

Before the transition, you used to connect to your office with

- A **user number** and a **password** >>> [CLICK HERE](#)
- A **user number**, a **password** and a **TAN card** >>> [CLICK HERE](#)



# YOUROFFICE access

Guide for the transition to the new authentication system

ESSENTIAL WEALTH

## Contents

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- a. What's this about ?
- b. The transition screens "step by step"
- c. A few special cases ...
- d. Who to contact for assistance ?

## What's this about?

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### When?

→ During October 2017

### What's going to happen?

→ Your TAN card (plastic card) will be replaced by an OTP code (One Time Passcode) generated by your OneLife OneApp application

### How?

→ Any broker who connects to youoffice will go through transition screens in order to activate their new authentication system.

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# The transition screens “step by step”

# 1st screen: enter your user number and your password

*... after having agreed to the disclaimer*

youroffice yourassets Language - FAQ

ONE LIFE

youroffice your secure broker access

User number

Lost user number?

Password

Lost password?

Next

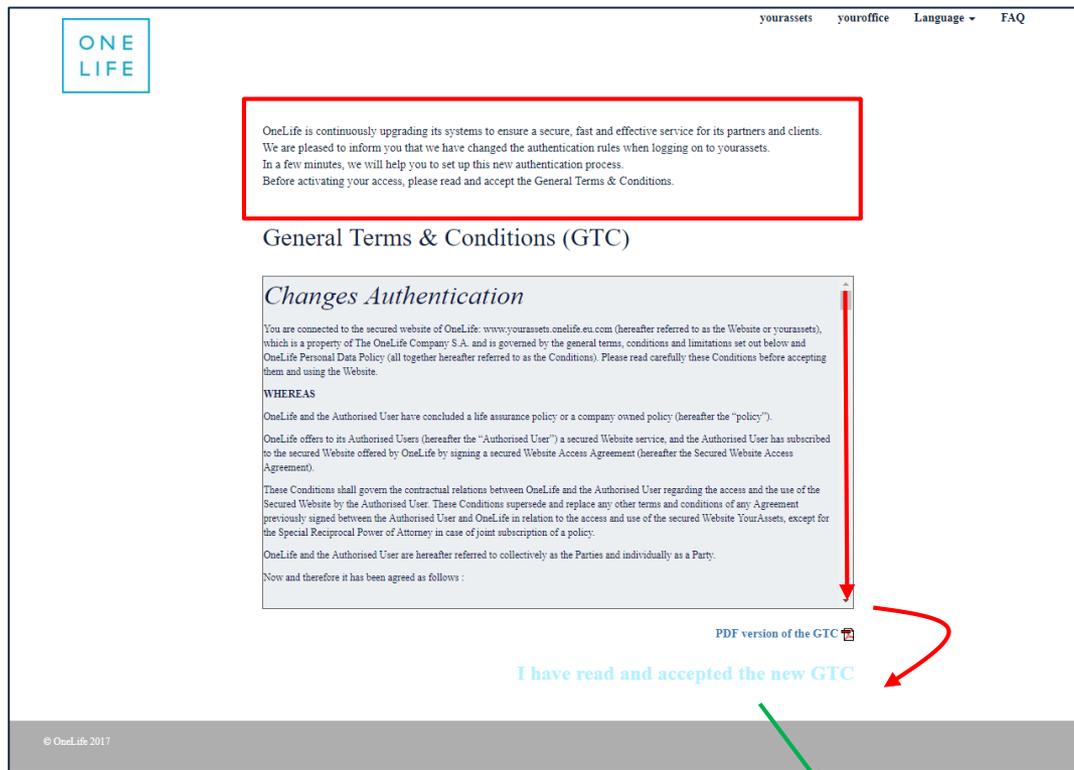
Welcome

Access

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# 3rd screen: read and agree to the youroffice general conditions. *... as they have been adapted to the new authentication system*

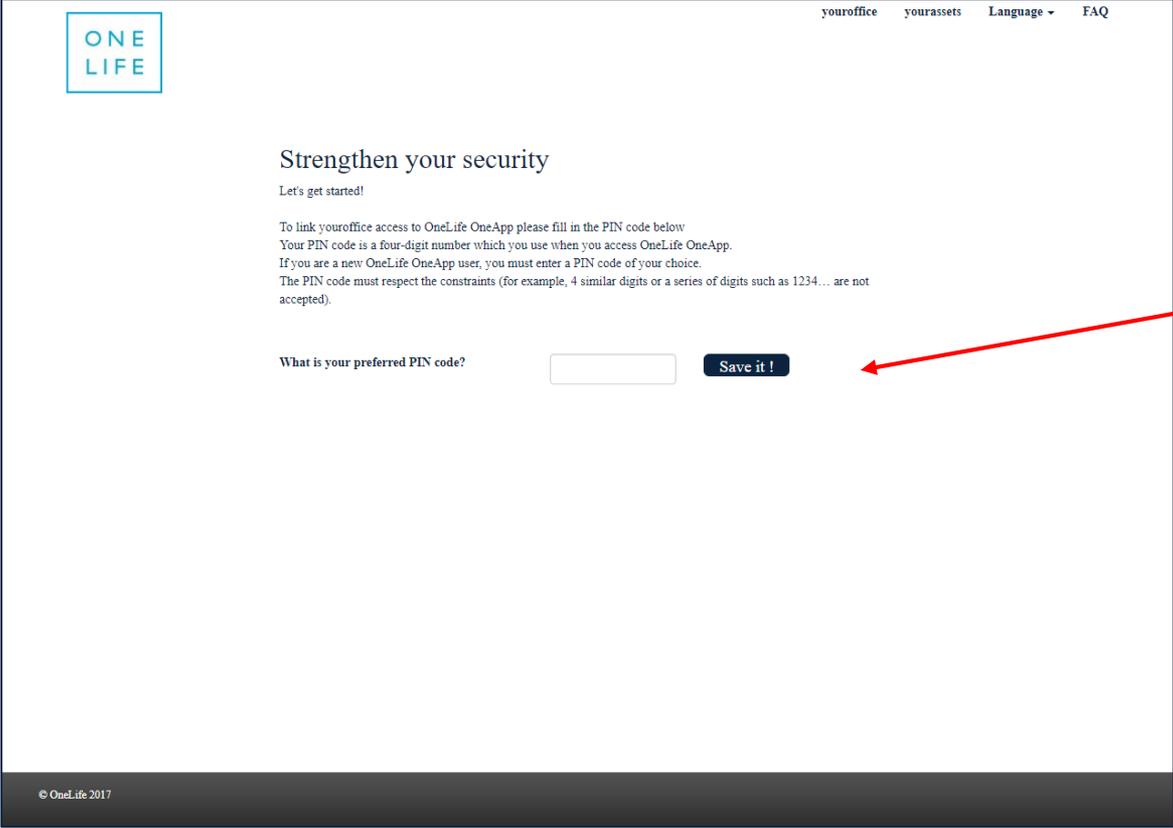


**I have read and accepted the new GTC**

## 4th screen: Stage 1 → enter your PIN code

... necessary to link your youroffice access to OneLife OneApp.

→ If you have never yet used the App,  
enter a PIN code of your choice (4 figures)



The screenshot shows a web interface for setting a PIN code. At the top left is the OneLife logo. At the top right are navigation links: 'youroffice', 'yourassets', 'Language', and 'FAQ'. The main heading is 'Strengthen your security' with a sub-heading 'Let's get started!'. Below this is explanatory text: 'To link youroffice access to OneLife OneApp please fill in the PIN code below. Your PIN code is a four-digit number which you use when you access OneLife OneApp. If you are a new OneLife OneApp user, you must enter a PIN code of your choice. The PIN code must respect the constraints (for example, 4 similar digits or a series of digits such as 1234... are not accepted)'. At the bottom, there is a label 'What is your preferred PIN code?' followed by a text input field and a dark blue 'Save it!' button. A red arrow points from the right side of the image towards the 'Save it!' button.

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youroffice yourassets Language ▾ FAQ

### Strengthen your security

Let's get started!

To link youroffice access to OneLife OneApp please fill in the PIN code below  
Your PIN code is a four-digit number which you use when you access OneLife OneApp.  
If you are a new OneLife OneApp user, you must enter a PIN code of your choice.  
The PIN code must respect the constraints (for example, 4 similar digits or a series of digits such as 1234... are not accepted).

What is your preferred PIN code?  **Save it !**

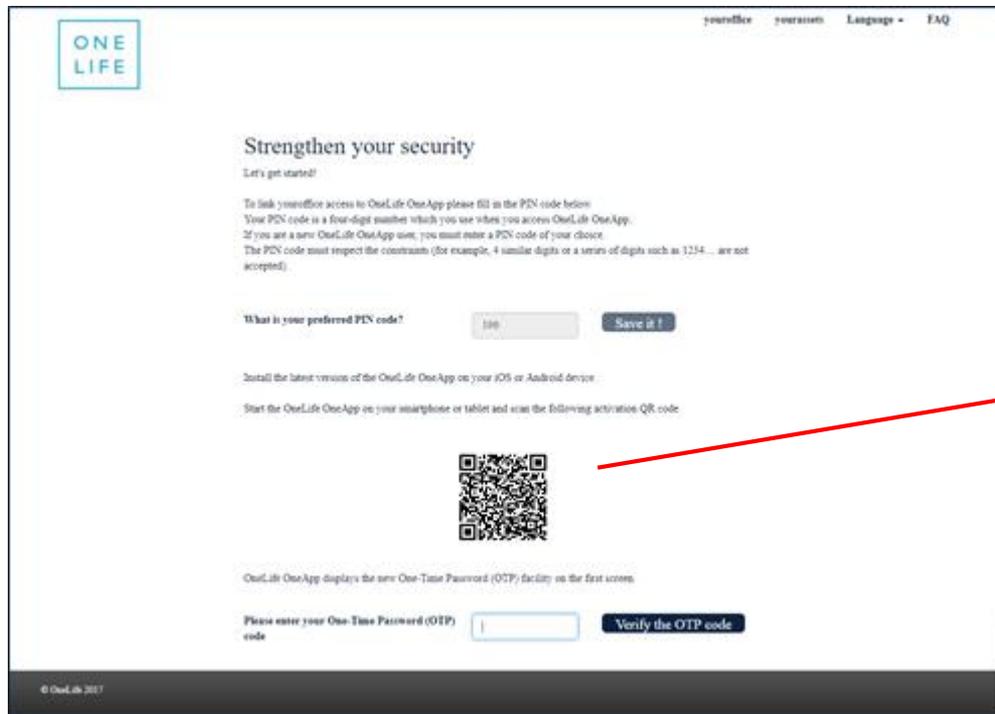
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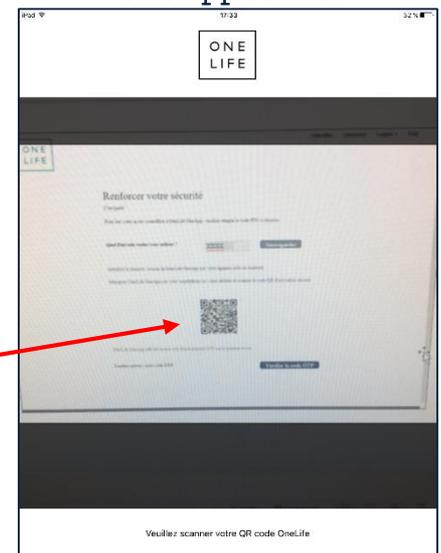
## 4th screen: Stage 2 → link your OneLife OneApp to your youroffice access

