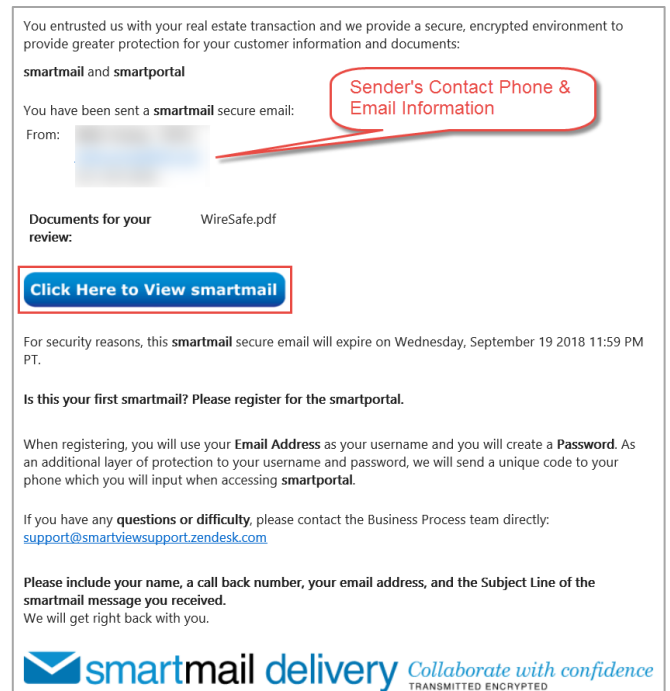


smartmail & smartportal - Recipient Access

Overview: This job aid reviews the process of accessing email content sent via encrypted smartmail delivery. It also will walk through all of the additional features available such as: replying to emails, uploading documents, as well as searching for property specific emails and documents.

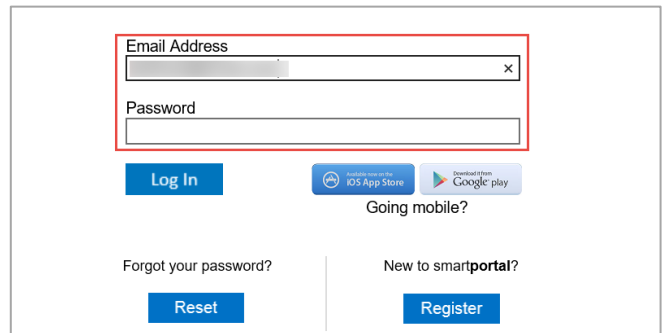
1. Email recipients will receive a **smartmail** delivery notification in their Inbox. The sender information will also appear in the body of the smartmail.

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



2. Enter your email address (the same address where the email was sent) and password, then click the **Log In** button.

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



The screenshot shows the smartmail login and registration interface with the following elements:

- Form fields: "Email Address" and "Password" (both highlighted with a red box).
- Buttons: "Log In", "Reset", and "Register".
- Links: "Forgot your password?" and "New to smartportal?".
- Mobile app download links: "Download on the App Store" and "GET IT ON Google play".
- Text: "Going mobile?"

3. Recipients accessing the email may be challenged for a **Secondary Authentication**.

The two-factor authentication code can be delivered to your Mobile Phone as an SMS text message. If you want to use this option, click on the **SMS Authentication** option.

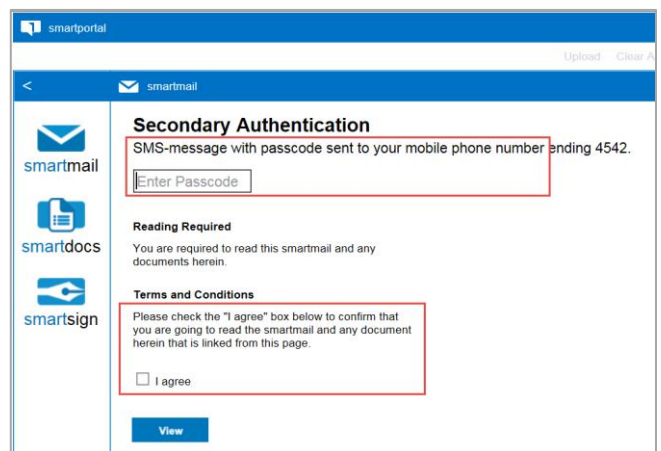
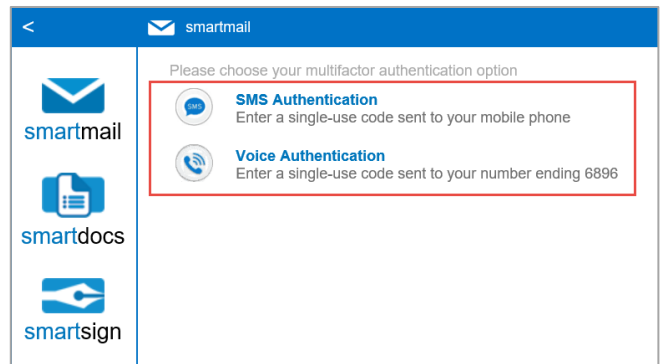
The two-factor authentication code can be delivered to your Mobile Phone or any Land Line number as an automated voice call. If you want to use this option, click on the **Voice Authentication** option.

