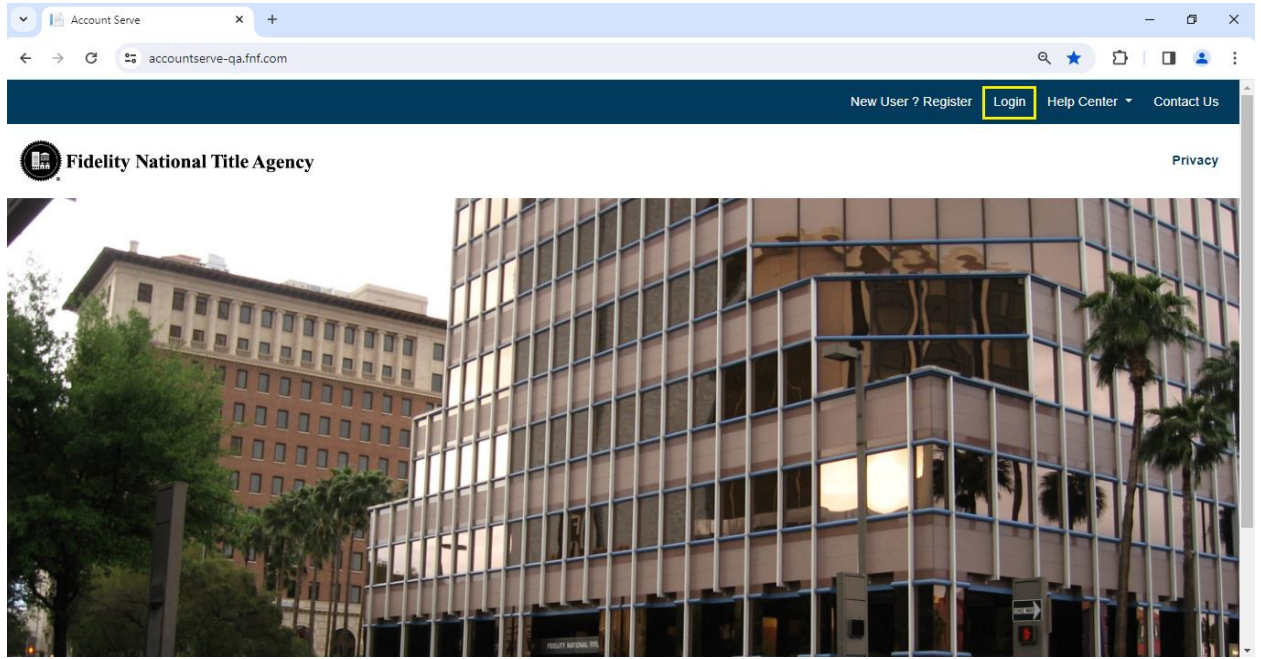


User Manual

Change Password Guide

Steps to change 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. Enter your registered email as Username and click on '**Next**' button.

A screenshot of the 'Sign In' page on the Account Serve website. At the top is the Fidelity logo. Below it is a circular image of a white dog in a field. The text 'Sign In' is centered below the image. There is a 'Username' label above a text input field containing '@gmail.com'. Below the input field is a checkbox labeled 'Remember me'. At the bottom is a blue button labeled 'Next'. A link for 'Need help signing in?' is located at the very bottom of the page.

4. Enter your Password and click on **'Sign In'** button.

Sign In

Username



Password

Remember me

Sign In

[Need help signing in?](#)
[Back to sign in](#)

5. Click on **'Send code'** button for SMS Authentication.

SMS Authentication



(+91 XXXXX X4583)


