

# Enterprise 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 lender's Proof.

### 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 | <a href="#">Proof Help Center</a>            | 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 | <a href="#">Proof Help Center</a> | Y            | -               |
| Live chat            | In product                        | Y            | <1 minute       |
| Phone                | 1-888-483-4330                    | Y            | <1 minute       |
| Email                | support@proof.com                 | N            | within 24 hours |

*Last Updated: June 22, 2026*

## How an organization's loan closers or post closing can access Proof support

The below table includes the available Proof support channels available to your closing or post closing teams 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            | <a href="#">Support Portal</a><br>Chat option available on the bottom right. No login necessary. | Y                              | <1 minute     |
| Help center articles | <a href="#">Proof Help Center</a>                                                                | Not for higher priority issues | -             |

*Last Updated: June 22, 2026*

## 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

## Enterprise support for your program team

Enterprise support is available to the program team for admins, owners, designated contacts and integration owners. All other end users should contact Proof's standard support channels with any transaction level questions.

Enterprise support is to be used in the event of needing to initiate an on-call support request for critical performance issues. Enterprise Support will also engage in standing customer calls for ticket updates and discussions.

| Support channel           | Support path                              | Contact method            |
|---------------------------|-------------------------------------------|---------------------------|
| Enterprise Support (TCSM) | Critical service interruptions            | tcsm@proof.com            |
| Email Support             | Transaction triage or after-hours support | docutechsupport@proof.com |

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## Ticket Submission Best Practices

When submitting an Enterprise Support case, please include the following:

- ✓ Proof account or organization number (e.g: orea9812)
- ✓ Demo (Fairfax) or production environment
- ✓ Transaction ID / file ID and or loan number (e.g: ot144331)
- ✓ Description of issue
- ✓ Reproduction steps if available
- ✓ Integration name if applicable and or if this issue is Proof Web UI or API (e.g: DocuTech)
- ✓ Priority Level - If P1 - Please Include "Urgent" or "Critical" in the subject line. Please see Common Severity Examples below when establishing issue severity.



**Monday - Friday:**  
9am-7pm ET  
6am-4pmPT

For urgent issues that present after hours please reach out to standard support for assistance.

[docutechsupport@proof.com](mailto:docutechsupport@proof.com)

## Responsible notice for special events

Enterprise Support (TCSM Team) can provide scheduled availability for support with new Proof (API or Web UI) production launches or major deployments. For any new API workflow build or launch, Proof's Professional Services will need to be engaged prior to launch.

| Special event                  | Advanced notice timeframe |
|--------------------------------|---------------------------|
| Major updates/breaking changes | 4 weeks                   |
| Minor updates/new features     | 2 weeks                   |
| Contractual/regulatory changes | 2 weeks                   |

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## Enterprise support SLAs

Unless specified in an agreement, the below SLA's are targets and the enterprise support team will take all reasonable and best efforts to fulfill these requests in the specified time windows. Resolution for TCSM Enterprise Support depends on the severity and type of the ticket.

| Support channel                 | Response time                                                                |
|---------------------------------|------------------------------------------------------------------------------|
| General ticket submission       | Target initial response time of <1 hour                                      |
| Engineering on-call escalations | Response time                                                                |
| P1                              | Target initial response time of < 30 min during business hours               |
| P2                              | Target initial response time of 2 hrs                                        |
| P3                              | Target initial response time of 4 hrs                                        |
| P4                              | Target initial response time of same day or next business day if after hours |

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## Security levels

Enterprise Support (TCSM Team) can provide scheduled availability for support with new Proof (API or Web UI) production launches or major deployments. For any new API workflow build or launch, Proof's Professional Services will need to be engaged prior to launch.

| Security level | Example                                                                         |
|----------------|---------------------------------------------------------------------------------|
| P1 critical    | Site down, privacy escalation, multiple users cannot log in                     |
| P2 high        | Significant service degradation, broken primary feature, security vulnerability |
| P3 medium      | Service degradation, feature inconsistency, isolated login failure              |
| P4 low         | Cosmetic issue, non-critical feature or function                                |

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## 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](https://proof.com).