

# Real Res User Guide

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## History

Date	Details
05/11/2022	Initial Release

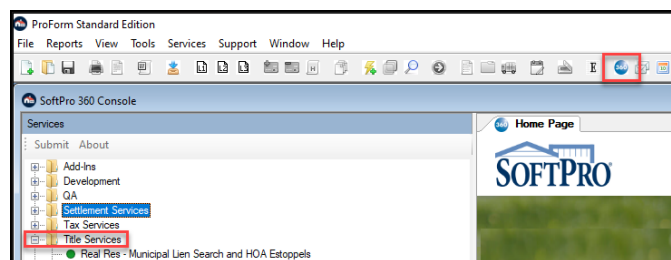
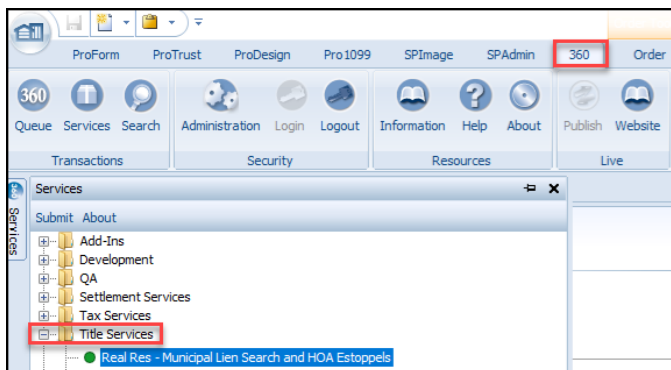
## Introduction

**Real Res** product allows agents to order Municipal Liens and Estoppel products via SoftPro 360. The Real Res integration with SoftPro 360 provides users with the ability to seamlessly place orders for Real Res products and receive the results of those orders within SoftPro 360. Users will be able to submit an order, track the status of their requests and receive documents from Real Res all from within SoftPro 360.

## Accessing

From the **360 Services** menu, double-click **Real Res** located under the **Title Services** folder. This will open the **Order Linking** screen:

1. Select the Services tab
2. Click the **Settlement Services** folder to expand
3. Double-click **Real Res - Municipal Lien Search and HOA Estoppels**



## Logging into Real Res

From the **Real Res** login window, enter login credentials; click **Login**.

Check the **Remember Me** check box to automatically log in when using the program in the future

## Product Selection Screen

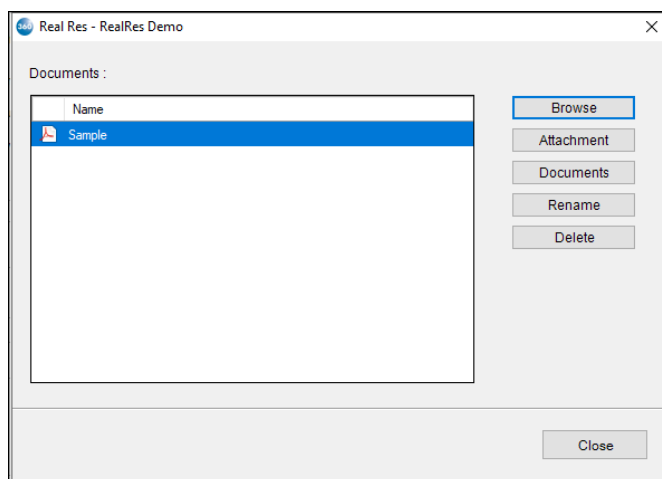
The **Product Selection Screen** allows the user to select the **Property**, **Product**, add **Notes** and **Attach Documents**, before submitting a request to Real Res.

- **Property(s):** Information for the properties added within the ProForm order will populate into the dropdown selection. Changes to the property information will have to be done within the ProForm order.
- **Product:** Select the Product to be submitted with the request (Municipal Search / Estoppel HOA Condo Search).
- **Notes:** Users' can add **Notes** to send to Real Res. The **Add to ProForm Notes** checkbox will be selected by default to add this content to the ProForm's order notes.
- **Order Information:** Displays the contact information that will be sent with your request.
- **Attach Documents:** Click this link to add documents to be included in your request to Real Res. See the [Attaching Document\(s\)](#) section of this guide for more detail.

## Attaching Document(s)

The **A Document(s)** screen allows the user to attach documents before submitting the request to Real Res. After selecting documents, click **Close**:

- **Browse:** Browse to find documents to submit.
- **Attachments:** Attach documents from the ProForm order.
- **Document:** This button is not applicable to Real Res transactions at this time.
- **Rename:** Rename the documents before submitting.
- **Delete:** Delete documents from the list of documents before submitting.



## Accepting Data & Document(s)

In the 360 queue the transaction status will show as **Ready** when documents have been sent from Real Res. This indicates a response has been received and is ready to be reviewed. The user will click **Next Step** to review the documents.

Queue						
<div>  Next Step           <span>Views: Ready Transactions</span> <span>Filter: Real Res</span> </div>						
	Provider	Service	Status	Transaction Number	Linked Profile	Created On
➡	Real Res	Municipal Lien Search and...	Ready	410060-70-220429-025827	Default	4/29/2022 7:55 AM
➡	Real Res	Municipal Lien Search and...	Ready	410060-70-220420-023163	Default	4/20/2022 3:03 AM

## Review Screen

The **Review** screen allows the user to view, copy, and accept documents from Real Res into the Select order.

- **View:** View documents sent from Title Real Res.
- **Copy:** Save a copy of the document to the clipboard.
- **Accept:** Attach the document(s) to the Select order. The accepted documents will be saved as attachments section of the ProForm order.

