

AgentTRAX ionFraud User Guide

April 2024

Copyright and Licensing Information

Copyright © 1987–2024 by SoftPro, Raleigh, North Carolina.

No part of this publication may be reproduced in any form without prior written permission of SoftPro. For additional information, contact SoftPro, 4800 Falls of Neuse Road, Raleigh, NC 27609, or contact your authorized dealer.

Microsoft, Windows, and MS–DOS are registered trademarks of Microsoft Corporation in the United States and/or other countries. WordPerfect is a registered trademark of Corel Corporation. Crystal Reports is a registered trademark of SAP AG. HP LaserJet is a registered trademark of Hewlett Packard Development Company, L.P. GreatDocs is a registered trademark of Harland Financial Solutions Incorporated. RealEC Technologies, Inc. is majority owned by Lender Processing Services. All other brand and product names are trademarks or registered trademarks of their respective companies.

IMPORTANT NOTICE – READ CAREFULLY

Use of this software and related materials is provided under the terms of the SoftPro Software License Agreement. By accepting the License, you acknowledge that the materials and programs furnished are the exclusive property of SoftPro. You do not become the owner of the program but have the right to use it only as outlined in the SoftPro Software License Agreement.

All SoftPro software products are designed to ASSIST in maintaining data and/or producing documents and reports based upon information provided by the user and logic, rules, and principles that are incorporated within the program(s). Accordingly, the documents and/or reports produced may or may not be valid, adequate, or sufficient under various circumstances at the time of production. UNDER NO CIRCUMSTANCES SHOULD ANY DOCUMENTS AND/OR REPORTS PRODUCED BE USED FOR ANY PURPOSE UNTIL THEY HAVE BEEN REVIEWED FOR VALIDITY, ADEQUACY AND SUFFICIENCY, AND REVISED WHERE APPROPRIATE, BY A COMPETENT PROFESSIONAL.

Table of Contents

Contents

- History 4
- Introduction 4
- Accessing 5
- Selecting the Company/Underwriter 6
- Title Services. 7
- Service Selection 8
- Property Selection..... 8
- Property Search Results 9
- Launcher- Title Services Screen..... 10
- Review ionFraud..... 11
- Note Alerts 13

History

Date	Version	Details
4/17/2024	1.0	User Guide

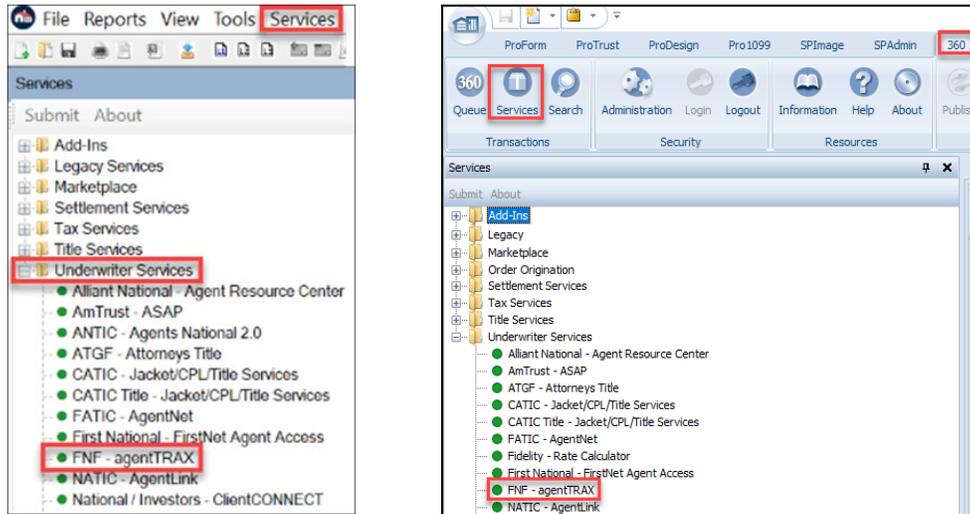
Introduction

The agentTRAX application introduces a powerful product (**ionFraud**) that allows searches using property address to obtain valuable information relevant to the property to assist with identifying potential fraud.

