

Accessing smartportal with Two-Factor Authentication

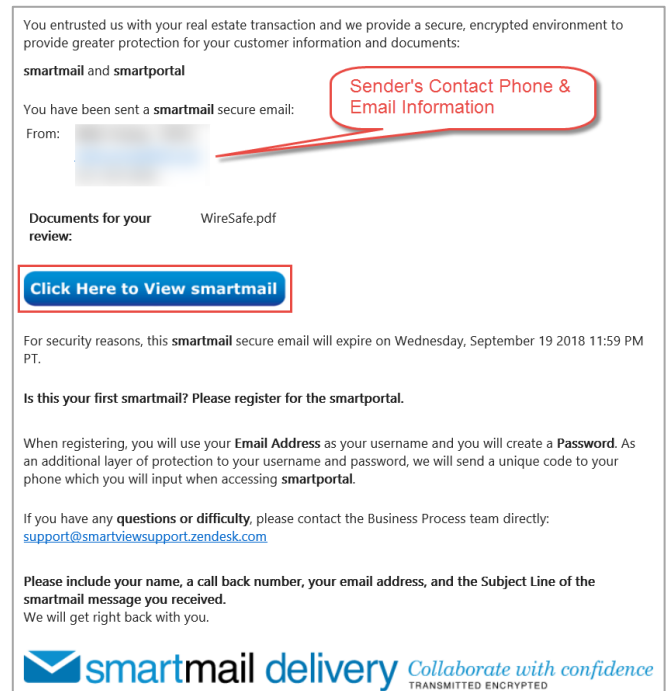
Overview: This job aid reviews the process of accessing email content sent via encrypted smartmail delivery to you in the smartportal. It also will review the process of updating your smartportal profile to receive an additional verification code when accessing your smartmail, which provides an additional layer of security.

1. Email recipients will receive a **smartmail** delivery notification in their email Inbox.

The Sender's Name, Email Address, and contact Phone Number will be listed.

A summary of any documents included will be listed below the Sender's contact information.

To access the secure message, click the **Click Here to View smartmail** button.



2. Recipients accessing the email will be challenged for authentication.

Each recipient will be asked for their email address and password when logging in to smartportal.

Enter your email address (the same address where the email was sent) and password, then click the “**View**” button.

Please Note: If this is the first smartmail message you are receiving, please see the **Registration & PW Reset Job Aid** for instructions on completing the one-time smartmail account registration.

3. When you receive a smartmail and a form of dual authentication is required, a passcode can be delivered as a text message or voice call.

If you have not already added any phone numbers to your smartportal profile, you will receive this error message.

Click **OK**.

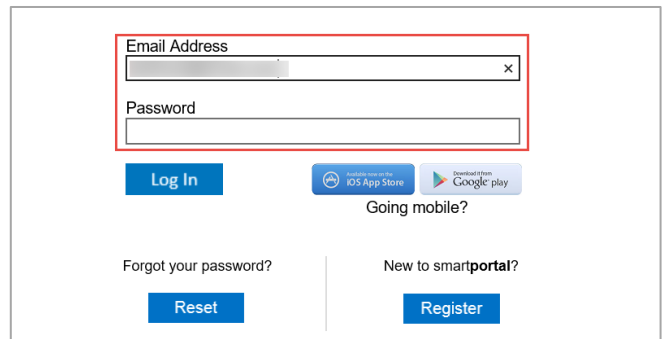
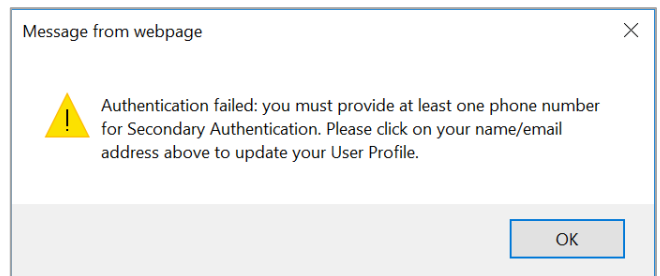
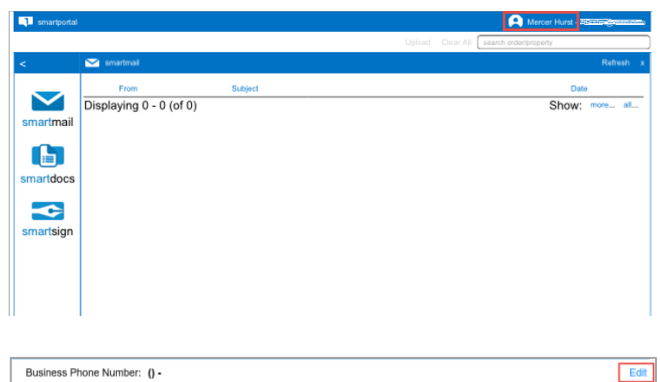
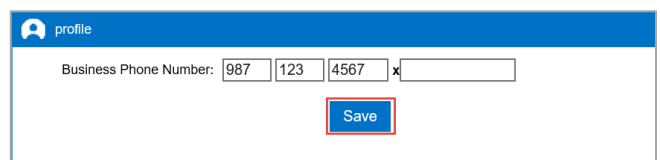
If you do not receive this error, **skip to Step 10**, as your mobile number is already listed in your smartportal profile.

