



AgentNet® and SoftPro® Integration

Frequently Asked Questions

The following are a collection of frequently asked questions regarding the integration between AgentNet and SoftPro 360.

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

The integration with Closing Protection Letters (CPLs), Back Title (where available), eJackets, SDN Searches, and Calculating Rates and Fees is currently available to SoftPro® 360 users with ProForm version compatibility.

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

You may begin using this integration provided you have an active AgentNet account and registered for a SoftPro 360 account.

Contact your SoftPro or First American Title Insurance Co. representative for information on registering.

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

You should contact your SoftPro representative about any required steps for your existing version or setup of ProForm or SoftPro 360.

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

For ProForm or SoftPro 360 support, contact SoftPro's helpdesk at support@softprocorp.com.

For AgentNet support, contact agencysupport@firstam.com.

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

This integration allows you to order First American AgentNet services seamlessly from your ProForm file via SoftPro 360.

6. **If I order a service through the AgentNet platform, does it automatically populate in my ProForm file?**

Data entered directly through the AgentNet platform does not flow back into your ProForm file.

7. **Will services I previously ordered in AgentNet automatically populate my SoftPro file?**

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



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

This integration can make your day-to-day transactional processes more efficient; while logging into AgentNet brings you numerous additional benefits, such as First American's Underwriter Bulletins, Policy Reporting, Premium Remittance, Online Statements, and a window into your First American business transactions.

9. How do I manage my Lenders?

With this integration, you can add your Lenders from your ProForm file via SoftPro 360 when requesting a service.

10. How do I get training?

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

11. Will there be any additional costs to utilize this integration?

There will be no additional costs for use of the SoftPro 360 service to order First American™ products.