ONE LIFE

Before the transition, you used to connect to youroffice with

- A **user number** and a **password** >>> CLICK HERE

- A **user number**, a **password** and a **TAN card** >>> CLICK HERE

ONE LIFE

YOUROFFICE access

Guide for the transition to the new authentication system

ESSENTIAL WEALTH

ONE LIFE

Contents

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?

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 youroffice will go through transition screens in order to activate their new authentication system.

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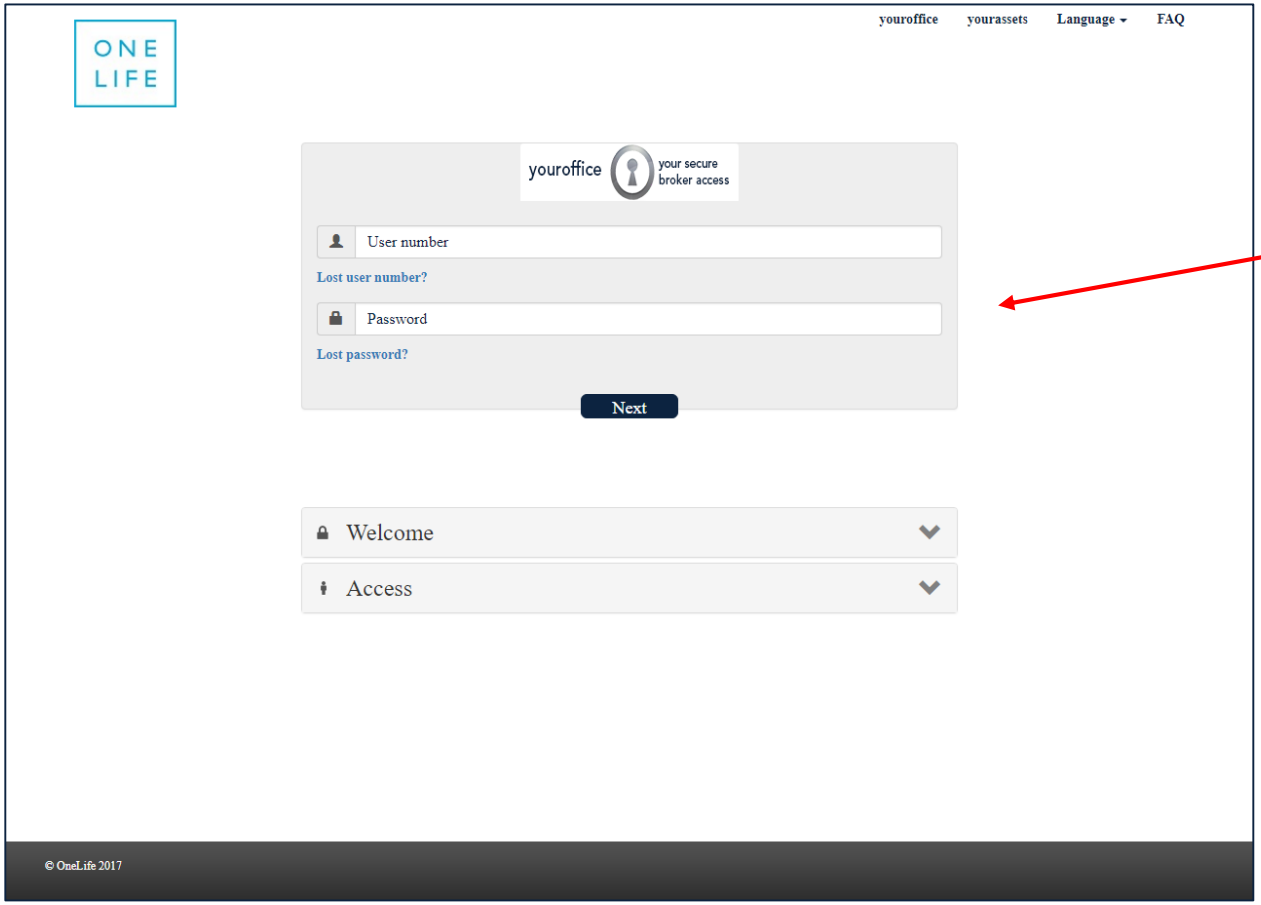
The transition screens “step by step”

