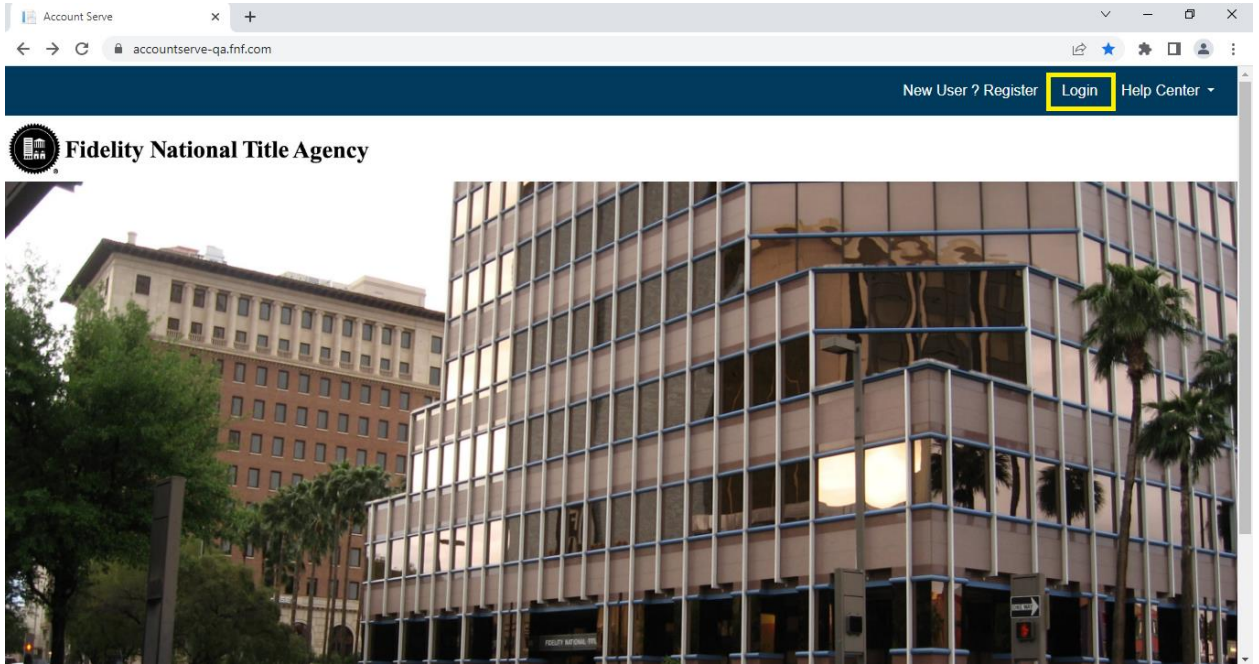


User Manual

User Login Guide

Steps to login to Account Serve:

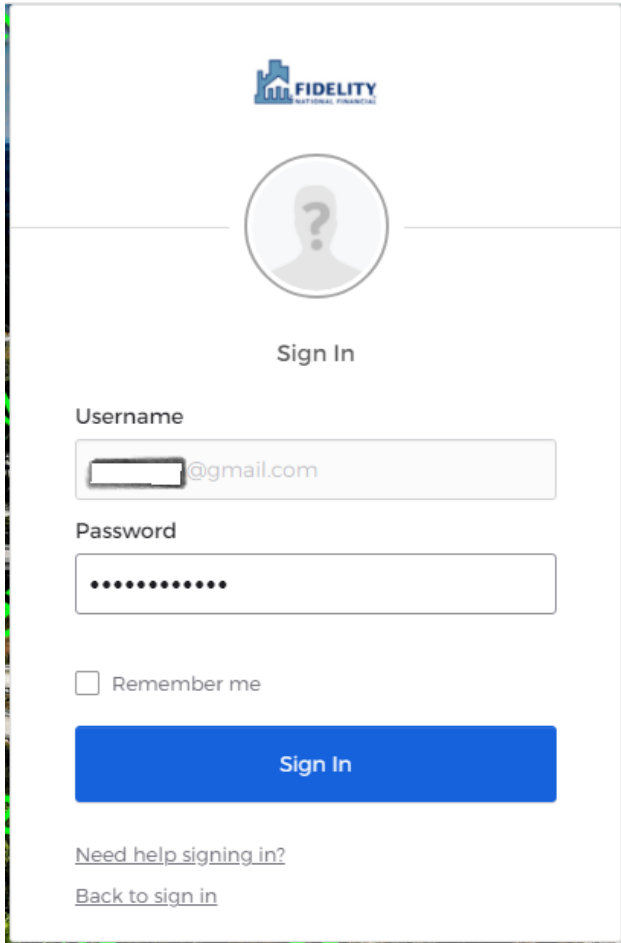
1. Launch the below URL in browser:
<https://accountserve.fnf.com>
2. Click on '**Login**' link to navigate to OKTA login page.



