

## Registering a New Account with Okta

As part of a SoftPro Select upgrade, SoftPro 360 is migrating to Okta. Follow the steps to register a 360 account with Okta.

- > [Registering a New 360 Account](#) – You need to use the **Register a new account** option from the **360 Sign In** screen.
- > [Activating a 360 Account with Okta](#) – You have an existing 360 account and it has been migrated to Okta during a Select upgrade.

Refer to [Troubleshooting Tips](#) for resetting your password, unlocking your account or resolving time outs when logging into 360.

### Registering a New 360 Account

1. Click the **Register New Account** link
2. When prompted enter your,
  - a. **First name**
  - b. **Last name**
  - c. **Email**
  - d. **Re-enter your email address**
3. Click the **Register** button




**NOTE:** The registration screen has changed. Previously when prompted to enter your name, it was required to enter your full name in one field. The screen has now changed to enter your first and last names separately.

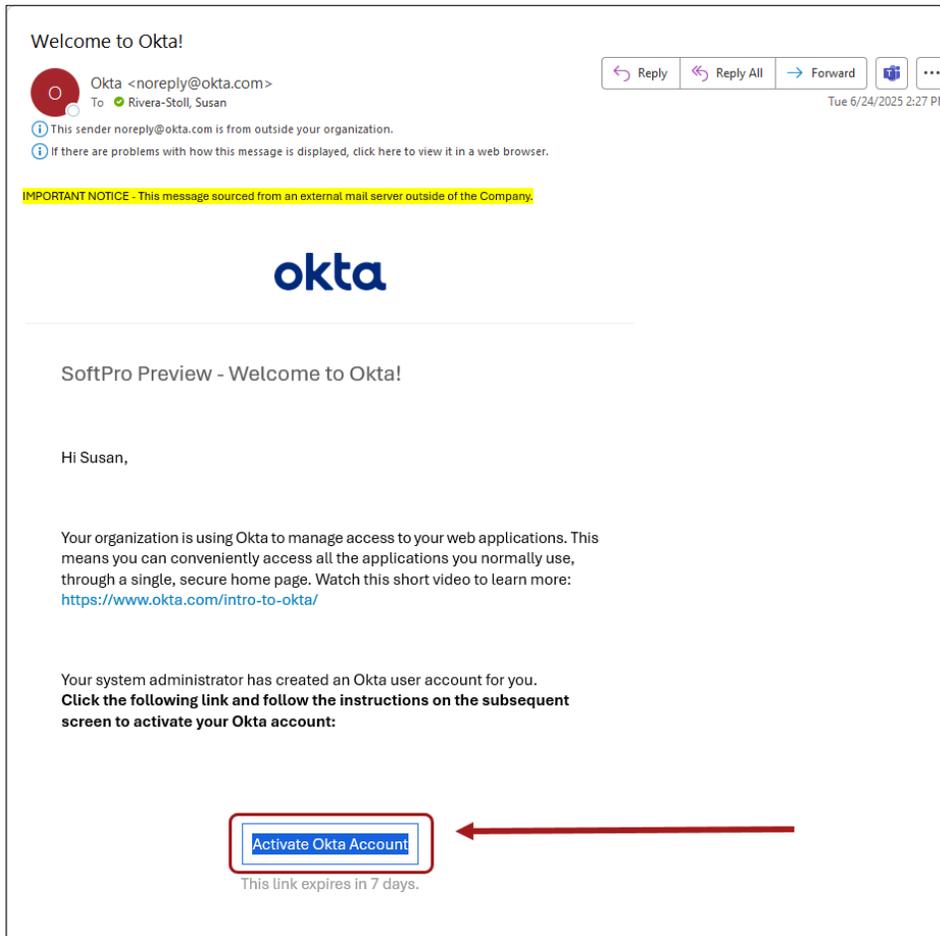
You will receive a **Welcome to Okta!** activation email. Once received, continue on to the next section to activate your account.

### Activating a 360 Account with Okta

As a result of a SoftPro Select upgrade, you receive a **Welcome to Okta!** email to activate your Okta account.

From the **Welcome to Okta** email,

1. Click the **Activate Okta Account** link



**IMPORTANT:** The Okta activation link **expires in 7 days** from the date received.

The **Okta Preview** page opens prompting you to set up your security verification options (i.e., password, SMS text, voice call and screen image).

