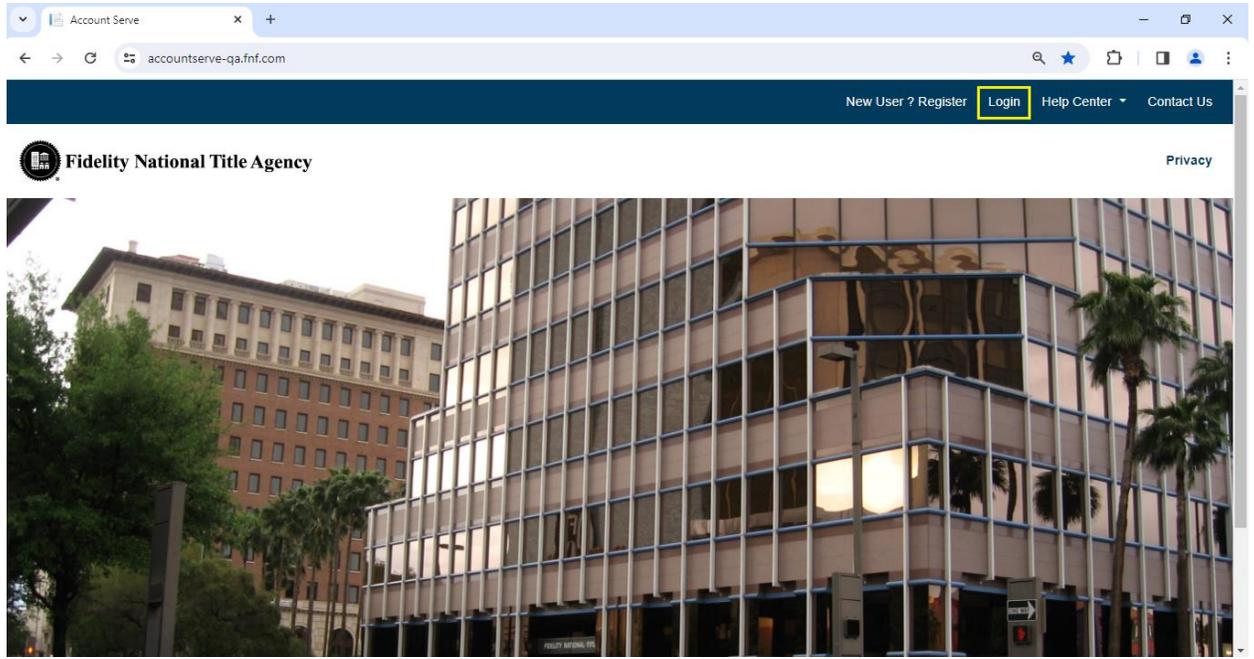


# User Manual

## Setup MFA Guide

### Steps to setup MFA 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 Fidelity website. At the top is the Fidelity logo. Below it is a circular image of a cow in a field. The text 'Sign In' is centered below the image. Underneath is a 'Username' label and 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 '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 SMS Authentication **'Setup'** button from Set up multifactor authentication page.

Set up multifactor authentication

Your company requires multifactor authentication to add an additional layer of security when signing in to your Okta account

-  **Okta Verify**  
Enter single-use code from the mobile app.
-  **Google Authenticator**  
Enter single-use code from the mobile app.
-  **SMS Authentication**  
Enter a single-use code sent to your mobile phone.

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


---

Receive a code via SMS to authenticate

India ▼

Phone number

+91  [Send code](#)

[Back to factor list](#)

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


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Receive a code via SMS to authenticate

India ▼

Phone number

+91  [Sent](#)

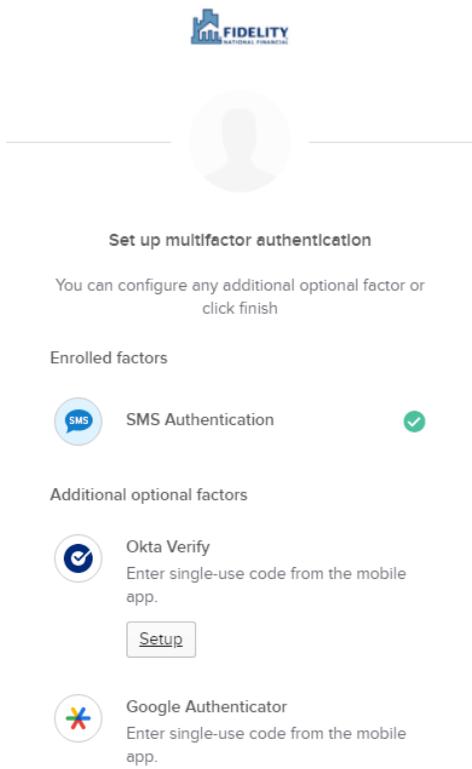
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Enter Code

