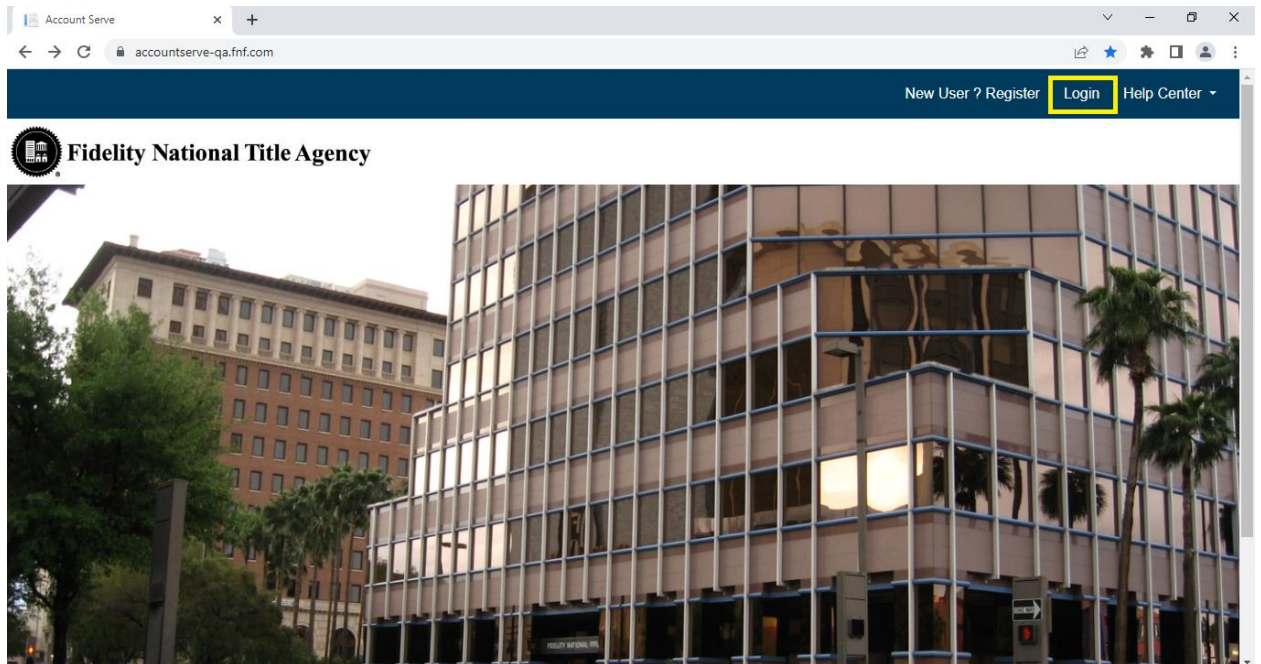


User Manual

User Login Guide

Steps to login to Account Serve:

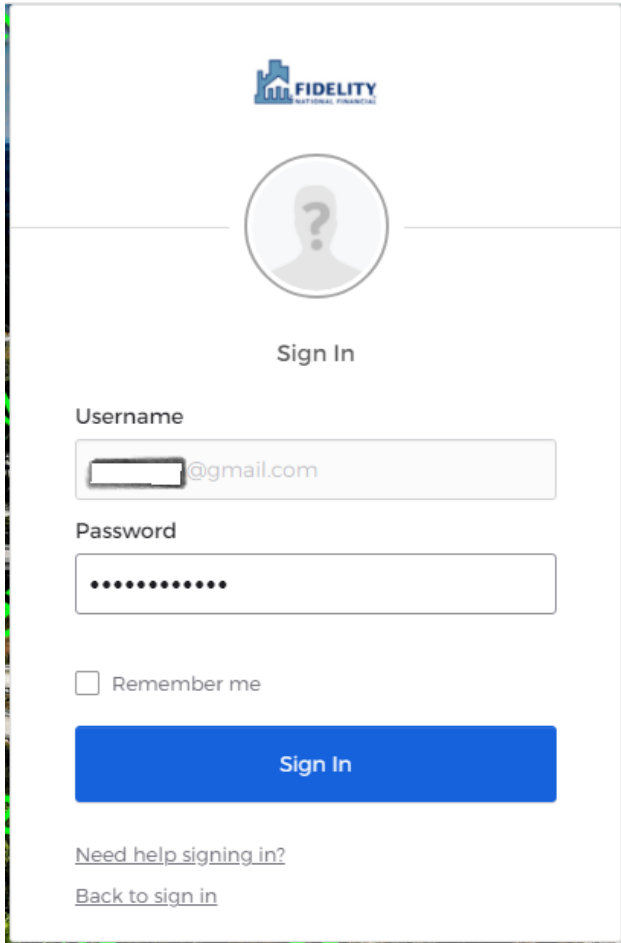
1. Launch the below URL in browser:
<https://accountserve.fnf.com>
2. Click on '**Login**' link to navigate to OKTA login page.



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.

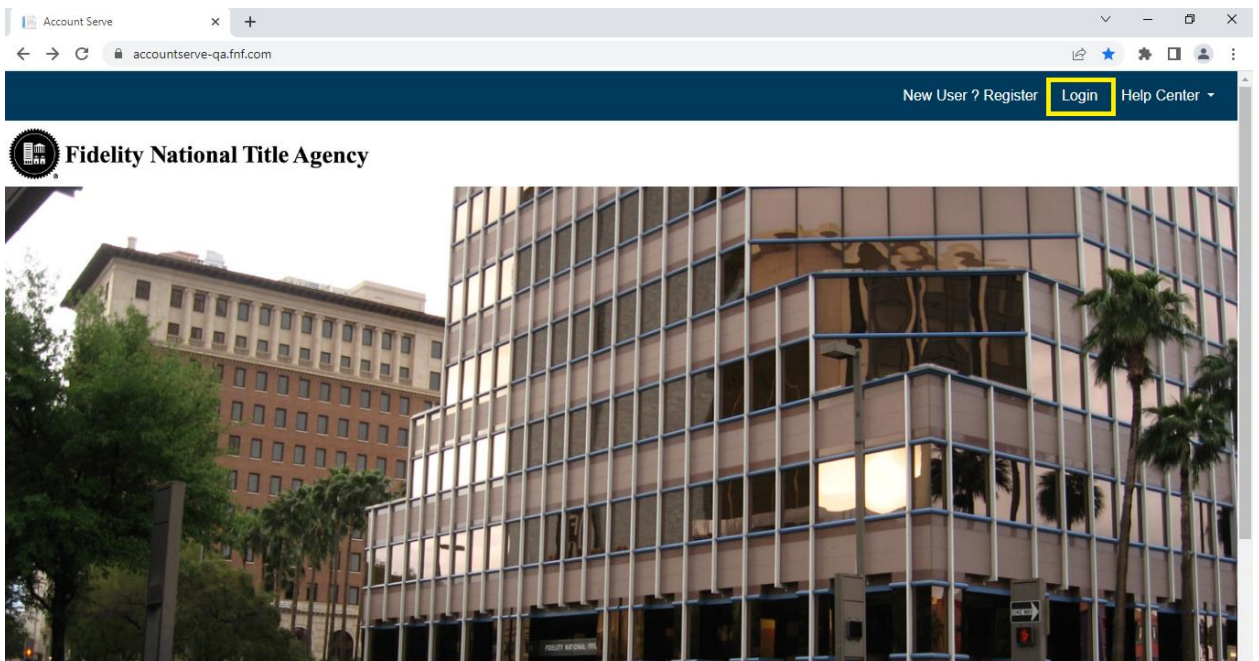


The screenshot shows the Fidelity National Financial Sign In page. At the top is the Fidelity logo. Below it is a circular placeholder for a profile picture with a question mark. The text "Sign In" is centered below the placeholder. There are two input fields: "Username" with a text box containing "@gmail.com" and "Password" with a text box containing ten dots. Below the password field is a checkbox labeled "Remember me". A large blue "Sign In" button is positioned below the checkbox. At the bottom, there are two links: "Need help signing in?" and "Back to sign in".

