

# DESKTOP AND CLOUD SOLUTIONS FOR TITLE PROFESSIONALS



TitleE<sup>®</sup>xpress

H O S T E D   S O L U T I O N S

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## About SMS TitleExpress

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We're committed to simplifying the real estate closing process. Our three-part approach includes; (1) high-quality enhancements on a quarterly basis; (2) good value for current and future customers; and (3) industry-leading customer support. Contact us for information on new and upcoming integrations and to learn how customers are benefitting from our best-in-class customer service technology for title and settlement software.

## Why Use a Hosted Solution?

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*IT infrastructure and server-related expenses put an extra burden on small business. Our TitleExpress Hosted Solution enables you to grow without the costly commitment, while offering the same great features and integrations as our desktop software.*

### FEATURES AND BENEFITS

- Anytime, anywhere 24/7 data access with an internet connection
- Antivirus and malware protection and comprehensive whitelisting procedures
- Multi-factor authentication and industry-leading firewalls
- Built-in protection and disaster-recovery with file-level data restoration
- Automatic application updates performed on a regular basis
- SOC II data centers certified for system security, integrity, availability and NPI protection
- Maximum scalability—get new employees and offices up and running without adding additional servers, increased data storage capacity, or a complex wide-area network set up.

### DESKTOP APPLICATIONS

The TitleExpress Hosted Solution desktop provides access to the following subscriptions:

- TitleExpress suite of software solutions
- Microsoft Office (Standard)
- Adobe® Reader
- Integrated/licensed applications\*
- Internet Explorer

[View System Requirements](#) for optimal performance of your TitleExpress Hosted Solution.

### PRINTERS

Printers must be Microsoft-supported in a terminal server environment. While most printers are supported, it is best to confirm with SMS before purchasing a new printer to verify that it will work.

### SCANNERS

Scanners must be TWAIN-compatible and require a third-party utility to allow direct scanning from your local workstation to TitleExpress Hosted Solution. If the third-party utility is not certified, it must go through a certification process.

[RemoteScan for Terminal Services](#) is a recommended utility.

*\*Must have valid license where applicable. Speak with your Regional Sales Manager for more information on system requirements.*

## Frequently Asked Questions

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*Get all the facts to make an informed decision.*

- **What is included on my Hosted Solutions desktop?**

The Standard Desktop includes the TitleExpress suite of software products, Microsoft Office Suite, Adobe® Reader, and Internet Explorer.

- **I already have Microsoft Office installed on my local workstation. Can I use that in Hosted Solutions?**

No. Microsoft Office is included in the setup of the Hosted Solutions.

- **If my data is not being stored in my office, where is it?**

Your applications and data reside in a state-of-the-art data center. It is manned 24-hours a day and access is only available to authorized users.

- **Who owns the applications and data?**

We license your applications to you. Therefore, you own all data related to those licenses. SMS owns the software you need to connect to Hosted Solutions.

- **How do you back up my data?**

We back up and verify your data using industry best practices on a regularly scheduled basis.

- **What should I do if I lose Internet connectivity in my office?**

We advise that you have a backup Internet connection or wireless broadband card in your office to use until your broadband connection is restored. A better alternative is to move to another location with Internet connectivity, such as your home.

- **What guarantees are there that I will always have access to my applications and data?**

It is impossible to create an absolute guarantee against occasional technical failure. However, the Hosted Solutions infrastructure has more layers of system redundancy than most typical business environments.

- **Can I still run local applications?**

Yes. You can switch back and forth between your local workstation and Hosted Solutions.

- **Can I access files on my local workstation from Hosted Solution?**

Yes. When you connect to Hosted Solutions, you have the option to connect your local drives. Listed in Hosted Solutions under **My Computer**, these start with your local workstation's computer name.

- **Who is responsible for updating my applications?**

SMS is responsible for updating your TitleExpress suite of software products, including Microsoft Office Suite, Adobe® Reader, and Internet Explorer. For other application updates, we work with your software vendors to complete the updates (additional fees may apply).

- **Who is responsible for maintaining my local workstations?**

Your local IT technician maintains your existing local area network and workstations.

