User Manual

User Login Guide

Steps to login to Account Serve:
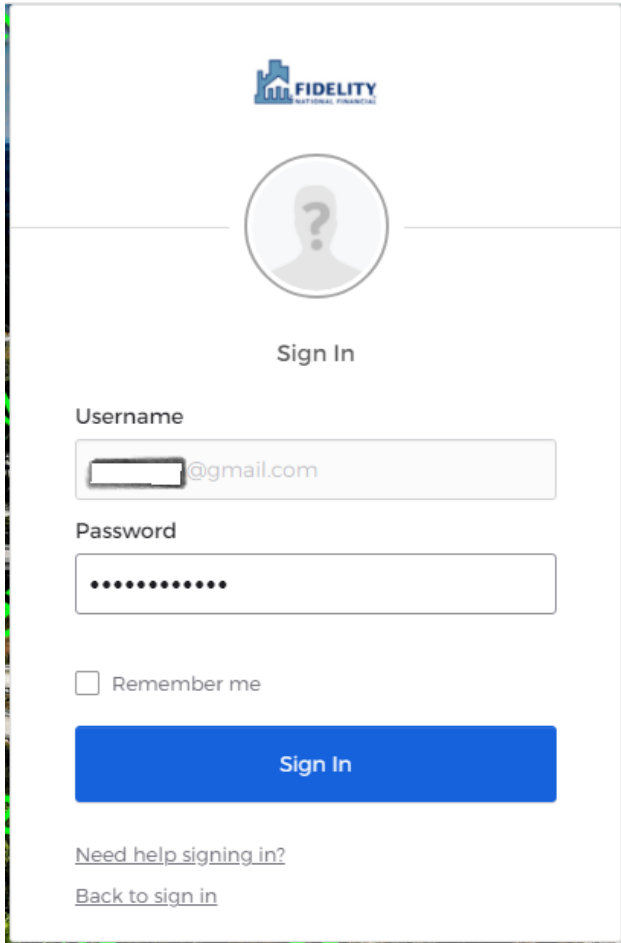
1. Launch the below URL in browser:
   https://accountserve.fnf.com

2. Click on '**Login**' link to navigate to OKTA login page.
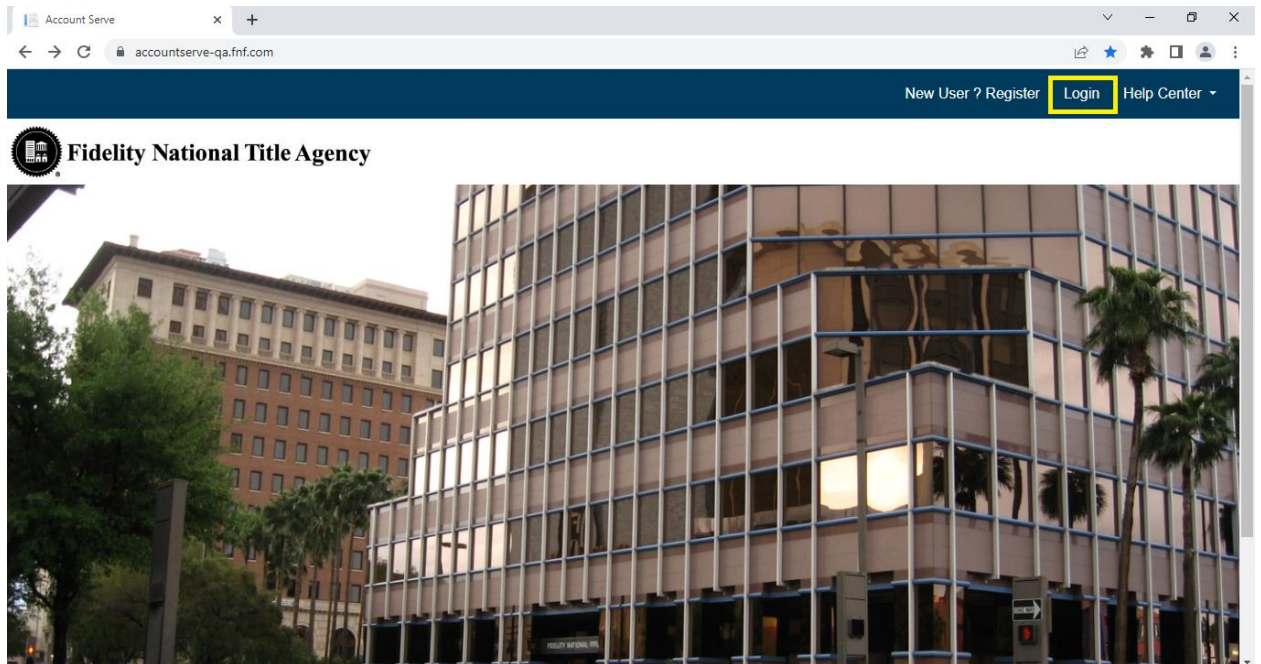
3. Enter your registered email as Username and click on '**Next**' button.

