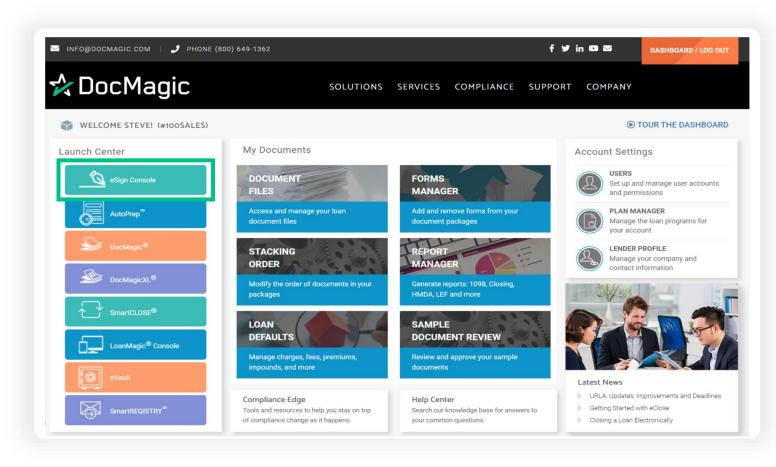
# eSign Console

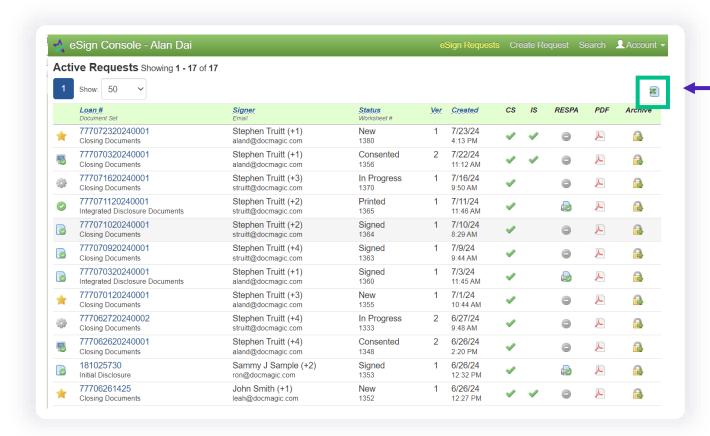
Lender Portal

# **Getting Started**



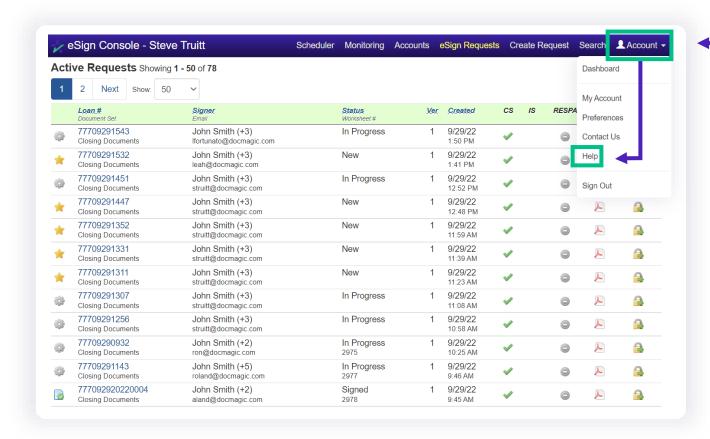
 Login to DocMagic and open the eSign Console from the Launch Center.

# eSign Console



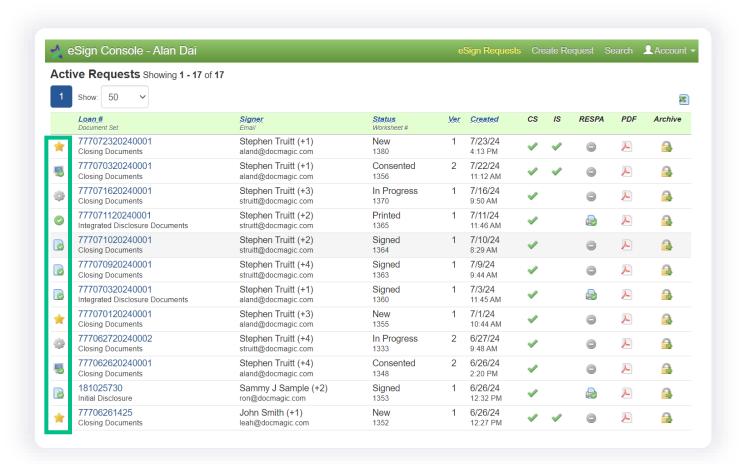
- You'll be greeted with a list of document sets that have been processed within the past 90 days.
  - You can also export this information as a csv.
  - It's crucial that you know that these loan packages will only be present on this console for 90 days after generation. After all signatures are collected, it's a good idea to download all signed documents to your desktop. This will be shown towards the end of the guide.

