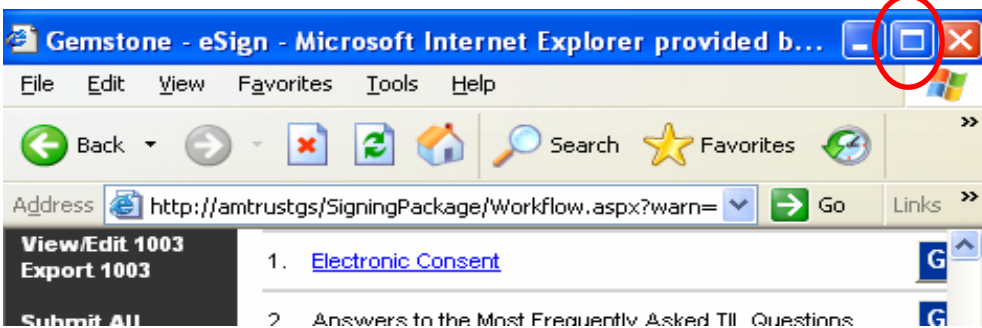


## Your eSign Troubleshooting Guide

**Issue 1** I cannot see "Go" boxes or "Signing Status" boxes.

**Action:** Click on the maximize screen icon in upper right-hand corner.



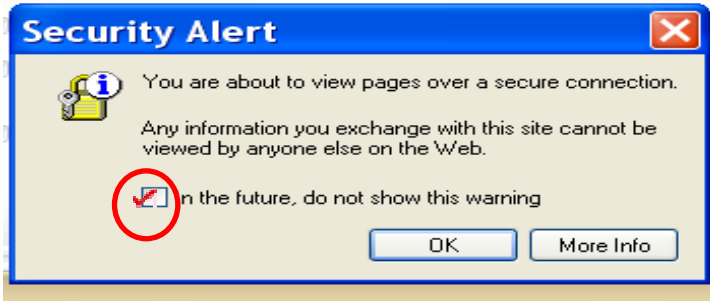
**Issue 2** eSign documents are loading very slowly.

**Reason:** This may be an issue with your network and how you are locally connecting.

**Action:** To check Internet speed connections, visit [http://reviews.cnet.com/7004-7254\\_7-0.html](http://reviews.cnet.com/7004-7254_7-0.html), type your zip code and click 'go'.

**Issue 3** Receiving security alert.

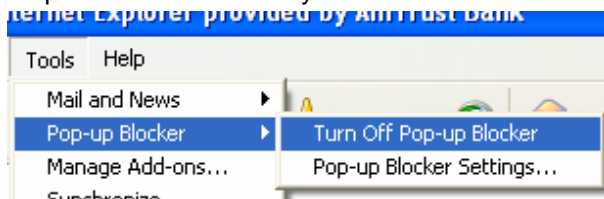
**Action:** Check the "In the future, do not show this warning" box.



**Issue 4** Pop-up blockers can cause functionality issues.

**Action:** Disable all pop-up blockers while working with eSign docs.

- ✓ Internet Explorer pop-up blocker is located under tools.
- ✓ Other pop-up blockers such as Yahoo, Google or other programs will also need to be disabled. For pop-up blockers other than Internet Explorer, request assistance from your technical staff.

