

BEST PRACTICES FOR A SMOOTH REMOTE ONLINE CLOSING EXPERIENCE



We are excited about your upcoming online closing and would like to provide some helpful information to get you started!

YOUR REMOTE ONLINE NOTARIZATION WILL BE SET UP THROUGH PAVASO'S DIGITAL CLOSE WEB APPLICATION

Below are the step by step instructions to follow for your upcoming remote on line closing:

PRE-SCREENING PROCESS

You will get an email prompting you to create your account and go through the pre-closing verification of the documents. Please complete your account set up and document verification before your closing day, as we will not be able to launch your closing until the system marks this as complete.

CLOSING DAY

- On the day of closing, you will need to log into your account from a computer with a working webcam, microphone and speakers or headphones.
- You will need to use either Google Chrome or Firefox.
- At this time, the closing cannot take place on a mobile device.
- The system will prompt a verification process with some security questions using the Department of Motor Vehicles database. You will need to answer the questions correctly, as after 2 failed attempts, the closing will be locked for 24 hours.

- After the verification, you will get a system prompt that will run a test to confirm your hardware is working properly. This test will require you to download a plugin for your computer. Once downloaded, you will answer a series of questions testing your computer's camera, speaker and microphone.
- Once complete, you will be in a virtual lobby that will allow you to see and hear your HSTX Title. Your closing will then commence and will be recorded.
- You do not have to be in the State of Texas to complete this closing, you will be required to provide a government issued photo ID. We will also need a copy emailed to the title company for our file as well. Please have this document ready for the verification process.
- After signing is complete, notary has to log customer's ID information into a notary journal. Once that is complete the video recording ends.

[hstxtitle.com](https://www.hstxtitle.com)

If you have any questions, please feel free to reach out to your HSTX Title Escrow Officer. We look forward to walking into the future of closings with you!

HSTX TITLE