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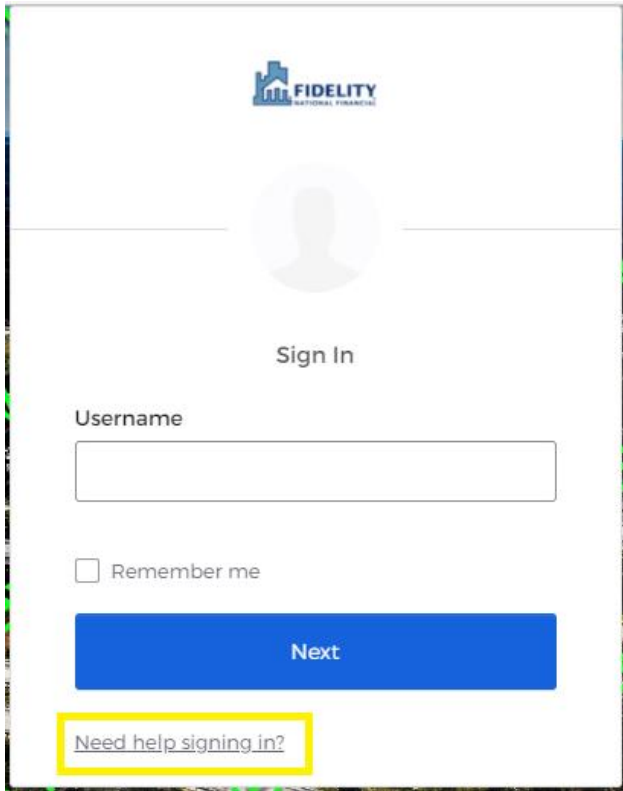
Reset Password Guide

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.

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

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

6. Click on '**Back to sign in**' button to navigate back to the OKTA login page.
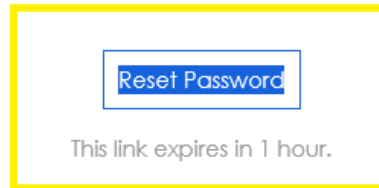
7. Click on the '**Reset Password**' link sent to your registered email address.

A password reset request was made for your Okta account. If you did not make this request, please contact your system administrator immediately.
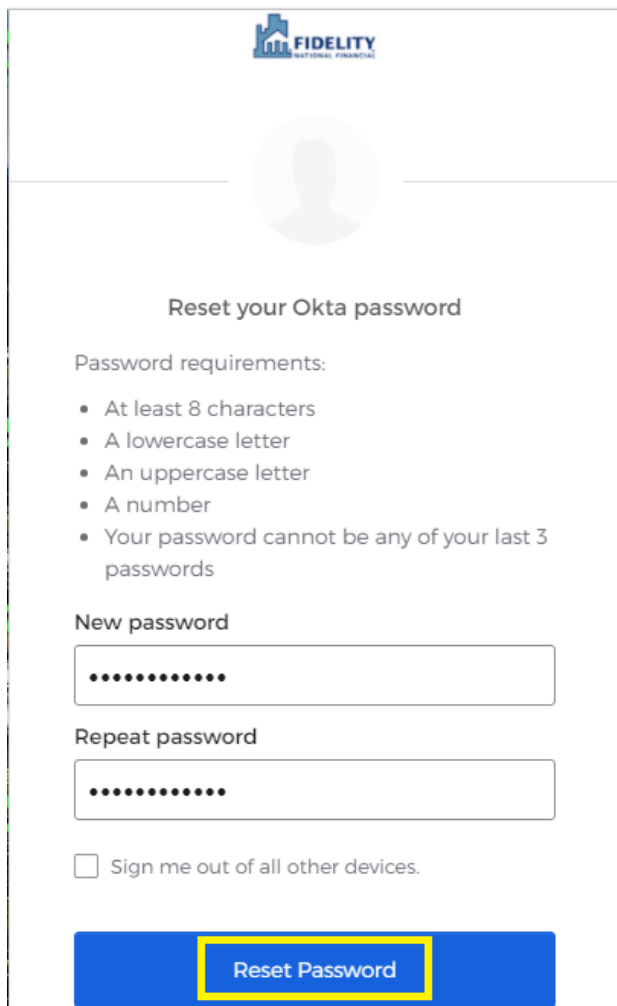
Click this link to reset the password for your username, _____@gmail.com:

Reset Password

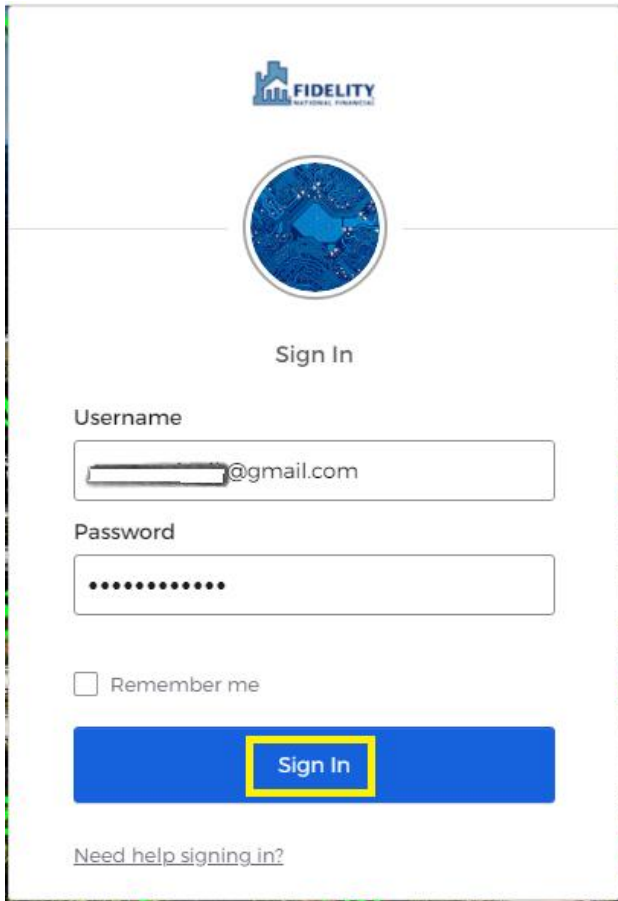This link expires in 1 hour.

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.

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Reset your Okta password

Password requirements:

- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- Your password cannot be any of your last 3 passwords

New password

••••••••••••

Repeat password

••••••••••••

☐ Sign me out of all other devices.

Reset Password

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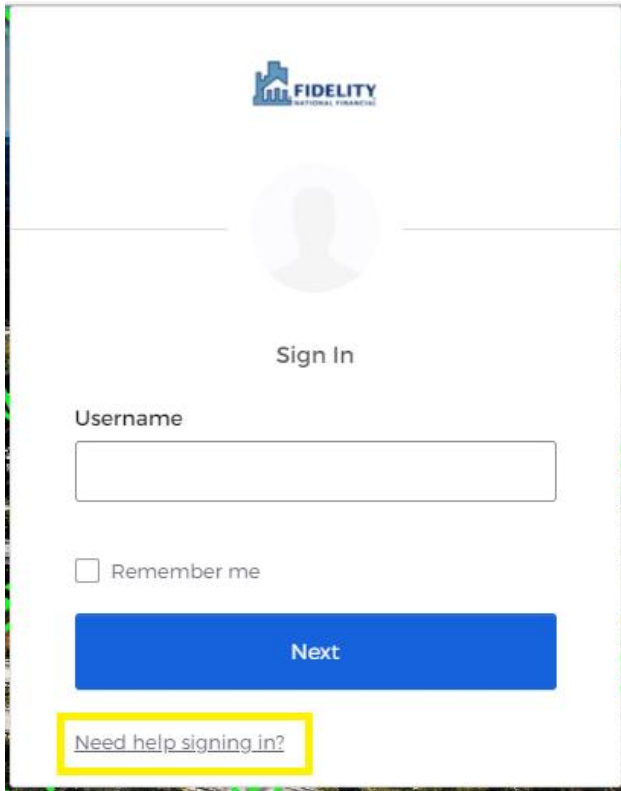
Unlock Account Guide

