Business Services

AAR Quick Reference Guide
SureClose® Basic View for Agents

REAL SOLUTIONS. REALTOR® SUCCESS.

ARIZONA association of REALTORS®

REALTOR®

Preface

The Arizona Association of REALTORS® Business Services team is here to assist you with any questions that you might have regarding SureClose®. However, you should always ask your company's SureClose® Site Administrator first. If they don't have the answer, then we will be happy to help.

Business Services Team

Our team is responsible for support all the applications that Arizona Association of REALTORS® offers to its members as a member benefit. The team members are:

- Nick Catanesi – Director of Business Services
- Dan Howells – Business Application Specialist
- Diane Martin – Business Application Specialist
- Niki Burridge – Business Application Specialist
- Susan Carroll-Hamblen – Business Application Specialist

Hours

We are available Monday through Friday from 8 a.m. to 5 p.m. to answer your questions. You can use the following methods to contact us:

- Local Support Hotline: 480.304.8930
- Toll Free Support Hotline: 866.833.7357
- Email: support@aaronline.com

NOTE: The Arizona Association of REALTORS® is closed on the following holidays: New Years Day, Martin Luther King Day, President's Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veteran's Day, Thanksgiving, the Friday after Thanksgiving, and Christmas.

Reference Information

Our website (www.aaronline.com/tm) contains the following information:

- Tutorial Videos
- Handouts for you to download
- Links to download the printer driver

SureClose® Process

Every office has its own process for using SureClose®, but the basic steps are just about the same for every company:

1. An agent obtains a listing or an accepted contract.
2. The agent fills out a New File Request and forwards it to their office.
3. An office employee creates the appropriate file in SureClose®. SureClose® automatically sends an email to the agent letting them know the file has been created.
4. The agent uploads their documents. An email is automatically sent to the broker letting them know there are documents to review.
5. The broker or designated reviewer logs in to the Document Review Tool and searches for all new documents to be reviewed.
6. The broker completes a review of each new file or document, and sends emails to the agent to let them know what is missing or needs to be fixed.
7. The office employee (or broker) reviews the file in SureClose® to delete any unnecessary placeholders or add additional placeholders that might be needed. They also delete any tasks that do not apply to the transaction.
8. The agent sends messages to their client through SureClose® to maintain a record of the messages within the file and keep the file current.
9. The agent continues to upload executed documents as they receive them until the listing expires or the transaction closes escrow.
10. The office employee completes a final check of the file when the transaction is finished and then archives the file.

Arizona Department of Real Estate Information

The Arizona Department of Real Estate (ADRE) requires brokers to maintain written policies, procedures, and systems for their firms. In many cases, the brokers' staff will continue the same roles and responsibilities after starting with transaction management (TM) as they did before. However, ADRE holds brokers directly responsible for who handles real estate documents, what they do with those documents, how they are compensated, etc. **We strongly recommend that brokers using AAR TM review their policy manuals to ensure they are within ADRE compliance.** AAR will make suggestions and recommendations regarding AAR TM/SureClose® use, however it is ultimately the broker's responsibility to know and follow ADRE guidelines regarding transactions and files.

Brokers should make themselves familiar with the following Substantive Policy Statements (http://www.azre.gov/LawBook/SubstantivePolicyStatements.aspx):

- SPS 2005.04
- SPS 2005.10
- SPS 2010.01

Brokers should also review Commissioner's Rule R4-28-1103 (http://www.azsos.gov/public_services/Title_04/4-28.htm).

Direct any specific questions regarding any issue regarding compliance or adherence to ADRE guidelines to Robin King, Senior Investigator / Manager Auditing & Investigations Division. Her email address is rking@azre.gov.

You can also call the Legal Hotline with questions. You must have a Legal Hotline personal identification number to access the hotline. If you are a Designated Broker and do not have a personal identification number, go to http://www.aaronline.com/documents/LH and click on the Legal Hotline Access Process hyperlink to fill out the appropriate forms.

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Chapter 1. Computer Set-Up

You must make some changes to your computer for SureClose® to function properly. These changes include modifications to Internet Explorer (the preferred browser), installing a printer driver, and adding a shortcut to your desktop or a favorite to your favorites list so you can access SureClose® through your own branded SureClose® website. Follow the instructions in this chapter to modify the settings on each computer you use to work in SureClose®.

Note: ***You can use other browsers, such as Mozilla Firefox or Google Chrome, but your functionality within SureClose® will be limited.***

Modify Your Internet Explorer Options

Use the following steps to modify your Internet Explorer options:

1. Open a session of Internet Explorer.
2. Click on the **Tools** menu and choose *Internet Options* from the menu. You see the **Internet Options** window (Figure 1).

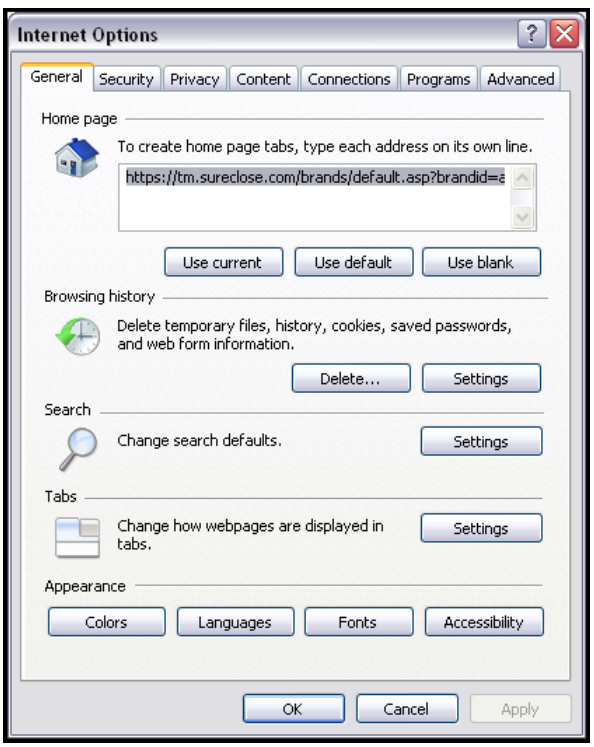

Figure 1

The **Internet Options** window has seven tabs. However, you only need to modify the **Security** and **Privacy** tabs.

Security Tab

Make the following changes to the **Security** tab (Figure 2):

1. Click on *Trusted sites* zone and click the **Sites** button to see Figure 3.

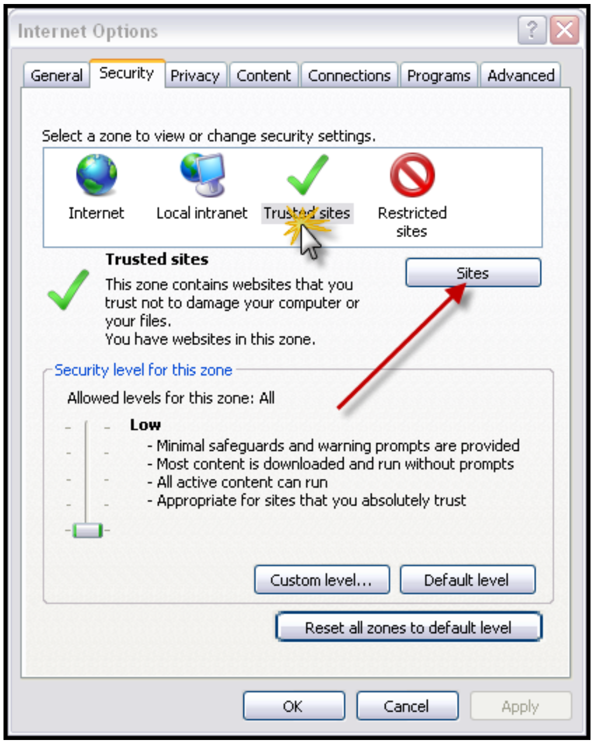

Figure 2

2. Uncheck the *Require server verification (https://) for all sites in this zone* check box.
3. Type *.sureclose.com in the *Add this website to the zone* field and click the **Add** button.

