

Customer Support Guide

For Lenders With A DocuTech Integration

Proof's support teams are available to our lenders, title companies, and signing borrowers to assist with the technology powering life's most trusted transactions. Support covers transaction-level actions such as title document upload, title document tagging, user permissions, and the functions surrounding the remote online notarization.

This document details Proof support paths for the following groups within your organization:

Title & Settlement Agreements

a user in a Proof title organization receiving a request from a lender to upload title documents prior to being sent to the signer(s).

Signers

a user who is participating in signing of a transaction.

Loan Closers

a user initiating the send of a transaction from the lender's loan origination system and the DocuTech document generation integration to Proof. These users are not required to be a user in the organization.

Program Team

a centralized team that manages and owns the Proof offering within their organization these users are account owners, account admins, integration owners, LOS admins, billing contacts and program managers.

Should we reach out to our DocuTech client relations team or Proof?

Support inquiries related to lender document generation, lender package tags, transaction creation data passed to Proof through your loan origination system configuration, or eNote cannot be addressed by the Proof support team.

These are functions of the DocuTech integration, so requests should be sent directly to your DocuTech Client Relations contact for further triage and resolution.

Proof Customer Support Hours of Operation



Monday - Friday:
8am-10pm ET

Saturday - Sunday:
8am-7pm ET

Hours are the same on holidays unless otherwise communicated

How signers can access Proof support

The below table includes the available Proof support channels available to signers. This includes signers within your organization, or external to your organization such as clients and customers.

Support channel	Contact method	Recommended?	Response time
Help center articles	Proof Help Center	Y	-
Live chat	In product	Y	<1 minute
Phone	1-888-483-4330	Y	<1 minute
Notary in-meeting	Notary may assist or invite support via chat	N	-
Email	support@proof.com	N	within 24 hours

Last Updated: June 22, 2026

How title and settlement agents can access Proof support

The below table includes the available Proof support channels available to transaction senders.

Support channel	Contact method	Recommended?	Response time
Help center articles	Proof Help Center	Y	-
Live chat	In product	Y	<1 minute
Phone	1-888-483-4330	Y	<1 minute
Email	support@proof.com	N	within 24 hours

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How an organization's loan closers, post closing, or program team can access Proof support

The below table includes the available Proof support channels available to your closing, post closing or program team for transaction level questions or concerns.

Support channel	Contact method	Recommended?	Response time
Email	docutechsupport@proof.com	Y	within 1 hour
Phone	1-888-483-4330	Y	<1 minute
Live chat	Support Portal Chat option available on the bottom right. No login necessary.	Y	<1 minute
Help center articles	Proof Help Center	Not for higher priority issues	-

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Best practices for details to include with your support ticket

When contacting Proof Customer Support, be prepared to include any or all of the following:

- ✓ A brief summary of the issue or error a user is encountering, including if they are using a desktop or mobile device
- ✓ The email address of the user (signer) experiencing the problem
- ✓ Your Proof account ID
- ✓ The impacted Proof transaction ID if applicable
- ✓ A screenshot of the issue if possible

About Proof

Proof connects trusted identity to high-stakes digital actions. Organizations use Proof to verify identity, authorize actions like signing and notarization, and preserve defensible records they can stand behind. Proof operates the Notarize Network, the largest on-demand network of trusted notaries available 24/7. Learn more at proof.com.