



TCJ Online Portal Instructions



Step 1: When you place an order with our office, and you have not yet signed up for our portal access, **you will receive a special invitation from us to sign up.**

Pro Tip 1: Make sure you don't miss your invitation! **Check your spam folder** if you don't see it within 24 hours of sending your order.

Step 2: Click on your invitation link within **48 hours of receipt**. The link takes you to our signup page. Here you will create your unique username and password.

Miss the 48 hour window? Call your local TCJ office to re-send the invite.

ProTip 2: Bookmark our portal web address (www.tcjonlineportal.com) and download the Softpro Live mobile app.

Step 3: Start using the TCJ Portal! Now that you are registered, any future orders will be added to your portal. You will get email notifications and status updates each time you open an order and documents.

ProTip 3: Add noreply@tcjonlineportal.com to your email address book so that you receive all of our email notifications and they do not get routed to spam.

FAQ's/Troubleshooting

1. Where do I go to access the TCJ Online Portal?

You can access our portal by clicking the Closing Passport link on our website or you can access the portal directly at <https://www.tcjonlineportal.com>.

2. My invitation link is not allowing me to register or is expired.

No problem! This means that you did not register within the 48 hour window for your invitation link. Just call our office and request a new invitation link.

3. My password is not working.

First, you can try resetting your password by clicking "Forgot Password", this will reset your account and you will receive a password reset email. If this does not work, it may be that there was an error with your registration. If so, please call our office or submit a support ticket.

4. Why do I need to use the TCJ Portal?

Information and document security is more important than ever in real estate. Our portal offers you and your clients a safe way to receive and transmit documents to ensure that their privacy is protected.

