

With Settlement Agent Portal and Borrower's Experience

**GUIDEBOOK** 

### Total eClose™

Total eClose™ means a seamless, fully paperless closing process.

#### Hybrid #1

- Paper Note
- Paper Notary
- All Other
   Documents
   Electronic

# Hybrid #2

- eNote
- Paper Notary
- All Other Documents Electronic

### Hybrid #3

- Paper Note
- eNotary
- All Other Documents Electronic

#### Total eClose

eNote



- eNotary
- All Other
   Documents
   Electronic



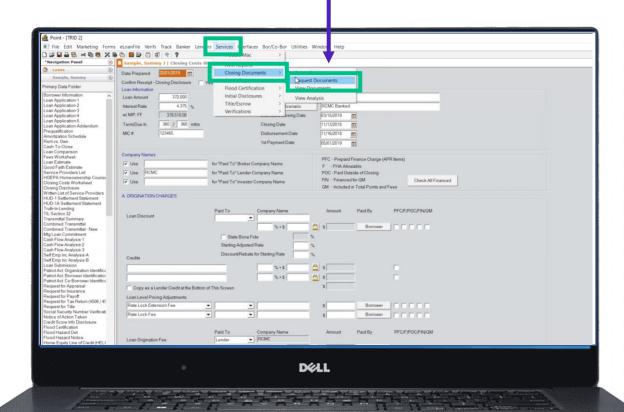
# Total eClose Process

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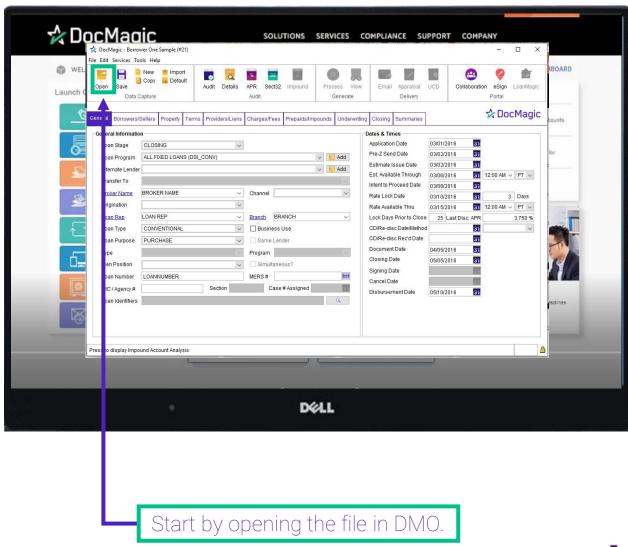


Depending on which LOS you utilize, you will need to choose Closing Documents when processing a closing package to get started with the process.



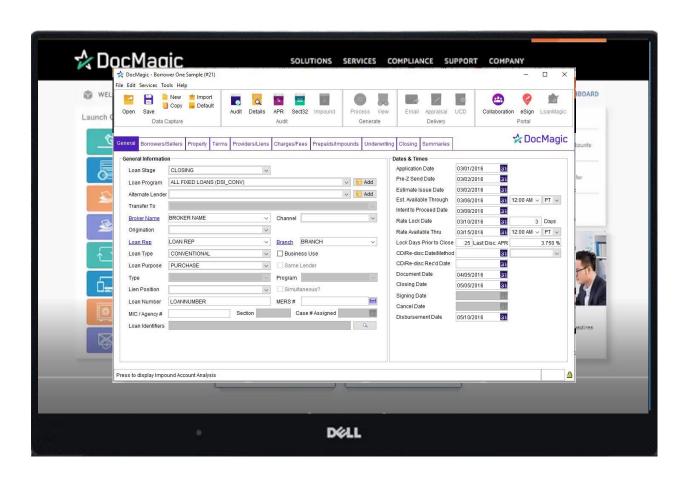


If your LOS does not allow for eNote and eNotarization, you will need to re-process the document in DocMagic Online.



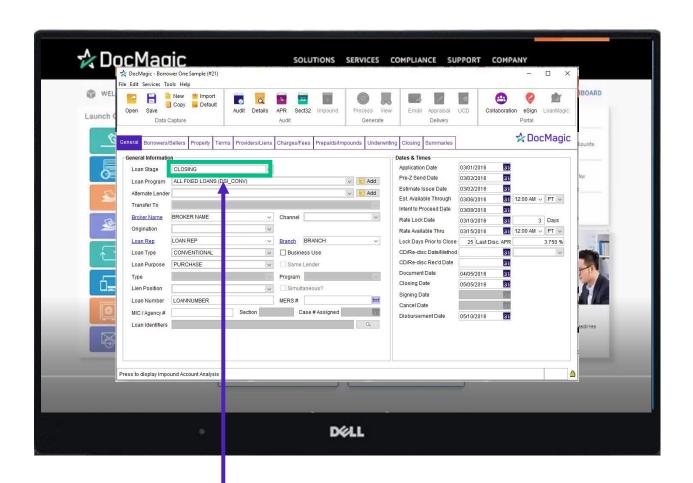


Confirm that all Loan Information has been imported into DMO and make any necessary additions and corrections.





If using DocMagic Online, enter your loan information manually.

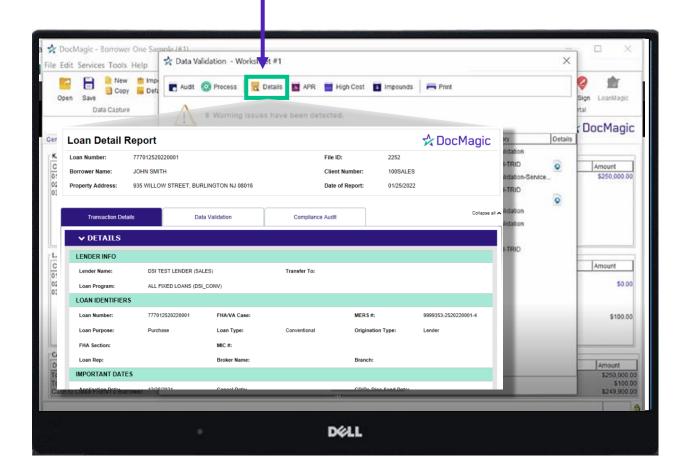


For all document sets, choose Closing from Loan Stage here.



# Loan Detail Report

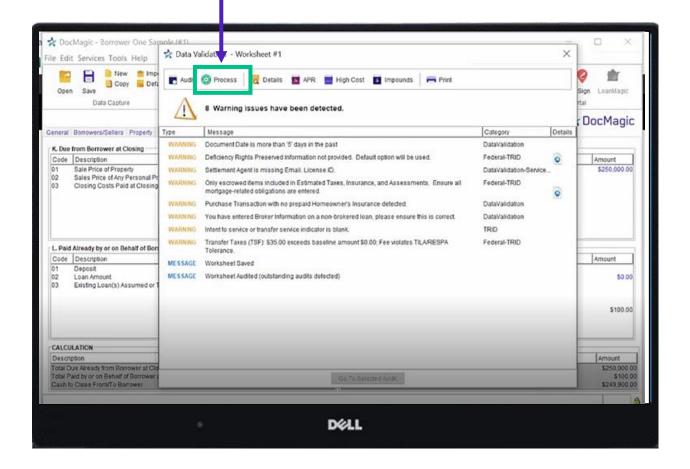
Recommended: Click here to see the Loan Detail Report before you process.





## Processing Documents - Total eClose

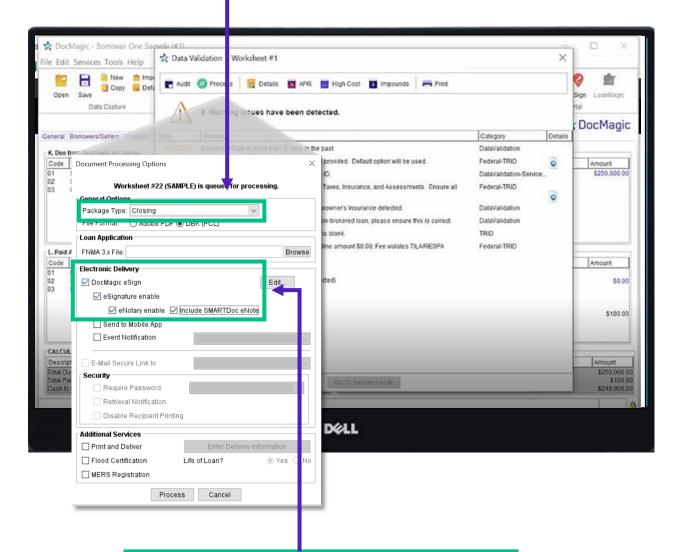
Process the Document set to choose your Total eClose Option.





# Processing Documents - Total eClose

Choose "Closing" for Package Type.



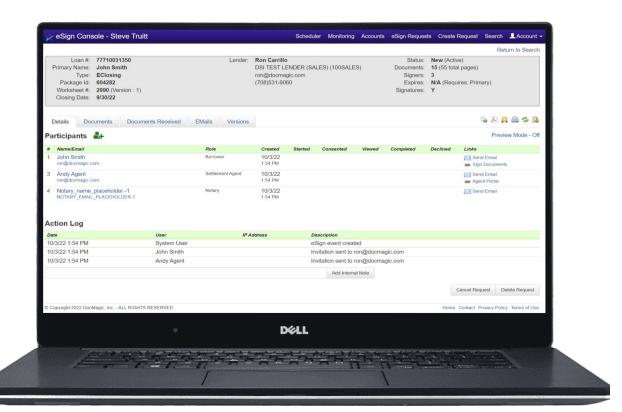
Check all four boxes for Total eClose.





#### Lender Portal

Lenders can monitor the activity of the Settlement Agent and Borrower here.

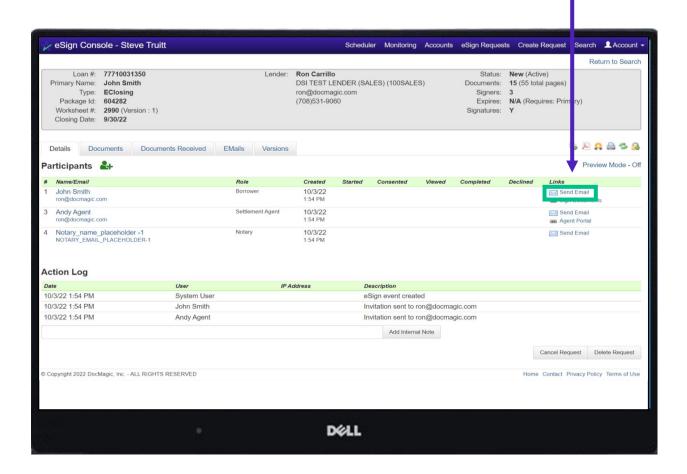


For detailed instructions on how to use the eSign Console / Lender Portal, please visit our <u>Product Training Page</u>.



#### Lender Portal

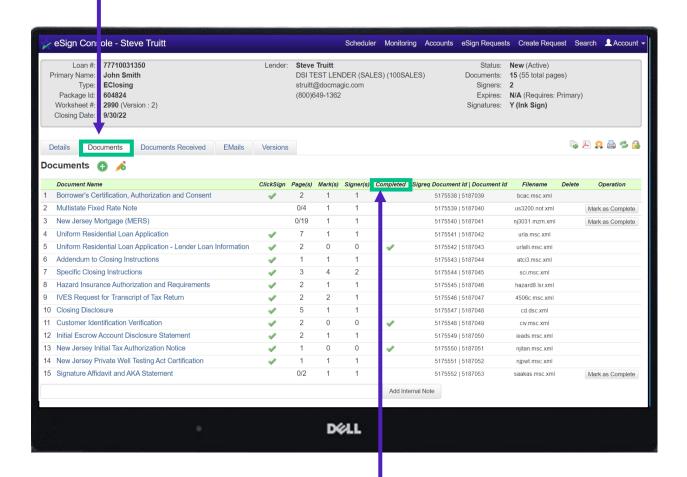
Reminder emails can be sent to the Borrower and Settlement Agent here.





#### Lender Portal

Documents, both click signed and ink signed, are reviewed in the Documents Tab.



You can check the status of the signature process here.

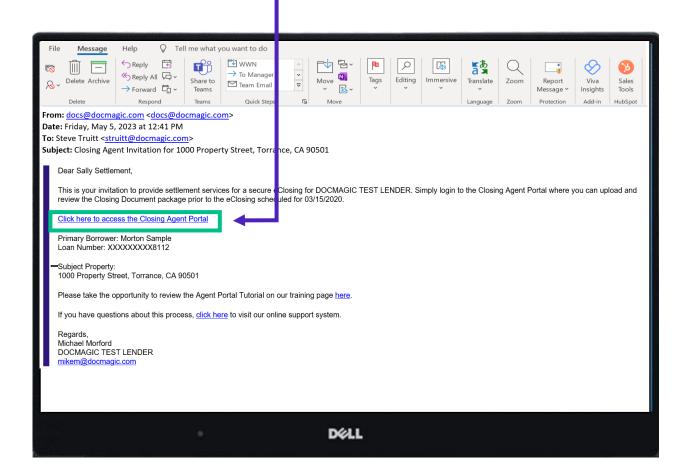




## Settlement Agent Invitation Email

The Settlement Agent will receive an invitation email when the lender creates the eClose event.

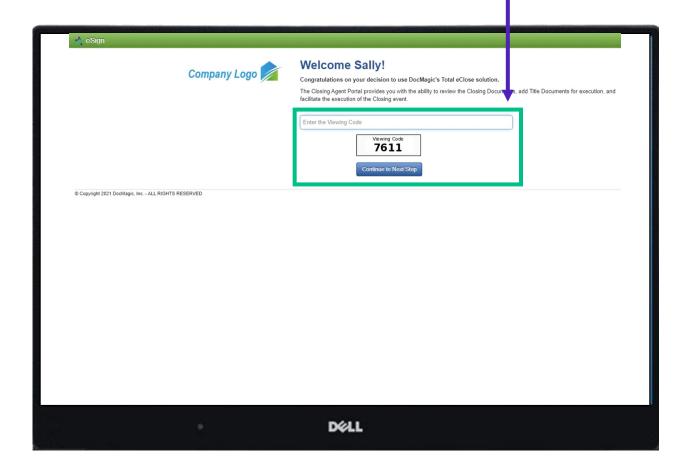
This link, along with the email is specific to this particular transaction.





# Agent Login

The Settlement Agent will receive an invitation email and arrive at this verification page.

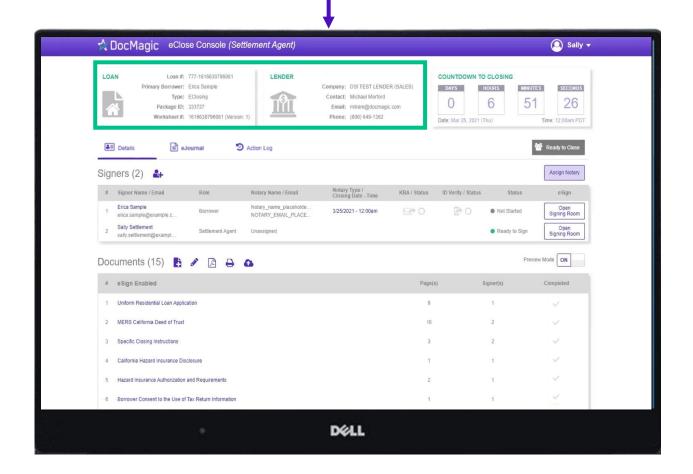




#### eClose Console

This is the Settlement Agent's portal where you can check documents, assign signers, and verify the process as you go.

All pertinent loan information is at the top of your screen including borrower and lender info.