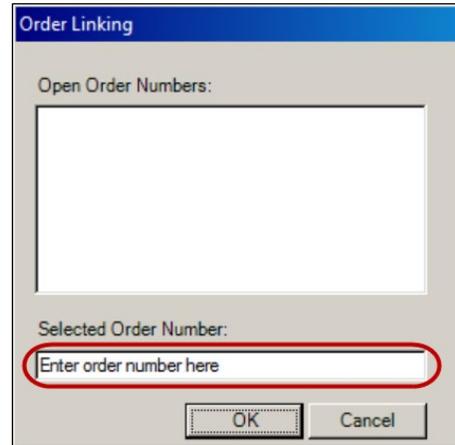
Accessing

From the toolbar:

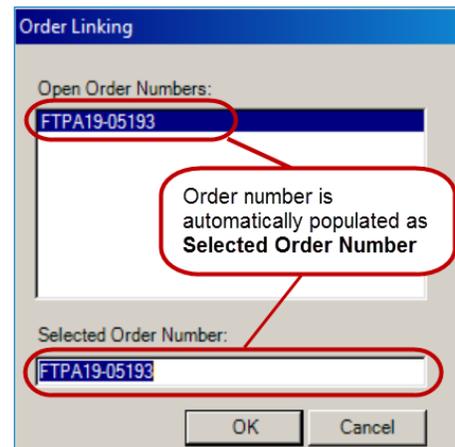
1. Select **Services**
2. Click the **Underwriter Services** folder to expand
3. Double-click **FNF – AgentTRAX** entry



4. From the **Order Linking** window
 - a. If no order is open, enter the corresponding order in the **Selected Order Number** field.



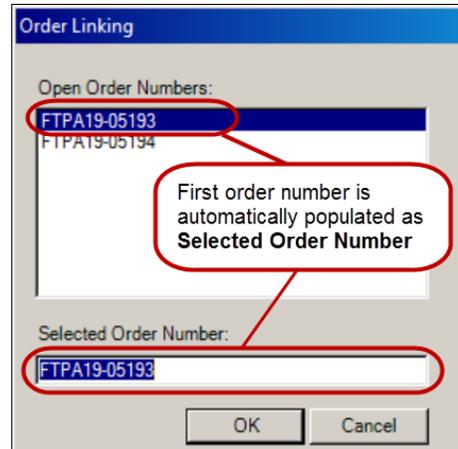
- b. If a single order is open, the order number is shown in the **Open Order Numbers** field and the **Selected Order Number**



NOTE: The **Selected Order Number** field can be overwritten with an order that is not open.

- c. If multiple orders are open, all order numbers appear in the **Open Order Numbers** field and the first order is displayed in the **Selected Order Number** field. Highlight an order in the **Open Order Numbers** field to select the applicable order

5. Press the **OK** button to continue



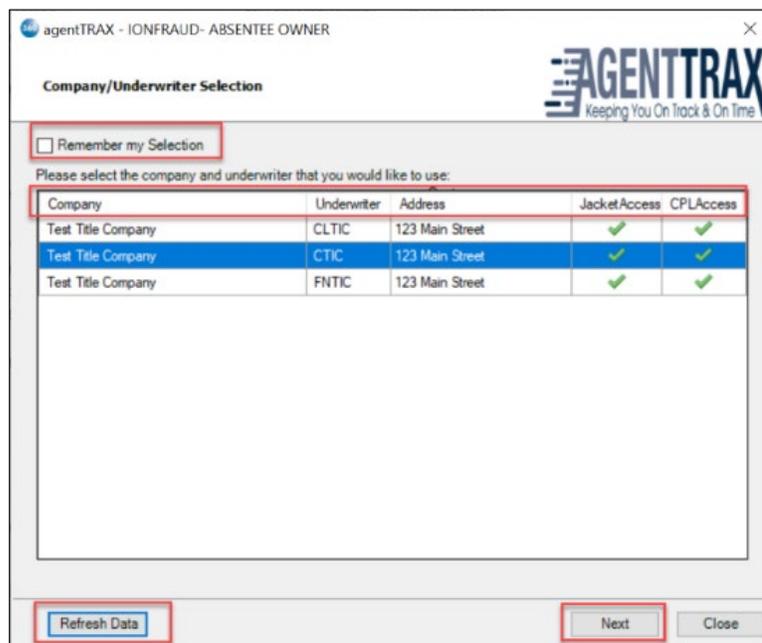
NOTE: If an order is active, the order is automatically linked, and these screens are bypassed.

