

# CertifID User Guide (v3.0)

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## Introduction

CertifID allows SoftPro 360 users to securely Send, Confirm and Collect wire transfer bank details with certain parties of their SoftPro order securely.

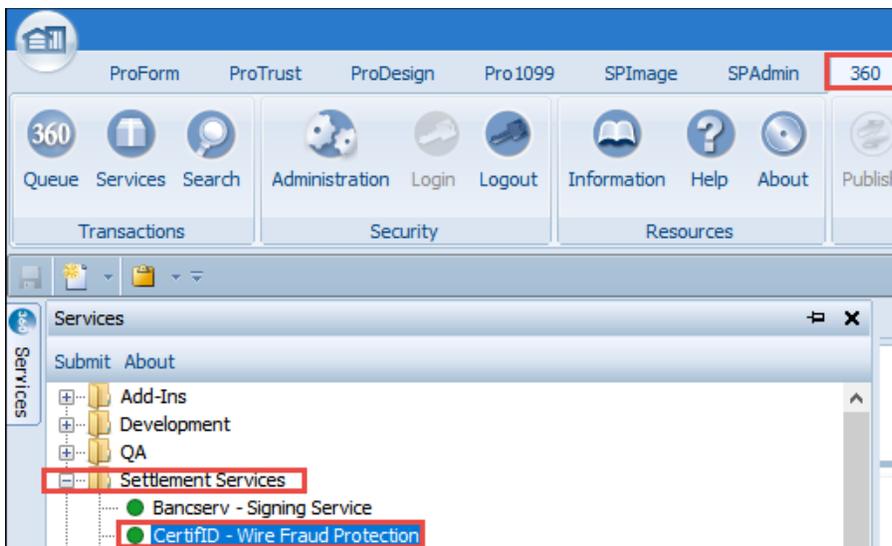
## Features

CertifID users can:

- Send Wire Instructions
- Collect Bank Details
- Confirm Bank Details

## Accessing

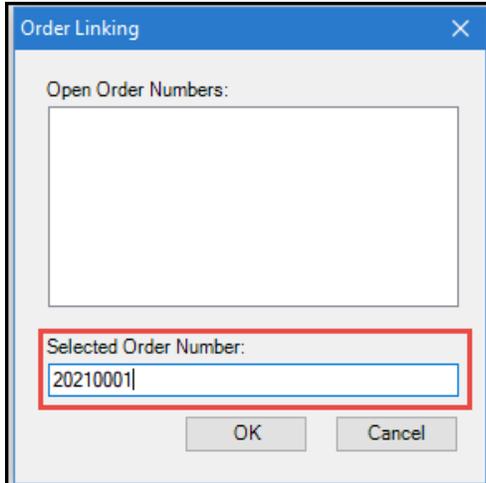
From the **360 Services** menu, double-click **CertifID** located under the **Settlement Services** folder.



1. Select the Services tab
2. Click the Settlement Services folder to expand
3. Double-click **CertifID – Wire Fraud Protection**

## Select a ProForm Order for Your Request

You must link each transaction to a ProForm Order. If you already have ProForm order(s) open, this order will default as the selected order. If you do not have an active order open, you can enter the order number in the **Selected Order Number** field. Once you have confirmed the order, click **OK**:

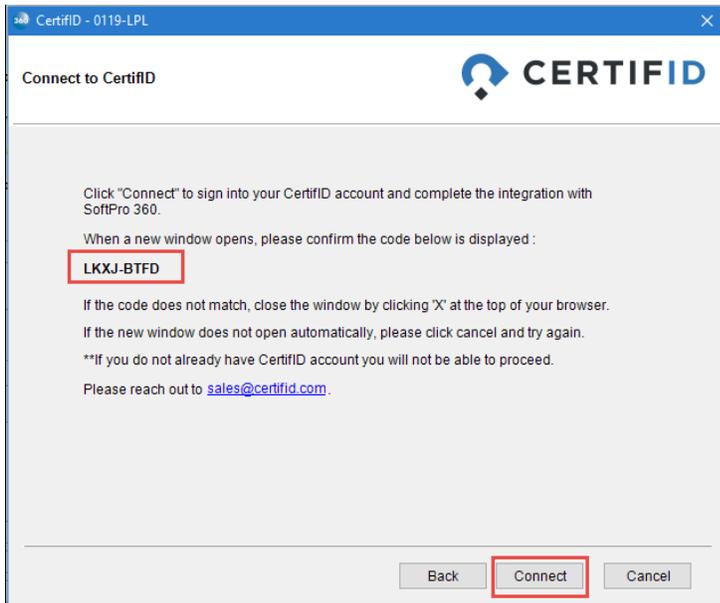


The screenshot shows a dialog box titled "Order Linking". It features a close button in the top right corner. Below the title bar, there is a section labeled "Open Order Numbers:" followed by a large, empty rectangular area. Below this is a section labeled "Selected Order Number:" with a text input field containing the value "20210001". This input field is highlighted with a red border. At the bottom of the dialog are two buttons: "OK" and "Cancel".

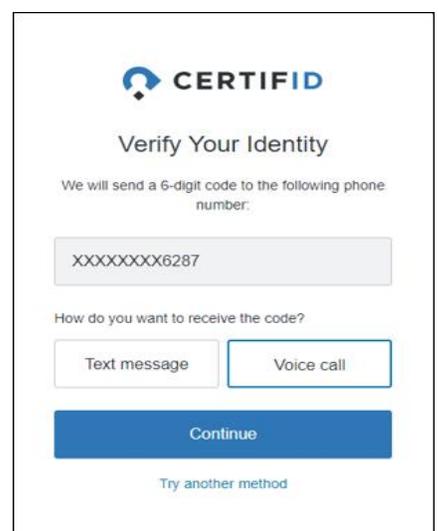
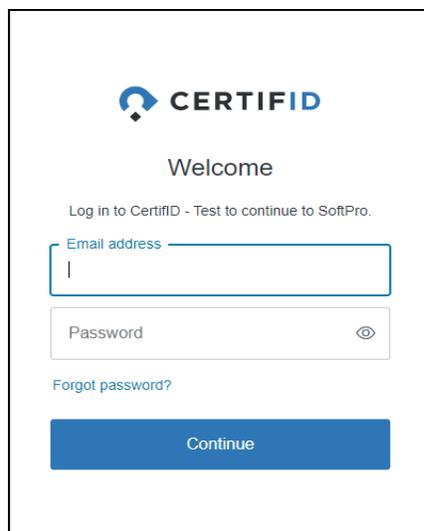
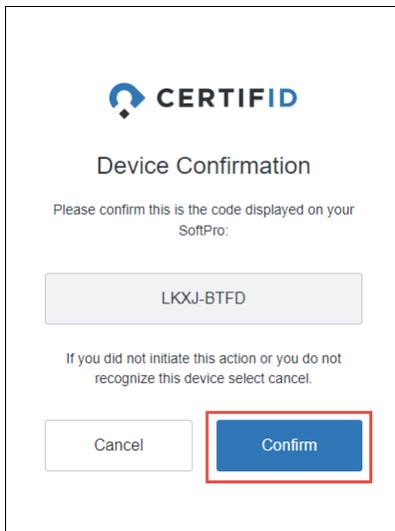
1. Select an order from the list to populate the **Selected Order Number** field or manually enter an order number.
2. Click **OK** to navigate to the **Available Request Screen**.

