

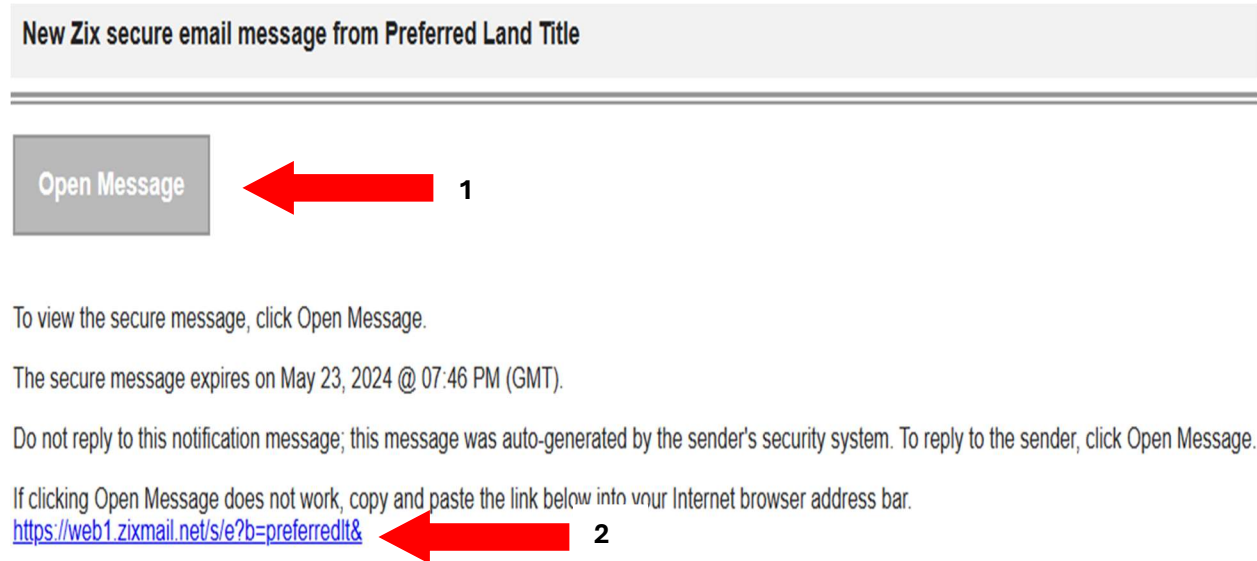
PLT Secure Email Setup Guide

Please follow the instructions below to set up your PLT secure email account. You will only need to go through this process one time.

If you have already set up your PLT secure email account and only wish to turn on multi-factor authentication (MFA) please start with step 8.

If you have previously tried to set up your Multi-Factor Authentication (MFA) and it did not work or you only see the option for “authentication application” for Device Type, please email helpdesk@preferredlt.com from the same account you received the secure email and request that your “MFA be reset”. You will receive an email in response letting you know the MFA reset has been completed and you can then start with Step 8 below.

1. You will receive an email that looks like the one below. You can either click on the “**Open Message**” button (Red arrow 1) or click on the **link** at the bottom (Red Arrow 2). If you are unable to click on either of these, copy the link from Red Arrow 2 and paste it in any browser on your computer/device:



2. After clicking the “**Open Message**” button it will take you to a screen where you will be prompted to Register your account:

Email Address:

New Password:

Re-enter New Password:

Password Rules
Passwords must be at least 6 characters in length.
Passwords cannot match email address.

Your email address should already be in the box provided. If your email address is not pre-populated, enter your email address which received the secure email.

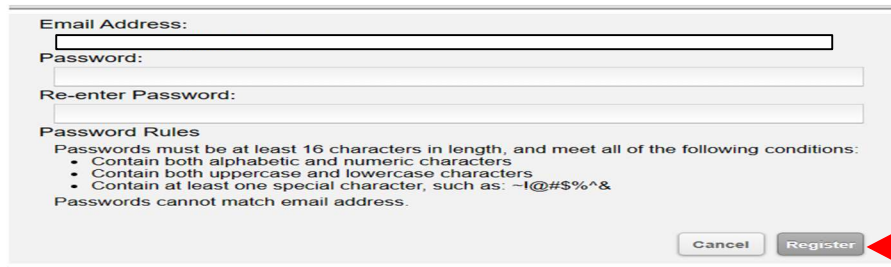
You will also need to create a password. Make sure you follow the “Password Rules” when creating your password.

***** Password length and complexity have been reduced to only 6 characters with minimal reduction in security due to the increased security of MFA.**

3. After creating your password and then re-entering it, click the “**Register**” button:

Register Account

Enter your email address and a password to register and begin sending and receiving secure messages.