Selecting the Company/Underwriter

The **Company/Underwriter Selection** window opens showing companies that are available and identifies if the Company/Underwriter can issue a CPL and/or Policy Jacket for the Property State entered in your SoftPro order.

- Check the **Remember my selection** check box to have the system save your selection for future use.
- Columns can be sorted in ascending or descending order by any of the column headers (i.e., Company or Underwriter).
- Click the **Refresh Data** button to return to the original view.

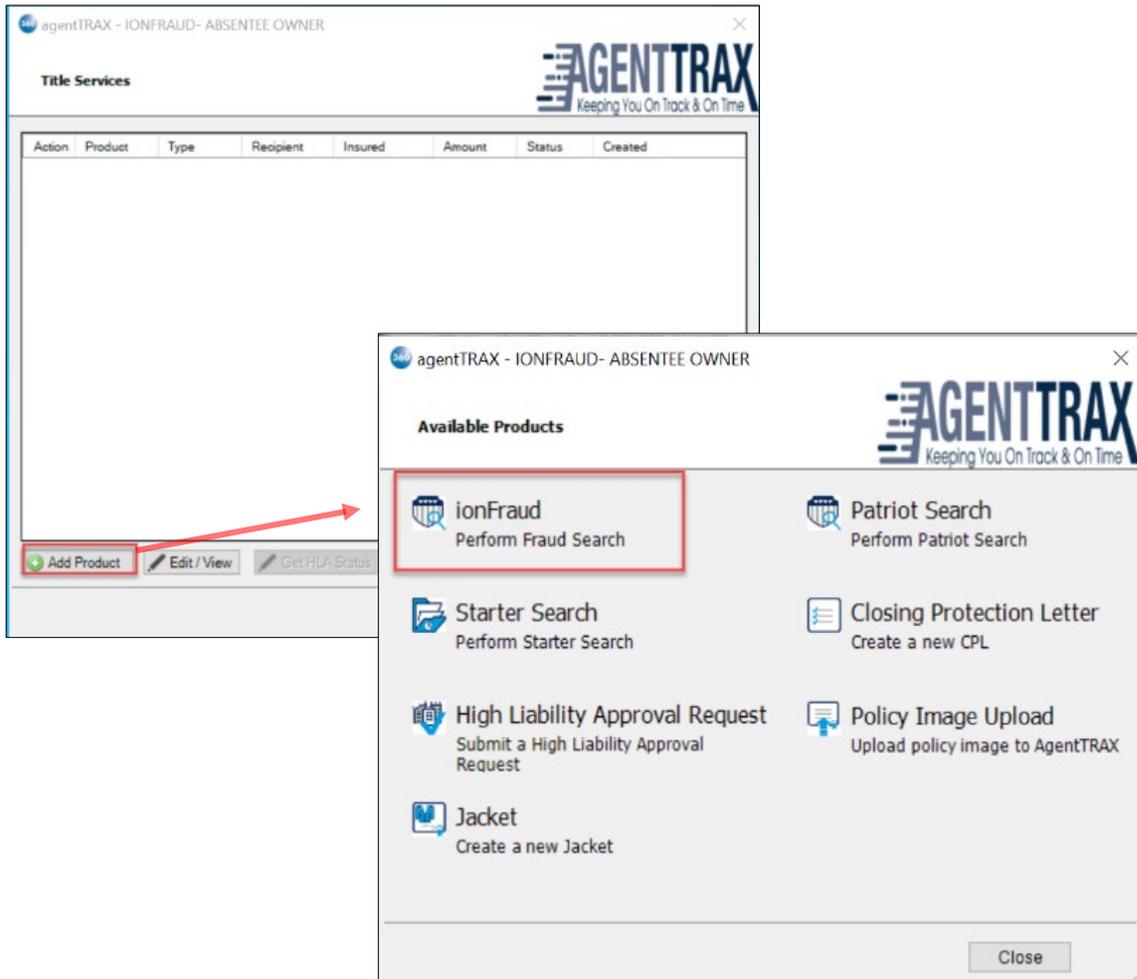
6. Click **Next** to continue



Title Services.

From the **Title Services** window,

5. Click the **Add Product** button to open the **Available Products** window
6. Select **IonFraud** to continue



Service Selection

The **Absentee Owner** check box is checked by default.

To view relevant disclaimer information, click the **Disclaimer** link

7. Click **Next** to continue

Property Selection

Properties can be selected from the **Property Selection** screen. Up to five pre-populated properties (from the ProForm Order) may be selected to perform the search.

8. Check the corresponding checkbox for each property or check the **Select all** properties check box to select all shown

