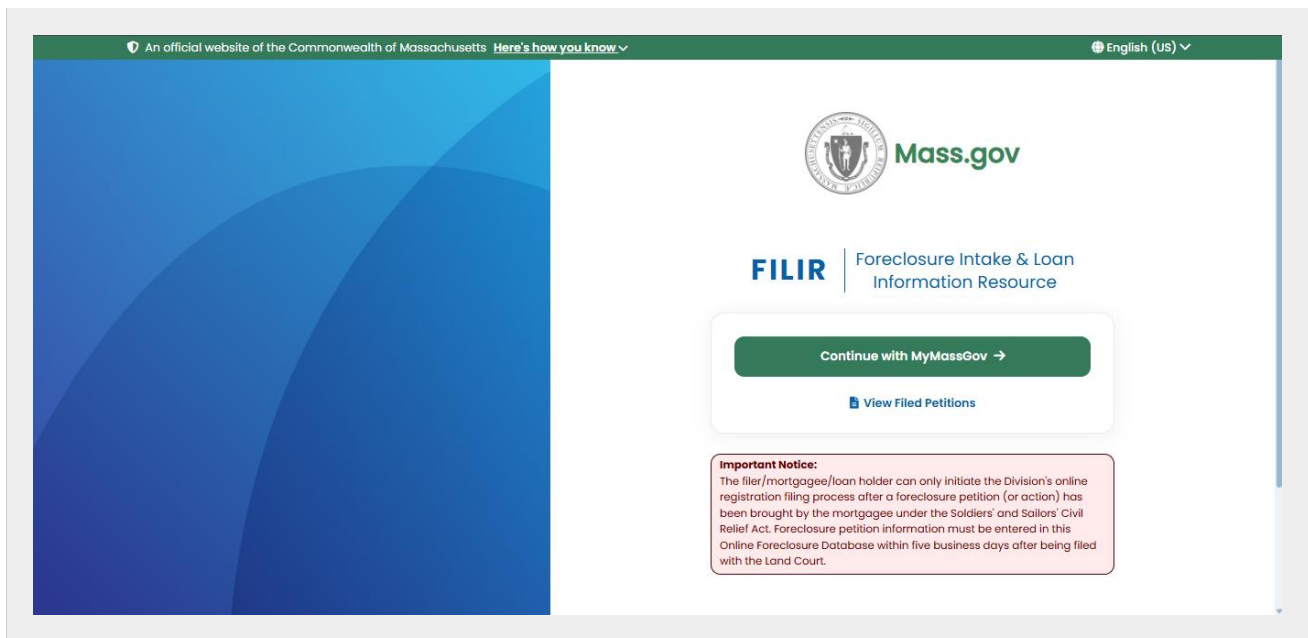


Purpose of This Guide

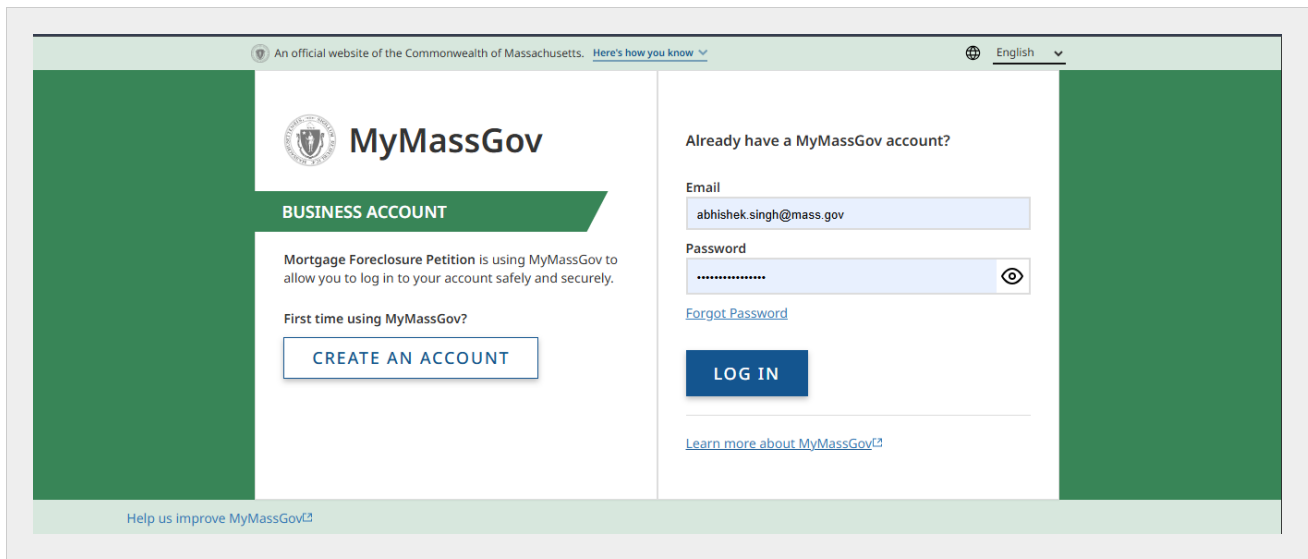
This guide focuses exclusively on how users access the FILIR portal — covering the login page, the MyMassGov authentication process, and the post-login routing logic that directs users to the correct destination based on their account status.