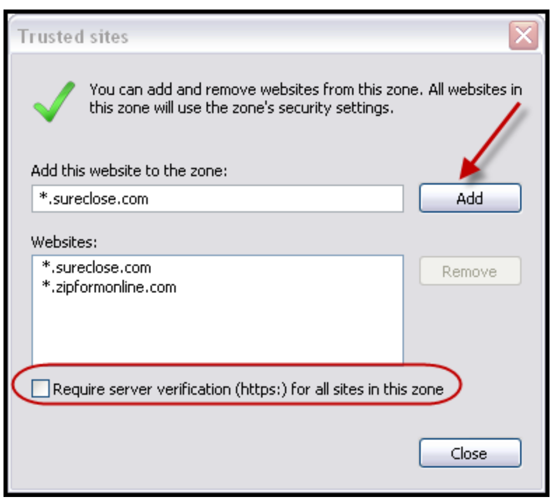

Figure 3

4. Click the **Close** button to return to the **Security** tab.

5. Click the **Custom level…** button in the *Security level for this zone* section (as shown in Figure 4) to see Figure 5.

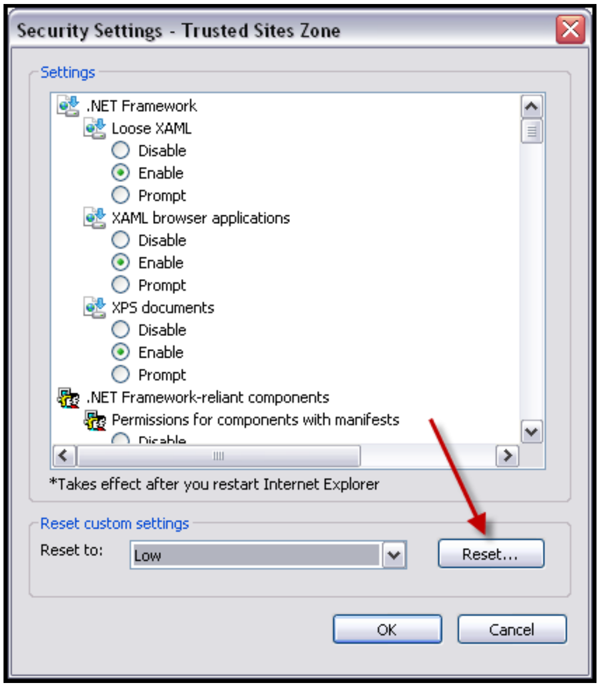

Figure 4

6. Select Low from the *Reset custom settings* drop-down menu and click the **Reset…** button.

7. Click the **Yes** button to change the settings (Figure 5).

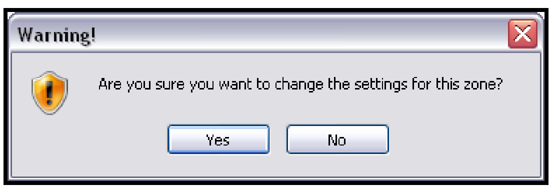

Figure 5

8. Click the **OK** button to return to the **Security** tab.

Privacy Tab

Make the following changes to the **Privacy** tab (Figure 6) if you have your *Turn on Pop-up Blocker* check box checked:

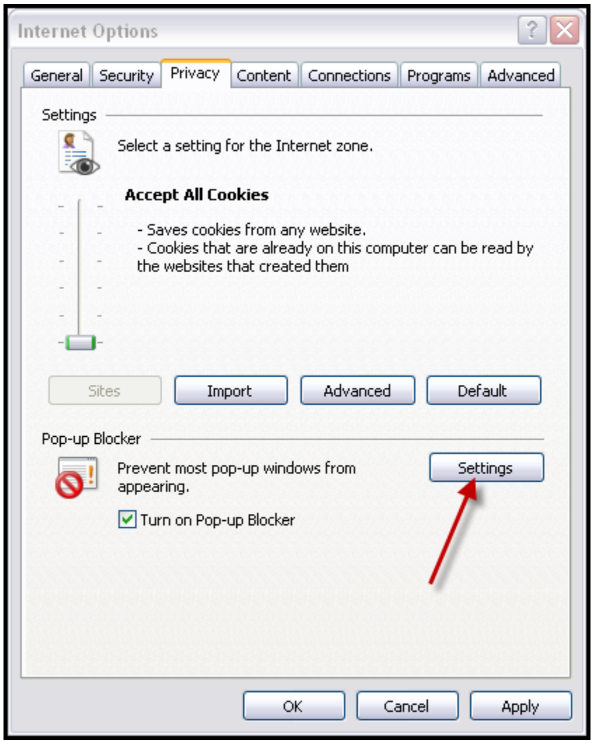

Figure 6

1. Click the **Settings** button in the *Pop-up Blocker* section to see the **Pop-up Blocker Settings** window (Figure 7).

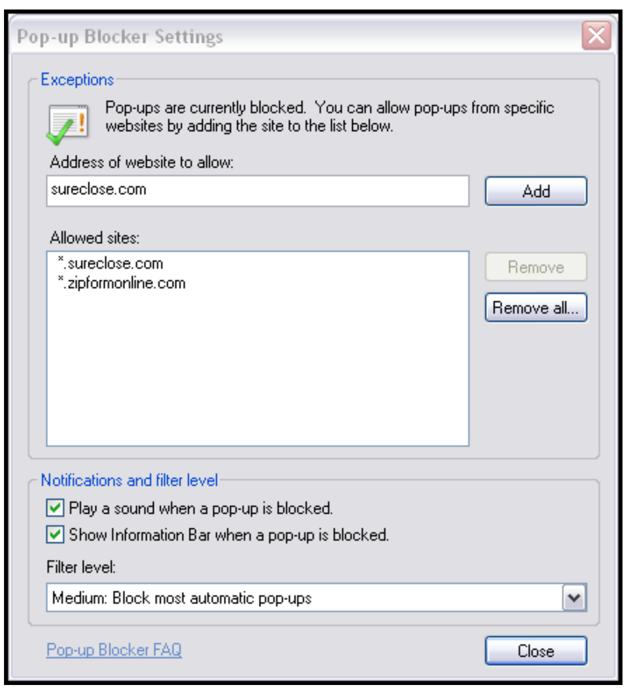

Figure 7

2. Type sureclose.com in the *Address of website to allow* field and click the **Add** button.
3. Click the **Close** button to return to the **Privacy** tab.
4. Click the **Apply** button and then the **OK** button to exit from the **Internet Explorer Options** window.

