

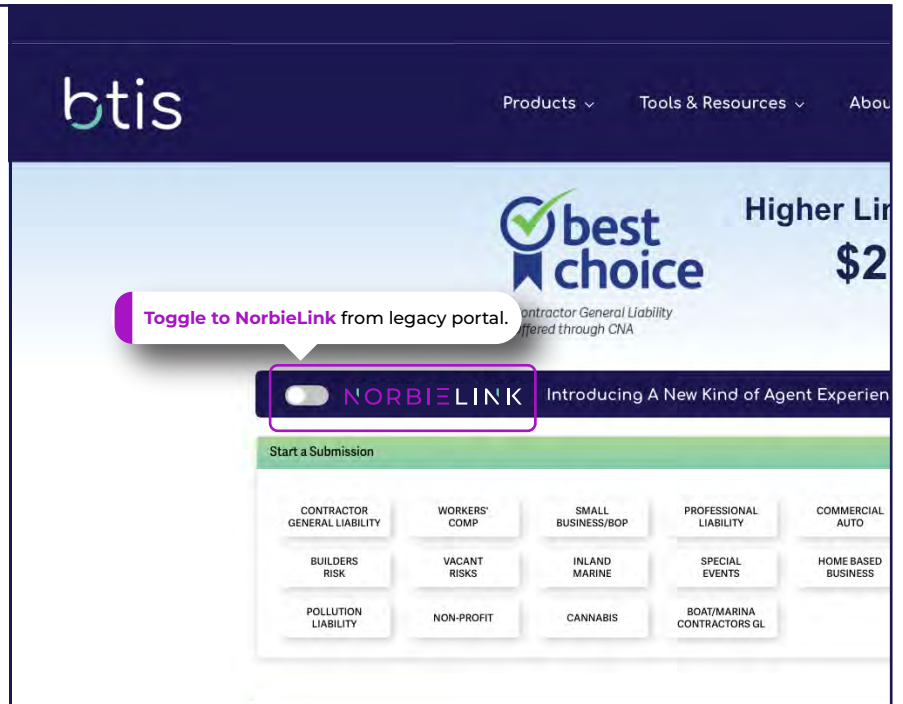
# 01

## Legacy Toggle

### From Your Legacy Dashboard

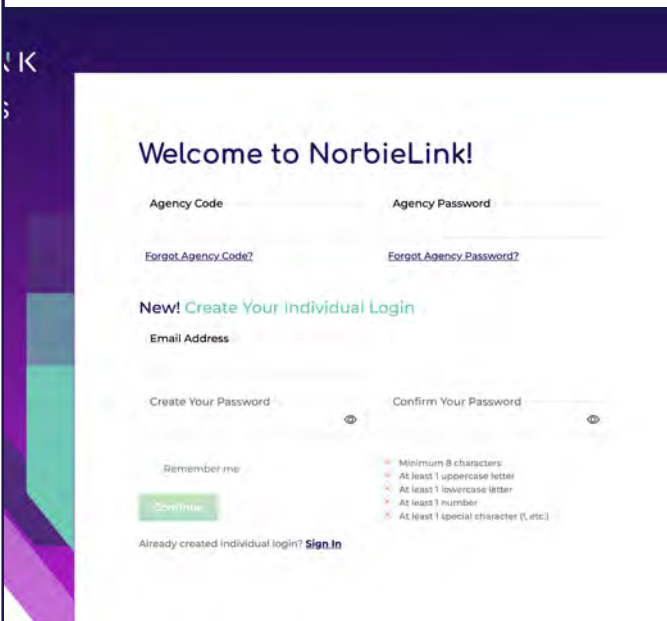
Locate the Toggle to NorbieLink button on your legacy BTIS portal dashboard and click it.

**What happens next:** You'll be redirected to the NorbieLink login page.



# 02

## First-Time Users



### Enter Agency Information

1. Agency Code - Your agency's unique identifier
2. Agency Password - Your agency's shared password

### Forgot Agency Code?

Enter your Email Address and Agency Zip Code. If the information matches what's on file, you'll receive an email with your agency code. If you don't receive an email, contact your agency admin.