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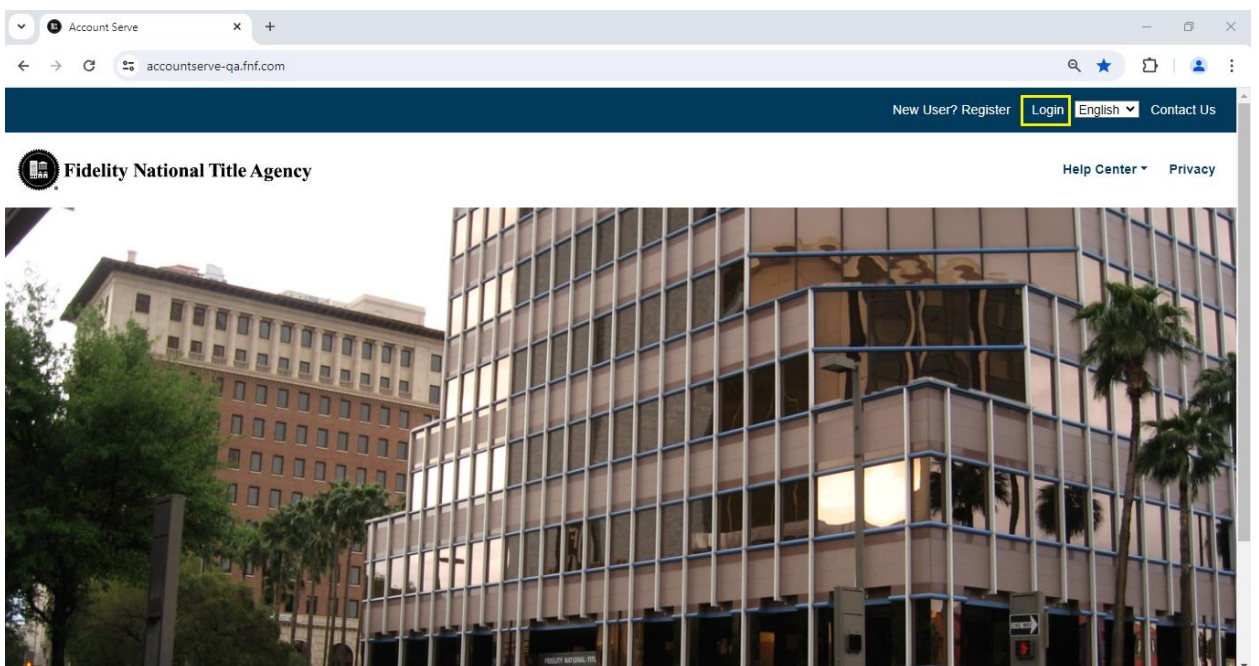
3. Click on '**Need help signing in?**' link to expand the options.

