



AgentNet® and TrackerPro Integration

Frequently Asked Questions

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

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

The integration is currently available to TrackerPro. For more information regarding TrackerPro, please refer to your local TrackerPro representative or TrackerPro support at (631) 393-6999.

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

You may begin using this integration provided you have an active AgentNet account. If you are a current TrackerPro user, your software should automatically be updated.

* If you are not a current AgentNet user, contact your local First American Title Insurance Co. representative for information on registering.

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

Most accounts will have updates pushed automatically to their system for the necessary update. For stand-alone systems, you should contact your TrackerPro representative about any required steps for your existing version or setup.

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

For TrackerPro support, contact their helpdesk at (631) 393-6999 or support@trackerprollc.com.

For AgentNet support, contact agency-support@firstam.com.

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

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

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 TrackerPro file.

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

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

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

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

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

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