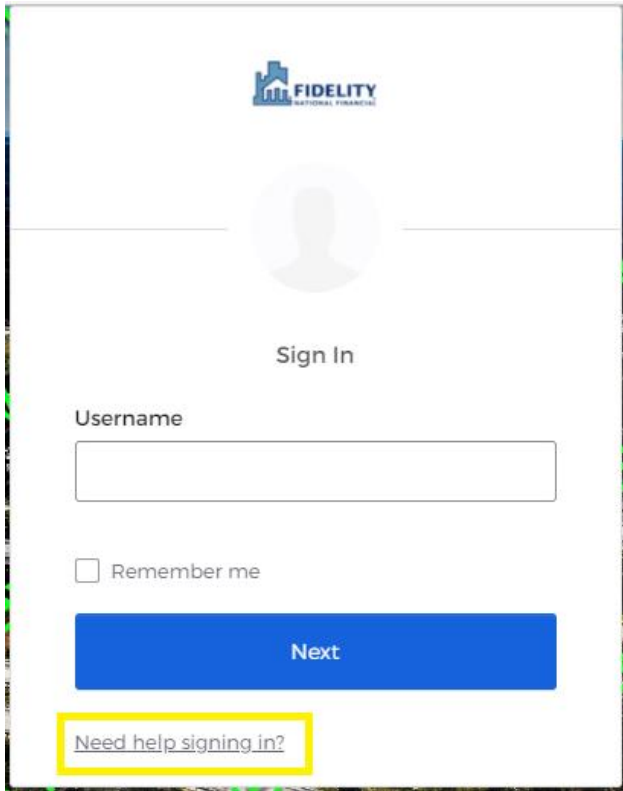
Reset Password Guide

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.

