



Frequently Asked Questions

What is EagleID™?

EagleID is a new login method that represents Multi-Factor Authentication. This added security measure requires you to verify your identity using a six-digit code.

Why is this change being made?

Safeguarding your personal and business information is one of our top priorities. By implementing EagleID, we are adding an additional layer of security to help protect you.

Can I keep my existing username and password?

No. You will need to create a new username and password. Also note that email addresses cannot be used as a login credential.

How often will my new password expire and need to be reset?

The password associated with your EagleID will not expire automatically, but we recommend changing your password every 60-90 days.

Will Multi-Factor Authentication be required every time I login?

No. Multi-factor authentication is only necessary when you first create your EagleID account.

I prefer not to use my cell phone for Multi-Factor Authentication. Are there other options?

Yes. The authentication code can be sent to any phone number via text or voice call.

Can I use EagleID for other applications?

Yes. Several First American applications already use EagleID with more coming online. If an application accepts EagleID, you will find it identified on the login screen.

How do I reset my password?

- **To reset your current password so you can log in and set up an EagleID account:** Open our website at <https://orderform.fanhd.com> and click Log In, then Reset Password. Enter your email address and click Send. You will receive an email with additional instructions on how to reset your password.
- **To reset your EagleID account password:** Open our website at <https://orderform.fanhd.com> and click Log In, then Password (located under the Log In with EagleID on the Login prompt). You will be redirected to the EagleID website to re-authenticate and reset your password.

Can I use my existing EagleID account?

Yes. Log in using your credentials for our website. Once logged in, the system will prompt you to connect your account with EagleID. Select Use existing EagleID account. You will be redirected to the EagleID sign-in page. Enter your EagleID credentials, click Log In, accept our Terms of Service, and you're done! The next time you visit our website, you can log in with your EagleID credentials.

Can my team share an account after this change?

No. Each member of your team will need to create a separate account.

Do I still have the "Stay Logged In?" option?

No. With the enhanced security provided by EagleID, this feature will not be available once we transition.

Who can I contact for help?

We've set up a special email address to support our transition to EagleID. Contact us at EagleID.NHD@firstam.com.