Logging In

- To access the CPL application, go to website: www.starlink.com, sign in using your assigned user id, go to Agent Services and then Closing Protection Letters.
  1. This opens the Old Republic Letters Sign In page, allowing you to log in.
  2. Enter your Agent Number and tab to the Authorization Code field. Enter your Authorization Code. Both the agent number and agent authorization code are required when signing in. Click on the Log On button.

The New Enhanced Letter Request Page

- The new look and functionality to the Letter Request Page includes a new Menu selection at the top of the page that allows for easy access to the functions of the application. This menu selection includes:
  1. The Letters function that is used to create a new letter, update a letter, cancel a letter and close letters.
  2. The Reports selection of the menu is used to select the new Letter Activity Report which is similar to the 'View My CPL Activity' link available previously.
  3. The Manage Lists function that is used to create and maintain the agent contact and lender information, as well as branch and closing attorney information for those with additional authorization. This was previously available on the top of the letter request form.
  4. The Announcements feature which displays system notices and messages.
  5. The Help selection used to easily access the application user guide.

New Order Number Field Required for Single Transaction Letters

- The order number, that identifies the order and further identifies the CPL, is also referred to by Agent Order number, the Commitment Number or File Number. The order number is now required when creating a single transaction letter. The new field is located in the Start Here section of the letter request form.
  1. Enter the number in the Agent Order/Commitment/File Number field.
  2. If the order number entered is a number that currently exists for another letter, you will be advised. The window displaying the existing order number includes additional letter information related to the order number.
  3. You may at that time view and/or update the existing closing protection letter. Options on how to proceed are also available. You may choose to change the order number selected for the new letter, add a new letter to the selected order number or abandon the letter request.

Working with the Existing Long Form or the New Short Form

- The long version of the letter request form is the default form that opens at the time you initially request the form. You now have the option to work with a new shorter version of the form.

- The shorter 'tabbed' version of the letter form may be more convenient and easy to work with when updating the request form and allows you to quickly jump to the sections of the form that you need. The tabs on the short form represent the sections of the letter request form.
  1. To access the short form, click on the Switch to tabbed Views button located at the top of the request form. This opens the request form in a collapsed tabular view of the form.
  2. Click on the Switch to Long Form to toggle back to the long form.
  3. The long or short view you have selected will default the next time you log into the CPL application.
QUICK GUIDE FOR USING THE NEW CPL 3.0 VERSION

CLOSING PROTECTION LETTER APPLICATION

**Update an Existing Letter**

- **Updating** a letter allows you to modify an 'active' letter with new or updated information and re-issue it without having to re-enter all of the data for the letter. When a letter is updated, a new letter is generated with a new reference number and is saved with a status of 'updated'. The original letter is saved in the system with a status of 'updated'.

  1. To **update an active letter**, move your cursor over the **Letters** option of the menu bar at the top of the **Letter Request** page.
  2. From the drop down menu, select the option **Update a Letter**. This opens the **Update Letters** page, allowing you to search for the letter(s).
  3. To locate a specific letter, enter the order number in the **Order Number (Single Transaction)** field. Click on the corresponding **Search** button. You may also search on **Reference Number** for a specific letter. Enter the valid reference number and click on **Search**.
  4. You may enter additional search criteria by entering the **Property State** or the **From** and **To** dates to search a date range. Use the **Sort By** field and the **Sort Direction** to indicate how you wish the search results to display. Click on the **Search** button located to the right of the **Sort Direction** field.
  5. The **Search Results** display on the page. Only letters with a status of 'active' will be included in the results. Once you have located the letter, you may **view** and/or **update** the letter. Click on **View** to open and view the letter data.
  6. To edit or **update** the letter, click on the **Update** button. The **Edit Letter** confirmation window opens. Click on **Yes** to confirm you wish to edit the letter.
  7. When the **Letter Request** page opens in updated mode, make the necessary changes and submit your letter request. A letter will be generated with your modified data and a new reference number will be assigned.

**Cancel an Existing Letter**

- **Canceling** a letter allows you to indicate when a letter is invalid or when an order does not close. The status of the original letter is changed to 'canceled' and no replacement letter is reissued.