Download the Printer Driver

Use the following steps to install the SureClose® Printer Driver on your computer:

1. Click on the **Start** button in the lower left corner of your **Windows** screen.
2. Right click on *Computer* (or *My Computer*) to see a menu of options.
3. Click on *Properties* to see the **System Information** window for your computer.
4. Read through the properties to see if you have a 32-bit or 64-bit computer.

NOTE: If you have a computer running Windows XP, it is automatically a 32-bit computer.

5. Close the **System Information** window.
6. Go to www.aaronline.com/TM and click on the *Downloads* section.
7. Choose the appropriate printer driver for your computer. There are two – 32-bit and 64-bit.
8. Click on the **Open** button to download the file. The folder that opens contains installation instructions as well as the application file (Figure 8).

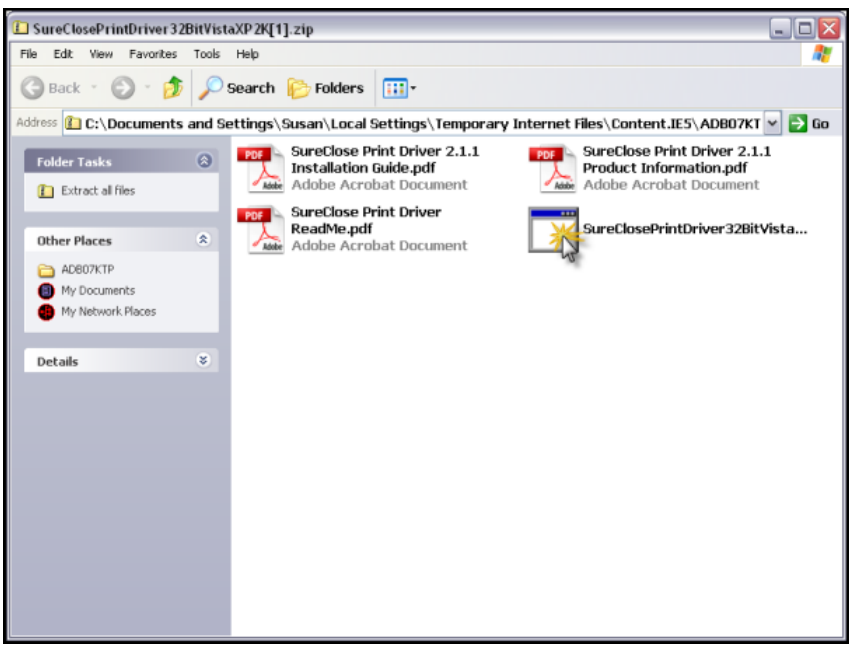

Figure 8

9. Double click on the application file as shown in Figure 8. A **Compressed (zipped) Folders Warning** window opens (Figure 9).

Figure 9

10. Click the **Run** button. A **File Download – Security Warning** window opens (Figure 10)

Figure 10

11. Click the **Run** button. The printer driver installs itself.
12. Click the **Finish** button when the printer driver has completed installation.

Your Branded Website

Every real estate brokerage in Arizona using SureClose® has its own branded website that its agents use to log in to SureClose®. Your system administrator will give you the brand code for your company's branded site. You will also see the link (including the brand code) in the email message you receive with your SureClose® ID and password.

Type **https://tm.sureclose.com/brands/login.asp?BrandID=*xxx*** (where ***xxx*** is your company's brand code) in the address line of Internet Explorer and press **Enter**. You see your company's branded website, which is similar to Figure 11.

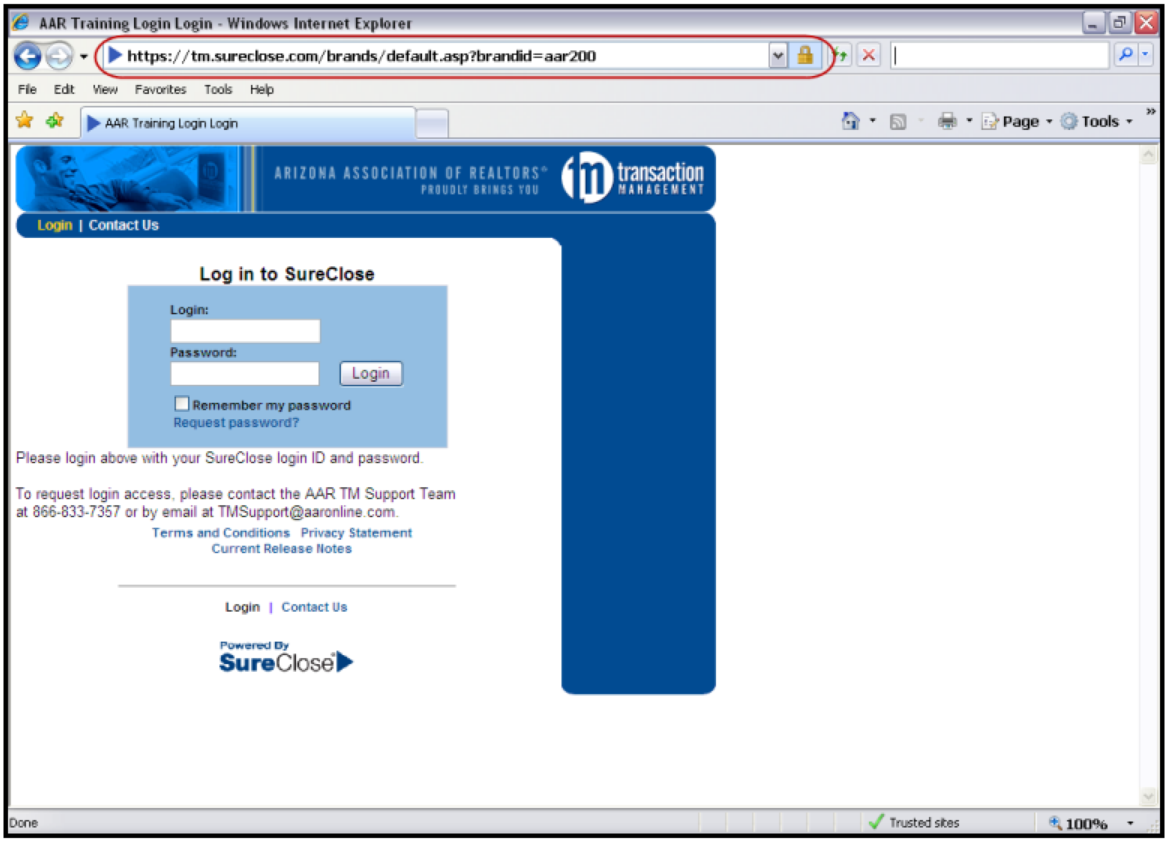

Figure 11

You should make this site a short cut on your desktop or add it as a favorite site in your favorites menu, or both.

Chapter 2. Agent View Overview

The agent view of SureClose® has two Menu Bar items that you will use after logging in:

- My Setup
- My Files

My Setup

The **My Setup** tab (Figure 12) enables you to update your contact information and your password. When you log in for the first time, SureClose® takes you to the My Setup screen and makes you change your password.