- Download the latest version of OneLife OneApp from AppStore or Google Store
- Open the App, select your language code and the QR refresh scanner is automatically activated
- You simply have to scan the QR code to the screen of your youroffice to link the two tools

Your youroffice screen



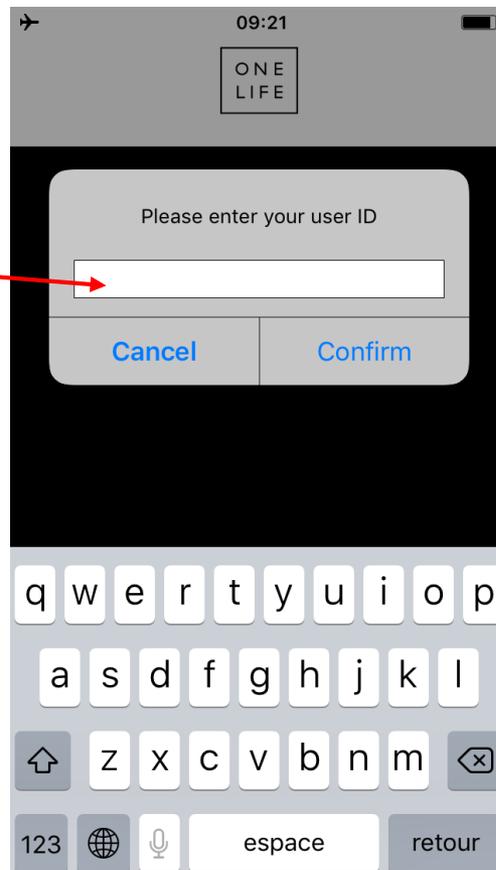
Your OneLife  
OneApp screen



On the GSM (or tablet): Stage 3 → enter your user ID.

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→ The user ID contains 8 digits (not to be confused with the 4-digit PIN code)



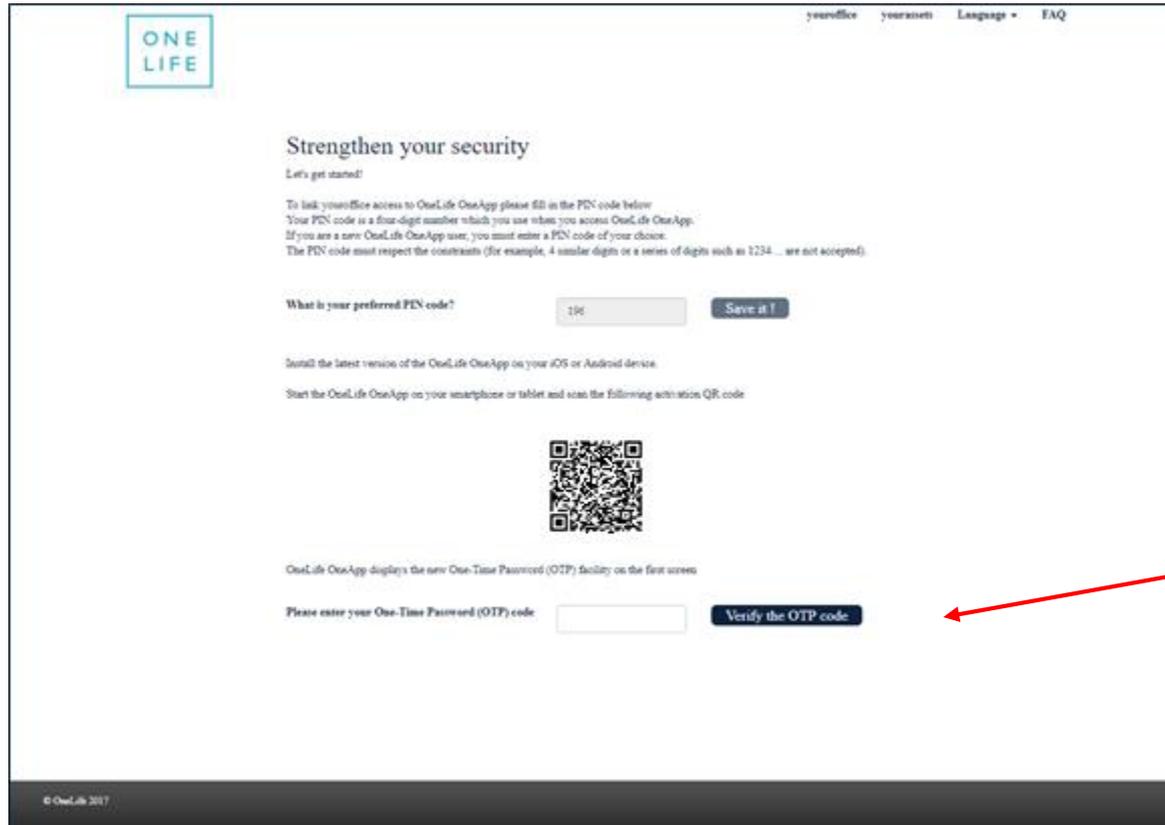
On the GSM (or tablet): Stage 4 → OneLife OneApp automatically launches the OTP code generator.

→ The OTP codes are refreshed every 30 seconds and are valid for 2 minutes



## 4th screen: Stage 5 → encoding the OTP code

→ If you have not entered your OTP code within 2 minutes, please use the following OTP code generated by OneLife OneApp



The screenshot shows the 'Strengthen your security' screen in the OneLife OneApp. It includes a header with the OneLife logo and navigation links for 'your office', 'your assets', 'Language', and 'FAQ'. The main heading is 'Strengthen your security' with the subtext 'Let's get started!'. Below this, there are instructions: 'To link your office access to OneLife OneApp please fill in the PIN code below. Your PIN code is a four-digit number which you use when you access OneLife OneApp. If you are a new OneLife OneApp user, you must enter a PIN code of your choice. The PIN code must respect the constraints (for example, 4 similar digits or a series of digits such as 1234... are not accepted)'. There is a form field for the PIN code with the value '196' and a 'Save it!' button. Below this, there are instructions to install the latest version of the OneLife OneApp on an iOS or Android device and to scan a QR code for activation. The QR code is displayed in the center. Below the QR code, it says 'OneLife OneApp displays the new One-Time Password (OTP) facility on the first screen'. At the bottom, there is a form field for the OTP code and a 'Verify the OTP code' button, which is highlighted by a red arrow.

ONE LIFE

your office your assets Language - FAQ

### Strengthen your security

Let's get started!

To link your office access to OneLife OneApp please fill in the PIN code below  
Your PIN code is a four-digit number which you use when you access OneLife OneApp.  
If you are a new OneLife OneApp user, you must enter a PIN code of your choice.  
The PIN code must respect the constraints (for example, 4 similar digits or a series of digits such as 1234... are not accepted).

What is your preferred PIN code?  [Save it!](#)

Install the latest version of the OneLife OneApp on your iOS or Android device.

Scan the OneLife OneApp on your smartphone or tablet and scan the following activation QR code



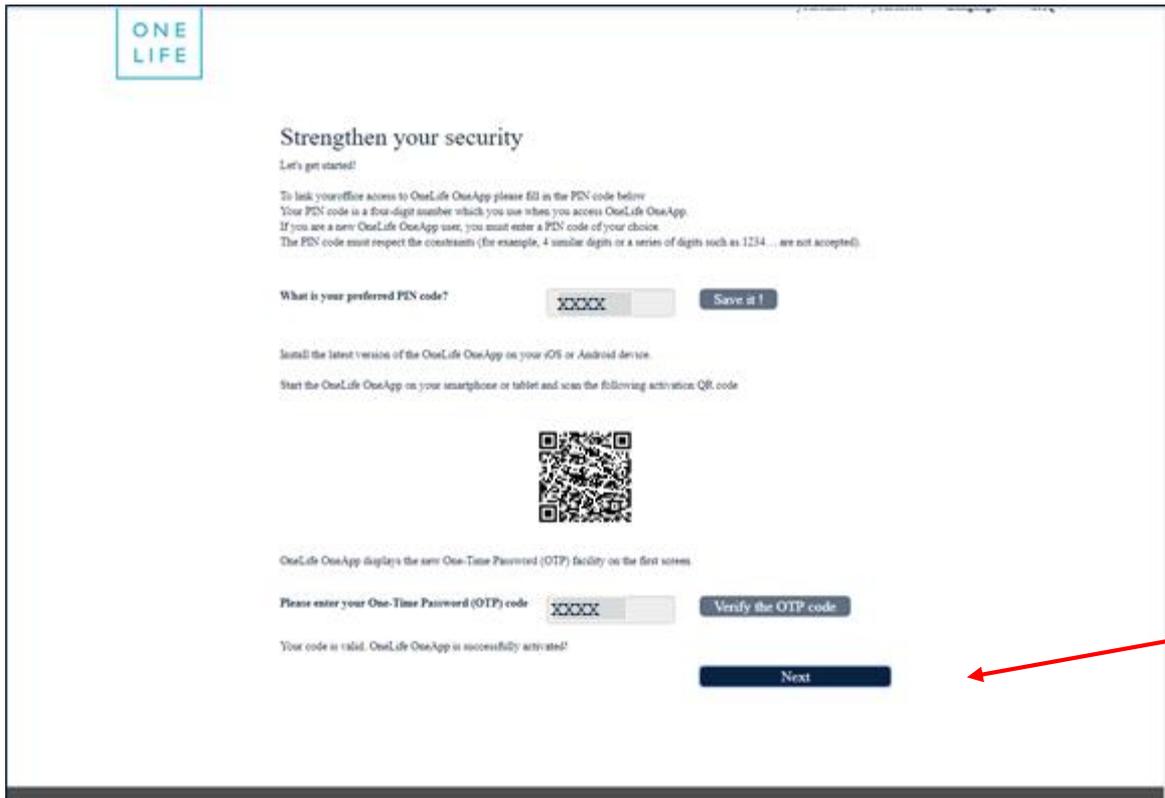
OneLife OneApp displays the new One-Time Password (OTP) facility on the first screen

Please enter your One-Time Password (OTP) code:  [Verify the OTP code](#)

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## 4th screen: Stage 6 → validation of the OTP code

→ If your code is valid, click on "Next" to continue.



The screenshot shows the 'Strengthen your security' screen in the OneLife app. It includes a 'Save it!' button for the PIN code and a 'Verify the OTP code' button for the One-Time Password. A red arrow points to the 'Next' button at the bottom of the screen.

**ONE LIFE**

### Strengthen your security

Let's get started!

To link your office access to OneLife OneApp please fill in the PIN code below  
Your PIN code is a four-digit number which you use when you access OneLife OneApp.  
If you are a new OneLife OneApp user, you must enter a PIN code of your choice.  
The PIN code must respect the constraints (for example, 4 similar digits or a series of digits such as 1234 ... are not accepted).

