

Recipient User Guide



Updated: 9/12/2017 (v7.9)

General Information

What is smartmail?

smartmail is smartview's proprietary email encryption system used to protect your personal and transaction related information.

What is smartportal?

The smartportal website is a secure, centralized access point for each smartmail recipient to access all smartmail messages delivered to them. The smartportal site also offers each Recipient to send an encrypted reply through the system, and/or upload documents securely back to our document management system.

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New User Registration

Overview: This Job Aid reviews the process of registering for the smartportal encrypted delivery system.

smartmail is an encrypted and secure email delivery system, available through the smartportal website. All smartmail messages sent to your Email Address are stored and available at any time in the smartportal system. You are also able to send encrypted Replies to any message, and/or Upload documents securely back to our document management system.

1. Click the **View smartmail** link within the Body of the smartmail message you received in your Inbox.

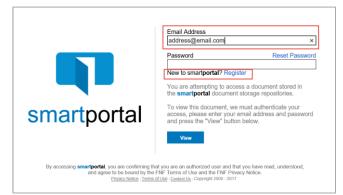
Please Note: The Sender's Name, Email Address, and Contact Phone Number will be listed in the **From:** section of the received smartmail message.

Smartmail delivery Collaborate with confidence
You have been sent a smartmail secure email titled:
"Welcome Package Documents - Order #
From: Sender's Contact Phone & Email Information
Your smartmail secure email is now available and will never expire.
When you click the "View smartmail" link below, you will be automatically directed to the smartmail secure email website.
View smartmail
If this is the first time you have received a smartmail secure email, you are required to establish a user name / password before reading the message. We do not request or require any private information during this process.
Powered by smartview

2. If it is the first time accessing a **smartmail**, enter your email address (<u>must be the same address where the email was sent</u>), and click the "**New User?**" link.

Please Note: The email address entered, MUST be the same email address that the smartmail message was delivered to.

If a different email address is entered, you will receive an error message stating "Access Denied", and the registration will not be able to be completed successfully.



3. The smartportal **New User** Registration screen must be completed as described in Steps 3 - 5.

New User			
	Enter Your Activiati	on Information	
smartportal	Email Address:	mikeyoung79@outlook.com	
	First Name:	Joe	
	Last Name:	Buyer	
	Role:	Buyer	
	Create a Password		
	* Password:		Password Requirement
	Strength:		
	* Confirm Password:		
	End User License A	greement	
		 By using smartportal, you agree to the 	e <u>Terms of Use</u> .
* Indicates a required field		Activate	

Enter Your Activiation Information

First Name: Joe

Last Name: Buyer Role: Buyer

Email Address: mikeyoung79@outlook.com

4. In the first section, the email address that the smartmail was sent to and entered in Step 1 will already be listed.

Enter your **First Name** and **Last Name** in the corresponding fields.

5. In the second section, enter a **Password**.

Please Note: If you click the **Password Requirements** link in the 'Create Password' section, you will be shown the Password criteria, as listed below:

Your Password must meet the following criteria, and rate **Strong** or higher on the Strength Meter:

- The Password must contain characters from at least 3 of the 4 following categories:
 - Upper Case Letter (A-Z)
 - Lower Case Letter (a-z)
 - Numbers (0-9)
 - Symbols (ex.: !, #, \$, %, etc.)
- The Password cannot be the same as the Username.
- The Password must have a minimum of 8 characters.

Once you've entered a Password that rates Strong and meets all criteria above, re-enter it in the **Confirm Password** field.

Create a Password	I		
* Password	•••••		Password Requiremen
Strength	very strong (100%)	•	
* Confirm Password	•••••	۰	

Create a Password				
* Password:	•••••		Password Req	uiremen
Strength:	very strong (100%)			
* Confirm Password:	•••••			
End User License A	greement			
	★	e <u>Terms of L</u>	<u>lse</u> .	
 Englis Englis Base 	I must contain characters from at least 3 of th h uppercase characters (A - Z) h lowercase characters (a - z) lo digits (0 - 9) lphanumeric (for example: !, \$, #, or %)	e following	4 categories:	
The password	cannot be the same as the username			
The password	I must have a minimum of 8 characters			
	Activate			

6. In the third section, click the checkbox to agree to the **Terms of Use**. Clicking on the link will allow you to view the terms and conditions.