# **Help Button**



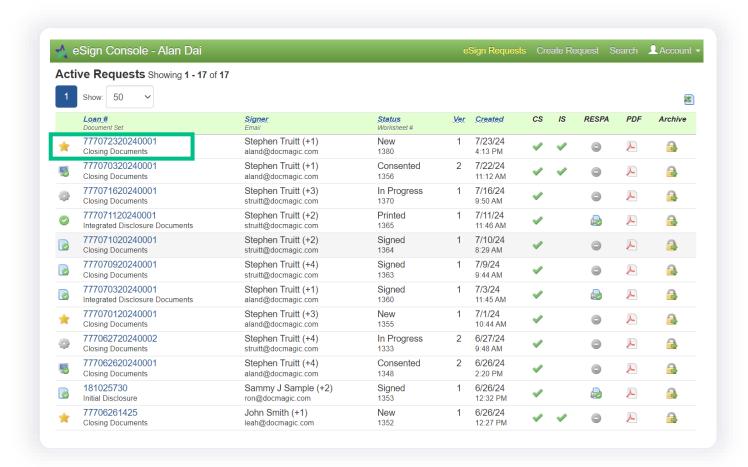
 From the eSign Console, you can find a tutorial just like the one you're reading now. Just click Account, then Help.

#### Status Icons



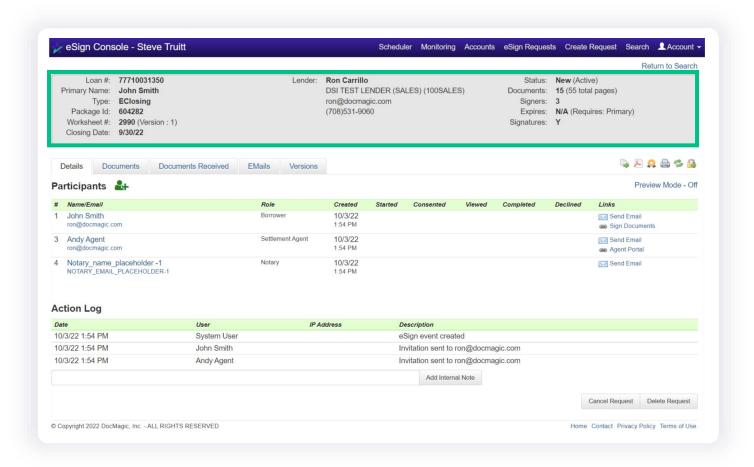
- The icons on the left indicate the processing status of the document set.
  - A star icon means that the set has just been processed (it's new).
  - A gear icon means the loan is in progress.
  - The computer monitor with the check mark indicates that the participant(s) have consented the use of electronic signatures and eSign.
  - A page icon with a check means that the transaction has been signed and is complete.
  - The green circle with a check mark indicates a document has been completed, signed and printed.

# Opening a Document Set



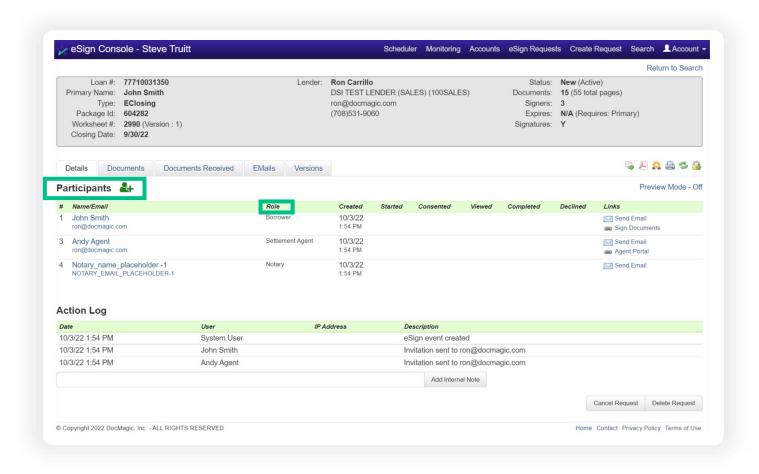
 Click on the loan number to see details about that document set.