NOTE: At least one property must be selected to enable the Search button to continue.

Edits can be made to any of the fields displayed in the grid.

The **Display a critical Note when order is open for Vacant Land, Non-Owner Occupied and No Letter Recommended**

is checked by default and may be unchecked.

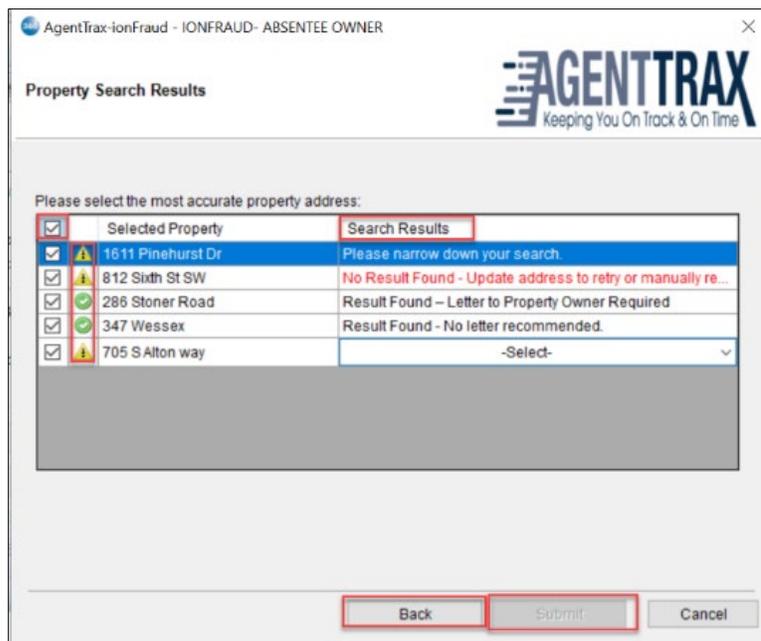
<input type="checkbox"/>	Property Address	Apt/Unit	City	State	Zip	Parcel ID
<input checked="" type="checkbox"/>	1611 Pinehurst Dr, NE	14C	City	IA	52402	
<input type="checkbox"/>	812 Sixth St SW		Cedar Rapids	IA	52404	
<input type="checkbox"/>	286 Stoner Road			FL	32708	
<input type="checkbox"/>	347 Wessex			CO	80126	
<input type="checkbox"/>	705 S Alton way			CO	80247	

- Click the Search button to continue or click the **Back** button to return to the **Service Selection** screen

Property Search Results

The **Property Search Results** screen displays the search results for all the properties selected on the previous screen. To ensure the accuracy and relevance of search results, property searches can be submitted if a result is found via the service. If no result is found or in the case of multiple results found, the **Submit** button will be disabled.