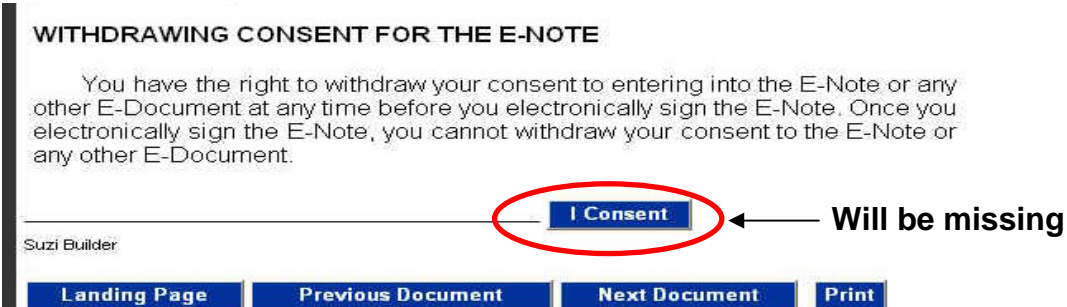


**Issue 5** Unable to see "I Consent" button. (See Issue 6 also.)

**Reason:** Adobe Reader 6, 7, 8 or 9 is not being used. Download Adobe Reader 6, 7, 8 or 9.

**Action:** Request assistance from your technical staff or through Adobe site support.

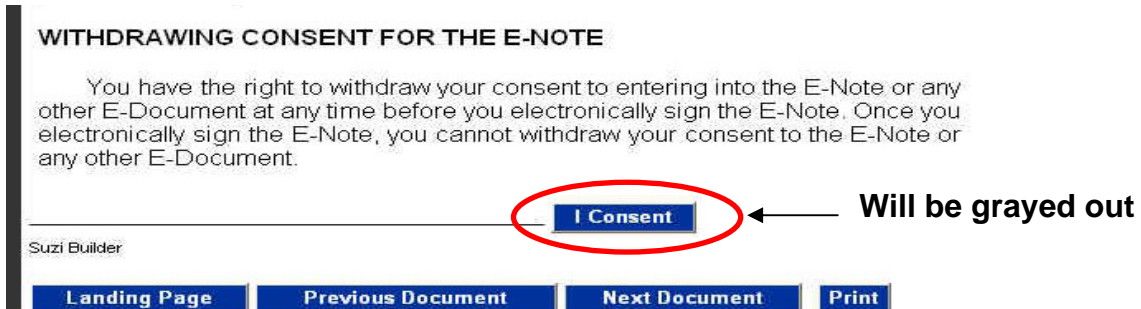
**Electronic Consent**



**Issue 6** The "I Consent" button is grayed out/disabled.

**Reason:** Your current profile selected is unable to close an eSign loan. You may currently be logged in as a Client (C/B) Manager or Processor. Only Closing Agents and Third Party Notaries can close loans.

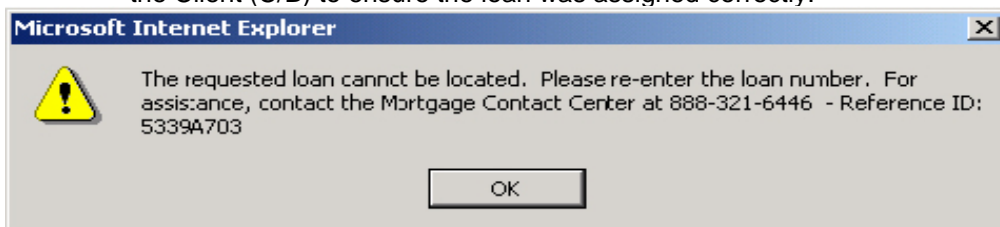
**Action:** No further action is needed. Only Closing Agents and Notaries are allowed to close loans.



**Issue 7** "The requested loan cannot be located."

**Reason:** This only occurs when a loan was not assigned to a Closing Agent or when an incorrect Closing Agent ID # is used to gain access to a loan.

**Action:** Go to Choose Profile to select the correct profile. If unable to gain access, contact the Client (C/B) to ensure the loan was assigned correctly.



**Issue 8 Password is not working or not able to login. (See Issue 9 also)**

**Reason(s):** ✓ Passwords are reset and disabled automatically every 90 days when not used regularly.  
 ✓ Using incorrect email (user id) or login.

**Action:** Click "Forgot Password" on Gemstone Login screen. Complete password reset.  
 If you are unable to troubleshoot the problem or have additional questions contact the Mortgage Consulting Center at 888.321.6446.

Reports

**Login Account History by User** [HELP](#)

Search Filters

Enter date range: From  To  Or select number of days:

Company Type: Stand Alone Closing Agent  
 Company Name/ID: Chicago Title - C4794

Select name(s):

Name	Account Status
<a href="#">Reinink, Jennifer</a>	Active
<a href="#">Toshi, Reini</a>	Active

Select the first letter of a user's last name: [RT](#) [View All](#)

DO NOT COPY/CONFIDENTIAL

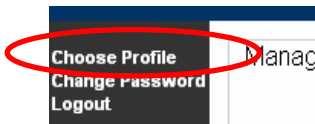
<<First <Previous Page 1 of 1 Next> Last>>

Last Name	First Name	Email Address	Company Name	Company ID	Gemstone Access Level	Date of Change	Action	Completed By
Reinink	Jennifer	jennifer.reinink@ctt.com	Chicago Title	C4794	Gemstone Administrator Group	9/19/2007 10:16:51 AM	Added	shyatt@amtrust.com
					Gemstone Stand	9/19/2007		

**Issue 9 Currently I am only able to view the "Manage Accounts" page on Gemstone.**

**Reason:** Closing Agent only has Gemstone Administration Group access level set-up in their User Profile.

**Action:** ✓ Create a Stand Alone Closing Agent Profile. Start by Clicking on 'Choose Profile'.  
 ✓ If the user only has the Gemstone Administrator Group access level, 'Manage Login Accounts' will be displayed. Select 'Edit Profile' and add 'Gemstone Stand Alone Closing Agent Group' access level.  
 ✓ If the user has both the Administrator and Gemstone Stand Alone Closing Agent Group access, select 'Gemstone Stand Alone Closing Agent Group'.