# **Key Information**



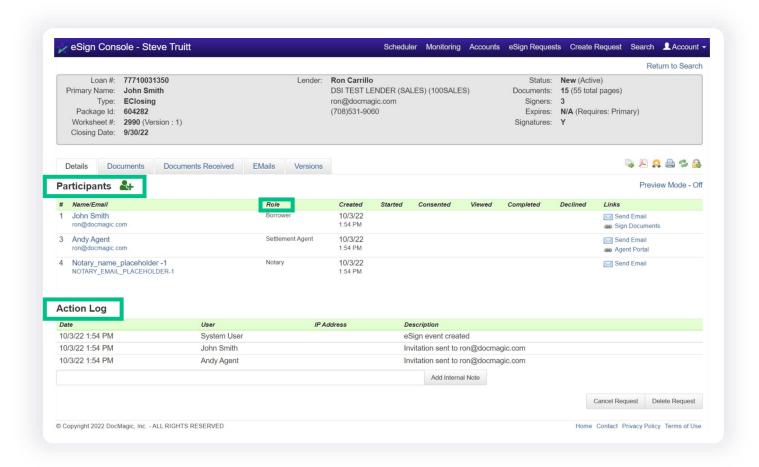
- The banner at the top of the page displays:
  - Left: Key loan information
  - Middle: Lender details
  - Right: Key document package information including status
- If you need to contact DocMagic's Customer Service department, please have your Worksheet # ready.

## Details



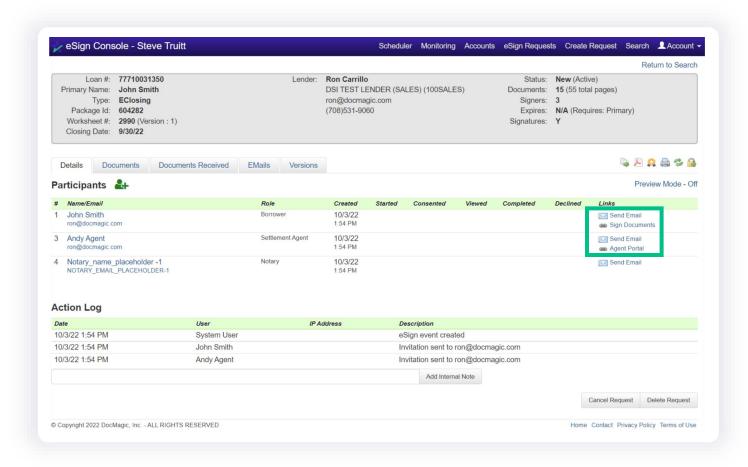
- Under the Details tab, you can find Participants and the Action Log.
- You can see the role of each participant in the second column.

#### Details



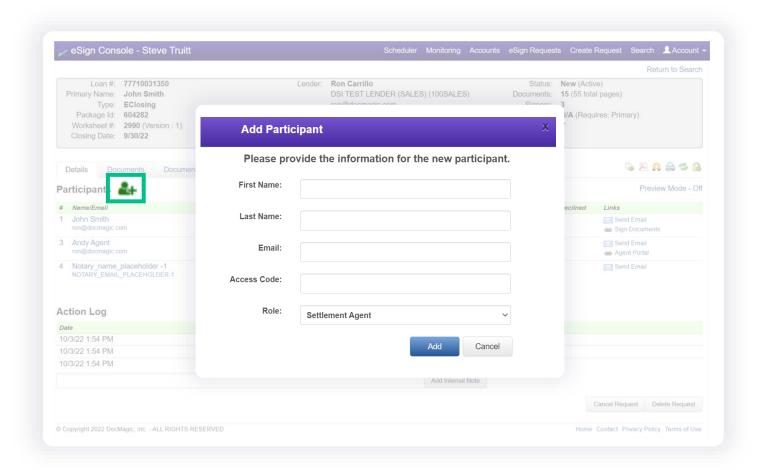
- The Action Log at the bottom tracks every step taken with this document set.
  - If you are about to hit a 3-business day TRID rule with regards to delivering a document package to a borrower on time, our system will automatically cancel the eSign request and send the document package to our print fulfillment center.
  - The Action Log will state that the action was performed by "System User", but no person is triggering this event – it is fully automated.

#### Links



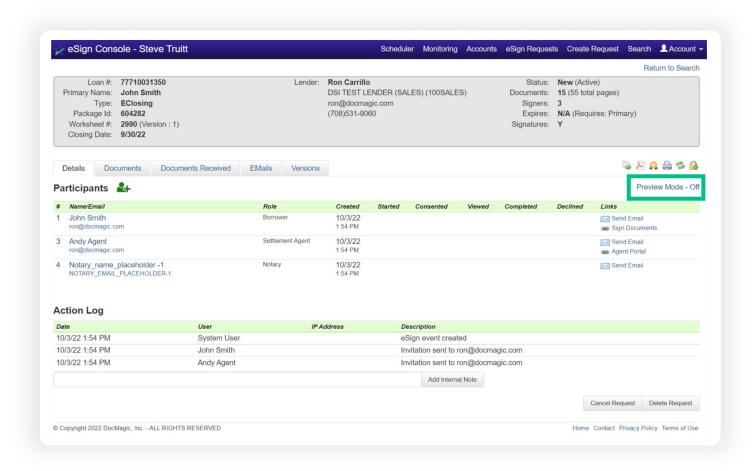
- Under the Links column, on the far right, "Send Email" sends the borrower a reminder email to sign the documents if they have not yet done so.
- Sign Documents allows you to open that Participant's signing experience – this assumes that the Participant is with you.
  - Selecting Sign Documents opens the eSign experience in another tab.
- If there is a Settlement Agent on this transaction, you may also enter their portal from here.