What is your preferred PIN code?  **Save it!**

Install the latest version of the OneLife OneApp on your iOS or Android device.  
Start the OneLife OneApp on your smartphone or tablet and scan the following activation QR code



OneLife OneApp displays the new One-Time Password (OTP) facility on the first screen

Please enter your One-Time Password (OTP) code  **Verify the OTP code**

Your code is valid. OneLife OneApp is successfully activated!

**Next**

## 5th screen: Enter your e-mail address

... + 3 security questions to protect access to the recovery process

youroffice yourassets Language ▾ FAQ

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### Useful information for an online recovery process

Recovery details are necessary for your online reconnection in case you forget your password or lose your mobile phone. Please fill in your recovery e-mail address, this will allow you to reset your credentials online. OneLife will only use this recovery e-mail address for reconnection purposes and your data will be used in line with OneLife's personal data policy.

Which trusted e-mail address do you want to use?

✉

After answering the questions and clicking on the 'Next' button, a validation link will be sent to this e-mail address. Please click on the link within 15 minutes to activate the e-mail address.

Select and answer your three security questions.

Security question 1 ▾

Security question 2 ▾

Security question 3 ▾

Next

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## 5th screen (cont'd): Answer the 3 security questions *... mandatory to be able to use the recovery process*



[youoffice](#)   [yourassets](#)   [Language](#) ▼   [FAQ](#)

### Useful information for an online recovery process

Recovery details are necessary for your online reconnection in case you forget your password or lose your mobile phone. Please fill in your recovery e-mail address, this will allow you to reset your credentials online. OneLife will only use this recovery e-mail address for reconnection purposes and your data will be used in line with OneLife's personal data policy.

**Which trusted e-mail address do you want to use?**

After answering the questions and clicking on the 'Next' button, a validation link will be sent to this e-mail address. Please click on the link within 15 minutes to activate the e-mail address.

**Select and answer your three security questions.**

Security question 1
▼

Security question 1

- What is the first name of your best friend in high school?
- What was the name of your first pet?
- What was the first thing you learned to cook?
- What was the first film you saw in theater?
- Where did you go the first time you flew on a plane?

Security question 3
▼

Next

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## 6th screen: Welcome to youroffice (the transition is complete!)

**ATTENTION! Don't forget to validate your e-mail address within 15 minutes**

**→ see the e-mail received!**

Select your distribution market: **Belgium** Home Site Map Contact FR NL Logout Settings

Financial information Sales tools Administration tools Partnership

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Search:  OK

**Welcome to youroffice**  
Our know-how, your efficiency

Shortcut

Client no.  OK

Dashboard  OK

Last portfolio update  
Camelea :22/09/2017  
Other contracts : 20/09/2017

Create Switch

Broker no.

Client no.  Ok

Policy no.

Create Switch

News

New authentication rules for access to yourassets! ( 28/08/2017 )  
Digital Transformation - "UPDATE ! 6 July 2017" - new operations tracking functionalities in YourOffice ( 06/07/2017 )  
Automatic information exchange ( 01/07/2015 )

Life of the funds

New fund in our offering : EDR BOND ALLOCATION R EUR (LU1161526576) ( 06/09/2017 )  
Keren 2018 : absorption by Keren Corporate ( 06/09/2017 )  
New funds in our offering : fund MFP SICAV plc Best Managers (MT7000016366) ( 28/06/2017 )  
CANDRIAM SRI: merger by absorption ( 30/03/2017 )

Automatic Exchange of Information

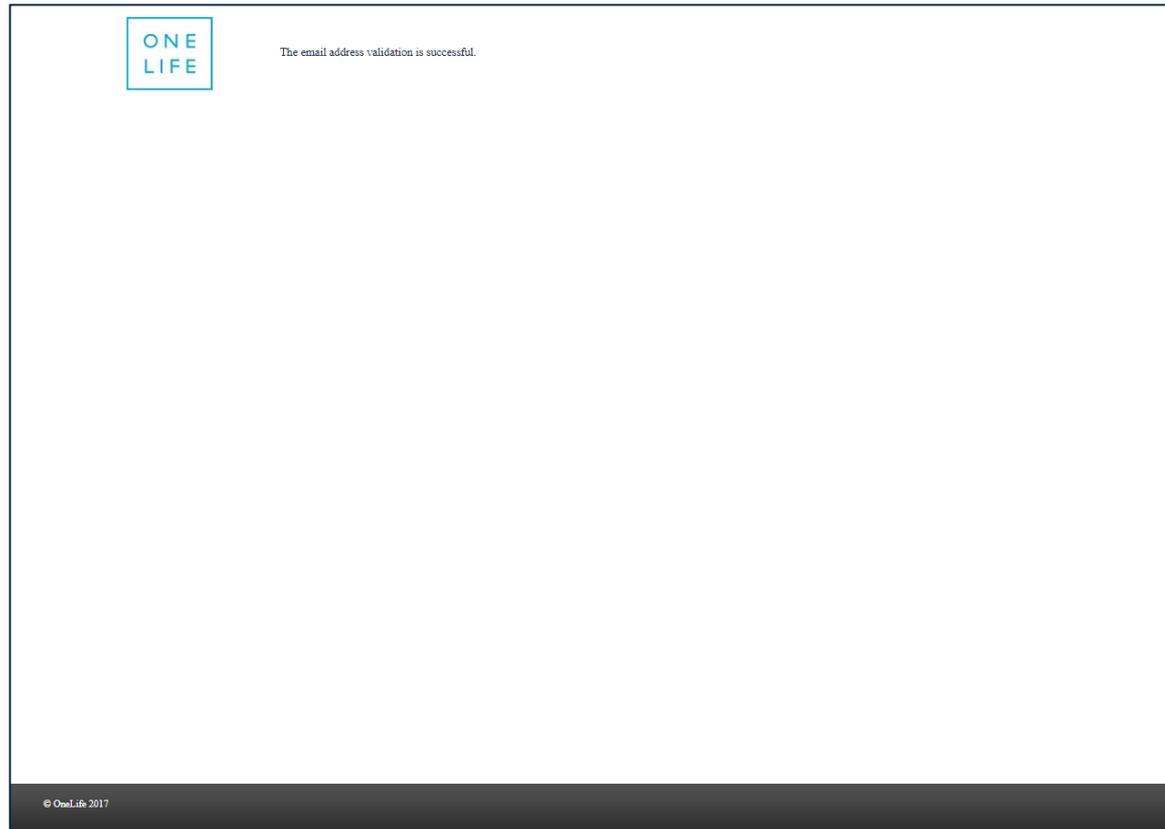
## Validate your e-mail address

If this stage is not complete, you will then be able to log in again online (e.g. if password forgotten)



## Confirmation of the validation of the e-mail address

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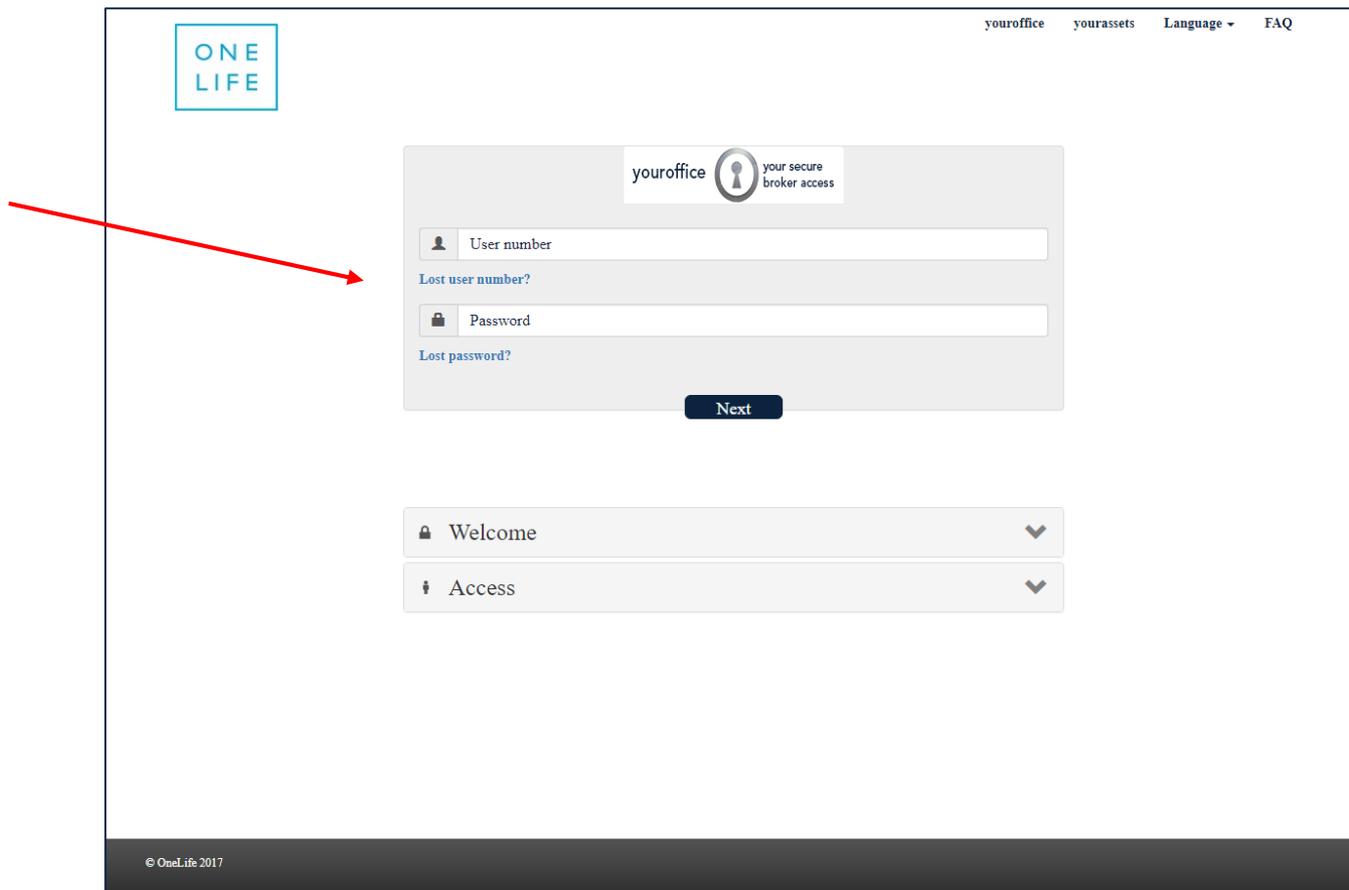
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# A few special cases...

## SPECIAL CASE No. 1: In the event of a lost user number

... *BEFORE or AFTER* the process of transition to the new authentication system

→ Click on "Lost User Number?"



The screenshot shows the youoffice login interface. At the top right, there are links for 'youoffice', 'yourassets', 'Language', and 'FAQ'. The main login area contains a 'User number' input field with a red arrow pointing to the 'Lost user number?' link below it. Below that is a 'Password' input field with a 'Lost password?' link. A 'Next' button is positioned below the password field. At the bottom of the login area, there are two dropdown menus: 'Welcome' and 'Access'. The footer of the page displays '© OneLife 2017'.

