: 1/25/2024

Pavaso, Inc.

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What is the Observer Role

The Observer role is intended for individuals who:

- Have permission to participate in the closing via audio and webcam.
- Do not need to sign any documents.
- Do not require identity verification through ID validation and Knowledge-Based Authentication (KBA).

Before you Begin

- Confirm with your Implementation Lead that Remote Online Notarization (RON) is enabled for your company on Pavaso.
- Confirm you have met all legal, underwriting, and state requirements before conducting a RON session.
- Confirm the Remote Closing and Video eNotary closing method is selected in Order Details.

Edit Order Details

Order Information

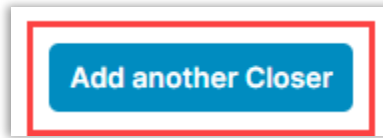
Order number (*) Exampleorder123	State (*) Texas	Order Template
Order Open Date 11/16/2023	Sales Price 0.00	
Closing Date (*) 01/19/2024	Closing Time (*) 11:12 AM UTC-7 MST	
Closing Type Digital Closing	Signing Process for Consumer Approve All, Sign Once	Digital Closing Method (RON) Remote Closing and Video el

Observer Role for Closing Agents

Adding a Closing Agent as an Observer

A Closing Agent, directly associated with a company on Pavaso, may be added as an Observer from within Order Details.

Select Add Another Closer.



1. Choose the appropriate Company.
2. Select the Closer's Email Address from the dropdown.
3. Confirm the Closer's information is filled in and or correct.
4. Check the Observer for this RON Order box.

Closer 2

Company Company **1**
Stargazer Title

Other Closer Email Address (*)
[Empty field]

Closer Email Address (*) **2**
jeanlucpicard@mailinator.com

Username
jeanlucpicard@mailinator.com

3 First Name (*) Middle Name Last Name (*)
Jean-Luc [Empty field] Picard

Street Address City Cell Phone
1234 Street City (555) 555-5555

Zip Code State
85555 Texas

Is this Closer the Notary for this Order?
 Yes No (Please fill in the Notary details below) Unknown Notary

Observer for this RON Order **4**

Add another Closer **Remove this Closer**

Observer Role for Remote Witness

Adding a Remote Witness as an Observer

Under the Additional Party section of Order Details:

1. Select Witness from the drop-down menu.
2. Enter their Email Address.
3. Fill in and or confirm their information.
4. Check the Observer for this RON Order box.

Additional Party 1

As Role (*) 1	Email Address (*) 2	Username
Witness	tomparis@mailinator.com	tomparis@mailinator.com
First Name (*)	Middle Name	Last Name (*)
Tom 3		Paris
Cell Phone	Street Address (*)	City (*)
(555) 555-5555	1532 Street	City
State (*)	Zip Code (*)	
Texas	85555	
International Phone Number		
+1-Canada		
<input checked="" type="checkbox"/> Observer for this RON Order 4		

Observer Role for Lenders

Adding a Lender as an Observer

Under the Lender section of Order Details:

1. Select the Company from the drop-down menu.
2. Enter their Email Address.
3. Check the Observer for this RON Order box.

Lender | [Update User Details](#)

Company **Other**

Company 1 **Lender Email Address** 2

Discovery Lending michaelburnham@mailinator.com Username: michaelburnham@mailinator.com

Lender Email Address:

Lender First Name: Discovery Lender Middle Name: Lender Last Name: Lending

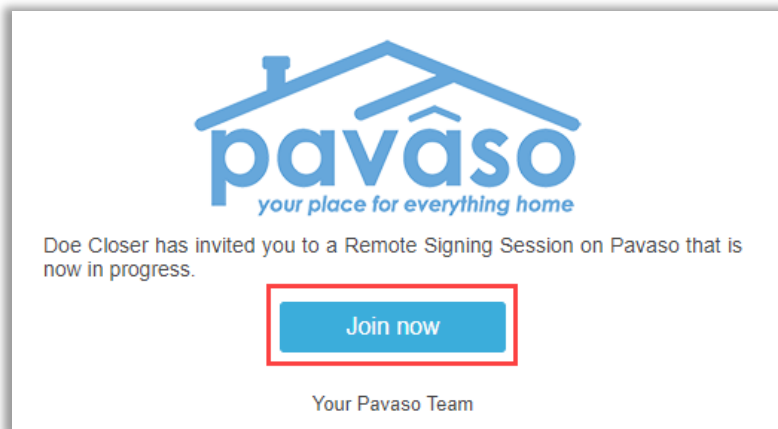
Street Address: City: Cell Phone: (555) 555-5555