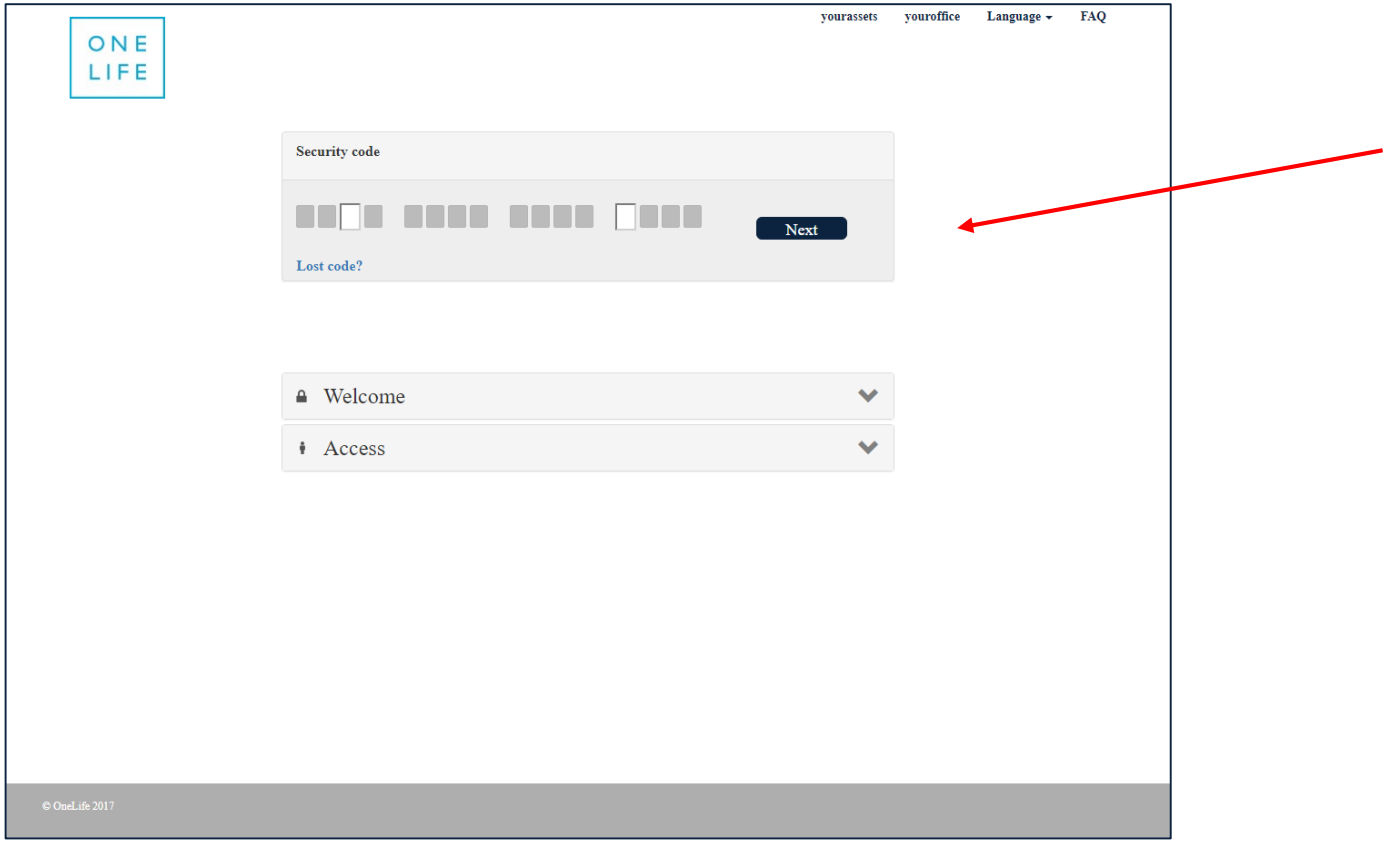
1st screen: enter your user number and your password

... after having agreed to the disclaimer



2nd screen: enter the security code of your TAN card

... for the last time!



3rd screen: read and agree to the youroffice general conditions.