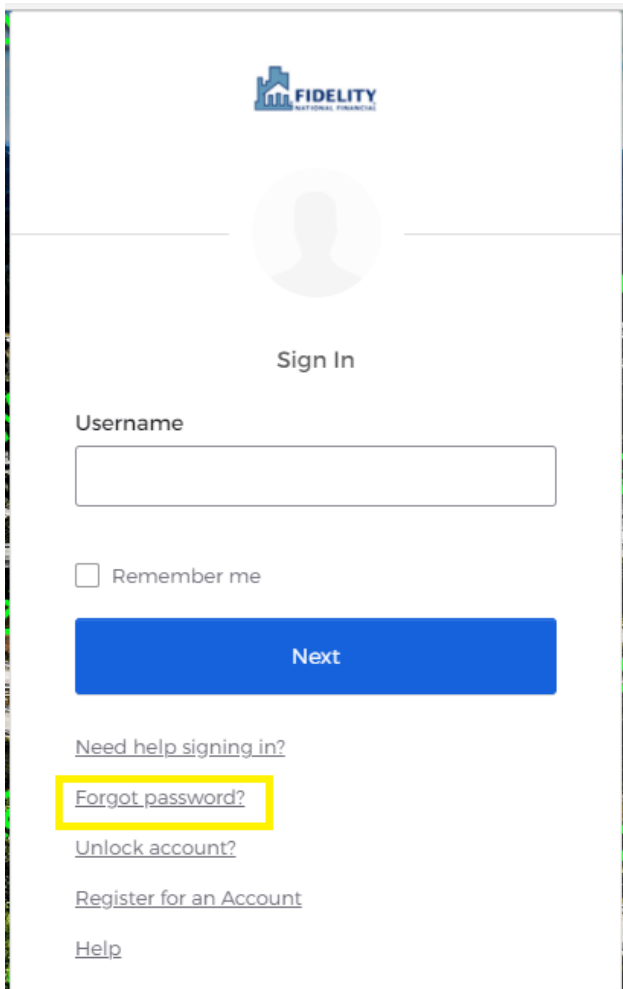


3. Click on **'Need help signing in?'** link to expand the options.



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 expanded options. It includes the Fidelity logo, a grey silhouette of a person, the text "Sign In", a "Username" label above a text input field, a checkbox labeled "Remember me", and a blue button with the text "Next". Below the "Next" button, a list of links is displayed: "Need help signing in?", "Forgot password?", "Unlock account?", "Register for an Account", and "Help". The link "Forgot password?" 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.

FIDELITY NATIONAL FINANCIAL

?

Email sent!

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

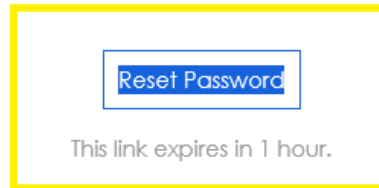
[Back to sign in](#)

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.

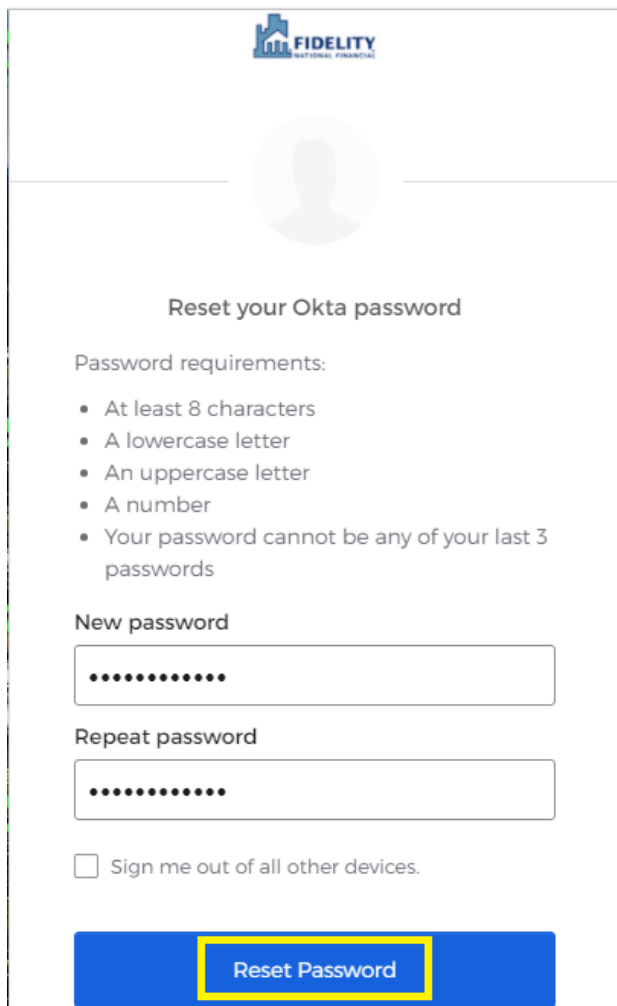
Click this link to reset the password for your username,

@gmail.com:

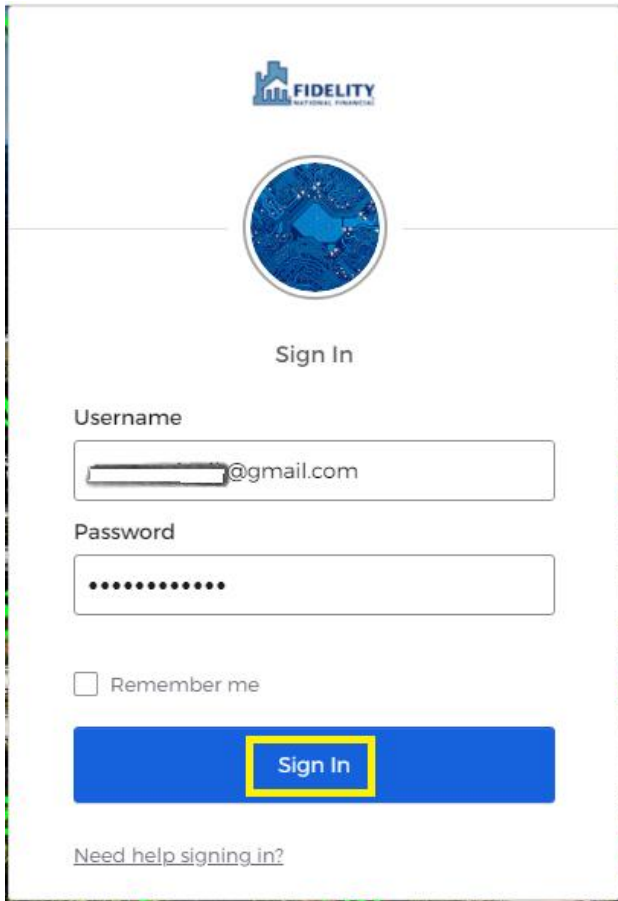


If you experience difficulties accessing your account, send a help request to your administrator:

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 is the Fidelity logo. Below it is a placeholder for a user profile picture. The main heading is "Reset your Okta password". Underneath, there are "Password requirements:" listed as a bulleted list: "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. Below these is a checkbox labeled "Sign me out of all other devices." At the bottom, a blue button labeled "Reset Password" is highlighted with a yellow border.

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



FIDELITY
NATIONAL FINANCIAL

Sign In

Username
[redacted]@gmail.com

Password
[redacted]