Then click the **Activate** button to complete the account activation.

7. Once the smartportal New User Registration page is completed successfully, you will receive the following confirmation on screen.

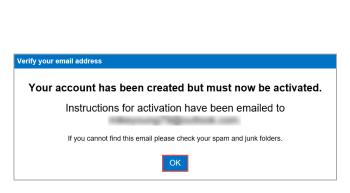
Click the **OK** button to confirm, and the window/tab will close automatically.

To complete the activation, return to your Inbox for the email address you just registered, and locate the Account Activation email.

 In your email account Inbox, locate the smartportal Account Activation email, sent by smartportal Customer Support. (Please Note: If this email does not arrive in your Inbox, please check your Junk Email/Spam folder.)

Click the words **this link** within the Body of the Account Activation email.

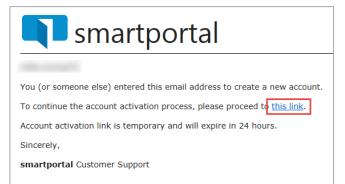
The Account Activation emails automatically expire 24 hours from being sent. Contact your Title and Escrow contact to receive a new activation email if more than 24 hours has passed.



By using smartportal, you agree to the Terms of Use.

Activate

End User License Agreement



9. Once you have clicked on the link in the Account Activation email, you will be taken to the smartportal login page.

You will see the "Success! Your account has been activated." message along the top of the login page.

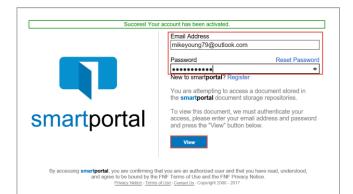
Enter the Email Address and Password just used in the Activation process.

Click the View button.

Please Note: For more details on functionality available through the smartmail feature, please refer to the **Recipient Access** Job Aid.

- Once you've logged in with your email address and registered Password, you will be taken into the smartportal site to view the smartmail message originally delivered to you.
- Once you have successfully logged into smartportal, you will receive an Activation Successful email confirmation.

For more information on available smartportal functionality, proceed to Page 7 of this User Guide to review the **Recipient Access** features.







You've successfully activated your Account.

Sincerely,

smartportal Customer Support

Additional information about smartmail:

- Both the "View smartmail" link and smartmail document links are expiring links, and will expire at the expiration value set in the initial smartmail distribution.
- smartmails forwarded to another email address that is not listed in the initial distribution will NOT be able to authenticate, and will receive "smartVIEW: Access denied" message.
- If you are still experiencing issues accessing the **smartmail**, please contact your escrow & title contact.



Recipient Access

Overview: This Job Aid reviews the process of accessing email content sent via encrypted smartmail delivery.

1. Email recipients will receive a **smartmail** delivery notification defining the email content, showing the Subject Line of the sent message, as well as the message Sender. The Sender's Name, Email Address, and contact Phone Number will be listed.

To access the secured message, click the "View smartmail" link.

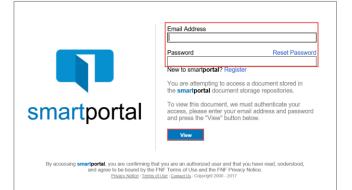
Smartmail delivery Collaborate with confidence
You have been sent a smartmail secure email titled:
*Welcome Package Documents - Order # From: Sender's Contact Phone & Email Information
Your smartmail secure email is now available and will never expire.
When you click the "View smartmail" link below, you will be automatically directed to the smartmail secure email website.
View smartmail
If this is the first time you have received a smartmail secure email, you are required to establish a user name / password before reading the message. We do not request or require any private information during this process.
Powered by smartview

2. Recipients accessing the email will be challenged for authentication.

Each recipient will be asked for their email address and registered when logging in to smartportal.

Enter your email address (the same address where the email was sent) and password, then click the "**View**" button.

Please Note: If this is the first smartmail message you are receiving, please see the **Registration & PW Reset** Job Aid for instructions on completing the one-time smartmail account registration.



