



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

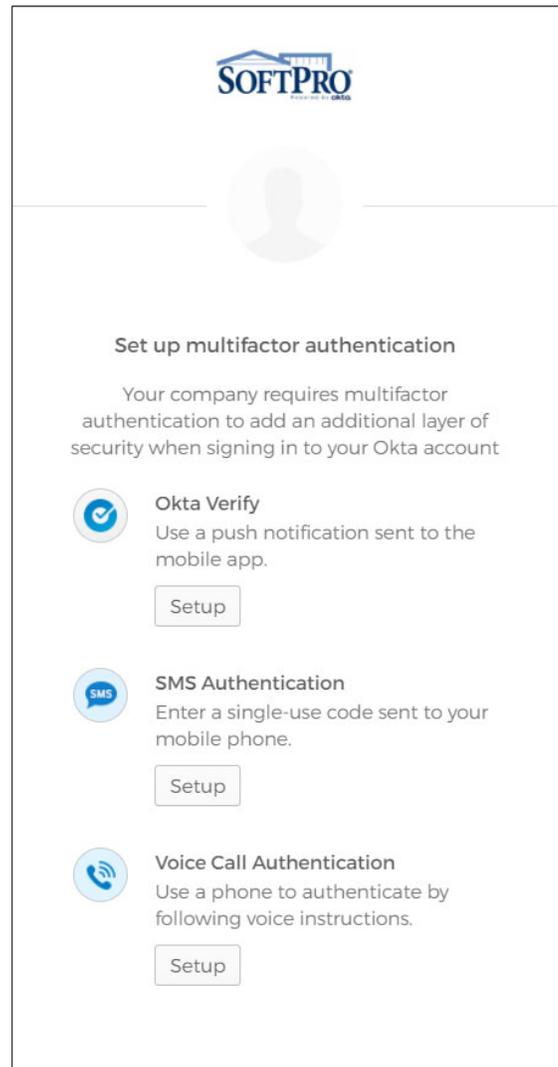
Setting Up Multi-Factor Authentication (MFA)

The first time logging into SoftPro Live once Multi-Factor Authentication is turned on, you are prompted to setup your Multi-Factor Authentication (MFA) verification options. Once configured, you are prompted to step through one of the three options available each time you log into SoftPro Live.

The three verification options available are:

- **Okta Verify** – automatically push a security code via the Okta Verify mobile application.
- **SMS Authentication** – receive a security code via text message on your mobile device.
- **Voice Call Authentication** – receive a security code via automated phone call.

BEST PRACTICE: It is recommended all three options are set up to avoid not having access if one option is not accessible. Once the verification options are created, you select which option is the default verification method when you sign into SoftPro Live.





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1. Log into SoftPro Live

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

Email
charlottesmith@email.com

Password

Remember me

Sign In

Need help signing in?

SOFTPRO
authentication by okta

You are immediately prompted to setup your Multi-Factor Authentication.

REMINDER: Set up all three options to avoid not having access if one option is not accessible.

Setting Up the Okta Verify Option

2. Click the **Okta Verify Setup** button

SOFTPRO
authentication by okta

Set up multifactor authentication

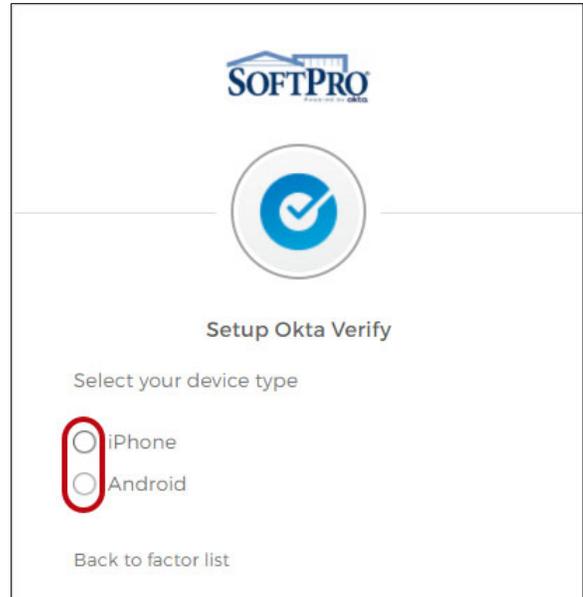
Your company requires multifactor authentication to add an additional layer of security when signing in to your Okta account

Okta Verify
Use a push notification sent to the mobile app.