3. Enter your registered email as Username and click on '**Next**' button.

A screenshot of the 'Sign In' page. At the top is the Fidelity logo. Below it is a circular icon with a question mark. The text 'Sign In' is centered. There is a 'Username' label above a text input field containing '@gmail.com'. Below the input field is a 'Remember me' checkbox. A large blue 'Next' button is positioned below the checkbox. At the bottom, there is a link that says 'Need help signing in?'.

4. Enter your Password and click on '**Sign In**' button to login to the application.

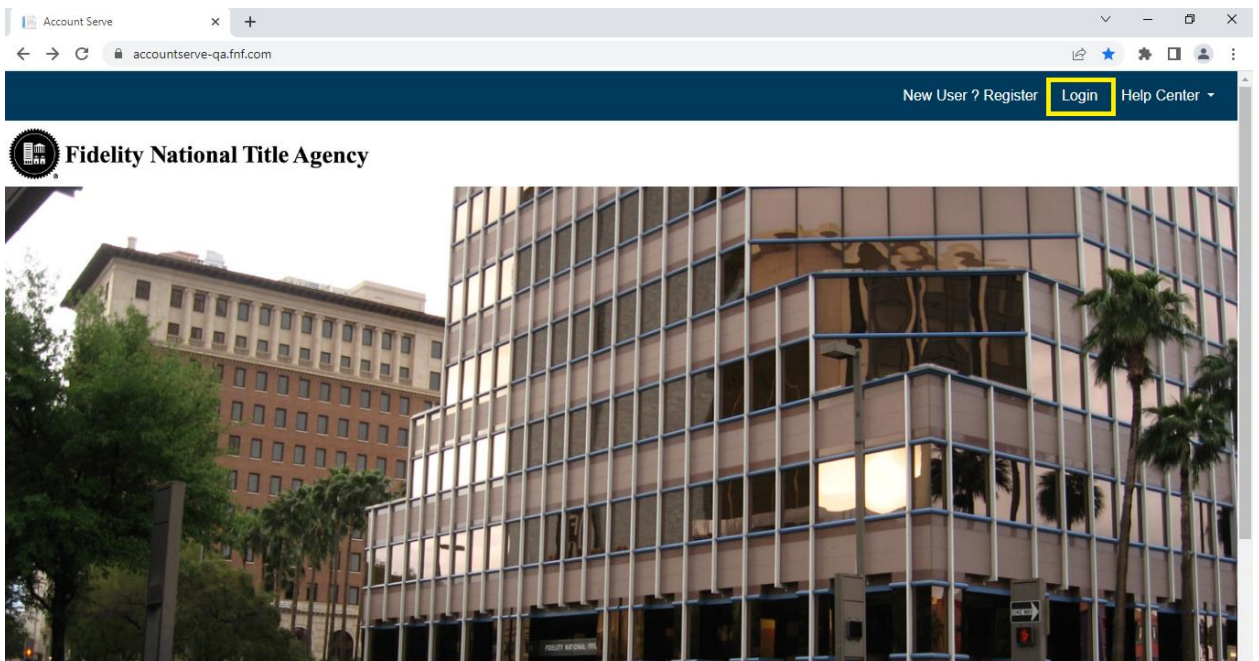