Page Overview

All FILIR users authenticate exclusively through MyMassGov, the official Massachusetts government identity provider.



- 1** **Navigate to Login Page**
 - Open your browser and go to the FILIR portal URL
- 2** **Click ‘Continue with MyMassGov’**
 - A ‘Logging you in...’ loading indicator is displayed
 - The system begins the OAuth redirect process
- 3** **Redirect to MyMassGov**
 - You are redirected to the official MyMassGov authentication page
 - This is an external Massachusetts government identity provider



4 **Enter MyMassGov Credentials**

- Enter your MyMassGov username and password on the MyMassGov page to log in to an existing account, or create a new account
- Complete any multi-factor authentication if prompted

5 **Authentication Result**

- Upon successful authentication, MyMassGov sends you back to FILIR for next steps
- If authentication fails or is cancelled, you are redirected back to the FILIR login page

6 **Post-Authentication Routing**

- FILIR determines which post-authentication flow applies based on your account status

1. Post-Authentication Flows

After successful MyMassGov authentication, FILIR evaluates your account status to determine which of three routing flows applies. The system checks whether your MyMassGov email address matches any existing record in the FILIR database.

1.1 Flow 1 — Direct Match (Returning Migrated User)

Trigger: MyMassGov email matches a record in the FILIR database from the previous system

This flow applies to users who previously used the older system and were using Mass.gov emails. The system automatically recognizes and matches the account.

Condition	Action	Destination
Profile data is complete (First Name, Last Name, Phone Number already in old system)	Account automatically matched; historical data restored	→ Dashboard (all data restored)
Profile data is incomplete (missing required fields in old record)	User redirected to complete missing information	→ Profile Setup page

1.2 Flow 2 — No Match (New User)

Trigger: MyMassGov email does NOT match any record in the FILIR database

This flow applies to brand-new users who have never registered in FILIR under any email address.

- 1

Connect Account Screen Displayed

 - The ‘Connect your previous account’ screen appears
 - User is presented with two clearly labelled option cards

- 2

Select ‘I’m a new user’

