CiraConnect

Tip Sheet: How to Register on the CiraNet Closing Portal

The CiraNet Closing Portal is a specialized online portal available to registered title agencies, closing agents, mortgage lenders, attorneys, realtors and tax service agents to request and electronically receive disclosures and documents in order to process a planned property sale ("conveyance") or refinance of a property in a community association managed using the CiraConnect Platform.

Anyone may create an account on the CiraNet Closing Portal as long as they have a valid email address.

Note: The same email address may not be used to access both the Closing Portal and the Board or Resident Portals. If a board member or resident is also a closing agent, he should use his personal email for the Board and Resident Portals and his work email for the Closing Portal.

The steps for registering on the Closing Portal are described below.

Start:

Go to www.ciranet.com/closingportal and click on "Register New Account"

CiraNet Closing Portal

Login

Username

Password

☐ Remember me

Log In   Reset Password

Register New Account
Retrieve UserName or Validate Email Address
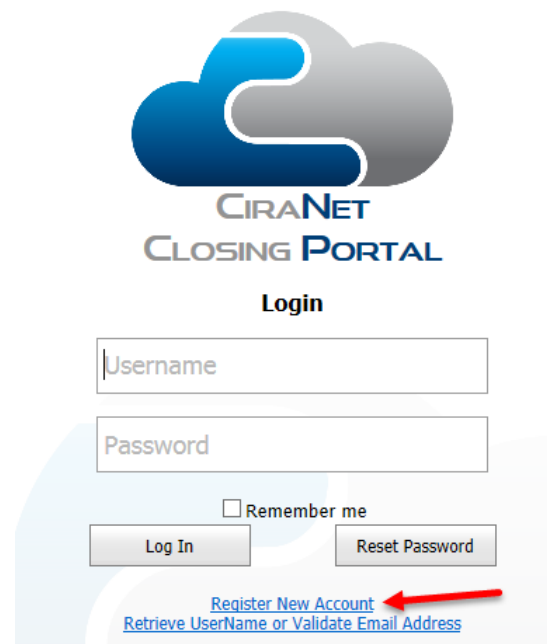
Tip Sheet: How to Register on the CiraNet Closing Portal

1. Create a User Account (Username and Password)

Enter the information requested in the following screen:

Then click "Create User." When you complete this step, you will see a message informing you that the account was successfully created, and to check your email for a validation link:

2. Validate Your Email Address

The system sends an email similar to the one below to the email address you entered. The email contains the username, password, and a **link that must be clicked** to validate the new account.

Note: Many problems with registration can be traced to failure to either receive the email at all or to click the link. If you do not see the email within a minute or so of registering, check your junk mail folder.

CiraConnect Portal Registration   Inbox   x

do-not-reply@ciramail.com
to me

This is an automated email notification. Please do not reply to this email. To submit another request, please go to the Closing Portal. To ask a question or contact us otherwise, please email us at processing@CiraMail.com . Thank you.

Registration Step 2: Follow The Link to Activate User Account

Your username is
Your password is

http://www.ciranet.com/ClosingPortal/Login/ValidateUser.aspx?

Processing Services Group

CiraConnect

To validate the email address, access the email shown above and click on the link. This brings you back to CiraNet.com. Continue to Step 3.

3. Activate User Account (Select Location ID)

In this step, the title agent must select a Location ID. This is a unique ID created for each title company office. Any title agent that logs in may access records from any other agent *in that same office.* This facilitates office collaboration in case the person who requested the documents is away.

If you do not know the Location ID, click the link just above the information fields.

3a. If the location has already been entered, it will appear in the drop down list.

Select the correct address and then click on the words "Click Here" to continue.

