



AMERICAN MANAGEMENT
OF VIRGINIA, INC.

Dues Request-Escrow instructions, Resale Certificates, Compliance Inspection Forms, Lender Questionnaires, Leasing Restrictions Disclosures and Association Documents

We are pleased to announce our transition to HomeWiseDocs.com, the next generation in document and data delivery for community associations. HomeWiseDocs.com provides reliable, around-the-clock online access to all governing documents and critical project data for lenders, closing agents, real estate agents and homeowners.

Log on to www.HomeWiseDocs.com and select the Sign-Up link to register. The many system enhancements geared toward an improved user experience include:

- **Order by address or association name searches**
- **Share your order with up to ten email addresses**
- **Hard copy delivery options available**
- **Email and SMS text completion notices for users**
- **Rush order requests**
- **Track your orders online with order confirmation number**
- **Pay for your orders by credit card, check or e-check**

We will continue to bring the latest tools and practices to the community association industry and affiliated professionals. HomeWiseDocs.com simplifies the process of obtaining the association information that you require. Please share this important notice with those parties that regularly request Closing Information, Lender Questionnaires, and other association documents from our company.



Online Chat at www.HomeWiseDocs.com

Help Desk: 866-925-50



How to Order Documents on HomeWiseDocs.com

1. Visit the HomeWiseDocs Website

- Navigate to www.homewisedocs.com.

2. Create an Account or Log In

- If you're a new user, click on **“Sign Up”** and follow the prompts to create an account.

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ACCOUNT MANAGEMENT

How do I create an account on HomeWiseDocs.com?

Nov 29, 2023 Knowledge

Content

1. Go to our homepage www.HomeWiseDocs.com
2. Click **Sign Up** in the upper right hand corner of the homepage
3. Complete all fields

Create HomeWiseDocs Account



Create Password

Enter Password

Re-enter Password

Use at least one letter, one number, and eight characters.

4. Click the box 'I have read and agree to the terms and conditions of the User Agreement and Privacy/Security Policy'

☐ I have read and agree to the terms and conditions of the User Agreement and Privacy/Security Policy.

5. Click Create Account

Create Account



6. You're now signed in to your account.

- Existing users can click on **“Log In”** and enter their credentials.

3. Initiate a New Order

- After logging in, click on **“Place New Order”**

4. Search for the Property or Association

- Enter the **property address** or **HOA name** in the search bar.
- Select the appropriate **city** and **state** from the dropdown menus.
- Click **“Search”**.
- From the search results, click on the relevant **association name** to proceed.

5. Select the Transaction Type

- Choose the type of transaction that applies to your situation, such as:
 - Resale
 - Refinance
 - Lender Questionnaire
 - Appraisal
- Click **“Continue”** to proceed.

6. Choose the Required Documents

- Review the available **packages** and **individual documents**.
- Select the items you need by checking the corresponding boxes.
- Click **“Continue”** after making your selections.

7. Enter Transaction Details

- Provide the necessary information, which may include:
 - Seller's name and contact information

- Buyer's name and contact information
- Estimated closing date
- Sale price
- Any additional notes or instructions
- Click **“Continue”** to proceed.

8. Select Delivery Options

- Choose your preferred **delivery method**:
 - Electronic (PDF via email)
 - Hard copy (additional fees may apply)
 - Flash drive (additional fees may apply)
- You can also:
 - Specify if you want to receive a text message when the order is complete.
 - Share the order with other parties by entering up to 10 email addresses.
- Click **“Continue”** after setting your preferences.

9. Review and Confirm Your Order

- Carefully review all the details of your order, including:
 - Selected documents
 - Transaction details
 - Delivery preferences
 - Total cost
- If everything is correct, click **“Confirm & Place Order”**.

10. Make Payment

- Choose your preferred **payment method**:
 - Credit card
 - Electronic check
 - Pay by check
 - Third-party payment (if applicable)
- Enter the required payment information and complete the payment process.

11. Track and Access Your Order

- After placing your order, you can:
 - Track the status of your order using the **order confirmation number**.
 - Receive notifications via email and/or text message when your order is complete.

- Download the documents directly from your HomeWiseDocs account.
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Additional Tips

- **Processing Time:** Standard processing times can vary depending on the document type and association. For example, resale certificates may take up to 14 days to process.
- **Rush Orders:** If you need documents sooner, rush processing may be available for an additional fee.
- **Document Validity:** Resale certificates are typically valid for 45 days. If your transaction is delayed, you may need to order an updated certificate.
- **Assistance:** If you encounter any issues or have questions, HomeWiseDocs offers customer support via online chat or by calling 866-925-5004.