3. Once you have successfully logged in, you will be presented with smartmail HTML email. From this web page you can view the Subject and Body of the smartmail, as well as open any of the document links.

4. All smartmail messages sent to your same email address, will all be available on the smartmail tab of our smartportal website.

While viewing any smartmail message, click the **smartmail** icon along the left side of the page to access additional smartmail messages.

5. All smartmail messages sent to your same email address will be shown in the smartmail Inbox, with the most recent received email listed along the top.

Single-click on any email message listed to access the message.

6. While viewing any smartmail message, there are options in the top right corner:

Next = Navigate to the next smartmail message sent to your address (if applicable).

Previous = Navigates to the previous smartmail message sent to your address (if applicable). **Reply** = Allows you to send an encrypted reply to the

Sender of the original smartmail message.

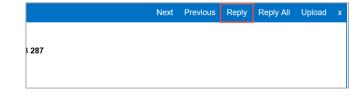
Reply All = Allows you to send an encrypted reply to All Recipients of the original smartmail message.

Upload = Allows you to upload and return documents securely back to our system.

Reply to Sender

7. To **Reply** to the Sender of any message, while viewing the message itself, click the Reply link in the top right corner of the page.

	Next	Previous	Reply	Reply All	Upload	x
3 287						
201						



smartporta	al
🚩 smartmail	<
smartmail	From: Mike Young Subject: Document Delivery Notice - Order #04262017 Ref 1: Ref 2: 123 Main St, Pi DOCUMENT LINK DELIVERY NOTICE Please click on the link(s) below to access your documents. Note, these links never expire. CDF - Buyer: pdf Testing smartmail

🔀 smartmail	<
smartmail	From: Mike Young Subject: Document Delivery Notice - Order #04262017 Ref 1: Ref 2: 123 Main St, F DOCUMENT LINK DELIVERY NOTICE Please click on the link(s) below to access your documents. Note, these links never expire. CDF - Buyer.pdf Testing smartmail

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smartmail			Refrest
	From	Subject	Date
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naranan	Young, Mike	Document Delivery Notice - Order #04262017 Ref 1: Ref 2: 123 Main St, Pleasanton CA 94588 Ref 3: 98 311 789 Second last of the smartmail system.	4/26/2017 8:13:23 Al
	Young, Mike	Document Delivery Notice - Order #04262017 Ref 1: Ref 2: 123 Main St, Pleasanton CA 94588 Ref 3: 98 311 799 Testing smartmail	4/26/2017 7:46:52 AN
	Displaying 1 - 3 (of 3)		

8. Enter your text response in the window provided, adding as much information as you like.

Click the **Send** button to deliver your response as an encrypted email Reply.

Click **OK** to the sent confirmation message.

Reply to All Recipients

- 9. To **Reply All** to any message, while viewing the message itself, click the **Reply All** link in the top right corner of the page.
- 10. Enter your text response in the window provided, adding as much information as you like.

Click the **Send** button to deliver your response as an encrypted email Reply.

Click **OK** to the sent confirmation message.

Document Upload

- 11. To **Upload** documents in response to any message, while viewing the message requesting the document, click the **Upload** link in the top right corner of the page.
- 12. Enter any **Comments** in regards to the documents being returned in the field along the top of the page.

To Upload documents, click the **Browse** button to locate a document saved anywhere on your Computer. OR

Drag-and-Drop documents to the grey upload area.

Once all documents you wish to return are listed in the window, click the **Upload** button to return those documents.

Click **OK** to the upload confirmation window.

Click Here to Go Back to Table of Contents

\checkmark	To: Young, Mike Subject: Document Delivery Notice - Order #04262017 Ref 1: Ref 2: 123 Main St, Pleasanton CA 94588 Ref 3: 98 311 789	
martmail	This is the response from the Customer/Recipient.	