# SPECIAL CASE No. 1: In the event of a lost user number

...*BEFORE* or *AFTER* the process of transition to the new authentication process

→ Use the Reconnection Form

→ You will be reminded of your user number by e-mail



## Reconnection – youroffice

**This form must only be used in one of the following cases:**

- You have lost your user number
- or
- You are no longer able to use our on-line services to update or modify your security credentials (password, e-mail address and security questions for your authentication) or to reset OneLife OneApp.

**N.B.** This form is not intended only to obtain the reinitialisation of your password, may be done in just a few clicks via the screens provided for this purpose and accessible by clicking on "Lost password?".

May we remind you that the security code is obtained via the OneLife OneApp mobile application that you have previously downloaded to your smartphone or tablet.

**Please complete and sign this form and send it by post, e-mail or fax to:**

**OneLife - Customer Services**  
 B.P. 110, L-8303 Capellen, Luxembourg  
 Fax: (+352) 45 67 34 Email: info@onelife.eu.com

Agency no.

Mr  Mrs

First name  Last name

Company

Address  Address 2

Postcode  Town  Country

Mobile telephone no. \*  E-mail Address \*

\* This information **MUST** be provided

Please tick the box corresponding to your request (only 1 choice)

I would like you to confirm to me my user number and agree for it to be sent to me at the e-mail address indicated above.

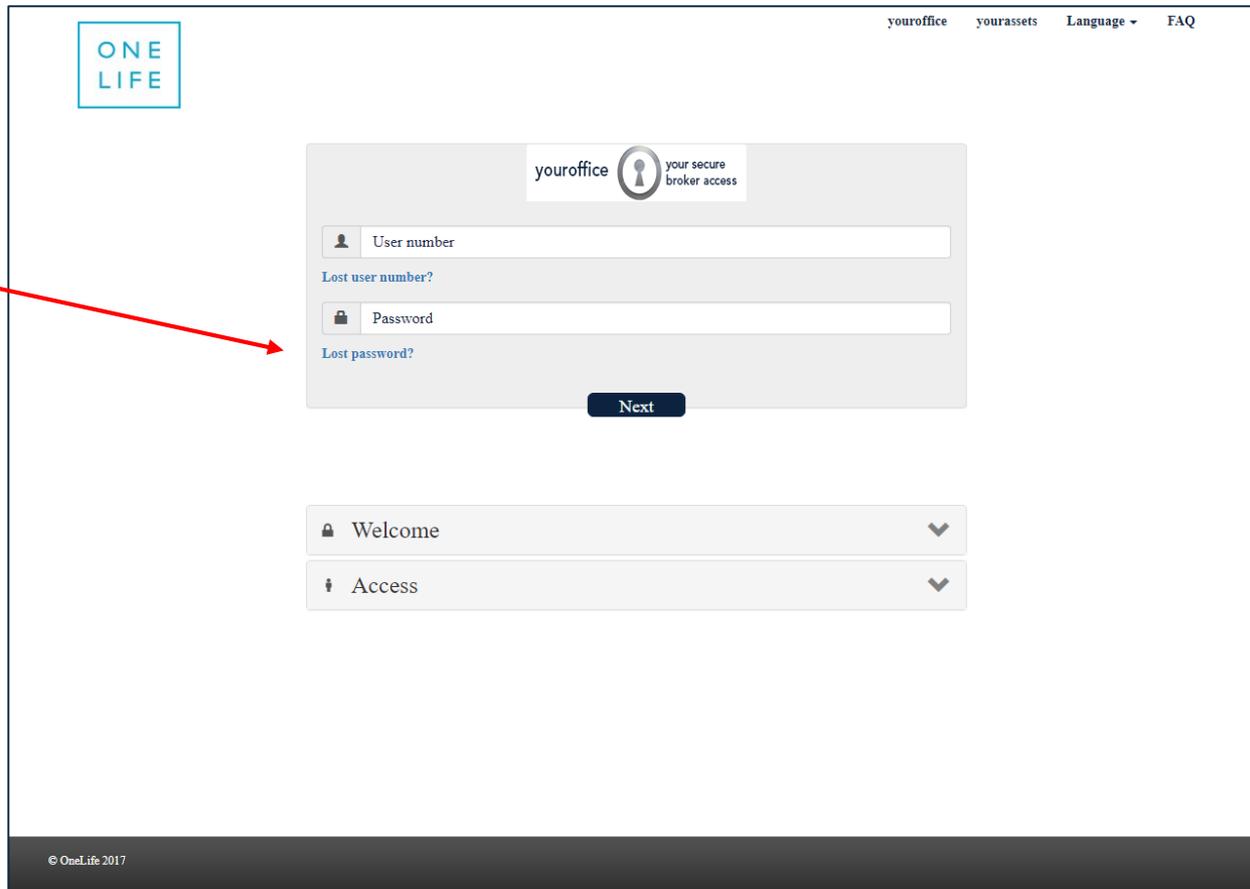
I would like to reset my authentication information and so obtain a new password for the following season(\*)

(\*) Reminder: a simple reset of one of the following credentials may be done in just a few clicks via the screens provided for this purpose: your password, your link to OneLife OneApp, your e-mail address used for the reset or your security questions/answers.

Date and place of signature

## SPECIAL CASE No. 2: In the event of a lost password ... *BEFORE* the process of transition to the new authentication system

→ Click on "Lost Password?"

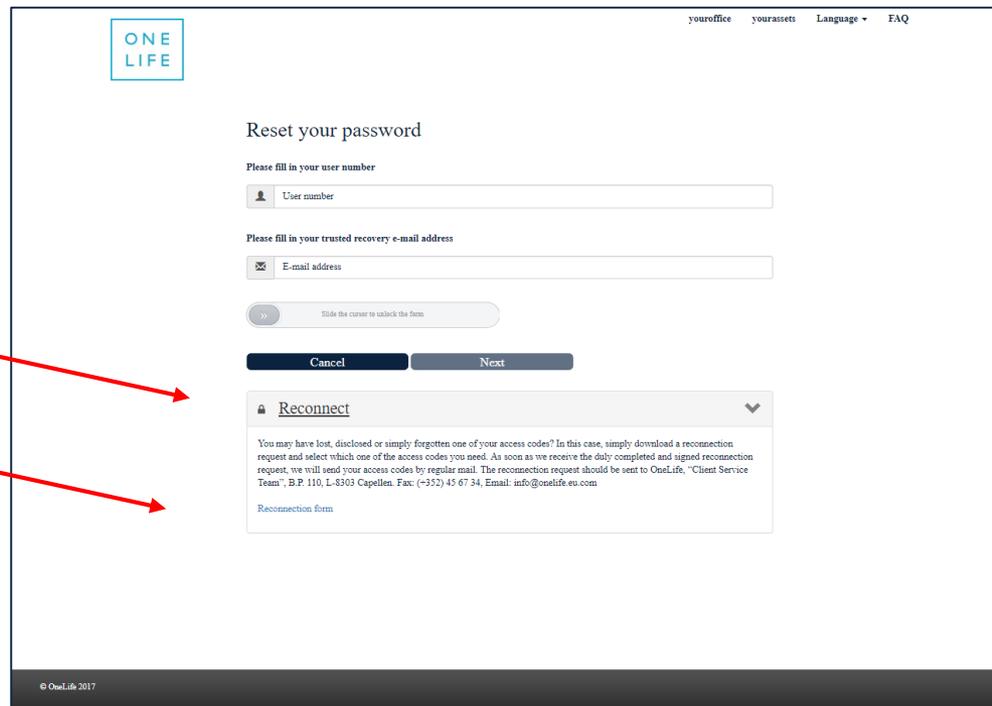


The screenshot shows the youoffice login interface. At the top left is the ONE LIFE logo. At the top right are links for youoffice, yourassets, Language, and FAQ. The main login area contains the youoffice logo and 'your secure broker access' text. Below this are two input fields: 'User number' and 'Password'. Under the 'User number' field is a blue link 'Lost user number?'. Under the 'Password' field is a blue link 'Lost password?'. A red arrow points from the left towards the 'Lost password?' link. Below the input fields is a dark blue 'Next' button. At the bottom of the login area are two dropdown menus: 'Welcome' and 'Access'.

## SPECIAL CASE No. 2: In the event of a lost password

... *BEFORE* the process of transition to the new authentication system

- Impossible to use your e-mail address since the latter is not yet validated
- Click on "Reconnect" and "Reconnection Form"

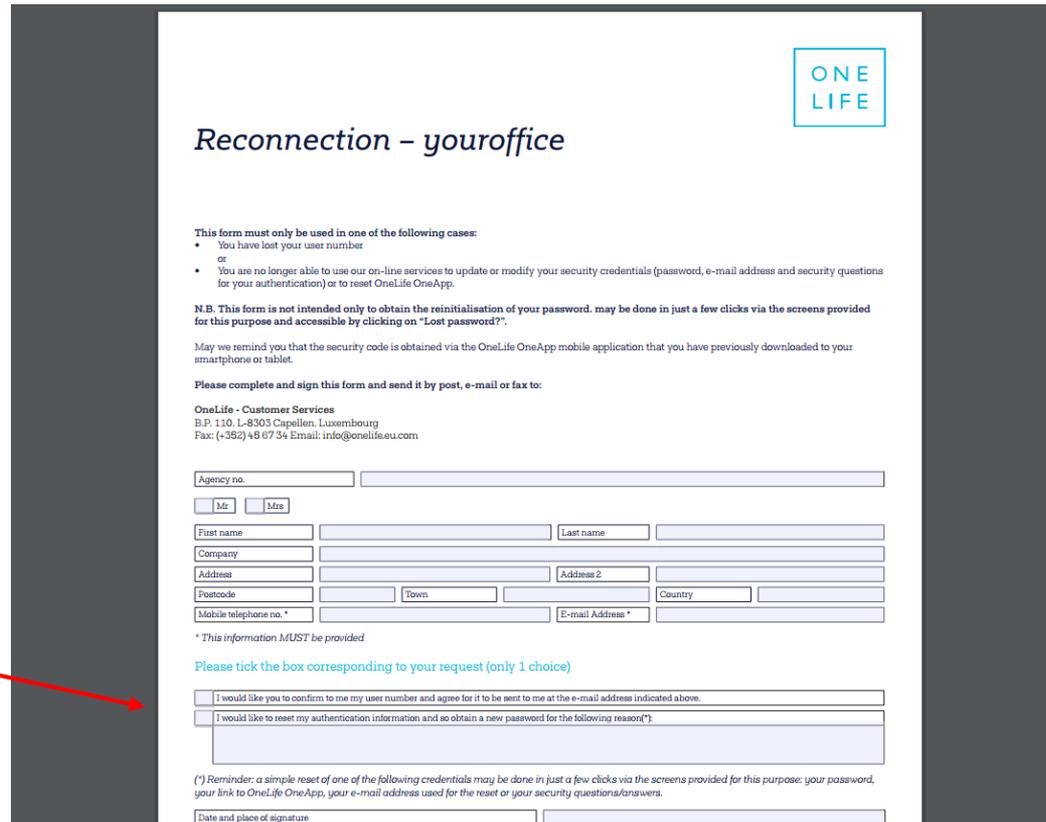


The screenshot shows the OneLife website's password reset page. At the top right, there are links for 'youroffice', 'yourassets', 'Language', and 'FAQ'. The main heading is 'Reset your password'. Below it, there are two input fields: 'Please fill in your user number' with a 'User number' field, and 'Please fill in your trusted recovery e-mail address' with an 'E-mail address' field. A slider below the email field is labeled 'Slide the cursor to unlock the form'. There are 'Cancel' and 'Next' buttons. A modal window titled 'Reconnect' is open, containing the text: 'You may have lost, disclosed or simply forgotten one of your access codes? In this case, simply download a reconnection request and select which one of the access codes you need. As soon as we receive the duly completed and signed reconnection request, we will send your access codes by regular mail. The reconnection request should be sent to OneLife, "Client Service Team", B.P. 110, L-8303 Capellen. Fax: (+352) 45 67 34, Email: info@onelife.eu.com'. Below this text is a link for 'Reconnection form'. Two red arrows point from the left towards the 'Reconnect' modal and the 'Reconnection form' link.

