

Set-up Questions

Q. What payment plans are available?

A. The following payment plans are available:

1. Pay monthly for \$9.95 per user;
2. Pay annually for \$99.00 per user (save 17% with this plan); or
3. Pay per order for a \$9.95 one-time account setup fee and then a \$2.95 per order usage fee.

All payment plans require a 12-month subscription.

View the TitleSphere Feature Comparison at www.titlesphere.com/PDFs/TitleSphere_Feature_Comparison.pdf for more information.

Q. How do I create a TitleSphere account?

A. Accounts are created online at www.Titlesphere.com/sign-up.

Q. What technology do I need to access TitleSphere?

A. TitleSphere is 100% Web-based, so there is no software to install and maintain. TitleSphere is compatible with the following Web browsers: Microsoft Internet Explorer 7 or later, Firefox 3 or later, Google Chrome or Safari for Mac. Our complete system requirements may be viewed at www.Titlesphere.com/SystemRequirements.

Q. Is extensive training required to use TitleSphere?

A. No. TitleSphere is designed as an easy-to-learn, easy-to-use solution.

Q. Is training available?

A. Yes. We offer online and onsite training for TitleSphere subscribers. Training options may be viewed at www.Titlesphere.com/services.

Q. What involvement is required from my company's IT department?

A. Typically very little or no involvement is required. TitleSphere is accessed through the Internet using a Web browser. All you need is a reliable Web browser (e.g., Microsoft Internet Explorer 7 or later, Firefox 3 or later, Google Chrome, Safari for Mac) and a high-speed Internet connection.

Q. What type of computer do I need to run TitleSphere?

A. You need a computer (or an alternative device) that runs a supported Web browser. Our complete system requirements may be viewed at www.Titlesphere.com/SystemRequirements.

Q. Can I customize TitleSphere?

A. Yes. You can customize items such as user settings, company branches, company information, and security levels.

Customer Support Questions

Q. How do I contact TitleSphere Technical Support?

A. Call 443-321-5600, send an e-mail message to support@TitleSphere.com, or chat with a support representative at www.TitleSphere.com/chat.

Q. Will I automatically receive TitleSphere upgrades?

A. Yes. When we add a new feature, you have immediate access to it the next time you login.

Q. May I request new features for TitleSphere?

A. Yes. We value customer feedback. Send an e-mail message to support@TitleSphere.com with your requests.

Accounting and Administration Questions

Q. How do I manage my contact and billing information?

A. You manage your account and billing information online at www.TitleSphere.com/store.

Q. How do I add TitleSphere subscriptions?

A. You add TitleSphere subscriptions online at www.TitleSphere.com/store.

Q. How does billing work?

A. You are billed for your subscription(s) in advance of your service period for annual or monthly payment plans. The billing amount is based on your number of subscriptions and choice of billing frequency (i.e., monthly or annually). The subscription effective date is the date you create your TitleSphere Solution Subscription.

You are billed daily for the number of orders created for the per order pricing payment plan. The billing amount is based on the number of orders created on the prior day.

Q. What am I billed for?

A. TitleSphere Subscription Services includes unlimited use of the services, technical support, maintenance, and all feature enhancements.

Q. What forms of payment do you accept?

A. We accept American Express, Visa, and MasterCard credit card payments.

General TitleSphere Questions

Q. Is a Web-based solution better for my business?

A. When you use a Web-based solution your technical concerns are minimized— so you can focus exclusively on your business. We handle security, backups, and upgrades. Another key advantage to a Web-based solution is that all data is centralized and accessible to you from any computer with an Internet connection, at any time.

TitleSphere Frequently Asked Questions

Q. What are the advantages of TitleSphere?

A. TitleSphere is a 100% Web-based solution developed and supported by title industry experts. There is no software to install on your desktop computer or network, so TitleSphere is more efficient, flexible, and affordable. TitleSphere updates are instant and performed by TSS Software Corporation as soon as new features are available, thus eliminating operational down-time. In addition, TitleSphere operates in a high-security, state-of-the-art server environment.

Q. How secure is my TitleSphere data?

A. Your data is stored on secure, constantly updated, state-of-art servers in world-class data centers.

Q. Does everyone in my company work in the same database?

A. Yes. Everyone in your company logs in to the same centralized TitleSphere database. You no longer need to worry about which branch or user has the latest information because everyone is accessing the same database.

Q. Can I work away from the office?

A. Yes. When you use a Web-based solution, you bring your office to you. Work from home, hotel, airport, or any other location with an Internet connection.