# Adding Participants



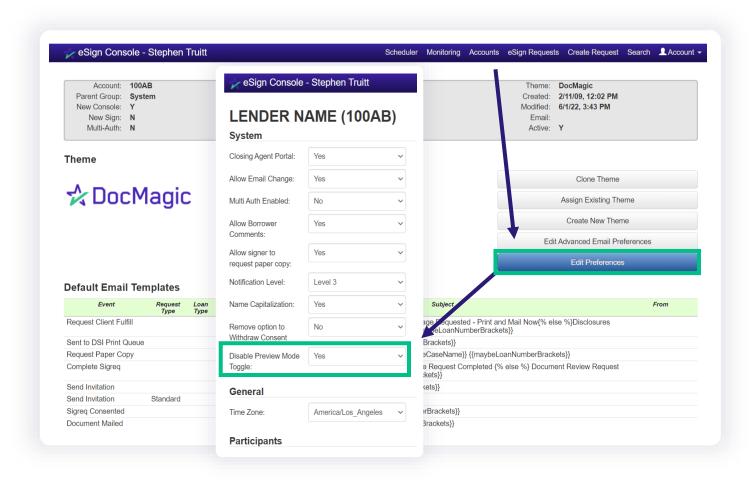
- Click on the green 'person-plus' icon to add participants.
- Populate the fields in the window that appears.
  - Make sure to give them an Access Code and choose the correct role from the dropdown.
  - Select Add when done.
  - If there are signatures that are designated for the new participant, you would be able to go in and sign.

# Disable Preview Mode Toggle



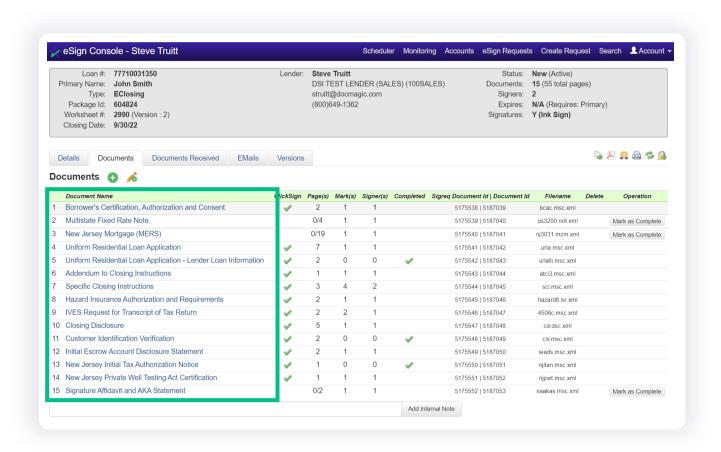
- You may see a "Preview Mode" when you process Closing Packages.
- If Preview Mode is On, then participants will only be able to view their documents but not sign.
- Preview Mode determines if participants can sign their documents or if they can only view them.
- By default, Preview Mode is On until midnight Hawaii time on the day closing.
- By default, the Settlement Agent can toggle Preview Mode. We'll show you how to disable it in the next slide.

# Disable Preview Mode Toggle



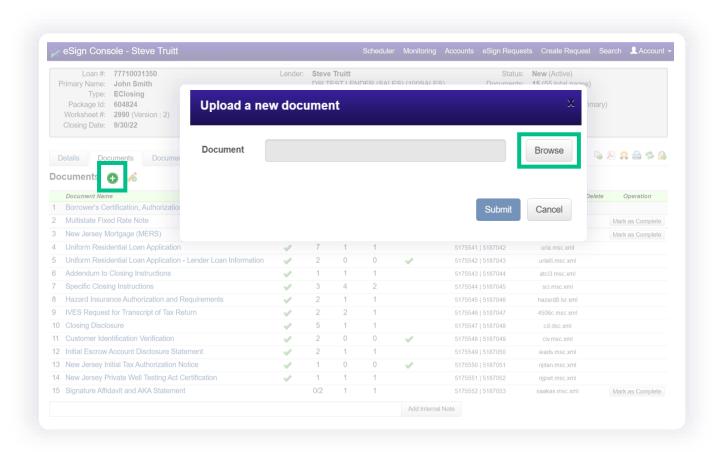
- Select Accounts from the top.
  - Accounts is plural, if you do not see this option, you may not have adequate user permissions.
- Find your account.
- Select Edit Preferences.
- Find "Disable Preview Mode Toggle" and set it to "Yes". The Settlement Agent will no longer be able to control Preview Mode.