Enter Code

Send code

Verify

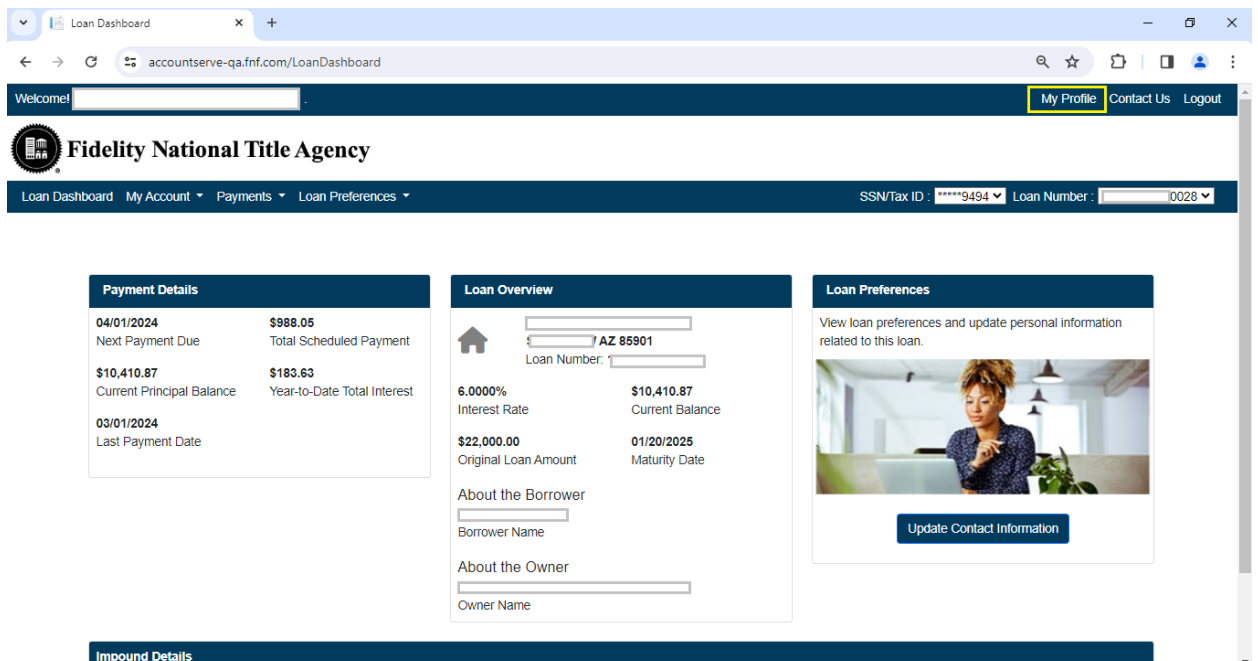
- Enter the 6 digits code received on your phone number and click on 'Verify' button.



SMS Authentication
(+91 XXXXX X4583)

 Haven't received an SMS? To try again, click [Re-send code](#).

Enter Code


- Click on 'My Profile' link from the top right section.



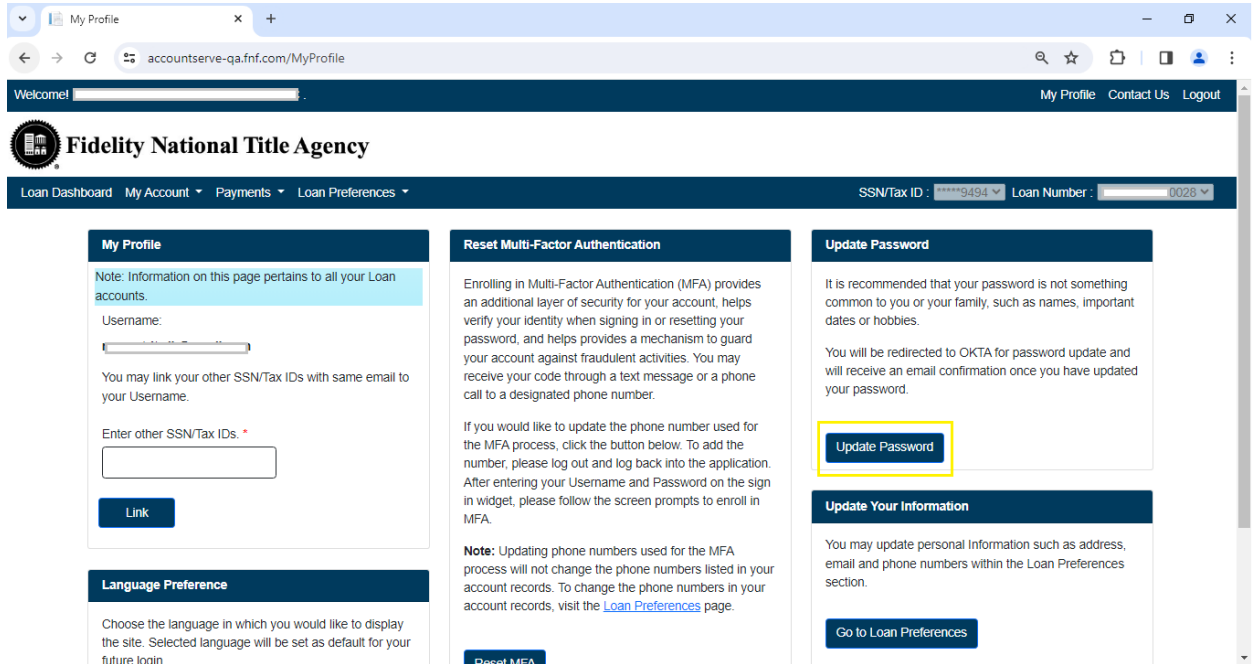
The screenshot shows a web browser window with the URL `accountserv-qa.fnf.com/LoanDashboard`. The page header includes a navigation bar with a search icon, a star icon, and a user profile icon. The user profile icon is highlighted with a yellow box and labeled 'My Profile'. Below the navigation bar, the Fidelity National Title Agency logo is displayed. The main content area is divided into three columns: 'Payment Details', 'Loan Overview', and 'Loan Preferences'. The 'Payment Details' column shows the next payment due on 04/01/2024 for \$988.05, the current principal balance of \$10,410.87, and the year-to-date total interest of \$183.63. The 'Loan Overview' column shows the loan number as AZ 85901, an interest rate of 6.0000%, and a current balance of \$10,410.87. The 'Loan Preferences' column includes a button labeled 'Update Contact Information'. The footer of the page contains a link for 'Impound Details'.