If you do not receive this prompt, proceed to Step 5.

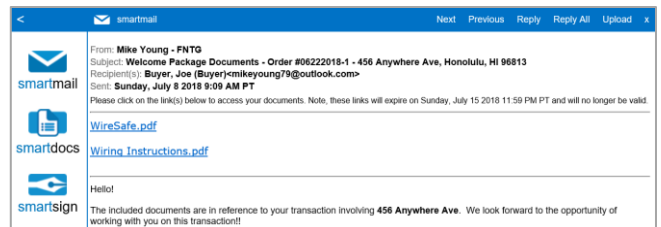
4. Enter the 6-digit code you receive via text or voice call in the **Enter Passcode** field.

You may also be prompted to “agree” to read the smartmail and any included document links. **Check the box I agree.**

Then click the **View** button.

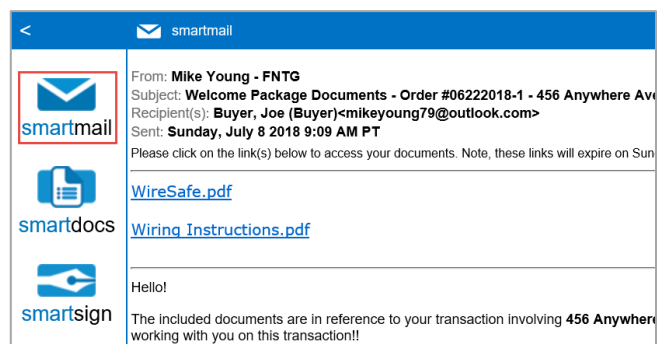


5. Once you have successfully logged in, you will be presented with **smartmail** HTML email. From this web page you can view the Subject and Body of the **smartmail**, as well as open any of the document links.



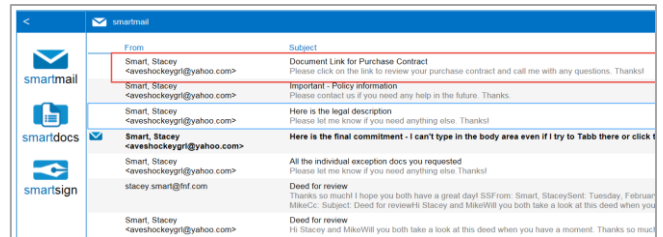
6. All smartmail messages sent to your same email address, will all be available on the **smartmail** tab of our smartportal website.

While viewing any smartmail message, click the **smartmail icon** along the left side of the page to access additional smartmail messages.



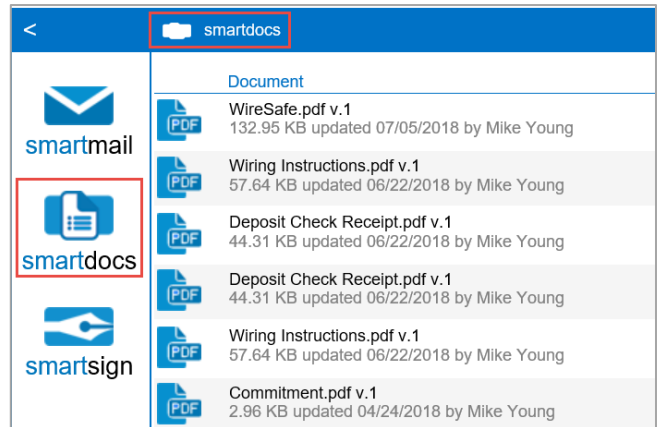
7. All smartmail messages sent to your same email address will be shown in the smartmail Inbox, with the most recent received email listed along the top.

Single-click on any email message listed to access the message.