The screenshot shows the Fidelity National Financial Sign In page. At the top is the Fidelity logo. Below it is a circular placeholder for a profile picture with a question mark. The text "Sign In" is centered below the placeholder. There are two input fields: "Username" with a partial email address "@gmail.com" and "Password" with masked characters. A "Remember me" checkbox is below the password field. A blue "Sign In" button is at the bottom. Links for "Need help signing in?" and "Back to sign in" are at the very bottom.

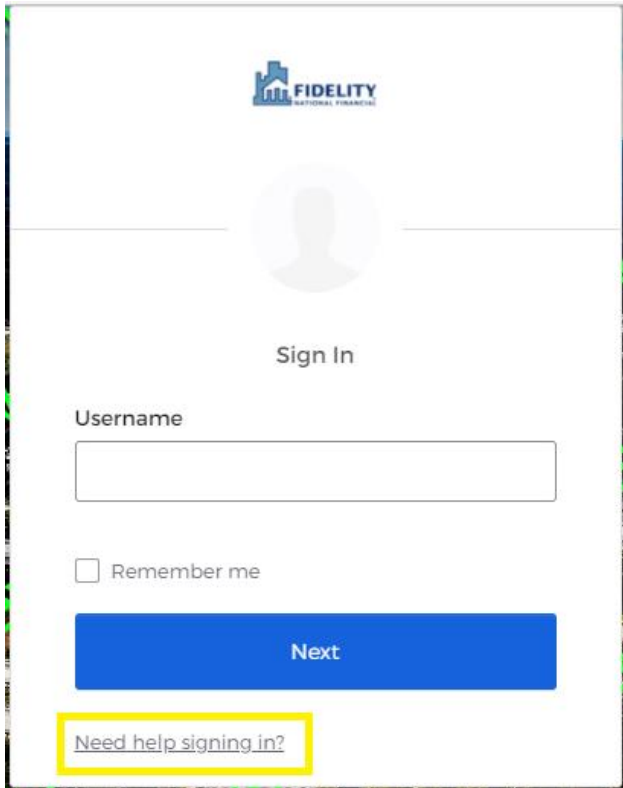
Reset Password Guide

Steps to Reset Password in Account Serve:

1. Launch the below URL in browser:
<https://accountserve.fnf.com>
2. Click on '**Login**' link to navigate to OKTA login page.

