# **User Manual**

#### Setup MFA Guide

#### Steps to setup MFA in Account Serve:

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



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



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

FIDELITY
Sign In
Username
@gmail.com
Password
•••••
Remember me
Sign In
<u>Need help signing in?</u> Back to sign in

5. Click on SMS Authentication 'Setup' button from Set up multifactor authentication page.

s	Set up multifactor authentication
Your com add an a	npany requires multifactor authentication to additional layer of security when signing in to your Okta account
0	Okta Verify Enter single-use code from the mobile app.
	Setup
*	Google Authenticator Enter single-use code from the mobile app.
	Setup
SMS	SMS Authentication Enter a single-use code sent to your mobile phone.
	Setup

6. Enter your phone number and click on 'Send code' button.

FIDELITY	
Receive a code via SMS to authenticate	
India	*
Phone number	
+91 4583 <u>Send code</u>	
Back to factor list	_

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

Receive a code via SMS to authenticate          India         Phone number         +91       4583         Sent         Enter Code         644617		
Phone number +91 4583 Sent Enter Code 644617	Receive a code via SMS to authen	nticate
+91 4583 Sent	Phone number	
Enter Code 644617	+91 4583 See	<u>nt</u>
644617	Enter Code	
	644617	
Verify	Verify	
Back to factor list	Back to factor list	

8. Enrolled factors will be shown as SMS Authentication.

	FIDELITY
Set	up multifactor authentication
You can co	nfigure any additional optional factor or click finish
Enrolled fac	tors
SMS S	MS Authentication
Additional	optional factors
	Nkta Verify inter single-use code from the mobile pp. <u>Setup</u>
× G	Soogle Authenticator inter single-use code from the mobile pp.

9. Click on 'Finish' to complete the process and login to the application.



### **Reset MFA Guide**

## Steps to Reset MFA in Account Serve:

- 1. Login to the Account Serve application: https://accountserve.fnf.com
- 2. Click on 'My Profile' link from the top right section.

C = accountserve-galf	inf.com/LoanDashboard		e 🕁 🙃
			My Profile Contact
delity National	Fitle Agency		SSN/Tax ID : 🚥 1212 ✔ Loan Number :
Payment Details		Loan Overview	Loan Preferences
03/19/2024 Next Payment Due \$17,152.97 Current Principal Balance 02/27/2024	\$418.53 Total Scheduled Payment \$234.48 Year-to-Date Total Interest	AZ 86413           Loan Number:           AZ 86413           Loan Number:           Strate           Current Balance           S20,000,00           Ordinal Loan Amount           Maturity Date	View loan preferences and update personal information related to this loan.

3. Click on 'Reset MFA' button from Reset Multi-Factor Authentication section.

C accountserve-qa.fnf.com/MyProfile		< ☆ ☆ □
idelity National Title Agency		
aboard My Account   Payments  Loan Preferences		SSN/Tax ID : 1212 V Loan Number :
My Profile	Reset Multi-Factor Authentication	Update Password
Note: Information on this page pertains to all your Loan accounts. Username: You may link your other SSN/Tax IDs with same email to your Username. Enter other SSN/Tax IDs.* Link	Enrolling in Multi-Factor Authentication (MFA) provides an additional layer of security for your account, helps verify your identity when signing in or resetting your password, and helps provides a mechanism to guard your account against fraudulent activities. You may receive your code through a text message or a phone call to a designated phone number. If you would like to update the phone number used for the MFA process, click the button below. To add the number, please log out and log back into the application. After entering your Username and Password on the sign in widget, please follow the screen prompts to enroll in MFA. <b>Note:</b> Updating phone numbers used for the MFA process will not change the phone numbers listed in your	It is recommended that your password is not something common to you or your family, such as names, important dates or hobbies. You will be redirected to OKTA for password update and will receive an email confirmation once you have updated your password. Update Password Update Password You may update personal Information such as address, email and phone numbers within the Loan Preferences section
Choose the language in which you would like to display the site. Selected language will be set as default for your future looin.	account records, visit the Loan Preferences page.	Go to Loan Preferences

4. Click on 'Logout' from the Success popup.



5. Click on 'Login' and setup MFA again