Remember me

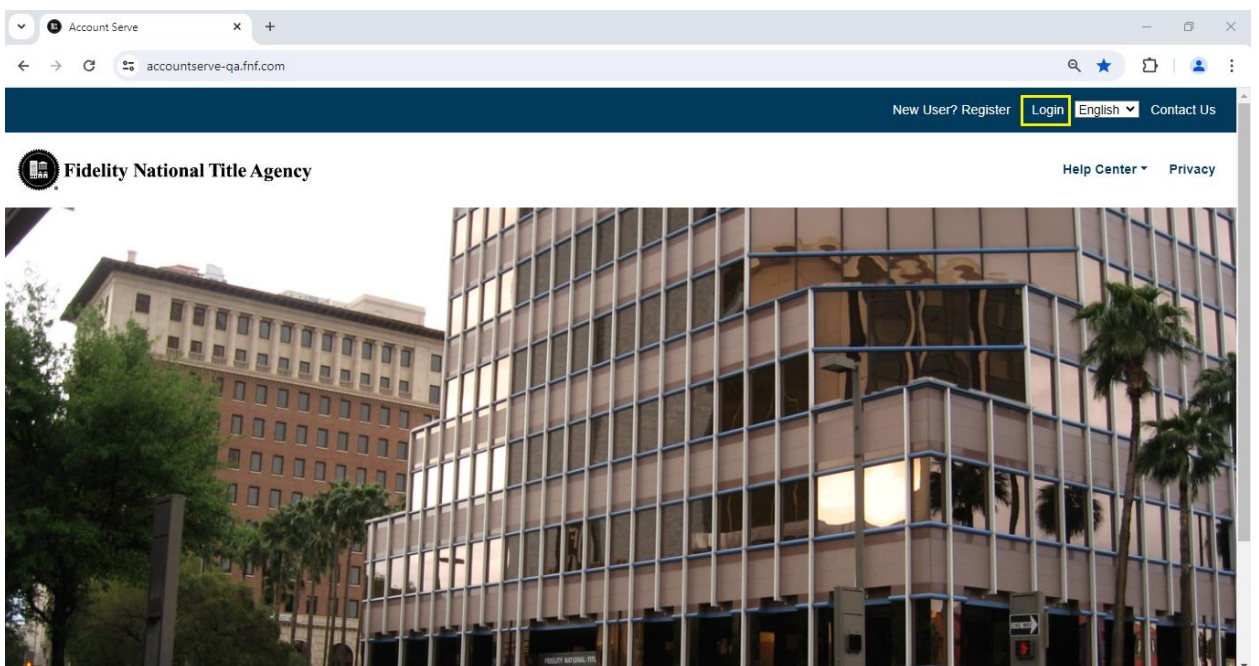
Sign In

[Need help signing in?](#)

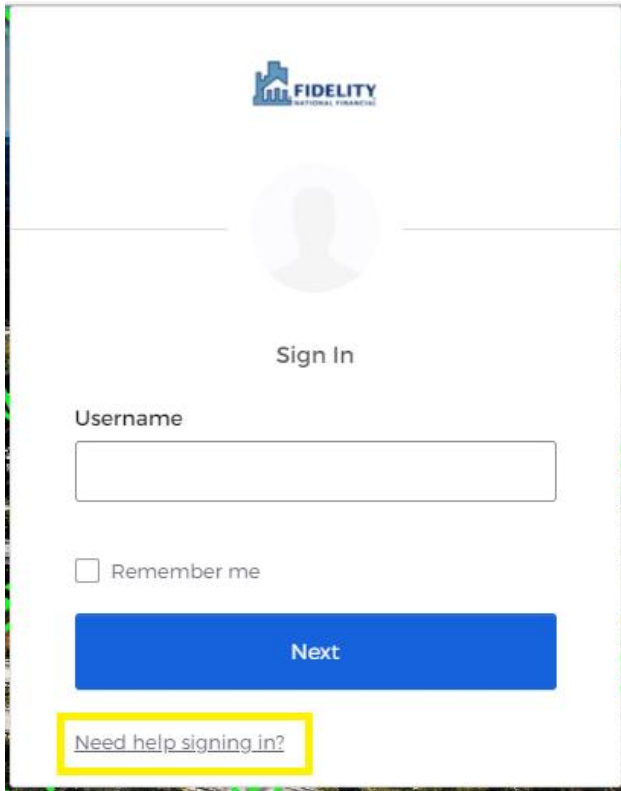
Unlock Account Guide

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.