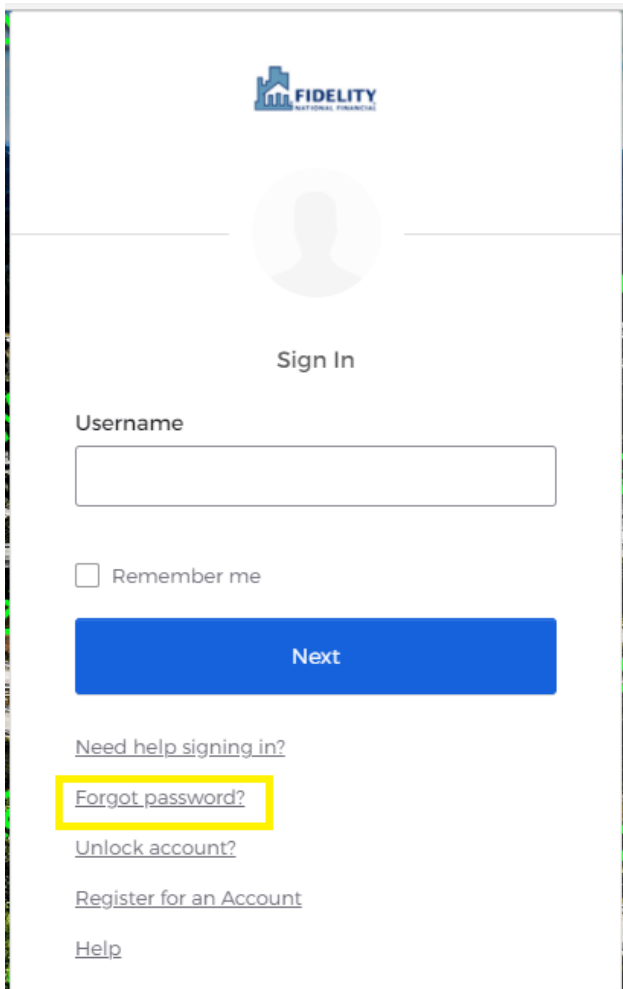


3. Click on **'Need help signing in?'** link to expand the options.



The screenshot shows the Fidelity sign-in page. At the top is the Fidelity logo. Below it is a grey silhouette of a person's head and shoulders. Underneath is the text "Sign In". There is a "Username" label above a text input field. Below the input field is a checkbox labeled "Remember me". A blue button with the text "Next" is positioned below the checkbox. At the bottom left, the link "Need help signing in?" is highlighted with a yellow rectangular border.

4. Click on **'Forgot password?'** link to initiate the flow.



The screenshot shows the Fidelity sign-in page with additional links. It includes the Fidelity logo, a grey silhouette of a person, the text "Sign In", a "Username" label above a text input field, a "Remember me" checkbox, and a blue "Next" button. Below the "Next" button, there is a list of links: "Need help signing in?", "Forgot password?", "Unlock account?", "Register for an Account", and "Help". The "Forgot password?" link is highlighted with a yellow rectangular border.

5. Enter your registered email and select **'Reset via Email'** option.

FIDELITY NATIONAL FINANCIAL

Reset Password

Email or Username

SMS or Voice Call can only be used if a mobile phone number has been configured.

[Reset via SMS](#)

[Reset via Voice Call](#)

[Reset via Email](#)

[Back to sign in](#)

6. Click on **'Back to sign in'** button to navigate back to the OKTA login page.

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?

Email sent!

Email has been sent to [redacted]@gmail.com with instructions on resetting your password.

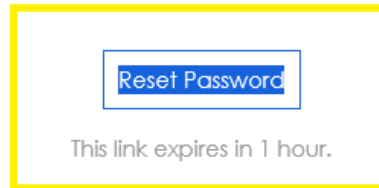
[Back to sign in](#)

7. Click on the **'Reset Password'** link sent to your registered email address.

A password reset request was made for your Okta account. If you did not make this request, please contact your system administrator immediately.