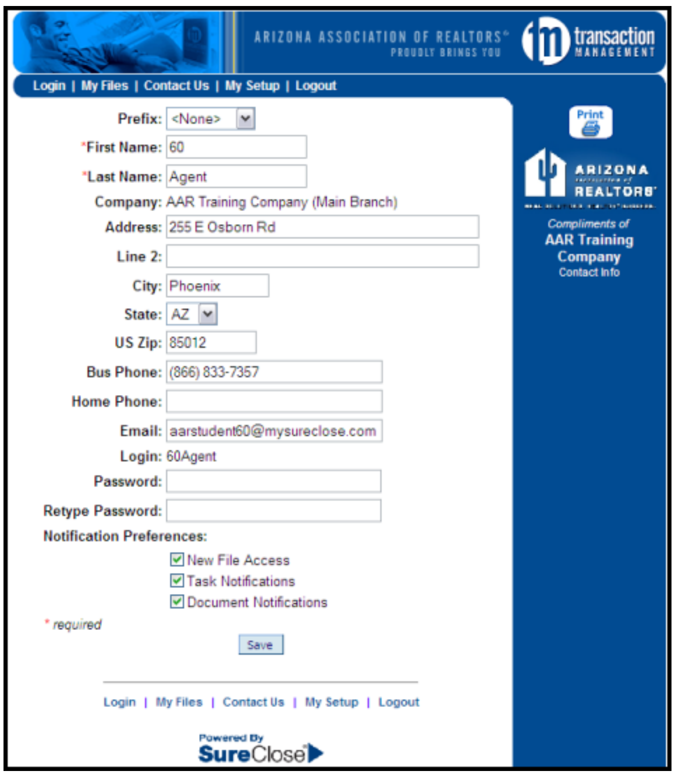

Figure 12

Enter you new password in the *Password* field and re-enter the new password in the *Retype Password* field. Click the **Save** button. Your password changes even though you do not receive a confirmation.

You also want to verify that your Notification Preferences are turned on. The Notification Preferences are:

- **New File Access:** A notification is sent to your email address when you are added to a transaction file.
- **Task Notifications:** A notification can be sent to your email address when a task is due. Ask your SureClose® Site Administrator which of your tasks have notifications attached.
- **Document Notifications:** A notification can be sent to your email address when a document is uploaded to a placeholder. Ask your SureClose® Site Administrator which document placeholders have notifications attached.

My Files

You see a list of your active or archived files on the **My Files** tab (Figure 13). For your closing files (files in escrow), the address of the property is displayed, as well as the closing date and your company's file number. For your listing files, the address of the property is displayed as well as the listing date, expiration date, and the MLS number.

To view a particular file, click on the address of the property to see the details of the file.

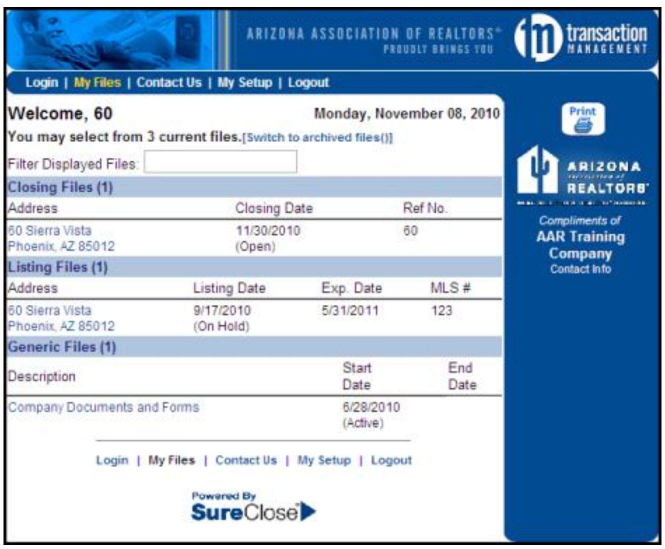

Figure 13

To see your archived files, click on the Switch to archived files hyperlink. You see a list of your archived Closing files followed by your archived Listing files. You can filter the list by typing the street name in the *Filter Displayed Files* field.

NOTE: You only see the archived files for your current brokerage.

Sections of the File Screen

When you click on a property address, you see the transaction file displayed on the **File** screen. There are six sections to the **File** screen: Property Summary, Completed Activities, Scheduled Activities, Documents, File Notes, and Contacts.

Property Summary Section

The **Property Summary** section (Figure 14) shows you the details of your property. Your office enters this information when they create your file. You can quickly see the following.

- Important dates associated with the file
  - Listing acceptance date (listing files)
  - Listing expiration date (listing files)
  - File start date (listing and closing files)
  - File status (listing and closing files)
  - Contract acceptance date (closing files)
  - Estimated closing date (closing files)
- Tracking numbers
  - Escrow number
  - MLS number
  - Title number (not used)
  - File number
- Legal description
- Property description

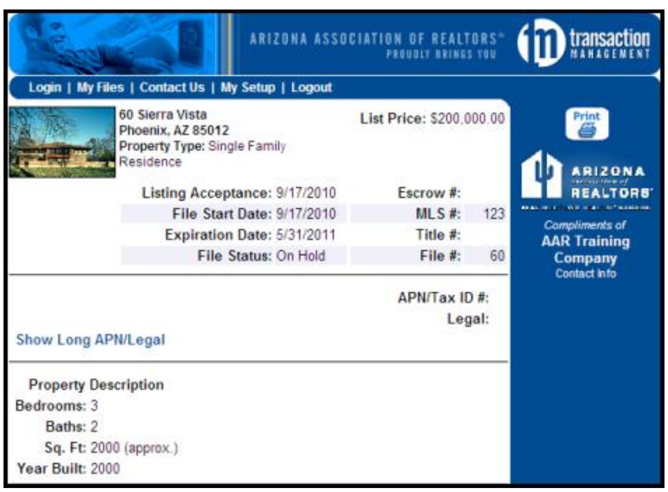

Figure 14

Activities Section

The **Activities** section (Figure 15) shows the activities or tasks you need to complete for your file. It is divided into two sections: Completed Activities and Scheduled Activities.

Figure 15

Completed Activities Section

You see a list of tasks that have been completed in the **Completed Activities** section (Figure 16). This section lists the activity and the date and time the activity was completed.

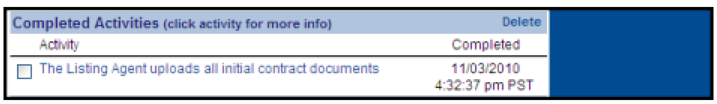

Figure 16

Your buyers and sellers will also be able to see selected items in this section in their view of the file if they have been invited to log in to SureClose®.

Scheduled Activities Section

You see a list of tasks you need to complete in the **Scheduled Activities** section and the due date for each task.

To complete a task, click the checkbox to the left of the task (or tasks), and click the Complete hyperlink (Figure 17).

The tasks are listed by date due. If a task does not have a due date, it appears at the top of the list.

Figure 17

Documents Section

You see all the document placeholders (the place where an executed document is stored) associated with your transaction file in the **Documents** section (Figure 18). A green up arrow to the left of each placeholder signifies that a document needs to be uploaded. A pair of eyeglasses to the left of each placeholder indicates that the placeholder contains a document. Seeing neither icon signifies that the placeholder will be filled by another party to the transaction file (for example, your broker). Click directly on the eyeglasses icon to view a document. See Chapter 3 for the methods to upload documents into your file.