#### **Documents Tab**



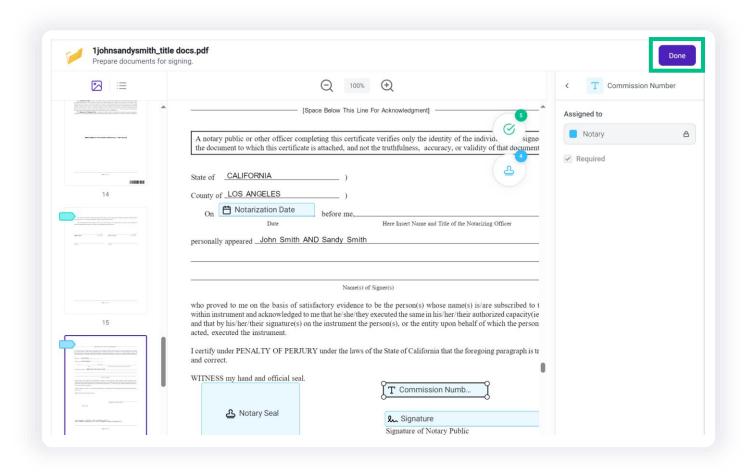
- The Documents Tab displays a breakdown of the individual documents that are to be signed as part of the document package.
- Click on any Document Name to download a PDF copy of the document.

# Adding a Document



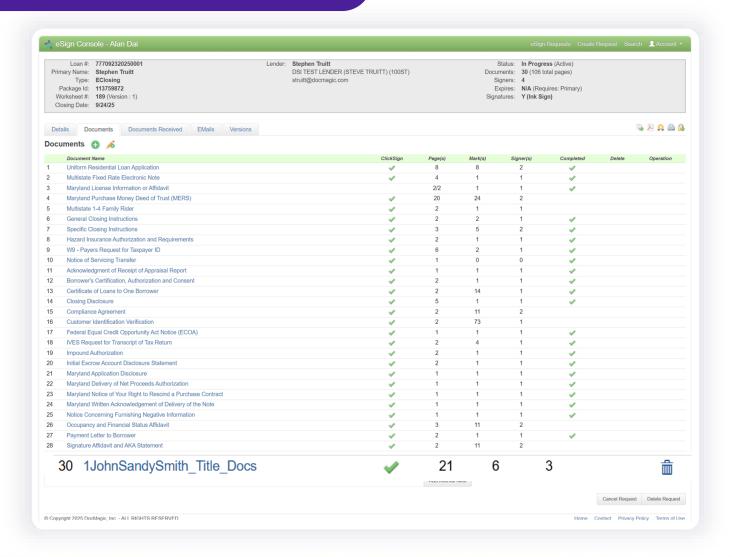
- The Plus icon allows you to add documents to the package.
- Click Browse. Select a document from your computer and then click the blue Submit button.
  - This will upload your document and activate <u>AutoPrep</u> for electronic tagging.

# AutoPrep



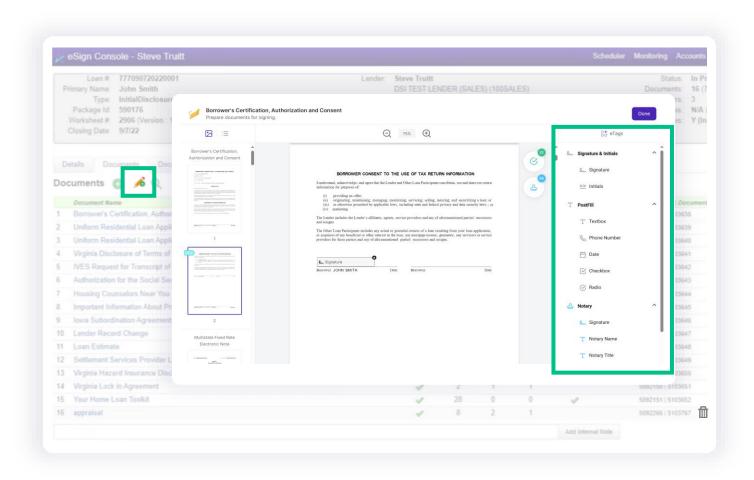
- You'll be brought to the <u>Document</u> <u>Editor</u> to add or edit any additional fields that AutoPrep may have missed.
- Click Done in the top right to finalize your changes.