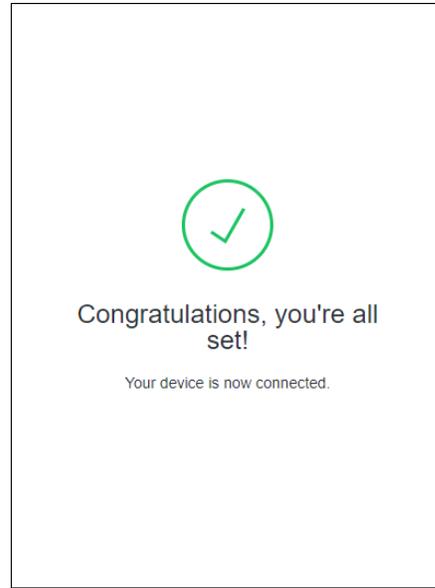
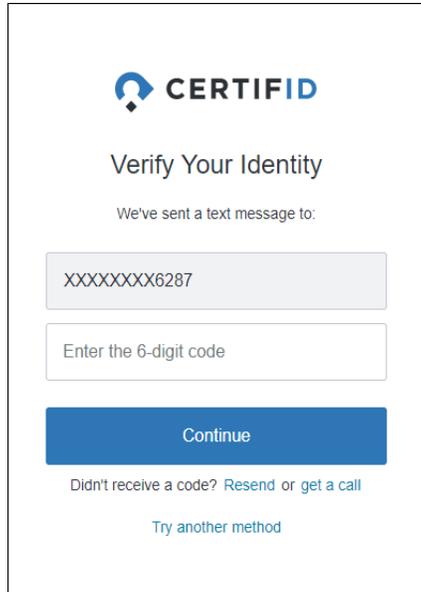
## Logging Authentication

On the **Connect to CertifID** screen, you will be presented with an authorization code. Please make a note of this code, as you will need to confirm it later. Upon selecting **Connect**, a new browser window will open up for you to confirm the code displayed.



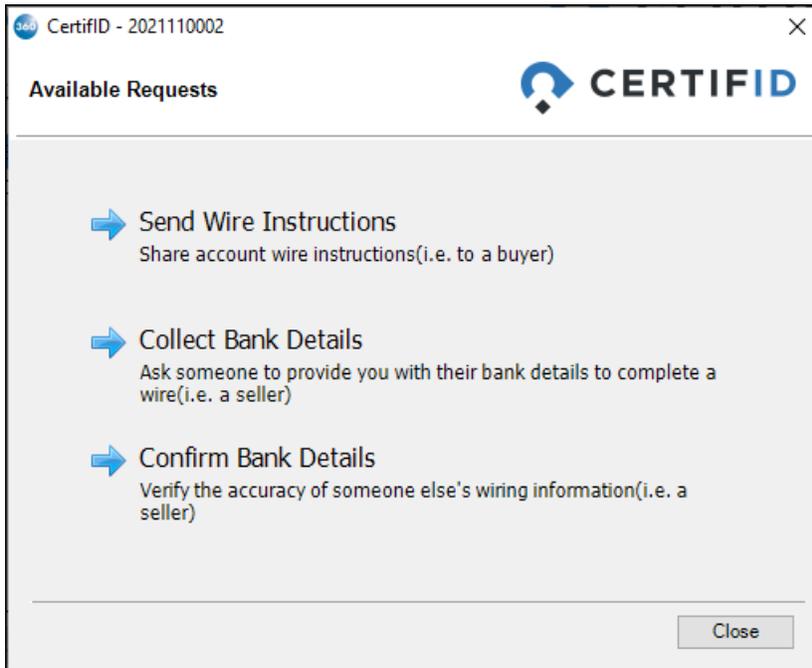
Upon confirming the device code displayed, you will be prompted to login with your CertifID credentials. Follow the steps to verify your identity. Upon successful authentication, you will received a confirmation on the web browser as well as well as in in SoftPro.





### Available Request Screen

The **Available Request** screen allows you to select the **Product** you are submitting a request for.



## Send Wire Instructions

Send Wire Instructions allows you to share wire information associated with your CertifID account securely via SoftPro 360.