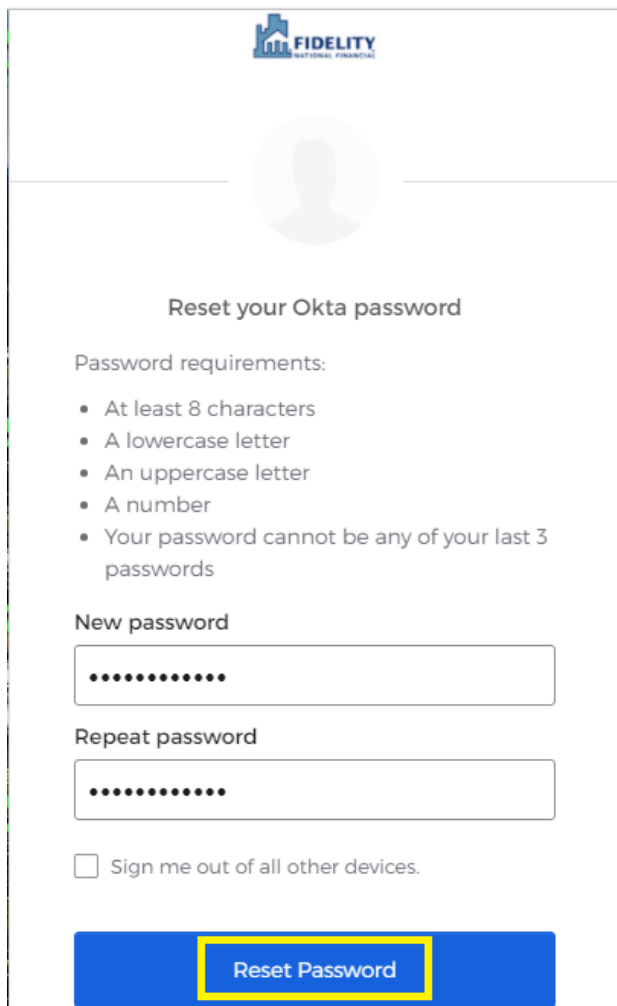
Click this link to reset the password for your username,

@gmail.com:

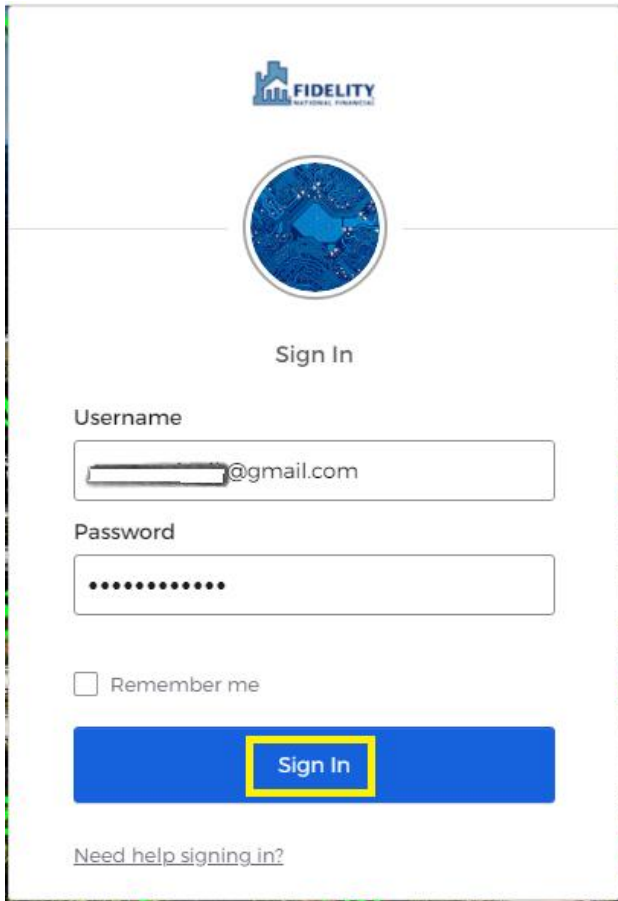


If you experience difficulties accessing your account, send a help request to your administrator:

8. Enter New password, Repeat password and click on **'Reset Password'** button to change your password.

A screenshot of the Fidelity Okta password reset form. At the top left is the Fidelity logo. Below it is a grey silhouette of a person's head and shoulders. The main heading is "Reset your Okta password". Underneath, the "Password requirements:" section lists: "At least 8 characters", "A lowercase letter", "An uppercase letter", "A number", and "Your password cannot be any of your last 3 passwords". There are two input fields: "New password" and "Repeat password", both containing masked characters (dots). At the bottom left, there is a checkbox labeled "Sign me out of all other devices." At the bottom center, there is a blue button labeled "Reset Password" with a yellow border.

9. Enter your email, new password and click on 'Sign In' button to login.



Sign In

Username

Password

Remember me

[Need help signing in?](#)