Setup

SMS Authentication
Enter a single-use code sent to your

3. From the **Setup Okta Verify** window, check the applicable mobile device

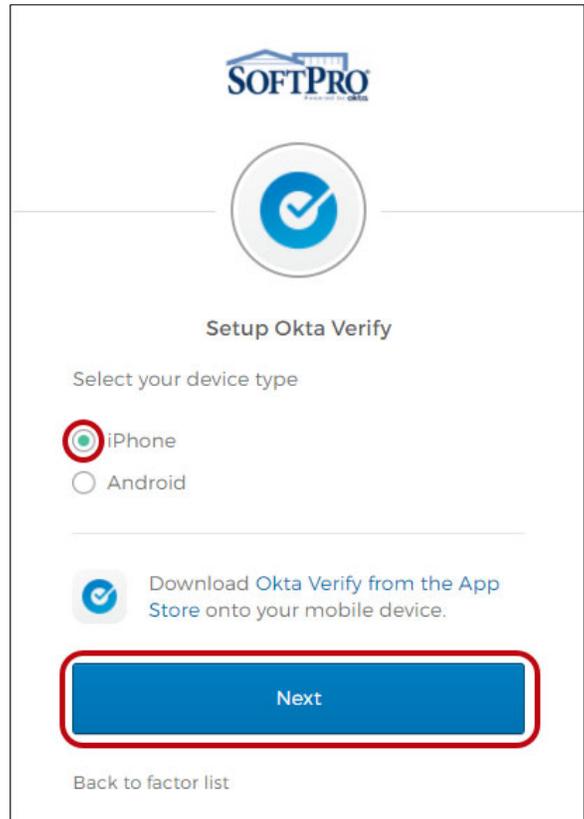


4. Once selected, you are prompted to download the **Okta Verify** app
5. Download and install the Okta Verify app on your phone

You may be prompted to **Select an Account Type** to setup, if you are prompted, continue on to next steps, otherwise skip to step 6.

- **Organization** – work, school, company
If Organization is selected, you are prompted to, **Verify to continue.**
 - » Select QR code if provided by your company or,
 - » Sign in with your organization's Okta account.
- **Other** – 2-factor authentication code for third party services
If Other is selected, you are prompted to **Choose an option to continue.**
 - » Scan the QR code provided by the service or,
 - » Enter the key manually.

6. Click the **Next** button



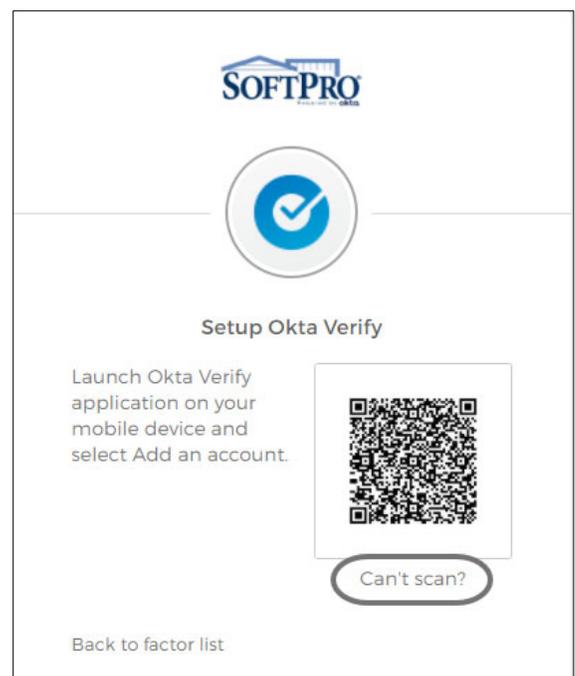
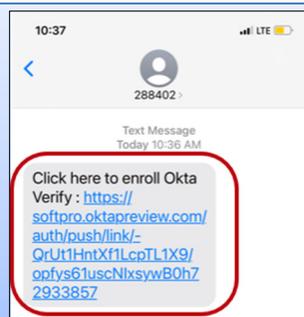
7. Open the camera app on your phone

8. From the **Setup Okta Verify** window, scan the barcode with your camera to send the app to your phone

To scan the barcode, hold your phone up to the monitor so the camera can read the barcode; you should see a box around the barcode.

You should be prompted to open in Okta Verify.

NOTE: If you have problems with scanning the barcode, click the **Can't scan** link. A link to the Okta app is sent to your phone. Once received, click the link to download the application. Continue on to the step 9.