### Forgot Agency Password?

Enter your Email Address and Agency Code. The system will send password recovery instructions to your email.

You will see this page if you have **already created a login**.

If you have **not**, click the link near the bottom of the page.



## 03 Account Setup

Welcome to NorbieLink!

Agency Code Agency Password

Forgot Agency Code? Forgot Agency Password?

New! Create Your Individual Login

Email Address

Create Your Password Confirm Your Password

Remember me

Continue

- Minimum 8 characters
- At least 1 uppercase letter
- At least 1 lowercase letter
- At least 1 number
- At least 1 special character (e.g., !, @, #, \$, etc.)

Already created individual login? [Sign In](#)

**Important:** Your email must already be on file with your agency. If the system doesn't recognize your email, contact your agency admin.

After entering in your agency code and password it's time to create your individual login.

### Email Verification

Enter your email address in the "Email Address" field. The system will validate that your email is associated with the agency code you entered. If validated, you'll see a green checkmark next to your email.

### Create Your Password

Set a strong password that meets all security requirements:

- Minimum 8 characters
- At least 1 uppercase letter
- At least 1 lowercase letter
- At least 1 number
- At least 1 special character (e.g., !, @, #, \$, etc.)

Enter your password in both the "Create Your Password" and "Confirm Your Password" fields. Green checkmarks will appear as you meet each requirement.

Optionally, check "Remember me" if you want the system to remember your login on this device. Click "Continue" when all requirements are met.

## 04

### Verify Email

#### Two-Part Process

First, you'll see an on-screen confirmation. Then, you'll receive an email with your verification link.

Part 01

welcome to the marketplace!

Agency Code Agency Password

Forgot Agency Code? Forgot Agency Password?

New! Create Your Individual Login

Email Address

Create Your Password Confirm Your Password

Remember me

Continue

- Minimum 8 characters
- At least 1 uppercase letter
- At least 1 lowercase letter
- At least 1 number
- At least 1 special character (e.g., !, @, #, \$, etc.)

Already created individual login? [Sign In](#)

**VERIFICATION EMAIL SENT!**

Verification link has been sent to your email. Please check your email to verify your account.

This confirms the system has sent the verification email to your inbox.

Check your inbox for a message from "BTIS NorbieLink Communications" with the subject "Verification email with link."

Part 02

Verification email with link

We received your registration request. Please click on the link below to proceed with registration.

[RegistrationVerification](#)

If you did not request this information or believe this message was sent in error, please contact our support team immediately.

Note: This link will expire in 7 days for security purposes.

In the email, click the "RegistrationVerification" link.

**Important:** This verification link expires in 7 days for security purposes.

#### Didn't receive the email?

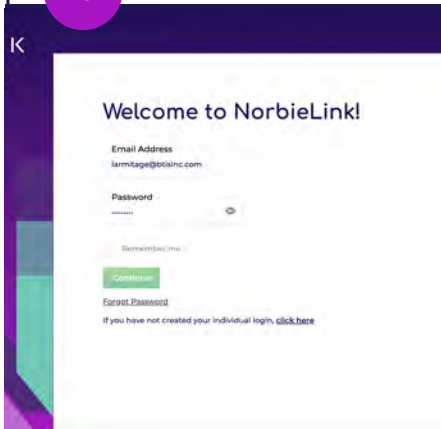
- Check your spam/junk folder
- Wait a few minutes and check again
- If still missing, contact BTIS support

## 05 Complete MFA Setup

### Multi-Factor Authentication

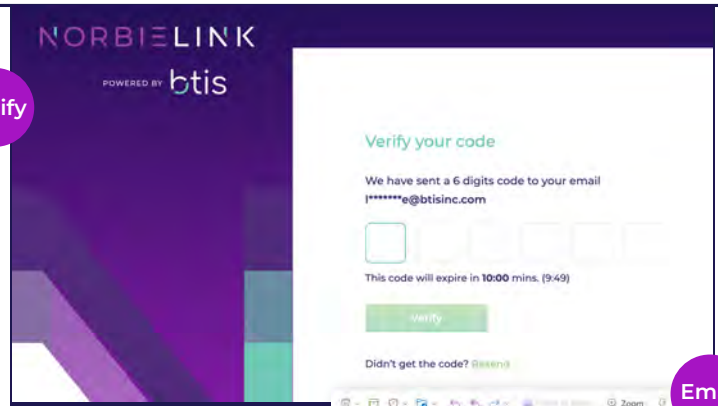
After clicking the verification link, you'll be taken back to the **login page**. Enter your email and the password you just created, then click Continue.

