

TrailFix Closing Agent/Notary Guide

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Pavaso, Inc.

Table of Contents

What You Need to Know about TrailFix	2
What does TrailFix do, and how does it enhance the platform?	2
Does the order have to be in a specific status or type to use this feature?	2
How do I turn this feature on?	2
Who can use this feature?	2
How many times can a package be modified?	2
Can a package be modified using a different signing method than when the order was originally cl	osed? 2
Sending a Document Using In-Person eNotarization (IPEN)	3
IPEN – Closing Agent View	3
IPEN – Signer View	8
IPEN – Closing Agent View – Completing the Document	9
Sending a Document Using Remote Online Notarization (RON)	12
RON – Closing Agent View	12
RON – Signer View	20
RON – Closing Agent View – Completing the Document	21
Sending a Document Using Sign on Their Own	26
Sign On Their Own – Closing Agent View	26
Sign On Their Own – Signer View	31
Sign On Their Own – Closing Agent View – Finalizing Modifications	33

What You Need to Know about TrailFix

What does TrailFix do, and how does it enhance the platform?

TrailFix allows you to re-open an order, upload additional documents, and send those documents for signature. The signature can be captured via IPEN, RON, or the Signer using their own device at a separate location without needing to interact with the Notary.

Does the order have to be in a specific status or type to use this feature?

The order must be in the Closed status to use TrailFix.

How do I turn this feature on?

Contact your Implementation Lead or support@pavaso.com.

Who can use this feature?

TrailFix is for Closing Agent/Notary users only. This is not available for Lender users.

How many times can a package be modified?

The package can be modified and closed as many times as needed.

Can a package be modified using a different signing method than when the order was originally closed?

Yes. For example, if the package were signed using RON, the modified documents can be signed using IPEN, RON, or with the Signer using their own device.

Sending a Document Using In-Person eNotarization (IPEN)

IPEN – Closing Agent View

Note: This guide refers to Closing Agent. This is intended to be inclusive of anyone with the Closing Agent role type.

Once the order is closed, the **TrailFix** button will appear for the Closing Agent. In this example, **Document One** was uploaded to the order prior to the order being closed.

pavâso	삼 Home	🖾 My Messages 📲	My Team	🗐 My Company	Help	Cindy Closer
Digital C	lose		Curre	nt date/time: 09/30/	/2022 09:29	:40 AM System
234 Ever Lane, Dallas, TX 12345	<	[TrailFi x]		
Q View 😑 eVault 👕 Archive	Documents The documents listed below a	are the signed copies of	/our closina	package.		
ORDER NUMBER: Order_One_Example				Date Completed		
COMPANY: BH Title	Audit Log	as all of the activity from	this Digital (Nosing up to the cor	mplotion of t	he closing
BUYER: Stanley Buyer	process.	is an of the activity from	this Digital C	to the cor	inpletion of t	the closing
SELLER:		Aud	litReport I	N/A	≛ ⊖	
SALES PRICE: \$ 0.00	Complete Package	Bundle of all Do	cuments I	N/A	* •	
CLOSING DATE: 09/26/2022 11:28 AM	Order Documents					
ACTUAL CLOSING		Docum	nent One	09/30/2022	≛ ⊖	
09/30/2022 11:28 AM	Additional Order Docu	iments			🗄 Add D	ocuments
Post Closing	Journal Entries					
		Journa	al Entries	09/26/2022	<u>*</u>	

Enter a reason for modifying the package and select Submit.

Modify Package	×
Enter the reason for modifying the document package (i.e. missed signature, addtiona document, etc).	al
Need additional signature	
	/
Cancel Submit	



Once hitting Submit, you will be directed to Edit Mode. Select Upload.

Upload the document(s) to be sent to the Signer and select **Save**. In this example, we'll call the document **Document Two**. Templates can be applied to documents if applicable.

ĵ		🕋 Home 🛛 My	Messages 🛛 😁 My Tear	m 📃 My Company	y 🕲 Help Cindy
Dig	ital Close		Current date/tim	ne: 09/30/2022 09:3	7:46 AM System -
← Back Add D	ocuments				Notifications Admin
Files Choose Files					
Name	Description	Document	Template Sta	atus	Action
		Drag and drop files he	re.		

Select the new document from the dropdown.

pavaso	😭 Home 🛛 🔤 My Messages	曫 My Team 🛛 🗐 My Company	❷ Help Cindy Closer ♀
	(Current date/time: 09/30/2022 09:3	89:34 AM System 🗸
Enterprise	倄 Lobby 📑 View/Edit Notes	Notifications Invite Other	rs 🛛 🖉 Edit Signature
>> 🗲 Back	Print 🕂 Upload 💼 Delete 🖺 Sav	e as Template 🛛 🚀 Send Action	Request 🕒 Save
Document Details	Document One	~)	+ Full screen
Name: 🕼 Edit	Document One Document Two		

Add the appropriate tags to be completed by the Signer. Once the appropriate tags or templates have been applied, select **Send Action Request**.