4. Click on **your name** on the top right. This will open your smartportal User Profile.

5. To receive the Voice authentication call to your **Business Phone Number**, click the **Edit** link in the Business Phone Number section.

Enter your 10-digit Business Phone Number, then click the **Save** button.

Click **OK** to the save confirmation.

A screenshot of the smartportal login page. It features a red rectangular box highlighting the 'Email Address' and 'Password' input fields. Below these fields are buttons for 'Log In', 'Forgot your password?' (with a 'Reset' button), and 'New to smartportal?' (with a 'Register' button). There are also links to download the app from the 'App Store' and 'Google play'.A screenshot of an error message box titled 'Message from webpage'. It contains a yellow warning triangle icon and the text: 'Authentication failed: you must provide at least one phone number for Secondary Authentication. Please click on your name/email address above to update your User Profile.' There is an 'OK' button at the bottom right.A screenshot of the smartportal user profile page. The top navigation bar shows the user's name 'Mercer Hunt' and a profile icon. The main content area has a sidebar with links for 'smartmail', 'smartdocs', and 'smartsign'. The main section displays 'Displaying 0 - 0 (of 0)' and a 'Show: more... all...' dropdown. Below this, there is a section for 'Business Phone Number: () -' with an 'Edit' link.A screenshot of the 'profile' page showing the 'Business Phone Number' section. The number is entered in a field with a red 'x' icon, indicating an error. The number shown is '987 123 4567'. Below the field is a 'Save' button.

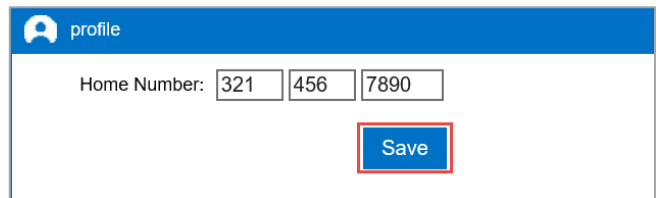
6. To receive the Voice authentication call to your **Home Number**, click the **Edit** link in the Business Phone Number section.

Enter your 10-digit Home Number, then click the **Save** button.

Click **OK** to the save confirmation.



Home Number: () - Edit



profile

Home Number: 321 456 7890 Save

7. To receive the Text authentication on your **Mobile Number**, click the **Edit** link in the Mobile Number section.


Enter your 10-digit Mobile Number, then click the **Save** button.

Click **OK** to the save confirmation.



Mobile Number: United States of America (+1) () - Edit

☐ Require Two Factor Authentication to login



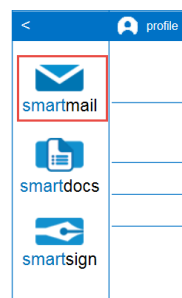
profile

Country: United States of America (+1)

Mobile Number: Save

☐ Require Two Factor Authentication to login

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



< profile

smartmail

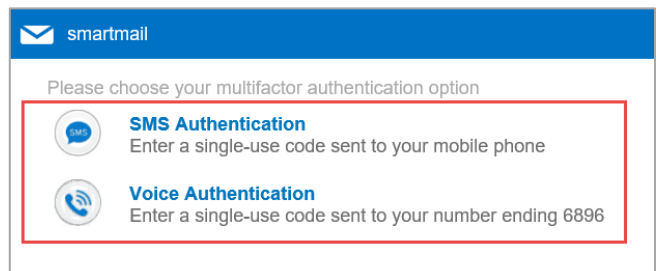
smartdocs

smartsign

9. Click on the **unopened smartmail listed in bold at the top of the list**. You will be prompted to select how you want to receive the authentication code.

