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## **Logging in with Multi-Factor Authentication (MFA)**

When logging into SoftPro Live, you also need to perform the Multi-Factor Authentication (MFA) verification. Once the initial setup is done you are prompted to step through one of the three options available each time you log into SoftPro Live.

Depending upon what option was setup, your verification window shows one of three options. Refer to the corresponding section for the appropriate login steps.

**NOTE:** When multiple options are setup (recommended practice), you also have a drop-down to select an option other than the one shown. The window defaults to the last option used to log into the application or **SMS Authentication** if it is the first time logging in after setup.

Refer to the job aid, ***Setting Up Multi-Factor Authentication***, if you have not already setup your verification options.

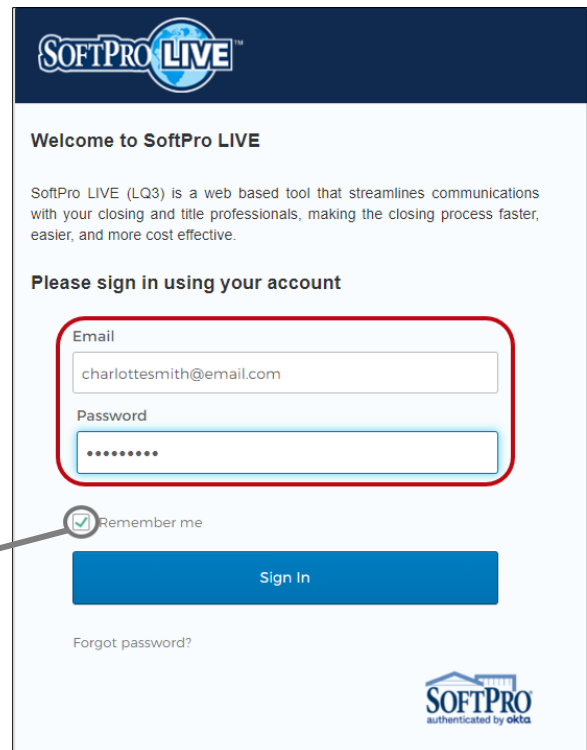
The image displays three overlapping screenshots of the SoftPro Multi-Factor Authentication (MFA) verification interface. Each screenshot shows the SoftPro logo at the top and a dropdown menu with a checkmark icon. The first screenshot shows the 'Okta Verify (iPhone-F4GCC216N723)' option, with a red oval highlighting the text. Below it is a blue 'Send Push' button and a checkbox labeled 'Send push automatically'. The second screenshot shows the 'SMS Authentication (+1 XXX-XXX-1320)' option, with a red oval highlighting the text. Below it is an 'Enter Code' field, a 'Send code' button, and a blue 'Verify' button. The third screenshot shows the 'Voice Call Authentication (+1 XXX-XXX-1320)' option, with a red oval highlighting the text. Below it is an 'Enter Code' field, a 'Call' button, and a blue 'Verify' button.

- [Using the Okta Verify Option](#)
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## 1. Log into SoftPro Live

The verification automatically opens.

**NOTE:** If you want the application to automatically populate your **Email** entry, check the **Remember me** check box.



The image shows the SoftPro LIVE login interface. At the top is the 'SOFTPRO LIVE' logo. Below it, a welcome message states: 'Welcome to SoftPro LIVE. SoftPro LIVE (LQ3) is a web based tool that streamlines communications with your closing and title professionals, making the closing process faster, easier, and more cost effective.' The main section is titled 'Please sign in using your account'. It contains two input fields: 'Email' with the value 'charlottesmith@email.com' and 'Password' with masked characters. A 'Remember me' checkbox is checked and highlighted with a red circle. Below the fields is a blue 'Sign In' button. At the bottom left is a 'Forgot password?' link, and at the bottom right is the 'SOFTPRO authenticated by okta' logo.

## Using the Okta Verify Option

**Okta Verify** allows you to,

- push the verification code to your phone/computer once
- automatically push the code each time you log into the application
- enter the code from your Okta Verify app

## 2. Getting the Verification Code

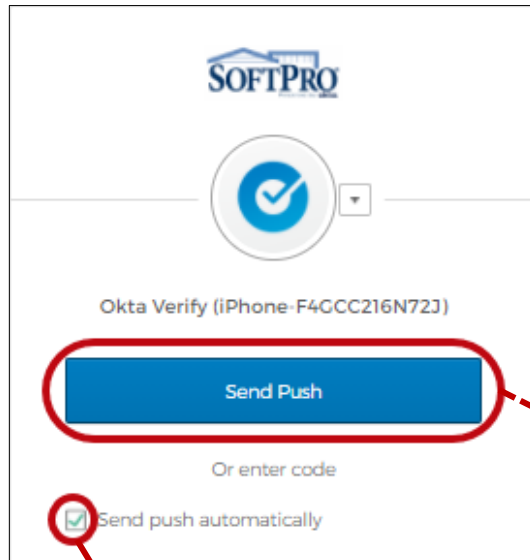
Remember, there are three options to get your code. Select the method from the verification window.