A prompt appears to choose which method will be used to sign the document.

Important Note:

This example contains a document that requires eNotarization. Because of this, the option for the Signer to sign on their own device is not available. The document must be completed using IPEN or RON.

The following fields must be completed before the document can be sent:

- A. Closing Type: In this example, we can choose IPEN or RON, since our document contains eNotarization. For documents that do not require eNotarization, the Signer can sign the document on their own advice.
- **B.** Notes to Recipient: The Closing Agent can enter a note to the Signer. This note is visible in the email sent that notifies the Signer that there are additional actions to complete.
- **C. Date:** The date that the document will be signed in person with the Closing Agent should be entered here.
- **D.** Time: The time of the document signing appointment should be entered here.
- E. Cancel: Selecting Cancel closes this window.
- F. Confirm: Selecting Confirm saves the changes and sends the notification to the Signer.

Select Closing Type and Time	×
Closing Type (*): IPEN - Complete required task(s) with Signers present using a shared device O RON - Complete required task(s) remotely (minimum system requirements must be met) Notes to Recipient (*):	
We will meet in our office to complete this document. Please call me at 555-5555 with any questions.].
08/23/2022	
02:00 PM E F Cancel Confirm	

IPEN – Signer View

The Signer receives notification that additional actions are required for the closing. There will not be any actions required for them to take on Pavaso because they will be meeting with the Notary in person.



IPEN – Closing Agent View – Completing the Document

At the scheduled time, the Closing Agent access the order. Web Closing or Multi-Device Closing (MDC) can be used to conduct the signing. In this example, we'll choose **Web Closing**.

pavaso	🔗 Home 🛛 My Messages 🕈 My Team 🗍 My Company 🥹 Help Cindy Closer 오
Digital Close Enterprise	Current date/time: 09/26/2022 12:37:45 PM System 🗸
234 Ever Lane, Dallas, << TX 12345	Select where you want to close:
📝 Edit 🛔 Replicate Order	
ORDER NUMBER: Order_One_Example	SIGNING TABLE (Windows 8 app)
COMPANY: BH Title	
BUYER: Stanley Buyer	(Any web browser)
SELLER:	
SALES PRICE: \$ 0.00	MULTI-DEVICE CLOSING (Any web browser, all participants using their own device)
CLOSING DATE:	
COUNT DOWN TO CLOSING:	CLOSING AGENT ACCESS
0 0 0 0 DAYS HOURS MINUTES SECONDS	
	PAPER CLOSING
Take a Tour 🗸	
Pre-Closing Review 🖌	
Closing Setup 🖌	Continue 🗲
Closing	

The Closing Agent completes the document with the Signer present and completes the closing. *Note: This example shows 2.0, but TrailFix is also available for 1.0.*

Closing #MP_IPEN Loan # - 456 Election Ave, Datas, TX 12245		75% Complete Contact Support End Session X
Tasks View Summary	2 of 2 Actions Companie	
Document One Document Two	Stanley Buyer, Buyer 🗸 🗸 Sign 🕼 Hitidal 🏥 Date 🛛 T1 Text 🗸 Check	_
Buyer 1 Sign 5 1* Nature 5 1* Start 5 1* End Signing Session	TEST RDER	
	Bayer: Stanley Bayer	
	Starley based of his life is high in the set of the set	
	Buyer Signature and Date	
	Cindy Closer at July 19, 2022 at 04:47 PM CST	
	eNotary Signature	

Once the order has closed, Document Two now appears in the document list from the Post-Closing screen.

pavâso	🖨 Home 🛛 My Messages 🕈 My Team 🚦 My Company	🗸 🚱 Help 🛛 Cindy Closer 🛇
Digital C Enterpr	Current date/time: 09/3	30/2022 10:04:01 AM System -
234 Ever Lane, Dallas, TX 12345	< TrailFix	
Q View 😑 eVault 🍙 Archive	Documents The documents listed below are the signed copies of your closing package.	
ORDER NUMBER: Order_One_Example	Date Completed	
COMPANY: BH Title	Audit Log This Audit Log contains all of the activity from this Digital Closing up to the co	ompletion of the closing
BUYER: Stanley Buyer	process.	suprodon of the closing
SELLER:	AuditReport N/A	≛ ⊖
SALES PRICE:	Complete Package	
\$ 0.00	Bundle of all Documents N/A	≛ ⊖
09/30/2022 11:28 AM	Order Documents	
ACTUAL CLOSING COMPLETED:	Document One 09/30/2022	≛ ⊖
09/30/2022 11:28 AM	Document Two 09/30/2022	≛ ⊖
Post Closing	Additional Order Documents	Add Documents
	Journal Entries	
	Journal Entries 09/30/2022	±

The actions are also captured in the Audit Log.