To receive the code via a text message, click on the **SMS Authentication** option.

To receive the code via a voice call, click on the **Voice Authentication** option.



smartmail

Please choose your multifactor authentication option

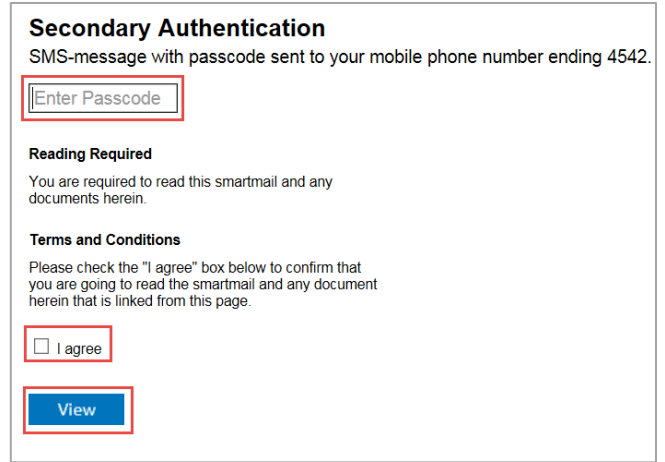
☒ **SMS Authentication**
Enter a single-use code sent to your mobile phone

☐ **Voice Authentication**
Enter a single-use code sent to your number ending 6896

10. Enter the 6-digit Authentication code in the **Enter Passcode** field.

Click the **I agree** checkbox.

Click the **View** button to access the message.



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

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

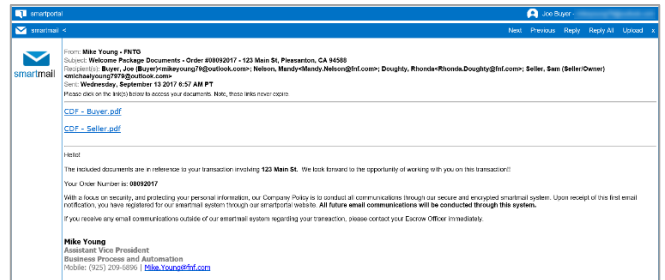
Terms and Conditions
Please check the "I agree" box below to confirm that you are going to read the smartmail and any document herein that is linked from this page.

☐ I agree

[View](#)

11. Once you have successfully logged in, you will be presented with smartmail HTML email. From this web page you can view the Subject and Body of the smartmail, as well as open any of the document links.

The secure Reply, Reply All, and Upload options will be available to you in the top right corner of the message window.



smartportal

From: Mike Young - FNFB
Subject: Welcome Package Documents - Order 80882017 - 123 Main St, Pleasanton, CA 94588
To: Buyer, Joe (Buyer)joe.young@fnfb.com; Nelson, Wendy (Nelson)wendy@fnfb.com; Doughty, Rhonda (Rhonda)rhonda.doughty@fnfb.com; Seller, Sam (Seller)sam@fnfb.com
Sent: Wednesday, September 13, 2017 6:57 AM PT
Please click on the links below to access your documents. NAME, these links may never expire.

[CDF - Buyer.pdf](#)
[CDF - Seller.pdf](#)

Notes

The enclosed documents are in reference to your transaction involving 123 Main St. We look forward to the opportunity of working with you on this transaction!

Your Order Number is 80882017

With a focus on security and protecting your personal information, our Company Policy is to conduct all communications through our secure and encrypted smartmail system. Upon receipt of this first email notification, you have registered for our smartmail system through our smartportal website. All future email communications will be conducted through this system.

If you receive any email communications outside of our smartmail system regarding your transaction, please contact your Escrow Officer immediately.

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For Technical Assistance:

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