➤ Sending the code one time

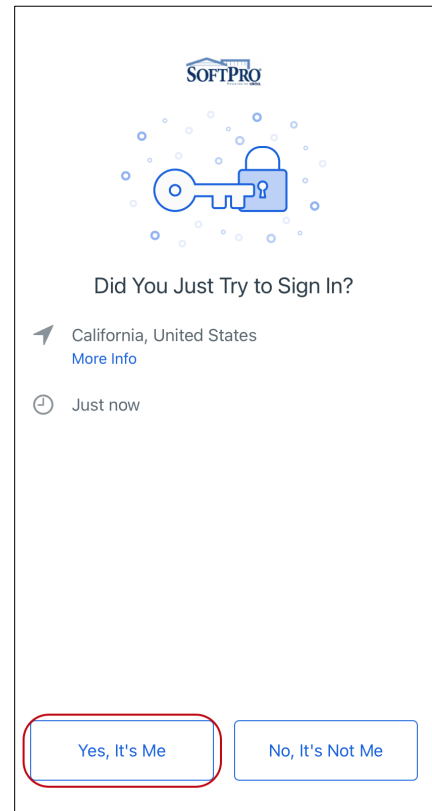
- a) Click the **Send Push** button; this sends the verification code to your phone for this instance only
- b) Click the code received notification on your phone

**NOTE:** If you have Touch ID setup on your phone, you are prompted to touch the button to scan your fingerprint. The system then logs you into SoftPro Live without entering a code; skip the next step.

- c) Click the **Yes, It's Me** button to send the code to your computer



**NOTE:** If you wish to set automatic push notifications for future logins, check the **Send push automatically** check box **prior** to clicking the **Send Push** button.



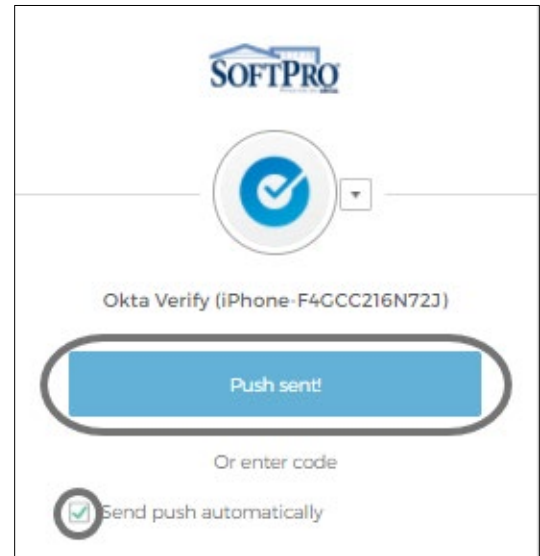
The program continues on to SoftPro Live.



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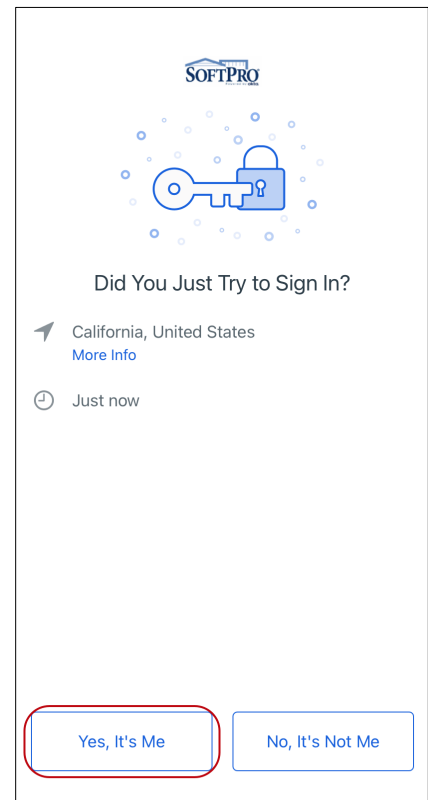
➤ Sending the code automatically each time you log in

If you opted for the automatic push notification, the **Push sent!** message is shown and greyed out and the **Send push automatically** check box shows as checked.