CEST ORDER Order Audit Log					
Digital Close Order #: Order_One_Example Property Address: 234 Ever Lane Dallas, TX 12345 Settlement Agent: BH Title - Cindy Closer Borrower(s): Stanley Buyer Report Generated Date: September 30, 2022 12:03:17 PM Central Daylight Time					
User	Action	Platform	IP Address	Date	
Cindy Closer	Closed Order	Digital Close Enterprise	68.230.42.174	09/30/2022 12:03 PM	
Cindy Closer	Cindy Closer notarized Document Two	Digital Close Enterprise	68.230.42.174	09/30/2022 12:02 PM	
Stanley Buyer	Buyer Stanley Buyer signed in document Document Two	Digital Close Consumer	68.230.42.174	09/30/2022 12:02 PM	
Cindy Closer	Accepted the Remote Online Notary Disclaimer	Digital Close Enterprise	68.230.42.174	09/30/2022 12:00 PM	
Pavaso does not warrant or represent that the documents signed or notarized using the Software comply with federal, state or county laws, rules, or regulations relating to the execution, notarization, or recordation of documents, including, without limitation, whether such documents are properly notarized or can be electronically recorded in the applicable county recorder offices. Pavaso shall have no obligation to confirm whether such documents, or the execution or notarization thereof, comply with any applicable federal, state or county laws, rules, or regulations (including, without limitation those concerning the commission, appointment or duties of a notary public), and such obligation shall be solely that of Licensee.					
appointment	der offices. Pavaso shall ha n or notarization thereof, o lations (including, without or duties of a notary publ	ave no obligation comply with any a t limitation those ic), and such obli	onically recorded i to confirm whether applicable federal, concerning the co gation shall be sole	In the applicable or such documents, or state or county laws, mmission, ely that of Licensee.	
appointment Cindy Closer	der offices. Pavaso shall ha or notarization thereof, c lations (including, without or duties of a notary publ Change ClosingDate	ave no obligation comply with any a t limitation those ic), and such obli Digital Close Enterprise	onically recorded i to confirm wheth applicable federal, concerning the co gation shall be solu 68.230.42.174	nthe applicable er such documents, or state or county laws, mmission, ely that of Licensee. 09/30/2022 11:53 AM	
appointment Cindy Closer Cindy Closer	der offices. Pavaso shall hi or notarization thereof, c lations (including, withous or duties of a notary publ Change ClosingDate Edit Order	ave no obligation comply with any i t limitation those ic), and such obli Digital Close Enterprise Digital Close Enterprise	onically recorded i to confirm whethin applicable federal, concerning the co gation shall be sold 68.230.42.174 68.230.42.174	nitation, whether in the applicable er such documents, or state or county laws, mmission, ely that of Licensee. 09/30/2022 11:53 AM 09/30/2022 11:53 AM	
appointment Cindy Closer Cindy Closer Cindy Closer	der offices. Pavaso shall hi or notarization thereof, c lations (including, withou) or duties of a notary publ Change ClosingDate Edit Order Configure Document: "Document Two"	ave no obligation comply with any is limitation those ic), and such obli Digital Close Enterprise Digital Close Enterprise Digital Close Enterprise	onically recorded i to confirm whethin applicable federal, concerning the co gation shall be sold 68.230.42.174 68.230.42.174	nha applicable er such documents, or state or county laws, mmission, ely that of Licensee. 09/30/2022 11:53 AM 09/30/2022 11:53 AM	
appointment Cindy Closer Cindy Closer Cindy Closer Cindy Closer	Jer offices. Pavaso shall hi or notarization thereof, c lations (including, withou) or duties of a notary publ Change ClosingDate Edit Order Configure Document: "Document Two" Upload Document: "Document Two"	ave no obligation comply with any ; t limitation those t limitation those Digital Close Enterprise Digital Close Enterprise Digital Close Enterprise Digital Close Enterprise Digital Close Enterprise	onically recorded i to confirm wheth applicable federal, concerning the co gation shall be solu 68.230.42.174 68.230.42.174 68.230.42.174	nntation, whether in the applicable er such documents, or state or county laws, mmission, ely that of Licensee. 09/30/2022 11:53 AM 09/30/2022 11:53 AM 09/30/2022 11:45 AM	
appointment Cindy Closer Cindy Closer Cindy Closer Cindy Closer Cindy Closer	der offices. Pavaso shall hi or notarization thereof, c lations (including, withou) or duties of a notary publ Change ClosingDate Edit Order Configure Document: "Document Two" Upload Document: "Document Two" Package reopened for modification because Need additional signature	ave no obligation comply with any : limitation those ic), and such obli Digital Close Enterprise Digital Close Enterprise Digital Close Enterprise Digital Close Enterprise Digital Close Enterprise	onically recorded i to confirm wheth applicable federal, concerning the co gation shall be solution 68.230.42.174 68.230.42.174 68.230.42.174 68.230.42.174	minitation, wheeled nite applicable er such documents, or state or county laws, mmission, ely that of Licensee. 09/30/2022 11:53 AM 09/30/2022 11:53 AM 09/30/2022 11:45 AM 09/30/2022 11:39 AM 09/30/2022 11:35 AM 09/30/2022 11:35 AM	
appointment Cindy Closer Cindy Closer Cindy Closer Cindy Closer Cindy Closer Cindy Closer	der offices. Pavaso shall hi or notarization thereof, c lations (including, withou) or duties of a notary publ Change ClosingDate Edit Order Edit Order Configure Document: "Document Two" Upload Document: "Document Two" Package reopened for modification because Need additional signature Closed Order	ave no obligation comply with any : limitation those ic), and such obli Digital Close Enterprise Digital Close Enterprise Digital Close Enterprise Digital Close Enterprise Digital Close Enterprise Digital Close Enterprise	onically recorded i to confirm wheth spelicable federal, concerning the co gation shall be solution 68.230.42.174 68.230.42.174 68.230.42.174 68.230.42.174 68.230.42.174	Intraction, whether Interaction, with the applicable er such documents, or state or county laws, mmission, ely that of Licensee. 09/30/2022 11:53 AM 09/30/2022 11:53 AM 09/30/2022 11:53 AM 09/30/2022 11:35 AM 09/30/2022 11:35 AM 09/30/2022 11:35 AM 09/30/2022 11:35 AM	

