



AgentNet® and ResWare™ Integration

Frequently Asked Questions

The following are a collection of frequently asked questions regarding the integration between AgentNet and ResWare.

1. **When will this be available?**

The integration is currently available to ResWare users today!

2. **How do I start using this integration?**

You can begin using this integration upon confirming you have an AgentNet account. Contact your ResWare or First American Title Insurance Co. representative for information on registering.

3. **Do I need to install anything and how?**

You should contact your ResWare™ representative about any required steps for your existing version or setup.

4. **Where do I go to get help or support?**

For ResWare support, contact ResWare's helpdesk at support@adeptivesw.com. For AgentNet support, contact mailto:agency support@firstam.com.

5. **What happens when I order an AgentNet service through ResWare?**

This integration allows you to order First American AgentNet services seamlessly from your ResWare file.

6. **Will services I previously ordered in AgentNet® automatically populate my ResWare file?**

Previously ordered services in AgentNet will not populate to your ResWare file.

7. **Do I need to log into the AgentNet web portal anymore?**

There are many useful services and features in AgentNet, outside of the integrated ResWare services, that will remain available for your reference and use.

8. **How do I get training?**

Contact ResWare or your local First American Title Insurance representative for more information on training.

9. **How do I manage my Lenders?**

With this integration, you can add your Lenders from your ResWare file when requesting a service.