

- 4800 Falls of Neuse Road, Suite 600
- Raleigh, NC 27609
- Sales & Service: 800-848-0143
- Email: sales@softprocorp.com
- Web: www.softprocorp.com

### Resetting your Password with Multi-Factor Authentication (MFA)

If you've forgotten your password or wish to reset your password, you can reset it using one of the three verification options available.

- > Reset using SMS can only be used if a mobile number was entered during initial setup
- > Reset using Voice Call can only be used if a mobile number was entered during initial setup
- > Rest using Email

### Logging In

 From the SoftPro Live login window, click the Forgot password? link

	SOFTPROLLIVE
	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.
$\mathbf{A}$	Please sign in using your account
	Email
	charlottesmith@email.com
	Password
	Remember me
	Sign In
	Forgot password?
	authenticated by <b>okta</b> .



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- 2. Enter your email address
- 3. Click the option you wish to use to reset your password

**NOTE:** If a mobile number was not entered during initial setup, you can only select **Reset via Email**.

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.		
Please sign in using your account		
Email		
charlottesmith@email.com		
SMS or Voice Call can only be used if a phone number has been configured. To setup, please login to https://softpro.oktapreview.com/ using your current credentials.		
Reset via SMS		
Reset via Voice Call		
Reset via Email		
Back to Sign In		
SOFTPRO		

# Using Reset via SMS

### 1. Click the Reset via SMS button

The code is automatically sent to the mobile number entered during setup.

charlottesmithe	@email.com	
SMS or Voice Ca been co https://softpu	III can only be used if a phone n onfigured. To setup, please logir ro.oktapreview.com/ using your credentials.	number has n to current
	Reset via SMS	
	Reset via Voice Call	
	Reset via Email	
Back to Sign In		



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When prompted,

4. Enter your new password

Make sure your password follows the setup requirements as specified.

- 5. Re-enter your password
- 6. Click the Reset Password button

### Welcome to SoftPro LIVE

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#### Please sign in using your account



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Once reset, the **Authentication** window opens.

- Obtain the code based on your setup
  - > Okta Verify
  - > SMS Authentication
  - > Voice Call Authentication
- 8. Enter the code received
- 9. Click the **Verify** button



The program continues on to SoftPro Live.

### Using Reset via Voice Call

- 1. Follow steps 1-2 under Logging In section (page 1)
- 2. Click the Reset via Voice Call button

charlottesmith@e	mail.com	)
SMS or Voice Call c been config https://softpro.o	an only be used if a phone number has gured. To setup, please login to ktapreview.com/ using your current credentials.	
	Reset via SMS	
	Reset via Voice Call	
	Reset via Email	
Back to Sign In		
Back to Sign In	~	



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When you receive the automated call,

- 3. Enter the code provided
- 4. Click Verify

Please sign in using your account
Enter Code 568223 Sent
Voice Call can only be used if a phone number has been configured. SMS can only be used if a mobile number has been configured. To setup, please login to https://softpro.oktapreview.com/ using your current credentials.
Verify
Didn't receive a code? Reset via email
Back to Sign In
SOFTPRO authenticated by okta

When prompted,

5. Enter your new password

Make sure your password follows the setup requirements as specified.

- 6. Re-enter your password
- 7. Click the Reset Password button

The program continues on to SoftPro Live.

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.		
Please sign in using your account		
Password requirements: at least 8 characters, a lowercase letter, an uppercase letter, a number, a symbol, no parts of your username, does not include your first name, does not include your last name. Your password cannot be any of your last 10 passwords.		
New password		
Repeat password		
Reset Password		
Sign Out		
SOFTPRO authenticated by okta		



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## Using Reset via Email

- 1. Follow steps 1-2 under Logging In section (page 1)
- 2. Click the Reset via Email button

You are returned to the Welcome window and if you are a registered user, an email is sent to the email used to sign into the application.

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ou are a to sign	Email charlottesmith@email.com SMS or Voice Call can only be used if a phone number has been configured. To setup, please login to https://softpro.oktapreview.com/ using your current credentials.
	Reset via SMS
	Reset via Voice Call
	Reset via Email
	Back to Sign In
	SOFTPRO authenticated by okta
ord reset	





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NOTE: An error message displays if you attempt to use a recently used password.





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- 8. Return to the login window
- 9. Enter your login information using your new password
- 10. Click the Sign In button