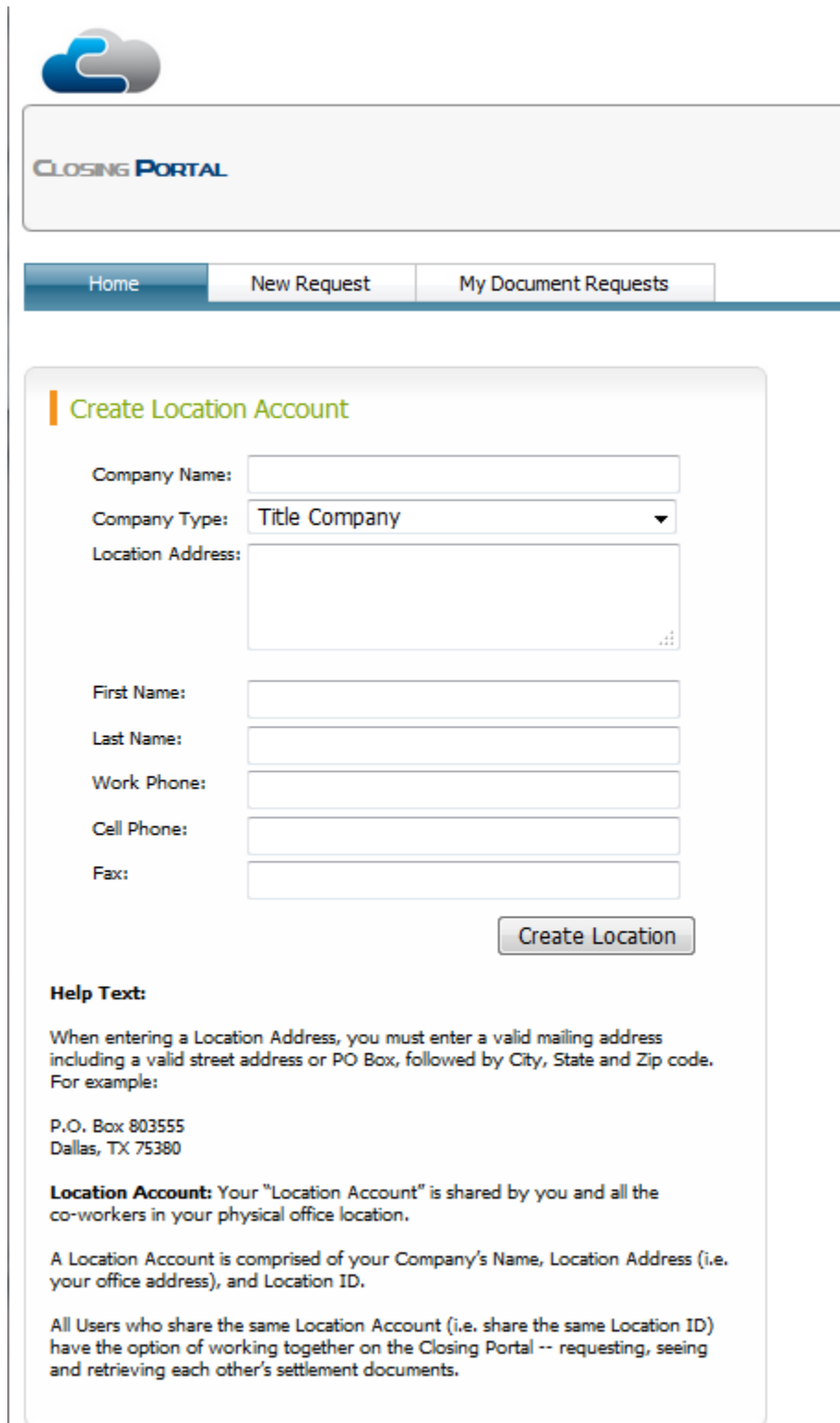When you return to the Location entry form, the Location ID will be auto-populated.

Fill in the remaining fields and click "Save Information" to complete the registration request.

3b. If the location has NOT been entered, click the link to register a new location. This brings you to the Create Location Account screen. Enter all the information.

Note: All phone numbers must be entered in (999)999-9999 format. For any number that does not apply, you may enter all 9's as above.

Click "Create Location" to register your Location ID and complete the registration.

If you enter an address that already exists in the system, or if you enter the phone number in an invalid format, you may encounter one of the following errors:

Error Message	Solution
"This address has already been registered."	The address has already been entered in the system. Go back to the drop-down list and pick the address from the list
"Invalid (xxx)xxx-xxxx"	Enter the phone number in the format (999) 999-9999.

An email is also sent to confirm the new location request.

4. Receive Location Approval

Your account will be verified by CiraConnect staff over the next 24 hours, not including weekends. Once your account has been verified, you will receive a confirmation email. You will then be able to log in and order by clicking on "New Request" at the top of the page.