

New User Registration

Overview: This job aid reviews the process of registering for the smartportal encrypted delivery system.

smartmail is an encrypted and secure email delivery system, available through the smartportal website. All smartmail messages sent to your email address are stored and available at any time in the smartportal system. You are also able to send encrypted replies to any message, and/or upload documents securely back to our document management system.


1. Click the **Click Here to View smartmail** button within the body of the smartmail message you received in your email inbox.

Please Note: The Sender information, including a contact email address and phone number, will appear in the body of the smartmail delivery message.

You entrusted us with your real estate transaction and we provide a secure, encrypted environment to provide greater protection for your customer information and documents:

smartmail and smartportal

You have been sent a smartmail secure email:

From:  Sender's Contact Phone & Email Information

Documents for your review: WireSafe.pdf

[Click Here to View smartmail](#)


For security reasons, this smartmail secure email will expire on Wednesday, September 19 2018 11:59 PM PT.

Is this your first smartmail? Please register for the smartportal.

When registering, you will use your **Email Address** as your username and you will create a **Password**. As an additional layer of protection to your username and password, we will send a unique code to your phone which you will input when accessing smartportal.

If you have any **questions or difficulty**, please contact the Business Process team directly:
support@smartviewssupport.zendesk.com

Please include your name, a call back number, your email address, and the Subject Line of the smartmail message you received.
We will get right back with you.

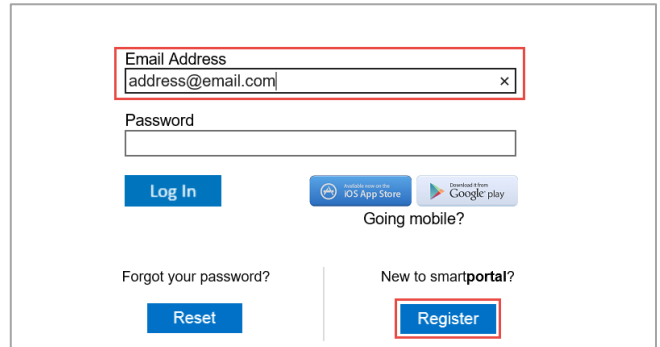
 **smartmail delivery** *Collaborate with confidence*
TRANSMITTED ENCRYPTED

2. Enter your email address (must be the same address where the email was sent), and click the **Register** button.

Please Note: The email address entered, MUST be the same email address that the smartmail message was delivered to.

If a different email address is entered, you will receive an error message stating “**Access Denied**”, and the registration will not be able to be completed successfully.

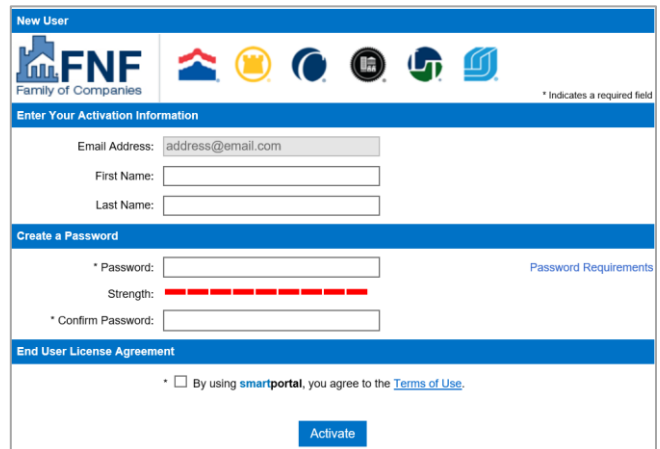
3. The smartportal **New User** registration screen must be completed as described in Steps 4 - 6.




The image shows the 'New User' registration screen. It features a form with the following elements: an 'Email Address' field containing 'address@email.com' (highlighted with a red box), a 'Password' field, a 'Log In' button, and a 'Register' button (highlighted with a red box). There are also links for 'Forgot your password?' (with a 'Reset' button) and 'New to smartportal?'. Mobile app download links for the App Store and Google Play are present, along with the text 'Going mobile?'.

4. In the first section, the email address that the smartmail was sent to and entered in step 2 will already be listed.

Enter your **First Name** and **Last Name** in the corresponding fields.



This is the 'New User' registration screen. It includes the FNF Family of Companies logo and several partner logos. The 'Enter Your Activation Information' section contains fields for 'Email Address' (pre-filled with 'address@email.com'), 'First Name', and 'Last Name'. The 'Create a Password' section has fields for '* Password' and '* Confirm Password', with a 'Strength' indicator and a link to 'Password Requirements'. The 'End User License Agreement' section has a checkbox for 'By using smartportal, you agree to the Terms of Use.' and an 'Activate' button.



