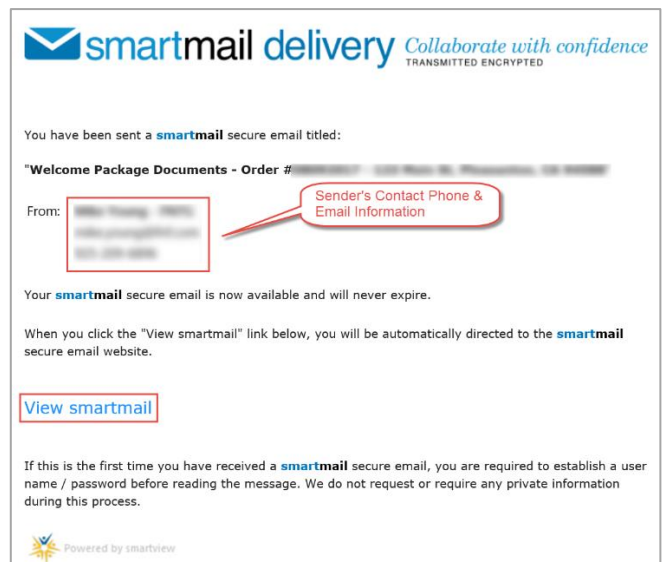


Accessing smartportal with Two-Factor Authentication

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 adding your mobile number to your smartportal profile. This mobile number will be used to send an additional verification code when accessing your smartmails, which provides an additional layer of security.

1. Email recipients will receive a **smartmail** delivery notification defining the email content, showing the Subject Line of the sent message, as well as the message Sender. The Sender's Name, Email Address, and contact Phone Number will be listed.

To access the secured message, click the "**View smartmail**" link.

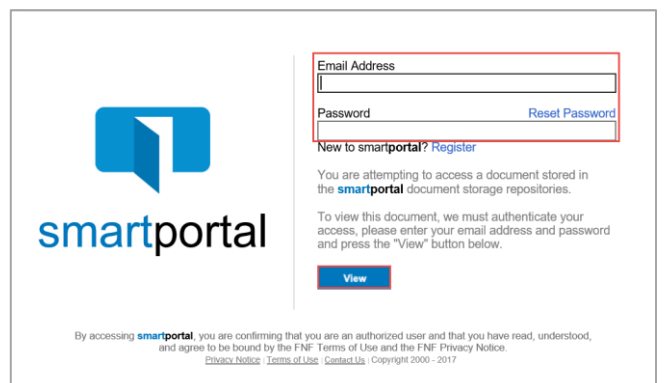


2. Recipients accessing the email will be challenged for authentication.

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.

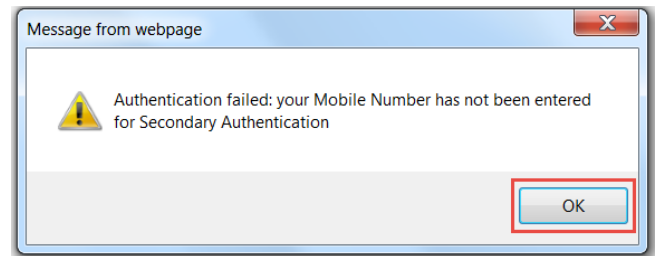


- When you receive a smartmail and a form of dual authentication is required, a passcode will be sent as a text to your mobile number.

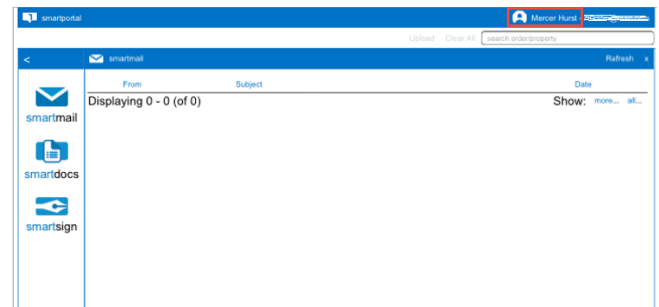
If you have not already added your mobile number to your smartportal profile, you will receive this error message.

Click **OK**.

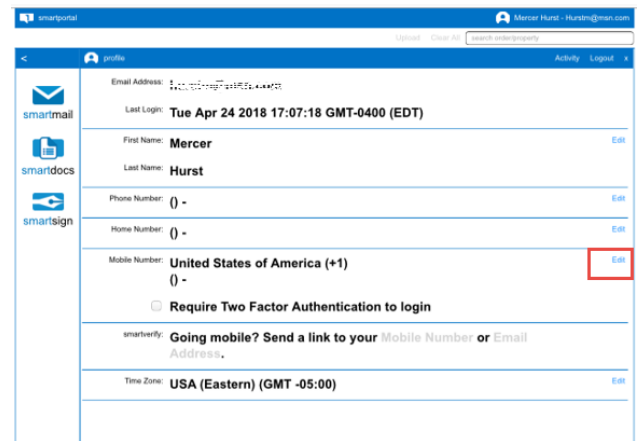
If you do not receive this error, **skip to Step 10**, as your mobile number is already listed in your smartportal profile.



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



- Click **Edit** to the right of the Mobile Number section.



- Enter your **Mobile Number** and click the **Save** button.

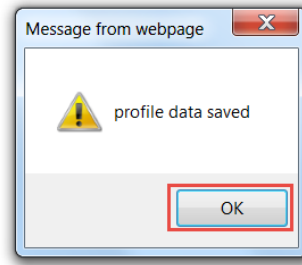
Recommended Option: While adding your Mobile Number, we also recommend selecting the **Require Two Factor Authentication to login** checkbox option, before clicking the Save button.

Selecting this option will allow you to complete one two-factor authentication process for each login, instead of for each individual email.

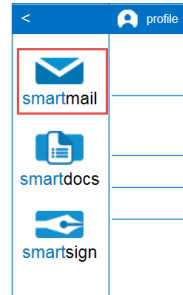


7. Click **OK**.

You will be returned to your user profile and your phone number will now be included.



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



9. Click on the **unopened smartmail listed in bold at the top of the list**. You will be prompted you for the 2nd authentication code, and possibly the read receipt check box.

Enter the Passcode that is sent to your 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.

Reading Required

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

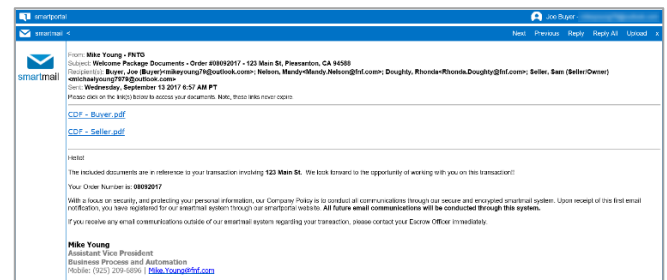
Terms and Conditions

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

10. 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.



For Technical Assistance:

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