Fidelity National Title®

SMARTMAIL
Troubleshooting

TO VIEW DOCUMENTS IN SMARTMAIL USING AN APPLE DEVICE
To change your **block pop-up** settings on your device:
Go to the **Settings** icon on your phone
Go to the **Safari** option
Turn the **Block Pop-ups** option off so that a selection bubble **shows white**

Block Pop-ups	⬜

When you return to the SmartMail message and click on the document link, you should receive the Safari pop-up warning. Select the **Allow** option to view the selected document.

TO VIEW DOCUMENTS IN SMARTMAIL USING AN ANDROID DEVICE
To change your **Block Pop-up** settings on your device:
Go to the **Settings** icon
Go down to **Settings**
Go to **Site Settings** and then turn the setting to **"Allowed"**

TO VIEW DOCUMENTS IN SMARTMAIL USING SAFARI
To adjust the **pop-up blocker** settings from the Safari browser page:
Click Safari in the browser menu, located at the top of the screen, then choose **Preferences**
Click on the **Security** tab to open the Security Preferences window
Go to **Site Settings** and then turn the setting to **"Allowed"**
In the **Web Content section**, uncheck the box next to the option called Block Pop-up Windows

TO VIEW DOCUMENTS IN SMARTMAIL USING INTERNET EXPLORER
(It is recommended you use Internet Explorer 11 without Compatibility Mode enabled)
First, close all open Internet Explorer windows
On your computer go to the Windows Start logo and choose **Control Panel**
In the Control Panel choose the **Internet Options** icon
Select the **Privacy** tab along the top of the **Internet Options** window
Check the **Turn On Pop-up Blocker** and click on **Settings**
In the **Address of website to allow** field enter: ***.smartviewonline.net** and the **click ADD**
Once you can see the * .smartviewonline.net entry in the allowed sites you can click the **close button**

TO VIEW DOCUMENTS IN SMARTMAIL USING GOOGLE CHROME
To add the SmartPortal to your **Pop-up blocker** exception list:
Open Google Chrome and click on the ⋮ symbol in the top right of the tool bar
Choose **Settings** from the menu and it opens a new menu
Scroll down to the bottom to **Advanced Settings** and click the arrow to **Open the Privacy and Security**
Scroll down to **Content Settings** and click the arrow
Scroll down to **Popups** and click
Scroll down to **Allow** and click on **ADD** and then type in: **https://[*.]smartviewonline.net**
You will need to close and reopen Google Chrome for changes to take effect

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