Sending a Document Using Remote Online Notarization (RON)

RON – Closing Agent View

Note: This guide refers to Closing Agent. This is intended to be inclusive of anyone with the Closing Agent role type.

Once the order is closed, the **TrailFix** button will appear for the Closing Agent. In this example, **Document One** was uploaded to the order prior to the order being closed.

pavâso	🚔 Home 🛛 My Messages 😸 My Team 🗐 M	Company 🕑 Help Cindy Closer 🕻
Digital C	Current date/	time: 09/30/2022 09:29:40 AM System
Enterpr		
234 Ever Lane, Dallas, TX 12345	< TrailFix	
Q View 😑 eVault 📑 Archive	Documents The documents listed below are the signed copies of your closing packag	e.
ORDER NUMBER: Order_One_Example	Date Co	mpleted
COMPANY: BH Title	Audit Log This Audit Log contains all of the activity from this Digital Closing (up to the completion of the closing
BUYER: Stanley Buyer	process.	ap to the completion of the closing
SELLER:	AuditReport N/A	≛ ⊖
SALES DRICE.	Complete Package	
\$ 0.00	Bundle of all Documents N/A	≛ ⊖
CLOSING DATE: 09/26/2022 11:28 AM	Order Documents	
ACTUAL CLOSING	Document One 09/30/2	022 🛓 🖨
09/30/2022 11:28 AM	Additional Order Documents	Add Documents
Post Closing	Journal Entries	
	Journal Entries 09/26/2	022 🛓

The user must enter a reason for modifying the package.

Modify Package	×
Enter the reason for modifying the document package (i.e. missed signature, addtional document, etc).	
Need additional signature	
Cancel Submit	



Once hitting Submit, you will be directed to Edit Mode. Select Upload.

Upload the document(s) to be sent to the Signer and select **Save**. In this example, we'll call the document **Document Two**. Templates can be applied to documents if applicable.

ĵ		🕋 Home 🛛 My	Messages 🛛 😁 My Tear	m 📃 My Company	y 🕲 Help Cindy
Dig	ital Close		Current date/tim	ne: 09/30/2022 09:3	7:46 AM System -
← Back Add D	ocuments				Notifications Admin
Files Choose Files					
Name	Description	Document	Template Sta	atus	Action
		Drag and drop files he	re.		

Select the new document from the dropdown.

pavaso	😭 Home 🛛 🔤 My Messages	曫 My Team 🛛 🗐 My Company	❷ Help Cindy Closer ♀
	(Current date/time: 09/30/2022 09:3	89:34 AM System 🗸
Enterprise	倄 Lobby 📑 View/Edit Notes	Notifications Invite Other	rs 🛛 🖉 Edit Signature
>> 🗲 Back	Print 🕂 Upload 💼 Delete 🖺 Sav	e as Template 🛛 🚀 Send Action	Request 🕒 Save
Document Details	Document One	~)	+ Full screen
Name: 🕼 Edit	Document One Document Two		

Add the appropriate tags to be completed by the Signer. Once the appropriate tags or templates have been applied, select **Send Action Request**.





Once hitting Submit, you will be directed to Edit Mode. Select Upload.

Upload the document(s) to be sent to the Signer and select **Save**. In this example, we'll call the document **Document Two**. Templates can be applied to documents if applicable.