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2. Set up verification options

a. **Enter New Password**

- i. **Enter new password** following the password requirements cited
- ii. **Repeat new password**

b. **Add a phone number for resetting your password or unlocking your account using SMS**

- i. Click the **Add Phone Number** button

- ii. Enter the mobile number you wish to receive the text message
- iii. Click the **Send Code** button
- iv. Enter the **Code** received
- v. Click the **Verify** button

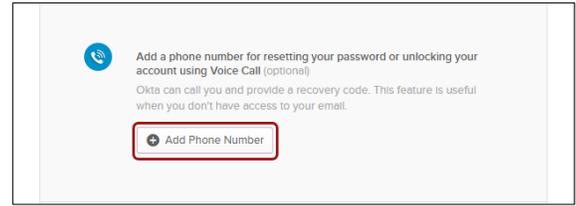
When successfully verified,

- vi. Click the **Done** button

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c. **Add a phone number for resetting your password or unlocking your account using Voice Call**

i. Click the **Add Phone Number** button



ii. Enter the **Phone number** and **Extension** if applicable

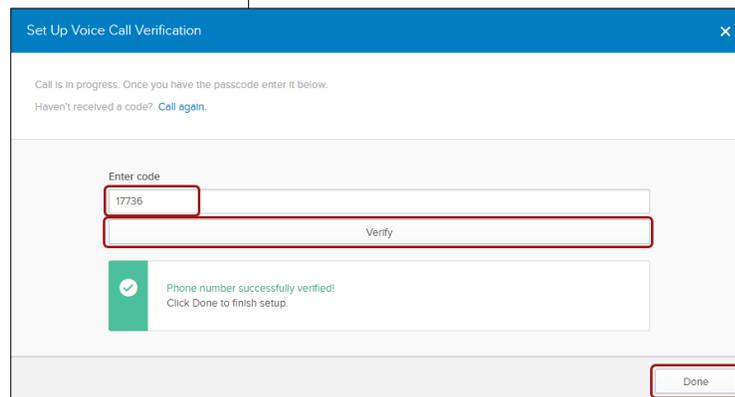
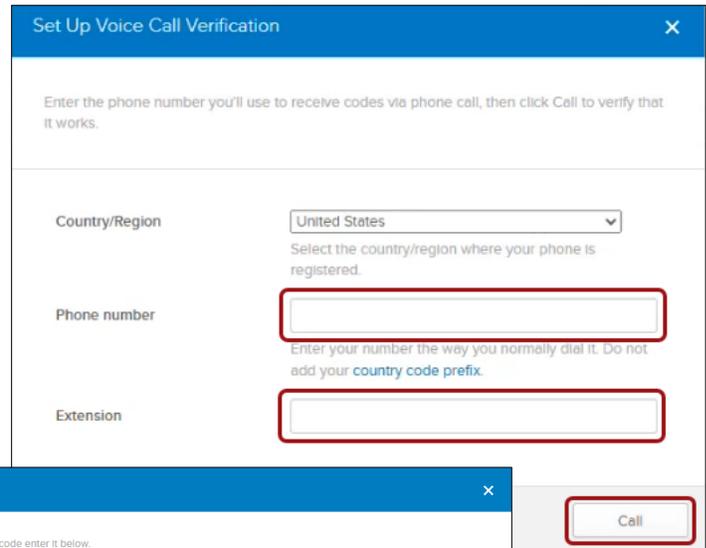
iii. Click the **Call** button