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3 287									
🔀 smartmail	<								,
\checkmark	Rhonda <rho< td=""><td>onda.Doughty@f</td><td>young79@outloc nf.com>; Seller, ocuments - Orde</td><td>Sam (Seller/</td><td>Owner)<mic< td=""><th>chaelyoung797</th><td>n@fnf.com>; Doug 9@outlook.com> , CA 94588</td><td>hty,</td><td></td></mic<></td></rho<>	onda.Doughty@f	young79@outloc nf.com>; Seller, ocuments - Orde	Sam (Seller/	Owner) <mic< td=""><th>chaelyoung797</th><td>n@fnf.com>; Doug 9@outlook.com> , CA 94588</td><td>hty,</td><td></td></mic<>	chaelyoung797	n@fnf.com>; Doug 9@outlook.com> , CA 94588	hty,	
smartmail	This is m	y response	sent to ALL	Recipient	3.				^

	Next	Previous	Reply	Reply All	Upload	x
3 287						

Comment	
Drag and Drop Files Here or click on Browse to Select Files.	
Browse Remove All	Upload

Send



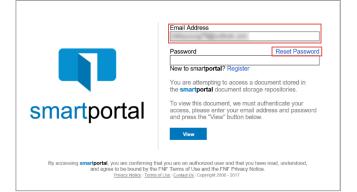
Password Reset

Overview: This Job Aid reviews the process of resetting your smartmail & smartportal Password.

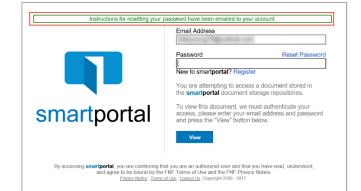
smartmail is an encrypted and secure email delivery system, available through the smartportal website. All smartmail messages sent to your Email Address are stored and available at any time in the smartportal system. You are also able to send encrypted Replies to any message, and/or Upload documents securely back to our document management system.

1. If you forgot your password, you can reset it.

Enter your registered email address, and then click the **Reset Password** link.

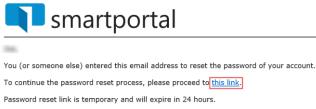


 If the email address matches, then an instructional message will be posted as shown outlined in green: Instructions for resetting your password have been emailed to your account.



3. Password Reset email is sent immediately to the email address entered in the dialog box.

Click on the words **this link** with in the body of the email.



Sincerely,

Create a Passwo

smartportal Customer Support

4. Enter and confirm a new password, ensuring that the strength meter shows an entry of **strong** (or higher), and meets all other Password requirements.

Then click the **Save** button.

Please Note: If you click the **Password Requirements** link in the 'Create Password' section, you will be shown the Password criteria, as listed below:

Your Password must meet the following criteria:

- The Password must rate **Strong** or higher on the Strength Meter.
- The Password must contain characters from at least 3 of the 4 following categories:
 - Upper Case Letter (A-Z)
 - Lower Case Letter (a-z)
 - Numbers (0-9)
 - Symbols (ex.: !, #, \$, %, etc.)
- The Password cannot be the same as the Username.
- The Password must have a minimum of 8 characters.

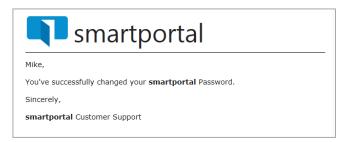
Once you've entered a Password that rates Strong and meets all criteria above, re-enter it in the **Confirm Password** field.

5. Once the password reset is accepted, the Password reset page will close. You will immediately receive an email confirmation that your Password has been reset.

Return to any smartmail message and click the **View smartmail** link in the body of the email to Login and view the message.

* Password:	•••••	Password Requirements
Strength:	strong (50%)	
* Confirm Password:	••••••••	
	Save	
Create a Password		

* Password:	•••••	Password Requirements
Strength:	very strong (100%)	
* Confirm Password:	•••••	
 Englis Englis Base Non-a The password 	I must contain characters from at least 3 of the followin h uppercase characters (A - Z) h lowercase characters (a - z) 10 digits (0 - 9) lphanumeric (for example: !, \$, #, or %) I cannot be the same as the username I must have a minimum of 8 characters	ig 4 categories:
	Save	



Click Here to Go Back to Table of Contents



Android Troubleshooting

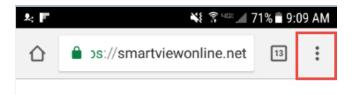
Overview: This Job Aid offers suggestions to resolve common issues while working in smartportal from an Android device.