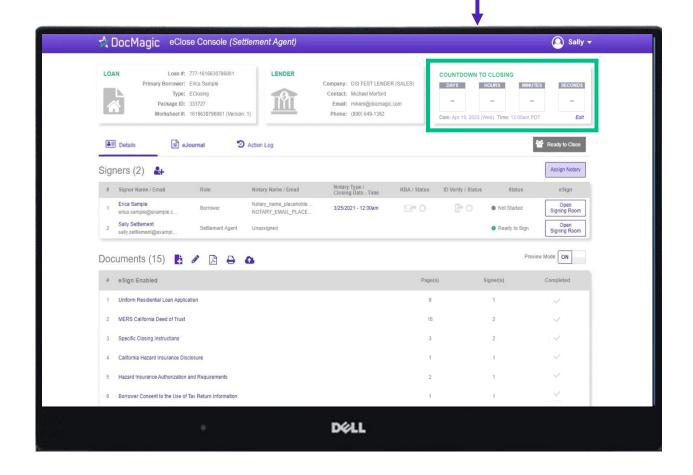




#### Countdown Clock

The eClosing Countdown Clock keeps you on track right up to the moment of closing.

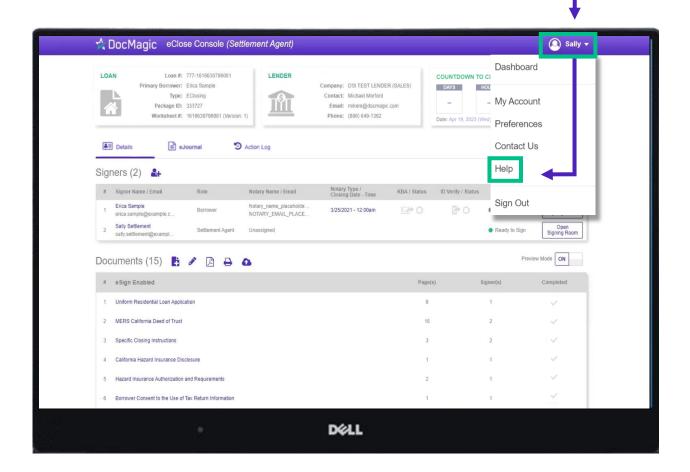
The Edit button at the bottom right of the Countdown Clock allows you to edit the closing time for all participants.





## Help Button

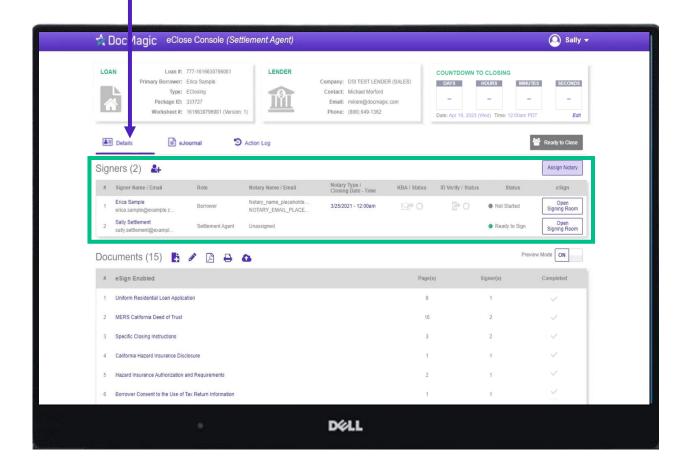
From the Agent Portal, you can find a tutorial just like the one you're reading now. Just click on the name, then Help.





# Signer's Tab

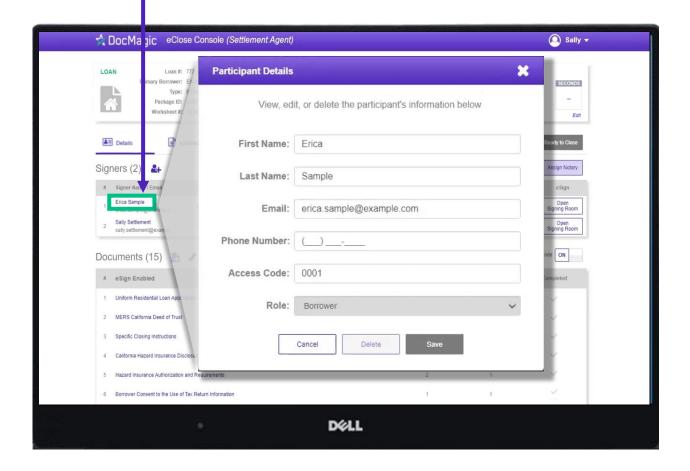
The Signer's area highlights the information of all closing participants.





# Signer's Details

Click on the signer's name to view, edit, or delete participant information. Make sure there is an email listed.

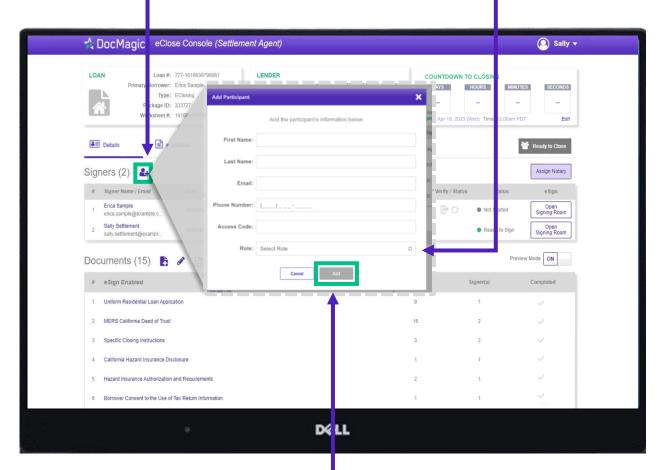




# Adding Participants

Click on the Silhouette Icon to add a participant.

Fill out every line, then select a role for the participant.

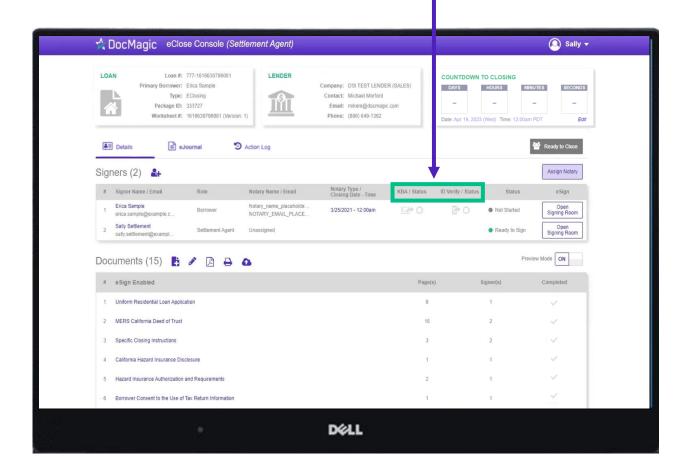


Click Add and they will be saved to the participants list.



# Notary - Signer's Tab

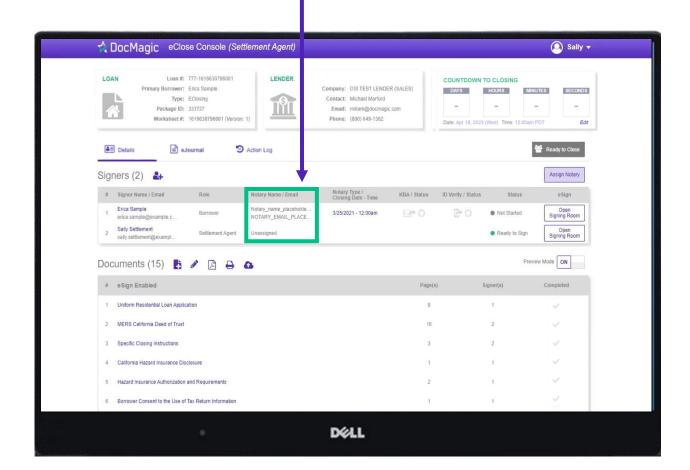
Depending on the Notary provider, identity validation techniques like KBA & ID Verify will be enabled.





# Notary - Signer's Tab

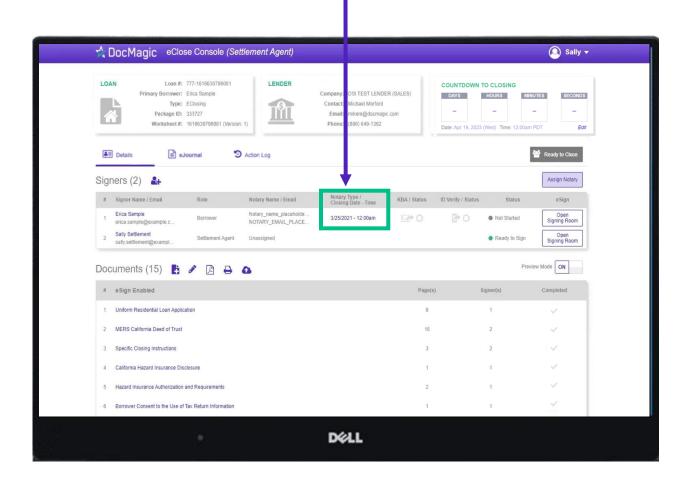
The Notary information is in "place-holder" mode until the notary accepts their invitation.





# Notary - Signer's Tab

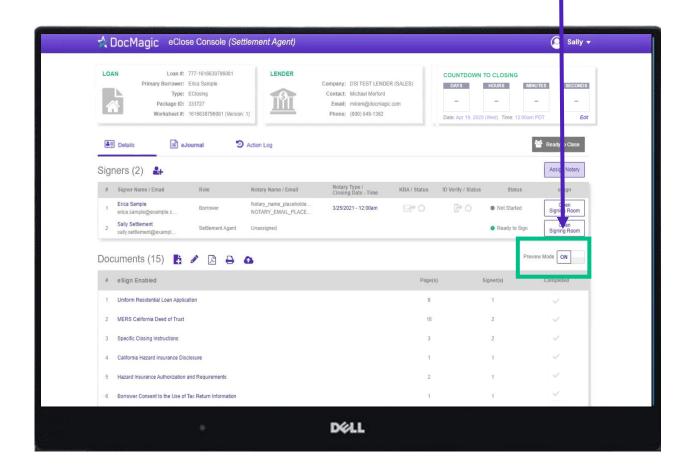
The closing date and time is listed here. You can edit this right in the window, or in the Assign Notary pop-up.





#### Preview Tab

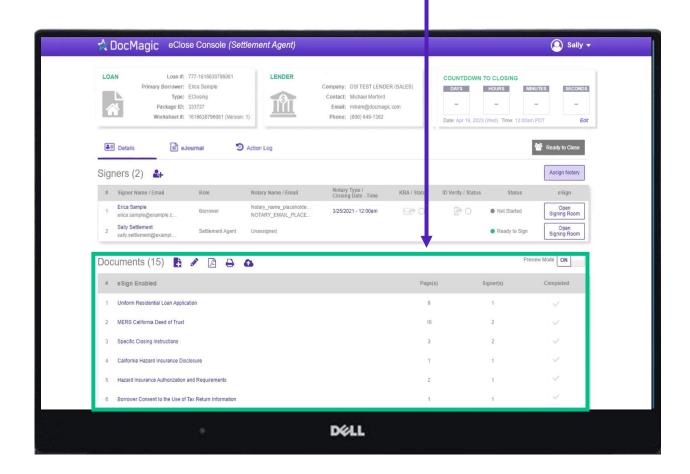
Preview Mode stays on until Midnight Hawaii time of the closing date. The Lender can disable your ability to toggle preview mode in their settings.





#### Documents Section

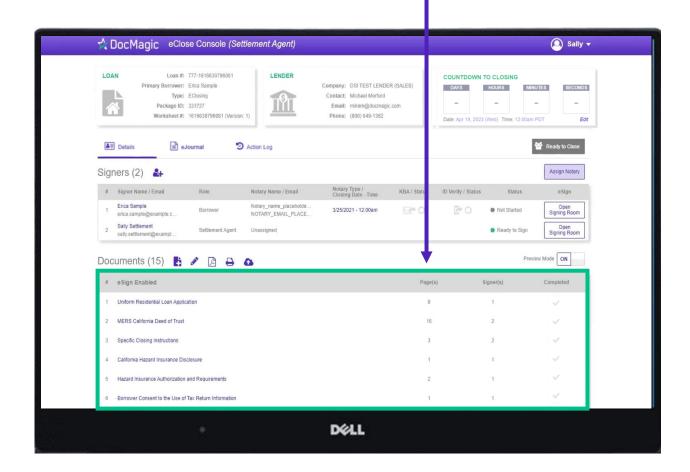
The Documents area includes all the documents to be executed. To view, you can click on the title of the document.





#### Documents Section

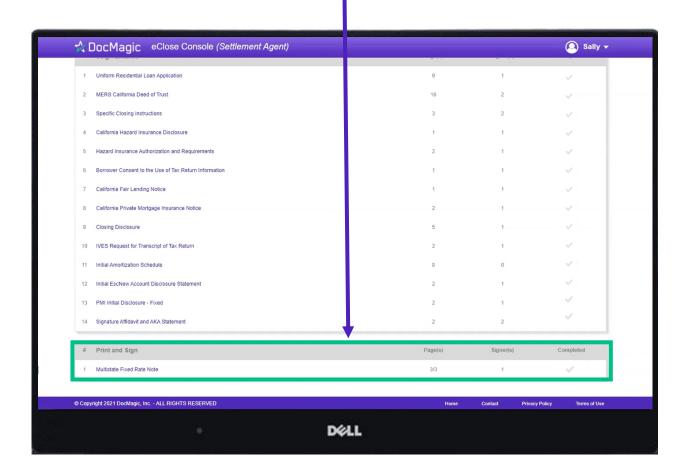
eSign Enabled lists all the documents enabled for electronic signature in the package.





#### Documents Section

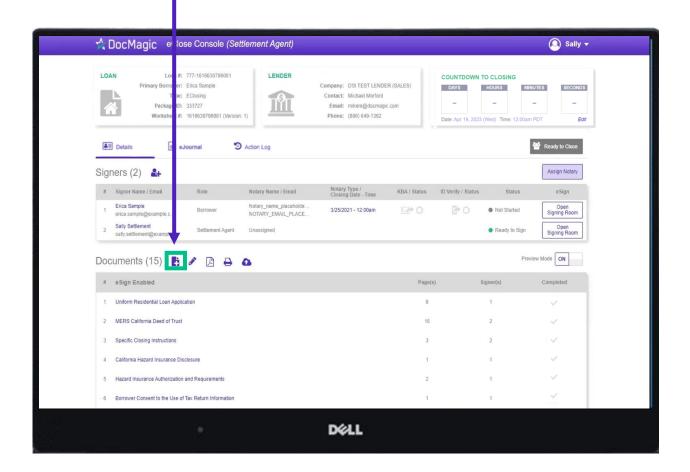
At the bottom, "Print and Sign" lists all the documents in the package that require a wet signatures from the borrowers.





# Adding Documents

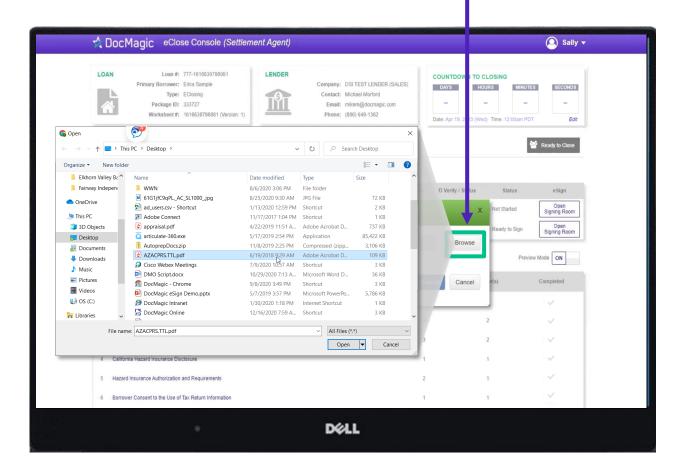
Click on this document button to add settlement documents to the package.





### Adding Documents

Click the Browse button to navigate to the document you would like to add to the package.

