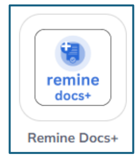
Downloading Your Transactions from Docs+

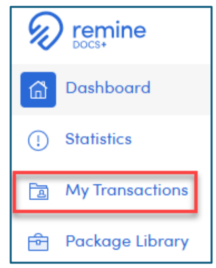
In order to have your transaction information when you no longer have access to Docs+, you will need to download your transactions and store them on your computer, online, or on a storage device such as a thumb drive.

1. Log on to the Realcomp Dashboard at www.realcomponline.com.
2. Select Remine Docs+ from the Dashboard.

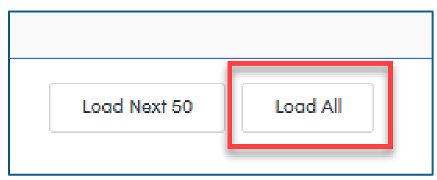


   Note: If you are an assistant, you will need to log in as each agent for whom you would like to download transactions.

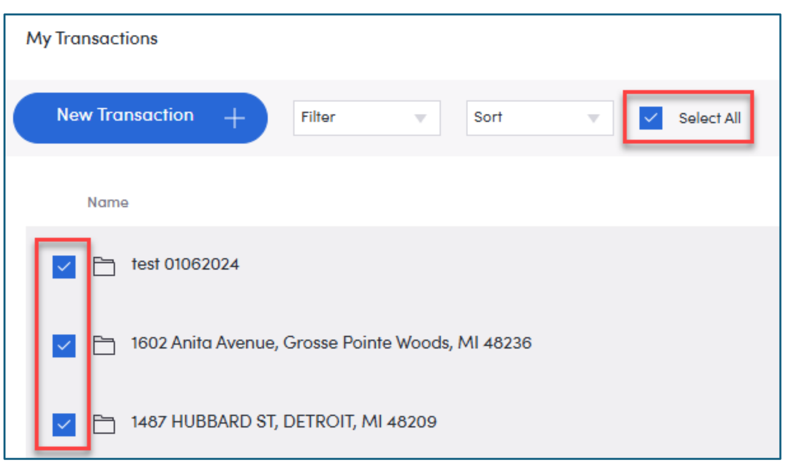
3. Select My Transactions from the left side menu.



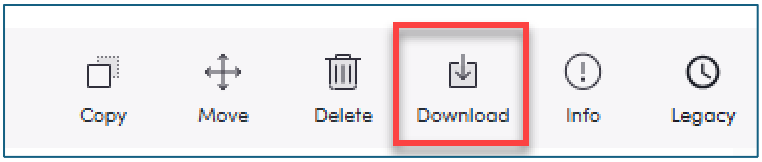
4. If you have more than 50 transactions, you will need to scroll to the bottom of the page and click **Load All** to be sure you get all of your transactions in the download. If you have fewer than 50 transactions, you can skip to step 5.



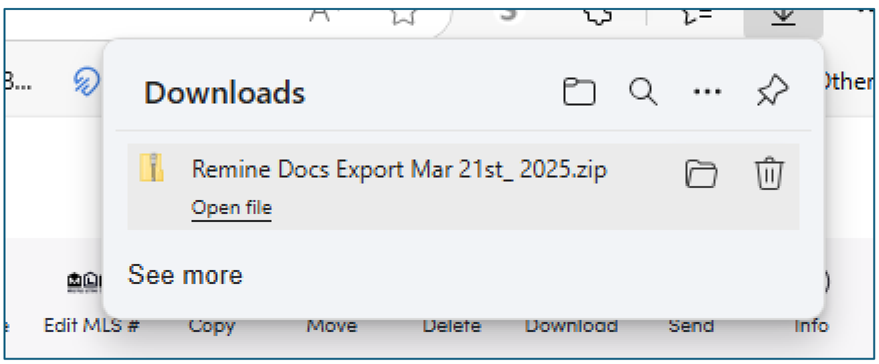
5. At the top of the page check the box that says Select All and this will place a check mark in the box to the left of each transaction name.