	0		
Enterprise		rrent date/time: 09/30/2022 09: Lobby Create Order	87:46 AM System ↓ Notifications Admin
← Back Add Documents			
Files Choose Files			
Name Descriptio	Document Template	Status	Action
	Drag and drop files here.		
Document Two	Two Please select a templat	e 🗸 Completed	ک ک ک ک

Select the new document from the dropdown.

pavaso	😭 Home 🛛 🔤 My Messages	曫 My Team 🛛 🗒 My Company	❷ Help Cindy Closer ♀
	(Current date/time: 09/30/2022 09:3	89:34 AM System 🗸
Enterprise	倄 Lobby 📑 View/Edit Notes	Notifications Invite Other	rs 🛛 🖉 Edit Signature
>> 🗲 Back	Print 🕂 Upload 💼 Delete 🖺 Sav	e as Template 🛛 🚀 Send Action	Request 🕒 Save
Document Details	Document One	~)	+ Full screen
Name: 🕼 Edit	Document One Document Two		

Add the appropriate tags to be completed by the Signer. Once the appropriate tags or templates have been applied, select **Send Action Request**.



A prompt appears to choose which method will be used to sign the document.

Important Note:

This example contains a document that requires eNotarization. Because of this, the option for the Signer to sign on their own device is not available. The document must be completed using IPEN or RON.

The following fields must be completed before the document can be sent:

- A. Closing Type: In this example, we can choose IPEN or RON, since our document contains eNotarization. For documents that do not require eNotarization, the Signer can sign the document on their own advice.
- **B.** Notes to Recipient: The Closing Agent can enter a note to the Signer. This note is visible in the email sent that notifies the Signer that there are additional actions to complete.
- **C. Date:** The date that the document will be signed in person with the Closing Agent should be entered here.
- **D. Time:** The time of the document signing appointment should be entered here.
- E. Cancel: Selecting Cancel closes this window.
- F. Confirm: Selecting Confirm saves the changes and sends the notification to the Signer.

Select Closing Type and Time	×
Closing Type (*): O IPEN - Complete required task(s) with Signers present using a shared device © RON - Complete required task(s) remotely (minimum system requirements must be met) Notes to Recipient (*):	
We'll meet virtually to complete this document.	
09/30/2022	
Time (*):	
02:00 PM	n

RON – Signer View

The Signer receives notification that additional actions are required for the closing. There will not be any actions required for them to take on Pavaso because they will be meeting with the Notary virtually via RON.



RON – Closing Agent View – Completing the Document

At the scheduled time, access the order and select Remote Online Closing.

pavâso	😤 Home 🛛 My Messages 🕈 My Team 🗍 My Company 🛛 Help Cindy Closer 오			
Digital Close Enterprise	Current date/time: 09/30/2022 09:56:54 AM System 👻			
234 Ever Lane, Dallas, TX 12345	Select where you want to close:			
📝 Edit 🛛 🚠 Replicate Order				
ORDER NUMBER: Order_One_Example	SIGNING TABLE (Windows 8 app)			
COMPANY: BH Title	WER OLOSINO			
BUYER: Stanley Buyer	(Any web browser)			
SELLER:				
SALES PRICE: \$ 0.00 CLOSING DATE: 09/30/2022 11:28 AM	REMOTE ONLINE CLOSING (Minimum browser requirements: Chrome 72, Firefox 52, Opera 60, Safari 13 for macOS)			
COUNT DOWN TO CLOSING:	MULTI-DEVICE CLOSING			
NaN NaN NaN NaN DAYS HOURS MINUTES SECONDS	(Any web browser, all participants using their own device)			
Take a Tour	CLOSING AGENT ACCESS			
Pre-Closing Review 💙				
Closing Setup 🖌				
Closing	PAPER CLOSING			

All RON requirements must be met to complete the document using RON. This includes KBA questions and ID validation. If the Skip option is enabled for your company, these options are available.

Closing #MP_C Loan # - 852 Poppy F	08172022 Place, Dallas, TX 12345					O Record 0% Co	mplete Contact Sup	port End Session 🔀
Start Signing Se	ssion				Signature & CAR CC	Device Settings		Start Signing >
Participants (1)	Add Invite							
Participant Role & Name	4 0)	Accept eConsent	Device Settings	KBA Questions	Signature Setup	Validate Identity		
Buyer 1 Stanley Buyer	4 0)	~	~	~	View	View ID		

Closing #MP_08172022 Loan # - 852 Poppy Place, Dallas, TX 12345		O Record	0% Complete Contact Support End Session 🔀
Tasks View Summary	C Document Two O of 2 Actions Complete		Invite Participant
Recitation Script	Cindy Closer, N 🗸 🖉 Sign 😰 Initial 🛗 Date T‡ Text 🗸 Check 🛓 Notar	ize	Cindy Closer
O Bocument One D Bocument Two O Sign; p.1* O Nature, p.1* O Nature, p.1* O Nature, Source Entry(s) D End Signing Session	TEST DOCUMENT RDER		Buyer 1 4
	Buyer: Stanley Buyer Buyer Signature and Date		
	Sup Hars	Send Document to Participant	
	eNotary Signature	Select a participant to send this document. Buyer 1 Stanley Buyer	Send
	eNotary Commission	Cancel	Ø

From within the session, the document is completed by sending the document to the Signer.