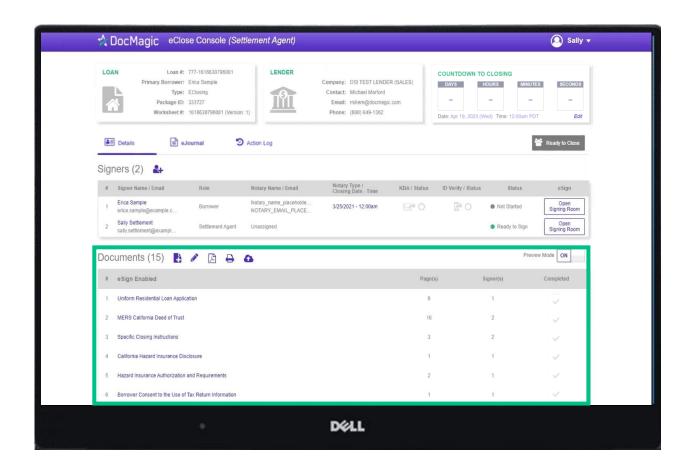


Any file you upload to the Documents section will automatically trigger AutoPrep™. Please visit our <a href="Product Training Page">Product Training Page</a> for comprehensive instructions on how to use it.



# Settlement Agent Portal - Post AutoPrep™

After going through the document with AutoPrep, you will be returned to the Settlement Agent portal.

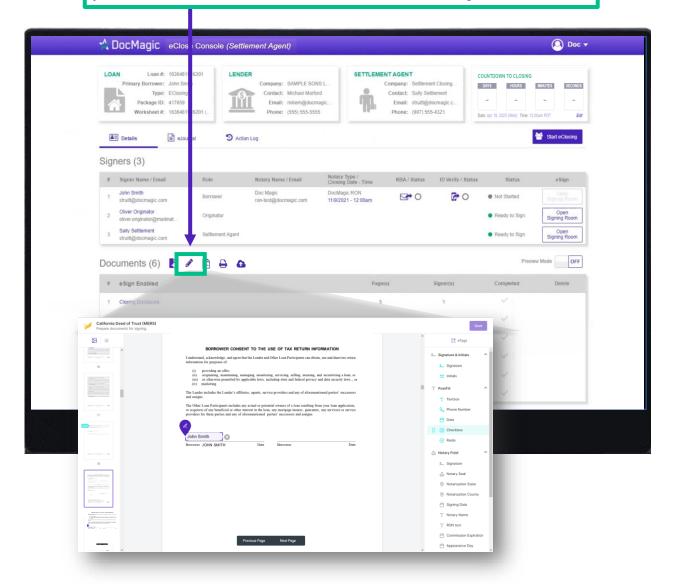


Hit refresh and your newly uploaded document will show in the documents section.



## Tagging Documents + Guide

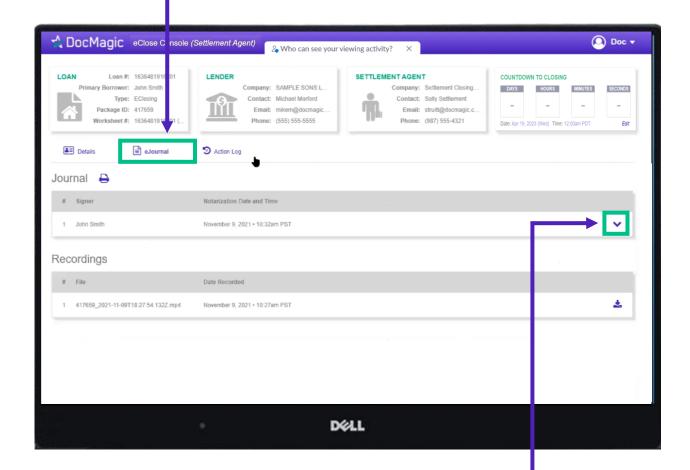
Click on the Pencil Icon to open the Document Editor that allows you to tag documents. We strongly advise you to click <u>here</u> for the Document Editor guide.





#### eJournal

Click on this tab to access the eJournal.

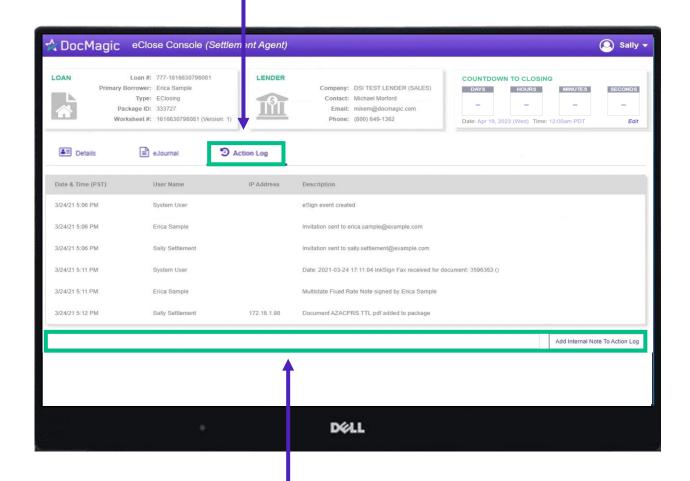


Click on the down arrow to look at the borrower's journal. Note: the eJournal is **read-only** for the Settlement Agent.



#### Action Log

Click here to see the Action Log. This tab shows the actions that everyone involved in the process has taken, and when.

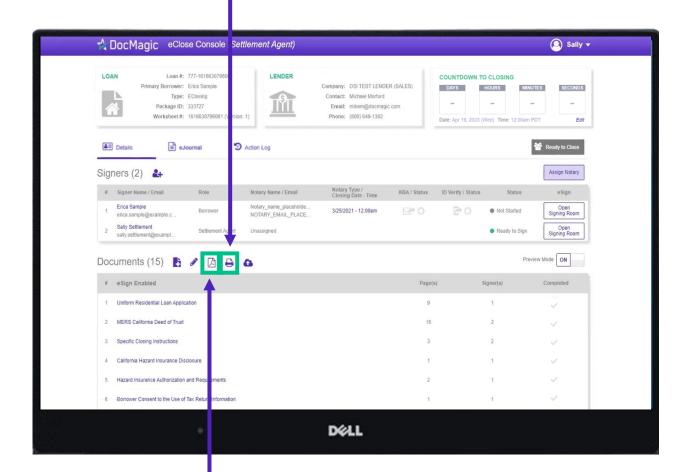


You may also add notes at the bottom.



### Print Options

Printer Icon allows you to download documents that require wet signatures.



PDF Icon allows you to download and print *all* the documents – not always necessary, just an option



### Wet-sign Options

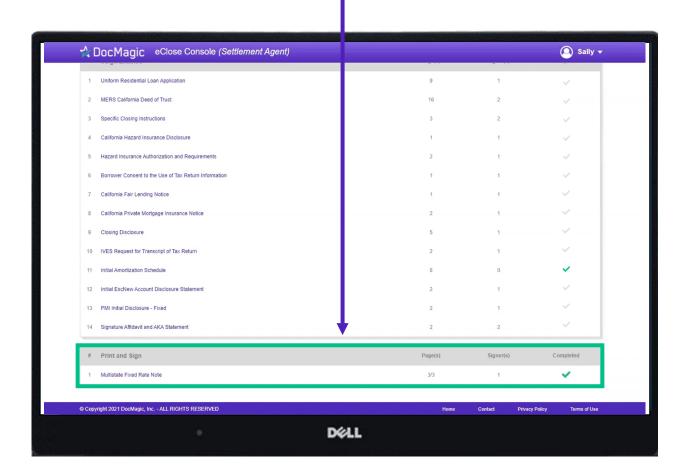
Upload signed and scanned documents here. **IMPORTANT** ☆ DocMagic eClose Console (Settl ment Agent) YOU MUST USE THIS AS YOUR COVER SHEET. Loan #: 777-1616630796081 LENDER DO NOT WRITE ON THIS FORM. Primary Borrower: Erica Sample Messages or notes written on this form are discarded and will not be read. Package ID: 333727 Worksheet #: 1616630796081 (Version INSTRUCTIONS **≜**≡ Details **■** eJournal 5 ion Log 1. Print this document Signers (2) # Signer Name / Email 2. Carefully review and sign each document Erica Sample otary\_nam 3. Return the document a) From the LoanMagic App Sally Settlement Settlement Agent sally.settlement@exampl... Documents (15) 🖺 🧳 🛕 🖨 🛕 # eSign Enabled 1 Uniform Residential Loan Application Loan 777435612 2 MERS California Deed of Trust Pages 25 3 Specific Closing Instructions From STEVE SAMPLE California Hazard Insurance Disclosure 5 Hazard Insurance Authorization and Requirements 6 Rorrower Consent to the Use of Tay Return Information DELL

The QR Code on each page will place the signed documents in the right order in the stack.



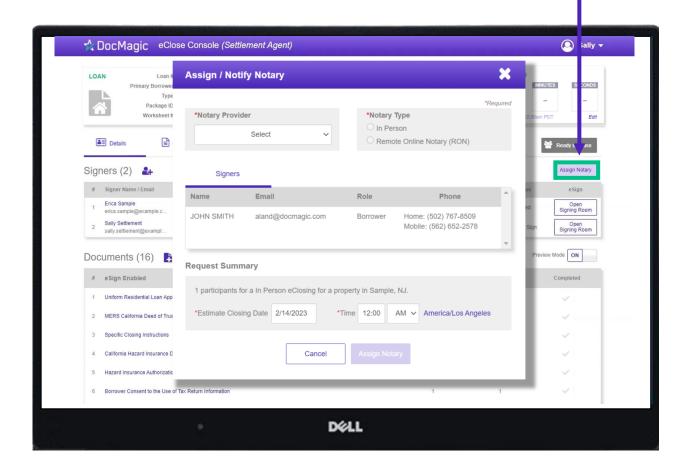
# Wet-sign Options

Completed wet signed documents will show up at the bottom with a green checkmark.



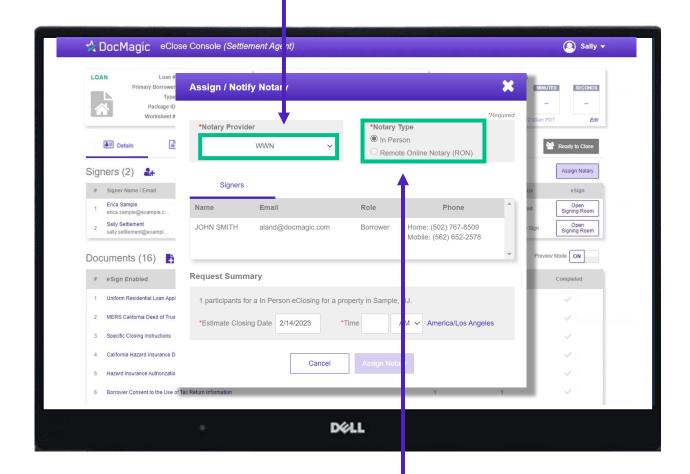


Click this button to start the process of assigning a notary. A separate window will appear.





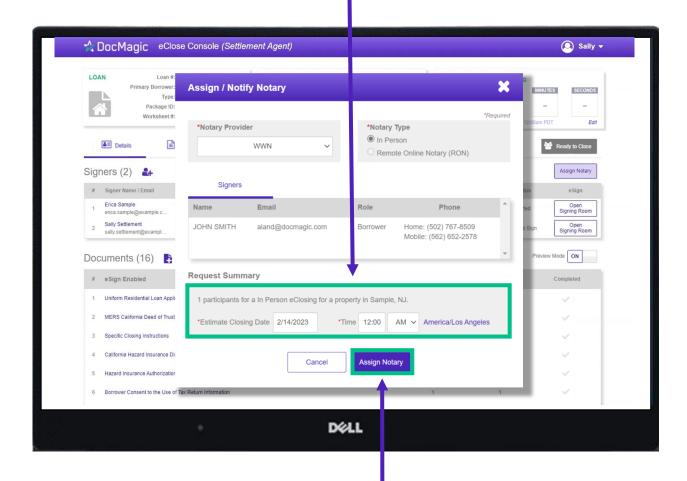
If your Notary Provider is World Wide Notary, select WWN here.



For WWN, you must select "In Person" for Notary Type.



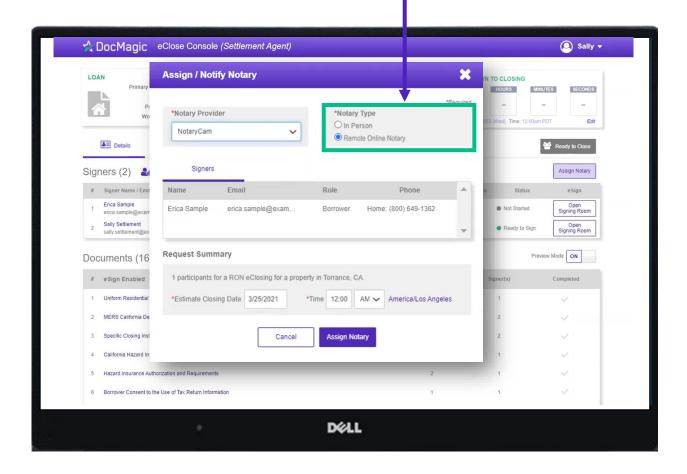
Set the closing date and time.



Click "Assign Notary" when done.

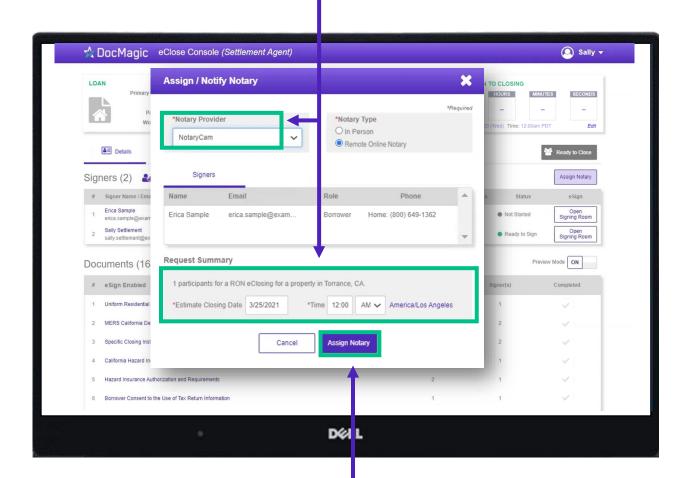


If your Notary Provider is NotaryCam or DocMagic RON, choose Remote Online Notary for Notary Type.





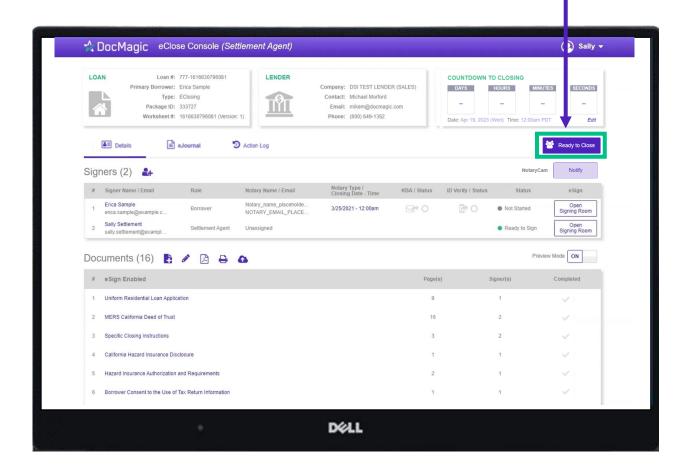
If you select *NotaryCam* as your Notary Provider, you will only need to set the closing date and time. *NotaryCam* services are not available on mobile devices.



Click "Assign Notary" when done.

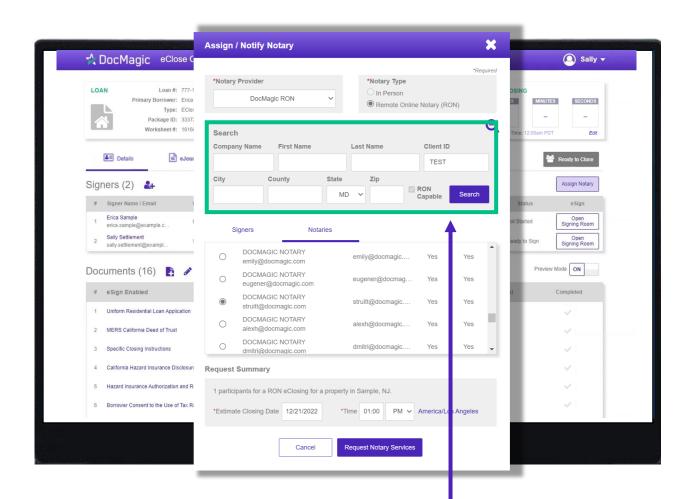


Hit Ready to Close when it's time to alert the NotaryCam Notary. To resend a notification, hit Ready to Close again, and *not* Notify.





