



*RAPID* User Guide for Customers  
General Information Section

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# 1. Conventions and Styles

This guide incorporates several conventions and styles to convey information. Several term definitions are noted below to provide a correct understanding of how each is used in this guide.

**Customer** - The term Customer refers to a company associated with the *RAPID* Exchange for the purpose of ordering real estate related products from Providers. Examples of *RAPID* Customers include Lenders, Real Estate Agents, and Mortgage Brokers that service the Credit Union Industry.

◆ **Diamond Field** - A ◆ diamond field indicates a required field. These fields have been determined to be the minimum amount of information necessary to process an order.

**Document** - The term Document denotes an item of a product or the entire product prepared by the Provider. This includes formatted documents and data files. The Document can be routed to the Customer through the *RAPID* Exchange using *RAPID*, an integrated solution or outside of the *RAPID* Exchange.

**Drop Down Menu** - This is a menu located in a specific field that can be accessed by clicking the arrow at the right end of that field.

**Hyperlink** - A hyperlink is a "hot spot" that allows the user to access another page location on the web site by clicking the underlined text.

**Italicized Field** - An *italicized* field on the web pages indicates a required field. These fields differ depending on the type of product and have been determined to be the minimum amount of information necessary to process an order.

**Party/Parties** - The term Party (plural: Parties) represents any participant in a real estate transaction, including buyers/borrowers, sellers/owners, lenders, real estate agents, attorneys, or any product Providers. A party consists of an individual such as buyer, Henry W. Smith, or a company and contact such as lender, Township Mortgage, Judy Blakney. It is advantageous to include all parties on a *RAPID* Transaction to communicate the contact information and to access full transaction information in a single source.

**PCL Files - Print Command Language Files** - PCL format is an image format that allows files to be transferred electronically and is viewable through Swiftview.

**PDF Files - Portable Document Format Files** - PDF format is an image format that allows the file to be transferred electronically but these files can only be viewed in the Adobe Acrobat Reader.

**Plugins** - Plugins are necessary tools that the Internet browser uses in order to provide functions within a browser.

**Provider** - The term Provider refers to a company associated with the *RAPID* Exchange for the purpose of offering real estate related products to Customers. Examples of *RAPID* Providers include Title Agents, Appraisers, Credit Agencies, Home Inspectors, and Closing Agents.

***RAPID* File** - A *RAPID* File is the original data sent to *RAPID* as the order information.

***RAPID* Transaction** - A *RAPID* Transaction is a collection of product orders related by the real estate transaction information such as Loan, Property, Borrowers, and Owners. Customers can place multiple product orders for a single *RAPID* Transaction. Providers complete individual product orders on a *RAPID* Transaction.

## 2. Features

- Ability to upload from leading loan origination software (LOS) systems
- Windows-based ordering, status, and delivery systems
- *RAPID* desktop software for connections to Customer systems
- Internet-based ordering, status, and delivery systems
- Internet-based document storage that provides on-line access to documents related to the real estate transaction
- 24-hour access to ordering and up-to-date status on all transactions.

## 3. Minimal Technical Requirements

### Internet Requirements:

- Microsoft Internet Explorer version 4.0 or higher
- Netscape 4.6 or higher
- [Adobe® Acrobat®](#) (PDF) and [SwiftView \(PCL\)](#) document viewer plug-ins.

## 4. *RAPID* Home Page

**RAPID**  
REAL ESTATE SERVICES  
@CURAPID.COM

Real Estate Lending  
Technology Serving  
the Credit Union Industry

**RAPID Details**

- Home
- Sign up with **RAPID**
- Products & Services
- Service Providers
- Tech Support
- Training
- FAQs
- Security Statement

For more information please contact:  
**RAPID** Real Estate Services  
Order Desk  
(909) 581-3403  
e-mail: [curapid@ccul.org](mailto:curapid@ccul.org)

Welcome to **RAPID** Real Estate Services at [curapid.com](http://curapid.com)!

**RAPID** is the technology platform used to request, track and deliver our diversified products direct to your desktop.

**RAPID** is your direct access to Real Estate Settlement Services for the origination and closing of loan transactions, including:

- Credit Bureau Report Services
- Appraisal and Valuation Services
- Title Services (Non-Insurance & Traditional)
- Document Signing & Closing Services
- Real Estate Tax Services and Flood Certification

Members Login

Login:

Password:

go

Images: A collage of images including a document, a hand pointing at a screen, and a house.

To begin using the *RAPID* web site type [www.curapid.com](http://www.curapid.com). Once the *RAPID Home Page* displays, the user can login using the User Name and Password assigned by *RAPID*. The *RAPID Home Page* also allows the user to view the following information without logging into site:

### *RAPID* Details:

- ❑ *Home*: displays *RAPID Home Page*.
- ❑ *Sign Up With RAPID*: explains how to become part of *RAPID* Real Estate Services.
- ❑ *Products and Services*: contains a list of all products and services available through *RAPID*.
- ❑ *Service Providers*: allows users to create a list of all Service Providers that provide products in particular areas. Select Service Providers may require an additional agreement to receive completed products through the exchange.
- ❑ *Tech Support*: gives users contact information for tech support and lists the minimal Technical Requirements for *RAPID*.
- ❑ *Training*: allows the user to view the helpful *RAPID* User Guides for both Customers and Providers and quick reference guides.
- ❑ *FAQ's*: displays frequently asked questions about *RAPID* and the web sites.
- ❑ *Security Statement*: displays information about *RAPID* and direct links to contact us.