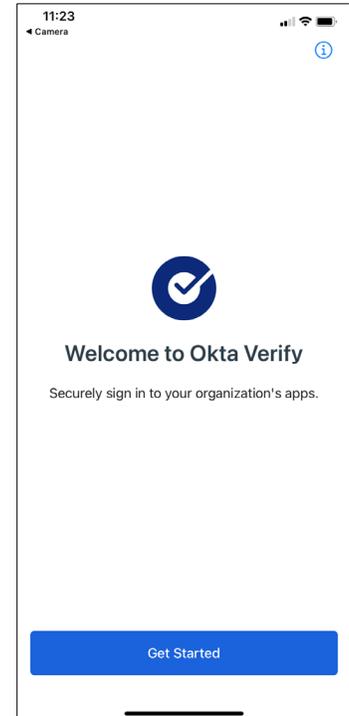


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9. Click the **Open in the Okta Verify** message

Once the app launches on your phone,

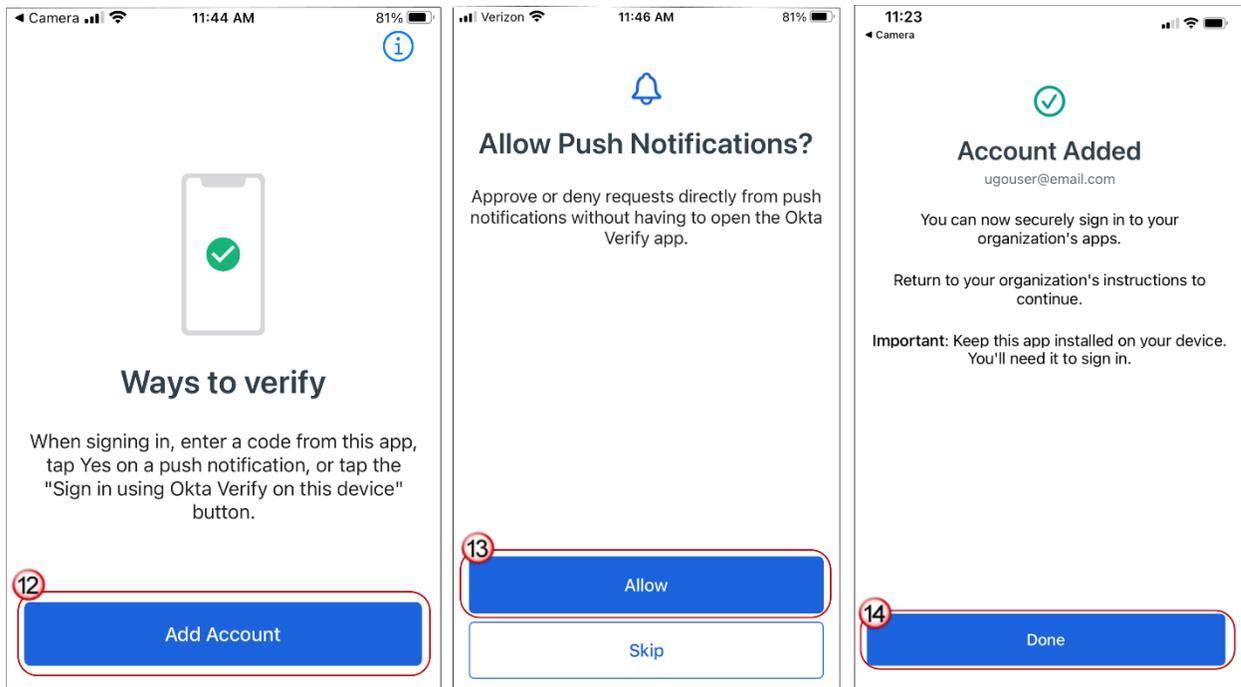
10. Click the **Get Started** button
11. Click **Next** to continue through the introduction messages



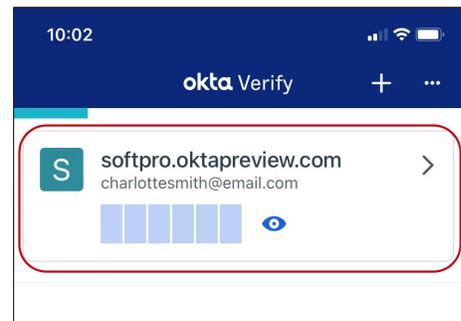
12. From the **Ways to verify** message, click the **Add an account** button
13. From the **Allow Push Notifications** message, click the **Allow** button

NOTE: Allowing push notifications avoids you having to open the app to obtain the code and re-enter when logging into SoftPro Live. The code is automatically sent to MFA and proceeds through the verification process.

