Observer Role

Remote Online Notarization (RON)

Revised: 1/25/2024

Pavaso

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What is the Observer Role

The Observer role is intended for individuals who:
- Have permission to participate in the closing via audio and webcam.
- Do not need to sign any documents.
- Do not require identity verification through ID validation and Knowledge-Based Authentication (KBA).

Before you Begin

- Confirm with your Implementation Lead that Remote Online Notarization (RON) is enabled for your company on Pavaso.
- Confirm you have met all legal, underwriting, and state requirements before conducting a RON session.
- Confirm the Remote Closing and Video eNotary closing method is selected in Order Details.
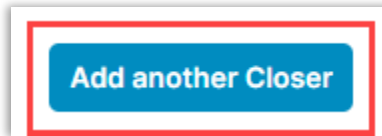
Observer Role for Closing Agents
Adding a Closing Agent as an Observer

A Closing Agent, directly associated with a company on Pavaso, may be added as an Observer from within Order Details.

Select Add Another Closer.

1. Choose the appropriate Company.
2. Select the Closer's Email Address from the dropdown.
3. Confirm the Closer's information is filled in and or correct.
4. Check the Observer for this RON Order box.

Observer Role for Remote Witness
Adding a Remote Witness as an Observer

Under the Additional Party section of Order Details:

1. Select Witness from the drop-down menu.
2. Enter their Email Address.
3. Fill in and or confirm their information.
4. Check the Observer for this RON Order box.

Additional Party 1

As Role (*)	Email Address (*)	Username
Witness	tomparis@mailinator.com	tomparis@mailinator.com

First Name (*)	Middle Name	Last Name (*)
Tom		Paris

Cell Phone	Street Address (*)	City (*)
(555) 555-5555	1532 Street	City

State (*)	Zip Code (*)
Texas	85555

International Phone Number

+1-Canada

☑ Observer for this RON Order

Observer Role for Lenders
Adding a Lender as an Observer

Under the Lender section of Order Details:

1. Select the Company from the drop-down menu.
2. Enter their Email Address.
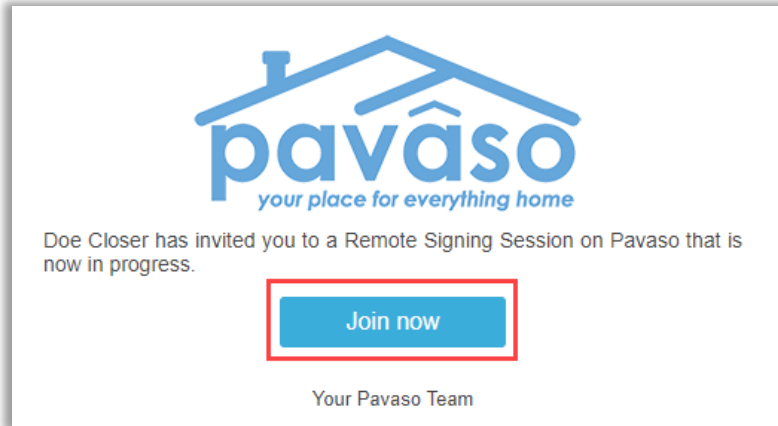3. Check the Observer for this RON Order box.
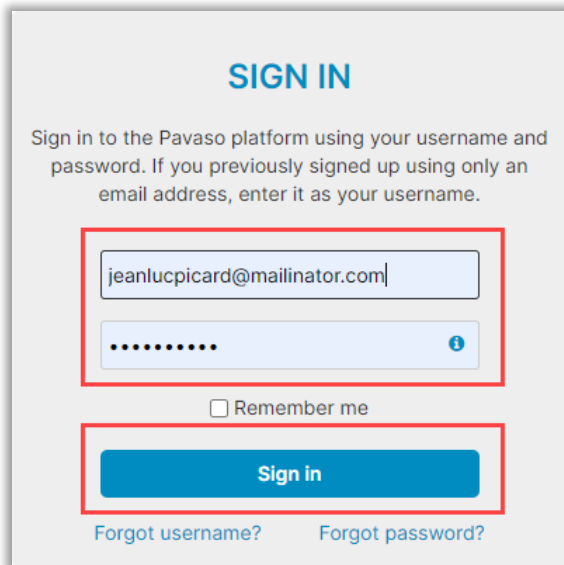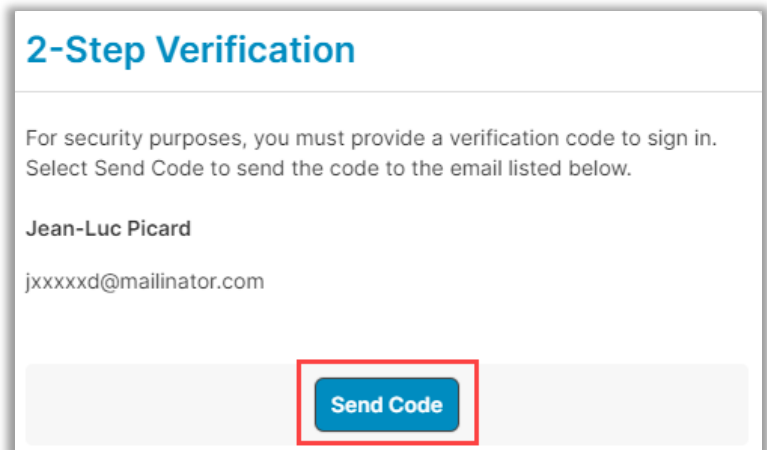
How Observers Join the Signing

