

## Title Company Set Up Options / Community Archives

Community Archives is an automated resale processing system with significant flexibility and design advantages. Because Title Companies use any number of business models, from smaller one office, few employee firms, to multi-office, hundreds of employees, central processing and/or receiving departments, each Title Company should consider the two types of “business set up options” before registering their firm with Community Archives.

Should any Title Company have any questions regarding the following explanations, or the related “registration instructions” please do not hesitate to contact Community Archives (800) 995-0682.

There are two set up options. “User Group” and “Common Log In”. The key differences relate to three aspects of your business activities. (Access to place and track orders, order history & credit card usage).

When the **User Group** option is chosen, each employee that registers will do so as an individual, with an individual e-mail address. Under this option, these individual users will “join” a “Group” set up by the first person from each Title Company office that registers. All members of a User Group will see all open orders from any member of their group and can fully access all orders for all staff members in their group, including all history. However, should an employee leave the group, that e-mail address must either stay with the User Group, or the history of any orders placed by the individual with that e-mail address will no longer be visible to any member of that Group. In addition, should advance payment by Credit Card be a desired option for your firm, each person would need to enter a credit card under their name and e-mail address.

When the “**Common Log In**” option is chosen, every employee logs in using exactly the same name and password. In essence, everyone is “one user”. This model is popular as it allows full access to all open orders, by all users and the complete history remains in place indefinitely. A simple change of password as needed keeps the site and history secure. In the event a Credit Card is entered into the Community Archives system to be used by the Common User, the actual credit card number is not visible to any user, at any time, ensuring the security of that credit card number.

The “Common Log In” option is the most popular option with one specific exception or understanding. By using a single e-mail address as the “Common Log In”, that e-mail

### Title Company Set Up Options / Community Archives

address is going to be the e-mail address that receives 100% of all "order confirmations" as well as an e-copy of every order placed. Some Title Companies like this feature as it allows one supervisory person to have 100% pro-active knowledge of all activity. Some Title Companies simply set up an e-mail address at their location, which is not an individual person, but a group e-mail address that is accessible by the Title Company staff members. Either way, it is important to note that an e-copy of every order is not only delivered to the e-mail address that is used to set up the Common Log In account, but to the e-mail address of the person who is actually placing the order.

Regardless of which option is chosen, there is an additional design feature, which many Title Companies have used. This feature is called the "Additional Notification" option. When selected, a separate e-mail address will be entered as part of the account set up. This e-mail address will receive a "cc" of all completed orders. Title Companies with central processing of completed orders find this option especially helpful.

To recap, only one e-mail address will get an "Order Confirmation" as each order is "placed". It will be the e-mail address of the "e-mail" entered on Page 1 of the registration screen. However, as many as three e-mail addresses will receive the actual completed order, via e-mail. The three e-mail addresses are the initial e-mail address entered on Page 1 of the set up, the "delivery address" entered on Page 3 of the registration, and, if chosen, the "Additional Delivery" e-mail address provided.

It is recommend that once a Title Company has decided on a set up option; they simply follow one of the two sets of instructions located on the "selling and refinancing page" of the management company web-site.

Should a Title Company have any questions regarding these explanations, or the related "registration instructions" please do not hesitate to contact **Community Archives (800) 995-0682**.