Figure 18

File Notes Section

The **File Notes** section (Figure 19) is the conversation log for the transaction file. It contains emails, records of phone calls, and other comments pertaining to the transaction. These notes are seen by guests to the file only if your broker or office manager grants the guest specific access to view the email or comment.

You add your own comments (notes and records of phone calls) to the file by sending yourself or another team member an email from the **Contacts** section.

Figure 19

Contacts Section

You see all the parties to the transaction in the **Contacts** section (Figure 20) based on the original file request you submitted to your office. You can view the contact information for an individual by clicking directly on the person's name.

Figure 20

Use the following steps to send a message to one or many parties on the file:

1. Click the check box to the left of each name and click the **Send Message** button. You see the **New Message** window (Figure 21).

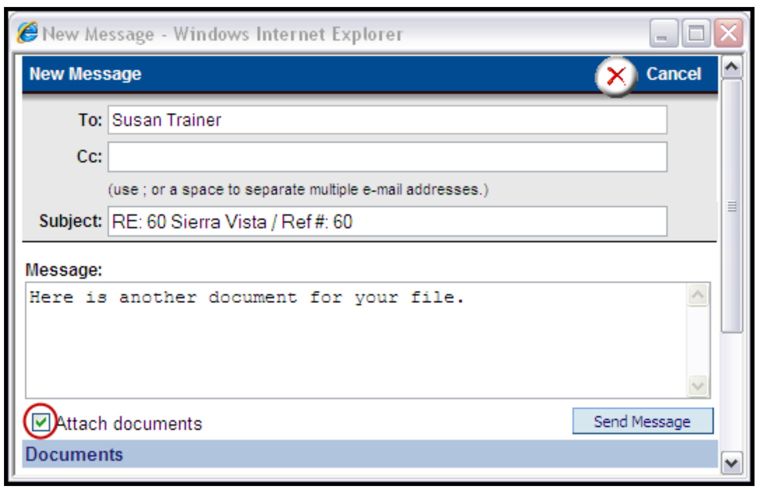

Figure 21

2. Type your message in the *Message* field.

3. Click the *Attach documents* check box if you want to attach documents to the message. A list of the documents in the file displays under the message (Figure 22).

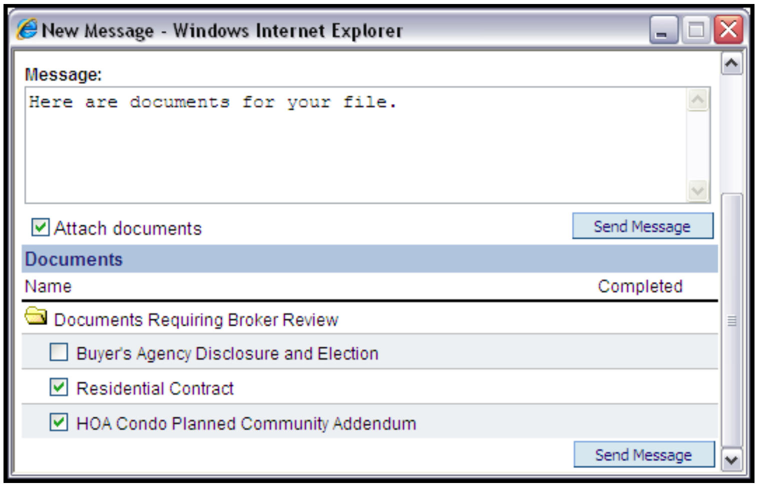

Figure 22

4. Click the check boxes to the left of the documents you want to add to the message
5. Click the **Send Message** button. Any message you send is automatically recorded in the **File Notes** section (Figure 23).

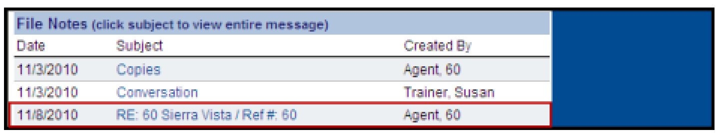

Figure 23

Chapter 3. Uploading Documents

There are two ways to upload documents in Basic View: using the green arrow icon and using the SureClose® printer driver. You must have the SureClose® printer driver installed on your computer to use it.

Green Arrow Icon

The green arrow icon signifies that the document placeholder is empty and ready for a document to be uploaded. You can use the green arrow icon if you have the individual document saved on your computer.

Note: This option is available only in Internet Explorer.

Use the following steps to upload a document from your computer to your transaction file in SureClose®:

1. Click the green arrow to the left of the placeholder to which you want to upload a document. You see the **Upload Document** screen (Figure 24).

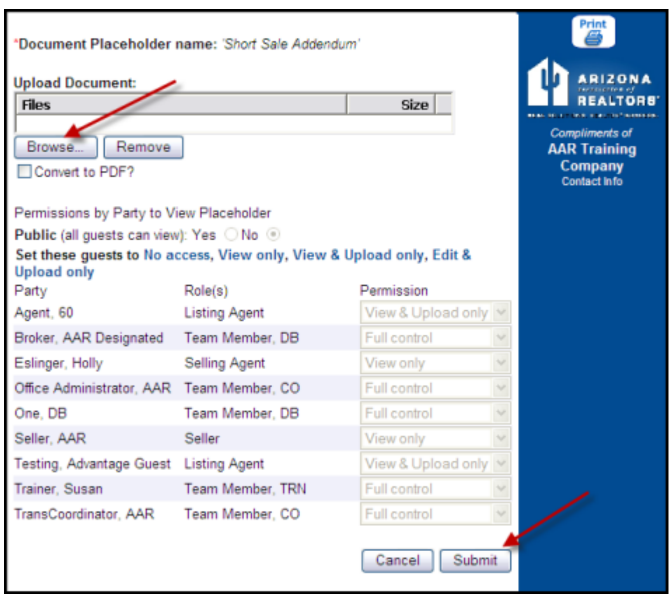

Figure 24

2. Click the **Browse** button to display a **Windows Browse** window.
3. Find the document you need to upload and highlight it by clicking on it.

4. Click the **Open** button to start the upload process. You return to the **Upload Document** screen.
5. Click the **Submit** button to upload the document.

SureClose® replaces the green arrow with a pair of eyeglasses to signify that a document has filled the placeholder. You can click on the eyeglasses to view the document.

NOTE: You cannot use this option if you have multiple documents saved in one file. You must use the SureClose® printer driver to split the documents into their respective placeholders.

SureClose® Printer Driver

There are a number of ways to use the SureClose® printer driver depending on the processes in place in your brokerage.

Uploading Using the Basic Tab

You can use the SureClose® printer driver to upload a New File Request form to an administrative inbox in SureClose®. Your company might ask you to use this method when sending a new file request to your office. Ask your System Administrator for your company's procedure.

Use the following steps for the **Basic** tab on the printer driver:

1. Open the document you need to upload and click the Print icon.
2. Select *SureClose Upload* from your list of printers (Figure 25).

