GLIDE

# FAQ

**What are the benefits of Glide versus PDF forms or DocuSign?**

1. Quickly invite clients and track progress in realtime
2. Automatically deliver advisory information prior to disclosure
3. Automatically ensure 100% of required questions are answered
4. Provide clients with the most user-friendly interface available
5. Efficiently address client questions and comments
6. Encourage full disclosure through automatic addenda and attachments
7. Easily update or revise forms anytime

**How much does Glide cost?**

As a member of our Association, you will receive unlimited access to Glide for California disclosure documents 100% free of charge. Register today at www.glide.com. Every new user automatically receives a 60-day trial; however, if you enter your LCAOR Credentials in your Glide Account Settings to verify your active membership status then you will immediately receive enhanced features available to you for free as a member benefit.

**When is Glide available to me?**

Glide is available for our members free of charge effective today.

**Is Glide private and secure?**

Yes, Glide uses bank-level SSL encryption and complies with industry best-practices for password management and document security. Client data is handled in accordance with the Glide Privacy Policy and Terms of Use available at https://app.glide.com/tos.pdf.

**I like to sit down with my client in person to complete disclosures. Can I still use Glide?**

Yes, absolutely. Glide still offers your clients many benefits for in-person completion including the ability to type responses, attach files, flag questions for review and easily update responses later. Most importantly, Glide preserves a written record of all communication and preserves a timestamped record showing that disclosure advisory information was read and understood.

**What brokerage-level features are available?**

Glide is currently developing several brokerage-level features, such as advanced monitoring and reporting, advanced integrations and custom forms. These features are available to managing brokers for an additional fee. Contact hello@glide.com or visit www.glide.com for more information.

**How does Glide work with zipLogix®?**

Once your client has completed their disclosure forms, you will be asked to authenticate in order to link your zipLogix® and Glide accounts. Once your accounts have been linked, completed PDF documents will be available to you both inside zipForm® and inside your Glide account. You will only need to link your account one time, making it quick and easy to get completed disclosure documents into your zipForm® account.

**What forms are available through Glide?**

Glide currently supports the following association forms:

- Buyer's Affidavit (FIRPTA Compliance) – Form AB
- Seller's Affidavit of Nonforeign Status and/or California Withholding Exemption – Form AS
- Agent Visual Inspection Disclosure – Form AVID
- Buyer's Inspection Elections – Form BIE
- Exempt Seller Disclosure – Form ESD
- Seller Property Questionnaire – Form SPQ
- Lead-Based Paint and Lead-Based Paint Hazards Disclosure= FLD
- Real Estate Transfer Disclosure Statement – Form TDS
- Seller Vacant Land Questionnaire – Form VLQ
- Manufactured Home and Mobilehome Transfer Disclosure Statement – Form MHTDS

Additional local association and brokerage-level forms may be added in future. Contact hello@glide.com to request access to additional forms.

**How do I access Glide?**

You can access Glide by registering at glide.com or via the partners section of your zipLogix account.

**Is Glide available to provide me with a demo?**

Glide hosts regular webinars and private demonstrations. Contact hello@glide.com to request more information.

**Who do I contact when I need help?**

You can email Glide support at support@glide.com.