4. After you click “**Register**,” this screen will come up:

Account Change Confirmation

A confirmation email has been sent to your email address for this Preferred Land Title mailbox. After you receive the confirmation email, please follow the instructions to activate the changes.

This service is hosted by Zix on behalf of Preferred Land Title [More Information](#)

Secured by **ZIX**

5. Go back to your email box and open the new email sent by Preferred Land Title. Click the link provided or copy and paste the link in your browser:

 preferredlt.notification@zixmessagecenter.com
To: You

Your Preferred Land Title password is pending.

To activate or decline your new password, click the link below:

<https://web1.zixmail.net/s/prc?b=preferredlt&c=ABCQWc8CdzWrxAZQuaSiw7d>

If the link above is disabled, copy and paste it into your Internet browser address bar.


 

6. It now takes you to a screen where you are asked to “**Activate**” or “**Decline**.” Click the “**Activate**” button:

Change Password

Your Preferred Land Title password is pending.

To activate your new password, select the button below:




To decline your new password, select the button below:

7. The next screen notifies you that your “Activation was successful” and will have a “**Continue**” button on it. Click the “Continue” button:

Activation Successful

You have successfully activated your new password. Click Continue to return to the Sign In page.




Note: Your password is important. Please store it in a safe place.

8. On the next screen type in your **email address** and the **new password you just created**. After typing in your email address and your password click the “**Sign in**” button:

Welcome to the Preferred Land Title Secure Message Center

Email Address:

Password:



Forgot your password?

New to secure email?

Need more assistance?

9. The next screen requires you to set up **Multi-Factor Authentication (MFA)**. The box labeled “**Device Type**” will show “**sms**”. **SMS means you will get a 6 digit code texted to your cell phone each time you log into the portal. If the “Device Type:” is not defaulted to “sms” and you see “authentication application” then you will need to have your MFA reset. Please follow the instructions in RED at the beginning of this document.**

Register Multi-Factor Device

This secure message portal requires multi-factor authentication. Register a multi-factor device. You can have multiple devices, but only one can be active at a time.

Device Type: sms

Name:

Country Code:

Phone Number:

10. Type your name in the box labeled “**Name**”:

Register Multi-Factor Device

This secure message portal requires multi-factor authentication. Register a multi-factor device. You can have multiple devices, but only one can be active at a time.

Device Type: sms
Name:
Country Code: United States of America
Phone Number:
Cancel Next

11. The box labeled “**Country Code**” is the country code of your phone number, which should be the “United States of America”. If for some reason it is not defaulted for you, please click the down arrow and choose “United States of America”:

Register Multi-Factor Device

This secure message portal requires multi-factor authentication. Register a multi-factor device. You can have multiple devices, but only one can be active at a time.

Device Type: sms
Name:
Country Code: United States of America
Phone Number:
Cancel Next

12. Type your cell phone number, and **only** a cell phone number, in the box provided labeled “**Phone Number.**” Make sure to **enter your entire number, including area code, numbers only, without any dashes.** IE 5737019999. After entering your cell phone number click the “**Next**” button:

Register Multi-Factor Device

This secure message portal requires multi-factor authentication. Register a multi-factor device. You can have multiple devices, but only one can be active at a time.

Device Type: Text Message (SMS)
Name:
Country Code: United States of America
Phone Number:
Cancel Next

13. After clicking the “**Next**” button you will receive a text message on your phone from Preferred Land Title that contains a 6 digit security code and you will be taken to the next screen where you will Register your device. Type the 6 digit code in the provided box and click next:

Register Device

Verify the device by entering the code sent to the device ending in

Authentication Code:

Having trouble receiving the code? [Send another code.](#)

A red circle highlights the "Authentication Code:" input field. A red arrow points to the "Next" button.

14. After entering the code and clicking “**Next**”, you will be taken to Preferred Land Title Secure email portal where you will be able to read and reply to the secure email you were sent. Simply click on the email you wish to view:

Inbox

You have 2 new messages.

Select	From	Subject	Date
<input type="checkbox"/>	landco@preferredlt.com	test	Apr 23, 2024 2:46 PM
<input type="checkbox"/>	landco@preferredlt.com	<input type="text"/>	Apr 4, 2024 3:03 PM

15. For all subsequent logins you will need to enter your email address & password and click “Sign In”. You will receive a text with a new 6-digit code each time you login. The screen will automatically advance and ask you to enter in the code you just received. Receipt of the code on your cell phone can take anywhere from 5-120 seconds, depending upon your cell phone provider.
16. If you need assistance with these instructions or any help concerning the Preferred Land Title Secure Email Portal please send an email to helpdesk@preferredlt.com. This will automatically create a Preferred Land Title Help Desk ticket for you. Please include a good contact phone number in your email in case your issue cannot be solved through email. One of our PLT IT experts will contact you regarding the ticket you created and ensure your issue is resolved.