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.

2. Recipients accessing the email will be required to complete authentication.

   Enter your email address (the same address where the email was sent) and registered 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.
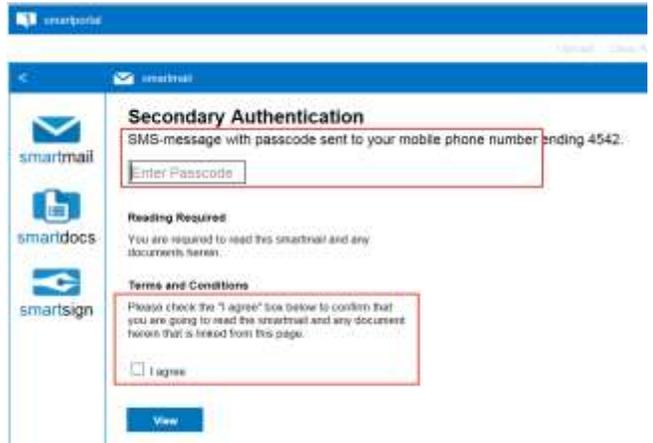
3. Recipients accessing the email may be challenged for a **Secondary Authentication**. If you receive this, there will be a 6-digit code sent to you via text message. **Enter the code received.**

   You may also be prompted to "agree" to read the smartmail and any included document links. **Check the box I** agree.

   Then click the **View** button.

   If you do not receive either of these, proceed to step 4.

4. 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.

5. 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.

6. 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.
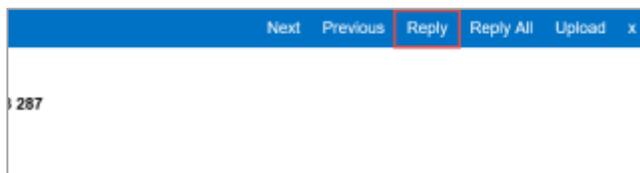
7. While viewing any smartmail message, there are options in the top right corner:
   Next = Navigate to the next smartmail message sent to your address (if applicable).
   Previous = Navigates to the previous smartmail message sent to your address (if applicable).
   Reply = Allows you to send an encrypted 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

8. 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.

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

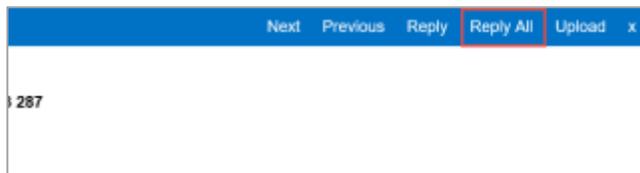   Click the **Send** button to deliver your response as an encrypted email Reply.

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

Reply to All Recipients

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

11. 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

12. 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.

13. 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
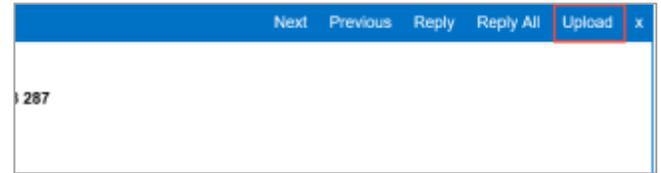   Drag-and-Drop documents to the grey upload area.

    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.

For Technical Assistance:

Please email smartview support at **SVHelp@fnf.com** or call 1-888-435-7313, Option 4.

smartportal: Recipient Access
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