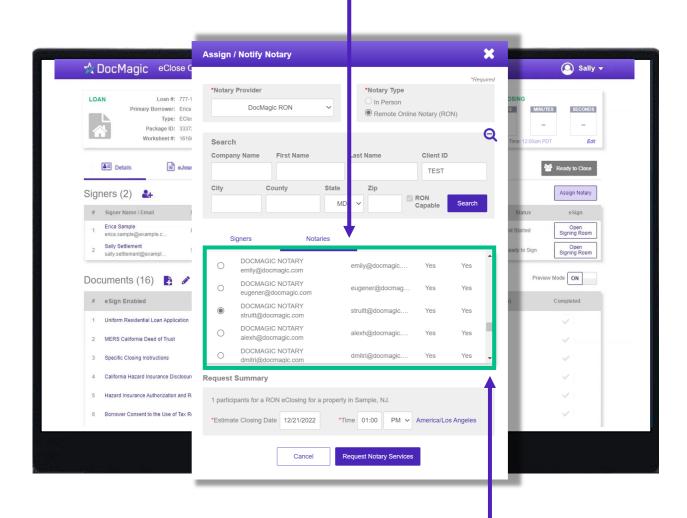
If you select *DocMagic RON* as your Notary Provider, a different window (shown below) will appear.



Start by entering your search parameters for a DocMagic Remote Online Notary and hit Search.



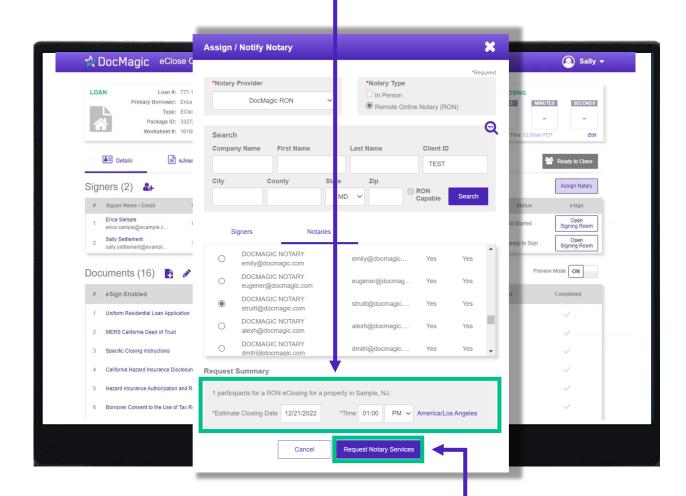
Select your notary from the results that appear by clicking the bubble next to their name.



Please note that you can scroll down to see more results.



Scroll down to Request Summary and select your estimated closing date, time (including AM/PM), and time zone.

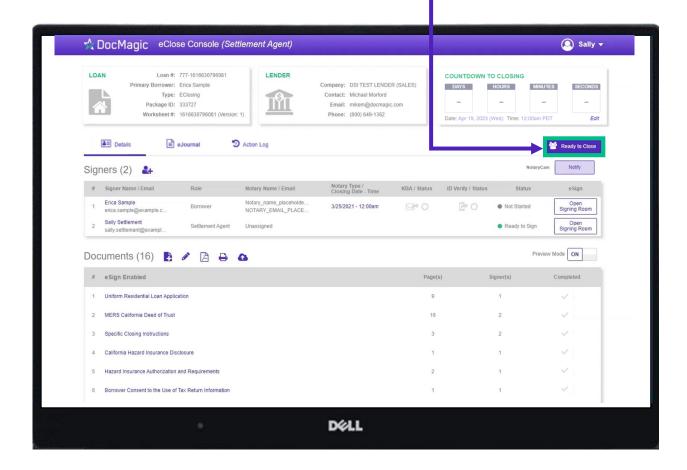


Click "Request Notary Services" when done.



# Ready to Close

Once all the documents have been uploaded and prepared for execution, click on "Ready to Close" to alert the Notary.

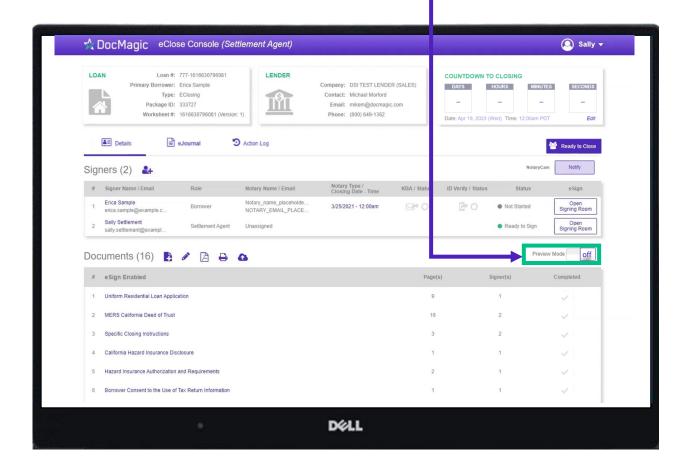


NOTE: Remote Online Notary will be covered in a later section.



#### Preview Mode Off

Preview Mode will turn off automatically when the Clock hits Zero and signing begins. To be safe, check that Preview Mode is off the day of signing.



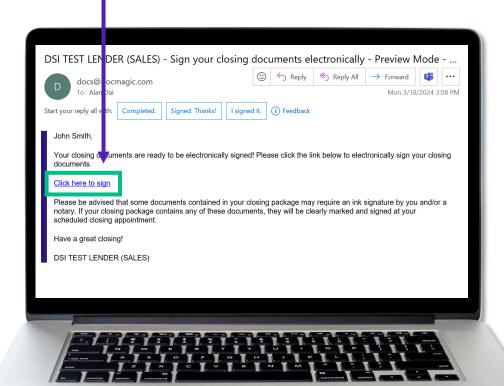




V3 Signing (Borrower's Experience)

### Logging In

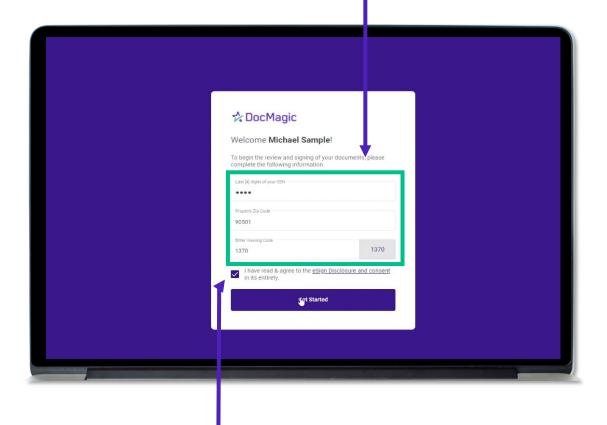
When the Settlement Agent processes the closing documents, the borrower will get an email inviting them to access the signing portal for their set of documents.





# Logging In - Verification

Verification boxes include SSN and viewing code. The lender may add property zip code as a third option.

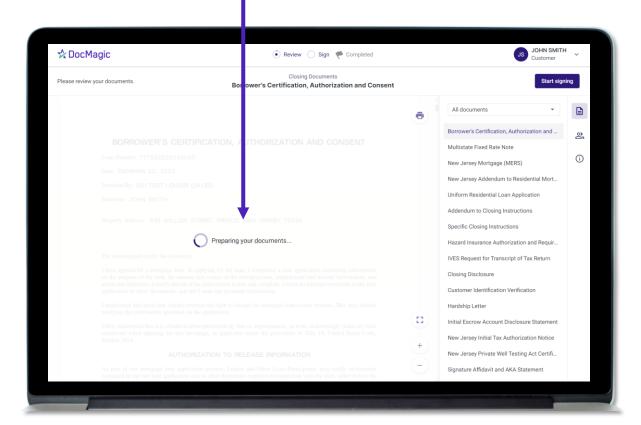


The signer must check the eSign Disclosure and Consent box to sign on.



### Preparing Your Documents

You may see a "Preparing your documents" loading screen when you enter the signing experience.

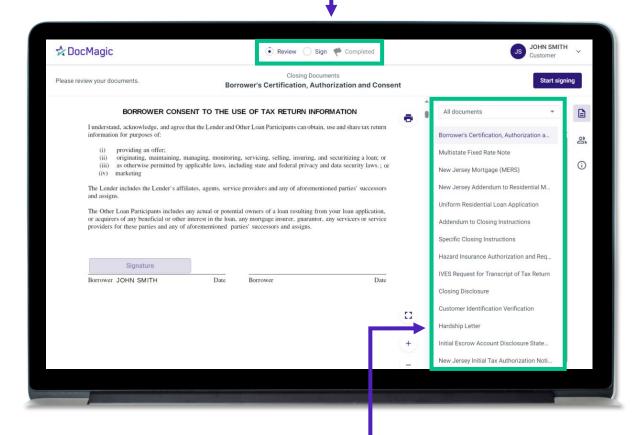


The system will automatically take you to the first document that needs to be signed.



#### Page Features

Along the top, you will find indicators that show progress of the Review, and e-Sign processes.



By default, all documents that need to be signed are listed in this column on the right. You can filter this column by documents that need to be ink signed or notarized from the dropdown at the top.



#### Page Features

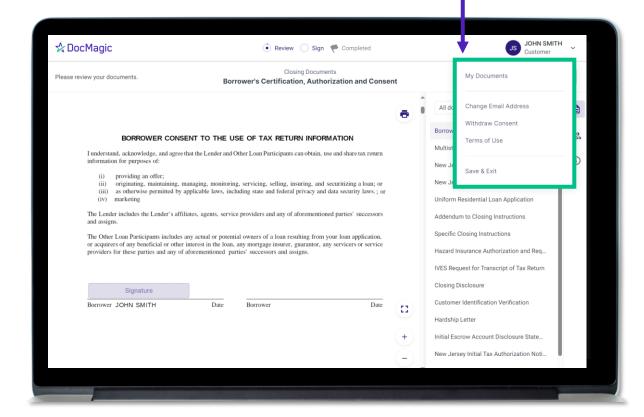
The print icon allows you to print the documents. JOHN SMITH ☆ DocMagic Review Sign Completed Closing Documents Please review your documents Borrower's Certification, Authorization and Consent BORROWER CONSENT TO THE USE OF TAX RETURN INFORMATION All documents I understand, acknowledge, and agree that the Lender and Other Loan Participants can obtain, use and share tax return Borrower's Certification, Authorization a... information for purposes of: 0 providing an offer; Multistate Fixed Rate Note originating, maintaining, managing, monitoring, servicing, selling, insuring, and securitizing a loan; or as otherwise permitted by applicable laws, including state and federal privacy and data security laws.; or 1 New Jersey Mortgage (MERS) The Lender includes the Lender's affiliates, agents, service providers and any of aforementioned parties' successors New Jersey Addendum to Residential M... Uniform Residential Loan Application The Other Loan Participants includes any actual or potential owners of a loan resulting from your loan application, or acquirers of any beneficial or other interest in the loan, any mortgage insurer, guarantor, any servicers or service providers for these parties and any of aforementioned parties' successors and assigns. Addendum to Closing Instructions Specific Closing Instructions Hazard Insurance Authorization and Reg... Signature IVES Request for Transcript of Tax Return Borrower JOHN SMITH Borrower Closing Disclosure Customer Identification Verification Hardship Letter Initial Escrow Account Disclosure State... New Jersey Initial Tax Authorization Noti.

You can expand the signing window and increase or decrease the zoom levels.



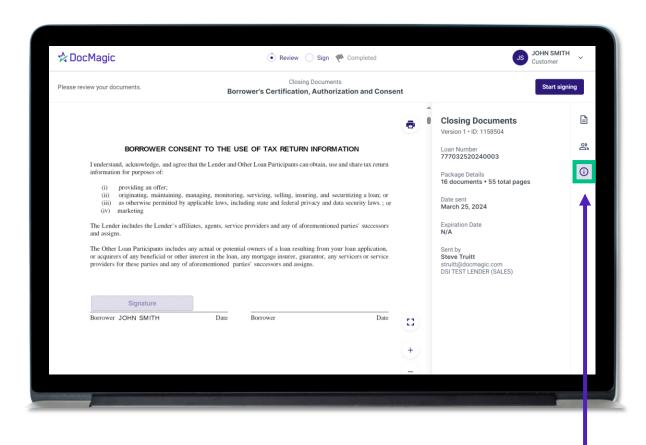
#### Borrower Information

The borrower's information can be viewed and edited here.





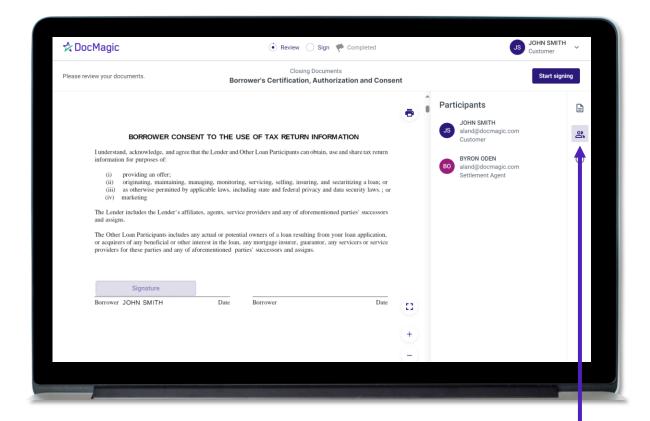
# Page Features



Click the information icon to see document package metadata.



# Participants

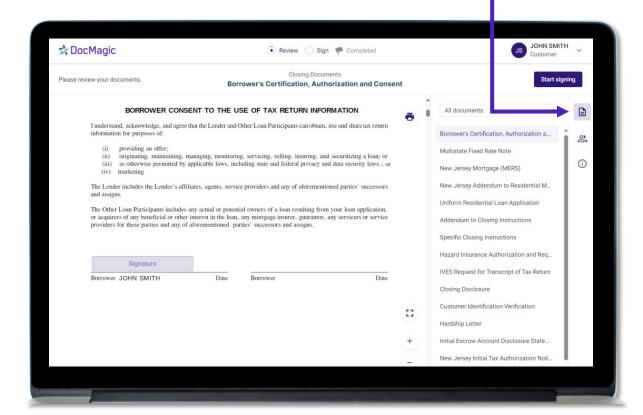


Click here to view participants.



#### Return to Documents List

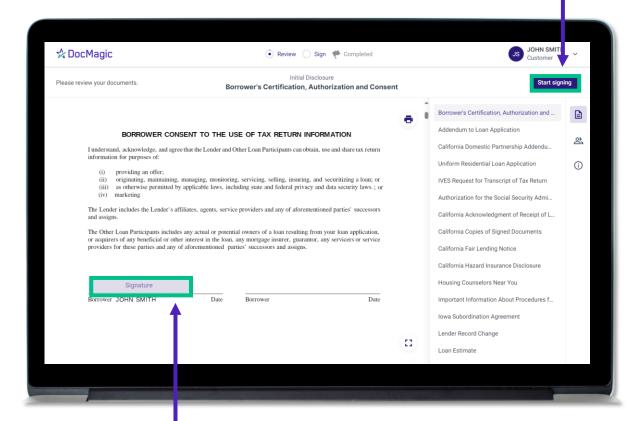
This button brings you back to the list of Documents (selected by default).





#### Start Signing

Click "Start Signing" to begin the signing process.