### **Check Added Document**



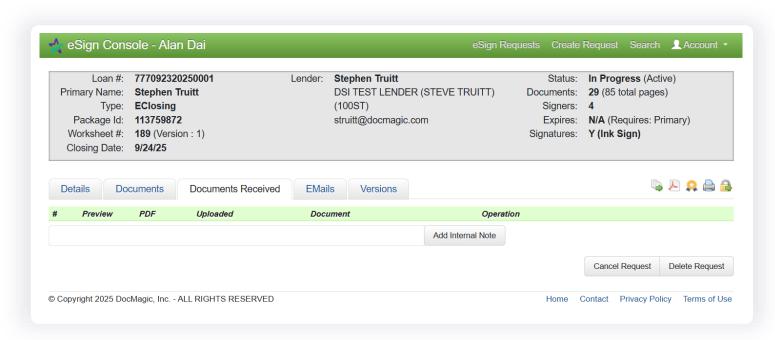
- Clicking Done will close out that window and you can return to the eSign Console.
  - Refresh the page and click on the Documents Tab.
  - The document that you added will now be at the bottom. You can also remove this document if you want by clicking on the Trash icon to the far right.

### **Check Added Document**



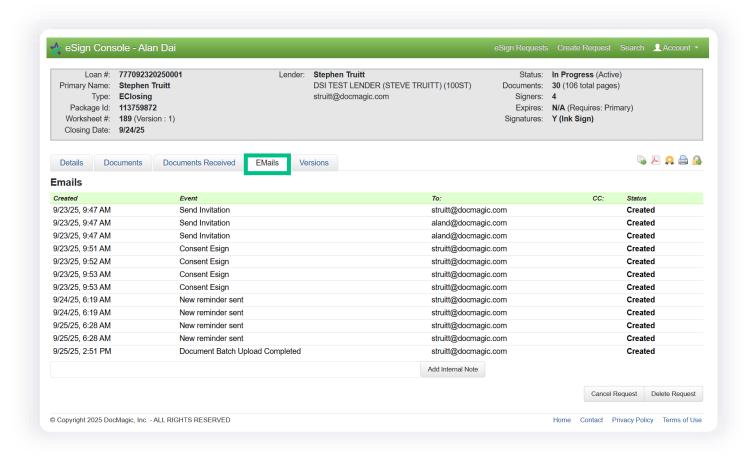
- The Pencil icon allows you to edit the entire set of documents.
  - You can utilize the Toolbox on the right to move, add, delete any fields that aren't already locked in place.
- The Document Editor will open in another window. Click <a href="here">here</a> for the guide.

### **Documents Received**



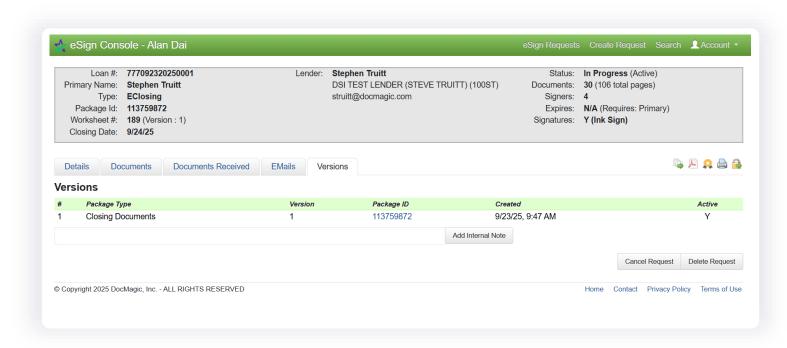
- Documents Received is an area where documents that have been uploaded without a QR code or another identifier will show up. These may include wetsigned or external PDFs.
- You may need to identify these documents individually for them to be recognized in the system.

## Emails



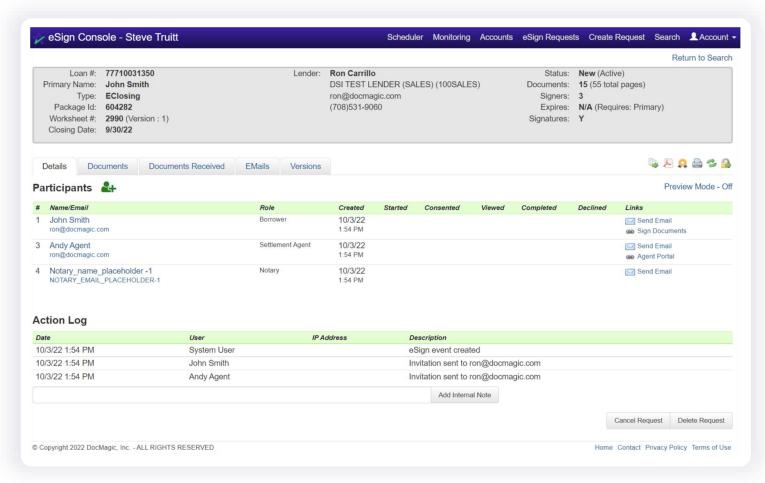
 Emails contain the invitations that you've sent out already. This is simply a log of all of them in chronological order.