  1. To **cancel** an active letter, move your cursor over the **Letters** option of the menu bar at the top of the **Letter Request** page.
  2. From the drop down menu, select the option **Cancel letter(s)**. This opens the **Cancel Letters** page, allowing you to search for the letter(s).
  3. To locate a specific letter, enter the order number in the **Order Number (Single Transaction)** field. Click on the corresponding **Search** button. You may also search on **Reference Number** for a specific letter. Enter the valid reference number and click on **Search**.
  4. You may enter additional search criteria by entering the **Property State** or the **From** and **To** dates to search a date range. Use the **Sort By** field and the **Sort Direction** to indicate how you wish the search results to display. Click on the **Search** button located to the right of the **Sort Direction** field.
  5. The **Search Results** display on the page. Only letters with a status of 'active' will be included in the results. Once you have located the letter, you may **view** and/or **cancel** the letter. Click on **View** to open and view the letter data.
  6. To **cancel** the letter, click on the **Cancel** button. The **Cancel Letter** confirmation window opens. Click on **Yes** to confirm you wish to cancel the letter.
Close an Existing Letter

- **Closing** a letter allows you to indicate that the closing has taken place and the transaction is completed. The original letter is closed and the status of the letter is changed to 'closed'.

  1. To **close** an active letter, move your cursor over the **Letters** option of the menu bar at the top of the **Letter Request** page.
  2. From the drop down menu, select the option **Close letter(s)**. This opens the **Close Letters** page, allowing you to search for the letter(s).
  3. To locate a specific letter, enter the order number in the **Order Number (Single Transaction)** field. Click on the corresponding **Search** button. You may also search on **Reference Number** for a specific letter. Enter the valid reference number and click on **Search**.
  4. You may enter additional search criteria by entering the **Property State** or the **From** and **To** dates to search a date range. Use the **Sort By** field and the **Sort Direction** to indicate how you wish the search results to display. Click on the **Search** button located to the right of the **Sort Direction** field.
  5. The **Search Results** display on the page. Only letters with a status of 'active' will be included in the results. Once you have located the letter, you may **view** and/or **close** the letter. Click on **View** to open and view the letter data.
  6. To **close** the letter, click on the **Close** button. The **Close Letter** confirmation window opens. Click on **Yes** to confirm you wish to close the letter.
  7. To **close multiple letters** via the **Close Letters** search results, click on the checkboxes to the left of the order number of the letters you wish to close. Once selected, click on the **Close Selected Letters** button. Verify the reference numbers on the **Close Letters** window and click on **Yes** to confirm.

The New Letter Activity Report

- The **Activity Report** page is used to search for an active letter and report all letter activity for an agent. This feature reports all letter activity for all statuses for the selected agent. The letter statuses that you will see in the **Activity Report** are **Active**, **Updated**, **Canceled** or **Closed**.

  1. The new **Menu selection** at the top of the page includes the **Reports** function where you may access the **Letter Activity Report**. Move your cursor over the **Reports** option of the menu bar. From the drop down menu, click on **Activity Report**. This opens the **Activity Report** page, allowing you to search for the letter(s).
  2. To locate a specific letter, enter the order number in the **Order Number (Single Transaction)** field. Click on the corresponding **Search** button. You may also search on **Reference Number** for a specific letter. Enter the valid reference number and click on **Search**.
  3. You may enter additional search criteria by entering the **Property State** or the **From** and **To** dates to search a date range. Use the **Sort By** field and the **Sort Direction** to indicate how you wish the search results to display. Click on the **Search** button located to the right of the **Sort Direction** field.
  4. **Search results**, based on the criteria selected when requesting the report, display at the lower part of the page. The **Letter Activity Report** includes all previous and current statuses of the letter.
QUICK GUIDE FOR USING THE NEW CPL 3.0 VERSION

Consider Upgrading Your Browser

- The option to upgrade your browser is recommended at the time you initially access the CPL application. You will receive the Browser Performance Alert if your current browser does not contain the necessary components to optimize the performance of the application; or you will receive the Browser Not Supported message if the browser being used to access the application is not supported at all.
- The Browser Performance Alert window will display if you are using IE6 or IE7.
  1. At the time the Browser Performance Alert window displays, it is recommended that you upgrade your browser to one of the supported browsers listed in the footer pages of the CPL application.
  2. If you cannot upgrade, installing the Chromeframe plug-in will increase your current browser's performance. Click on the Chromeframe plug-in link.
  3. Click on the Continue with my current browser button to continue with your present browser. You may access the Browser Performance Alert message window at any time. Just click on the Upgrade Your Browser link located in the footer of any page of the application. This allows you the options again to upgrade to a different browser or install the Chrome add-on.
- The Browser Not Supported message will display if you are using a browser that is not supported when using the CPL application. The current browser used may result in unpredictable performance within the application.
  1. At the time the Browser Not Supported message displays, it is recommended that you upgrade your browser to one of the supported browsers listed in the footer of the pages of the CPL application.
  2. Click on the Continue with my current browser button to continue with your present browser.
  3. You may access the Browser Not Supported message at any time. Just click on the Upgrade Your Browser link located in the footer of any page of the application. This allows you the options again to upgrade to a different browser.