

My Order is not in my Order Lobby.

In this case, the following may be true:



1: The Closing Agent has not been assigned to the Order.

Lender: You must open the Order and assign a Closing Agent to it in the Closing Agent section in the “Edit Order Details” screen. See [How to Assign a Closing Agent](#).

Closing Agent: Please contact the Lender so that he or she can assign you as the Closing Agent.

2: Incorrect Email Address

The Closing Agent’s email address listed on the Order is incorrect or is not the email address that the Closing Agent is logging in as.

Lender: Verify that the email address is correct and that the Closing Agent is signing in with that email address.

3: The Lender has not released the Order.

Lender: When ready to send the Order to the Title company, you must click on the “Release Order” button. Make sure you are the Lender listed on the Order so that this button is available to you.

Closing Agent: Please contact the Lender so that he or she can release the Order.

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.