An email will be sent to the Observer to join the session. Select **Join now**.

Entering the Session as an Observer

After receiving notification that the order is ready to close, access Digital Close Enterprise.

Fill in your Username and Password, then select **Sign in**. Select the platform to receive your security code and select **Send Code**.

Enter your security code and select **Continue**.

Select Digital Close Enterprise.

Select the Order.
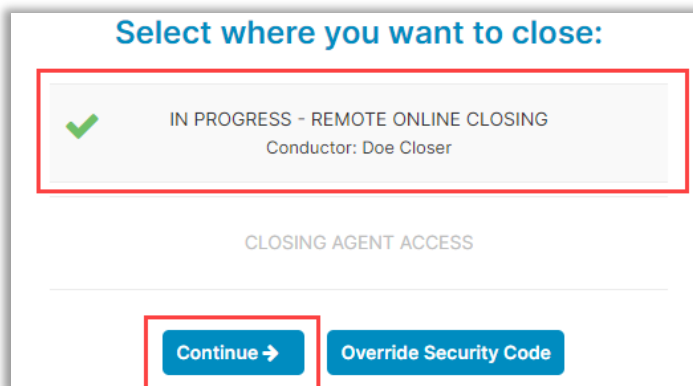
Select **In Progress**, then **Continue**.
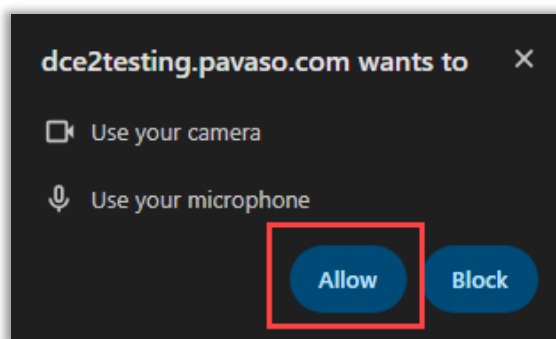
System Test

Observers are required to complete the system test as they will be able to participate in the audio and visual components of the session. Camera, microphone, and speakers are required to proceed.
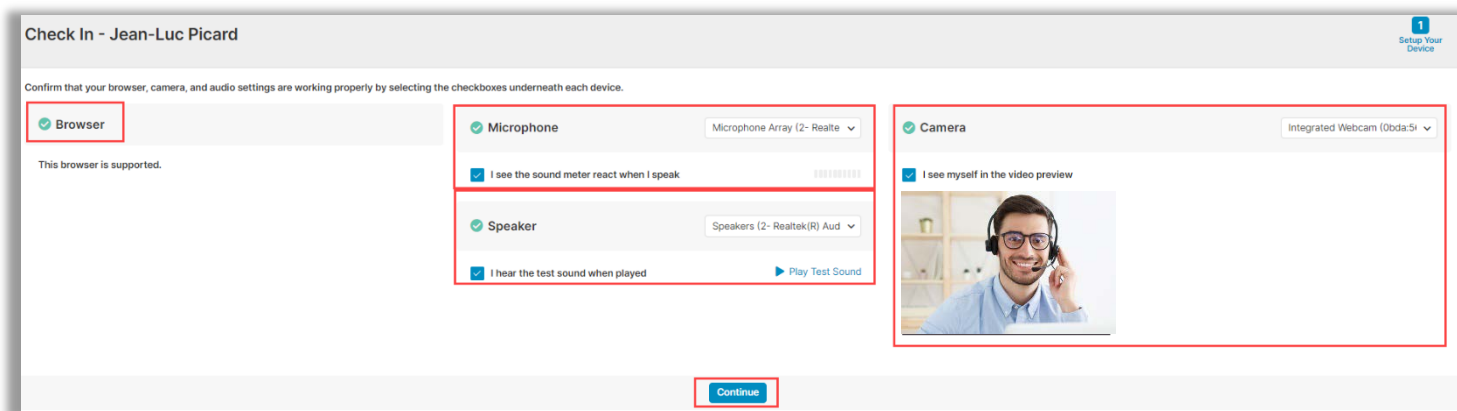Select **Allow**.

