

How do I get my specific questionnaire or certification completed?



HWD Support

****Use this option for a form given to you by your lender/bank****

Sign In/Create your account

- Click **Sign In** and input your Username and Password
- If you don't have an account, click **Sign Up** and register with HomeWiseDocs.

Enter the property address or HOA Name in the search bar under Place New Order

- Select the appropriate result in the dropdown
- Confirm your Search Results
 - If searching by HOA Name, input the Property Information and click **Verify Address**
- Select the Transaction Type and click **Continue**

Select Your Items

- Review the Packages and Bundles and/or Additional forms and documents sections
 - Click **See What's Included** and/or **View Details** for a description
- Select the 'Questionnaire' option you want and click **Continue**
- Select Questionnaire Type as either Standard Questionnaire or Lender-Specific Form
- If you choose Lender-Specific Form you will need to:
 - Select a Lender from the dropdown menu
 - If your Lender is not on the list, select 'My Form is Not Here'
 - Choose a form from the dropdown menu. ***** Be sure to Preview *****
 - If your form is not on the list, select 'My Form is Not Here. Upload my own form'.
 - Click **Upload** to browse your computer, select your file and click **Open**.
- Select the acknowledgement and click **Continue**

Review Your Order

- Review your selection(s) and click **Continue**

Your Transaction Details

- Complete the Seller, Buyer and Transaction Information fields
- Attach any documentation (if needed)
- Click **Continue**

Delivery

- Review the message(s) within the rectangle pop-up(s)
- Select estimated closing date from the calendar
- Select the date you want you order by
- Additional Options
 - Receive a text message when the order is complete.
 - Ship my order (if available)
- Share your order with other parties involved in the transaction
 - If more than 2 emails, click **Add an email address**
- Click **Continue**

Payment

- Select a method of payment. **NOTE:** If your fees are due at closing, you have the option to pay now.
- Credit Card
 - Complete any fields
 - Review the Credit Card, Return & Refund Policy and check off the agreement to comply
- Electronic Check
 - Complete any fields
 - Review the Electronic Check, Return & Refund Policy and check off the agreement to comply
- Pay by Check
 - Review the Pay By Check, Return & Refund Policy
- Another Party Will Pay
 - Review the Third Party Pay, Return & Refund Policy
- Click **Continue**

Confirm Order Details

- Review the order
 - Click **Add Items** (if additional items needed)
- Review the Transaction Detail and Delivery and Payment Information
- Click **Confirm & Place Order.**
 - You will receive a “Your order has been placed” pop-up providing the Confirmation Number and notification that an email confirmation was sent.