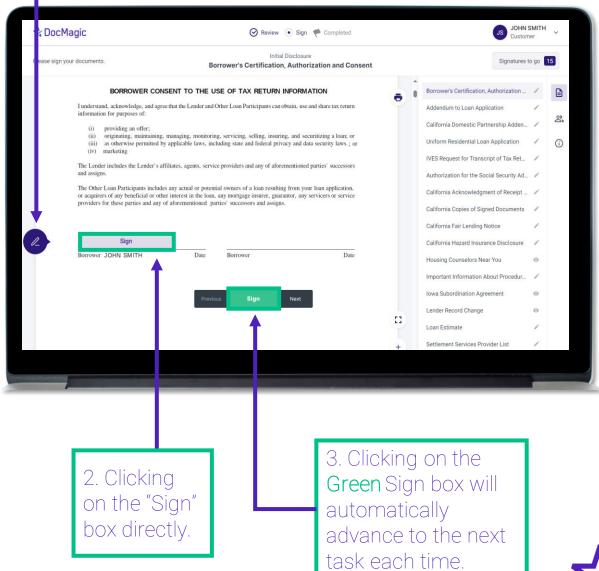
You can't sign anything until you hit the purple button in the top right corner – until then, these will remain greyed out and unsingable.



# Begin Click-Signing

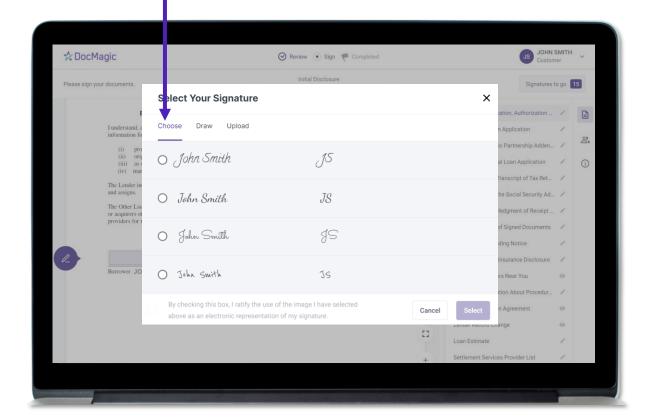
There are three options for click-signing.

#### 1. Clicking the pen icon.



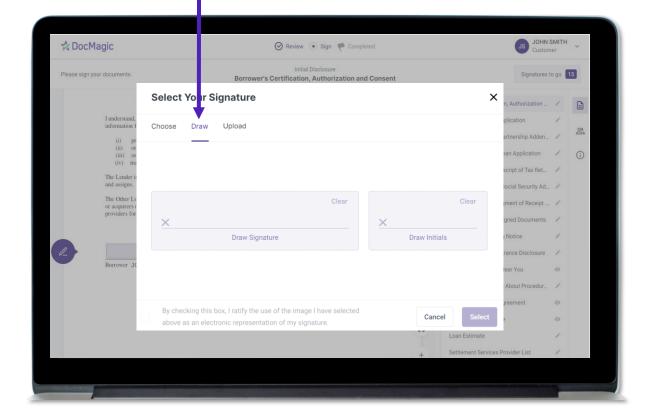


You have the option to choose the preformed signatures available in this tab.



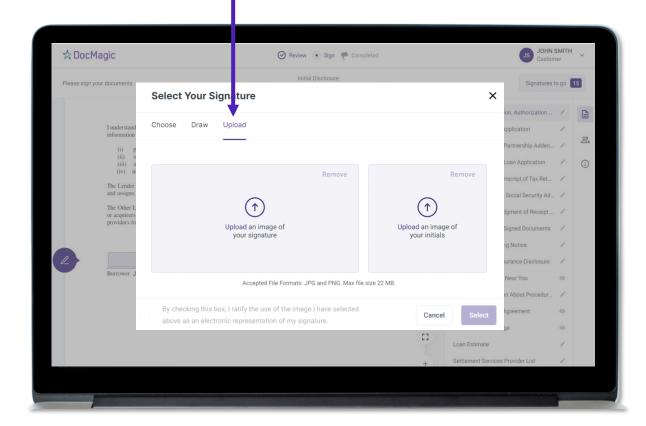


You can also create a signature and initials using this tab.

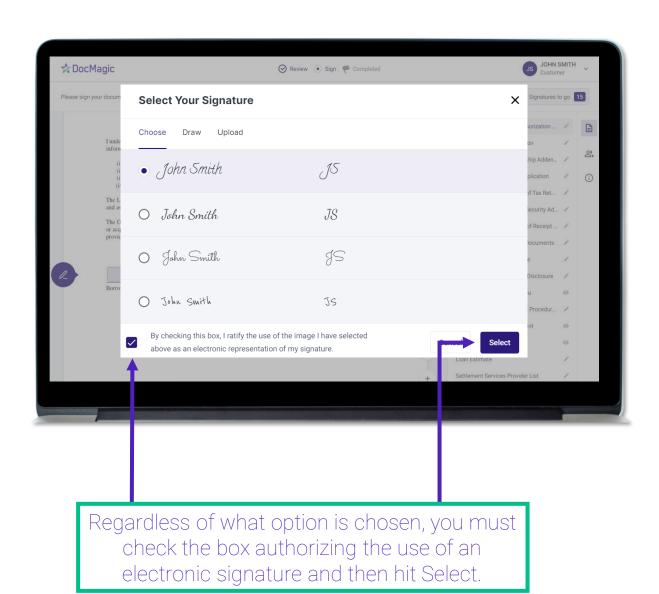




You also have the option to upload a .JPG or .PNG of your own signature from the computer.



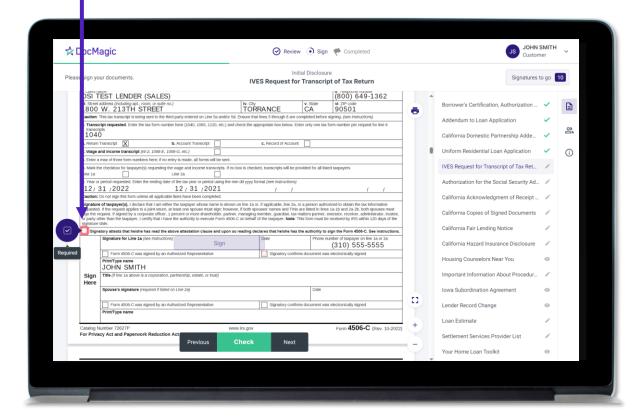






# Check Boxes Required

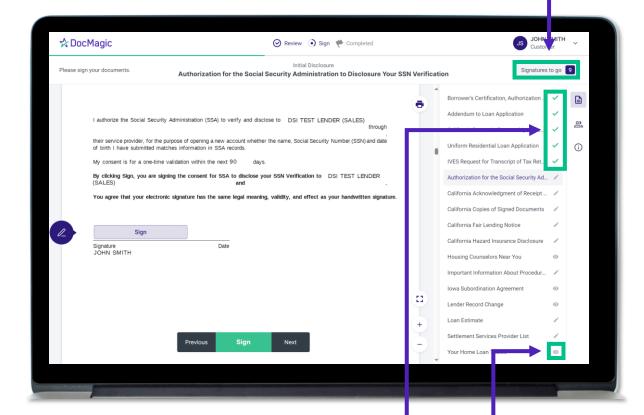
You might be required to click a check box before signing certain documents. In these circumstances, you cannot proceed unless the box is checked.





# Keeping Track of Your Progress

The countdown feature shows how many signatures remain.

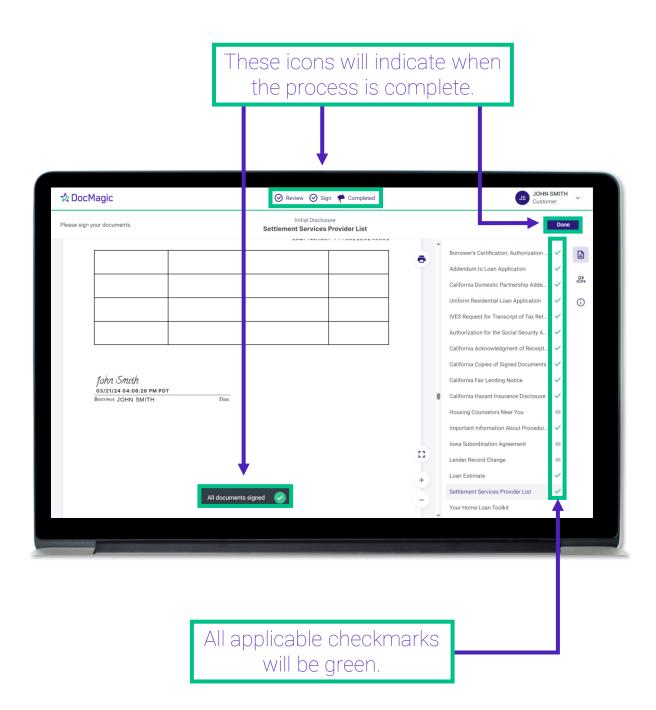


A green check mark next to a document name indicates that it has been signed and completed.

An eyeball indicates that this document does not require a signature.



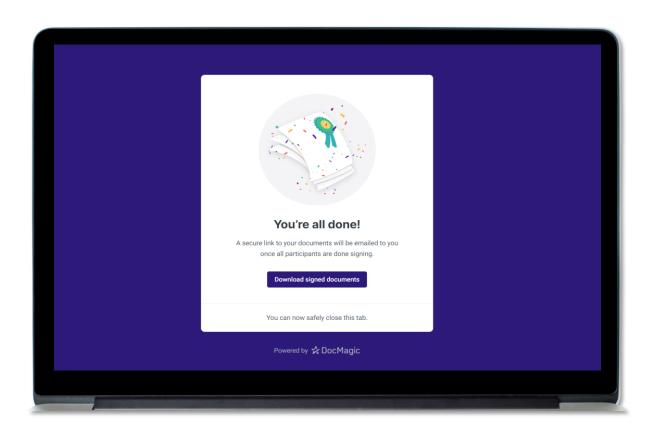
# When Complete





# When Complete

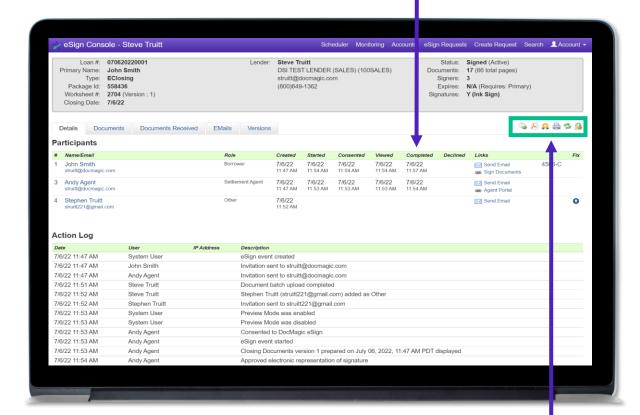
You will get this pop-up which also allows you to download the completed documents.





#### Lender's Confirmation

The Lender will be able to confirm that all documents are signed.



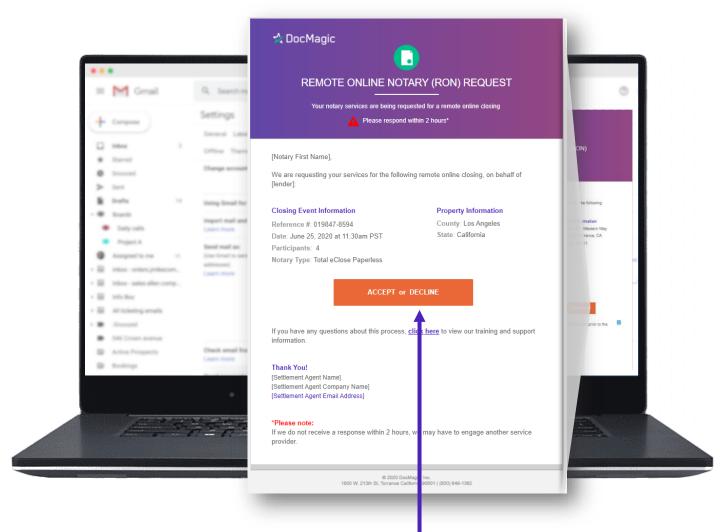
The lender will also be able to download a PDF (PDF icon) and/or print (printer icon) the signed document stack.





## Remote Online Notary Request

The Notary receives a request for R.O.N. services from the Settlement Agent.

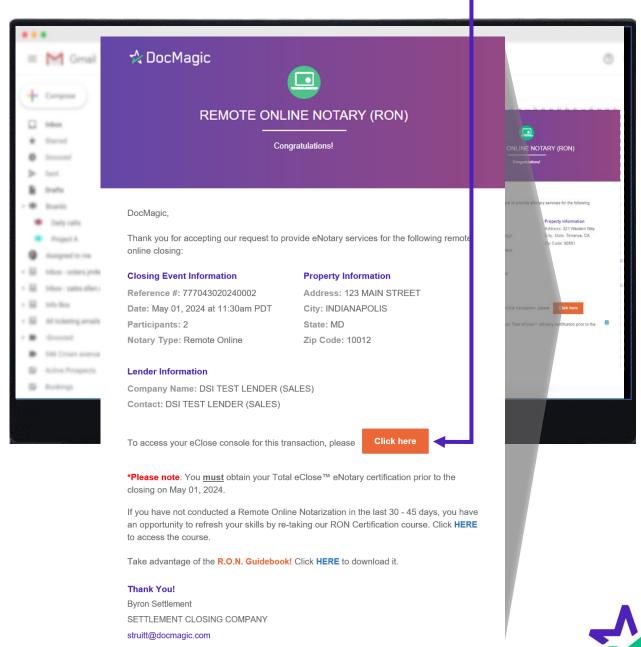


The email includes a link to accept or decline the request.



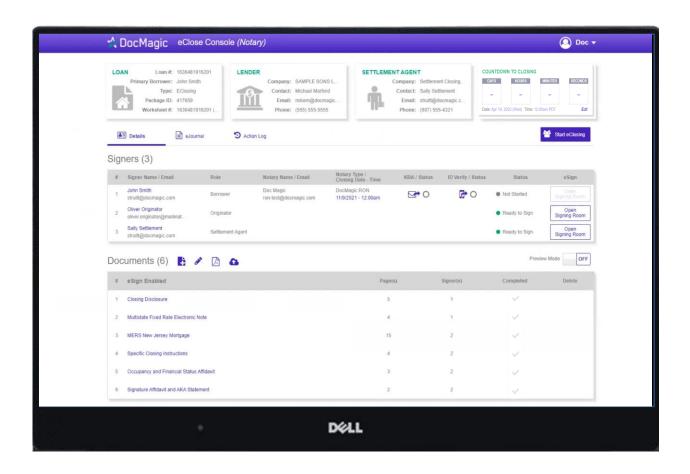
#### Access to the eClose Console

Once the Notary accepts the request, they'll get this confirmation email that grants access to the eClose console.



### eClose Console

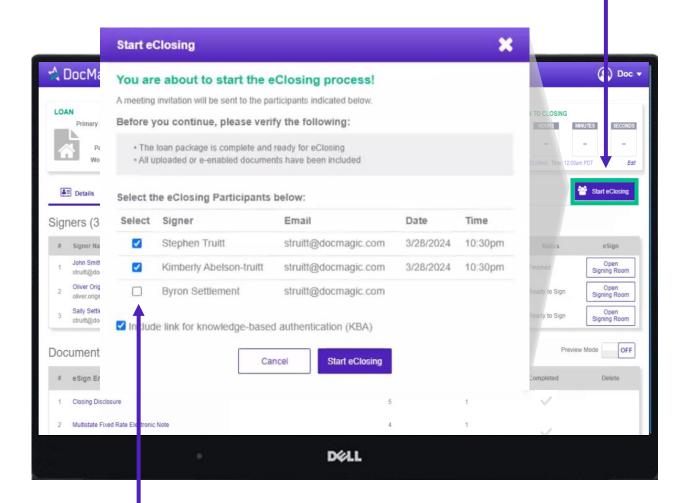
The Notary will be taken to their eClose console, which is very similar to the eClose console for the Settlement Agent.





#### Start eClose

When it's time to close, the Notary will click the Start eClosing button to activate the Start eClosing dialogue box.