# SPECIAL CASE No. 2: In the event of a lost password

... *BEFORE* the process of transition to the new authentication system

- Use the Reconnection Form
- A new password will be send to you by post (as you have not yet been through the transition screens)



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## Reconnection – youroffice

This form must only be used in one of the following cases:

- You have lost your user number
- or
- You are no longer able to use our on-line services to update or modify your security credentials (password, e-mail address and security questions for your authentication) or to reset OneLife OneApp.

**N.B. This form is not intended only to obtain the reinitialisation of your password, may be done in just a few clicks via the screens provided for this purpose and accessible by clicking on "Lost password?".**

May we remind you that the security code is obtained via the OneLife OneApp mobile application that you have previously downloaded to your smartphone or tablet.

Please complete and sign this form and send it by post, e-mail or fax to:

OneLife - Customer Services  
B.P. 110, L-8303 Capellen, Luxembourg  
Fax: (+352) 45 67 34 Email: info@onelife.eu.com

Agency no.

Mr  Mrs

First name  Last name

Company

Address  Address 2

Postcode  Town  Country

Mobile telephone no. \*  E-mail Address \*

\* This information **MUST** be provided

Please tick the box corresponding to your request (only 1 choice)

I would like you to confirm to me my user number and agree for it to be sent to me at the e-mail address indicated above.

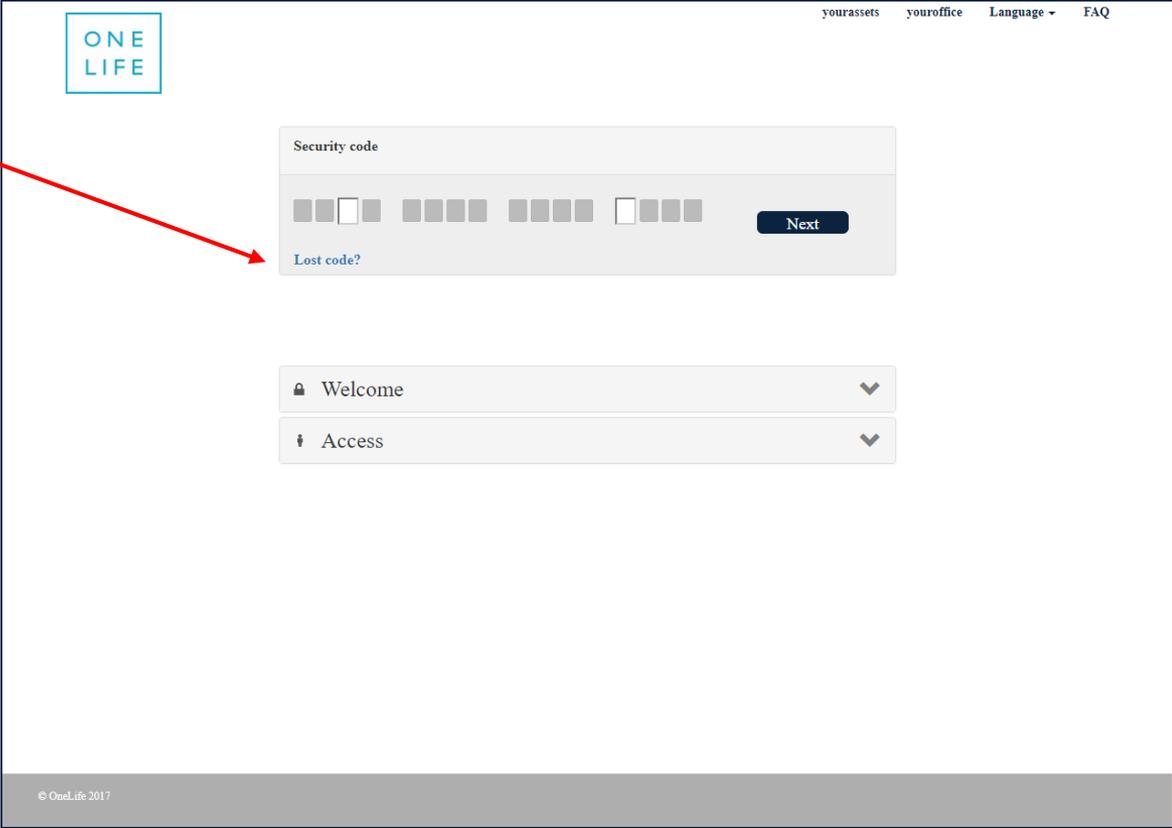
I would like to reset my authentication information and so obtain a new password for the following reason(\*)

(\*) Reminder: a simple reset of one of the following credentials may be done in just a few clicks via the screens provided for this purpose: your password, your link to OneLife OneApp, your e-mail address used for the reset or your security questions/answers.

Date and place of signature

## SPECIAL CASE No. 3: In the event of loss of the TAN card ... *BEFORE* the process of transition to the new authentication system

→ Click on "Lost Code?"



The screenshot shows the OneLife user interface. At the top left is the OneLife logo. At the top right are links for 'yourassets', 'youoffice', 'Language', and 'FAQ'. The main content area features a 'Security code' input field with ten masked characters and a 'Next' button. Below the input field is a blue link labeled 'Lost code?'. A red arrow points from the left side of the slide to this link. Below the security code section are two dropdown menus: 'Welcome' and 'Access'. At the bottom left of the page is the copyright notice '© OneLife 2017'.

## SPECIAL CASE No. 3: In the event of loss of the TAN card ... *BEFORE* the process of transition to the new identification system

- Use the Reconnection Form
- A new password will be sent to you by post
- When you next log on you will be recognised as a new user. You will go directly to the transition screens to change your password, enter your PIN code, your e-mail address and answer the 3 questions

**Reconnection - youoffice**

Please complete and sign this form and send it by post, E-mail or fax to:  
**OneLife - Customer Services**  
B.P. 110, L-8303 Capellen, Luxembourg  
Fax: (+352) 49 67 34 Email: info@onelife.eu.com

Agency no.

Mr  Mrs

First name  Last name

Company

Address  Address 2

Postcode  Town  Country

User number

**In order to be reconnected to the youoffice site, please send:**

a new initial password  a new security code card  a reminder of my user number

**My access was denied following:**

a forgotten password  the loss of the security code card  repeated entries of incorrect passwords

other (please specify)

**You may prefer to take delivery of your identification codes in one of the following ways:**

to the above provided address  to the following address

Date and place of signature

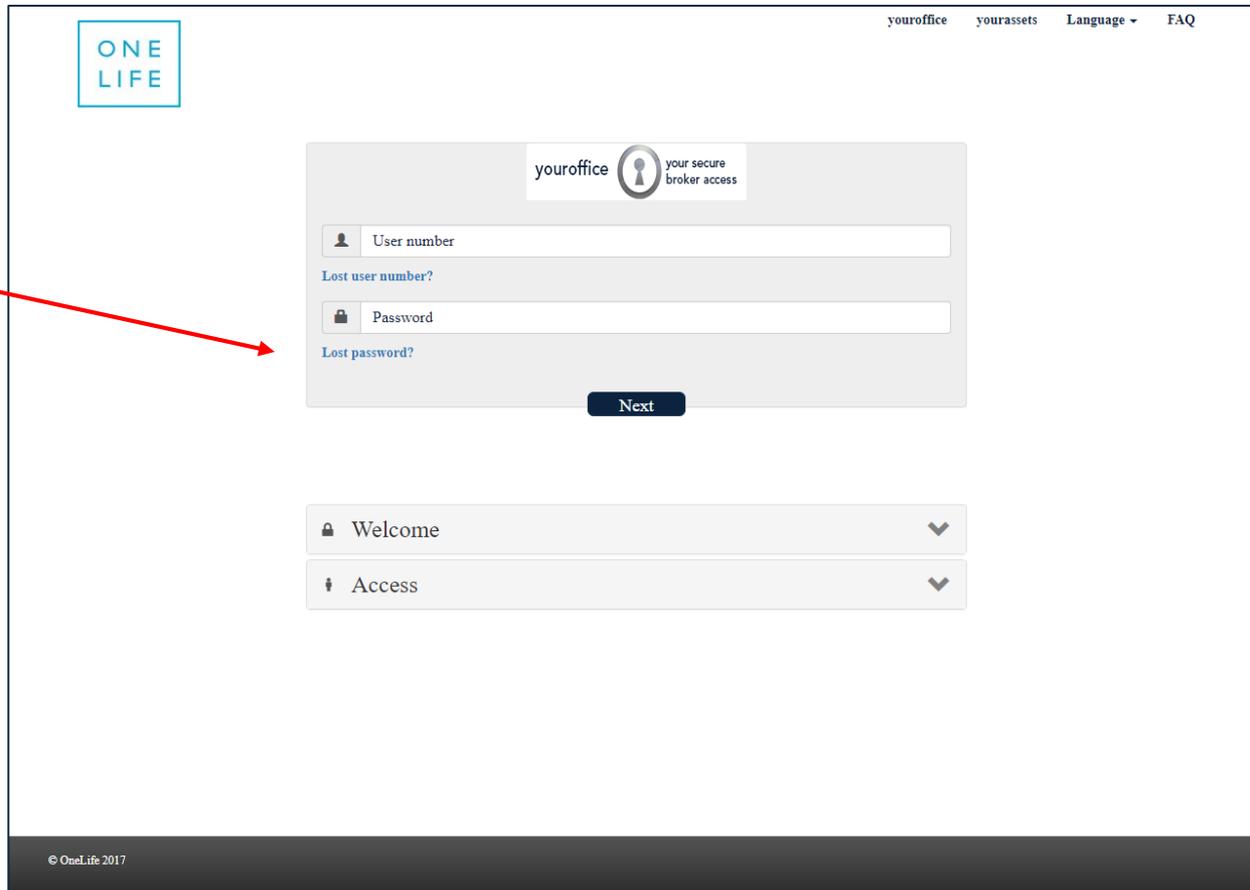
Signature of the intermediary (outside of the broker's (COB) no.)