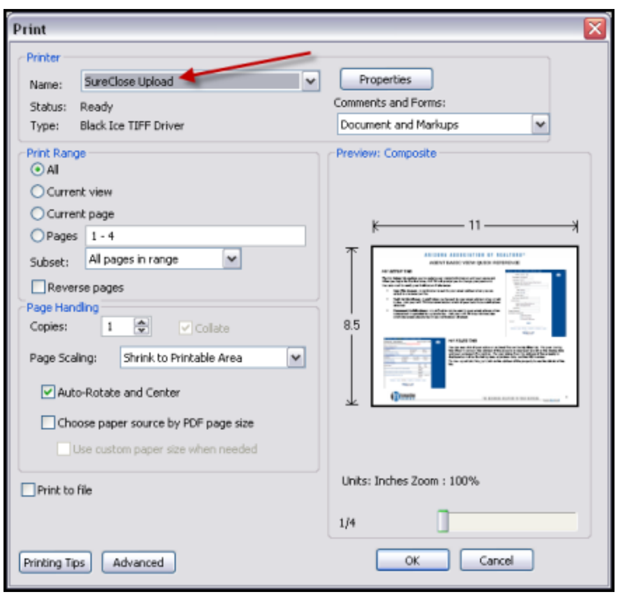

Figure 25

3. Click the **OK** button. The **SureClose® Print Driver** window displays (Figure 26).

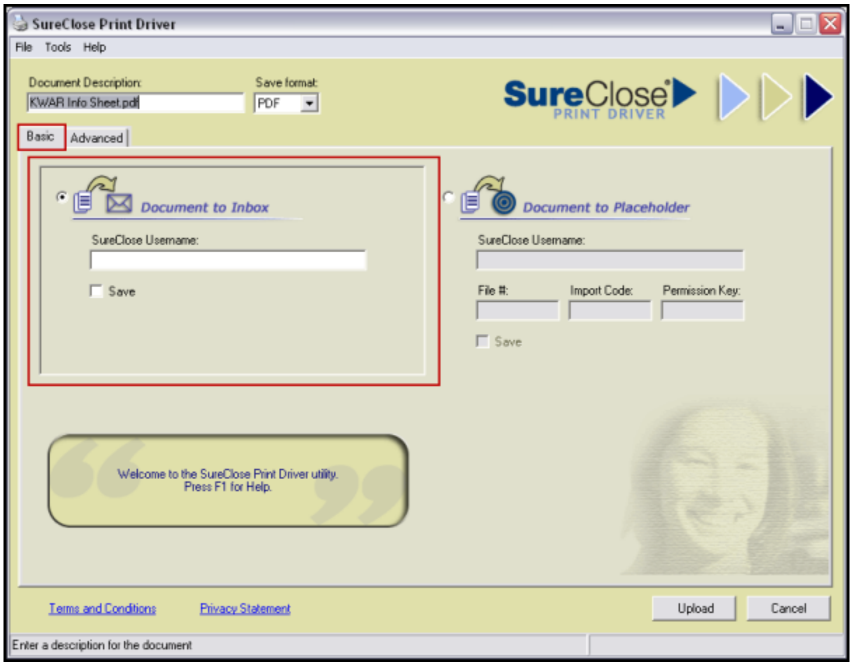

Figure 26

4. Type the username for the administrative inbox in the *SureClose Username* field. Ask your System Administrator for the correct user name to use.
5. Click the *Save* check box to save the user name in the field.
6. Click the **Upload** button to upload the document to the inbox. You receive a message stating that your document has been uploaded to the inbox (Figure 27).

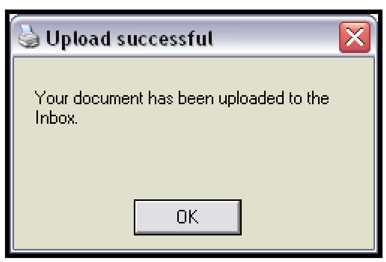

Figure 27

Uploading Using the Advanced Tab

You can use the SureClose® printer driver to upload any document directly into a placeholder in SureClose®.

Use the following steps for the **Advanced** tab on the printer driver:

1. Open the document you want to upload and click the **Print** icon.
2. Select *SureClose Upload* from your list of printers (Figure 28).

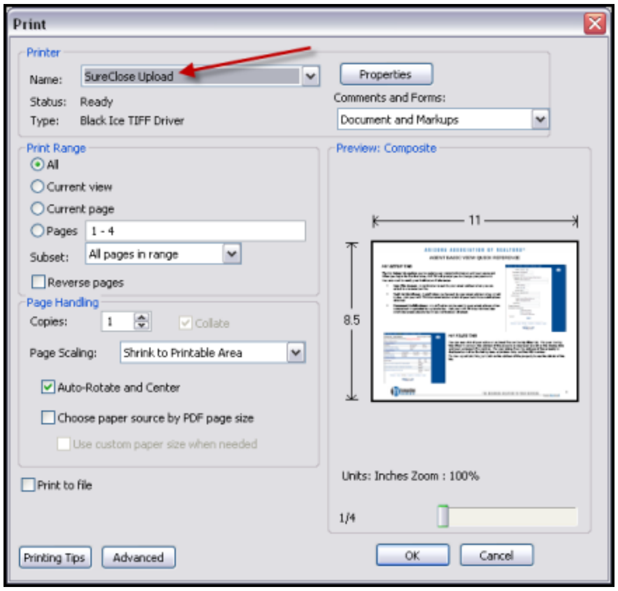

Figure 28

3. Click the **OK** button. The **SureClose® Print Driver** window displays (Figure 29).

Note: Use the procedure in Splitting Documents into Separate Placeholders on page 30 if you have multiple documents in one file.

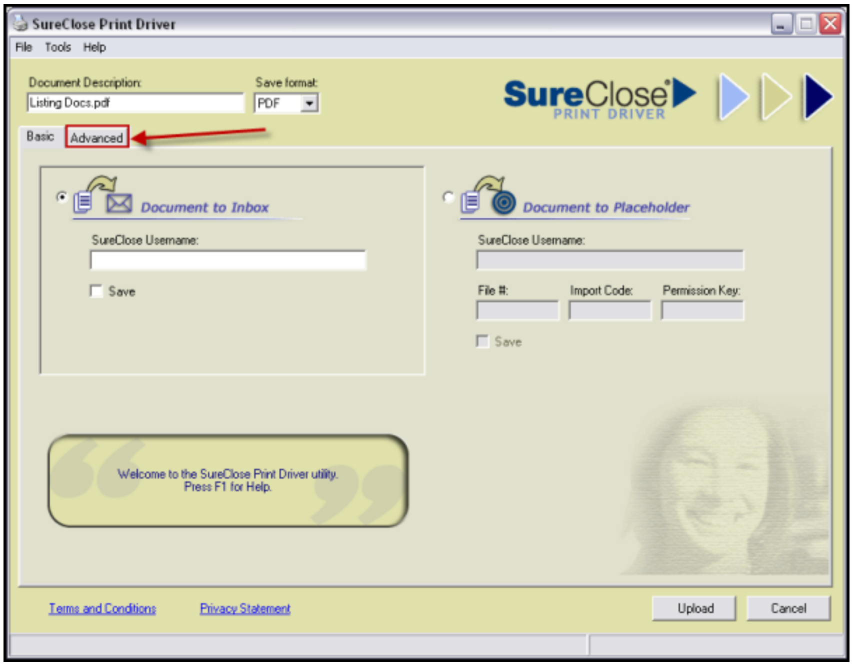

Figure 29

4. Select the **Advanced** tab on the **SureClose® Print Driver** window as shown in Figure 29.
5. Type your SureClose® ID and password in the **Login Details** screen (Figure 30) and click the **OK** button.

