

The Borrower Cannot See the Documents



Verify the following:

1: Invitation Email

Make sure the Borrower is clicking on the link in his or her invitation email if he or she is accessing the Pavaso website for the first time.



2: Email Address

Make sure the Borrower is using the same email address on the Order to sign into Pavaso.

To verify, see [Editing the Order Details](#).

3: Digital Close

On the Dashboard, make sure the Borrower is clicking on the Digital Close application icon to access the Order.

Once in the Order Lobby, make sure they are clicking on the Order to see the list of documents.

Note: The logo may vary by Lender, including a slight name variation. If the Digital Close application icon does not automatically appear on the Dashboard, it will need to be installed. See [Installing an Application](#).



4: Contact Pavaso Support

If the above does not resolve the issue, please contact support@pavaso.com or call 1-866-288-7051, option 3.