### Login



*Didn't receive the code?  
Click the Resend link on the verification screen.*

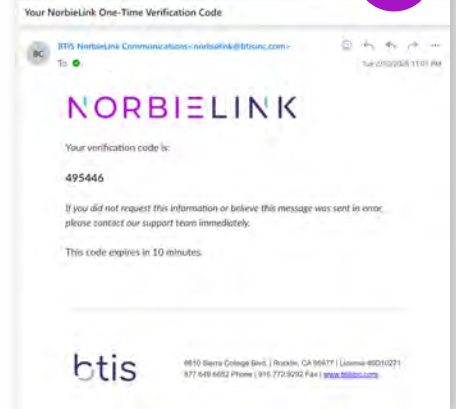
### Verify



### Email

### MFA Verification:

1. The system will send a **6-digit verification code** to your email
2. You'll see a screen that says **"Verify your code"**
3. **Check your email** for the code (it expires in 10 minutes)
4. Enter the 6-digit code on the verification screen
5. Click "Verify"



## 06

### Welcome to NorbieLink!

### You're All Set!

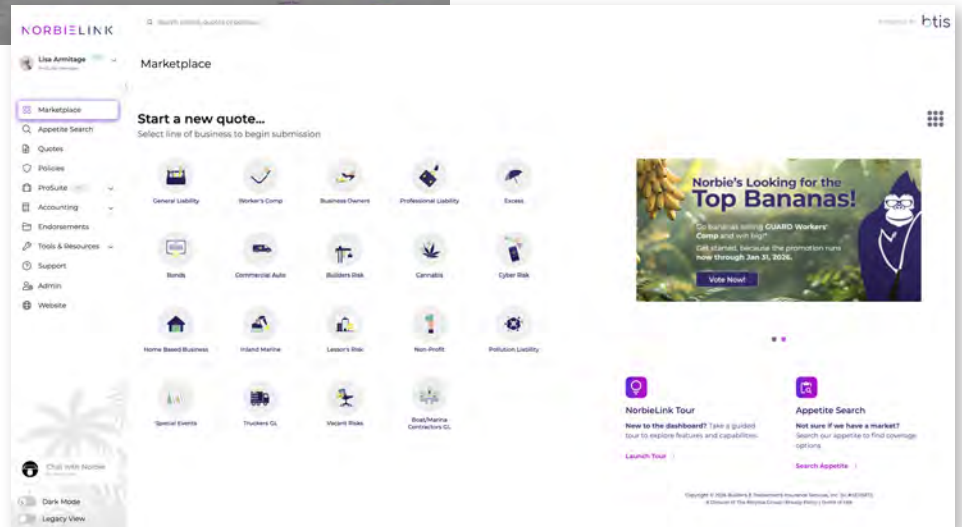
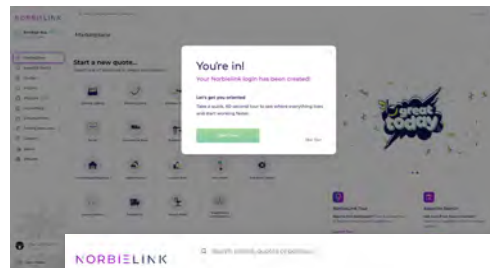
After entering your MFA code, you'll be logged into the NorbieLink Marketplace. Your account is now active and ready to use.

### Check Out Dark Mode!



### Take the Optional Guided Tour

On your first login, you'll see a welcome message offering a quick 60-second tour.



If you experience any issues, please chat with Norbie, submit a request through the support form, or call us at 877-649-6682 for assistance.