

New authentication process for youroffice

Frequently Asked Questions (FAQ)

September 2017

Changes to OneLife's partner authentication rules for access to youroffice

A. New authentication process for youroffice

1. This looks new. Why is OneLife making changes to its authentication process anyway?

As part of our digital transformation and in line with industry standards, OneLife is introducing new authentication rules in order to provide its brokers with an ever simpler, faster and safer user experience when connecting to youroffice. The new rules provide even higher levels of data security and functionality for our users.

As you are aware, authentication rules for clients changed at the end of August.

In practice, for our partners, the change in the authentication process means the replacement of the current TAN card (plastic card) with an OTP (one-time password) available on the mobile app, OneLife OneApp (OTP will be used in this document to signify this code, the one-time passcode).

2. If I have questions on the new authentication rules, where can I find full information?

Full information on the new authentication rules for access to youroffice may be found in this Frequently Asked Questions document (FAQ) which you can read by clicking on the FAQ button on all the youroffice authentication screens. Please read it carefully. Should you have questions not included in this FAQ, please do not hesitate to contact the OneLife Customer Services team by telephone or e-mail:

T: +352 45 67 30 1

E: info@onelife.eu.com

3. Which applications do I need in order to connect to youroffice under the new authentication rules?

The first time you connect following the change in authentication rules, you will be asked for the access codes which you have used in the past, ie. you will use your same user number, password and TAN code.

It is mandatory that you use the latest version of OneLife OneApp to enable a swift and proper transition to the new authentication process. To download OneLife OneApp, please refer to question 19.

Once your profile has been recognised by OneLife, you will then be guided to follow a series of new steps (input a PIN code, scan a QR code and receive an OTP) in order to access youroffice. For this you will need your smartphone or tablet to access the OneLife OneApp. Further information on all these new steps are fully described as you follow the process on youroffice and is outlined below in the following questions.

B. Getting connected and lost access codes

User number

4. What is a user number?

A user number is an 8-character number (in some cases it may contain letters) that is required for access to youroffice. This user number was communicated to you at the time of subscription to youroffice.

5. I have lost my user number. How do I get a new one?

If you have lost your user number, please click on the "Lost user number?" button, fill in the reconnection form, sign it and send it by mail, e-mail or fax to OneLife to receive a new one.

F: +352 45 67 34

E: info@onelife.eu.com

Password

6. What should I do if I need to reinitialise (reset, restore, recover) my password?

You may reinitialise your password by clicking on the "Lost password?" button.

If you are unable to reinitialise your password online, then please fill in the Reconnection Form, sign it and return it by post, e-mail or fax to OneLife.
F: +352 45 67 34
E: info@onelife.eu.com

7. What happens if I do not receive the link to my trusted e-mail address to reset my password?

If you do not receive an e-mail from OneLife with the link to reset your password, then please check your junk/spam folders in case it may have been classified as an unauthorised e-mail address. If the problem persists, please try again and request a reset link or contact the OneLife Customer Services team.

8. The link in the e-mail I have received does not work. What do I do?

Please check the compatibility of your web browser with the one used for the link you have received. It may be that you need to copy paste the link you (have) received into your own open browser. If the problem persists, please contact the OneLife Customer Services team.

TAN card, PIN code, QR code, OTP code & trusted e-mail address

9. If I have a TAN card (plastic card), what do I need to do with it?

You will need your TAN card during the process of changing to the new authentication rules on your office. When you connect for the first time using the new authentication process you will be asked for the code, which appears on the TAN card. Once the change has been finalised, you will no longer need your TAN card.

10. What do I do if I have lost my TAN card and have not yet changed to the new authentication process?

If you have lost your TAN card, please click on the "Lost code?" button, fill in the reconnection form, sign it and send it by mail, e-mail or fax to OneLife. Your access will then be reinitialised (restored, recovered) under the new authentication process and your new password will be communicated to you accordingly.

11. What is the PIN code ?

You will be asked to input your PIN code. Your PIN code is a four-digit number which you use when you access OneLife OneApp:

- If you are a new OneLife OneApp user, first you need to insert a PIN code during the transition process. The PIN code must respect the constraints (for example, 4 similar digits or a series of digits such as 1234... are not accepted).
- If you are an existing OneLife OneApp user, you may use your current PIN code for the OneLife OneApp.

12. What if I do not have a PIN code?

- If you are a new OneLife OneApp user, you do not yet have a PIN code. Then you can insert the PIN code of your choice on the your office screen (which you later will use (only) on OneLife OneApp).
- If you are an existing OneLife OneApp user, you insert your known PIN code and use it to open the OneLife OneApp or a new PIN code of your choice, which will replace your lost PIN code.
- If needed, further instructions on how to download the App are outlined below (question 19).

