

# CertifID User Guide (v3.0)

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# **Table of Contents**

Introduction	4
Features	4
Accessing	4
Select a ProForm Order for Your Request	5
Logging Authentication	6
Available Request Screen	7
Send Wire Instructions	8
Confirm Bank Details	9
Collect Bank Details	10
Accepting Data & Document(s)	11
Review Screen	11
Accept Automation	13

#### 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.

	ProForm Pro	Trust ProD	esign	Pro 1099	SPImage	S	PAdmin	36	0
3			0			8	$\odot$	C	
Qu	eue Services Search	Administration	Login	Logout	Information	Help	About	Pub	lish
	Transactions	Se	curity		Res	ources			
н	* - 🖺								
6	Services						-	×	
Ser	Submit About								
vices								^	
Settlement Services									
	<ul> <li>Bancserv - S</li> <li>CertifID - Wi</li> </ul>	igning Service re Fraud Protect	ion						

- 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**:

Order Linking	×
Open Order Numbers:	
Selected Order Number:	
20210001	
OK 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.

🧀 CertifID - 0119-LPL	×
Connect to CertifID	
Click "Connect" to sign into your CertifID account a SoftPro 360. When a new window opens, please confirm the co LKXJ-BTFD If the code does not match, close the window by cl If the new window does not open automatically, pl **If you do not already have CertifID account you of Please reach out to <u>sales@certifid.com</u> .	and complete the integration with ode below is displayed : licking 'X' at the top of your browser. ease click cancel and try again. will not be able to proceed.
	Back Connect Cancel

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.

Device Confirmation Please confirm this is the code displayed on your SoftPro:	Welcome Log in to CertifID - Test to continue to SoftPro.	Verify Your Identity We will send a 6-digit code to the following phone number:
LKXJ-BTFD	Password ©	XXXXXXX6287 How do you want to receive the code?
Cancel	Forgot password? Continue	Text message Voice call Continue
		Try another method

Verify Your Identity We've sent a text message to:	$\checkmark$
XXXXXXX6287	Congratulations, you're all
Enter the 6-digit code	Your device is now connected.
Continue	
Didn't receive a code? Resend or get a call	
Try another method	

# Available Request Screen

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

🥯 CertifID - 2021110002	×
Available Requests	
Send Wire Instructions Share account wire instructions(i.	e. to a buyer)
Ask someone to provide you with wire(i.e. a seller)	their bank details to complete a
Confirm Bank Details Verify the accuracy of someone el seller)	se's wiring information(i.e. a
	Close

#### **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
  - o Lender
  - o Settlement Agent
  - Listing and Selling Agents
  - o Attorney
  - o 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)
  - o Property
  - o Recipient (Full Name, email and number must be completed in the ProForm Order)
  - $\circ$  Underwriter (List of Underwriters associated with your CertifID account)
  - o 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.

300 CertifID - LUISATEST	×
Send Wire Instructions	
Account / Office	Property
SoftPro Dev	$\sim$ 4556 Lake Shore Drive, Moorestown, NJ 0805' $\sim$
Select Recipient	Underwriter
S2 - Sue Seller	~ None ~
First Name: Sue	Email: testemail@gmail.com
Last Name: Seller	Phone Number: 305-555-5555 *Mobile preferred
Bank Information	
TestBank82 SoftPro	~
Bank Name:	BBVAUSA
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
  - o 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
  - o 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	Property				
SoftPro Dev Child A	4800 Falls of Neuse, Ocala, FL 33030 $\qquad \qquad \lor$				
Select Recipient	Underwriter				
S - Sue Seller V	None ~				
First Name: Sue	Email: luisapaola27@gmail.com				
Last Name: Seller	Phone Number: 919-272-4568 *Mobile preferred				
ABA Routing Number	Beneficiary Bank Name				
053000219	Wells Fargo Bank, National Association				
The correspondent bank may be required for this trans	fer. 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	Credit To Account Number				
Luisa Lisria	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:

) CertiflD - 2021110002	×
Confirm Bank Details	
Account / Office	Property
SoftPro Dev Child A $\qquad \checkmark$	4800 Falls of Neuse, Ocala, FL 33030 $\qquad \qquad \lor$
Select Recipient	Underwriter
S - Sue Seller 🗸 🗸 🗸	None ~
First Name: Sue	Email: luisapaola27@gmail.com
Last Name: Seller	Phone Number: 919-272-4568 *Mobile preferred
ABA Routing Number	Beneficiary Bank Name
314074269	USAA Federal Savings Bank
No Correspond	ent Bank Required
Credit To Account Name	Credit To Account Number
Luisa Lisria	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.