**Issue 10 I am unable to view my eSign Closing Documents.**

**Action:** Double-check docs were submitted as eSign and that the loan is registered as table-funded.

**Issue 11** I received a "Non-Authoritative copy" of the Closing Documents package.

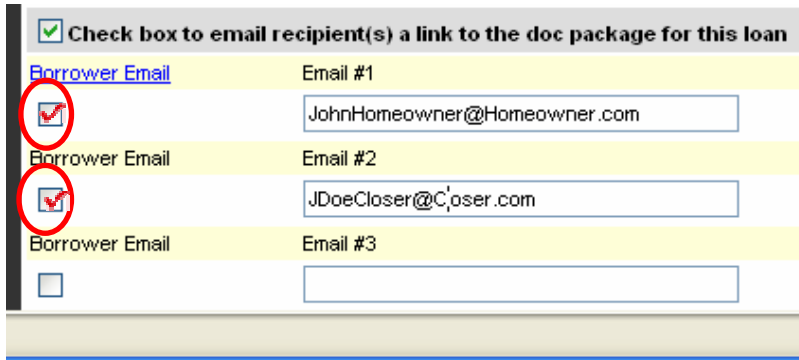
**What should I do?**

**Reason:** When Documents were requested, the Borrower email box was checked.

**Action:** Ask the Client "Correspondent/Broker" to uncheck the email box and redraw the documents in order to provide you with and Authoritative copy of the closing documents.

**Request Closing Docs Module**

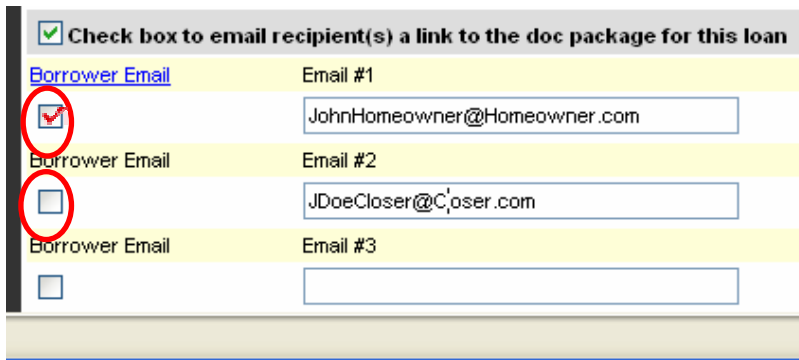
**Problem:** Both email addresses are checked



Check box to email recipient(s) a link to the doc package for this loan

Borrower Email	Email #1
<input checked="" type="checkbox"/>	JohnHomeowner@Homeowner.com
Borrower Email	Email #2
<input checked="" type="checkbox"/>	JDoeCloser@Closer.com
Borrower Email	Email #3
<input type="checkbox"/>	

**To correct the problem:** uncheck the closers email



Check box to email recipient(s) a link to the doc package for this loan

Borrower Email	Email #1
<input checked="" type="checkbox"/>	JohnHomeowner@Homeowner.com
Borrower Email	Email #2
<input type="checkbox"/>	JDoeCloser@Closer.com
Borrower Email	Email #3
<input type="checkbox"/>	



Suddenly, everything just "clicks."

**Issue 12** The name affirmation was signed and the submit button was clicked.

**Now a change needs to be made to the eSign documents.**

**Reason:** The eMers Registry may need to be reset.

**Action:** Contact the Mortgage Consulting Center at 888.321.6446.

The Mortgage Consulting Center will advise you of the necessary steps to complete your transaction.

### Name Affirmation

I,   the Closing Agent processing this eSign transaction, affirm that I have verified borrower IDs and each borrower has personally signed these documents.

## General Reminders

### eSign Eligible Loans

- ✓ Table-Funded
- ✓ Conforming Fixed
- ✓ Porfolio ARMs
- ✓ Conforming Standard ARM

This includes: Interest-Only, Flex products and all loan amounts.

### Exceptions

Any loan with an addendum to the Note (i.e. Power of Attorney or Title Held in Trust).

### Stand Alone Closing Agent

A "Stand Alone Closing Agent" is the closing agent outside of the Client (C/B)'s company that is closing the loan with eSign.