Once Logged in to smartportal from my Android device, clicking the document links don't respond.

1. If you are attempting to click a document link within a smartmail message from your Android device, and the link is not responding, check the **Block Pop-Ups** setting on your device.

🗊 smartporta	🗊 smartportal 🔍 mikeyoung79@outlook.com						
🖂 smartmail	٠	Next	Previous	Reply	Upload	x	
smartmail	From: Mike Young Stablet: Document Delivery Notice - Order #94262917 Ref 1: Ref 2: 123 Main 54, Pleasanton CA 94588 Ref 3: 98 311 781 DOCUMENT LINK DELIVERY NOTICE Pase dati on the links balow to access your documents. Itola, these links newsr expire. <u>CDF Bistyncpolf</u>	9					
	Testing smarthail						

2. Choose the **Settings** icon on your Device.



3. Go to settings.

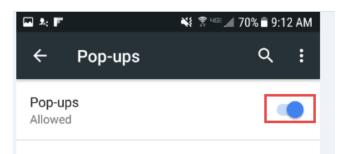
â os	\rightarrow	☆	<u>+</u>	í	G			
	New tab							
	New incognito tab							
	Book	marks						
- 11	Rece	nt tabs						
	Histo	ry						
S	Dowr	loads						
11	Share	2						
	Find	in page						
	Add t	o Hom	e scree	n				
	Requ	est des	ktop si	te				
	Settir	ngs						
	Hala	o food						

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4. Go to site settings.

← Settings	?
Google	
Autofill and payments	
Save passwords On	
Home page On	
Advanced	
Privacy	
Accessibility	
Site settings	

5. Turn the setting to "allow"



Additional information about smartmail:

- Both "View smartmail" link and smartmail document link is an expiring link and they will expire at the expiration value set in the initial smartmail distribution.
- **smartmails** forwarded to another email address that is not listed in the initial distribution will not be able to authenticate, and will receive "smartVIEW: Access denied" message.
- If you are still experiencing issues accessing the **smartmail**, please contact your escrow & title contact.



Chrome Troubleshooting

Overview: This Job Aid offers suggestions to resolve common issues while working in smartportal using Chrome as your internet browser.

Once Logged in to smartportal using Chrome, clicking the document links don't respond.

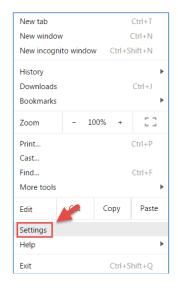
 If you are attempting to click a document link within a smartmail using Google Chrome as your browser, and the link is not responding, add the smartportal document storage site to your Pop-up blocker exception list.

🔀 smartmail	<	Next	Previous	Reply	Upload	x
smartmail	For: M&e Young Bulget: Document Delivery Notice - Order #04282017 Ref 1: Ref 2: 123 Main 51, Pleasanton CA 54588 Ref 3: 98 311 781 DOCUMENT LINK DELIVERY NOTICE Please did on the fixed list later to access your documents. Note, these finances expire. <u>COE - Buyercoff</u> Tethog smartmal	•				

2. Open Google Chrome and click the 🚦 symbol.

New Tab	×		
$\left. \left. \left. \left. \right. \right. ight. ight. ight. ight. ight. ight. ight. ight. ight. ight. ight$	x ا	ょ	:
👖 Apps 🗋 Oy	cle 🕟 Suggested Sites 📙 Imported From IE		»
🧔 Google Chrom	ne isn't your default browser. Set as default		×
	Gmail Images		^

3. Choose Settings from the menu.



4. Scroll to the bottom and click **Show advanced settings...**.

On start	up	
0	Open the New Tab page	
0	Continue where you left off	
•	Open a specific page or set of pages	
	G Google http://www.google.com/	:
	Add a new page	
	Use current pages	
	Advanced 👻	

5. Open Google Chrome and click the 🚦 symbol.

 New Tab
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 ○ Google Chrome isn't your default browser.

 Set as default

 ⓒ Google Chrome isn't your default browser.

 Set as default

 ⓒ Google Chrome isn't your default browser.

 ⓒ Google Chrome isn't your default browser.