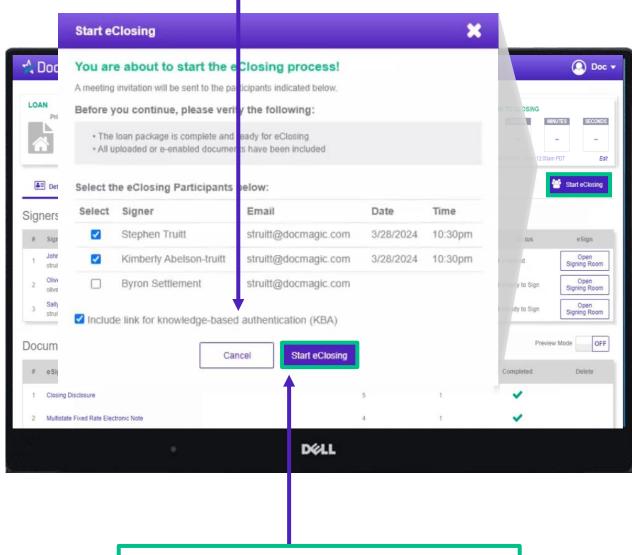


They will select the participant(s) that need to be included in the signing room.



#### Start eClose

This box can still be checked *even if KBA isn't required*, if the Notary intends to have the borrower complete the verification process with the invitation.

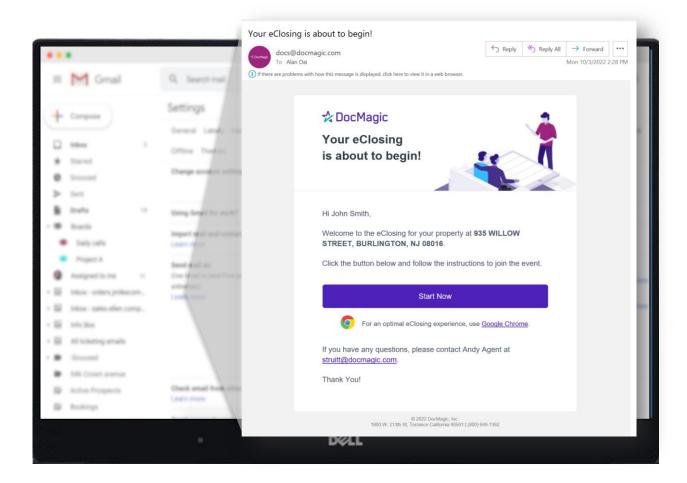






#### Invitation Email

Participants will receive an invitation email containing all pertinent closing information and a **Start Now** button to enter the eClosing event.

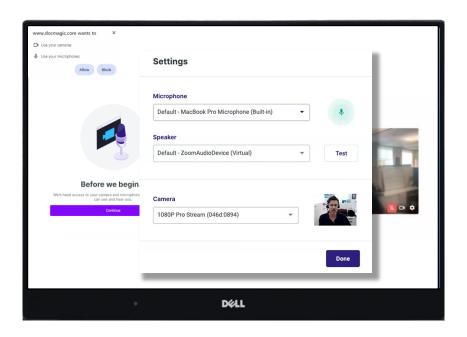




## Accessing The Signing Room (Borrower)



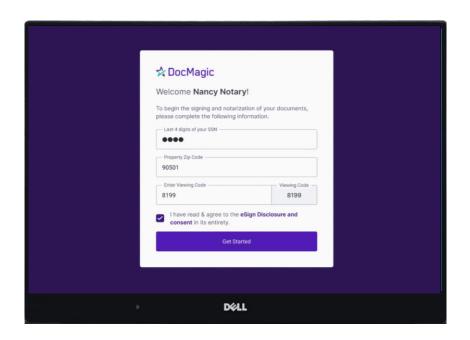
The Borrower logs in with a passcode and a viewing code.



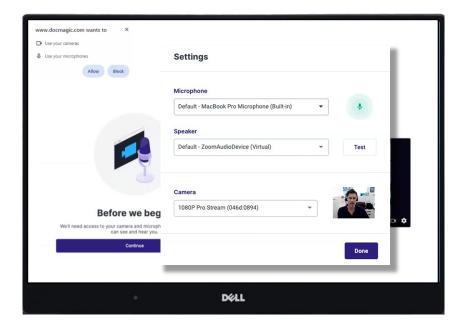
The borrower will also check their mic and camera settings.



# Accessing The Signing Room (Notary)



Meanwhile the Notary will also log in and enter in some of their information.

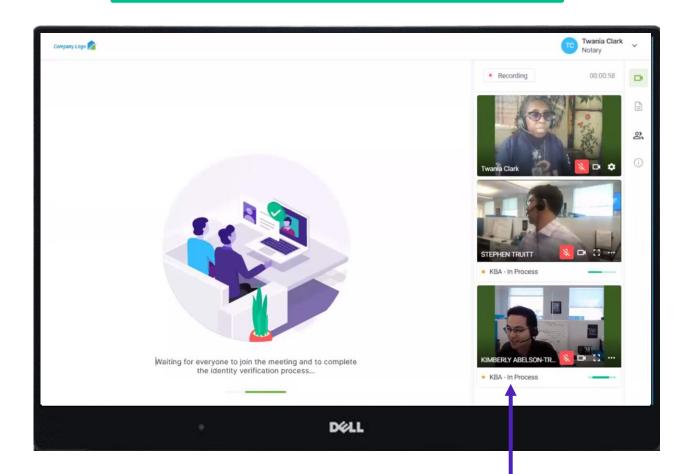


They will also confirm their mic and camera settings.



## Knowledge Based Authentication

If Knowledge Based Authentication is enabled for the session, the borrower(s) will need to verify their identity when the first join.

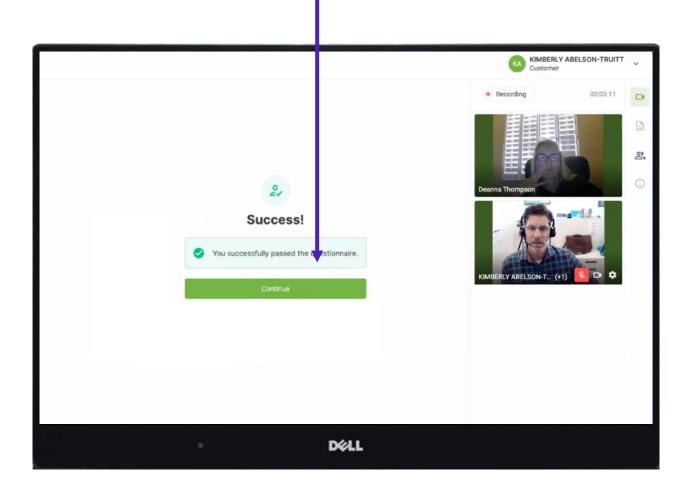


The borrowers will have two minutes to answer five questions about themselves. The Notary does not see the KBA – only this "KBA – In Process" status.



## Knowledge Based Authentication

When the Participant successfully completes the assessment, they will receive this confirmation where they can click Continue to join the closing room.

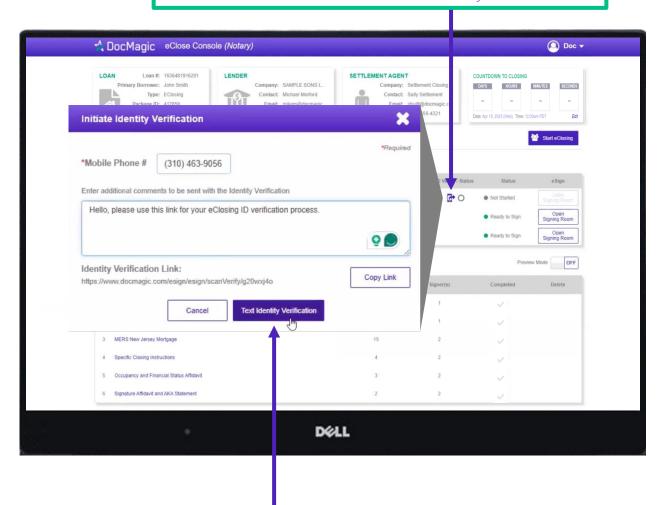


If required, the Notary would also initiate the I.D. Verification process. This must be done during the actual signing and will be covered in the next slides.



## Identity Validation Request

The Notary will go back to their eClose Console and click on the phone icon for the borrower that needs to have their identity verified.



They will confirm the phone number and click **Text Identity Verification**.





The Participant will receive a text message containing a link to complete the I.D. Verification process.



The borrower will be taken to a screen that asks them to retrieve a photo identification card.





Next, the borrower will select the country that issued their identification.



The borrower will choose their form of identification from the drop-down menu.



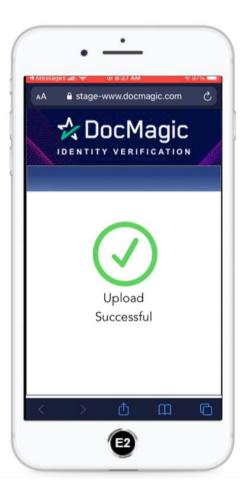


Next, they will select a file from their phone or take a photo and upload it. The borrower will repeat the process and upload both sides of the I.D.



The borrower may also be asked to take a selfie so the system can compare the image with official identification.



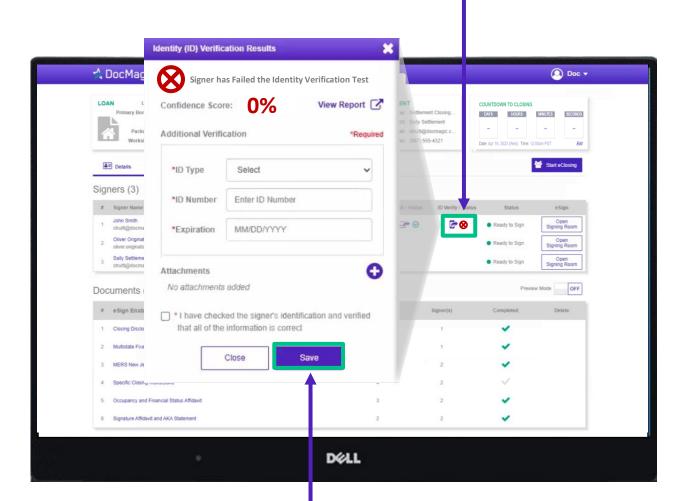


A green check mark, shown on the right, indicates that the upload of the ID was successful.



#### I.D. Verify Fail

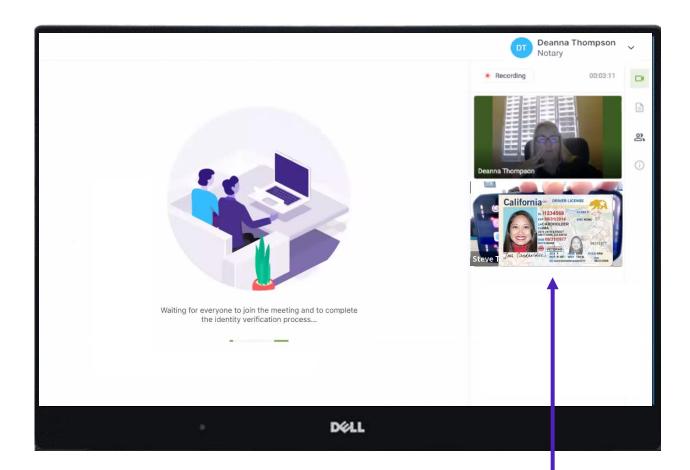
If the I.D. Verification fails, the notary may click on the red circle. A window will appear where they may enter information related to the borrower's identity to override the failure.



The Notary will fill out all required fields. They have the option to attach pictures of the ID, which is recommended, and then click Save when done.



#### I.D. Verification Alternative

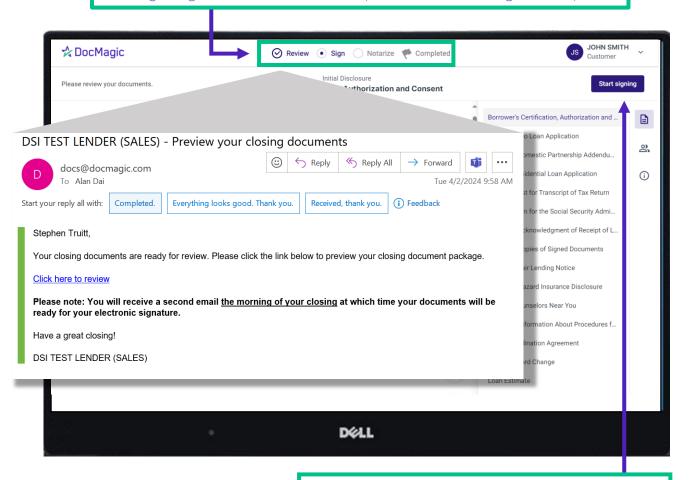


If the upload of the identification in the I.D. Verify process is rejected, the Notary may use the video to establish proof of possession of a government issued I.D. The borrower can hold up their ID while the notary takes a screenshot.



#### Signer's View

Once the borrower enters the signing experience, they will find indicators that show progress of the Review, Signing, and Notarization processes along the top.

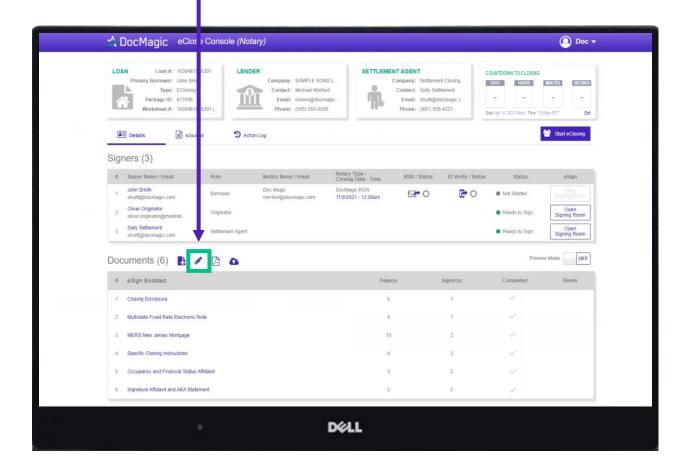


If the borrower is done reviewing the set of documents, they can begin the signing process by clicking here.

If Preview Mode is on, the borrower can *review* their document package, accessing it from a link that is emailed to them. We advise that the borrower reviews the documents during this period, so that they can focus on just signing during the experience.

## Fixing Incorrectly Tagged Documents

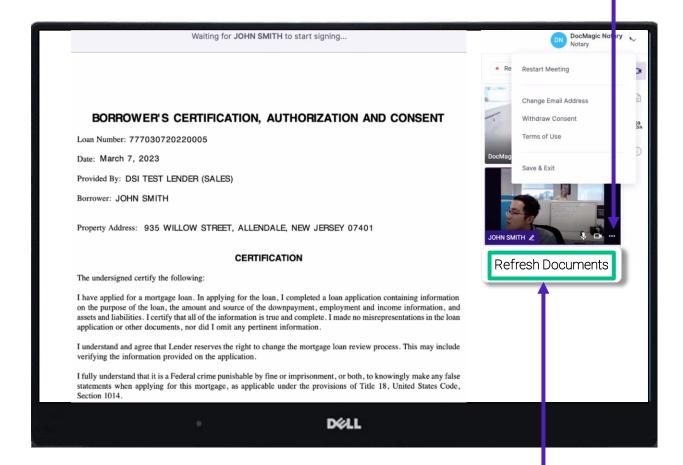
If the notary finds an improperly tagged document during the signing experience, they may edit the document by going back to their eClose Console.





#### Refresh Documents

After saving their changes, they can go back to the signing experience and click the three dots at the bottom right of the borrower's screen.

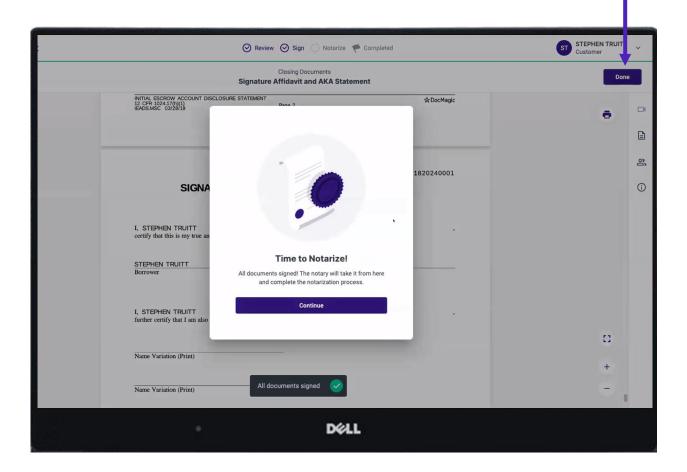


Click Refresh Documents. The changes should show.