Zip Code: State: (Please select an item)

3 **Observer for this RON Order**

How Observers Join the Signing

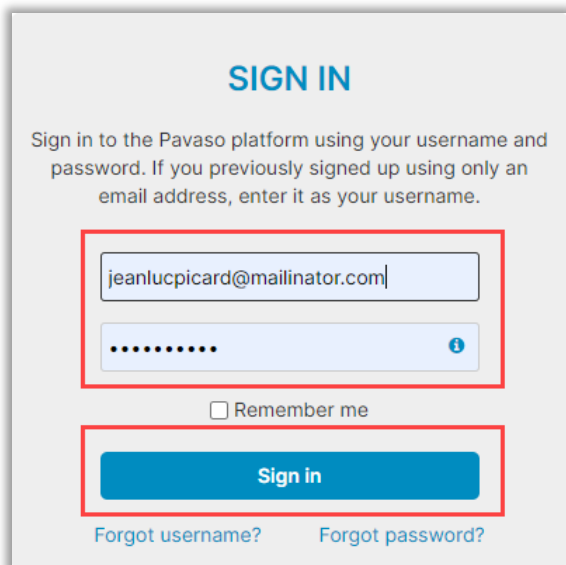
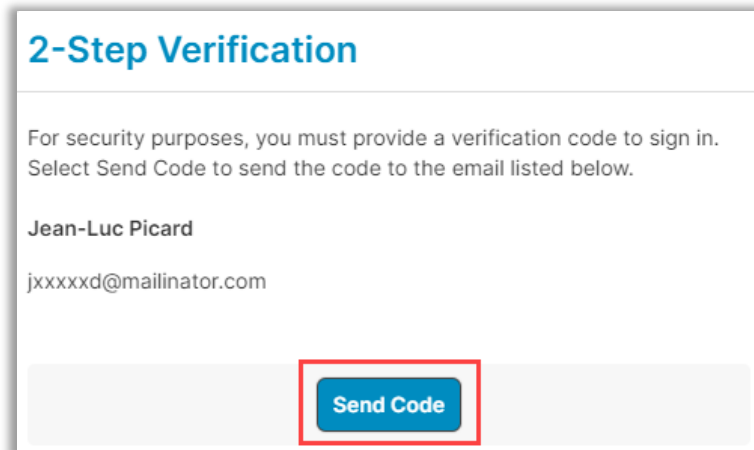
An email will be sent to the Observer to join the session. Select **Join now**.



Entering the Session as an Observer

After receiving notification that the order is ready to close, access Digital Close Enterprise.

Fill in your Username and Password, then select **Sign in**. Select the platform to receive your security code and select **Send Code**.

A screenshot of the Pavaso Sign In page. The title "SIGN IN" is in blue. Below it, the text says: "Sign in to the Pavaso platform using your username and password. If you previously signed up using only an email address, enter it as your username." There are two input fields: the first contains the email address "jeanlucpicard@mailinator.com" and is highlighted with a red border; the second contains a masked password "....." and has an information icon to its right. Below the password field is a checkbox labeled "Remember me". At the bottom is a blue "Sign in" button, also highlighted with a red border. Below the button are two links: "Forgot username?" and "Forgot password?".A screenshot of the Pavaso 2-Step Verification page. The title "2-Step Verification" is in blue. Below it, the text says: "For security purposes, you must provide a verification code to sign in. Select Send Code to send the code to the email listed below." The name "Jean-Luc Picard" is displayed, followed by the email address "jxxxxd@mailinator.com". At the bottom is a blue "Send Code" button, highlighted with a red border.

Enter your security code and select **Continue**.