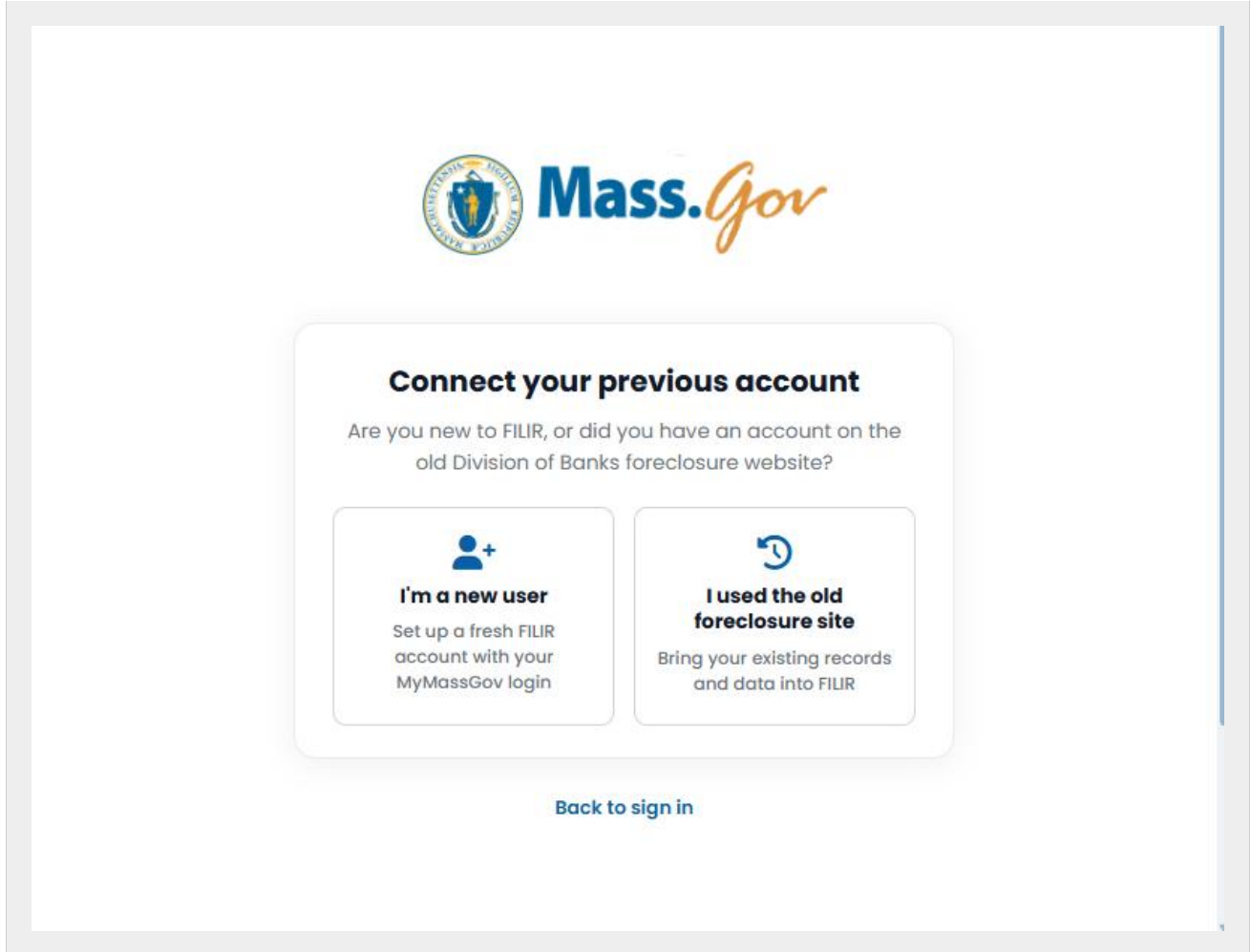
 - User clicks the ‘I’m a new user’ card
 - This confirms the user has no prior FILIR account

- 3

Redirect to Profile Setup

 - User is directed to the Profile Setup page
 - User must complete mandatory registration fields before accessing the portal

TIP If you previously used FILIR under a different email address, do not select 'I'm a new user'. Use Flow 3 (Account Linking) instead to preserve your historical data.



1.3 Flow 3 — Account Linking (Existing User, Different Email)

This flow is for users who previously had a FILIR account but are now authenticating with a different MyMassGov email address. It allows you to securely link your new identity to your existing historical account data.