- You can send the instructions to the following contacts in your ProForm order:
  - Buyer \ Seller
  - Lender
  - Settlement Agent
  - Listing and Selling Agents
  - Attorney
  - Title Company
  - Builder (only available in SoftPro Select)
  - General Contractor (only available in SoftPro Select)
  - Other Contact (only available in SoftPro Select)
- Required fields:
  - Account/Office (Lists accounts associated with your CertifID account)
  - Property
  - Recipient (Full Name, email and number must be completed in the ProForm Order)
  - Underwriter (List of Underwriters associated with your CertifID account)
  - Bank Information (List of banks associated with your CertifID account)

*\*Note – For organization contacts, the recipient in the request will be the person added under the ‘People’ section of the Select ProForm order.*

**Send Wire Instructions**

**Account / Office:** SoftPro Dev

**Property:** 4556 Lake Shore Drive, Moorestown, NJ 0805

**Select Recipient:** S2 - Sue Seller

**Underwriter:** None

**Recipient Information:**  
 First Name: Sue  
 Last Name: Seller  
 Email: testemail@gmail.com  
 Phone Number: 305-555-5555  
\*Mobile preferred

**Bank Information:** TestBank82 SoftPro

Bank Name:	BBVA USA
ABA Routing Number:	062001186
Account Number:	12131214
Correspondent Bank Name:	USAA Federal Savings Bank
Correspondent Bank ABA Number:	314074269

Next Cancel

Once the recipient receives the wiring instructions securely, your SoftPro 360 transaction will be set to **‘Ready’** for you to review and accept the confirmation document into your ProForm order.

## Confirm Bank Details

Confirm Bank Details allows you to securely confirm bank details that have been provided to you.

- Submit the **Confirm Bank Details** request to the required recipient. CertifID will verify their identity and then ask them to confirm the account information.
- Required Fields:
  - Account/Office
  - Property
  - Recipient (Full Name, email and number must be completed in the ProForm Order)
  - Underwriter (List of Underwriters associated with your CertifID account)
  - ABA Routing Number and Account Number
  - Credit to Account Name

In Select, if you have entered the outgoing wire data in the Outgoing Wire Section for the contact, it will auto populate the ABA Number, Credit to Account Name and Credit to Account Number fields.

If a Correspondent Bank is available for the designated Beneficiary Bank, the information will be displayed as shown below:

CertifID - 2021110002

### Confirm Bank Details

**Account / Office**  
SoftPro Dev Child A

**Property**  
4800 Falls of Neuse, Ocala, FL 33030

**Select Recipient**  
S - Sue Seller

**Underwriter**  
None

**First Name:** Sue  
**Last Name:** Seller  
**Email:** luisapaola27@gmail.com  
**Phone Number:** 919-272-4568  
\*Mobile preferred

**ABA Routing Number**  
053000219

**Beneficiary Bank Name**  
Wells Fargo Bank, National Association

The correspondent bank may be required for this transfer. These details will not be shared with the recipient.

**Correspondent Bank Name:** Wells Fargo Bank, National Association  
**Correspondent Bank ABA Routing Number:** 121000248

**Credit To Account Name**  
Luisa Lisria

**Credit To Account Number**  
11112021

**Final Credit To Account Name**

**Final Credit To Account Number**

Next Cancel

If a Correspondent Bank is not available for the designated Beneficiary Bank, a note is displayed that no Correspondent Bank is Required:

CertifID - 2021110002

Confirm Bank Details

Account / Office: SoftPro Dev Child A

Property: 4800 Falls of Neuse, Ocala, FL 33030

Select Recipient: S - Sue Seller

Underwriter: None

First Name: Sue  
Last Name: Seller  
Email: luisapaola27@gmail.com  
Phone Number: 919-272-4568  
\*Mobile preferred

ABA Routing Number: 314074269

Beneficiary Bank Name: USAA Federal Savings Bank

No Correspondent Bank Required

Credit To Account Name: Luisa Lisria  
Credit To Account Number: 11112021

Final Credit To Account Name:   
Final Credit To Account Number:

Next Cancel

## Collect Bank Details

Collect Bank Details request allows you to collect account information securely via SoftPro 360.