14. When you see the **Account Added** message, click the **Done** button



The program name and your login are shown in the app. You can now close the app.





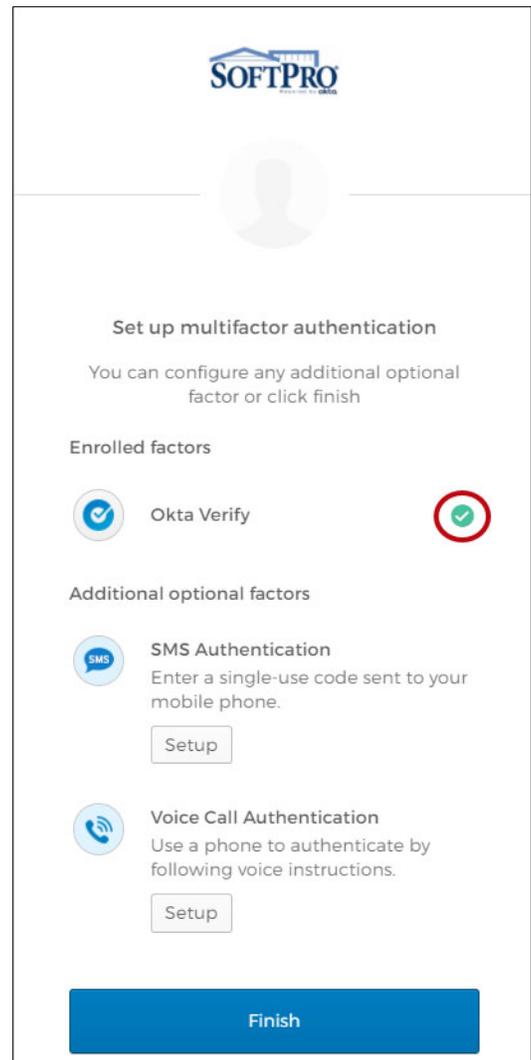
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On your computer, you are returned to the **Set up multifactor authentication** window.

The **Enrolled factors** section displays a checkmark  next to the **Okta Verify** option to indicate setup is complete for that option and an email is sent to confirming your enrollment.

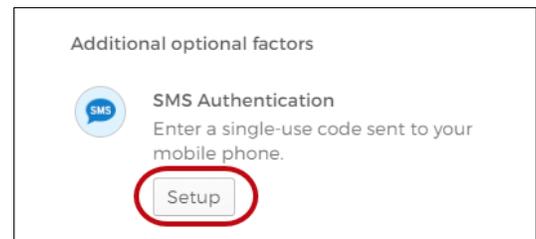
Click the **Finish** button if you wish to exit or continue on to setup the additional verification options.

REMINDER: Set up all three options to avoid not having access if one option is not accessible.

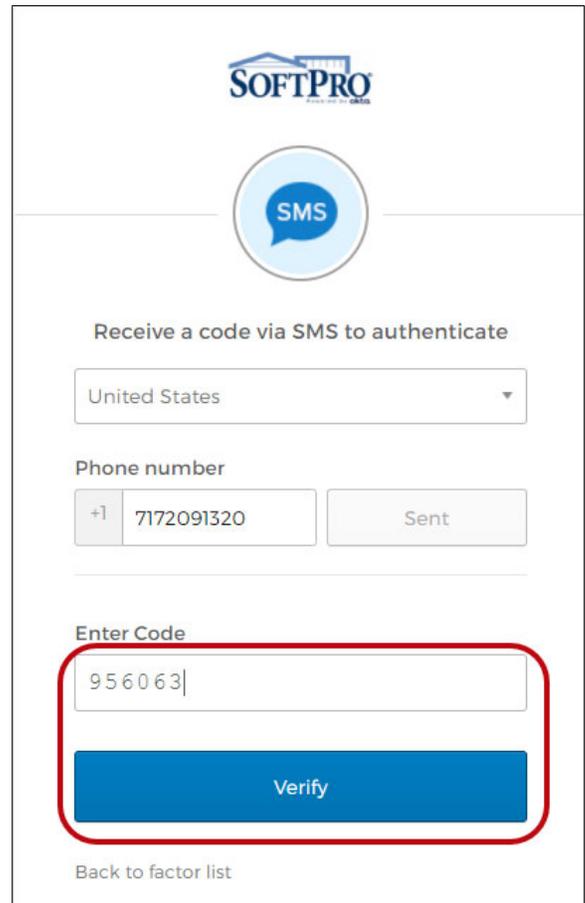
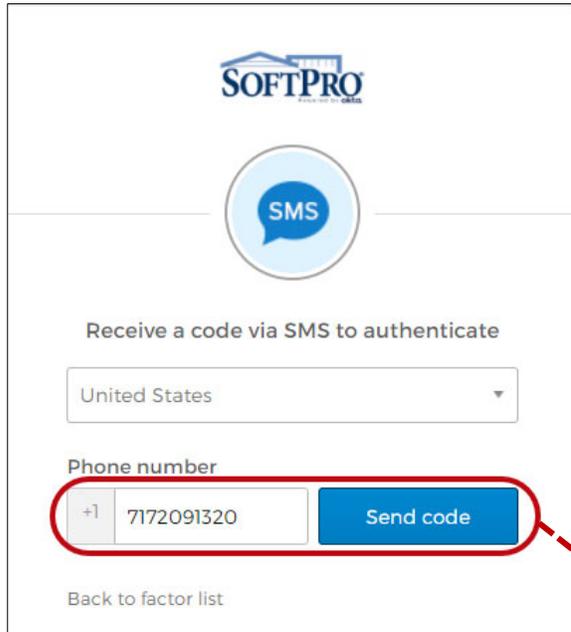