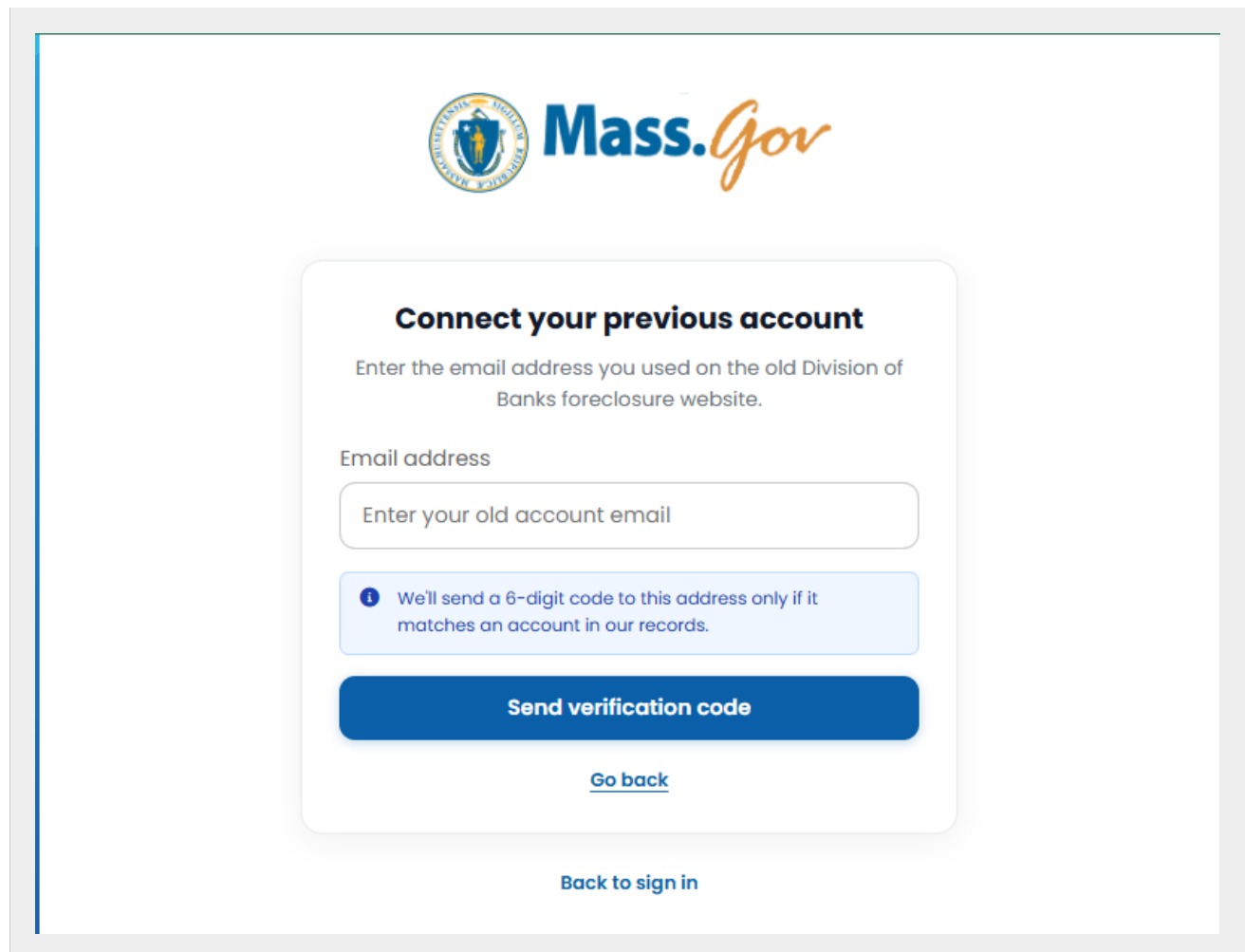
Account linking uses a one-time verification code (OTP) sent to your old email address. The entire process takes place on a single screen without needing to open a separate link.

1 **Connect Account Screen Displayed**

- The 'Connect your previous account' screen appears
- You are presented with two option cards: 'I'm a new user' and 'I used the old foreclosure site'

2 **Select 'I used the old foreclosure site'**

- Click the 'I used the old foreclosure site' card
- The screen transitions to the email entry step

