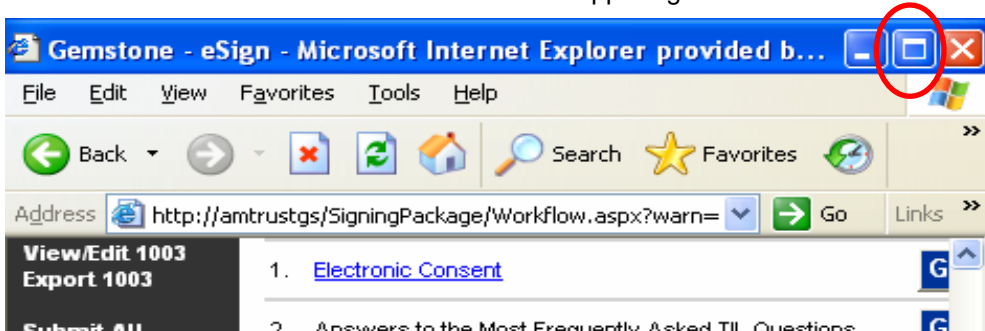


Your eSign Troubleshooting Guide

Issue 1 I cannot see “Go” boxes or “Signing Status” boxes.

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



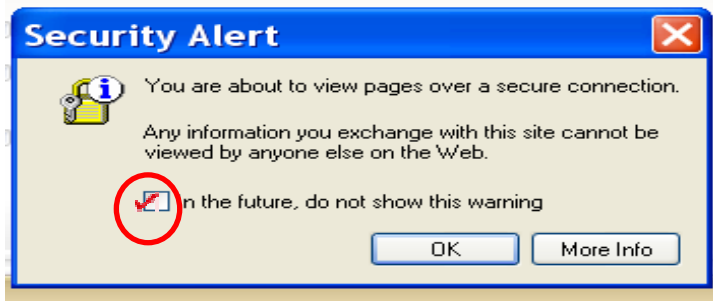
Issue 2 eSign documents are loading very slowly.

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, type your zip code and click 'go'.

Issue 3 Receiving security alert.

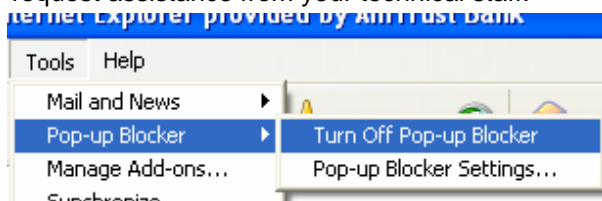
Action: Check the “In the future, do not show this warning” box.



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.

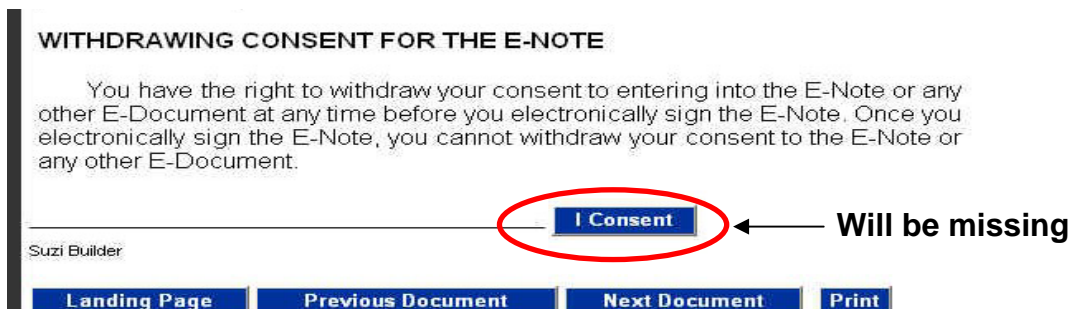


Issue 5 Unable to see "I Consent" button. (See Issue 6 also.)

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.

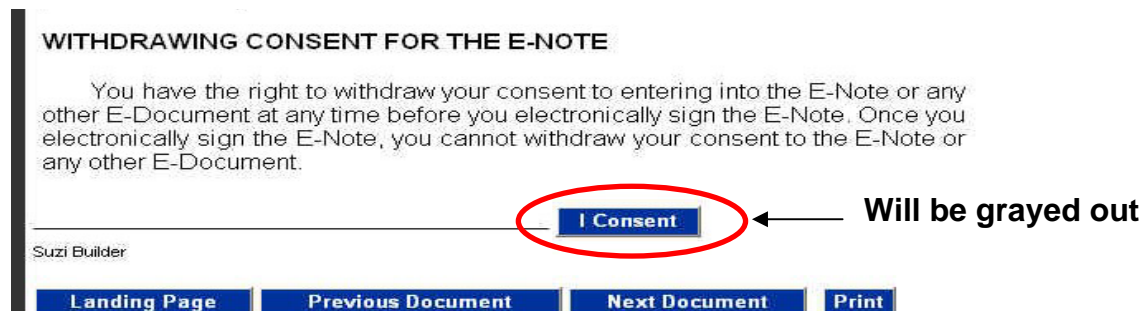
Electronic Consent



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.

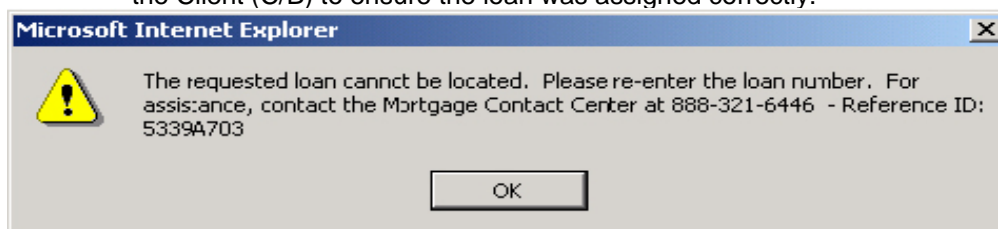
Action: No further action is needed. Only Closing Agents and Notaries are allowed to close loans.



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
 Search

Select name(s):

Name	Account Status
Reinink, Jennifer	Active
Toshi, Reini	Active

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

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

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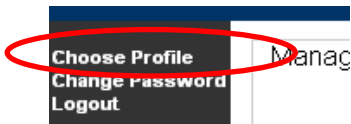
<<First <Previous Page 1 of 1 Next> Last>>

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

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

<input checked="" type="checkbox"/> 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

<input checked="" type="checkbox"/> 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"/>	

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
- ✓ Conforming Standard ARM

This includes 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.