smartmail & smartportal - Updating User Profile

Overview: This job aid reviews the process of updating your smartportal User Profile, including adding your mobile number to receive an additional verification code when accessing your smartmail message.
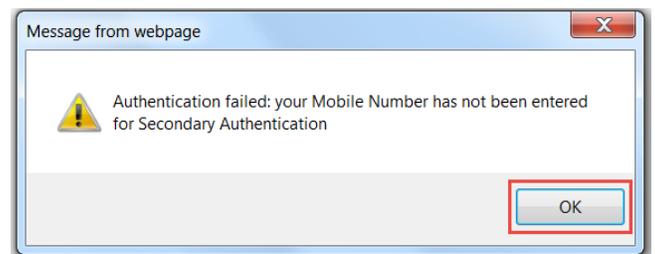
If you only need to update your smartportal profile, and have not received an error, skip to Step 2.

1. When you receive a smartmail requiring two-factor authentication, a passcode will be sent as a text to your mobile number.
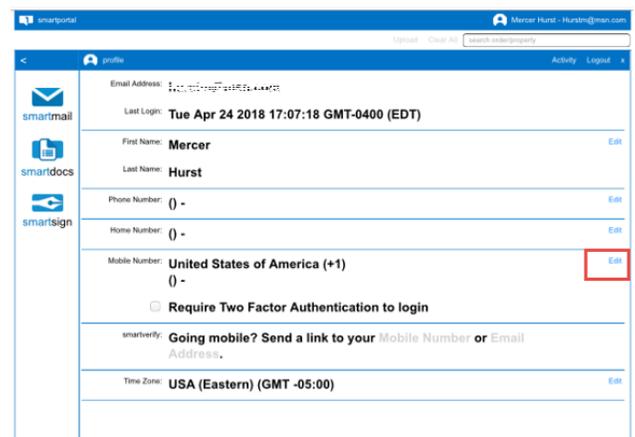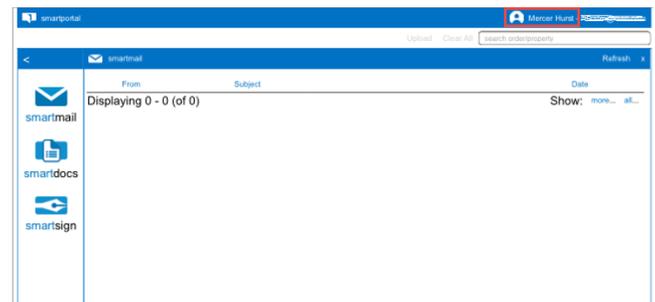
    If your mobile number is not already listed in your smartportal profile, you will receive this error message.

    Click **OK**.

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

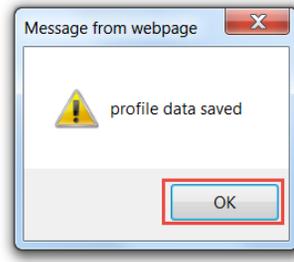3. Click **Edit** to the right of the Mobile Number section.

4. 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.
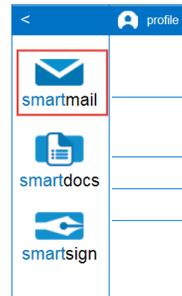
5. Click **OK**.

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

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

7. Click on the **unopened smartmail** and it will prompt you for the 2nd authentication, 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.

For Technical Assistance:

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

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