S.E.D.D (Secure Electronic Document Delivery) Frequently Asked Questions

Q. What's my username?
A. Your username is your email address

Q. I forgot my password?
A. You can reset your own password if you have a password reset question setup. If you supply the correct answer (it is case sensitive), you can reset your password.

If you **have not setup** a password reset question and answer, or you forgot your password reset answer, contact ATI to reset your password.

Q. My account is locked!
A. If you have tried to sign in unsuccessfully too many times, your account will be locked. Please contact American Title immediately by calling 1-877-777-4ATI. Select option 1

Q. I'm not receiving any emails from this system.
A. White list all @americantitleinc.com and @seddg2.americantitleinc.com email addresses to ensure emails from ATI are received to your inbox.

Q. How do I send a file?
A. Click here to watch a short training video <- Link to training video page.

Q. Large file upload is failing.
A. This issue most commonly occurs with the standard upload. The user should use the Java applet for uploading.

Q. Java applet won't load.
A. There are a number of reasons why a Java applet won't load.
- Java is not installed. Go to www.java.com to download and install Java.
- Java is not up to date. Go to www.java.com to download and install Java.
- The browser has Java disabled. Please see your browser's manual on how to enable Java applets.
- Something is wrong with the installation of Java on the user's desktop. Uninstall all versions of Java and go to www.java.com to download and install Java.

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Q. I received the following warning when uploading/downloading files, what do I do.
A. Select "Allow". This is a new security measure in Java 7u45 that checks a few attributes in the Jar's manifest file to ensure the applet is allowed to run from the domain the client is connected to.

Q. I know I received a delivery but now I cannot find it.
A. Deliveries are not permanent -- the Sender may have deleted the delivery, removed you as a recipient, or the delivery expiration of 5 days has expired.

Q. What is the difference between an Express Delivery and a normal delivery?
A. Express Deliveries are useful when a sender wants to send a package to recipients one time and does not foresee sending those files to more recipients later. If a sender has a package that he wants to send out repeatedly, or create multiple deliveries with different recipient's lists or delivery parameters, a standard delivery would be a better method.

Q. I was in the middle of creating a delivery and stepped away from my computer. When I got back and tried to finish my delivery, I was signed out. What happened?
A. When you sign in to Biscom Delivery Server, the application will time out in approximately 15 minutes if you have not been actively using it.

Q. What is the difference between the Notification Message and Secure Message when I create deliveries?
A. Any text that is entered into the Notification Message text box will be included in the notification email that is delivered to the recipients. Text entered into the Secure Message text box will only be viewable after the recipient signs in and opens the delivery.

Q. When I click on a delivery link, I can't view the package anymore.
A. Most likely, the sender of the delivery has deleted the delivery or removed you from the list of recipients. You will no longer have access to the package and will no longer see the delivery in your list of deliveries.

Q. What happens if the document information is dated wrong or there are problems with the documents?
    A. If there is a problem with the documents, please contact American Title immediately by calling 1-877-777-4ATI. Select option 1.

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