Setting Up the SMS Authentication Option

1. Click the **SMS Authentication > Setup** button



2. When prompted, enter your mobile number
3. Click **Send a code**
4. Enter the code sent to your phone, click **Verify**



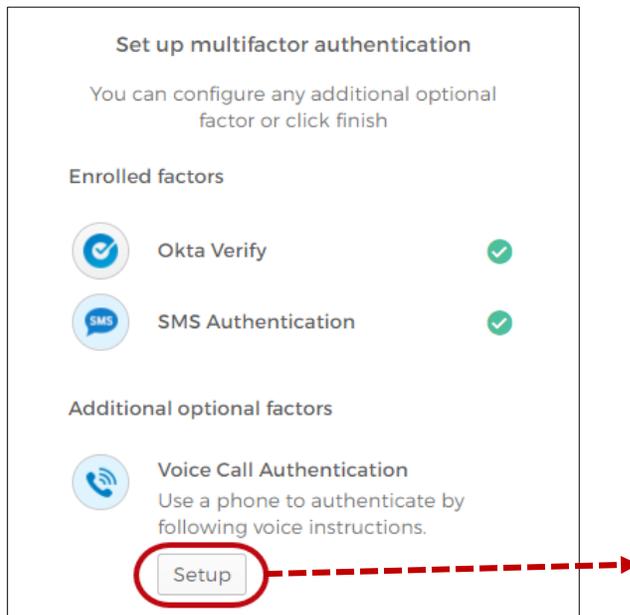
On your computer, you are returned to the **Set up multifactor authentication** window.

The **Enrolled factors** section displays a checkmark  next to the **SMS Authentication** option to indicate setup is complete for that option and an email is sent confirming your enrollment.

Click the **Finish** button if you wish to exit or continue on to setup the additional verification options.

Setting Up the Voice Call Authentication Option

1. Click the **Voice Call Authentication > Setup** button



Set up multifactor authentication

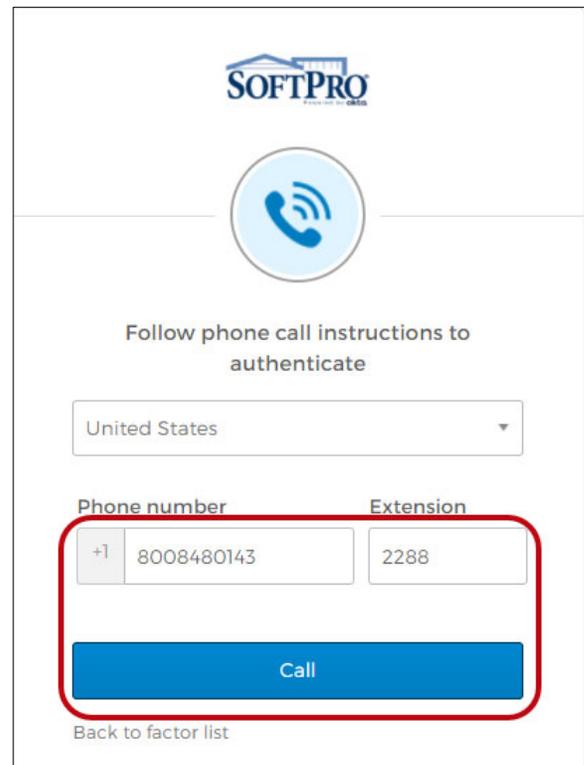
You can configure any additional optional factor or click finish