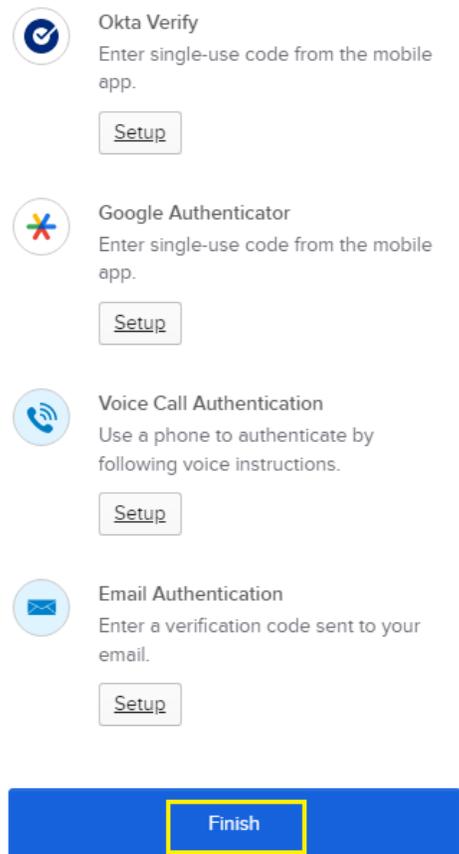
[Verify](#)

[Back to factor list](#)

8. Enrolled factors will be shown as SMS Authentication.



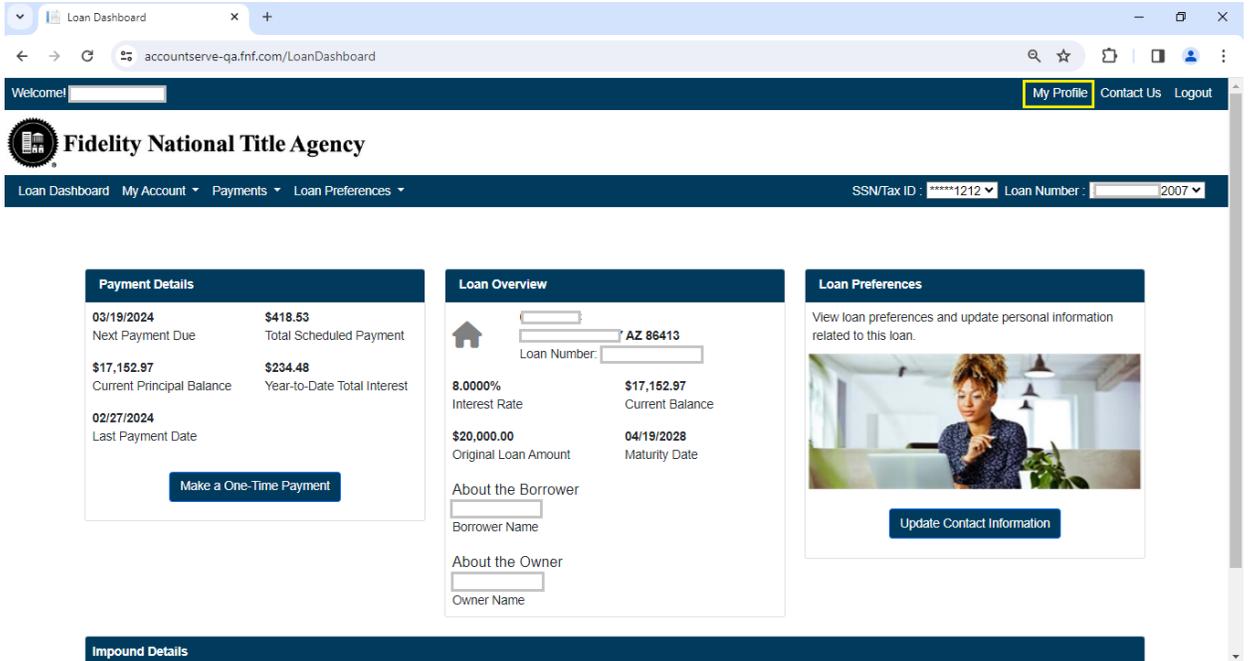
9. Click on 'Finish' to complete the process and login to the application.