# Versions



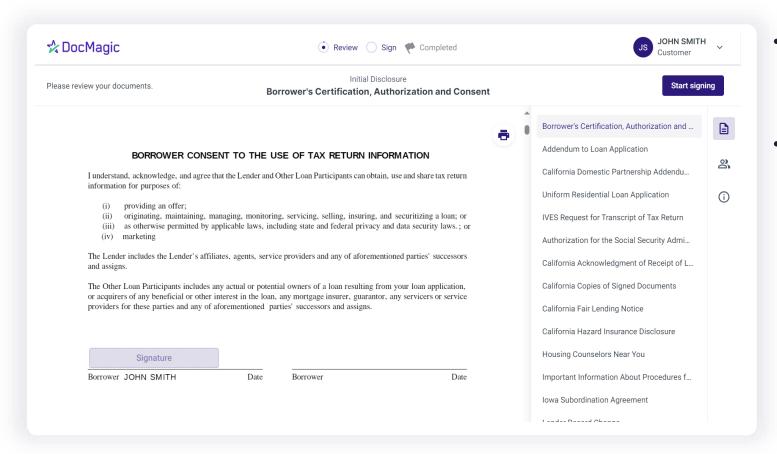
- If you have different versions of the loan package (say due to a redraw), they will be listed here.
- Only one version at a time will be active
  denoted by a "Y".

#### Milestones



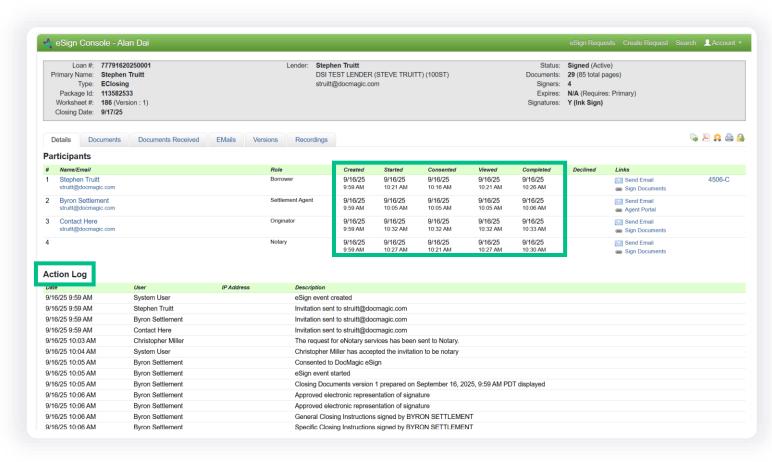
- Each column in this middle area represents a stage in the signing process for each participant.
  - In this example, the eSign event has been created, but non of our participants have started the process.
- Timestamps will populate in the columns as participants go through the process.

# Borrower's Signing Experience



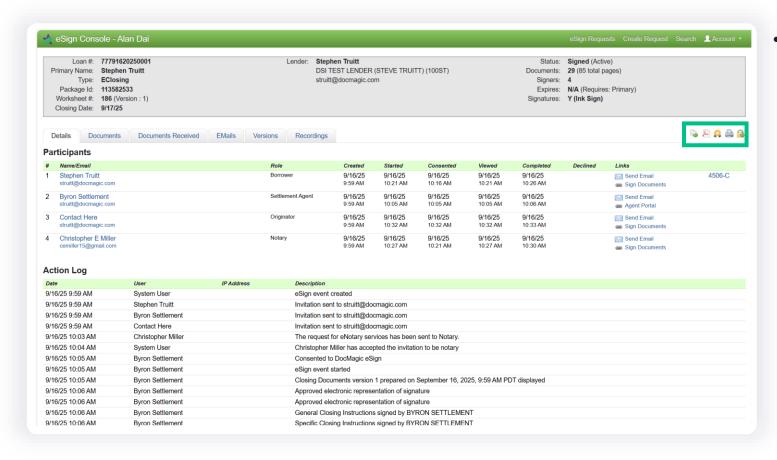
- When the Borrower clicks on the link in the invitation email, they will be taken to DocMagic's signing experience.
- Here, the Borrower will be able to sign the necessary documents.
  - For more information on the Borrower's signing experience, please visit our <u>Product Training</u> <u>Page</u>.