Enrolled factors

- Okta Verify ✓
- SMS Authentication ✓

Additional optional factors

- Voice Call Authentication**
Use a phone to authenticate by following voice instructions.
Setup



SOFTPRO

Follow phone call instructions to authenticate

United States

| Phone number | Extension |
|---------------|-----------|
| +1 8008480143 | 2288 |

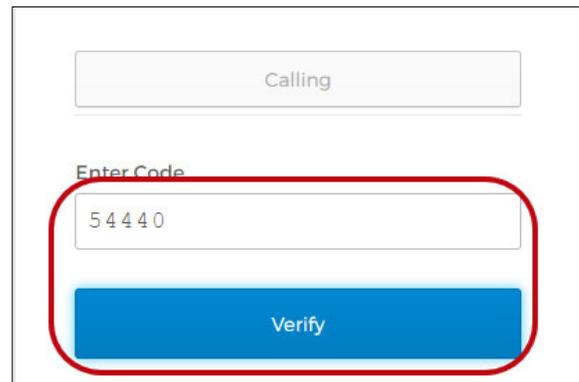
Call

[Back to factor list](#)

When you receive the automated call,

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

An email is sent confirming your enrollment.



Calling

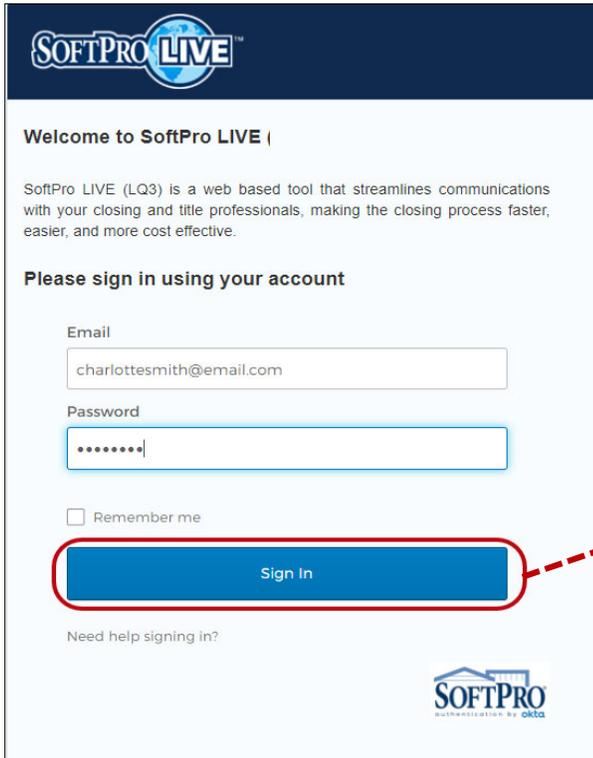
Enter Code

5 4 4 4 0

Verify

Setup is complete and the SoftPro Live program opens.

The next time you log into SoftPro live you are required to step through the MFA. The method of verification shown is based on the last verification method used.



SOFTPRO LIVE

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Please sign in using your account

Email
charlottesmith@email.com

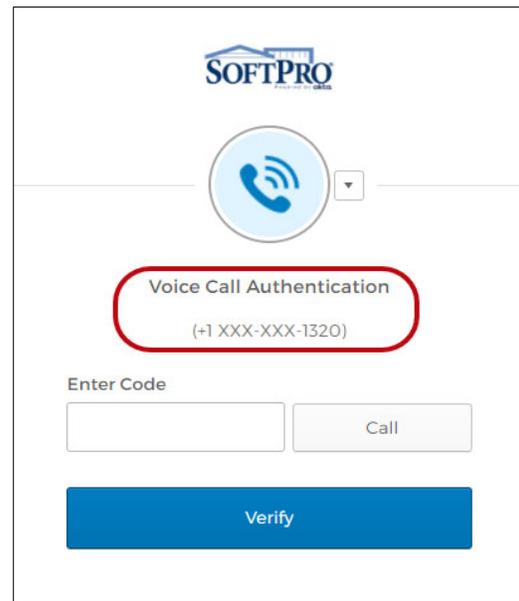
Password
.....