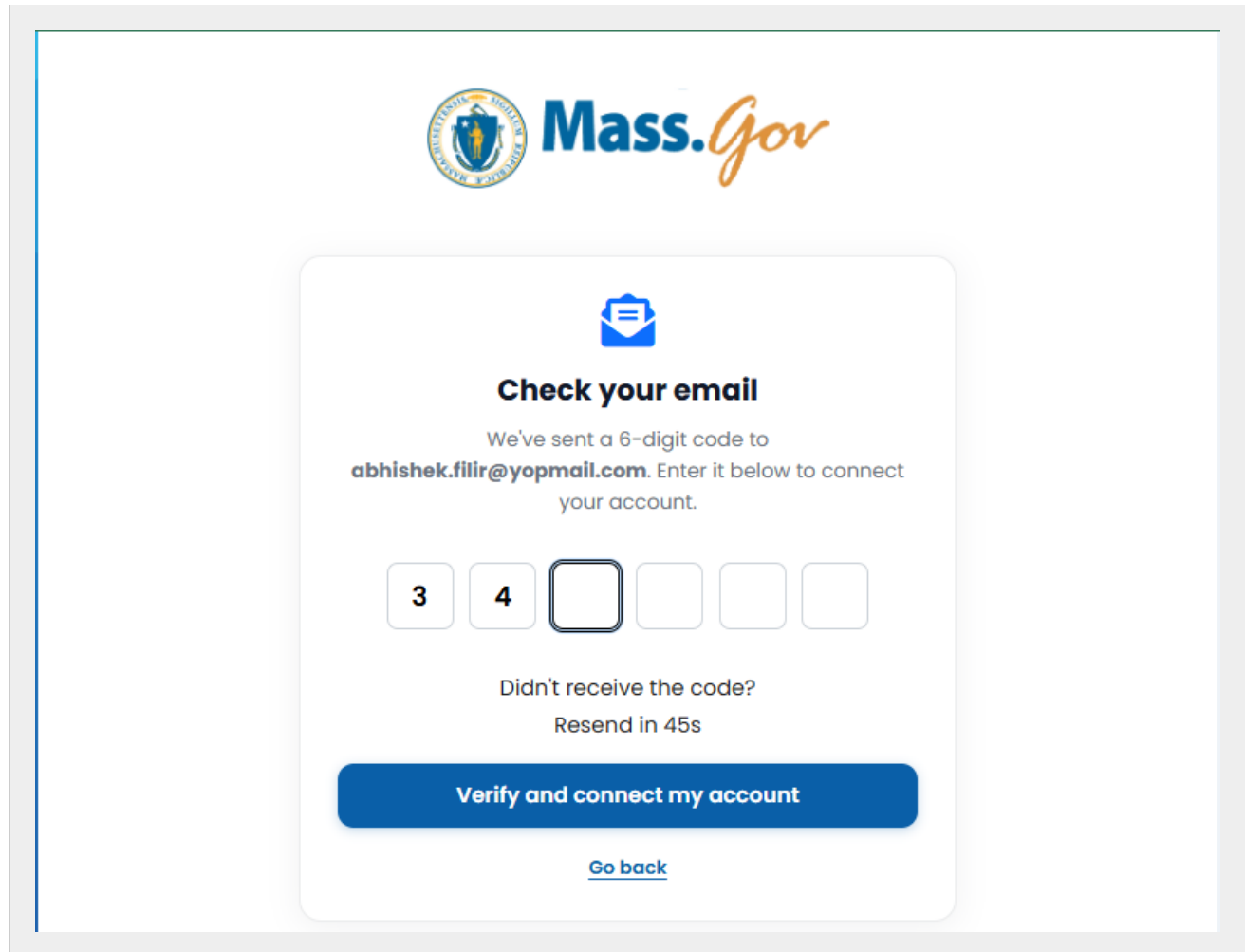


3 **Enter Your Old Email Address**

- Enter the email address you used on the old Division of Banks foreclosure website
- Click 'Send verification code'
- If no matching account is found, an error message is shown on screen

4 **Receive 6-Digit Verification Code**

- If a match is found, a 6-digit code is sent to your old email address
- Check your inbox — the code expires in 10 minutes
- Check your spam folder if you do not see the email promptly



5 **Enter the Code on Screen**

- Type the 6-digit code into the boxes shown on the FILIR page

- The code auto-advances between boxes as you type
- Click 'Verify and connect my account'

6**Account Linked — Sign In**

- Your old account is now connected to your MyMassGov identity
- You will be taken directly to your Dashboard or profile setup page with all historical data restored

IMPORTANT The verification code expires in 10 minutes. If the code expires before you enter it, use the 'Resend code' button on screen to request a new one. You do not need to restart the process from the beginning.

NOTE If you no longer have access to your old email address, please contact the Division of Banks support team for manual account recovery assistance.

2. Profile Setup (First-Time Users)

Profile Setup is a mandatory one-time registration step for all new users and migrated users with incomplete profile data. You cannot skip or navigate away from this page until all required fields are completed. Migrated users whose profiles were complete in the old system bypass this page automatically.

Field	Required	Notes
Email Address	Read-only	Pre-filled from MyMassGov. Cannot be edited.
First Name	Yes	Pre-filled from MyMassGov.
Last Name	Yes	Pre-filled from MyMassGov.
Phone Number	Yes	Not pre-filled. Country code dropdown defaults to US (+1). Format validation applied.
Role	Yes	Toggle buttons: select either Filer or Org Admin.
Organization	Conditional	Only shown when Org Admin is selected. Searchable dropdown of all existing organizations. Cannot create a new org from this page.