Once the document is completed by the Signer, eNotarization can be completed. Select **Continue** to save the document and proceed.

Closing #MP_081720 Loan # - 852 Poppy Place, Dalla	2 022 llas, TX 12345		O Record	75% Complete	Contact Support	End Session 🗙
Tasks vie	fiew Summary	C Document Two 2 of 2 Actions Comparte	tinue >	Invite Participant		
Recitation Script		Cindy Closer, N 🗸 🖓 Sign 🔮 Initial 🛗 Date T1 Text 🗸 Check 🛓 Notarize		Notary (you) Cindy Closer		e(×
 Document One Document Two Buyer 1 			1	Buyer 1 Stanley Buyer		4×
Sign, p. 1* Notary Notarius, p. 1* Notary Journal Entry(s) End Signing Session		Buyer: Signature and Date				
		notative for Hoyer Clarky Classer at August 17, 2022 at 04:48 PH CST Cardy Classer eNotary Signature				
		Linn Yest 1/28 1/27228 1/27228 Innex A Martine Grant at August 17. 112 at 16.111 Th Col at AM	Т			
		eNotary Commission	- 11			
		Jan. 20, 2025	- 11			
		eNotary Expiration	- 11	Type chat message he	re	0

The eNotary journal will display to record the notarial act for this new document. Complete the journal and select **Continue** to save and proceed.

Ciosing #Order_One_Exa Loan # 234 Ever Lane, Dallas, T	ample TX 12345					O Record	67% Complete	Contact Support	End Session 🗙
Tasks view	v Summary	Entry 1 (Buyer 1) Stanley Buyer			Opt Out of Journal	Continue >	Invite Participa	nt	•
Recitation Script Document One Document Two Notary Journal Entry(s) Entry (Buyer 1) End Signing Session		Date of Notarization Description/title of document(s) Document Date	September 26, 2022 September 30, 2022 Mortgage Documents 09/26/2022 09/30/2022				Notary (y Cindy Clo Buyer 1 Stanley Bi	vu) ser iyer	40
		 Type of notarial act 	Acknowledgement						
		Name of Signer Address of Signer	Stanley Buyer 123 Right Road, Plano, TX, 12345						
		Signature of Signer	Stanley Buyer						

Once complete	the document will	display or	n the Post-Closing	screen in the document list	
Onoc complete,		alopiay of	1 110 1 031 01031119	<i>y</i> soleen in the accument list.	

pavaso	🖀 Home 🛛 My Messages 🕈 My Team 🗏 My Compa	nny 🔞 Help 🛛 Cindy Closer 🛇
Digital C Enterp	Current date/time: 09 Iose ise	9/30/2022 10:04:01 AM System -
234 Ever Lane, Dallas, TX 12345	TrailFix	
Q View 😑 eVault 🍙 Archive	Documents The documents listed below are the signed copies of your closing package.	
ORDER NUMBER: Order_One_Example	Date Completed	
COMPANY: BH Title	Audit Log This Audit Log contains all of the activity from this Diaital Closing up to the	completion of the closing
BUYER: Stanley Buyer	process.	
SELLER:	AuditReport N/A	≛ ⊖
SALES PRICE: \$ 0.00	Complete Package Bundle of all Documents N/A	± 0
CLOSING DATE: 09/30/2022 11:28 AM	Order Documents	
ACTUAL CLOSING	Document One 09/30/2022	≛ ⊖
09/30/2022 11:28 AM	Document Two 09/30/2022	≛ ⊖
Post Closing	Additional Order Documents	Add Documents
	Journal Entries	
	Journal Entries 09/30/2022	Ł

The actions are also captured in the Audit Log.

EST.	pavâso			
Digi Proş Sett Borr Rep Cent	tal Close Order #: berty Address: lement Agent: ower(s): ort Generated Date: tral Daylight Time	Order_One_Exan 234 Ever Lane Da BH Title - Cindy C Stanley Buyer September 30, 20	nple Illas, TX 12345 Ioser 022 12:03:17 PM	
User	Action	Platform	IP Address	Date
Cindy Closer	Closed Order	Digital Close Enterprise	68.230.42.174	09/30/2022 12:03 PM
Cindy Closer	Cindy Closer notarized Document Two	Digital Close Enterprise	68.230.42.174	09/30/2022 12:02 PM
Stanley Buyer	Buyer Stanley Buyer signed in document Document Two	Digital Close Consumer	68.230.42.174	09/30/2022 12:02 PM
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Sending a Document Using Sign on Their Own Sign On Their Own – Closing Agent View

Note: This guide refers to Closing Agent. This is intended to be inclusive of anyone with the Closing Agent role type.