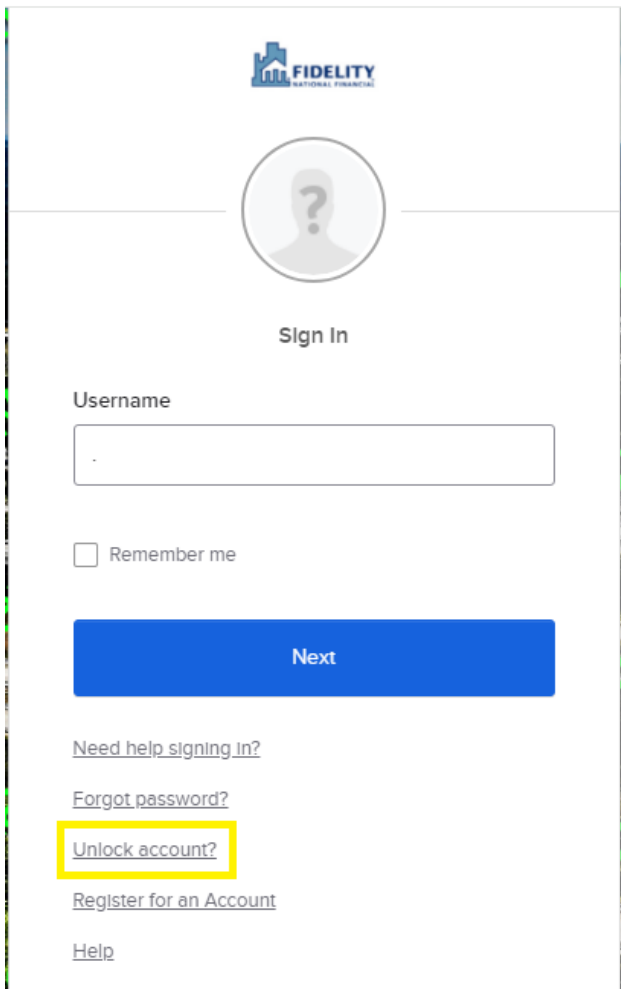4. Click on '**Unlock account?**' link to initiate the flow.

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

6. **Email sent** notification will be shown to you.

7. Click on the '**Unlock Account**' link sent to your registered email address.

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

Click this link to unlock the account for your username, ⬚⬚⬚⬚⬚@gmail.com:
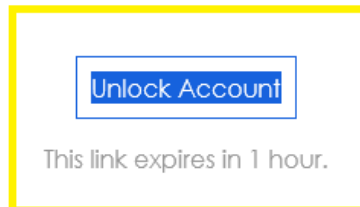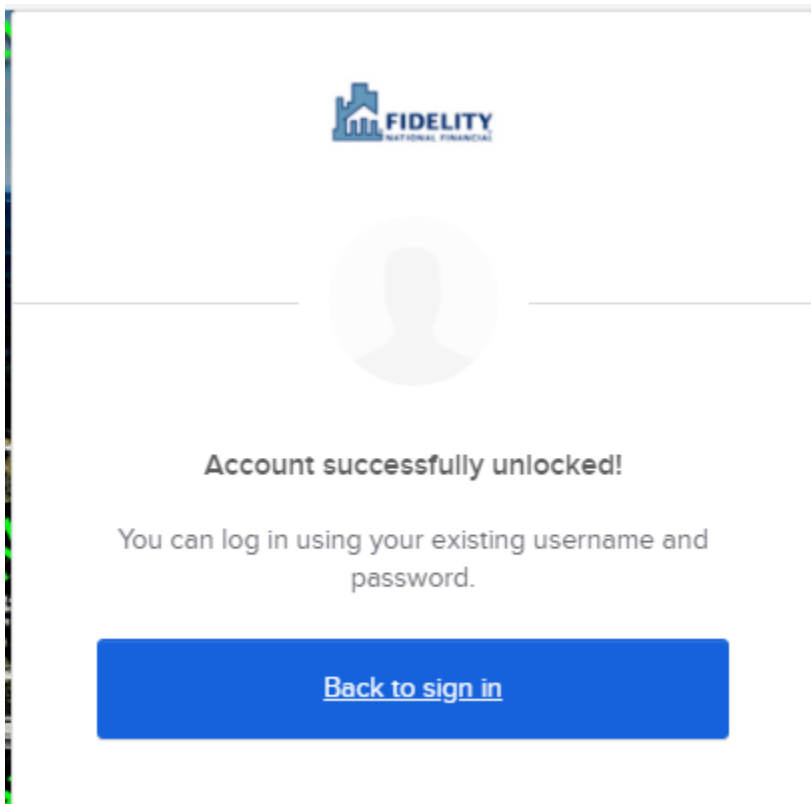
Unlock Account

This link expires in 1 hour.

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

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

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Account successfully unlocked!

You can log in using your existing username and password.

Back to sign in

9. Enter your existing Username (Email), Password and click on '**Sign In**' button to login.