Remember me

Sign In

Need help signing in?

SOFTPRO AUTHENTICATION BY OKTA



SOFTPRO

Voice Call Authentication
(+1 XXX-XXX-1320)

Enter Code

Call

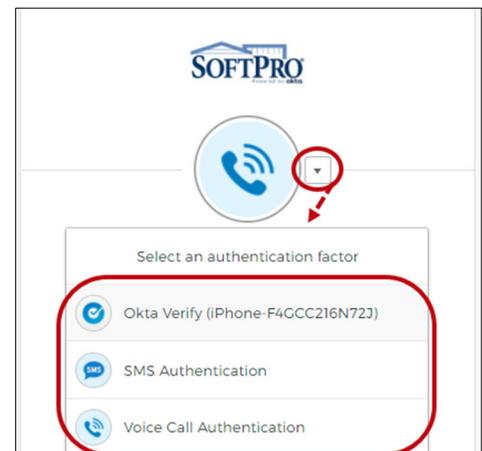
Verify

Changing Verification Options

You can change your verification method from the log in window (if two or more are setup) or from the Account Settings within SoftPro Live.

- Multiple options setup
 - From the Login window,
 1. Click the down-arrow
 2. Select the method you wish to use

This option remains the default method going forward.



SOFTPRO

Select an authentication factor

- Okta Verify (iPhone-F4GCC216N72J)
- SMS Authentication
- Voice Call Authentication

➤ One option setup

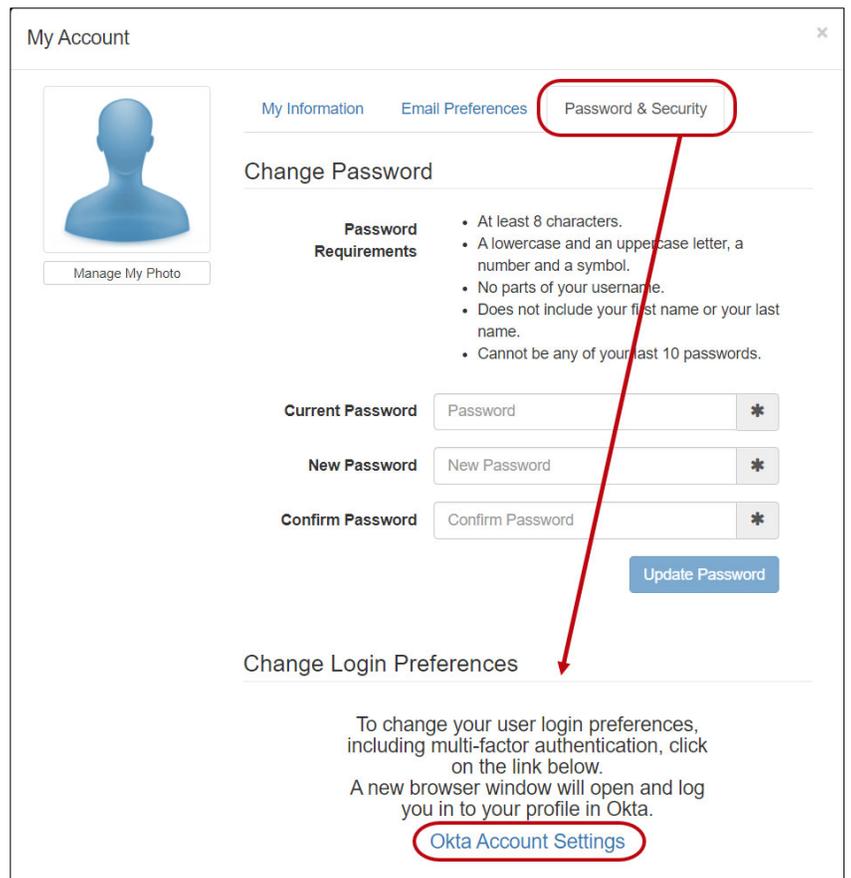
1. Log into SoftPro Live using the current MFA method

Once logged in,

2. Click your email address on the toolbar
3. Select Account Settings



4. From the **My Account** screen, click the **Password & Security** tab
5. Click the **Okta Account Settings** at the bottom of the screen