## 5. *RAPID* Errors

Please correct the following errors before continuing:

- Transaction type is a required field.

Please correct the following errors before continuing:

- The need by date entered contains an invalid format. Please enter the date as #####.

*RAPID Errors* are pages that inform the user of any errors that occurred while using the site.

*RAPID Errors* can be received in a variety of ways:

- Entered information in wrong formats
- Mandatory Information that has not been entered
- Products not being selected
- Exceeding your session timeout unit (approximately 15 minutes of inactivity)

Once the user receives an error, the user should review the error, and click [Back To Previous Page](#). This displays the previous page, to re-enter the information or login again.

## 6. Explanation of Buttons



Once the user is satisfied with the additional information that they have entered, click the [Add button](#).



If the user would like to add additional applicants to the selected credit order, click the [Add Applicant button](#).



If the user would like to add an event to the selected order, click the [Add Event button](#).



The [Add/Remove Other Parties button](#) allows additional parties, such as the lender or agent, to be added to the transaction or service order.



If the user would like to add additional payoff information, click the [Add Payoff Information button](#).



If the user would like to add an additional product to the transaction, click the [Add Product button](#), this will take the user back to the [Order Products Page](#) where the user can select the product they would like to add to the transaction.



If the user would like to add or edit sellers or buyers, click the [Add/Edit Seller\(s\) and Buyer\(s\) button](#).



If the user has administration rights, the [Administration button](#) allows the user to edit the company and user information.



If the user would like to add or edit alternate business information, click the [Add/Edit Alternate Business Information button](#).



If the user wants to move to the previous page, click the [Back button](#).



If a user would like to return to the product order, click the [Back to Order button](#).



If the user decides that they do not want to continue the current page, click the [Cancel button](#), any entered or changed information will not be saved.



If the user decides that the data entered is inaccurate click the [Clear Form button](#) to clear all the fields on this page and allow the user to start again.



If the user wants to remove all check marks from that particular section on the Documents Page, click the [Clear Section button](#).



The [Data Upload button](#) allows a user to upload data into the **RAPID** system.



If a user would like to search for a document(s) using certain criteria, click the [Doc Search button](#).



The [Documents button](#) displays all documents that have not been viewed or printed, sorted by PDF documents, PCL documents and Other documents.



Once a user is satisfied with the information entered and is finished with that product, click the [Done button](#).



If a user would like to download a report or document, click the [Download button](#).



If a user wants to download all reports or documents in the particular section, click the [Download All button](#).



If a user would like to [Edit](#) an existing party in the transaction, click the [Edit button](#).



If a user wants to edit the current company information, click the [Edit Company button](#), under Administration.



If a user wants to edit the current user information, click the [Edit User button](#), under Administration.



Once a user has made all desired changes under Administration and wants to exit Administration to return to the Service Search Page, click the [Exit Admin button](#).



After a user has set the download settings for a report, click the [Generate button](#), to start to download.



If the user chooses to logout of the web site, click the [Logout button](#); this takes the user to the **RAPID** Home Page.



If the user is satisfied with all the data entered, click the [Next button](#) to move to the next page in the process.



If a user would like to order a new service or product, click the [Order Products](#).



If a user would like to [Remove](#) an existing party in the transaction, click the [Remove button](#).



When adding an additional party to an order, a user can select the [Search button](#) to search for a particular party.



If the user wants to go to the Service Search page, click the [Search button](#).



If a user would like to view a description of a product before ordering, click the [Product Description button](#) below the Select Product field.



Once all information has been entered click the [Submit button](#) to submit the order(s) to the selected service provider(s).



If the user would like to get more detailed information about a specific order, click the [Summary button](#).



The [Turn Time button](#) allows a user to track the turn around time for each Service Provider.



If a user has made all the changes they wish to make, click the [Update button](#) to update the page and save any changes that had been made.



After selecting the file type and entering the filename, click the [Upload Doc button](#) and the file or document is added.



If a user wants to change the current user access rights, click the [User Access button](#), under Administration.



In the Document Section, if a user wants to view a specific document, first check the appropriate box and then click the [View/Print button](#).



In the Document Section, if a user wants to view all documents in the particular section, click the [View/Print All button](#).



Once the user has selected the report criteria, click the [View Report button](#).

## 7. Technical Support

Toll Free technical support is available 8:30-4:30 PST.

Call **800.472.1702 ext 3403** or direct at **909.581.3403**

or

E-mail us at: [curapid@ccul.org](mailto:curapid@ccul.org)