6. Choose **Settings** from the menu.

			0. J. T.		
New tab			Ctrl+T		
New window Ctrl+					
New incogni	to windo	w Ctrl+	Shift+N		
History			Þ		
Downloads			Ctrl+J		
Bookmarks			•		
Zoom	- 1	00% +	53		
Print			Ctrl+P		
Cast					
Find			Ctrl+F		
More tools			•		
Edit	2	Сору	Paste		
Settings					
Help			Þ		
Exit		Ctrl+	Shift+Q		

7. Under Privacy and Security, click **Content settings**.

Privacy and security	
Googl Chrome may use web services to improve your browsing experience. You may optionally disabl services. Learn more	e these
Use a reb service to help resolve navigation errors	
Use a rediction service to help complete searches and URLs typed in the address bar	
Use a rediction service to load pages more quickly	
Auton tically send some system information and page content to Google to help detect dangerous apps disites	
Protec you and your device from dangerous sites	
Autom tically send usage statistics and crash reports to Google	
Send · "Do Not Track" request with your browsing traffic	
Use a leb service to help resolve spelling errors Smart spell-checking by sending what you type in the browser to Google	
Manac certificates Mana HTTPS/SSL certificates and settings	Z
Content settings Control what information websites can use and what content they can show you	•
Clear browsing data Clear history, cookies, cache, and more	•

8. In Content settings, click Popups.

~	Content settings	0
٩	Cookies Allow sit is to save and read cookie data	•
•	Location Ask before accessing	•
	Camera Ask before accessing	•
Ŷ	Microphine Ask before accessing	•
٠	Notificat ons Ask befc ∋ sending	•
$\langle \rangle$	JavaScr t Allowed	•
*	Flash Ask first	•
	Images Show a	•
ß	Popups Blocked	•
φ	Background sync Allow recently closed sites to finish sending and receiving data	•

9. Next to Allow, click ADD.

\leftarrow	Pop	ups	
Blocke	ed re	commended)	
Block			ADD
	No s	sites added	
Allow	•		ADD
	Ľ	https://[*.]beta.smartview.cloud	:
	ß	https://[*.]beta.smartviewonline.net	:
	ß	https://[*.]smartviewonline.net	:
	Ľ	http://annotationsvo.smartviewonline.net.80	:



10. Enter <u>https://[*.]smartviewonline.net</u> in the "Add a site" window, and click the **ADD** button.

11. **Close and reopen** Google Chrome for the changes to take effect.

Then log back in to smartportal, and click the document links to access the documents.

Additional information about smartmail:

- Both the "View smartmail" link and smartmail document links are expiring links, and will expire at the expiration value set in the initial smartmail distribution.
- **smartmails** forwarded to another email address that is not listed in the initial distribution will **NOT** be able to authenticate, and will receive "smartVIEW: Access denied" message.
- If you are still experiencing issues accessing the **smartmail**, please contact your escrow & title contact.



Internet Explorer Troubleshooting

Overview: This Job Aid offers suggestions to resolve common issues while working in smartportal using Internet Explorer as your internet browser.

Once Logged in to smartportal using Internet Explorer, clicking the document links don't respond.

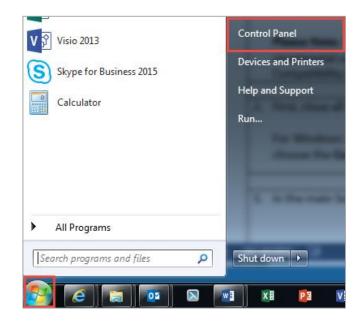
 If you are attempting to click a document link within a smartmail using Internet Explorer as your browser, and the link is not responding, add the smartportal document storage site to your Pop-up blocker exception list.

Please Note: It is recommended you access smartportal using Internet Explorer 11, without Compatibility Mode enabled.

2. First, close all open Internet Explorer windows.

For Windows 7 Users, click the **Windows** icon, and choose the **Control Panel** option.

