If you need assistance, please contact us at 1-888-988-1695.

NewRez has added Two-Factor Authentication to our eSignature platform to provide a better transactional experience for our customers/clients, and to allow enhanced secured delivery of loan information.

This enhancement was the final piece necessary for NewRez to supplement the Closing Call. The information confirmed during the Closing Call is now confirmed through technology and our normal process flow. Closing Calls are no longer necessary for loans with an Application Date of 2/18/19 or later.

Two-Factor Authentication:

- Is required of every borrower on the loan
- Can be completed via Text Message or Phone Call
- Only needs to be completed once during the process unless the email address changes

This Reference Guide highlights how eSignature works with Two-Factor Authentication

1. **Borrower Email**

Borrowers receive an email from docmailer@solex.com. Borrower clicks Doc Link and is brought to the Sign In page.
2. **Two-Factor Authentication (Verification Code)**

Borrower is prompted to choose the method of verification code retrieval: **Text Message** or **Phone Call**.

**Text Message Example:**

NewRez LLC f/k/a New Penn Financial, LLC
Verification code: 472192
Enter online within 30 mins to sign in
Phone Call Example:

If Borrower chooses Phone Call, it is important for them to know the following:

- The call will come from 470-725-5944
- The caller is identified as Arizona
- The message received on the call is “Your DocuTech mortgage verification code is xxxxxx. Enter online within 30 minutes to sign in.”

*Be sure to educate your Borrowers about the Caller ID info so they do not ignore the call

Borrower then inputs the code and clicks Sign In

3. **LO and Borrower Consent must be given**
4. Secure Signing Portal

All documents can be reviewed and signed in one interface. All documents requiring an electronic signature are listed along the left side of the screen and all are initially color-coded with a yellow bar on the left. Once the Start Flag is clicked, the eSigning can begin. The Review watermark will appear across the document only until the entire package is completed. Once all documents are eSigned and, when applicable, ink-signed documents are printed or downloaded, the watermark disappears.

As each document is eSigned, the yellow bar on the left will turn green to indicate completion of that document.
Documents that require a selection will have a red flag to the right. Once a selection is made, the red flag is replaced with a yellow Sign flag.

After all eSigned documents are completed, the green Continue button will appear at the bottom right of the screen.
Ink-sign documents are ONLY displayed when applicable.

The Borrower must click the print icon before enabling the Continue button.

Upon completion, all documents are available for download or printing for 30 days.

Documents are available to view/save until:

2017-03-24 11:28:30 AM MDT
Ink-signed documents are easily identified among the document package by an inkwell and quill icon.

Upon completion, it's easy to sign out of the signing portal.