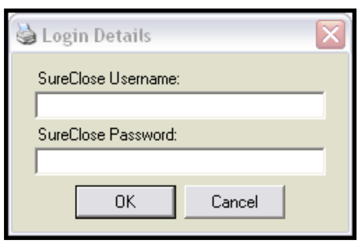

Figure 30

NOTE: Once you have logged in, the SureClose® print driver leaves you logged in for two hours after your last upload.

6. Click the **Search** button to display a list of your files in the **Files** window (Figure 31). You can narrow the search by entering specific criteria in any of the search fields.

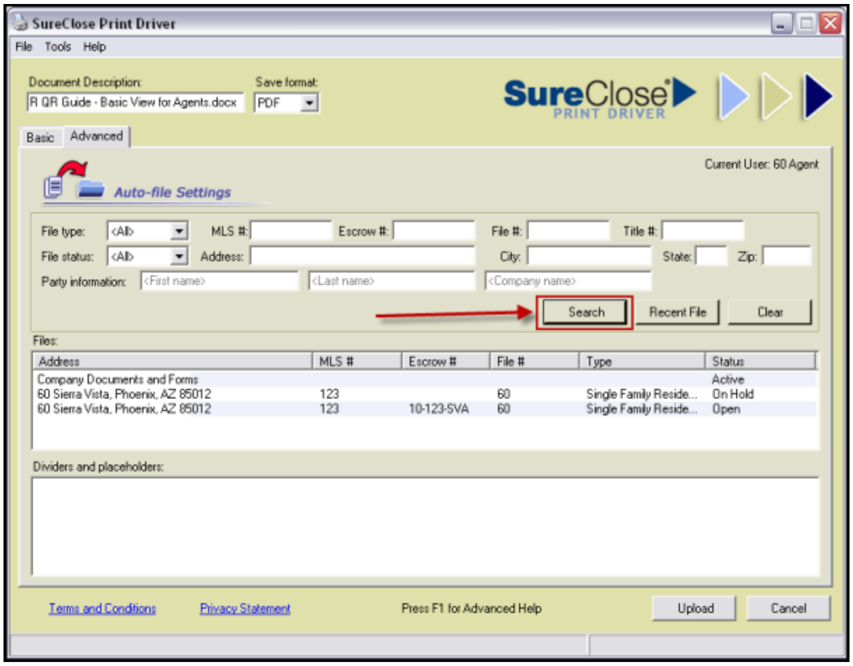

Figure 31

7. Highlight the file to which you want to upload the documents by clicking on the address of the file in the *Files* field (Figure 32). You see the dividers for the file in the *Dividers and placeholders* field.

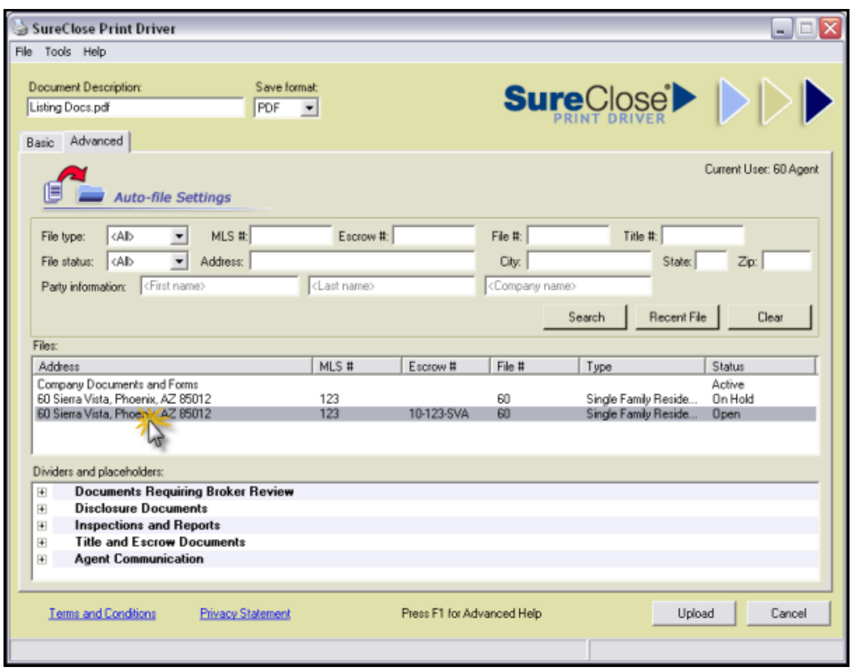

Figure 32

8. Expand the divider in the *Dividers and placeholders* field by clicking on the plus sign to the left of the divider to see the placeholders or by double clicking on the name of the divider (Figure 33).