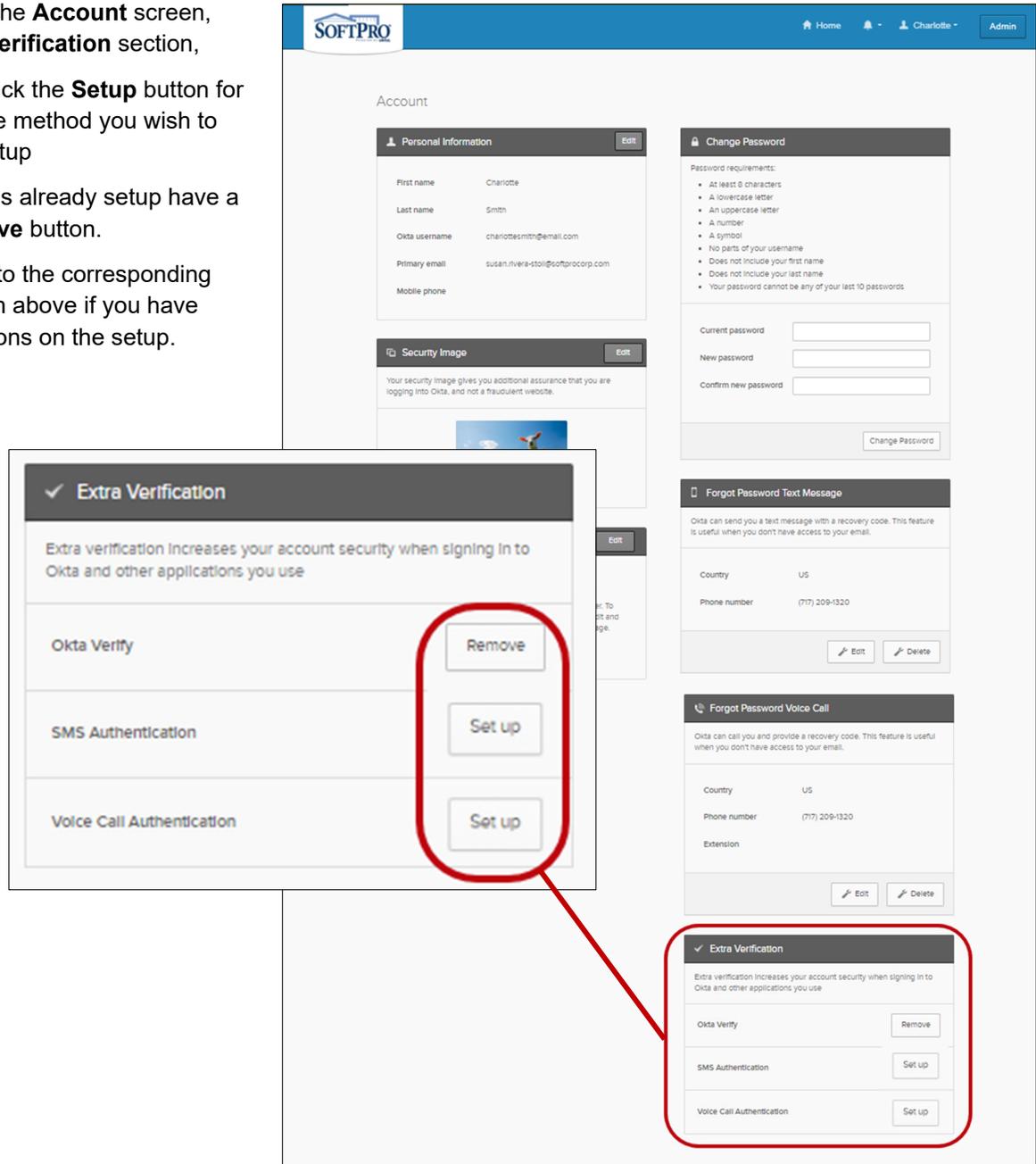


From the **Account** screen, **Edit Verification** section,

6. Click the **Setup** button for the method you wish to setup

Options already setup have a **Remove** button.

Refer to the corresponding section above if you have questions on the setup.



The screenshot displays the 'Account' management interface. On the left, the 'Extra Verification' section is expanded, showing three authentication methods: 'Okta Verify', 'SMS Authentication', and 'Voice Call Authentication'. Each method has a 'Remove' button and a 'Set up' button. A red oval highlights the 'Remove' button for 'Okta Verify' and the 'Set up' buttons for 'SMS Authentication' and 'Voice Call Authentication'. A red arrow points from this oval to a larger, detailed view of the 'Extra Verification' section on the right, which also highlights the 'Remove' and 'Set up' buttons for each method. The background shows other account settings like 'Personal Information', 'Change Password', and 'Security Image'.