



Order is Not in Pending Closing Status

There are three steps required to be completed by each Signer before an order moves to Pending Closing Status.

Step One: Create an Account

Each Signer on an order must create an account via their account invitation email. This email is sent based on the email address entered in Order Details. Each Signer will receive their own account invitation email.

Step Two: Review and Confirm Documents

Each Signer must review and confirm at least one document during the Pre-Closing Review phase. Documents that are confirmed will automatically have signatures applied during closing. You can also view the status of each Signer's review. Learn more by reading [Document Review and Account Creation Status](#).

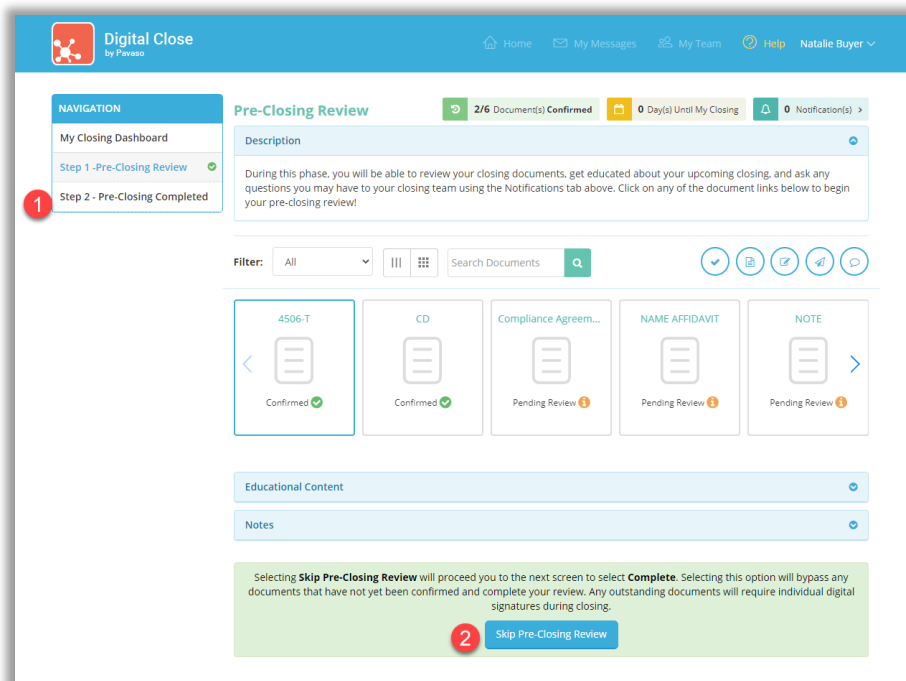
*Note: If an order is configured to the **Sign Each** option, documents confirmed during this process will not have signatures automatically applied during the closing.*

Step Three: Complete the Review and Accept Process

After completing the Review/Accept process, the Signer must select the **Complete** button. Signers will confirm documents as desired. Confirmation of all documents is not required.

If select documents have been confirmed, the Signer can select either:

1. **Step 2 – Pre-Closing Completed**
2. Or **Skip Pre-Closing Review**

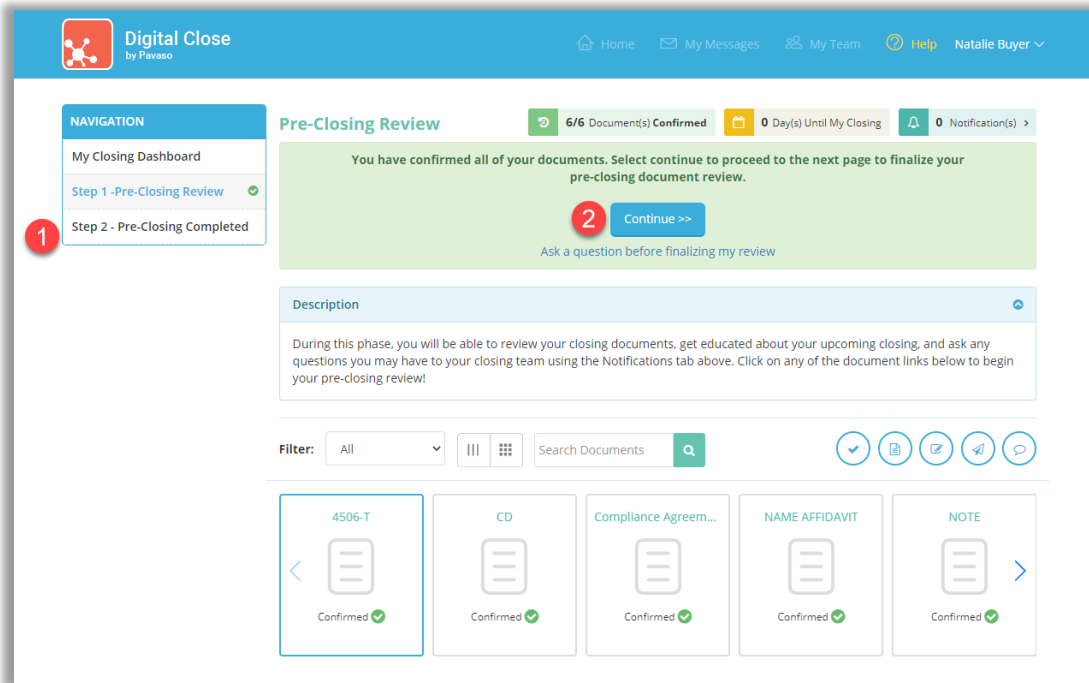




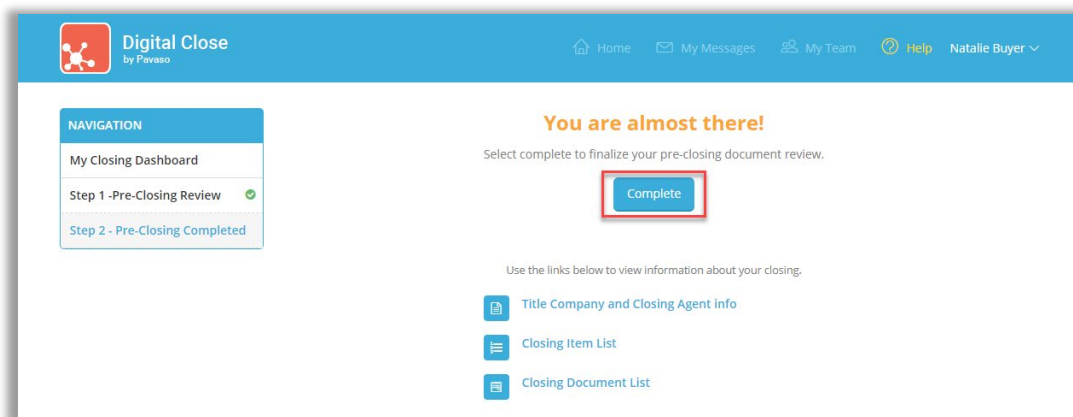
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If all documents have been confirmed, the Signer can select either:

1. **Step 2 – Pre-Closing Completed**
2. **Or Continue >>**



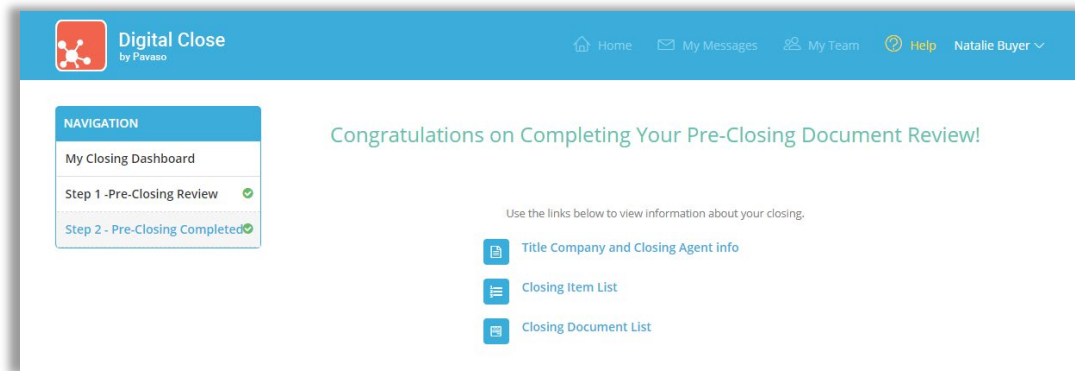
Once on the **Step 2** page, the Signer must select **Complete**.





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This will finalize the Signer's Pre-Closing Review.



If the order is still not in Pending Closing, confirm that **all** Signers on the order have completed the above steps.

Pavaso Support

Business Hours: Monday – Friday 7:00 am – 8:00 pm CST ([holiday schedule](#))

Email: support@pavaso.com

Phone/ Closing Hotline: (866) 288-7051

24/7 Online Help Library: Log in to your Pavaso account and click on **Help** next to your name.