6. When all of the transactions are selected, click the Download button on the upper right.

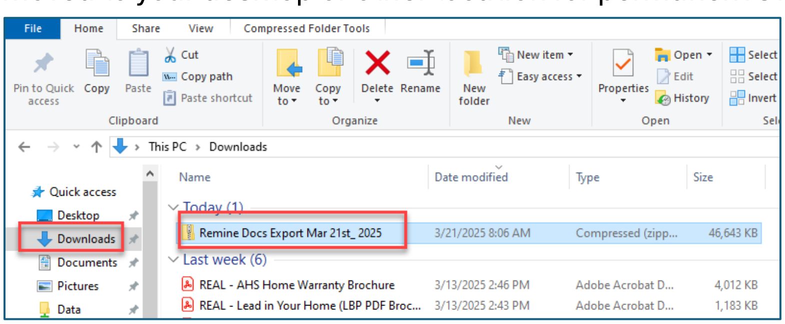


7. This download may take a couple of minutes, depending on how many transactions you have. If the download fails (nothing happens after a couple of minutes and there is no downloaded folder in your Downloads), you may need to break up this download into multiple groups of 5-10 transactions at a time. When the download is complete, you will be notified that the file is ready depending on your operating system and the browser you are using, this notification may be different. Below is the notification from a Windows PC using the Edge browser. The resulting downloaded file will be a zip file with all of the transaction in it.

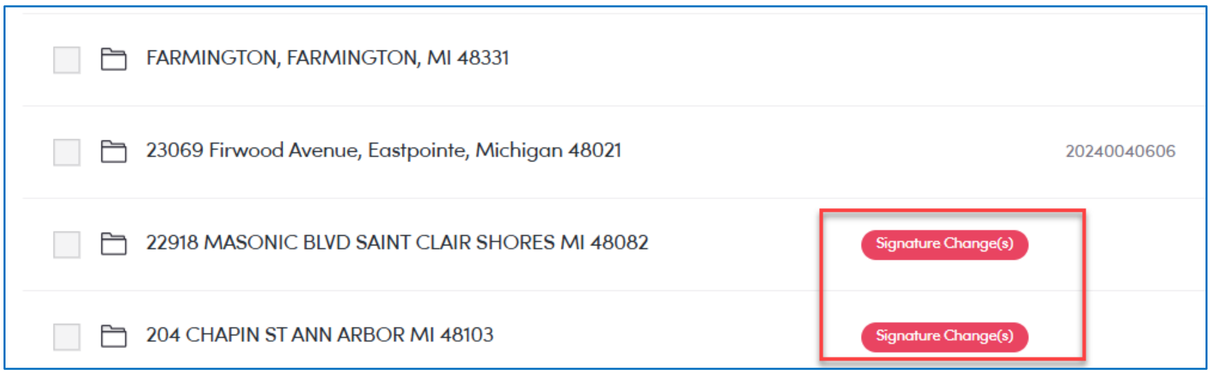


8. You can click Open File (see image above) to view the transactions and verify that all of the transactions you want to retain are in the download. If any are not there, you may need to do a second download to get any missing transactions.

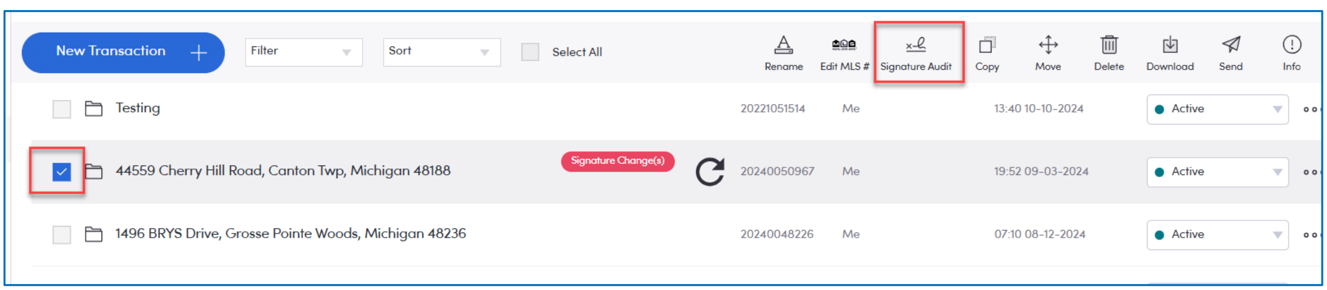
9. On a Windows PC, this file can be found in your Downloads folder and should be moved to your desktop or other location for permanent storage and future access.



10. After downloading your transactions, or a subset of your transactions if you needed to break them into smaller groups, you also need to download your Signature Audit for each transaction that has signed forms. You can tell which transactions have signed forms by the “Signature(s) Changes” icon shown below. This document will show the exact date and time the forms were signed, if there is any question or proof needed.



11. To download a Signature Audit for a transaction, select the transaction by placing a check in the box and click the Signature Audit button in the upper right. This will need to be done individually for each transaction that has signed forms.



12. Once you have downloaded the Signature Audit, you should save it with the associated transaction for future reference, if needed.

If you have additional questions, please contact Customer Care at (866) 553-3430.