smartmail & smartportal - Updating User Profile

Overview: This job aid reviews the process of updating your smartportal User Profile, including adding Mobile or Landline phone numbers to receive an additional verification code when accessing your smartmail message.

If you only need to update your smartportal profile, and have not received an error, skip to Step 2.

1. When you receive a smartmail requiring two-factor authentication, a passcode will be delivered as a text message to your mobile number, or as a voice call to any mobile or landline phone number.

   If no phone numbers are listed in your smartportal profile, you will receive this error message.
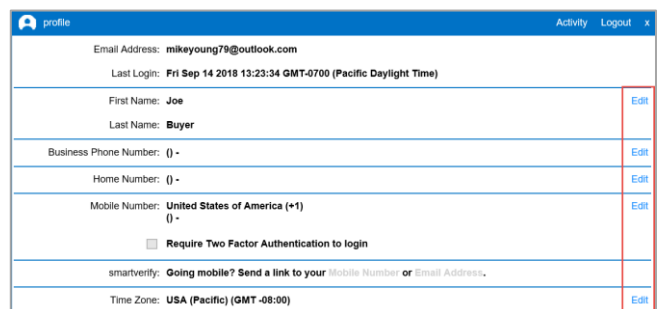
   Click **OK**.
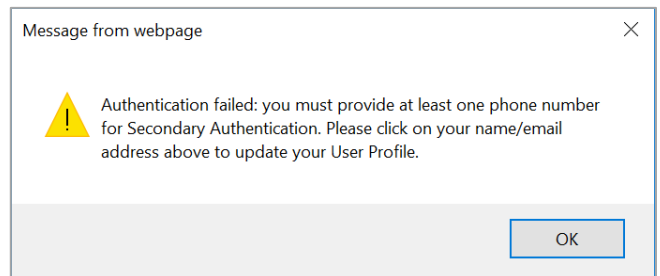
2. Click on **your name** on the top right. This will open your smartportal User Profile.

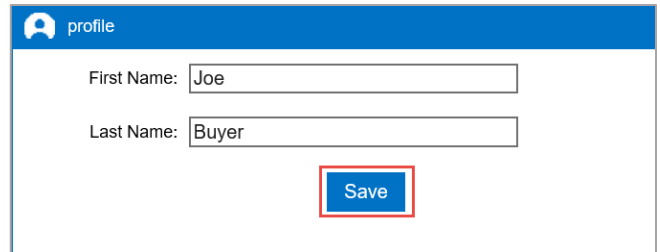3. Click the **Edit** to the right of the section you want to edit.

   Edits can be made to:
   - Your First and/or Last Name entry **(Step 4)**
   - Business Phone Number **(Step 5)**
   - Home Number **(Step 6)**
   - Mobile Number **(Step 7)**
   - Time Zone **(Step 8)**

4. When editing your **First and/or Last Name** field, make the necessary edits in either field, then click the **Save** button.

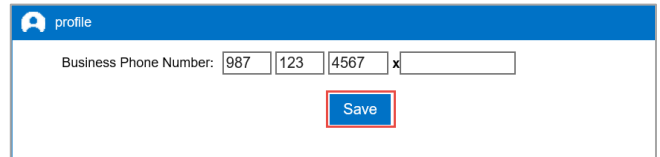   Click **OK** to the save confirmation.

5. When editing your **Business Phone Number**, enter the 10-digit phone number, as well as an extension if applicable, then click the **Save** button.

   Please Note: We recommend using a direct dial number without an extension whenever possible.
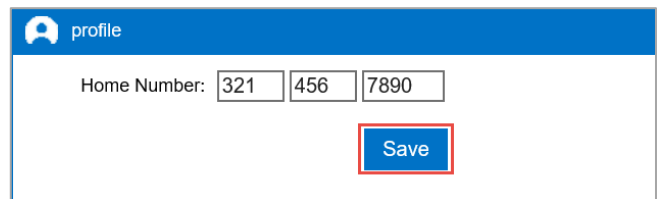
   Click **OK** to the save confirmation.

6. When editing your **Home Number**, enter the 10-digit phone number, then click the **Save** button.
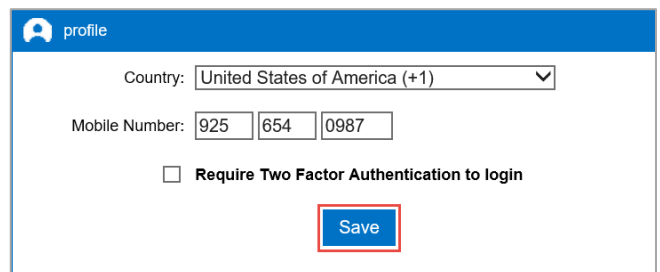
   Click **OK** to the save confirmation.

7. When editing your **Mobile Number**, enter the 10-digit phone number, then click the **Save** button.

   Click **OK** to the save confirmation.
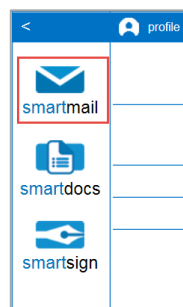
8. When editing your **Time Zone**, select your correct time zone, then click the **Save** button.

   Click **OK** to the save confirmation.

9. Click on the **smartmail icon** on the left to return to your list of smartmails.

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10. Click on the **unopened smartmail** and it will prompt you for the 2nd authentication, and possibly the read receipt check box.

    Enter the Passcode that is delivered to your Landline or Mobile Phone.

    Check the box next to 'I agree'.

    Click the **View button** and then you will be able to access the smartmail as well as any included documents.

Secondary Authentication

SMS-message with passcode sent to your mobile phone number ending 4542.

Enter Passcode

Reading Required

You are required to read this smartmail and any documents herein.

Terms and Conditions

Please check the "I agree" box below to confirm that you are going to read the smartmail and any document herein that is linked from this page.

☐ I agree

View

For Technical Assistance:

Please email smartview support at **SVHelp@fnf.com** or call 1-888-435-7313, Option 4.