13. What is a QR code?

A QR code (abbreviated from Quick Response Code) is the trademark for a type of barcode. This barcode is a machine-readable optical label that contains information on a user's security credentials allowing safe access to secure environments. The QR code contains your security elements and is unique to you.

14. What do I do with the QR code?

Once you have entered the PIN code, a QR code appears on the your office screen. You need to start the latest version of OneLife OneApp on your smartphone (or download the latest version and open it on your smartphone), choose your language, accept the General Terms and Conditions and then scan the QR code using the integrated scanner included within OneLife OneApp. OneLife OneApp will then be able to generate the OTP.

15. How is the OTP generated?

Once you have scanned the QR code from your office with the integrated scanner included within OneLife OneApp, your your office profile is automatically linked to your OneLife OneApp profile. In OneLife OneApp you can then see a running clock with a six-digit number in the centre. This is an automatic OTP, which is generated to allow you to complete the access process to the your office online service.

16. Where do I find the OTP?

The OTP appears on the screen of your OneLife OneApp profile after scanning the QR code (first access in the new authentication process) or at the opening of the OneLife One App (when new authentication process is finalized). It changes every 30 seconds to a new one. Each OTP is valid for 2 minutes. Don't worry if you miss entering it within the 2 minute time period. OTP's are generated continuously on the App so you can pick the next one and enter it to gain access.

17. What happens if I am not connected to the Internet? Do I still receive an OTP?

Yes, you do. The OTP generation is available even if there is no network (i.e. if your phone is off-line).

18. What mobile devices/ Operating systems are compatible with OneLife's new authentication process?

Most recent mobile devices are compatible, i.e. smartphones and tablets using Android and IOS.

19. Where can I download OneLife OneApp?

The OneLife OneApp is available to be downloaded by entering OneLife OneApp in the Appstore search (bar) for Apple devices or on Google PlayStore for Android devices.

20. May my accesses be used by my colleagues?

No, your ability to access your office relies on the generation of an OTP code. This OTP code is unique to you and appears on your phone when you are navigating in the OneLife OneApp.

If other members of your office require an access then please complete the Access Agreement form, which may be found in the downloads section of your office. Please complete it with the details of new users and they will then receive a user number and password by post to allow them to initiate their own connection process.

Security questions

21. How do I set up the security questions and why?

When you perform the transition to the new authentication, you will have to choose three security questions and (respond) answer (to) them. These Questions & Answers will be saved. Then, should you lose your password or your phone, one of these questions will be selected at random for you to answer in order to recover your access to your office.

22. I do not remember the answer to my security question. May I choose to answer another security question?

Unfortunately, this is not possible. Please make sure that you memorise the answers to all your security questions.

The question is asked at random amongst the three questions you previously answered. You may renew your request at any time, so the system asks you another of your security questions.

Trusted e-mail address

23. Why do I need to provide a trusted e-mail address?

Your trusted e-mail address will only be used for access and reconnection purposes to your office. This e-mail address must be valid and personal to you and must be provided upon your first connection.

An e-mail will be sent to you to validate this trusted e-mail address simply by clicking on the link provided in the message. You need to validate it within 15 minutes. Please note that if you do not validate the e-mail address within 15 minutes it will not be registered and you will not be able to use the online recovery process of your credentials in case of loss/ theft.

24. How will OneLife use all this personal data I am providing?

The data you provide will be used in line with the OneLife personal data policy. Your trusted e-mail address and other personal data will only be used for security purposes in relation to your office access requests.

C. New Terms & Conditions for your office

25. I am on the screen with the new General Terms & Conditions (GTC). Why can I not move on to the next screen to continue with my login?

First you need to read and formally approve the General Terms & Conditions of access to the secure your office site in order to access and use all its functionalities. Please scroll down to the bottom of the window in order to approve them as indicated.

26. May I keep a printable copy of the GTC for my records?

Yes, you may download, save and/or print the GTCs. You may do so by clicking on PDF version of the GTC on the screen.

D. Miscellaneous

27. Will I be charged for this service via OneLife OneApp?

OneLife OneApp is a free service provided by OneLife with no associated charges others than those, which normally apply when you download an App on your smart phone from an official App store.

28. Who do I contact if I have problems?

Provided you (have) completed the transition process and validated your trusted e-mail address you will have access to an online recovery process for your credentials.

However, should you require further assistance, please contact our Customer Services team on:

T: +352 4567 301

E: info@onelife.eu.com