Once the order is closed, the **TrailFix** button will appear for the Closing Agent. In this example, **Document One** was uploaded to the order prior to the order being closed.

pavâso	👫 Home 🔤 My Messages 🔮 My Team 目 My Company 🛛 Help 🛛 Cindy Closer 👁
	Current date/time: 09/30/2022 09:29:40 AM System -
Enterp	rise riber Notifications
234 Ever Lane, Dallas, TX 12345	TrailFix
Q View 😑 eVault 👕 Archive	Documents The documents listed below are the signed conies of your closing package
ORDER NUMBER: Order_One_Example	Date Completed
COMPANY: BH Title	Audit Log This Audit Log contains all of the activity from this Digital Closing up to the completion of the closing
BUYER: Stanley Buyer	process.
SELLER:	AuditReport N/A 📥 🖨
SALES PRICE: \$ 0.00	Complete Package Bundle of all Documents N/A 📥 🖨
CLOSING DATE: 09/26/2022 11:28 AM	Order Documents
ACTUAL CLOSING	Document One 09/30/2022 📥 🖨
09/30/2022 11:28 AM	Additional Order Documents
Post Closing	Journal Entries
	Journal Entries 09/26/2022 📩

The user must enter a reason for modifying the package.

Modify Package	×
Enter the reason for modifying the document package (i.e. missed signature, addtional document, etc).	
Need additional signature	
Cancel Submit	



Once hitting Submit, you will be directed to Edit Mode. Select Upload.

Upload the document(s) to be sent to the Signer and select **Save**. In this example, we'll call the document **Document Two**. Templates can be applied to documents if applicable.

ĵ		🕋 Home 🛛 My	Messages 🛛 😁 My Tear	m 📃 My Company	y 🕲 Help Cindy
Dig	ital Close		Current date/tim	ne: 09/30/2022 09:3	7:46 AM System -
← Back Add D	ocuments				Notifications Admin
Files Choose Files					
Name	Description	Document	Template Sta	atus	Action
		Drag and drop files he	re.		

Select the new document from the dropdown.

pavaso	😭 Home 🛛 🔤 My Messages	曫 My Team 🛛 🗐 My Company	❷ Help Cindy Closer ♀
	(Current date/time: 09/30/2022 09:3	89:34 AM System 🗸
Enterprise	倄 Lobby 📑 View/Edit Notes	Notifications Invite Other	rs 🛛 🖉 Edit Signature
>> 🗲 Back	Print 🕂 Upload 💼 Delete 🖺 Sav	e as Template 🛛 🚀 Send Action	Request 🕒 Save
Document Details	Document One	~)	+ Full screen
Name: 🕼 Edit	Document One Document Two		

Add the appropriate tags to be completed by the Signer. Once the appropriate tags or templates have been applied, select **Send Action Request**.



A prompt appears to choose which method will be used to sign the document. In this example, we'll choose **Sign on their own**. This option allows the Signer to complete the document on their own device without the Notary present.

The following must be completed before the document can be sent:

- **A. Closing Type:** In this example, Sign on their own can be used because the document does not require eNotarization. The Signer can complete their document on their own device without the Notary present.
- **B.** Notes to Recipient: The Closing Agent can enter a note to the Signer. This note is visible in the email sent that notifies the Signer that there are additional actions to complete.
- C. Cancel: Selecting Cancel closes this window.
- **D.** Confirm: Selecting Confirm saves the changes and sends the notification to the Signer.

Select Closing Type and Time	×
Closing Type (*): O IPEN - Complete required task(s) with Signers present using a shared device O RON - Complete required task(s) remotely (minimum system requirements must be met)	
 Sign on their own - Send required task(s) to the Signer to complete on their own device (must be completed using a laptop, desktop, or tablet) Notes to Recipient (*): 	
Please complete this document in a timely manner.	
Cancel Confirm	

Sign On Their Own – Signer View

The Signer receives an email indicating they have pending actions to complete.



Selecting the **Click Here** link in the body of the email will direct them to Pavaso and directly to the document pending action. If they sign into their account on their own, they navigate to the appropriate order and document.

The Signer selects the signature tag to apply their signature. Since this Signer has already signed documents during their closing, the signature is saved to their profile.

avâso		倄 Home	My Messages	管 My Team	❸ Help	Stanley Buyer
NAVIGATION	O Closing Review				1/1	Task(s) Remaining
My Closing Dashboard Step 1 - Pre-Closing Review	Tags on this Document	~	Print Done			3
Step 2 - Pre-Closing Completed 오	Blank Blank					
Step 3 - Closing	Stanley Buyer, Buyer	✓ <i>m</i> Sign A Initia	I 🛗 Date I Tex	t 🗸 Check		
	TEST (ORDER				^
	B1 Stanley Buyer	gn here				

After the signature is complete, the Signer selects **Done**.

ivâso	希 Home 🛛 My Messages 🕈 My Team 🛛 Help Stanley Buyer
NAVIGATION	G Closing Review
My Closing Dashboard Step 1 - Pre-Closing Review	 Tags on this Document Print Done
Step 2 - Pre-Closing Completed 🥏	Blank Blank
Step 3 - Closing	Stanley Buyer, Buyer V Sign A Initial Date T Text V Check
	TEST ORDER
	BI Stanley Buyer man Stanley Bayer

Sign On Their Own – Closing Agent View – Finalizing Modifications

Once the Signer tasks are complete, the Closing Agent receives an email notification that the document is ready for review.



