



Pavaso Web Closing Webinar for Mobile Closers & Notaries

Frequently Asked Questions (FAQs)

Pavaso Support at (866) 288-7051, Option 3 from 7AM – 8PM CST
support@pavaso.com

1. Do you have a Mobile App for Digital Closing Enterprise?

We do not have a Mobile App. Digital Close Enterprise is only available by logging on to www.Pavaso.com and clicking on Digital Close Enterprise on the Dashboard.

2. How do I sign up as a Pavaso Certified Mobile Notary?

You will need to sign up through a Title Office that uses Pavaso's platform to close loans.

3. How do I get a 'PIN' number? Is it in email or do I create?

When you receive your Pavaso invitation email, use the "Click Here" link in the body of the email to go to Pavaso. You will create your own username and password, as well as your 6-digit PIN.

4. Do you have to create a new PIN number for each closing?

No, your PIN is not specific to the closing. You will use the same PIN number each time to login to Pavaso.

5. What equipment is needed for a digital closing? Will a tablet or iPad work? Is Pavaso compatible with a Mac? Can I use my Mobile Phone?

Verify the hardware you are working with meets [minimum system requirements](#). Pavaso does not have an App for Mobile Phones.

6. Does this system allow for digital notarization?

Yes, Pavaso provides eNotary functions. However, eNotary is governed by each state and county laws. It is the responsibility of the lender, title officer and mobile closer/notary to determine whether notary documents can be eNotarized in the area and to verify state requirements and certifications required, if any.

7. Does each document in the package have a cover sheet?

Each document printed for wet-signature will have a barcode coversheet.

8. Are you able to zoom on documents to see text better?

Pavaso does not have a built-in zoom feature, but you can use your display on your screen to zoom.

9. If you lose internet connection during the closing, is your progress saved?

Yes, if internet is interrupted during the closing, any part of the closing already completed will be saved.

10. When the borrowers create their signature, does the same signature show on all documents? What if the lender requires some documents to be signed differently?

Pavaso allows only one signature to be created/adopted for each borrower. All digitally signed documents will have this same signature. If the lender requires a different signature on some documents, those documents should be printed and wet- signed.

11. Can the mobile closer/notary be the one to click on the signature tags for the borrowers?

The mobile closer should turn the signing surface to the borrowers and allow the borrowers to "click to sign" their signatures.

12. If the borrowers file a joint tax return can you have the spouse sign the 4506T?

Any questions about how any document is required to be signed should be directed to the title officer.

13. Do I need to print a copy of the documents for the borrower after completing the closing?

Borrowers can sign into Pavaso and download their signed documents on www.pavaso.com.

14. Will there be a practice program so we can get familiar with Pavaso's hybrid signings?

Yes, we will send you information to complete one practice order. If you would like additional practice orders, email us at support@pavaso.com.

15. What should be done in Closing Agent Access (Tasks remaining) once the buyer tasks are completed?

Closing Agent Access is only for the Title Company. Mobile Notaries DO NOT use Closing Agent Access.

16. What is the average time for borrowers to digitally sign?

Closings can be completed in as little as 15 minutes.

17. If you miss one signature on a document requiring multiple signatures, DOES the system let you move forward?

The system will generate a warning if you're missing a required action.

18. How will I get assigned Mobile Closings?

The Title Office you are working with will assign closings to you.

19. How do you correct/change information on a document?

You will need to contact the Title Office for changes.

20. Should the borrower sign the way the document is pre-printed?

Yes, when the borrower creates their one-time signature, the borrower should sign exactly as their name is displayed at the top of screen.

21. As a notary, should I have the buyer sign my Notary book?

We recommend that you continue to maintain the same record you currently use for tracking and reporting your services.

22. How will you know if you have wet documents to print? Will they say on the initial order and or email?

Your Title Office will notify you if you have wet-signed documents.

23. What happens if I have a technical issue at the table?

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