Verify browser, microphone, speaker, and camera and select **Continue**.

Session View

Once the closing agent begins the session, the Observer will see all actions on the closing agent's screen. This may include:

- Passing of documents to Signer(s)
- Signing of documents
- Notarization (if applicable) of documents
- Completing the eNotary journal
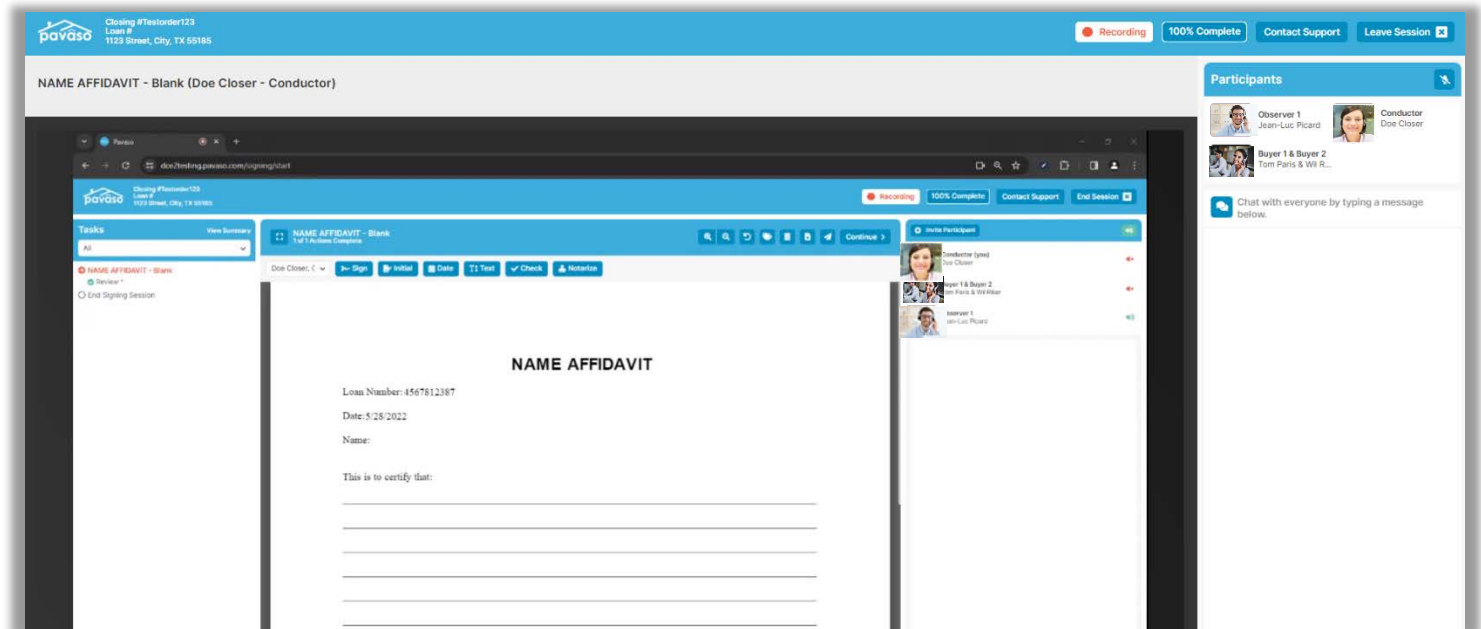
Once the session is finished you can select:

- Return to this order
- Go to the Order Lobby or
- Sign out of Pavaso
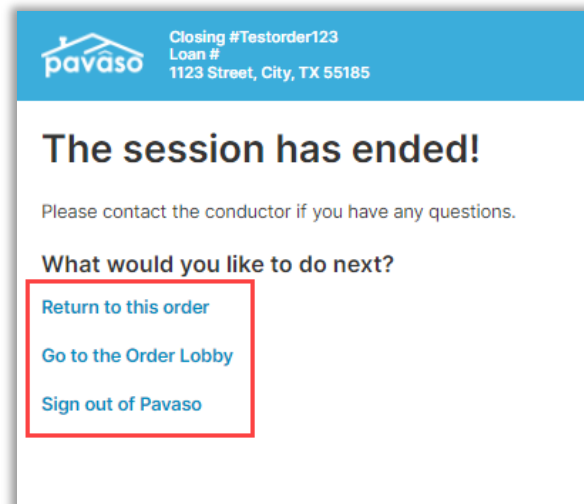
Pavaso Support

Support Hours: https://pavaso.com/contact/
Phone/ Closing Hotline: (866) 288-7051
Email: support@pavaso.com
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