# **Signing Complete**



- After the Borrower and all other participants complete their signing experience, you'll be able to see the row of date and time stamps as completed.
- The Action Log documents all the steps that have been taken along the way for a full accounting of the process.

# Signing Complete



The icons on the top right help with post-signing:



The Print Mail icon sends the package to the print request queue at DocMagic.



The PDF icon allows you to download the entire signed document.



The Ribbon icon lets you download the eSign Certificate.



The Printer icon prints out the signed documents.



The Circling Arrows PDF allows you to reset the PDF.



The Lock icon allows you to archive the package.

# eSign Certificate

#### 

eSign Id: 113120218 Reference Id: 182 From: STEPHEN TRUITT Status: Signed Documents Type: CLOSING DOCUMENTS Loan Id: 777082620250001 Documents: 37 Signatures: Y

#### **List of Signers**

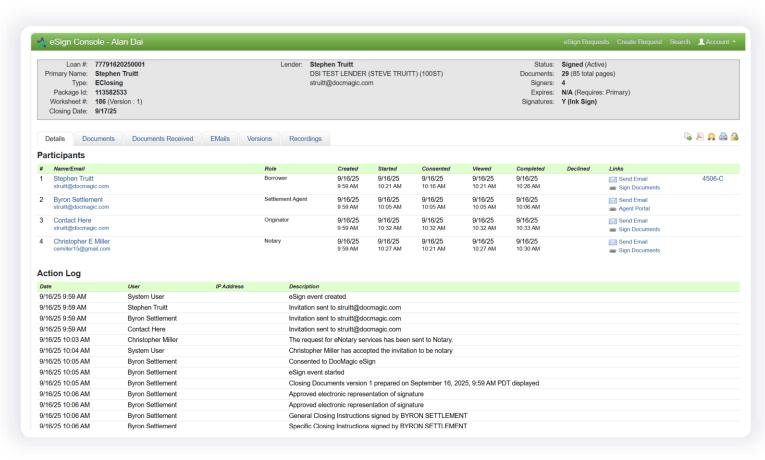
Name/Email	Signature	Created Date	Started Date	Consented Date	Viewed Date	Completed Date
STEPHEN TRUITT struitt@docmagic.com	Stephen Truitt	08/26/25 10:39:03 AM	08/26/25 10:44:23 AM	08/26/25 10:44:22 AM	08/26/25 10:44:23 AM	08/26/25 10:47:05 AM
KIMBERLY ABELSON- TRUITT aland@docmagic.com	Kimberly Abelson-truitt	08/26/25 10:39:04 AM	08/26/25 10:42:50 AM	08/26/25 10:42:49 AM	08/26/25 10:42:50 AM	08/26/25 10:47:05 AM
BYRON SETTLEMENT struitt@docmagic.com	Byron Sittlement	08/26/25 10:39:04 AM	08/26/25 10:42:06 AM	08/26/25 10:42:05 AM	08/26/25 10:42:06 AM	08/26/25 10:42:26 AM
CONTACT HERE struitt@docmagic.com	Contact Here	08/26/25 10:39:05 AM	08/26/25 10:41:21 AM	08/26/25 10:41:20 AM	08/26/25 10:41:21 AM	08/26/25 10:47:03 AM

#### **Audit Log**

Date/Time	Person	IP Address	Action	
2025-08-26 10:39:04	System User		eSign event created	
2025-08-26 10:39:04	STEPHEN TRUITT	10.1.106.24	Invitation sent to struitt@docmagic.com	
2025-08-26 10:39:04	KIMBERLY ABELSON-TRUITT	10.1.106.24	Invitation sent to aland@docmagic.com	
2025-08-26 10:39:04	BYRON SETTLEMENT	10.1.106.24	Invitation sent to struitt@docmagic.com	
2025-08-26 10:39:04	CONTACT HERE	10.1.106.24	Invitation sent to struitt@docmagic.com	
2025-08-26 10:41:20	CONTACT HERE	10.1.10.99	Consented to DocMagic eSign	
2025-08-26 10:41:21	CONTACT HERE	10.1.10.99	eSign event started	

- The entire eSign Certificate can be saved and printed after clicking on the (PDF) icon in the icon menu.
  - The eSign Certificate will be generated along with the final package.
- We recommend that you save the document sets after all signatures are collected, as you will only have a loan document set in the portal for 90 days.

# **Create Request**



- If there are document(s) that you want to send separately, click "Create Request" in the top right corner.
- Click on the Bonus Material section on the <u>Lender's Product Training Page</u> for details.