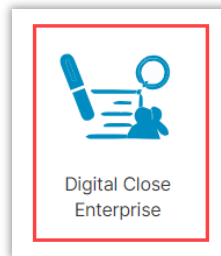
2-Step Verification

Please enter your verification code to continue.

Verification Code [Resend Code](#)

Continue

Select Digital Close Enterprise.



Select the Order.

Order Lobby

Select an Order below to view the details

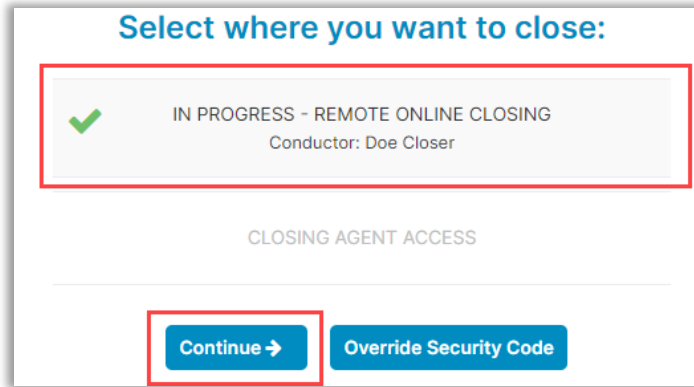
Display orders from: 10/18/2023 to: 1/16/2024

Show deleted orders

Search Criteria: Order Number **Search**

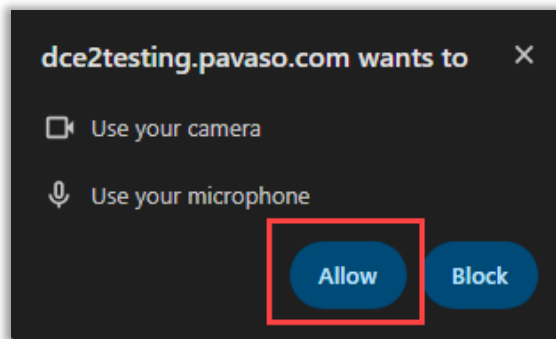
Open		Closed								
ORDER NUMBER	LOAN NUMBER	BORROWER	SELLER	NOTARY	COMPANY	PROPERTY	SCHEDULED CLOSING DATE	ACTUAL CLOSING DATE	STATUS	
Testord...		Tom Paris		N/A	Stargazer Title	1123 Street, City, TX 55185	01/19/2024 11:51 AM Mountain		Pending Closing	

Select **In Progress**, then **Continue**.

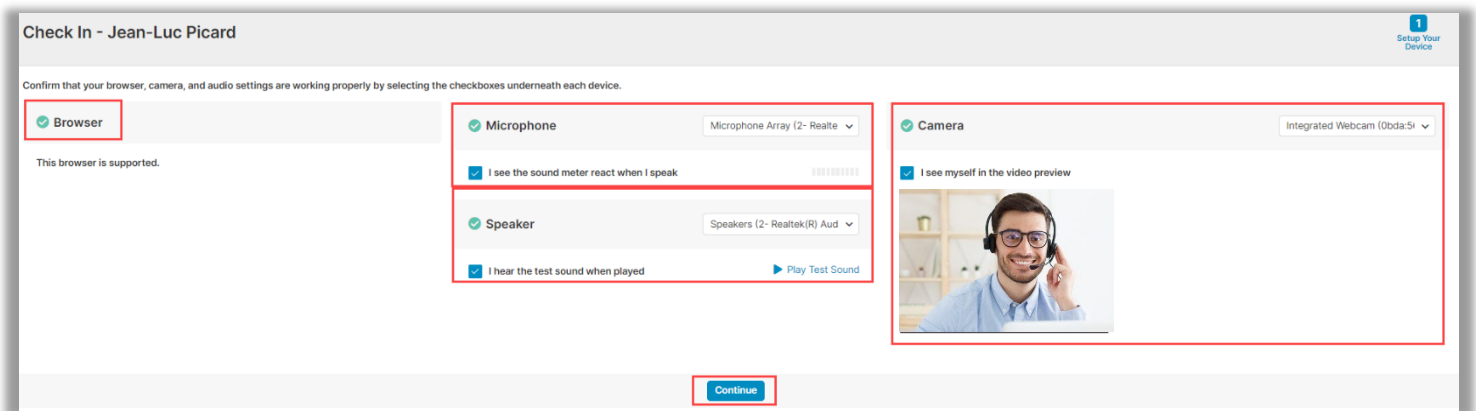


System Test

Observers are required to complete the system test as they will be able to participate in the audio and visual components of the session. Camera, microphone, and speakers are required to proceed. Select **Allow**.