- The **Select All** check box is pre-selected. Properties can be deselected to exclude from the submission.
- Hover over the **Success Status** icons to view a tooltip message. The message indicates the appropriate actions to be taken based on the status indicated.
- The **Search Results** display the results retrieved from the service. When conducting a property search, up to five different types of results are available. Each result type provides specific information relevant to the search query.



Below is a detailed description of each Search Result type.

- Please narrow down your search.**
 - Tool Tip Message- *Search resulted in more than 10 properties found. Please update the address/parcel id in the previous screen.*
In this scenario, the address or parcel ID must be updated on the previous screen to retrieve results from the property search query. For optimal results in the property search query, it is recommended to provide the parcel ID to accurately identify the property result.
- No Result Found- Update address to retry or manually review to determine if applicable.**
 - Tool Tip Message- *Please update the address/Parcel ID in the previous screen.*
In this scenario, the address or parcel ID must be updated on the previous screen to retrieve results from the property search query. For optimal results in the property

search query, it is recommended to provide the parcel ID to accurately identify the property result.

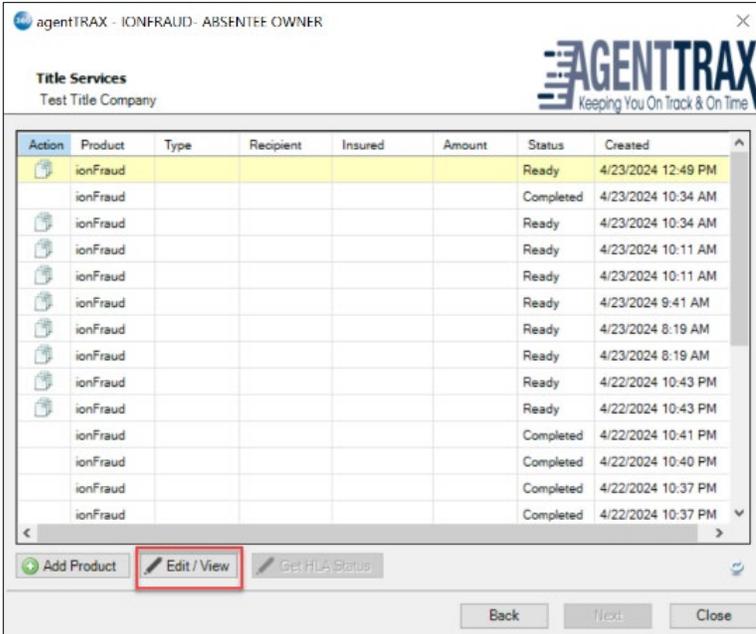
- **Result Found- Letter to Property Owner Required**
 - Tool Tip Message- *Match Found*
- **Result Found- No letter recommended.**
 - Tool Tip Message- *Match Found*
- **Dropdown menu (Labeled as ‘Select’ in the screenshot)**
 - Tool Tip Message- *Please select a specific entry from the dropdown or update the address/Parcel ID in the previous screen.*

In this scenario, an entry is required to be selected from the dropdown that closely matches the selected property for the search or update the address or parcel ID on the previous screen to retrieve results from the property search query. For optimal results in the property search query, it is recommended to provide the parcel ID to accurately identify the property result.

The **Submit** button is enabled when a match is found, allowing a submission. Upon successful submission, the transaction is created in both the **launcher** and the **360 Queue** with the status set to **Ready**.

Launcher- Title Services Screen

10. Click the **edit/view** button to access the review screen and accept the data and documents.



The screenshot displays the AGENTTRAX interface for 'Title Services' under the user 'agentTRAX - IONFRAUD - ABSENTEE OWNER'. The main content is a table with the following columns: Action, Product, Type, Recipient, Insured, Amount, Status, and Created. The table contains 15 rows of data, with the first row highlighted in yellow. Below the table, there are three buttons: 'Add Product', 'Edit / View' (which is highlighted with a red box), and 'Get HLA Status'. At the bottom of the window, there are 'Back', 'Next', and 'Close' buttons.