CertifID - UAT-041221-CSS		
Account / Office	Proper	ty aka Share Drive Moarastown N10805 v
Select Recipient	Underv	vriter
S2 - Sue Seller	~ None	~
First Name: Sue	Email	: testemail@gmail.com
Last Name: Seller	Phone *Mobile	Pumber: 305-555-5555 preferred
		Next Cancel

\*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.

Queue								
🛇 Next Step 💿 🖂 📳 Views: Ready Transactions 🔹 🛧 🎅 🔀 🏙 Filter: CertifID 🔹 🛫 🏭 💭								
	Provider	Service	Status	Linked Order	Linked Profile	Created On	Product	Transaction Number
<b>\$</b>	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.

Review CertifID - 0119-LPL					
로 Select All 📑 Selec	t None				
🗐 Groups 🞯 Data					
All		Name	Current Value	New Value	
····· Wiring Details		Buyers 1 Special Instructions	For complete bank details see C	For complete bank details see	
Documents					
View Copy	File Na	me		File Size (KB)	Transferred
	Brianna	Buyer - Send - CertifID		168	100%
L					
Cancel Cancel				Cancel	

### **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).

(-) ×	Automation Process Wizard					×
	G		Y		¢.	
	When		lf		Then	
	Start this process when:					
	Order is saved					1
	O Document is attached					
	C Email sent or received (Beta)					
	O Specific day and time occurs					
	Task is added or updated					
	360 transaction is updated					
	Here's your rule so far:	undated				- I
	when a specific boo dansaction is	updated				
		When		×		
		Select the Service	e			
		CertifID - Wire Fra	aud Protection	$\sim$		
			OK	Cancel		
				Next	:> Cancel	

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

Automation Process Wizard	Last Modified By Luisa Liriano Luisa Liriano Luisa Liriano Luisa Liriano Luisa Liriano Luisa Liriano Luisa Liriano Luisa Liriano Luisa Liriano
And if these conditions are met:          360 transaction product contains specific value         360 transaction provider reference number contains specific value         360 transaction sub provider reference number contains specific value         360 transaction sub product contains specific value         Order has the following criteria         A code snippet evaluates to true         Here's your rule so far:         When a <u>CentifiD - Wire Fraud Protection</u> 360 transaction is updated and 360 transaction status is <u>specific value</u>	360 transaction status is         New         Campleted         Rejected         Canceled         Error         InProgress         Updated         Accepted         Suspended         Sending
	Next > Cancel

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

When       If         Then do the following:	×
Here's your rule so far: When a <u>CertifID - Wire Fraud Protection</u> 360 transaction is updated	ire Fraud Protection a and documents ata ocuments
and 360 transaction status is <u>Ready</u> then do the following: perform a <u>CertifID - Wire Fraud Protection</u> 360 action Service The service to run	OK Cancel

Page 15 | 16

Click the Finish button to exit the Aumation Process Wizard

- Enter or select,
  - Categroy = 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**

New Automation Pr	ocess		?	×		
General Other						
Category:	360		$\sim$	]		
Name:	CertifID - Accept Automation			]		
Description:			^			
			$\sim$			
Last Modified On:	(none)					
Last Modified By:	(none)					
Rule:			Edit			
When a <u>CertifID - V</u>	Vire Fraud Protection 360 transaction is	updated				
and 360 transa	ction status is <u>'Ready'</u>					
then do the follo	owing:					
perform a C	perform a CertifID - Wire Fraud Protection 360 action					
				_		
Enable this pro	cess					
			_			
	OK	Cancel	Арр	ly .		