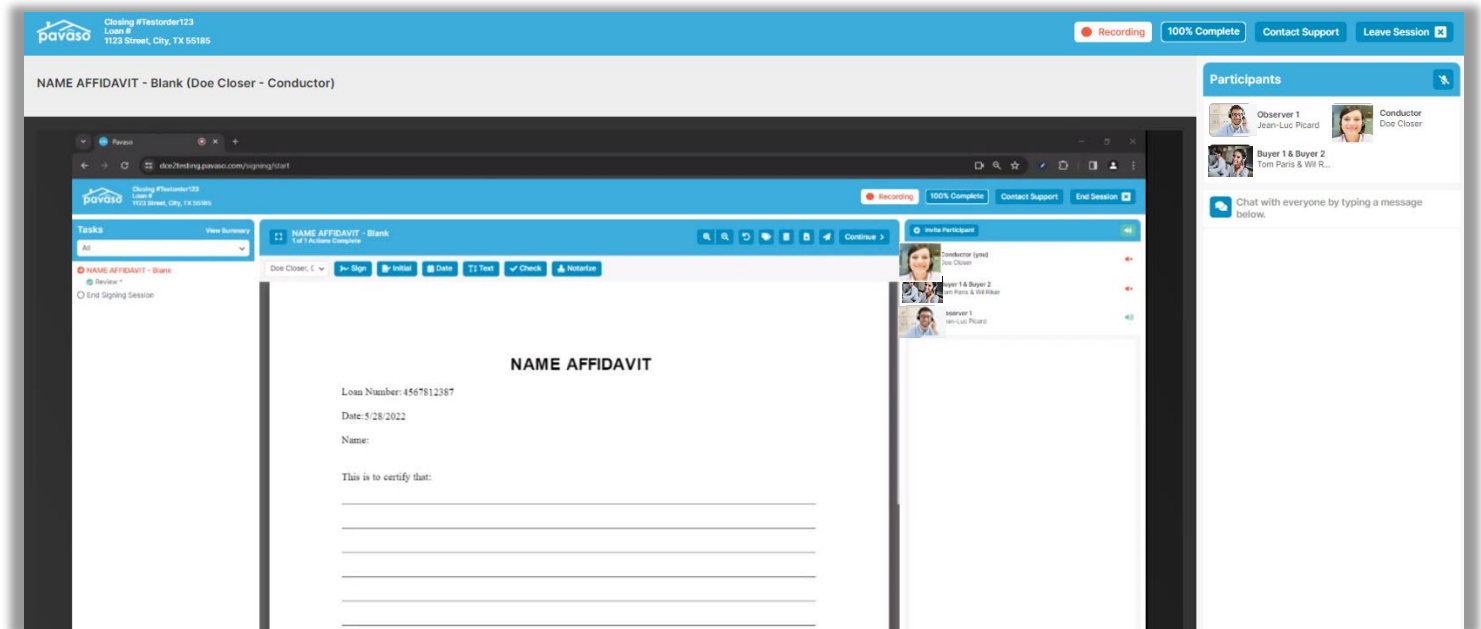
Verify browser, microphone, speaker, and camera and select **Continue**.



Session View

Once the closing agent begins the session, the Observer will see all actions on the closing agent's screen. This may include:

- Passing of documents to Signer(s)
- Signing of documents
- Notarization (if applicable) of documents
- Completing the eNotary journal



Once the session is finished you can select:

- Return to this order
- Go to the Order Lobby or
- Sign out of Pavaso



Pavaso Support

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

Phone/ Closing Hotline: (866) 288-7051

Email: support@pavaso.com

[View Our 24/7 Online Help Library](#)