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🖂 smartma	Smartmall <							
smartmail	Prom Mike Young Solgiet: Document Delivery Notice - Order #94282817 Ref 1: Ref 2: 123 Main St, Pleasanton CA 94588 Ref 3: 98 311 70 DOCUMENT LINK DELLIVERY NOTICE Rase dati on the Initial balan to access your documents. Inite, these lets never expire. <u>COF - Buyescouff</u>	19						
	Testing snarmal							



3. In the Control Panel, choose the Internet Options icon.

Adjust your computer's setting	S	View by: Large icons 🔻
Fonts	Getting Started	🝓 HomeGroup
lndexing Options	Intel(R) HD Graphics	Internet Options
ل العنوبي Java (32-bit)	🧼 Keyboard	Location and Other Sensors

- 4. Select the **Privacy** tab along the top of the Internet Options window.
- 5. In the **Pop-up Blocker** section, click the **Settings** button.
- 6. In the **Address of website to allow:** field, enter the entry of: ***.smartviewonline.net**, then click the **Add** button.

7. Once the ***.smartviewonline.net** entry is listed in the **Allowed Sites:** window, click the **Close** button.

General	Security	Privacy	Content	Connections	Programs	Advanced		
Home page								
To create home page tabs, type each address on its own line.								

Pop-up Blocker	
Turn on Pop-up Blocker	Settings
Exceptions	
Pop-ups are currently blocked. You can a websites by adding the site to the list below	
Address of website to allow:	

Add

.smartviewonline.net

beta.smartview.cloud oracle.fnf.com oracleexternal.fnf.com www.microsoft.com	Remove
Excentions	

Pop-ups are currently blocked. You can allow pop-ups from specific websites by adding the site to the list below.							
Address of website to allow:							
	Add						
Allowed sites:							
*.smartviewonline.net	Remove						
beta.smartview.cloud							
oracle.fnf.com	Remove all						
oracleexternal.fnf.com							
www.microsoft.com							
Notifications and blocking level:							
Play a sound when a pop-up is blocked.							
Show Notification bar when a pop-up is blocked.							
Blocking level:							
Medium: Block most automatic pop-ups	•						
Learn more about Pop-up Blocker	Close						

8. Click **OK** to the main Internet Options window.

General	Security	Privacy	Content	Connections	Programs	Advanced		
Setting	Settings							
Select a	a setting fo	r the Inte	rnet zone.					
- [Medi	um						
-	Blocks third-party cookies that do not have a compact privacy policy Blocks third-party cookies that save information that can be used to contact you without your explicit consent Restricts first-party cookies that save information that can be used to contact you without your implicit consent							
	Sites	Imp	port	Advanced	Def	fault		
Locatio	n							
	er allow we sical locatio		request yo	ur	Clea	r Sites		
Pop-up	Blocker -							
Turr	n on Pop-u	o Blocker			Set	tings		
InPriva	te							
$\overline{\mathbb{V}}$ Disable toolbars and extensions when InPrivate Browsing starts								
			OK	Ca	incel	Apply		

9. **Open a new** Internet Explorer window, then log back in to smartportal, and click the document links to access the documents.

Additional information about smartmail:

- Both the "View smartmail" link and smartmail document links are expiring links, and will expire at the expiration value set in the initial smartmail distribution.
- **smartmails** forwarded to another email address that is not listed in the initial distribution will **NOT** be able to authenticate, and will receive "smartVIEW: Access denied" message.
- If you are still experiencing issues accessing the **smartmail**, please contact your escrow & title contact.



iPhone/iPad Troubleshooting

Overview: This Job Aid offers suggestions to resolve common issues while working in smartportal from an iPhone or iPad device.

Once Logged in to smartportal from my iPhone/iPad, clicking the document links don't respond.

1. If you are attempting to click a document link within a smartmail message from your iPhone/iPad, and the link is not responding, check the **Block Pop-Ups** setting on your device.

