CHICAGO TITLE®

TWO=FACTOR AUTHENTICATION
IS NOW EFFECTIVE ON OUR SMARTMAIL DELIVERY SYSTEM

Why Use Two-Factor Authentication?

At Chicago Title, protecting your customer data is our highest priority. Passwords alone can't prevent account takeover. Two-Factor Authentication (2FA) strengthens access security by requiring two methods (also referred to as factors) to verify your identity. These factors can include something you know - like a user name and password, plus something you have - like a smartphone app to approve authentication requests. 2FA protects against phishing, social engineering and password brute-force attacks and secures your logins from attackers exploiting weak or stolen credentials.

Effective immediately, Chicago Title has released two-factor authentication to all smartmail encrypted distributions as an added layer of identity and access protection for your customer's personal information, documents and our wiring instructions. This opt-in feature enables secure access to your account and ensures safety of your customers' data and resources that reside in your smartportal account.

Other than the user name and password, the 2FA system requires the user to provide a unique one-time code, which we will send as an SMS text message to your mobile phone. Once the correct code is entered into the smartmail system, user will then gain access to the system.

If you are an existing smartmail user, setting up 2FA for your account is quick and easy. Here are the steps for enabling two-factor authentication for your account:

- Log into your account
- Click on **your name** on the top right, this will open your profile
- Click **Edit** to the right of the Mobile Number section
- Enter your **Mobile Number** and click the **Save** button
  Note: 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.

If you are a new user, you must complete the New User Registration that came with the initial smartmail, then log into your account following the steps above.

For training on our smartportal and smartmail delivery system with two-factor authentication, please contact us immediately.

IF YOU STILL HAVE TROUBLE SIGNING IN...
Please click on link below to access or download information.

- **How to update your smartportal User Profile?**
- **An overview of accessing smartmail with 2FA:**
  - Watch the training video
  - Download a copy
- **An overview of Recipient Access on smartportal**
- **Complete User Guide**