Blocked Messages in CAP

Beginning Sunday, July 17, ITG will be enhancing security measures around the CAP platform. While participants likely will not be affected by this move, it is possible participants may receive an error message when performing unique tasks in CAP. The error message may look like the following image:

The request is blocked.

0asvPXwAAAADIjXP+oBr0R7SGpxN/z0PWQkwyRURHRTA3MTgAN2M0NTQ0NjEtNjE3NS00YjM1LWJmZDYtN2Y0NjM4YTNIYzdm

It is important for ITG to know when participants receive this error message so that ITG may address the issue and prevent it from occurring again. If you receive an error message similar to this, please do the following:

1. Copy and paste the long text string below "The request is blocked."
2. Send an email to titleguaranty@iowafinance.com including the following information:
   - The long text string from #1 above;
   - A brief explanation of the action you took just prior to receiving the error message. For example, "I added a paragraph to Schedule B, Part II of the commitment and clicked save."

As always, thank you for your continued partnership with ITG. Please contact us if you have any questions.