**In order to be reconnected to the youoffice site, please send:**

a new initial password  a new security code card  a reminder of my user number

## SPECIAL CASE No. 4: In the event of a lost password ... *AFTER* the process of transition to the new authentication system

→ Click on "Lost Password?"



The screenshot shows the youoffice login interface. At the top left is the ONE LIFE logo. At the top right are links for youoffice, yourassets, Language, and FAQ. The main login area contains the youoffice logo and the text "your secure broker access". Below this are two input fields: "User number" and "Password". Under the "User number" field is a blue link "Lost user number?". Under the "Password" field is a blue link "Lost password?". A red arrow points from the left towards the "Lost password?" link. Below the input fields is a dark blue "Next" button. At the bottom of the login area are two dropdown menus: "Welcome" and "Access".

## SPECIAL CASE NO. 4:

### In the event of a lost password

... **AFTER** the process of transition to the new authentication system

→ Enter your user number and your e-mail address

→ Move the cursor to the right to unlock the "Next" button on which you may click

The screenshot shows a web interface for resetting a password. At the top left is the ONE LIFE logo. At the top right are links for 'youroffice', 'yourassets', 'Language', and 'FAQ'. The main heading is 'Reset your password'. Below it, there are two input fields: 'User number' and 'E-mail address'. A slider control is positioned below the 'E-mail address' field, with the text 'Slide the cursor to unlock the form'. Below the slider are two buttons: 'Cancel' and 'Next'. A dropdown menu labeled 'Reconnect' is at the bottom. Three red arrows point from the left side of the slide to the 'User number' field, the 'E-mail address' field, and the slider. A fourth red arrow points from the right side to the 'Next' button.

ONE LIFE

youroffice yourassets Language ▼ FAQ

### Reset your password

Please fill in your user number

Please fill in your trusted recovery e-mail address

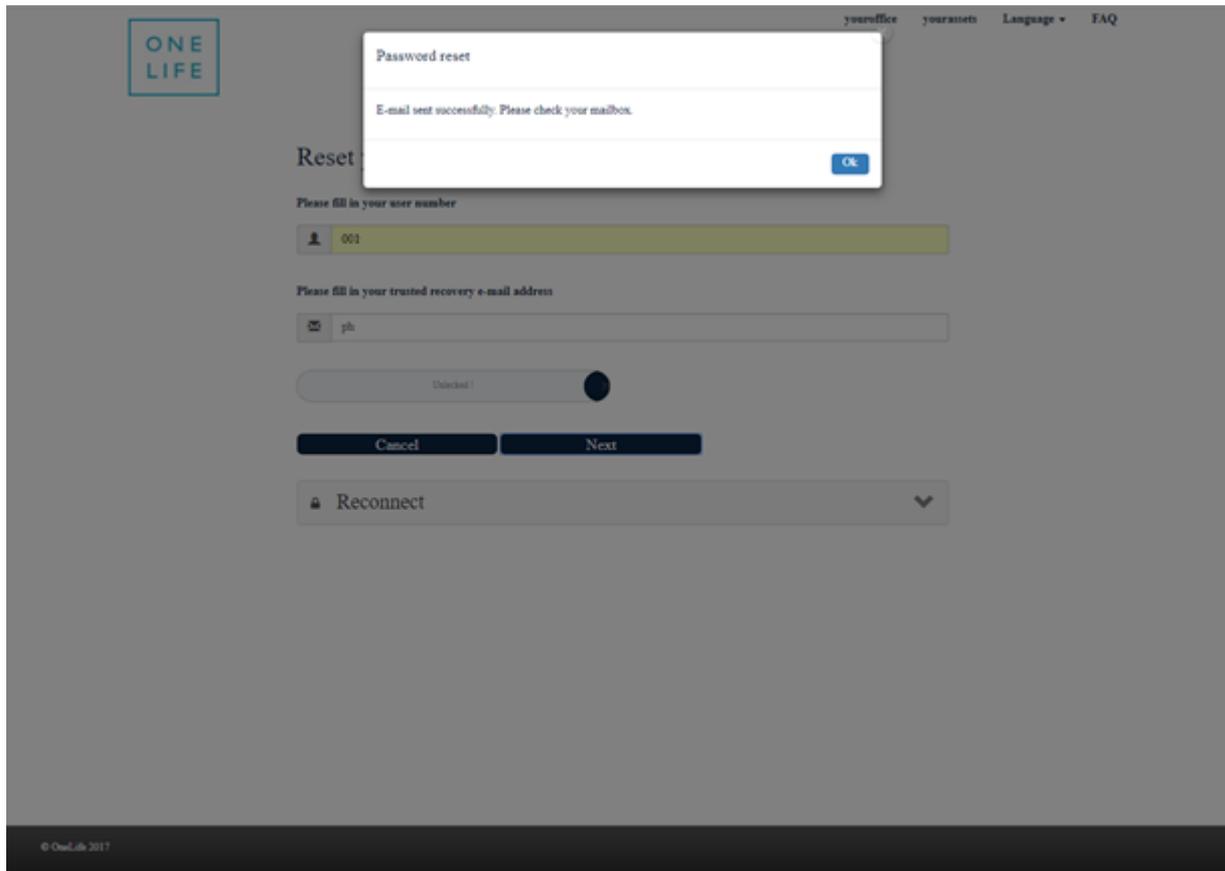
Slide the cursor to unlock the form

Cancel Next

Reconnect ▼

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## SPECIAL CASE NO. 4: Confirmation of the e-mail sent to refresh the password



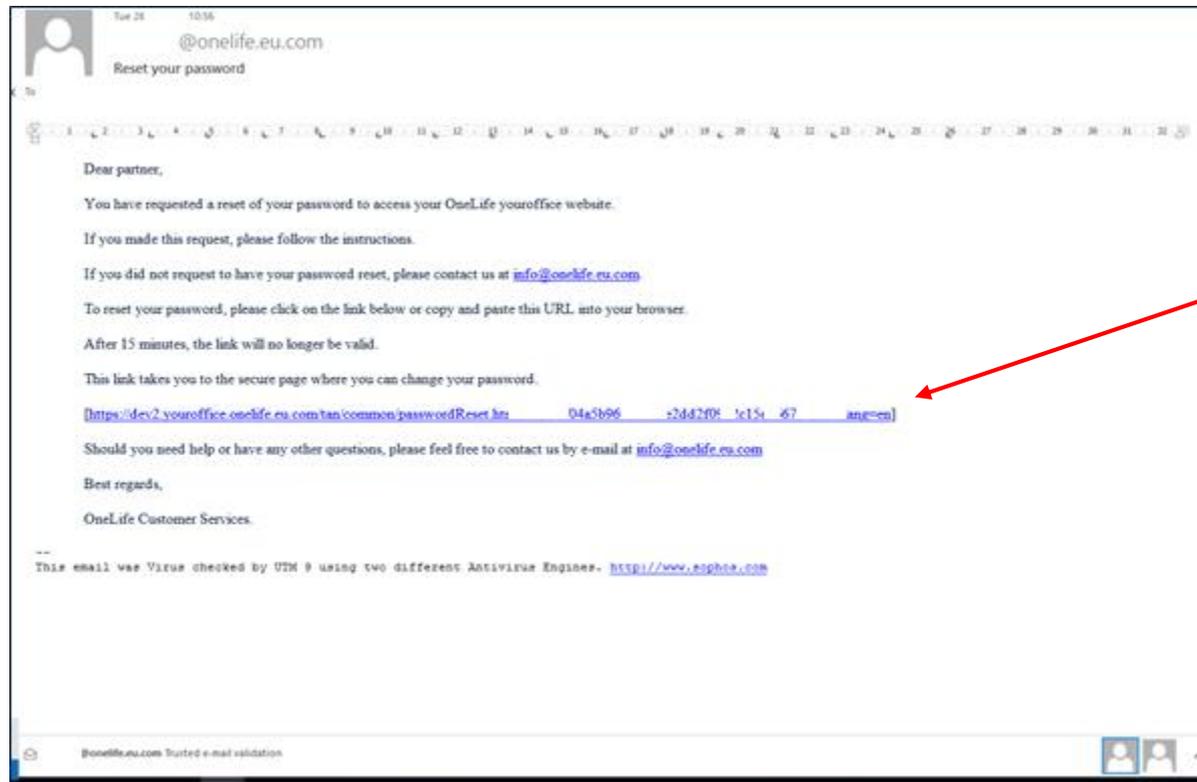
The screenshot shows a web interface for password reset. A modal dialog box is open, displaying the text "Password reset" and "E-mail sent successfully. Please check your mailbox." with an "OK" button. The background form is titled "Reset" and contains the following elements:

- ONE LIFE logo in the top left.
- Navigation links: youroffice, yourassets, Language, and FAQ in the top right.
- Form title: "Reset".
- Label: "Please fill in your user number".
- Input field: "001".
- Label: "Please fill in your trusted recovery e-mail address".
- Input field: "ph".
- Progress indicator: "Discovered" with a circular progress bar.
- Buttons: "Cancel" and "Next".
- Dropdown menu: "Reconnect" with a downward arrow.
- Footer: "© OneLife 2017".

## SPECIAL CASE NO. 4:

Once the e-mail has been received, enter the new password creation process

→ *click on the link proposed*



## SPECIAL CASE NO. 4: New password creation process screen (stage 1)

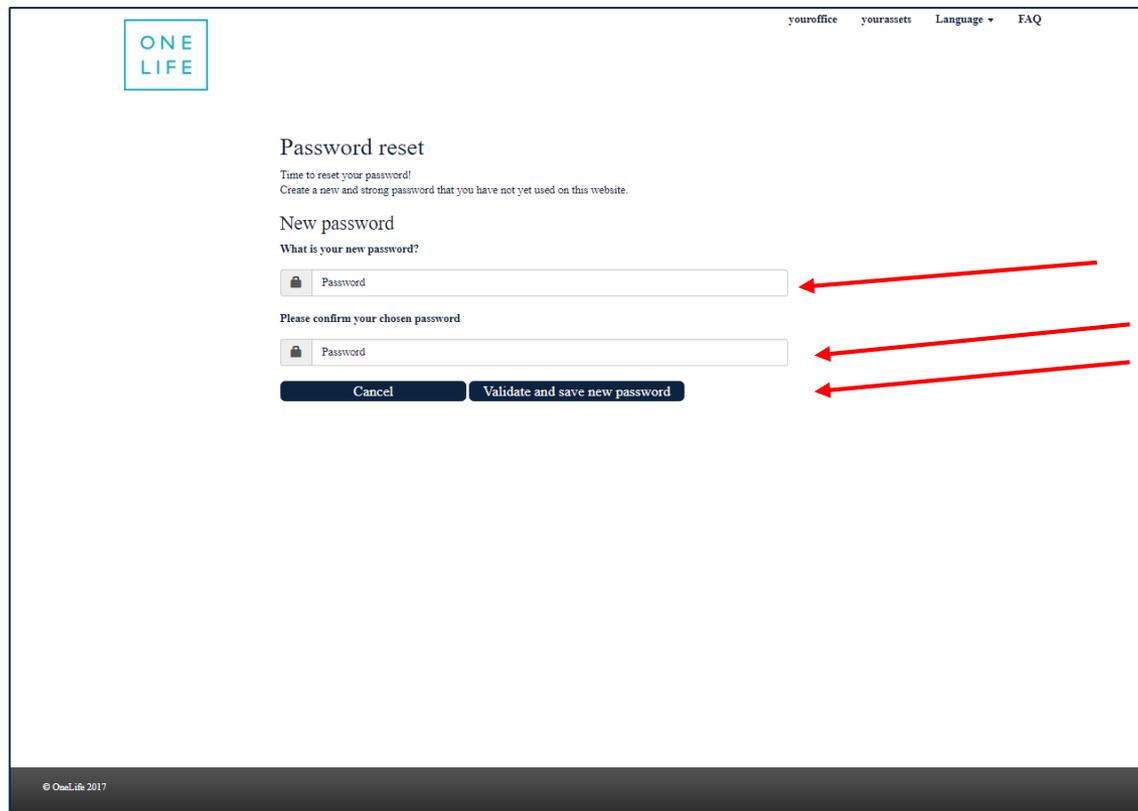
→ answer the security question and enter the code received,