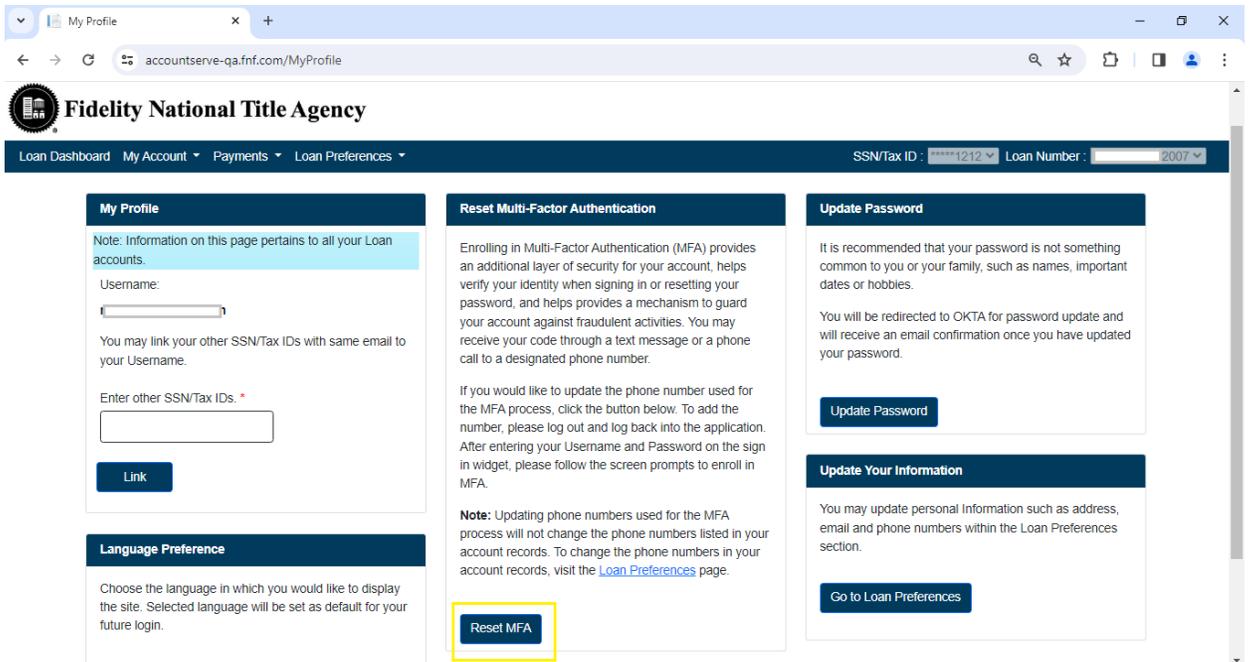
# Reset MFA Guide

## Steps to Reset MFA in Account Serve:

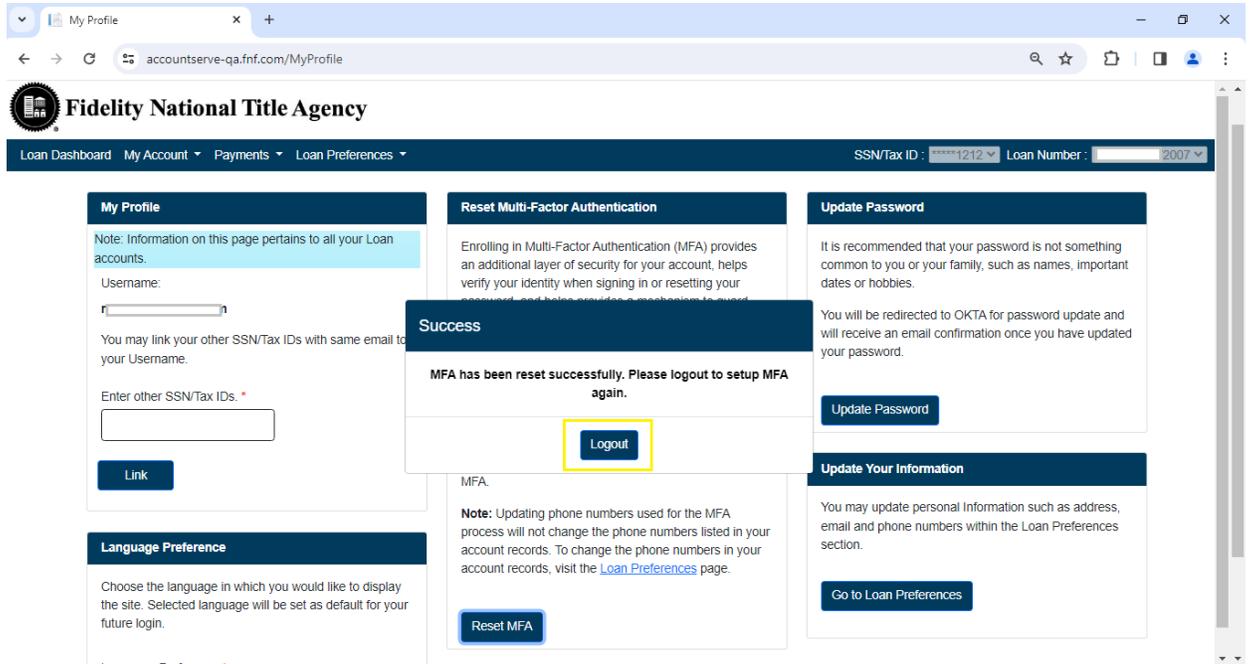
1. Login to the Account Serve application:  
<https://accountserve.fnf.com>
2. Click on 'My Profile' link from the top right section.



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



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



5. Click on 'Login' and setup MFA again

