



# AgentNet® and TitleExpress® Integration

## Frequently Asked Questions

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

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

The integration of Closing Protection Letters (CPLs), Back Title (where available), and Policy Jackets is currently available to TitleExpress users.

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

Upgrade your current version of TitleExpress by following the user guide or by contacting TSS Software Services at [support@iwantTSS.com](mailto:support@iwantTSS.com) or at 443-321-5600.

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

You can contact TSS Software Services at [support@iwantTSS.com](mailto:support@iwantTSS.com) or at 443-321-5600 for any issues with upgrading or additional questions regarding the integration. You can also contact the Agency Services Center at [agencysupport@firstam.com](mailto:agencysupport@firstam.com) for any issues you have using the integration.

**4. Do I need to log into the AgentNet?**

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.

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

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

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

Data entered directly through the AgentNet platform does not flow back into your Complete Closing Enterprise file.

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

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

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

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

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

There will be no additional cost for use of the TitleExpress service to order First American products.