iv. Enter the **Code** received

v. Click the **Verify** button

When successfully verified,

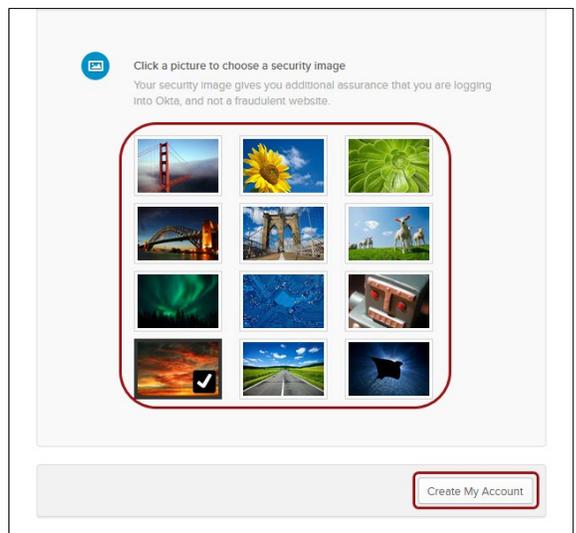
vi. Click the **Done** button



d. **Click a picture to choose a security image**

i. Click on an image to select

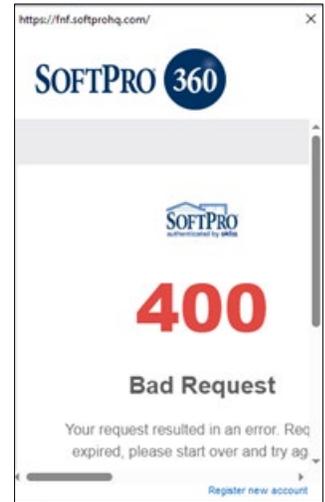
3. Click the **Create My Account** button



You can now return to SoftPro Select to log into 360.

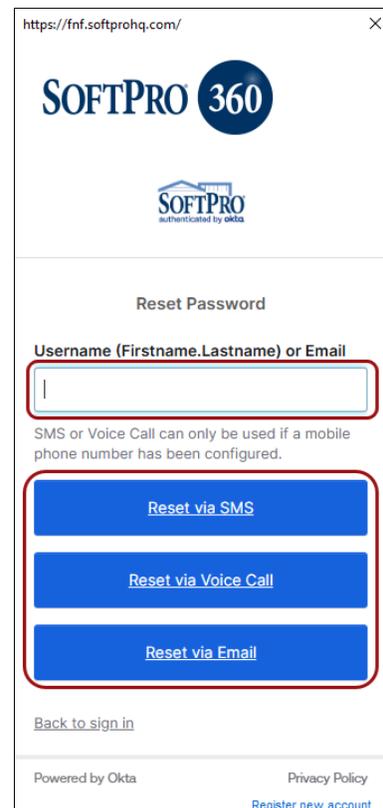
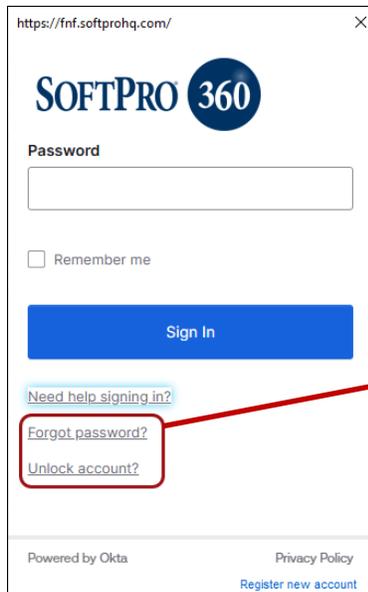
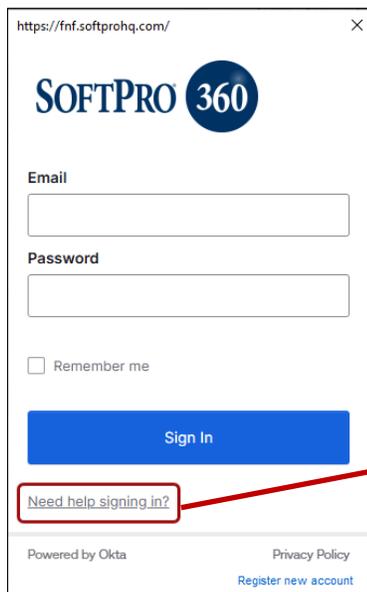
Troubleshooting Tips

- › **400 Bad Request Error** – This occurs because the **Sign in** screen has been open for an extended period of time without attempting to sign into SoftPro 360. Close the **Sign in** window and click the **360 Login** button again to sign into 360.



- › **Forgotten password / Unlock account** – Click the **Need help signing in** link to access the **Forgotten password** or **Unlock account** links. Click the applicable link, you now have options to reset your password or unlock your account based on the verification options entered when activating your account with Okta (i.e., SMS, voice call or email).

Follow the prompts based on your selection.



**NOTE:** If you had not set up all three options, you are prompted to set up now whichever option is not set up or complete at a later time.