After December 31, 2025, Pavaso customers will no longer be able to create, modify or close orders, which includes conducting signing sessions. Customers will be able to download the documents, audit log, and RON videos (if applicable), for any orders that are closed through December 31, 2025.

To make the download process more convenient, we've created a new "Pavaso Archive" page for Closed Order Downloads that allows for faster selection and downloading of multiple orders.

Accessing the Pavaso Archive page

When viewing the Order Lobby, or any page in Digital Close Enterprise (DCE), a yellow banner with red text will be displayed at the top of the page. Click this banner to access the Pavaso Archive page:
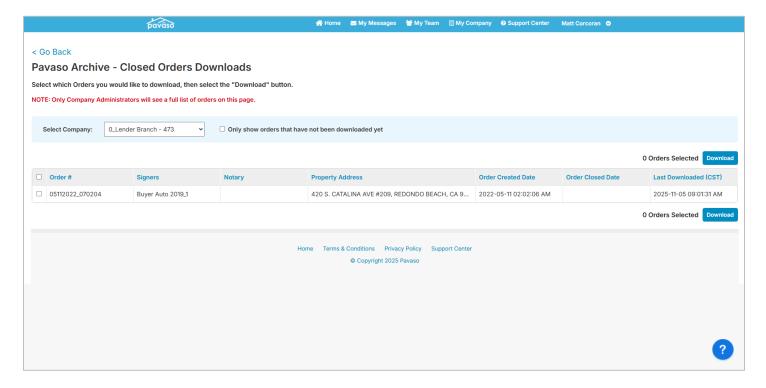
Permissions & View for the Pavaso Archive page

When viewing the Pavaso Archive page, you will see closed orders based on the same permissions you currently have when viewing orders in the Order Lobby. Company Administrators will be able to see all closed orders in each company/branch for which they are a Company Administrator.

Select a company from the drop down to view the closed orders for that company. If you have access to more than one company, or branch within a parent company, they will be displayed in the drop down. Orders will be displayed for just the company that is selected in the drop down, and **only companies with at least one closed order will be displayed in the drop down.**

The closed orders for the selected company will display in a table, with the following columns:

- Order Number
- Signers (Buyers and/or Sellers on the order)
- Notary on the order
- Property Address of the property on the order
- Order Created Date
- Order Closed Date
- Last Downloaded (CST) which will display a timestamp of when the order was last downloaded, or "Never" in red text if the order has not been downloaded yet.
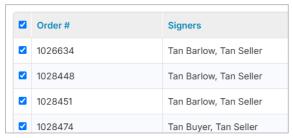
Downloading Files for Closed Orders

1. Select a company from the drop down to view its closed orders

2. Select one or more closed orders from the data table with the check box in the first column.
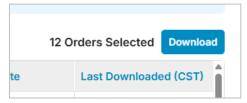

You can select the check box in the header of the table to select all orders on the current page.

A maximum of 100 closed orders will be displayed at once. If there are more than 100 closed orders for the selected company, you will see links under the table to select additional pages.

As you select orders on a page for the selected company, the system will keep them selected as you navigate to additional pages. You will see confirmation of this with the count of selected orders to the left of the "Download" button:

3. Once you have selected the closed orders for a company, select the "Download" button to initiate the download process.
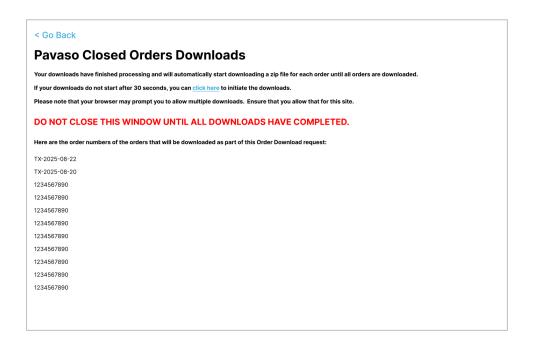
4. The system will place the selected orders into a processing queue to package them into one (1) zip file for each order you selected. Once processing is complete, you will receive an email from Pavaso with a link to initiate the download of those zip files. **This link will be valid for 30 days.**

   IMPORTANT NOTE:
   Depending on the number of orders selected, and the volume of requests from customers, it is possible that processing could take up to a day to complete before you receive your email. Please wait at least 24 hours to receive your email before contacting Pavaso Support.

5. When you receive the email, select the link to go to the download page, which will initiate the download of zip files for the orders you selected.

< Go Back

Pavaso Closed Orders Downloads

Your downloads have finished processing and will automatically start downloading a zip file for each order until all orders are downloaded.

If your downloads do not start after 30 seconds, you can click here to initiate the downloads.

Please note that your browser may prompt you to allow multiple downloads. Ensure that you allow that for this site.

DO NOT CLOSE THIS WINDOW UNTIL ALL DOWNLOADS HAVE COMPLETED.

Here are the order numbers of the orders that will be downloaded as part of this Order Download request:

TX-2025-08-22
TX-2025-08-20
1234567890
1234567890
1234567890
1234567890
1234567890
1234567890
1234567890
1234567890
1234567890

Each zip file for an order will begin to download, one after the other. The amount of time it takes to download all zip files will vary, based on the number of orders you selected, your internet connection, and processing power of your device. **NOTE: You must leave the browser open until all downloads have completed.**

Should you need help, or have any questions, contact Pavaso Support at **(866) 288-7051** or **support@pavaso.com**