Payment Details	
04/01/2024	\$988.05
Next Payment Due	Total Scheduled Payment
\$10,410.87	\$183.63
Current Principal Balance	Year-to-Date Total Interest
03/01/2024	
Last Payment Date	

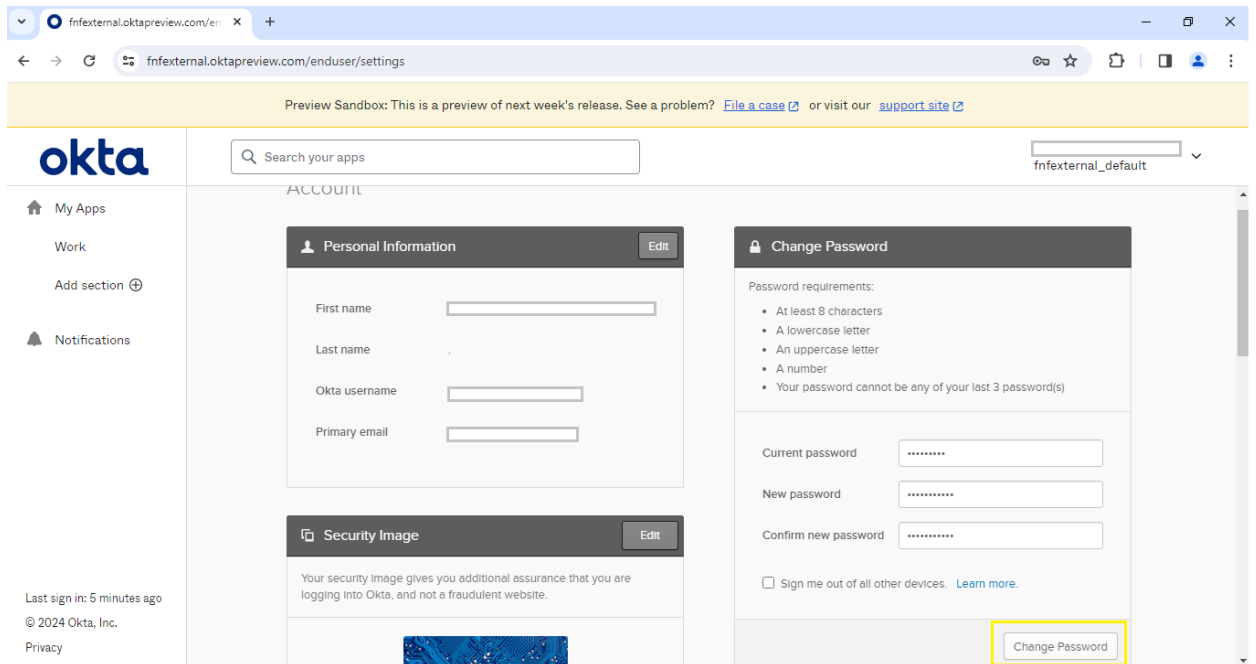
Loan Overview	
AZ 85901	
Loan Number:	
6.0000%	\$10,410.87
Interest Rate	Current Balance
\$22,000.00	01/20/2025
Original Loan Amount	Maturity Date
About the Borrower	
Borrower Name	
About the Owner	
Owner Name	

Loan Preferences
View loan preferences and update personal information related to this loan.