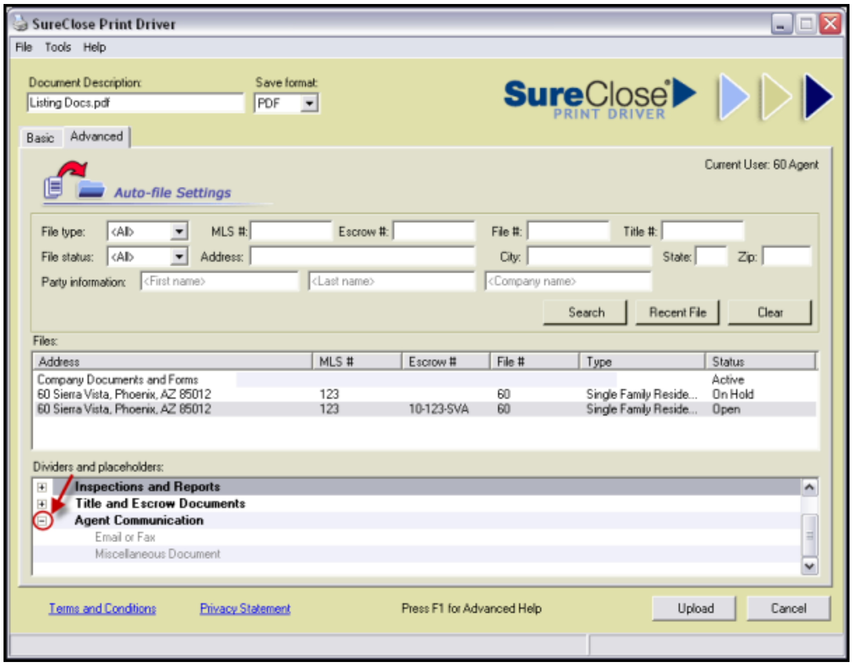

Figure 33

9. Highlight the placeholder to which you want to upload the document (Figure 34).

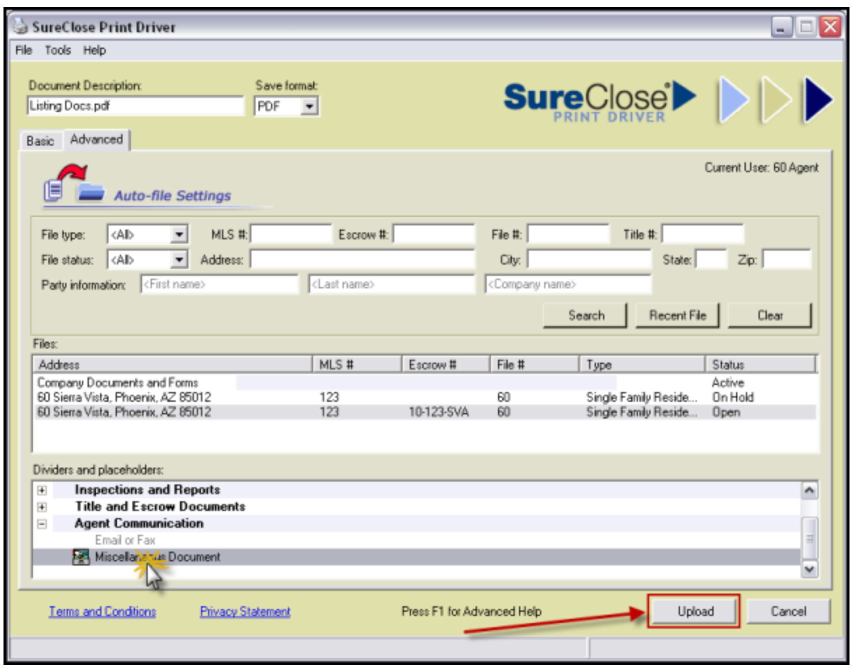

Figure 34

10. Click the **Upload** button to upload your document. You receive a message stating that your document has been uploaded and auto-filed (Figure 35).

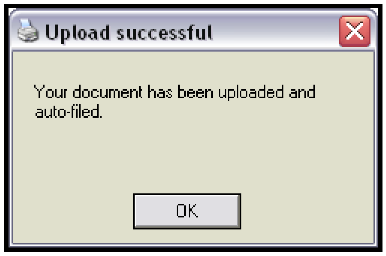

Figure 35

NOTE: It can take 30 seconds to a minute for a document to actually be filed in the transaction file.

If you choose a placeholder that already contains a document, SureClose® creates a new document placeholder directly below the original and appends the date and time of uploading to the new placeholder (Figure 36).

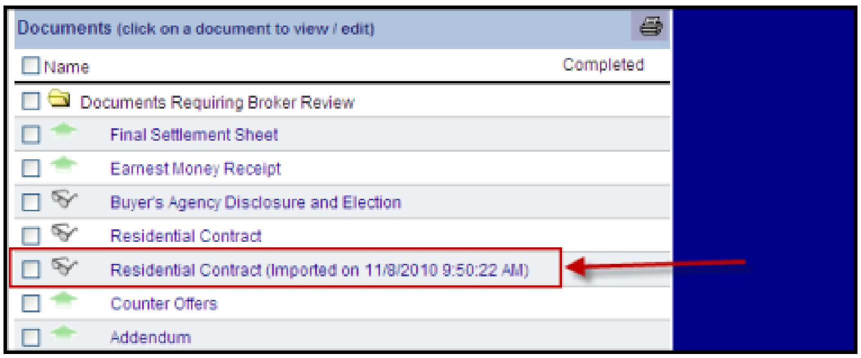

Figure 36

Splitting Documents into Separate Placeholders

You can use the printer driver to split a large file that contains multiple documents into separate placeholders in a transaction file. For example, a file contains the following documents:

Document	Page Range
Real Estate Agency Disclosure and Election	1
Residential Purchase Contract, including the cover page	2 - 11
HOA Addendum	13
Earnest Money Receipt	14

You would use the following steps to split this file into its separate placeholders:

1. Open the file.
2. Click the Printer icon to see your printer screen.
3. Choose *SureClose Upload* from your list of printers.
4. Select to print page 1 and click the **OK** button.
5. Follow the steps in **Uploading Using the Advanced Tab** on page 26 to upload the document.
6. Click the printer icon to see your printer screen.

7. Select to print pages 2 – 11 and click the **OK** button.
8. Follow the steps in **Uploading Using the Advanced Tab** on page 26 to upload the document.
9. Click the printer icon to see your printer screen.
10. Select to print page 13 and click the **OK** button.
11. Follow the steps in **Uploading Using the Advanced Tab** on page 26 to upload the document.
12. Click the printer icon to see your printer screen.
13. Select to print page 14 and click the **OK** button.
14. Follow the steps in **Uploading Using the Advanced Tab** on page 26 to upload the document.
15. Close the file.

Using the Printer Driver on a Shared Computer

The SureClose® Printer Driver remembers who has been using the printer driver for the last two hours. Use the following steps to log out the previous user and log in as yourself once you see the **Advanced** tab of the printer driver:

1. Click on the *Tools* drop-down menu and choose the Login option (Figure 37).

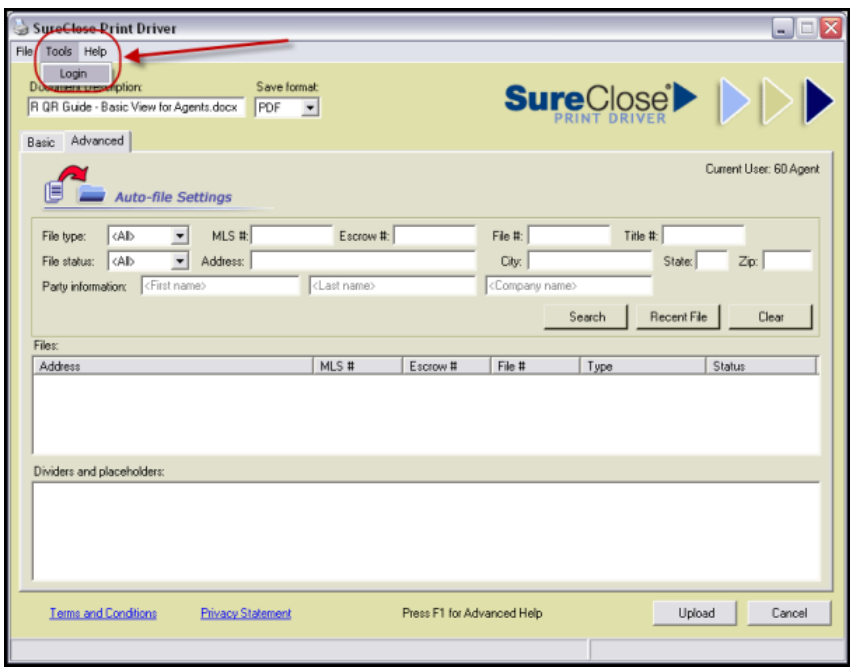

Figure 37

2. Type your SureClose® ID and password in the **Login Details** screen (Figure 38) and click the **OK** button.

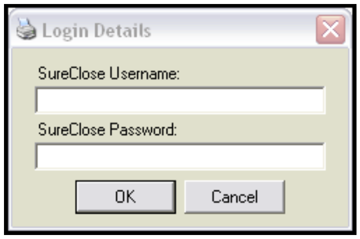

Figure 38

3. Proceed with uploading your document.