- Click the code received notification on your phone
- Click the **Yes, It's Me** button to send the code

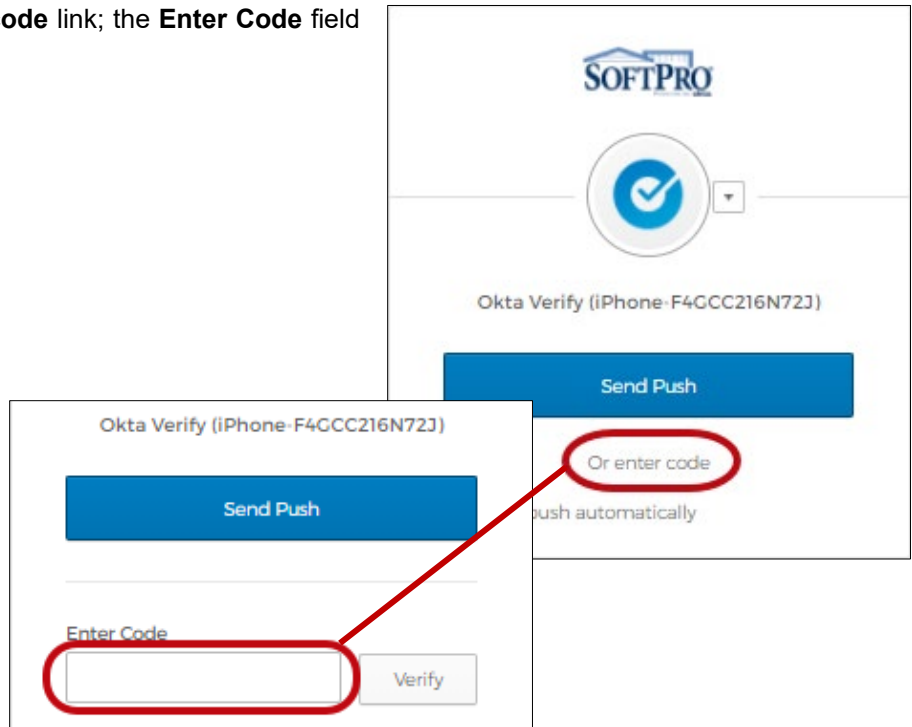
The program continues on to SoftPro Live.



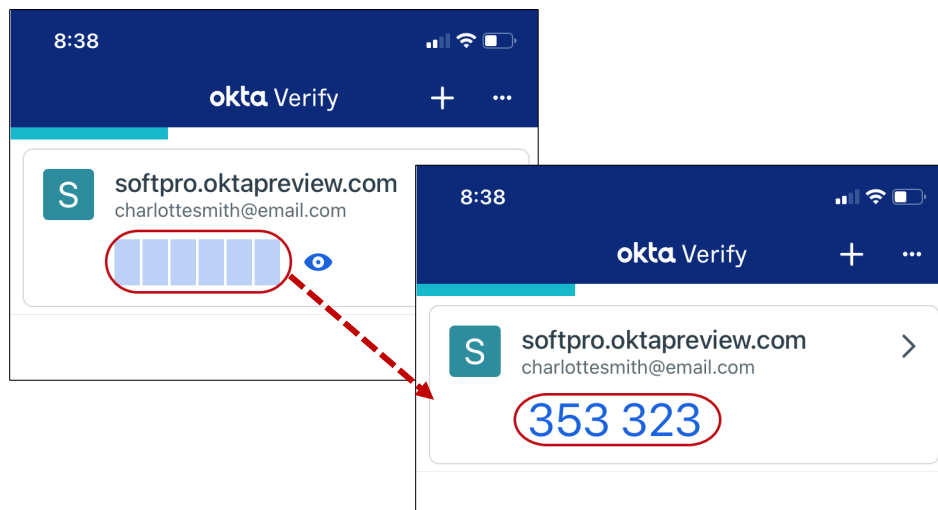
➤ Entering the code manually

If you wish to manually enter the code,

- a) Click the **enter code** link; the **Enter Code** field shows



- b) Open the **Okta Verify** app on your phone
- c) Press the code bars below your email to show the code





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- d) Enter the code shown on your phone in the **Enter Code** field on your computer
- e) Click the **Verify** button

The program continues on to SoftPro Live.

SOFTPRO

Okta Verify (iPhone-F4GCC216N72J)

Send Push

Enter Code

353323 Verify

☐ Send push automatically

## Using the SMS Authentication Option

Once your log in information is entered, the Okta verification window opens and shows **SMS Authentication** with the phone number entered at time of setup.