This is a close-up of the 'Enter Your Activation Information' section. It shows the 'Email Address' field pre-filled with 'address@email.com', and empty fields for 'First Name' and 'Last Name'.

5. In the second section, enter a **Password**.

Please Note: If you click the **Password Requirements** link in the 'Create Password' section, you will be shown the password criteria, as listed below:

Your password must meet the following criteria, and rate **Strong** or higher on the strength meter:

- The password must contain characters from at least 3 of the 4 following categories:
 - Upper Case Letter (A-Z)
 - Lower Case Letter (a-z)
 - Numbers (0-9)
 - Symbols (ex.: !, #, \$, %, etc.)
- The password cannot be the same as the Username (email address).
- The password must have a minimum of 8 characters.

Once you've entered a password that rates Strong and meets all criteria above, re-enter it in the **Confirm Password** field.

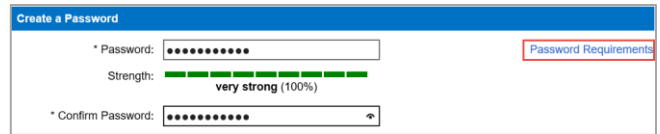
6. In the third section, check the checkbox to agree to the **Terms of Use**. Clicking on the link will allow you to view the terms and conditions.

Then click the **Activate** button to complete the account activation.

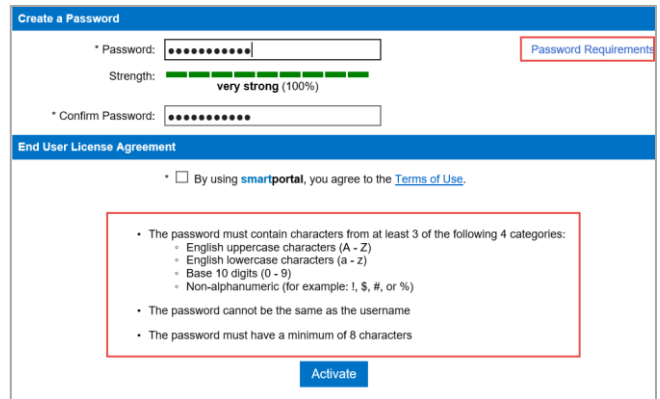
7. Once the smartportal New User Registration page is completed successfully, you will receive the following confirmation on screen.

Click the **OK** button to confirm, and the window will close automatically.

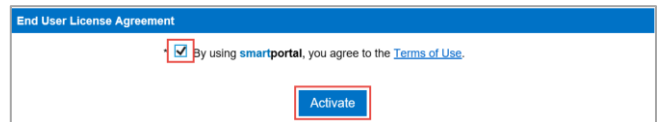
To complete the activation, return to your email inbox for the email address you just registered, and locate the Account Activation email.



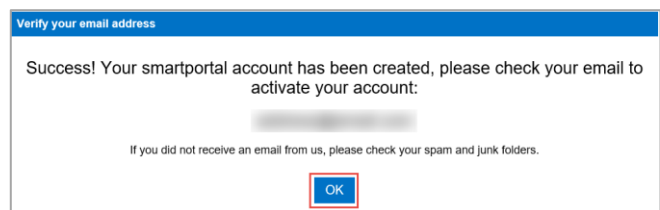
The screenshot shows the 'Create a Password' section of a registration form. It includes a password input field, a strength meter showing 'very strong (100%)', a confirm password field, and a link to 'Password Requirements'.



The screenshot shows the 'End User License Agreement' section. It features a checkbox for agreeing to the Terms of Use, a list of password requirements (including character categories and length), and an 'Activate' button.



This screenshot is similar to the previous one, but the checkbox for agreeing to the Terms of Use is now checked, and the 'Activate' button is highlighted with a red box.



The screenshot shows the 'Verify your email address' section. It displays a success message and an 'OK' button.

8. In your email inbox, locate the **smartportal Account Activation** email, sent by smartportal Customer Support. (**Please Note:** If this email does not arrive in your inbox, please check your junk email/spam folder.)

Click the words **this link** within the body of the Account Activation email.

The Account Activation emails automatically expire 24 hours from being sent. Contact your Title and Escrow contact to receive a new activation email if more than 24 hours has passed.

9. Once you have clicked on the blue “this link” in the Account Activation email, you will be taken to the smartportal login page.

You will see the “**Success! Your account has been activated.**” message along the top of the login page.

Enter the **Email Address** and **Password** just used in the activation process.

Click the **Log In** button.

10. Once you’ve logged in with your email address and registered password, you will be taken into the smartportal site to view the smartmail message originally delivered to you.

11. Once you have successfully logged into smartportal, you will receive an Activation Successful email confirmation.

Please Note: For more details on functionality available through the smartmail feature, please refer to the **Recipient Access Job Aid**.