- **Can I access my email in Hosted Solutions?**

Yes. You can configure your desktop to access your existing email account through Outlook.

- **Will my printer work in Hosted Solutions?**

Printers must be Microsoft-supported in a terminal server environment.

- **What do I need to use ScanExpress® in Hosted Solutions?**

You must purchase a third-party utility that allows locally scanned images to transfer to a terminal server session and have a scanner supported by the third-party utility. [RemoteScan for Terminal Services](http://remotescan.com) (<http://remotescan.com>) is a recommended utility.

- **What operating system do I need on my local workstation to connect to Hosted Solutions?**

Any operating system that provides access to an Internet and RDP connection work. Approved operating systems include most Microsoft Windows versions. See [TitleExpress System Requirements](#) for details.

- **How secure is my data?**

Your connection to Hosted Solutions is encrypted using 128-bit encryption.

- **How much bandwidth do I need?**

Bandwidth needs are determined by the number of users and their patterns of use. We recommend a standard business class connection for optimal performance.

- **Can I listen to Internet radio or watch Internet video on my local workstation while in Hosted Solutions?**

No. Streaming audio or video degrade Internet speed and negatively affect your performance in Hosted Solutions.

- **What happens if I want to add a new application?**

Products integrated with TitleExpress can be added to your Hosted Solutions desktop. Please contact SMS Customer Support to request additional information.

- **Can I use Loan Document Viewers in Hosted Solutions?**

No. Loan Document Viewers, such as SwiftView and DocMagic are not supported in the Hosted Solution Desktop. You must view loan documents on your local workstation.

- **Can I use an instant messenger program in Hosted Solutions?**

No. We recommend installing Messaging applications on your local workstation.

## System Requirements

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### *A stable environment is essential.*

Following are the system requirements for your office:

- Printers must be supported by Microsoft in the terminal server environment. Contact SMS Customer Support for a list of supported printers.
- A synchronous broadband connection, Business Class (always on) is recommended.
- Local workstations must have an operating system that provides access to an Internet and RDP connection, such as Microsoft Windows. For hardware requirements other than memory (RAM), refer to the operating system manufacturer.
- Local workstations must have at least 2 GB of RAM.
- Detailed information on Microsoft Window and Microsoft .NET Framework requirements is available for [download](#) on our website.

## Training & Support

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*There is no count-down clock—your investment includes unlimited support. Our experienced trainers and all-star support team use the latest technology to resolve your needs quickly and consistently.*

### LIVE WEBINARS

Each month, our training team conducts a series of live webinars on TitleExpress features and functions. Ranging from beginner to advanced level instruction, these interactive webinars are a great way to sharpen your skills from the comfort of your own office. We record many of these sessions for your added convenience.

### ONSITE TRAINING

If you prefer, our instructors can also fully address specific requirements and implement customizations—to a captive audience!—in your office environment. To schedule training, please contact Training at 714-250-7096 or email us at [TEtraining@smscorp.com](mailto:TEtraining@smscorp.com).

### 24/7 ONLINE SUPPORT CENTER

The TitleExpress Support Center includes extensive Document and Video libraries for instant access to reference guides, tip sheets, short demos and full-length training webinars.

### LIVE CUSTOMER SUPPORT

Using state-of-the-art account technology, our Support team resolves requests quickly and consistently so you can focus on growing your title and settlement business. Your Software Services Subscription includes technical support during regular support hours—unlimited calls, program updates and maintenance releases, annually updated IRS 1099-S reporting modules, and frequently updated Help Files and User Guides.

Hours of Operation	8:00 AM-8:30 PM ET, M-F
Customer Support Phone	800-767-7831
Customer Support Email	<a href="mailto:TESupport@SMSCorp.com">TESupport@SMSCorp.com</a>

## Getting Started

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*To request a quote, please call 800-767-7832 or email us at [sales@smscorp.com](mailto:sales@smscorp.com). After asking a few brief questions, we will propose a solution to meet your needs. We hope to welcome you soon as a new TitleExpress customer!*

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