Action	Product	Type	Recipient	Insured	Amount	Status	Created
	ionFraud					Ready	4/23/2024 12:49 PM
	ionFraud					Completed	4/23/2024 10:34 AM
	ionFraud					Ready	4/23/2024 10:34 AM
	ionFraud					Ready	4/23/2024 10:11 AM
	ionFraud					Ready	4/23/2024 10:11 AM
	ionFraud					Ready	4/23/2024 9:41 AM
	ionFraud					Ready	4/23/2024 8:19 AM
	ionFraud					Ready	4/23/2024 8:19 AM
	ionFraud					Ready	4/22/2024 10:43 PM
	ionFraud					Ready	4/22/2024 10:43 PM
	ionFraud					Completed	4/22/2024 10:41 PM
	ionFraud					Completed	4/22/2024 10:40 PM
	ionFraud					Completed	4/22/2024 10:37 PM
	ionFraud					Completed	4/22/2024 10:37 PM

11. From the **360 Queue**, click **Next Steps** button to view the populated **Company/Underwriter Selection** screen.

Provider	Service	Status	Linked Order	Linked	Created By	Created On	Completed	Provider	Description	Sub
FNF	IonFraud	Ready	IONFRAUD- ABSE...	Default	Nisha Bora	4/23/2024 12:49 PM			Result Found – Letter t...	

12. Click **Next**, will populate the **Title Services** Screen

agentTRAX - IONFRAUD - ABSENTEE OWNER

Company/Underwriter Selection

Remember my Selection

Please select the company and underwriter that you would like to use:

Company	Underwriter	Address	JacketAccess	CPLAccess
Test Title Company	CLTIC	123 Main Street	✓	✓
Test Title Company	CTIC	123 Main Street	✓	✓
Test Title Company	FNTIC	123 Main Street	✓	✓

Buttons: Refresh Data, Next, Close

Review ionFraud

The **Review** screen populates data and documents for review before accepting the results.

- Data** – edit or accept data into your order
 - The **Select all** check box is pre-selected; data elements can be deselected so they are excluded from the order notes before accepting the results.
 - The **Edit**  icon allows data to be edited prior to accepting the results.

Review ionFraud - IONFRAUD- ABSENTEE OWNER

Select All Select None Field Codes

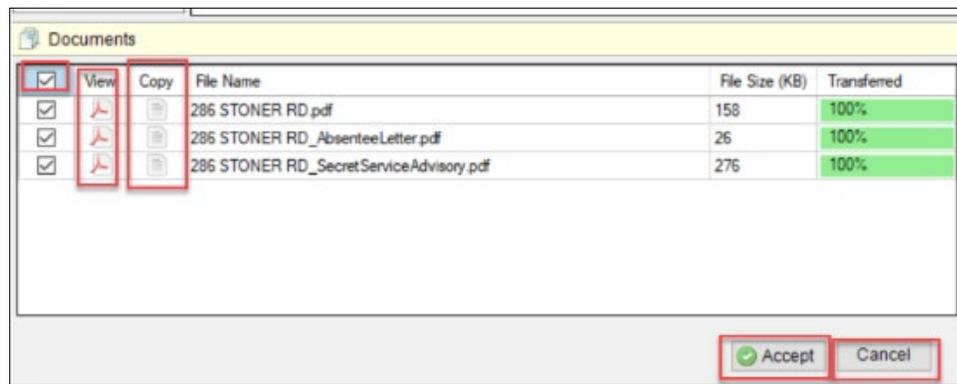
Groups: All Property[1]

<input checked="" type="checkbox"/>	Name	Current Value	New Value
<input checked="" type="checkbox"/>	286 STONER RD/NoteText		IonFraud Result - Absentee O... 