## Applying Signer eSignatures

When the borrower is done signing, they will click Done and then Continue.

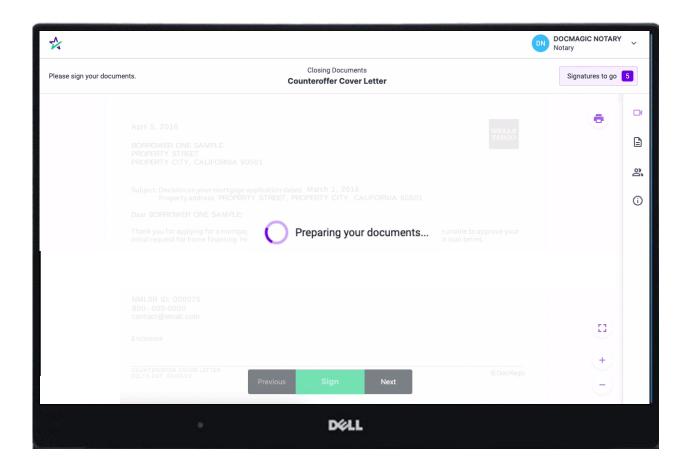


This will transfer control and signing ability back to the Notary who will then start the notarization process.



## Preparing Your Documents

After selecting Notarize, they will see this "Preparing your documents" loading screen.

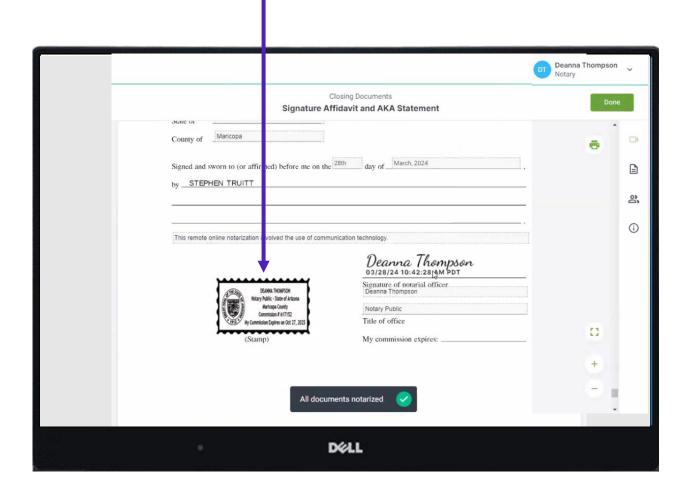


The system will automatically take the Notary to the first document that needs to be notarized.



### Adding Signature, Seal, and more

When the Notary clicks on the signature line, their signature and any other pertinent data, such as the Notary seal, will be automatically inserted.

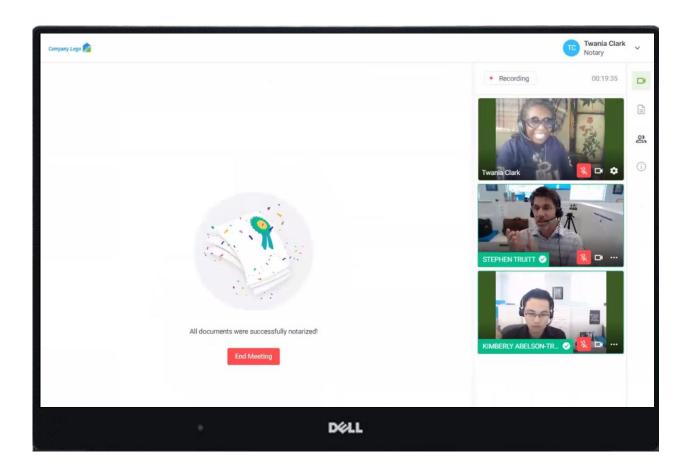


If there are multiple borrowers, they must be notarized one at a time and the notary will repeat the process.



# Ending the Meeting

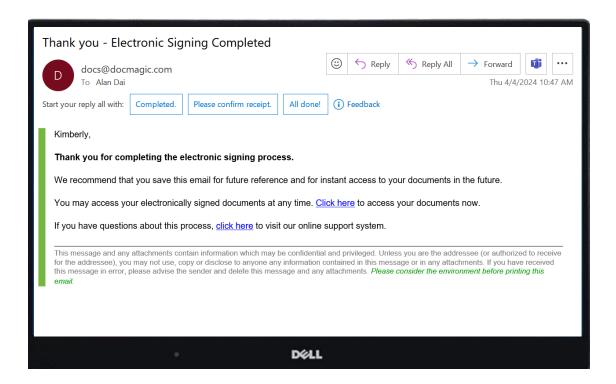
The process is complete once all the participants' and Notary's signatures have been captured. The meeting may now end.





## Email Confirmation

Notification emails are sent to all parties.

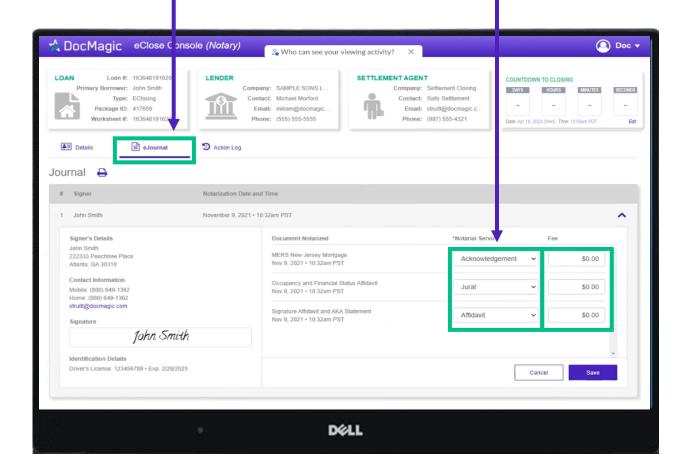


The email will allow the Borrower to download their signed and notarized document package from a provided link.



#### eJournal

Back on their eClose Console the Notary can go to the eJournal tab and enter in the Notarial Services performed and their respective fees.

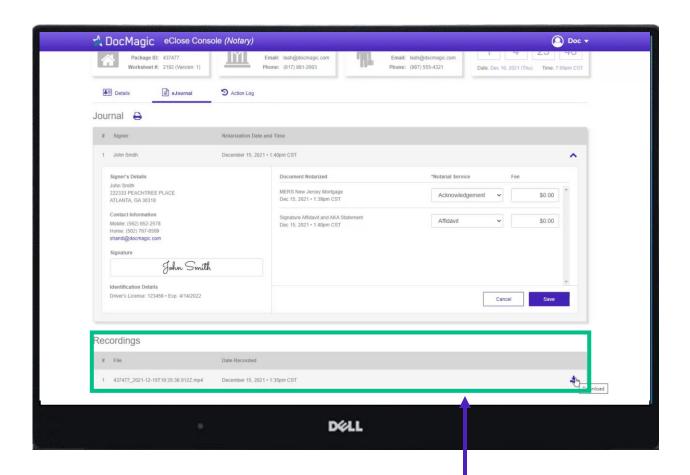


Please note this is NOT a charging service – its only for recording notes.



#### eJournal

The notary journal also contains the audio and video of each RON signing session. This will be stored within the eJournal (console) under "Recordings" only for 90 days.

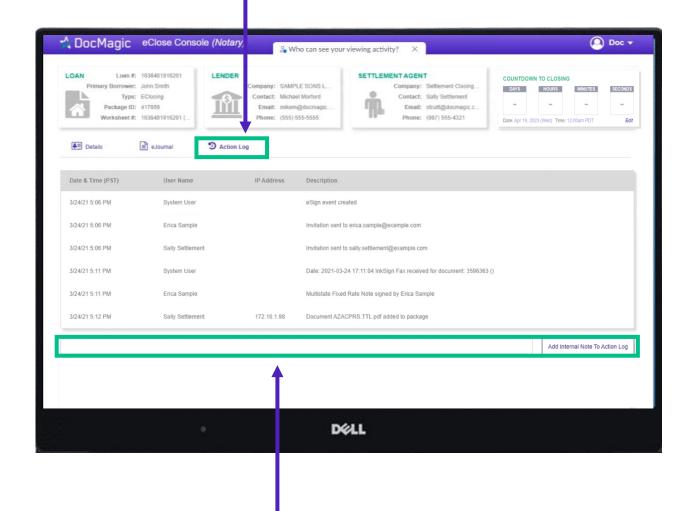


The best practice would be save these materials right after the signing experience. Click here to download.



### Action Log

Click here to see the Action Log. This tab shows the actions that everyone involved in the process has taken, and when.



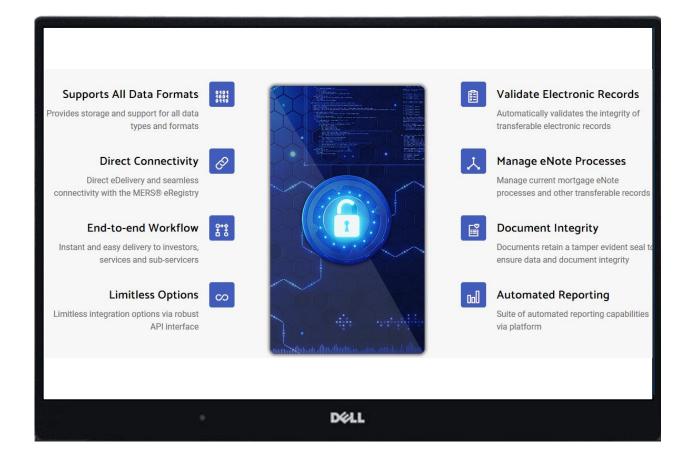
Notes may also be added at the bottom.





# eVault - Hybrid 2

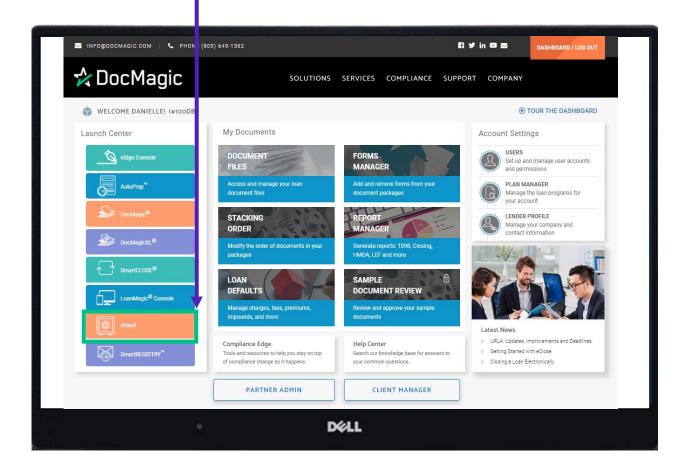
Choosing a Hybrid 2 closing gives you access to DocMagic's eVault - a solution that offers real time control of your electronic loan files.





# Accessing eVault

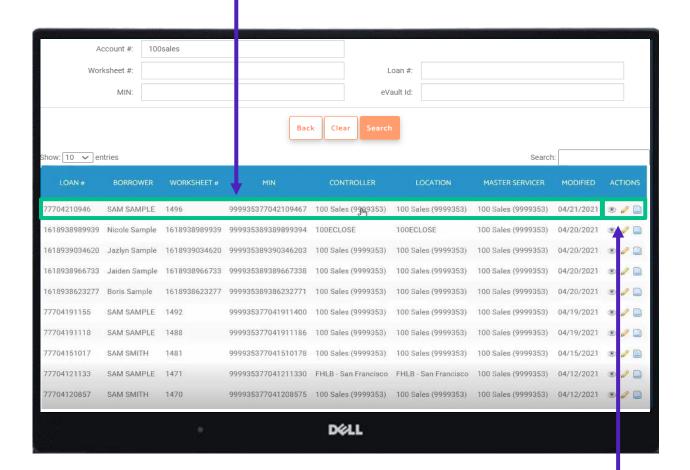
To access eVault, log onto DocMagic's website and click here on the dashboard.





#### eVault - Information

Information here pertains to the loan, borrower, MIN, Controller, Location, Servicer, Modified Date and extra Actions.

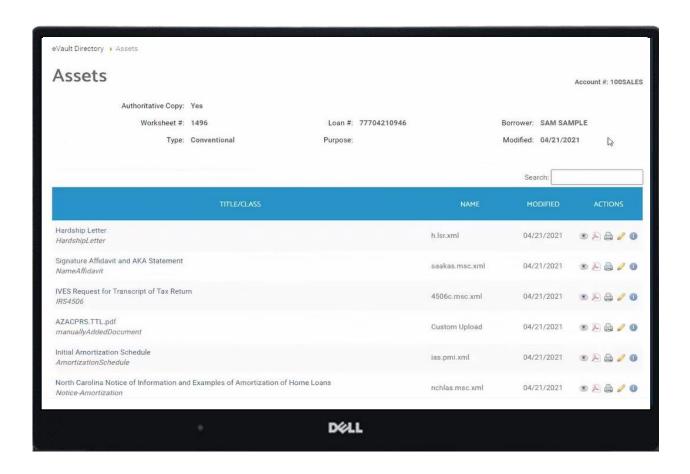


Click any of these icons to access the Assets.



## eVault - Assets

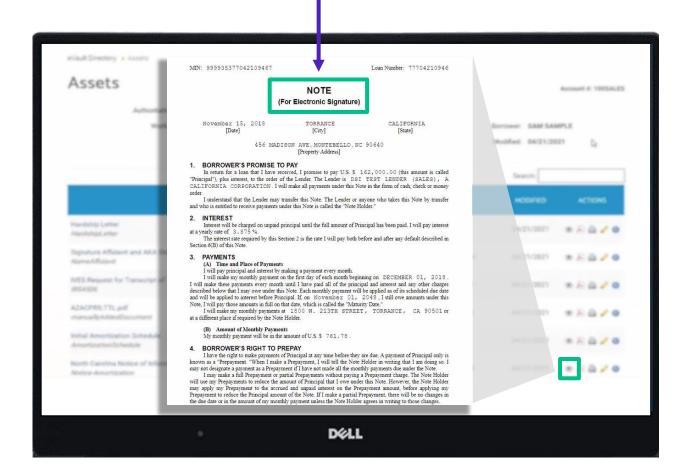
Assets are the documents that were electronically signed during the transaction, including the eNote.





#### eVault - eNote

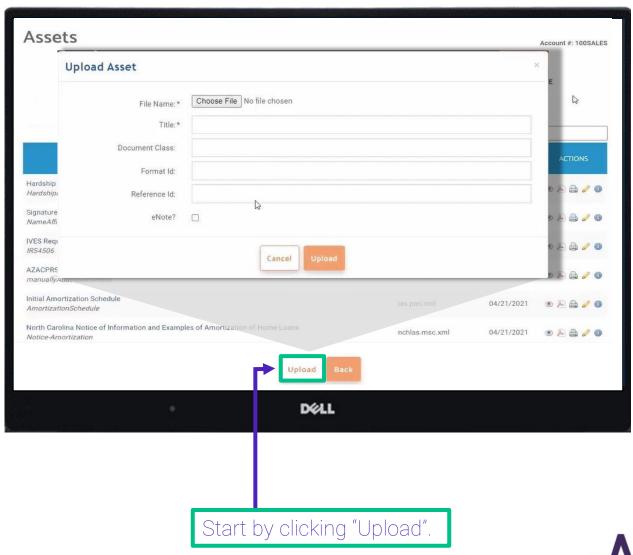
This eNote is MISMO-compliant XML data specifically designed for eSignature.





