LoneWolf FAQs

1. **<u>What exactly is LoneWolf?</u>**
   Lone Wolf Technologies is one of the leading real estate technology companies in North America. Their platform provides transaction management, document preparation, compliance tools, and electronic signature capabilities designed specifically for real estate professionals.

   The system we will be using includes:
   • **Lone Wolf Transact** – transaction management and document workflow
   • **Authentisign** – electronic signature platform

   Lone Wolf is owned by **Stone Point Capital**, which has partnered with **Keller Williams** to help modernize and improve the technology ecosystem used by agents and brokerages.

2. **<u>Why are we moving over to LoneWolf?</u>**
   Keller Williams has formed a strategic partnership with **Stone Point Capital**, the parent company of Lone Wolf Technologies.

   This partnership is focused on strengthening the technology tools available to agents and improving the systems used to manage transactions.

   Moving to Lone Wolf helps align our brokerage with this broader technology initiative and provides a platform specifically built for real estate transactions.

3. **<u>What are the benefits of using LoneWolf?</u>**
   Using Lone Wolf provides several advantages:
   • Transaction management built specifically for real estate
   • Integrated electronic signatures through Authentisign
   • Stronger compliance and document management tools
   • Streamlined workflows for contracts and transaction files
   • Secure document storage and audit tracking
   • Technology backed by the strategic partnership between Keller Williams and Stone Point Capital

   The goal is to create a more efficient and connected system to support agents throughout the entire transaction process.

4. **<u>What can Transact do that other transaction management systems can't?</u>**
   Transact includes modern capabilities built for today's transaction realities, including:
   - Client-based transactions, so multiple offers and properties stay connected
   - Lost deal flexibility, allowing you to remove a property and reuse the transaction for a new offer
   - Share groups to collaborate with assistants, agents, or brokers in one shared transaction
   - Side-by-side form editing, where updates to parties or clauses automatically update the form
   - Automatic form updates, so you always start with the most current forms

5. **<u>How does Transact help me recover quickly when a deal falls through?</u>**
   Transact's lost deal workflow keeps client and offer information organized and reusable. When a deal falls through, you can seamlessly apply existing details to the next offer, helping you move faster and stay focused on winning the next opportunity.

6. **<u>Will DocuSign be going away?</u>**
   DocuSign will be phased out as we transition to Lone Wolf Authentisign.

7. **<u>Can I still use DocuSign if I want to?</u>**
   Yes, and you will need to create a new DocuSign account. If you choose to use DocuSign for e-signature and document management, you will need to download the signed forms and upload them into Command using manual upload. You will no longer be able to pull signed forms into Command from DocuSign directly.

8. **<u>Will DocuSign remain integrated with Command?</u>**
   No, DocuSign Rooms will be phased out and there will be no Command integration.

9. **<u>Will LoneWolf be integrated with Command?</u>**
   Yes, there is an integration within Command that will work similarly to DocuSign.

10. **<u>Will I have to pay for DocuSign and if so, how much?</u>**
    Only if you want to keep using that as an eSignature platform. Not sure on

pricing.

11. **Will I have to pay an additional fee for LoneWolf?**
    Nope, this is included in your monthly tech fee.

12. **When will DocuSign go away?**
    June 30th, 2026

13. **How can I learn about LoneWolf?**
    Training sessions, guides, and videos will be available to help agents become comfortable using the platform…stay tuned.

14. **Will I lose all of the documents that I have in DocuSign?**
    The Market Center will be backing up all the files within our DocuSign accounts. Anything that has been imported in Command, will continue to live there. We recommend exporting any other documents that you wish to retain.

15. **Can clients sign documents on their phone like they do with DocuSign?** Yes, the new experience has a great mobile experience for signing and preparing documents for signatures when compared to DocuSign.

16. **Can I still send documents to multiple parties at once for signature?**
    Yes, you can send to multiple parties at once or have a signing order like DocuSign.

17. **Can I create templates in LoneWolf like I have in DocuSign?**
    Yes, both form and signature templates can easily be created.

18. **Will my current DocuSign templates transfer to LoneWolf?**
    No, they will have to be recreated in LoneWolf.

19. **What happens to transactions that are already in DocuSign during the transition process?**
    Any documents within DocuSign(that are not in Command) will need to be exported prior to June 30th. The office will export all files prior to this date as a back up.

20. **What is the date that I need to start using LoneWolf?**
    Agents can start using LoneWolf once access is available.

21. **Does Transact have an app?**
    While Transact does not have an app, Transact was built with a "mobile-first" design so Agents can manage transactions from anywhere, any time, and on any device. Lone Wolf is aware that this is a huge ask for KW agents; please let them know that you want to see this capability!

22. **Can guest users or team admins connect their Command account to a Lone Wolf account?**
    Yes, guest users and team admins can connect their Command account to a Lone Wolf account. Note that any unlicensed Command user will see a watermark on forms.

23. **What is the cutoff date for sending new documents in DocuSign?**
    June 30th 2026. However, it’s recommended to start using LoneWolf as soon as possible.

24. **Will LoneWolf pre-populate the documents that I need to use like DocuSign does?**
    Yes, some fields will automatically populate from the opportunity like DocuSign.

25. **Who do I contact if I need help using LoneWolf?**
    Contact your Market Center Tech Trainer(MCTT) for assistance.

26. **Will there be training sessions for LoneWolf?**
    Yes, we will have daily in person and virtual training sessions. Agents can also get assistance during Tech Help Desk hours

27. **Will there be step-by-step guides or videos available?**
    Yes, we will have an abundance of resources to assist with the transition.

28. **How do I access my LoneWolf account?**
    Your LoneWolf account can be set up in Command settings and accessed through Command.

29. **What are the most important steps for agents to complete?**
    1.) Go to Command > Settings > Command Settings > Applications > Lone Wolf to connect their Lone Wolf account to Command using the “Connect” button. Once the pop-up window appears, agents can either

Sign Up and create a new Lone Wolf account using any email address (except any klrw####@kw.com email address), or Sign In using their current Lone Wolf account's email address.

2.) If the agent has any Opportunities connected to a DocuSign Room, but has not uploaded all of their DocuSign Room documents into the Opportunity's Documents tab, ensure that all documents have been uploaded into the Opportunity.

3.) If the agent has any Opportunities connected to a DocuSign Room that will need documents signed after June 30th, 2026, create a new Opportunity that is connected to a Lone Wolf Transact to complete documents with signatures.

4.)If the agent has any documents that are in DocuSign Rooms that they need to retain for other purposes, ensure that those documents are manually downloaded.