- Submit the **Collect Bank Details** request to the required recipient. CertifID will verify their identity and then ask them for their account information.
- Once the recipient completes the request, your 360 transaction will update to ready for you to accept the documents and data into your ProForm order.

*\*Note: If a Correspondent Bank is available for the designated Beneficiary Bank **Correspondent Bank may be required for transfer** will be added to the Further Credit Field in the Outgoing Wires section for select orders. If a Correspondent Bank is not available for the designated Beneficiary Bank and Final Credit information was completed in the request, the final credit details will appear in the Further Credit Field in Select.*

### Accepting Data & Document(s)

In the 360 queue the transaction status will show as **Ready** when a response has been received and is ready to be reviewed. You will click **Next Step** to review the data (for Collect Bank Details Requests) and documents for all other requests.

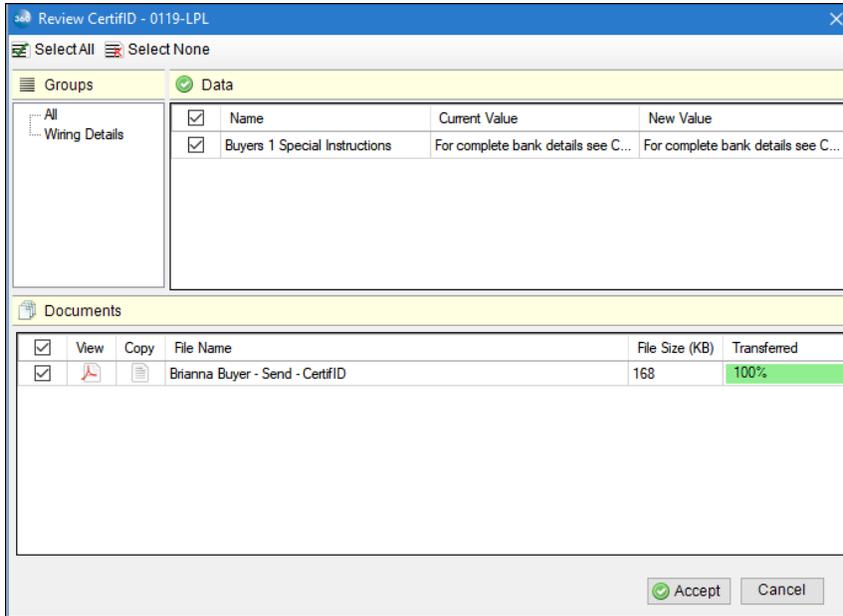
Provider	Service	Status	Linked Order	Linked Profile	Created On	Product	Transaction Number
CertifID	Wire Fraud Protection	Ready	cd47	Default	4/8/2021 4:58 AM	Confirm Bank...	410060-40-210408-216947

### Review Screen

The **Review** screen allows the user to view, copy, and accept documents from CertifID into the ProForm order.

- **View:** View documents sent from CertifID.
- **Copy:** Save a copy of the document to the clipboard.

- **Accept:** Attach the document(s) to the Select order. The Collected Bank Detail information will be saved into the ProForm order. For Select orders, the data will save into the outgoing wire section. For Standard orders, the information will be saved in the order notes section.