# eVault - Uploading Assets

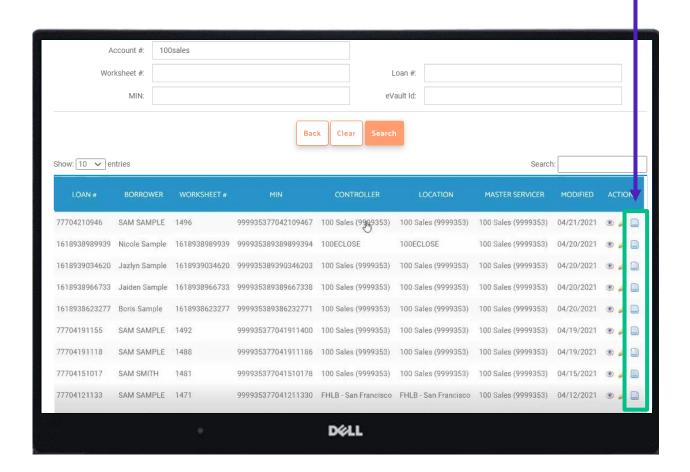
Documentation that needs to be added to the package post-closing can be uploaded here.





# eVault - MERS eRegistry

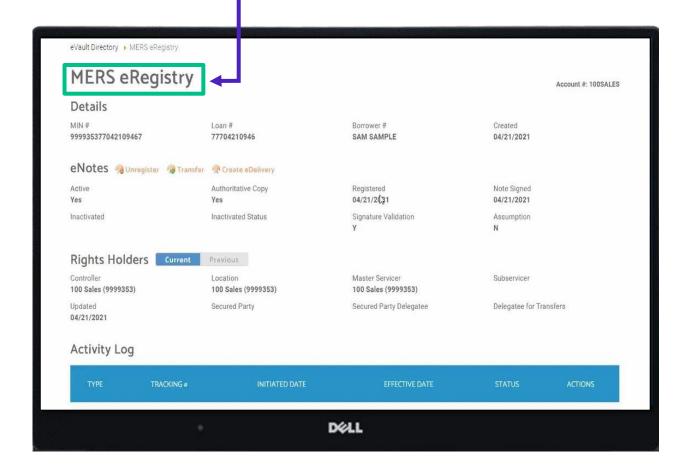
Click on this icon to access the MERS Registry for each file.





# eVault - MERS eRegistry

When a note is signed electronically, it is immediately registered with MERS.

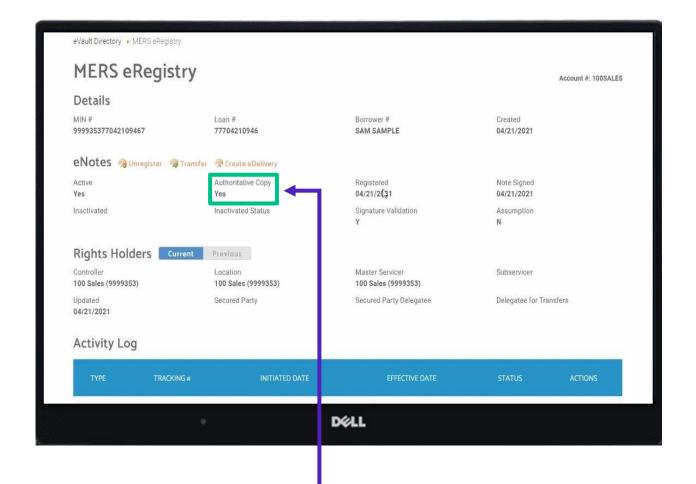




## eVault -Authoritative Copy

In a Paper Note transaction, the original is sent back to the Lender.

In an eNote transaction, it's who possesses the "Authoritative Copy".



A "Yes" indicates that you own the authoritative copy.



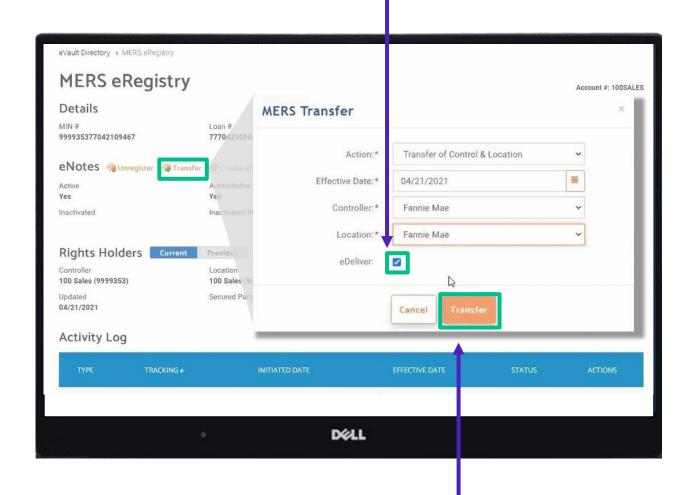
## eVault - MERS Transfer

When you want to transfer the note, click Transfer. Then, choose the Action, Effective date, the Controller & Location. eVault Directory MERS eRegistry MERS eRegistry Account #: 100SALES **MERS Transfer** Details Loan # 999935377042109467 7770421094 Action:\* Transfer of Control & Location eNotes @Unregister @Transfer Ħ Effective Date:\* 04/21/2021 Controller:\* Fannie Mae Inactivated Inactivated S Location:\* Fannie Mae Rights Holders Current eDeliver: Location 100 Sales (9999353) 100 Sales (9 Secured Part Updated Cancel 04/21/2021 **Activity Log** DELL



#### eVault - MERS Transfer

Selecting eDeliver creates an electronic package with all the documents, including the eNote. The organization listed in location can access this information.

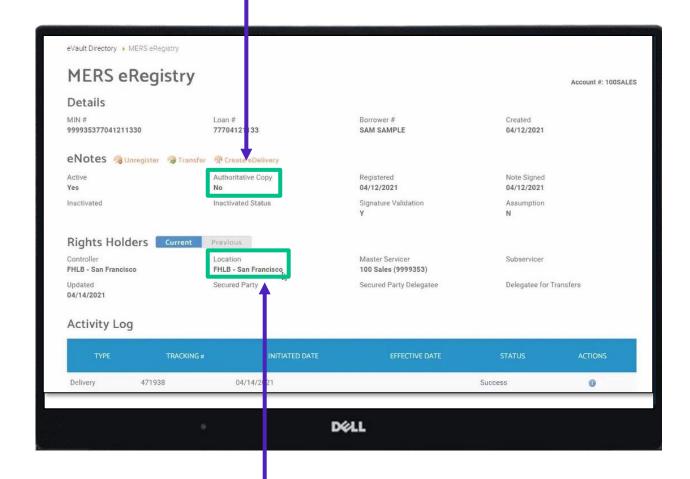


Click Transfer when done.



## eVault - Authoritative Copy

When the recipient picks up the package, the Authoritative Copy will change to "No".

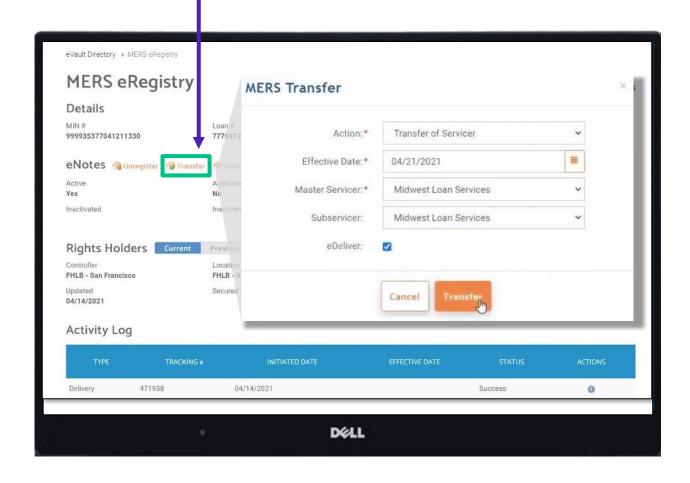


Here you can see the location of the rights holders.



# eVault - Transfer Servicing

To transfer servicing, you can click here again.

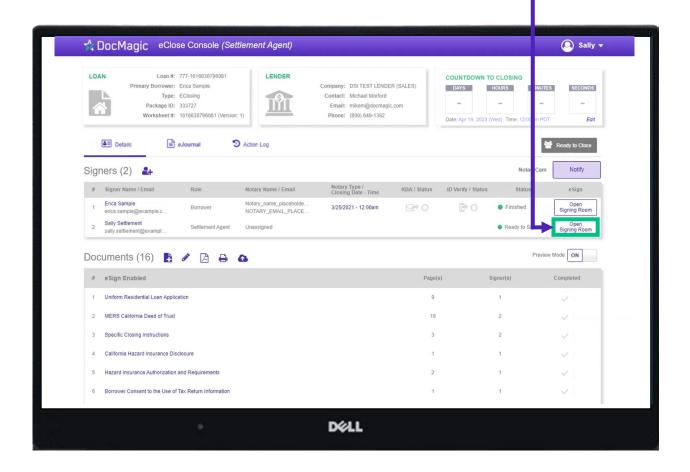






# Back to the Settlement Agent Portal

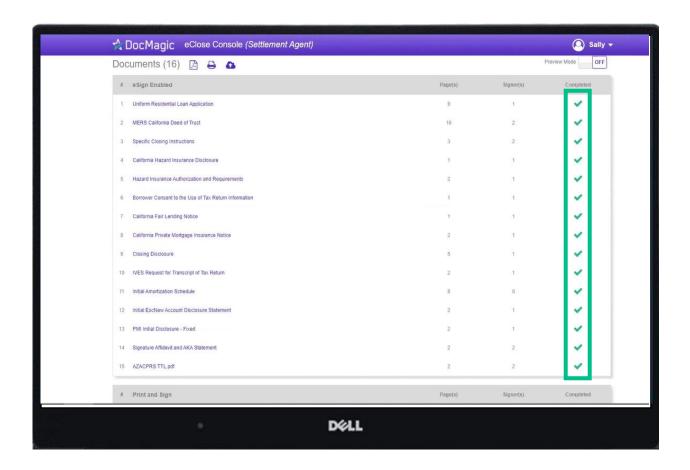
The Settlement Agent can eSign by clicking on the Open Signing Room Button.





## eClose Console Confirmation

When all signed documents have been uploaded and all signatures, fields and Notary stamps have been collected, the Settlement Agent will see a fully completed column on the Right.





## Email Confirmation

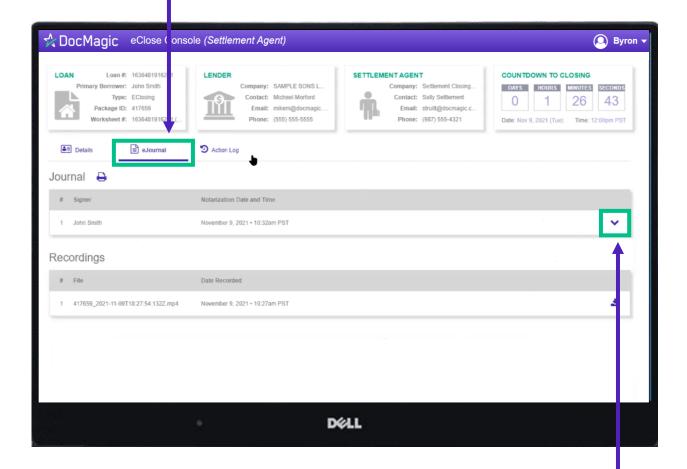
Notification emails are sent to all parties when the transaction and signatures are complete.



The email will allow the Borrower to download their signed and notarized document package from a provided link.



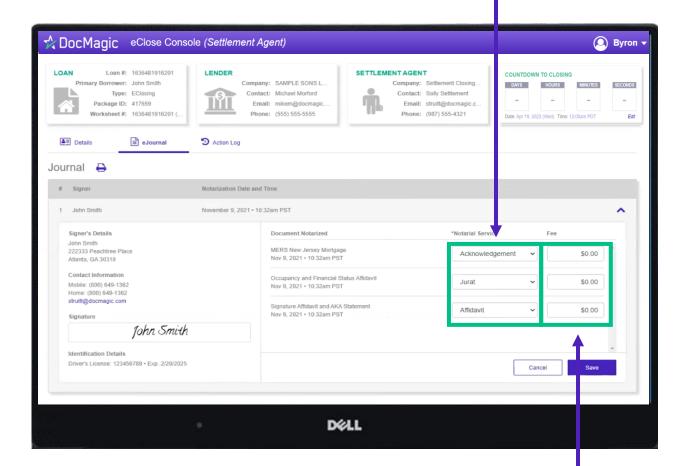
Click on this tab to access the eJournal.



Click on the down arrow to access the borrower's journal.



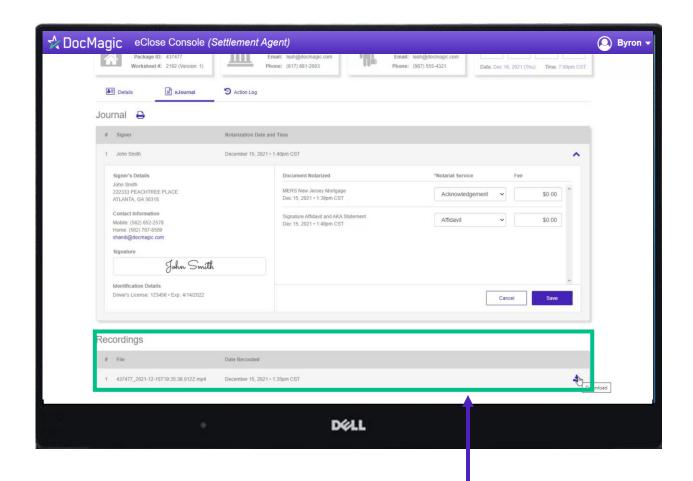
Use the dropdown menus to select the type of Notarial Service. Toggle choices by clicking on the box and using the up and down arrow keys.



Enter the fee for each Notarial Service performed here.



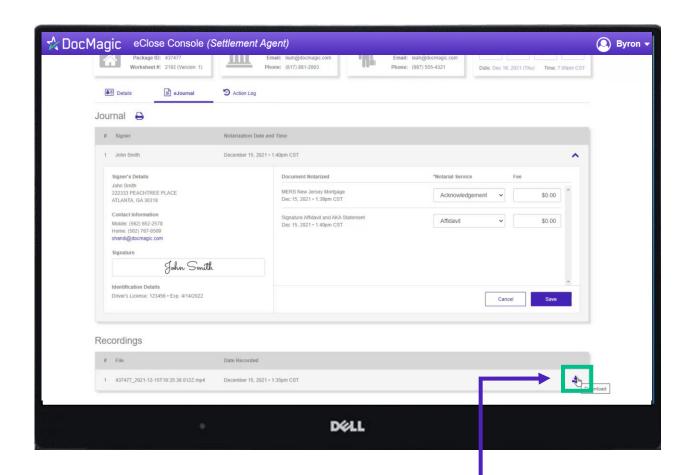
The notary journal contains the audio and video of each RON signing session.



This will be stored within the eJournal (console) under "Recordings" **only for 90 days**.



You must print out this journal, download and save the video internally before 90 days.

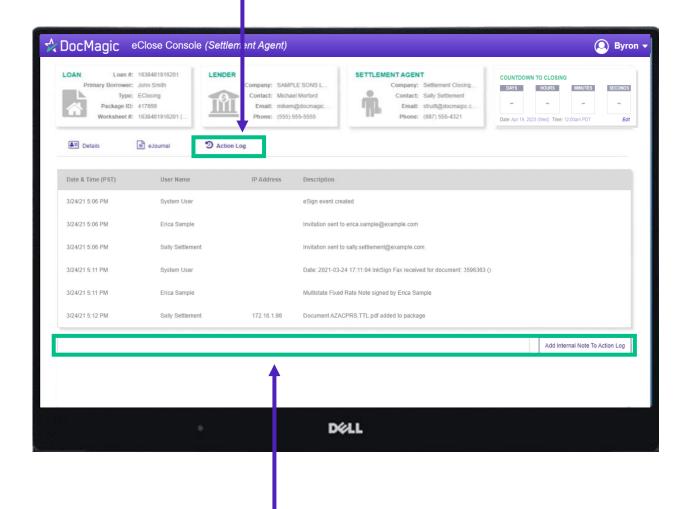


The best practice would be to store these materials right after the signing experience. Click here to download.



## Action Log

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You may also add notes at the bottom.