1. Click the **Send code** button

SOFTPRO

SMS

SMS Authentication  
(+1 XXX-XXX-1320)

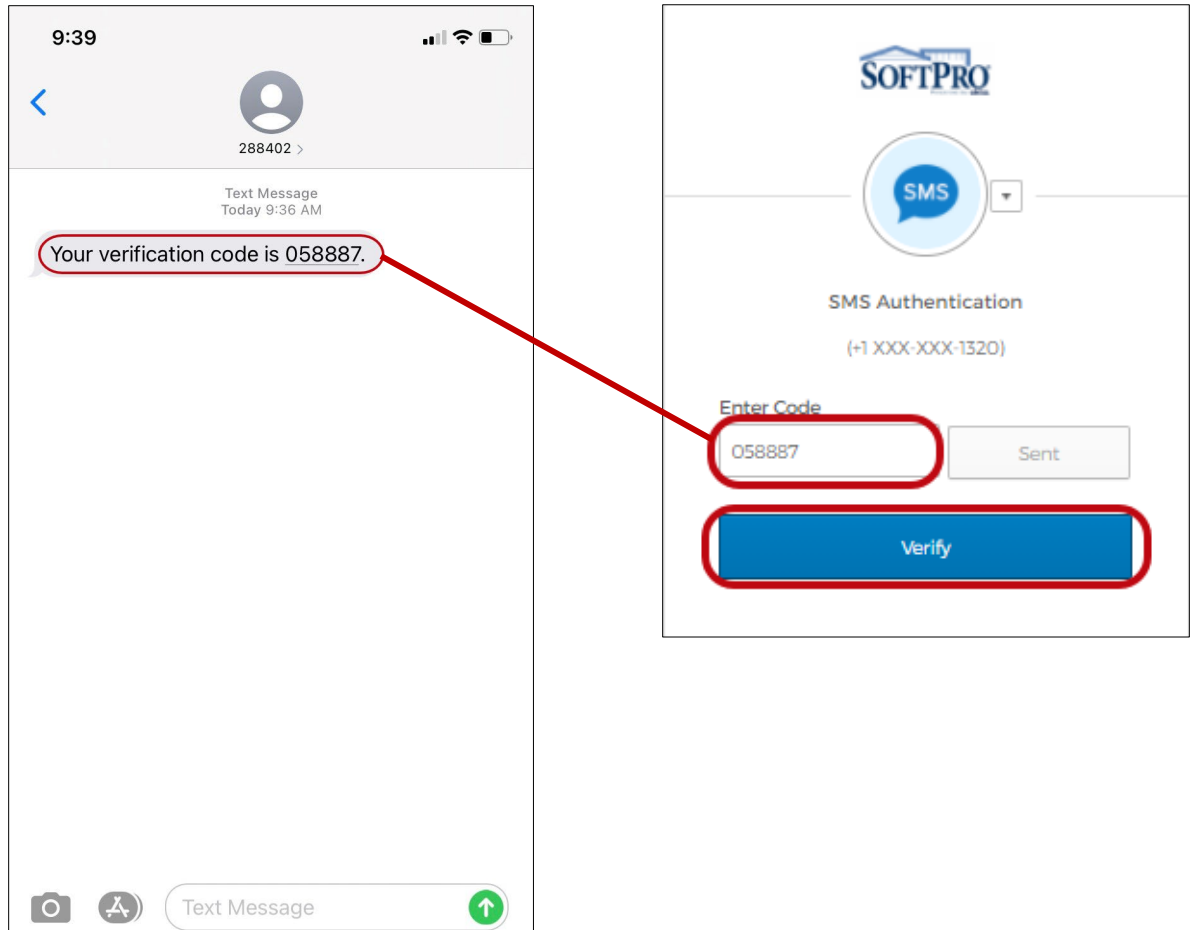
Enter Code

Send code

Verify

The code is sent as a text message to the number entered during setup.

2. In the **Enter Code** field, enter the code shown on your phone
3. Click **Verify**



The program continues on to SoftPro Live.



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## Using the Voice Call Authentication Option

Once your log in information is entered, the Okta verification window opens and shows **Voice Call Authentication** with the phone number entered at time of setup.

1. Click the **Call** button

This screenshot shows the "Voice Call Authentication" interface. At the top is the SoftPro logo. Below it is a circular icon with a blue telephone handset and signal waves. Underneath the icon is a rounded rectangle containing the text "Voice Call Authentication" and the phone number "(+1 XXX-XXX-1320)". Below this is a label "Enter Code" followed by a text input field. To the right of the input field is a button labeled "Call", which is highlighted with a red rounded rectangle. At the bottom of the screen is a large blue button labeled "Verify".

When you receive the automated call,

2. Enter the code provided
3. Click **Verify**

The program continues on to SoftPro Live.

This screenshot shows the verification step. At the top is a button labeled "Calling". Below it is the "Enter Code" label and a text input field containing the code "54440". The input field and the "Verify" button below it are highlighted with a red rounded rectangle. The "Verify" button is a large blue button.