→ then click on "Verify question and OTP code"

The screenshot shows a web browser window with the URL <https://dev2.youroffice.onelife.eu.com/tan/common/passwordReset.html?lang=en>. The page features the OneLife logo in the top left. The main heading is "Reset your password" with a sub-note: "For security reasons, your authentication is mandatory." Below this is the "Security question" section, which asks "What is the first name of your best friend in high school?" and includes a text input field with a star icon and the placeholder "Please answer the question". The "OTP code" section follows, with the instruction "Start the OneLife OneApp. Please enter the OTP code" and a text input field with a lock icon and the placeholder "Code". At the bottom, there are two buttons: "Cancel" and "Verify question and OTP code". Three red arrows point from the right side of the screen to the security question input field, the OTP code input field, and the "Verify question and OTP code" button.

## SPECIAL CASE NO. 4: New password creation process screen (stage 2)

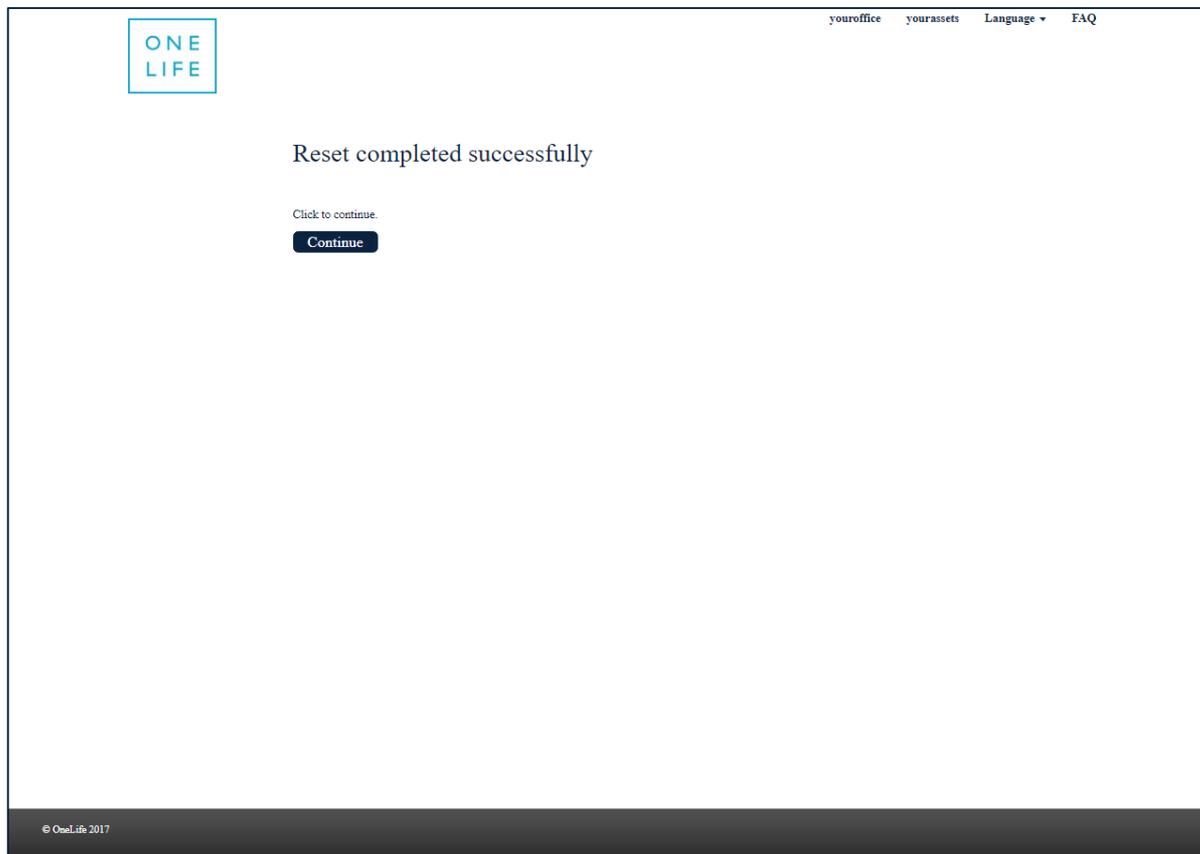
The new password must contain at least 8 characters,  
including at least one capital, a number and a special character



The screenshot displays the 'Password reset' interface. At the top left is the ONE LIFE logo. The top right contains navigation links: 'youoffice', 'yourassets', 'Language', and 'FAQ'. The main heading is 'Password reset', followed by the instruction: 'Time to reset your password! Create a new and strong password that you have not yet used on this website.' Below this, the section 'New password' asks 'What is your new password?' and features a password input field with a lock icon. Underneath, it asks 'Please confirm your chosen password' with another password input field. At the bottom of the form are two buttons: 'Cancel' and 'Validate and save new password'. Three red arrows point from the right side of the screen to the first password input field, the confirmation input field, and the 'Validate and save new password' button. The footer of the page shows '© OneLife 2017'.

## SPECIAL CASE NO. 4: New password change successful confirmation screen

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## SPECIAL CASE NO. 5:

How to change your e-mail address or refresh the answers to the security questions

... **AFTER** the process of transition to the new authentication system

→ click on the "youroffice" icon

The screenshot shows the 'development' portal with a navigation bar at the top. Below the navigation bar, there are tabs for 'Financial information', 'Sales tools', 'Administration tools', and 'Partnership'. The main content area is titled 'Settings' and contains a section 'Select an option below' with four cards:

- Youroffice**: Modify your password
- Youroffice**: Modify your E-mail address (indicated by a red arrow)
- Youroffice**: Modify your recovery questions (indicated by a red arrow)
- OneLife Mobile Application**: Taking Life Assurance with you. Activate or renew your mobile access

At the bottom of the page, there is a footer with 'Copyright © OneLife 2017' and 'Legal Disclaimer'.

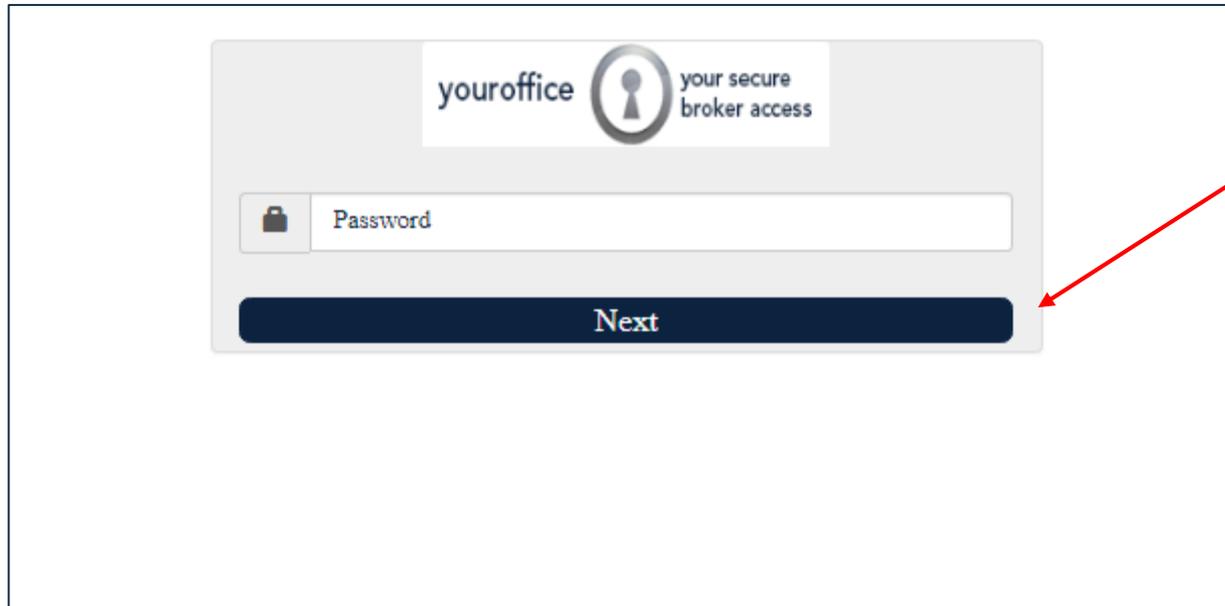
## SPECIAL CASE NO. 5:

How to change your e-mail address or refresh the answers to the security questions

... *AFTER* the process of transition to the new authentication system

---

→ *Enter your password*



The screenshot shows a login interface for 'youroffice'. At the top, there is a logo for 'youroffice' and a key icon with the text 'your secure broker access'. Below this is a password input field with a lock icon and the placeholder text 'Password'. At the bottom of the form is a dark blue button labeled 'Next'. A red arrow points from the right side of the image towards the 'Next' button.

## SPECIAL CASE NO. 5:

How to change your e-mail address or refresh the answers to the security questions

... *AFTER* the process of transition to the new authentication system

“Security questions” screen

→ Answer 3 new questions

youroffice your secure broker access

Select and answer your three security questions.

Security question 1

Security question 2

Security question 3

Next

“E-mail address change”

youroffice your secure broker access

Which trusted e-mail address do you want to use?

E-mail address

Next

Security questions change

Your security questions have been changed successfully.

Ok

## Who to contact for assistance?

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You can consult them by clicking on the FAQ button which can be found on all the authentication screens. If you have any questions which do not appear in these FAQs, do not hesitate to contact the OneLife Customer Service team by phone or by e-mail:

Tel: +352 45 67 30 1

E-mail: [info@onelife.eu.com](mailto:info@onelife.eu.com)

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Thank you.