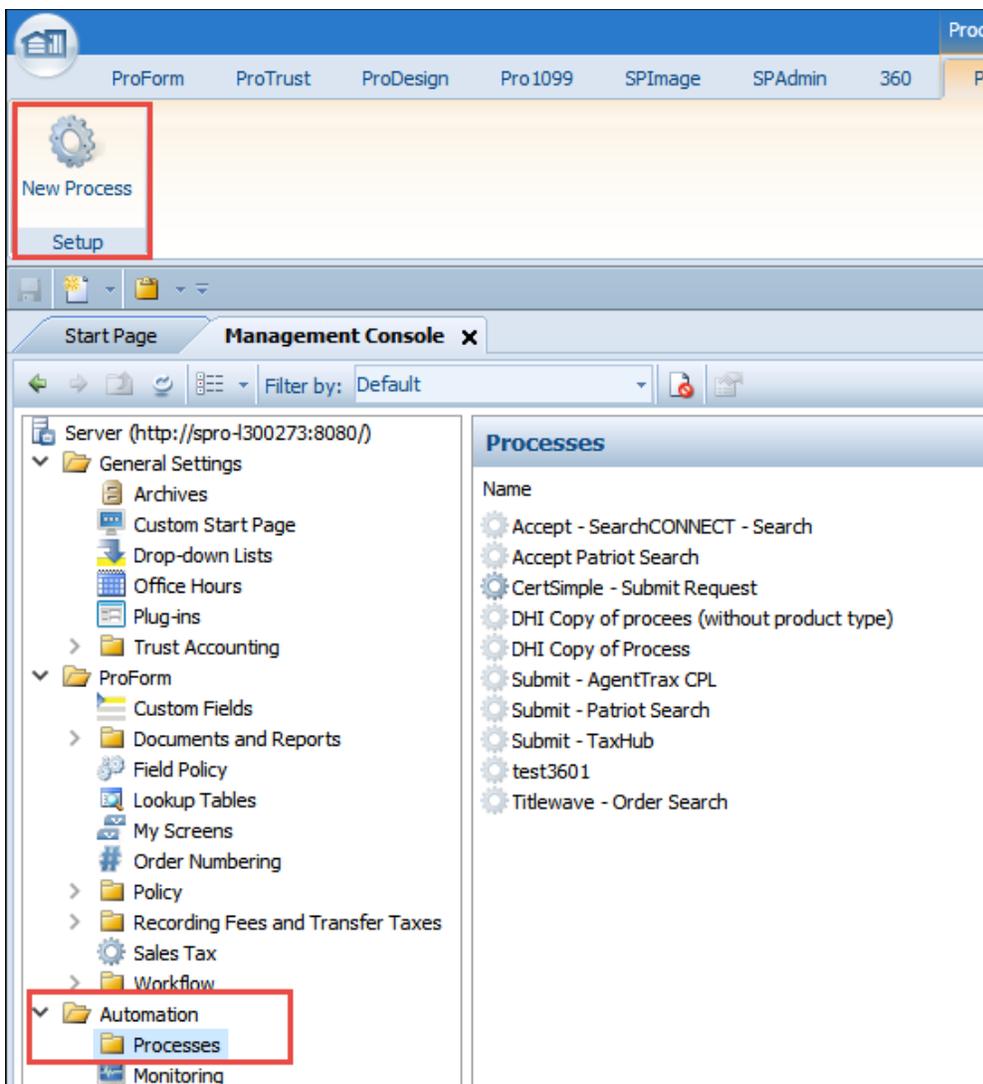


## Accept Automation

**Workflow Automation** is available in Select version 4.3.2 (4.2.41028.5) or higher. Only users with **SPAdmin** access can create an automation process.