<input type="button" value="Update Contact Information"/>

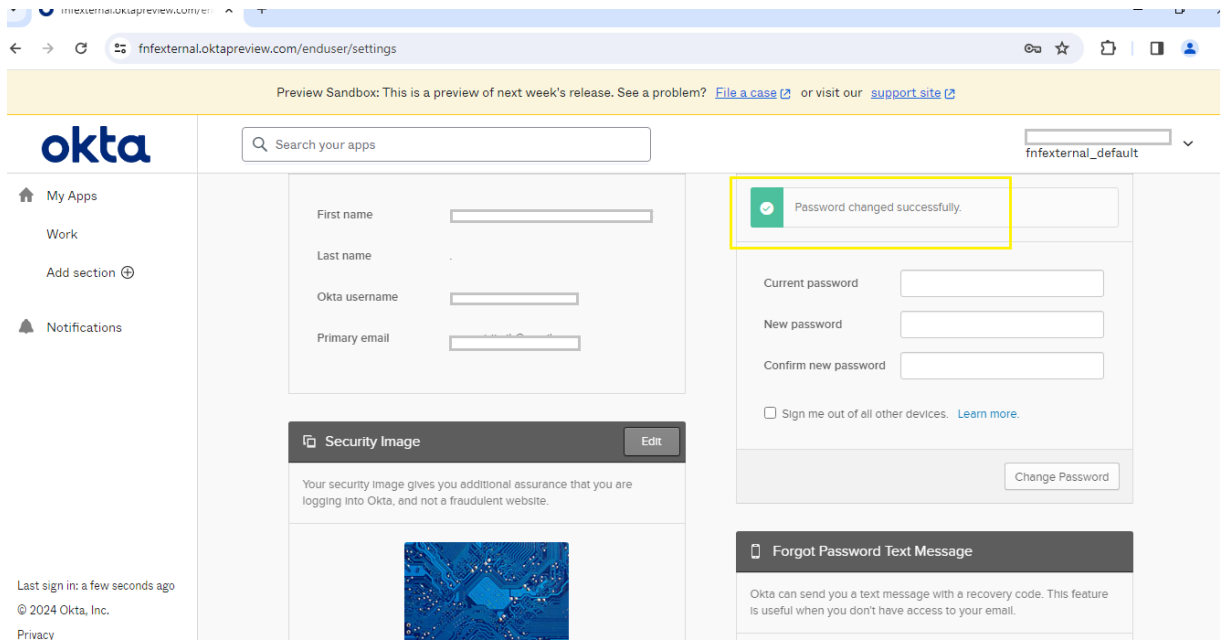
8. Click on 'Update Password' button from My Profile page.



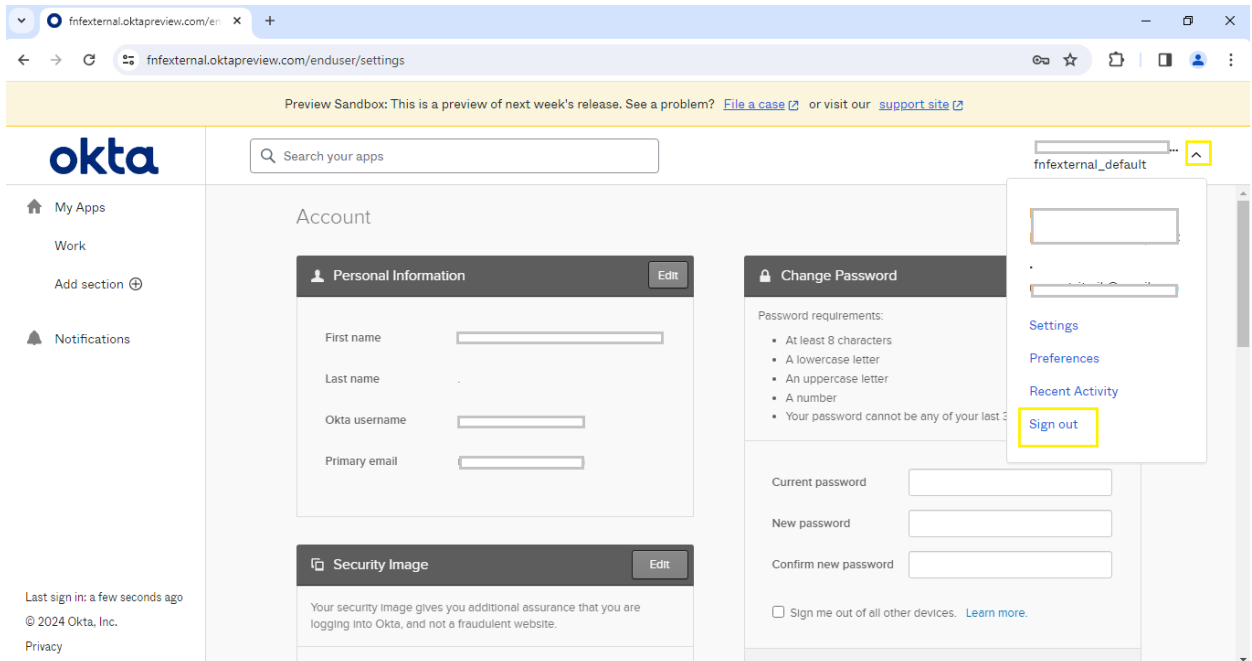
9. Enter Current Password, New Password, Confirm New Password and click on 'Change Password' button.



10. 'Password changed successfully' message will be shown from OKTA.



11. Sign Out from the OKTA Portal



12. Login to Account Serve with your new password