# YOUROFFICE access

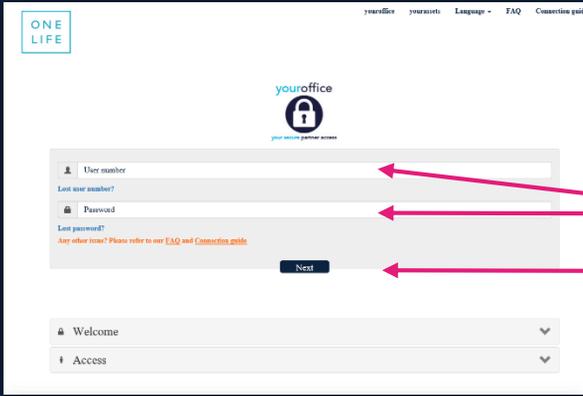
Guide for the transition to the new authentication system

ESSENTIAL WEALTH



# youoffice access

# New authentication system

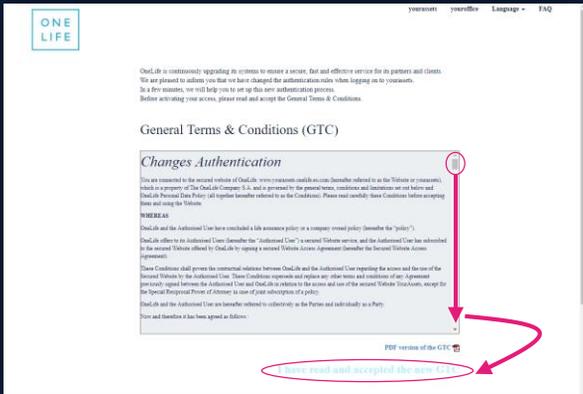


1

Once on the **LOGIN** page of your youoffice website,

- agree to the **disclaimer**
- enter your **User Number (8 digits)** and **Password**
- And click on **Next** as usual.

> Click [here](#) if you have lost your **User Number** or your **Password**

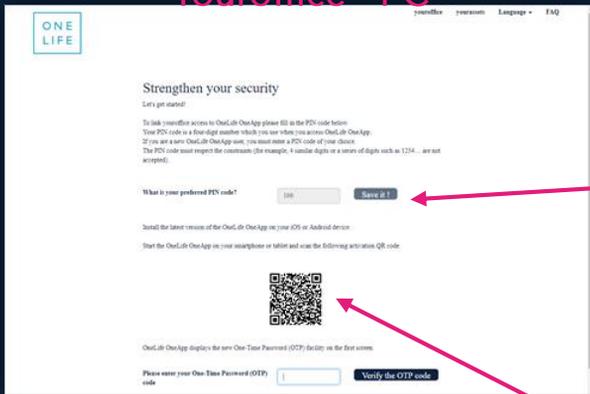


2

**Read & agree** to the youoffice general conditions adapted to the new authentication system.

! Go to the bottom of the page using the elevator and click on "I have read and accepted the new GTC" to go to the next step.

## Youoffice - PC

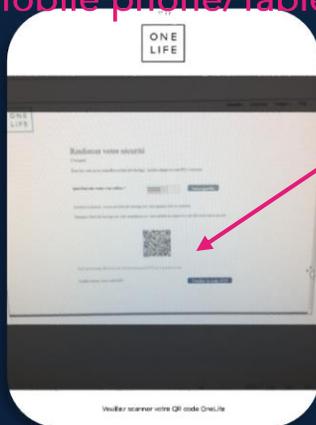


3

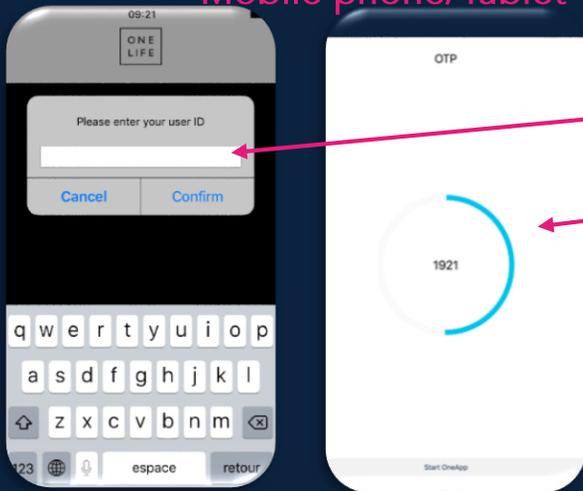
Link your youoffice to OneApp' :

- Enter a **PIN** code of your choice (4 digits).
- **Download** the latest version of OneLife OneApp from [AppStore](#) or [Google Store](#) on your mobile phone/tablet.
- Open the App, **select your language** code and the **QR refresh scanner** is automatically activated on your phone/tablet.
- You simply have to **scan the QR code** present on the youoffice screen with the scanner of your mobile phone to link the two tools.

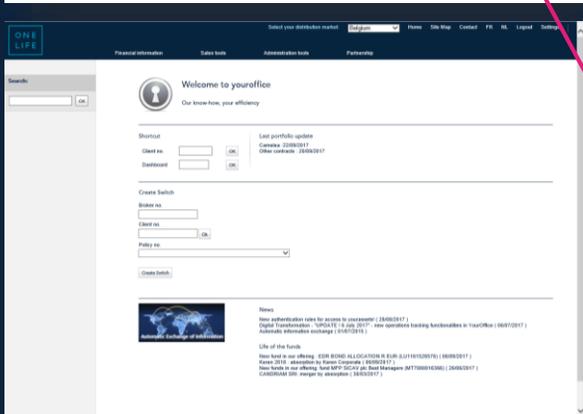
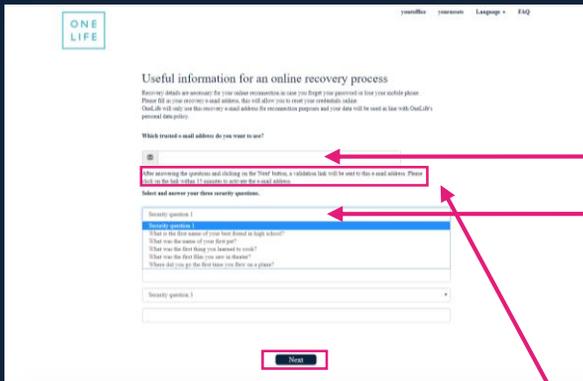
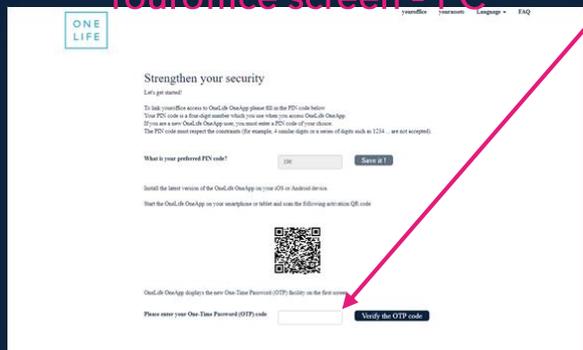
## OneApp' Mobile phone/Tablet



## OneApp' Mobile phone/Tablet



## Youroffice screen - PC



4

### Generate your OTP ("One Time Password")

- Enter your User Number (same as Step 1: 8 digits).
- OneApp automatically launches the OTP code generator.

! The OTP codes are refreshed every 30 seconds and are valid for 2 minutes.

- Encode the OTP code in the appropriate field on youroffice.

! If you have not entered your OTP code within 2 minutes, please use the following OTP code generated by OneLife OneApp.

- If your code is valid, click on "Next" to continue.

5

### Complete the information to use the recovery process

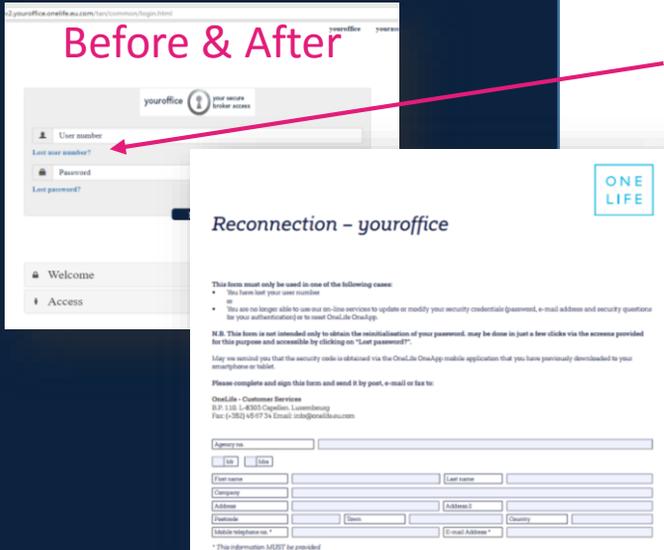
- Enter your E-mail address.
- Answer the 3 security questions.
- Click on Next.

### Welcome to youroffice ! The transition is completed.

! Don't forget to validate your e-mail address within 15 minutes – See the email received.

If this stage is not completed, you will not be able to use the online recovery process of your credentials in case of loss/theft.

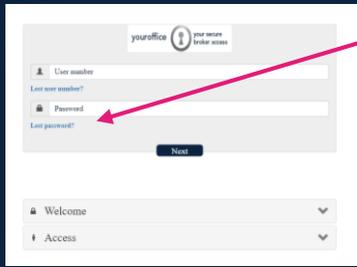
# Lost User number ?



Same process before and after the transition to the New authentication:

- Click on "Lost user number".
- Complete and send us the **Reconnection Form**.
- You will be reminded of your user number by e-mail.

# Lost Password?



- Click on "Lost password".

Before the transition to the New authentication:

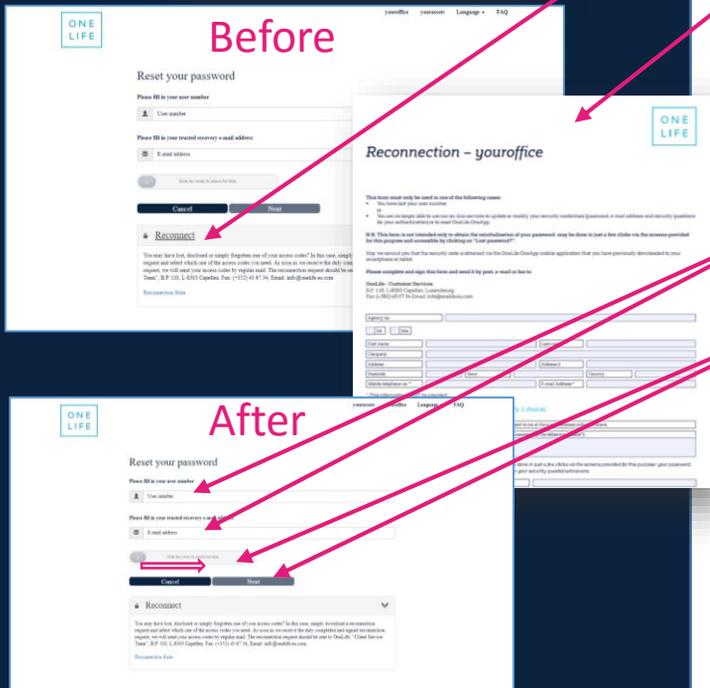
- Click on "Reconnect" and "Reconnection Form".
- Complete and send us the **Reconnection Form**.

- A new password will be sent to you by post.

After the transition to the New authentication:

- Enter your username and your e-mail address.
- Move the cursor to the right to unlock the "Next" button on which you may click.
- A new password will be sent to you on **your e-mail address** : click on the **link** of the email to change it to a personal password

**! The new password must contain at least 8 characters, including at least one capital, a lower case letter, a number and a special character**



## Who to contact for assistance?

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Thank you.