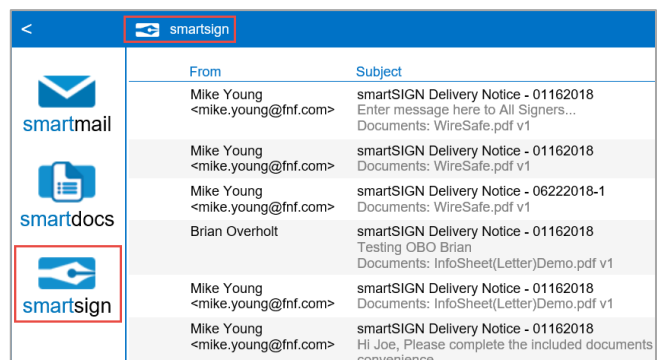
8. While viewing any smartmail message, click the **smartdocs** icon along the left side of the page to access additional document links sent to you in a smartmail message.

Single click on any document listed to view the document.



9. While viewing any smartmail message, click the **smartsign** icon along the left side of the page to access any documents that need to be electronically signed or competed as well as locate completed copies of documents.

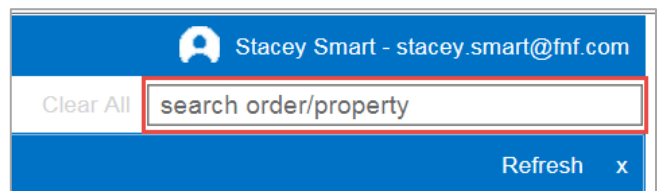
Single click on any smartsign request listed to view the request.



10. To search for file specific smartmails or documents, Click in the **Search Order/Property** box on the top right.

You can enter any part of the property address or any part of the order number and press enter.

It will return a list of all your possible matches.



11. Click on the **order row** for the order that you were looking for and then **click on the smartmail, smartdocs, or smartsign tab** depending on what you are looking for.

It will list all of the smartmails, smartdocs, or smartsigns that are specific to the selected property.

The screenshot shows the 'search order/property: raleigh' interface. A table lists an order: 'Stacey12618 Ref 1: Ref 2: 745 Mount Hope Church Rd, Raleigh NC 27604 Ref 3: 98 316 979 Open Order'. Below the table, the 'smartdocs' tab is selected, showing a document titled 'Purchase Contract.pdf v.1' with a size of 223.64 KB, updated on 01/26/2018 by Stacey Smart. The left sidebar contains icons for smartmail, smartdocs (highlighted with a red box), and smartsign.

12. After selecting an order, a **Contacts** link will appear to the left of the search order/property field.

Clicking on **Contacts** will show you the Office and Employee contact information for that specific transaction.

The screenshot shows the 'contacts' page. The 'Contacts' link is highlighted with a red box in the top navigation bar. The main content area displays contact information for 'D-SFT in Philly (5)' at 6000 W. St. Joseph street, Suite 100, Lansing, MI 48917. The contact's phone number is (804) 267-8000 and the web site is http://www.hi.com. The left sidebar contains icons for smartmail, smartdocs, and smartsign.

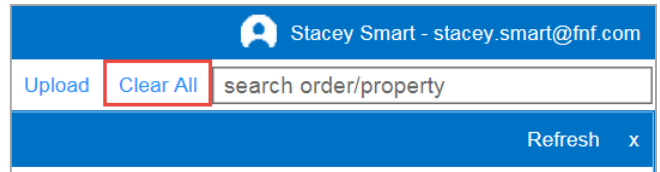
13. After selecting your order, by clicking on the order row, you will have the ability to upload documents.

Click **Upload** to the left of the search order/property field.

Click **Browse** to select the file(s) and then click **Upload**.

The screenshot shows the file upload interface. The 'Upload' button is highlighted with a red box in the top navigation bar. Below the navigation bar, there is a table with a 'Created' column showing the date and time '1/26/2018 4:58:22 PM'. The main area is a large light blue box with the text 'Drag and Drop Files Here or click on Browse to Select Files.' At the bottom, there are buttons for 'Browse' (highlighted with a red box), 'Remove', 'Remove All', and 'Upload' (highlighted with a red box).

14. When you are finished working on that property, click on the **clear all** link on the top right next to the search order/property box.



The screenshot shows a blue header bar. On the right side of the header, there is a user profile icon and the text "Stacey Smart - stacey.smart@fnf.com". Below the header, there is a white search bar with the placeholder text "search order/property". To the left of the search bar, there are two buttons: "Upload" and "Clear All". The "Clear All" button is highlighted with a red rectangular box. To the right of the search bar, there is a "Refresh" button and a small "x" icon.