FIDELITY
NATIONAL FINANCIAL

Sign In

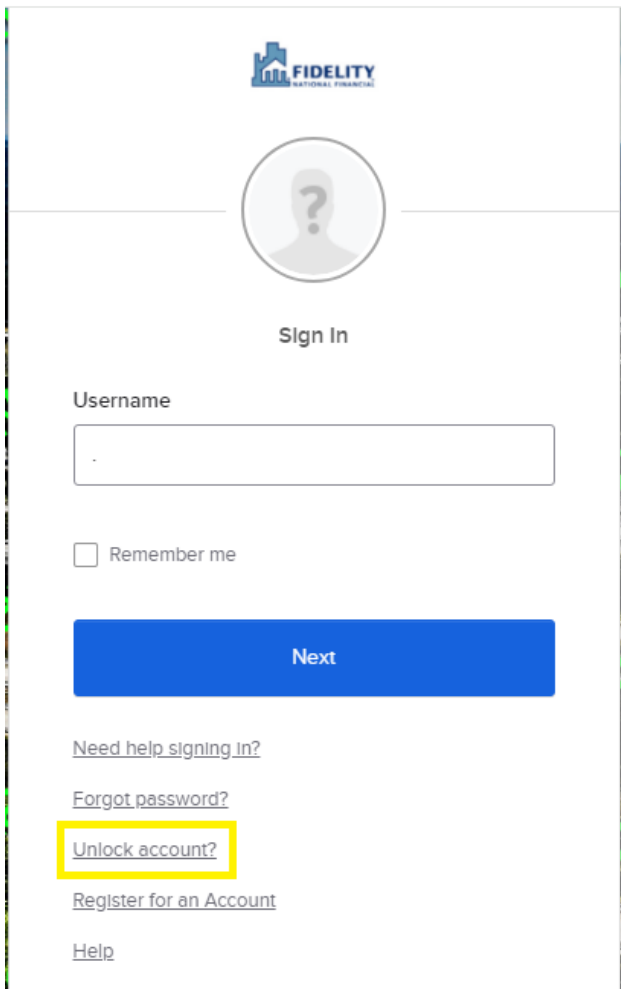
Username

Remember me

Next

[Need help signing in?](#)

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



FIDELITY
NATIONAL FINANCIAL

Sign In

Username

Remember me

Next

[Need help signing in?](#)

[Forgot password?](#)

[Unlock account?](#)

[Register for an Account](#)

[Help](#)

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

FIDELITY
NATIONAL FINANCIAL

Unlock account

Email or Username

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

[Send SMS](#)

[Voice Call](#)

[Send Email](#)

[Back to sign in](#)

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

FIDELITY
NATIONAL FINANCIAL

Email sent!

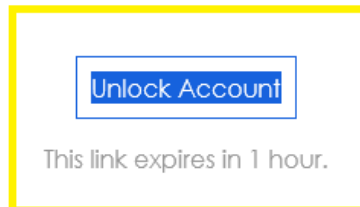
Email has been sent to with instructions on unlocking your account.

[Back to sign in](#)

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

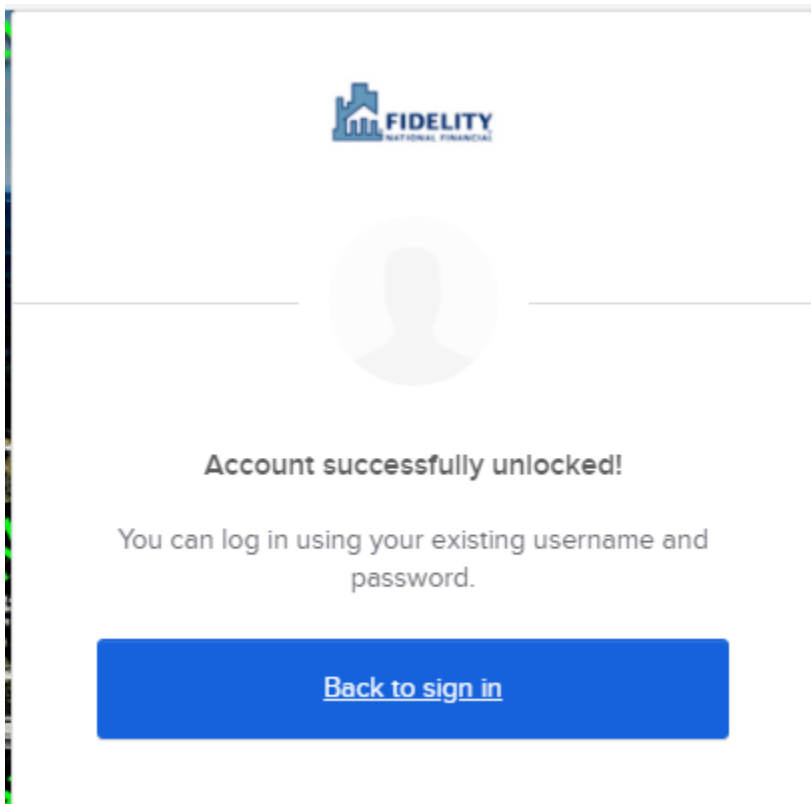
An account unlock request was made for your Okta account. If you did not make this request, please contact your system administrator immediately.

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





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.



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



Sign In

Username

Password

Remember me

[Need help signing in?](#)