🕕 smartporta	🛐 smartportal					
🔀 smartmail	<	Next	Previous	Reply	Upload	x
smartmail	Prom: MAR Young Souger: Document Delivery Notice - Order #94262917 Ref 1; Ref 2: 123 Main 58, Pleasanton CA 94588 Ref 3: 98 311 78 DOCUMENT LINK DELIVERY NOTICE Passe dik on the Mikil Istein to access your documents. Note, these Interver expre. <u>CCP - Brunecooff</u> Testing smartmal	9				

2. Choose the **Settings** icon on your Device.



3. In the main Settings screen, select the Safari option.

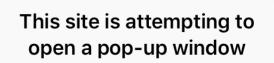
		Settings	
	Maps		>
S S S S S S S S S S S S S S S S S S S	Compass		>
	Safari		>
	News		>

4. Turn the **Block Pop-ups** option off, so that the selection bubble shows white.

Settings	Safari	
GENERAL		
Passwords		>
AutoFill		>
Frequently Visited	Sites	
Favorites		Favorites >
Open Links		In New Tab >
Block Pop-ups		\bigcirc

5. When you return to the smartmail message and click the document link, you should receive the Safari popup warning. Select the **Allow** option to view the selected document.

Please Note: With the change of the Block pop-ups Setting, you will receive this prompt for any site attempting to open a pop-up.



Allow

Block

Additional information about smartmail:

- Both the "View smartmail" link and smartmail document links are expiring links, and will expire at the expiration value set in the initial smartmail distribution.
- smartmails forwarded to another email address that is not listed in the initial distribution will NOT be able to authenticate, and will receive "smartVIEW: Access denied" message.
- If you are still experiencing issues accessing the **smartmail**, please contact your escrow & title contact.



Safari Troubleshooting

Overview: This Job Aid offers suggestions to resolve common issues while working in smartportal using Safari as your internet browser.

Once Logged in to smartportal using Safari, clicking the document links don't respond.

1. If you are attempting to click a document link within a smartmail message from your Android device, and the link is not responding, check the **Block Pop-Ups** setting on your device.

smartmail <	Next	Previous	Reply	Upload	x
From Mile Young Subject Decivery Notice - Order 694262017 Ref 1: Ref 2: 123 Main 56, Pleasanton CA 94588 Ref 3: 98 311 7 Deciver Decivery Notice - Order 694262017 Ref 1: Ref 2: 123 Main 56, Pleasanton CA 94588 Ref 3: 98 311 7 Deciver Decivery Notice - Order 694262017 Ref 1: Ref 2: 123 Main 56, Pleasanton CA 94588 Ref 3: 98 311 7 Deciver Decivery Notice - Order 694262017 Ref 1: Ref 2: 123 Main 56, Pleasanton CA 94588 Ref 3: 98 311 7 Deciver Decivery Notice - Order 694262017 Ref 1: Ref 2: 123 Main 56, Pleasanton CA 94588 Ref 3: 98 311 7 Deciver Decivery Notice - Order 694262017 Ref 1: Ref 2: 123 Main 56, Pleasanton CA 94588 Ref 3: 98 311 7 Deciver Decivery Notice - Order 694262017 Ref 1: Ref 2: 123 Main 56, Pleasanton CA 94588 Ref 3: 98 311 7 Deciver Decivery Notice - Order 694262017 Ref 1: Ref 2: 123 Main 56, Pleasanton CA 94588 Ref 3: 98 311 7 Deciver Decivery Notice - Order 694262017 Ref 1: Ref 2: 123 Main 56, Pleasanton CA 94588 Ref 3: 98 311 7 Deciver Decivery Notice - Order 69426 Decivery Notice - Or	89				

2. Click **Safari** in the browser menu, located at the top of the screen, then choose the **Preferences** option.

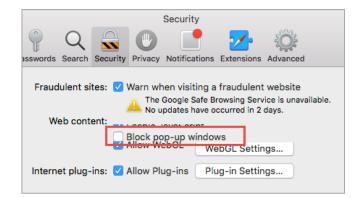
Please Note: You can also use the Command+Comma (,) shortcut keys, in lieu of clicking through the menu.



3. Click on the **Security** tab to open the *Security Preferences* window.



4. In the *Web Content* section, uncheck the box next to the option called **Block pop-up windows**.



Additional information about smartmail:

- Both the "View smartmail" link and smartmail document links are expiring links, and will expire at the expiration value set in the initial smartmail distribution.
- **smartmails** forwarded to another email address that is not listed in the initial distribution will **NOT** be able to authenticate, and will receive "smartVIEW: Access denied" message.
- If you are still experiencing issues accessing the **smartmail**, please contact your escrow & title contact.