From within the order, choose Web Closing and Continue.



Select Closing Agent Access and Continue.

pavâso			😭 Home	🖂 My Messages	營 My Team	🔲 My Company	Help	Cindy Closer 📀
	0	Digital Close		Lobby P May/Edit	Curre	nt date/time: 10/03/	2022 10:53:	38 AM System -
>>		Enterprise	ĩ		Notes 契 I		ivite Others	
			How w	ould you like	to proce	ed?		
	~			CLOSING AGENT AG	CCESS		Tasks r	emaining
				← Back Cor	tinue 🗲			

Select the document that requires review. If all is correct, select **Finalize Modifications**. Once selected, choose **Close Order**.

pavaso	😤 Home 🛛 My Messages 🛛 😤 My Team 目 My Company 🛛 Help 🤇 Cindy Closer 🛇
Enterprise	🖀 Lobby 🚦 View/Edit Notes 🔍 Notifications 🍐 Invite Others 💋 Edit Signature
>> 😧 🗸 Close Order 🗮 Task List	 Undo Print Import Finalize Modifications Reject/Edit Modification
List of Docs Document Two	
All Cindy Closer, Closing A	✓ <i>m</i> Sign A Initial
	ORDER
Stan	dey Buyer
Information	
This docume next docume	ent was saved successfully. You may now continue on to the ent in the closing package.
	Stay Here Close Order

If a document needs to be re-sent, select **Reject/Edit Modification** and choose one of the options. Selecting **Edit and Resend** sends the document back to the Signer. Selecting **Clear, remove request, and close order** will remove this document and the modification from the order entirely.

Reject updates ×	:
 You are about to Reject/Edit the updates made by Cindy Closer. Would you like to: Edit and Resend Clear, remove request, and close order 	
Cancel OK	

Once complete	the document will	display or	n the Post-Closing	screen in the document list	
Onoc complete,		alopiay of	1 110 1 031 01031119	<i>y</i> soleen in the accument list.	

pavaso	倄 Home 🛛 My Messages 🕈 My Team 🚦 My Compan	y 🔞 Help 🛛 Cindy Closer 🛇
Digital C Enterp	Current date/time: 09/ lose ise	30/2022 10:04:01 AM System
234 Ever Lane, Dallas, TX 12345	(<	
Q View 😑 eVault 👕 Archive	Documents The documents listed below are the signed copies of your closing package.	
ORDER NUMBER: Order_One_Example	Date Completed	
COMPANY: BH Title	Audit Log This Audit Log contains all of the activity from this Digital Closing up to the d	completion of the closing
BUYER: Stanley Buyer	process.	
SELLER:	AuditReport N/A	± ⊖
SALES PRICE: \$ 0.00	Complete Package Bundle of all Documents N/A	± 0
CLOSING DATE: 09/30/2022 11:28 AM	Order Documents	
ACTUAL CLOSING	Document One 09/30/2022	≛ ⊖
09/30/2022 11:28 AM	Document Two 09/30/2022	≛ ⊖
Post Closing	Additional Order Documents	Add Documents
	Journal Entries	
	Journal Entries 09/30/2022	÷

The actions are also captured in the Audit Log.

EST		R der Audit I	.og	pavâso
Digital Close Order #: Property Address: Settlement Agent: Borrower(s): Report Generated Date: Central Daylight Time		Order_One_Example 234 Ever Lane Dallas, TX 12345 BH Title - Cindy Closer Stanley Buyer September 30, 2022 12:03:17 PM		
User	Action	Platform	IP Address	Date
Cindy Closer	Closed Order	Digital Close Enterprise	68.230.42.174	09/30/2022 12:03 PM
Cindy Closer	Cindy Closer notarized Document Two	Digital Close Enterprise	68.230.42.174	09/30/2022 12:02 PM
Stanley Buyer	Buyer Stanley Buyer signed in document Document Two	Digital Close Consumer	68.230.42.174	09/30/2022 12:02 PM
Cindy Closer	Accepted the Remote Online Notary Disclaimer	Digital Close Enterprise	68.230.42.174	09/30/2022 12:00 PM
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Pavaso Support

Business Hours: Monday – Saturday 7:00 AM – 8:00 PM CST Email: support@pavaso.com Phone/ Closing Hotline: (866) 288-7051, option 3 24/7 Online Help Library: Log in to your Pavaso account and select Help next to your name.

*Due to state law or regulation or both, electronic notarization is not available in all areas.

*Due to state law or regulation or both, electronic notarization and remote online notarization are not available in all areas.

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