Requesting and Downloading Transactions from the Lone Wolf Email

As we prepare to transition from Transaction Desk to Docs+ for online forms and transactions, you will need to request a copy of your transactions from Transaction Desk. If this is not done by the time Transaction Desk is shut off, you will no longer have access to these transactions. When received, all transaction information will be in an email that you can reference later, if needed. Each transaction will be a separate link that can be viewed and/or downloaded. To request your transaction document, send an email requesting your transactions to **tdsupport@lwolf.com** requesting to have your transactions sent to you via email. The subject line of the email should be **"Realcomp Transaction Transfer Request"**. All transaction requests are handled in less busy times of the day to reduce the server load and minimize disruption to the service, so you may not receive the response immediately.

Once the email is received and they begin working on it, you will get an email that all of your transactions have been transferred to a super user in your office. DON'T BE ALARMED. They will be transferred back to your account once the email has been generated.

When you receive the email of your transactions from Lone Wolf save it someplace secure in case you need any of the documents or information in the future. You can download and save the transactions to your computer, a thumb drive or other storage location in case you need to access this information in the future or just save the email.

Follow these instructions if you choose to download your transactions:

1. Open the email and scroll down to the section that says Transactions.

Transactions Transferred

DanFortin TransactionTest, you have been transferred into a new office and the transactions listed below have been reassigned to the following user in your previous office.

Name: TAMI CUMMINGS
Company: Realcomp II Ltd
Phone: main phone
**Email:** tcummings@corp.realcomp.com

Transactions

Tami Tx Test

2. Click the link to download the PDF of the desired transaction. See the red box above.
3. Depending on the browser you are using, it may give you the option to open the PDF. If so, click that link. If you do not see a link, you will need to go to your Downloads folder in your File Explorer and open it from there.
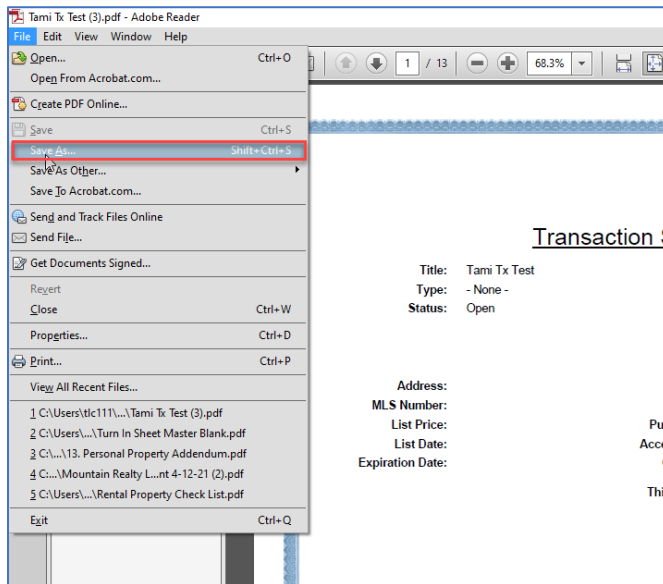
In the browser:
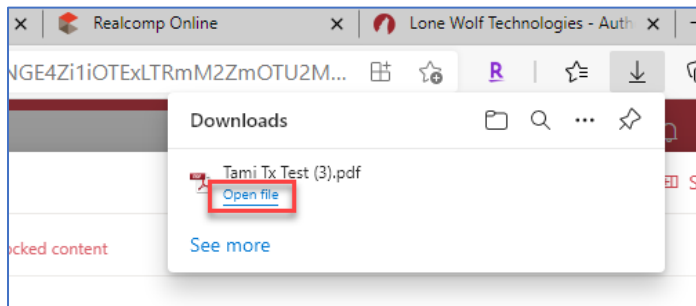
In the Downloads folder:
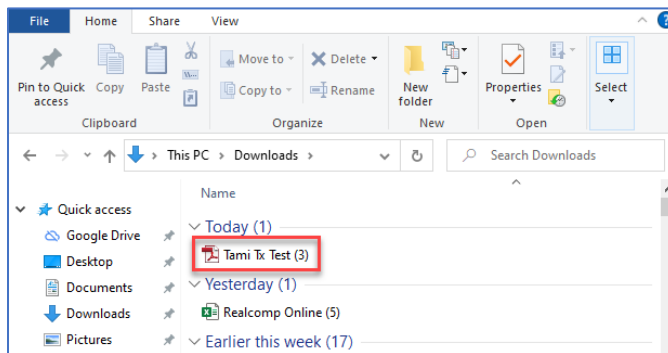
4. When you have opened the PDF in Adobe Reader, click the File menu and select Save As.

5. Save the PDF to your Desktop, thumb drive or another storage location to access it in the future.
6. Repeat the steps above for each transaction you want to download.

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