2. **Documents** – view, copy or accept the documents

Three (3) documents are presented for each property:

- **PDF** - The **File Name** indicates the **street address.Document type (e.g., 347 WESSEX CIR.pdf)**
- **AbsenteeLetter** - The **File Name** indicates the **street address_Document Name.Document Type (e.g., 347 WESSEX CIR_AbsenteeLetter.pdf)**
- **SecretServiceAdvisory** - The **File Name** indicates the **street address_Document Name.Document Type (e.g., 347 WESSEX CIR_SecretServiceAdvisory.pdf)**

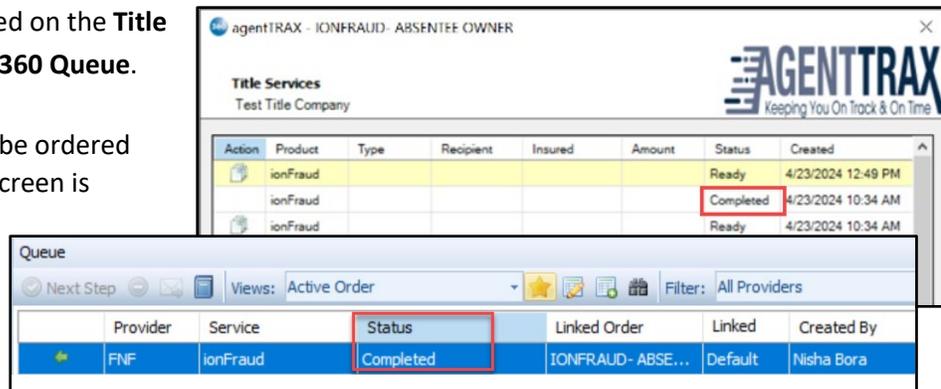


- The **Select all** check box is pre-selected; documents can be deselected so they are excluded before accepting the results.
- Click the **View** icon to view the document on screen.
- Click the **Copy** icon to place a copy of the document on the clipboard.

2. Click **Accept** to continue – Documents are saved to **Order Attachments** (agency) or smartview (direct operations).

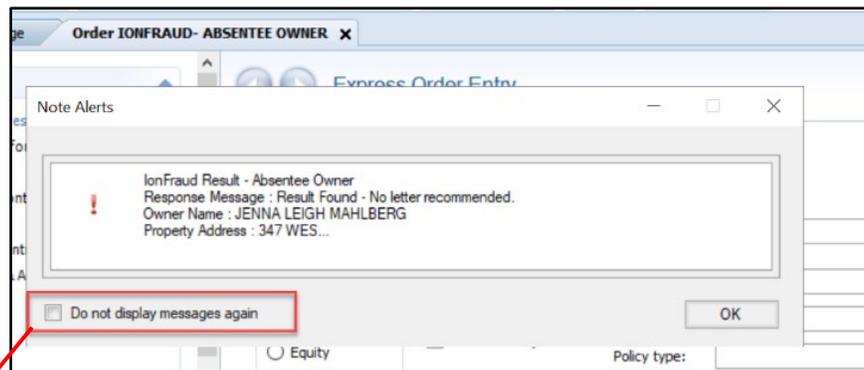
The status field is updated on the **Title Services** screen and the **360 Queue**.

Additional searches can be ordered once the **Title Services** screen is displayed.



Note Alerts

Direct Operations- The **Note Alert** notification is displayed as a critical note when the order is opened. Additionally, notes are created after the data is accepted on the review screen.



The option to check the **Do not display messages again** check box is available if the note should not display every time the order is opened. Notes can be accessed in the **Note** section of the **Order** ribbon.

Agency Customers- The **Note Alert** notification will **NOT** appear as a critical note when the order is opened if the **Display a critical Note when order is open for VacantLand, Non-Owner Occupied and No Letter Recommended** feature is unchecked on the Property search screen.