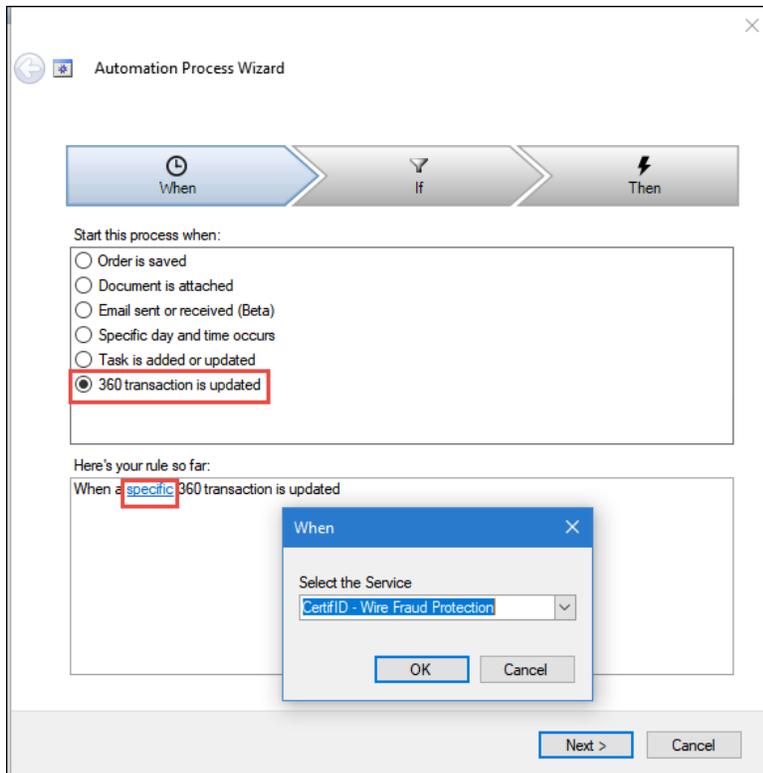
Automation processes are created in SPAdmin.

- Click the **Automation > Processes** subfolder
- From the Processes ribbon, click the **New Process Setup** button, or right-click on the **Processes** subfolder and select **New Processes**

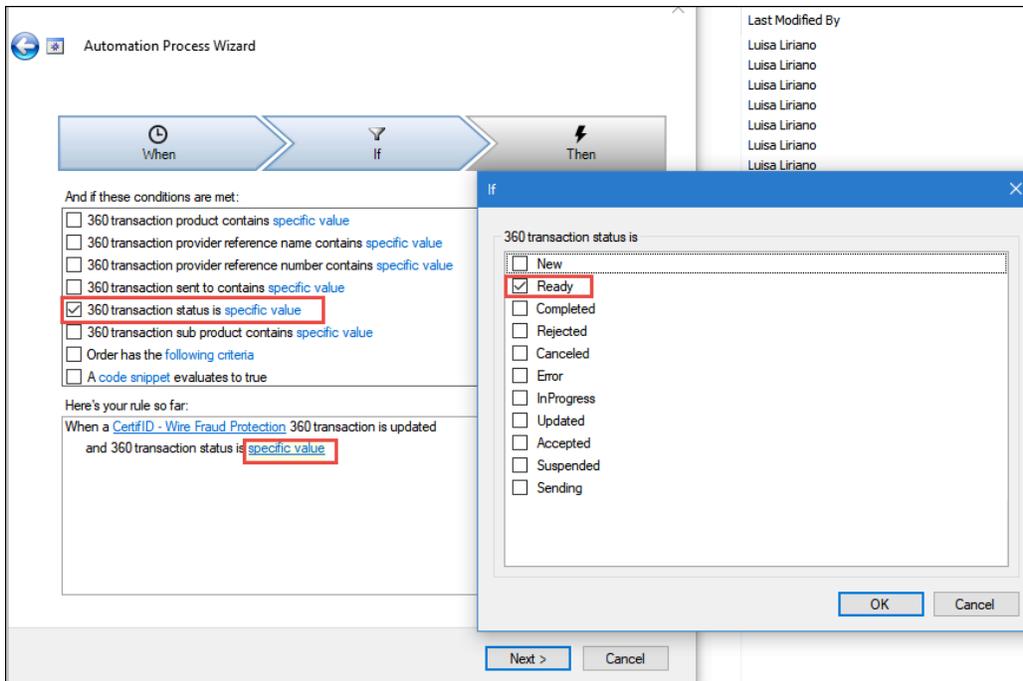


To automate the acceptance of a **CertifID** request, set up the process as follows:

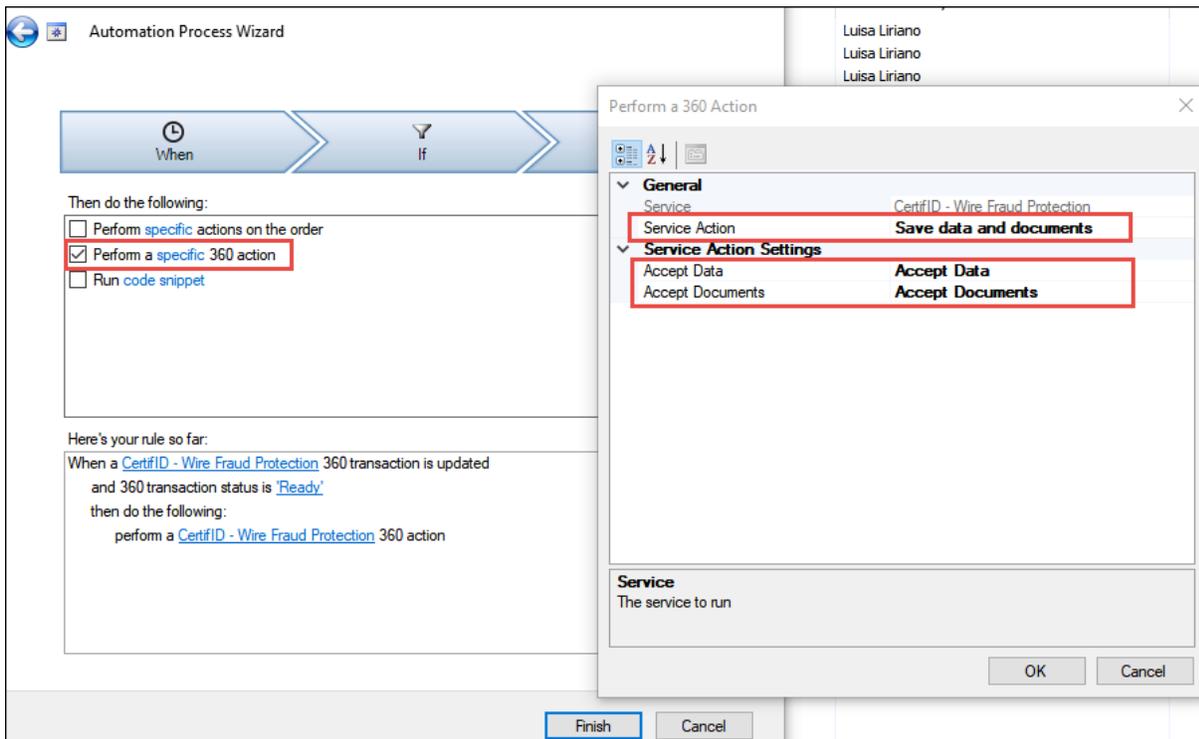
- **When:**
  - A **360 transaction is updated**, and
  - The service is **CertifID – Wire Fraud Protection** (Choose the first selection from the dropdown).



- **If:**
  - The **360 transaction status is updated**, and
  - The updated status is **Ready**



- **Then:**
  - Perform a specific 360 action
  - Where the,
    - i. **Service Action** is to **Save Documents**
    - ii. **Service Action Setting** is **Accept Documents**



Click the **Finish** button to exit the Automation Process Wizard

- Enter or select,
  - Category = 360; this is an optional field
  - Name, (i.e, CertSimple: Accept) this is a required field
  - Description, if needed
- Check the **Enable the process** check box
- Click **OK**

The screenshot shows the 'New Automation Process' dialog box with the following details:

- Category:** 360
- Name:** CertifID - Accept Automation
- Description:** (empty)
- Last Modified On:** (none)
- Last Modified By:** (none)
- Rule:** When a [CertifID - Wire Fraud Protection](#) 360 transaction is updated and 360 transaction status is 'Ready' then do the following:
  - perform a [CertifID - Wire Fraud Protection](#) 360 action
- Enable this process:**

The 'OK' button is highlighted with a blue border.