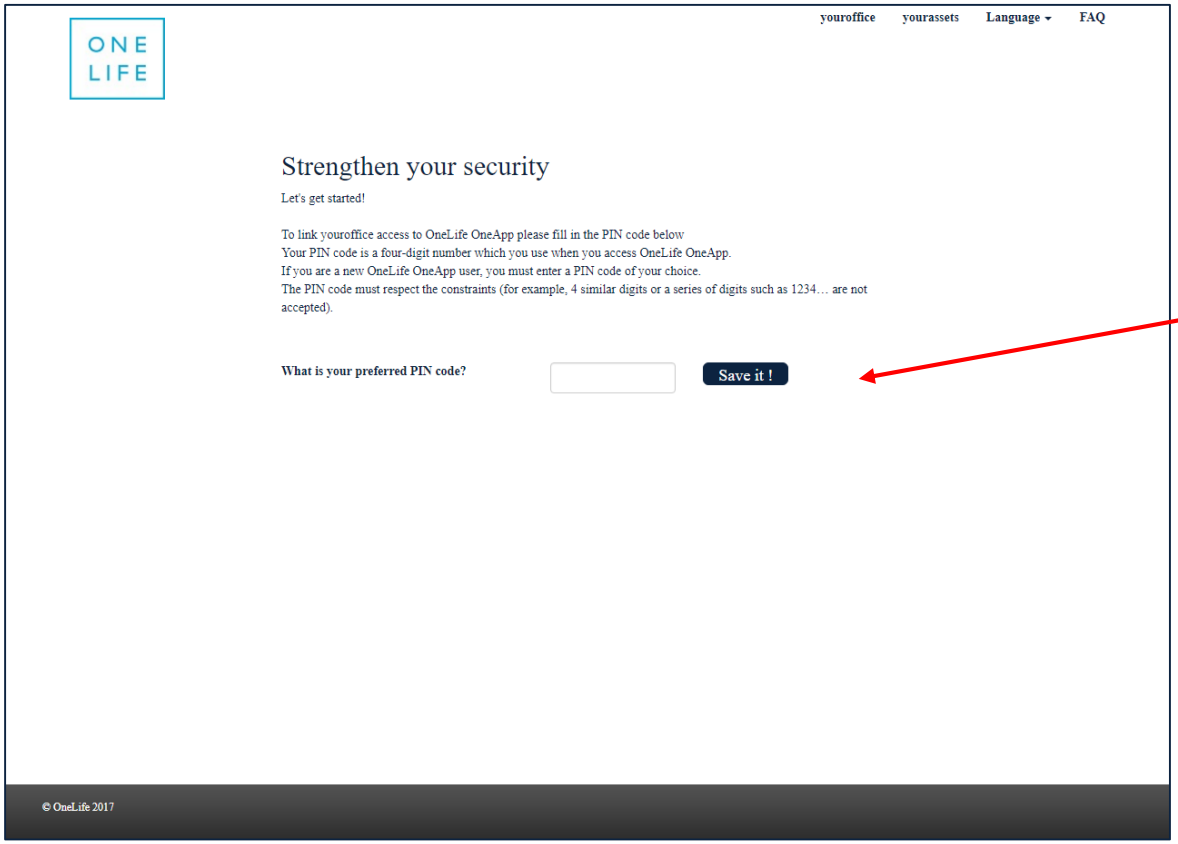
... as they have been adapted to the new authentication system

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)



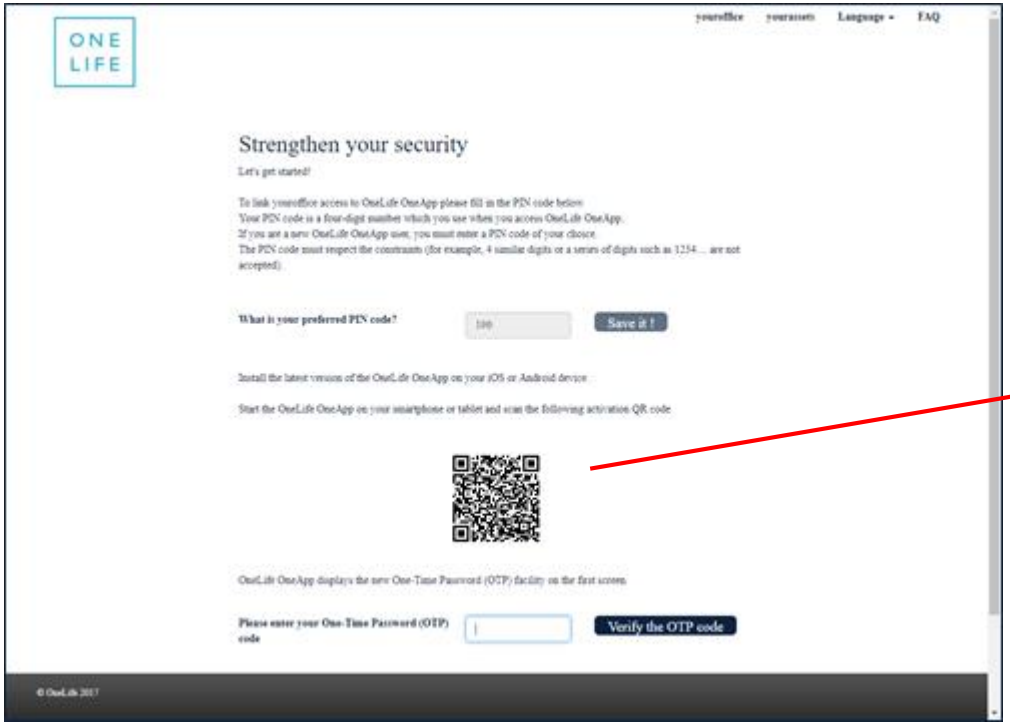
4th screen: Stage 2 → link your OneLife OneApp to your youroffice access

→ Download the latest version of OneLife OneApp from AppStore or Google Store

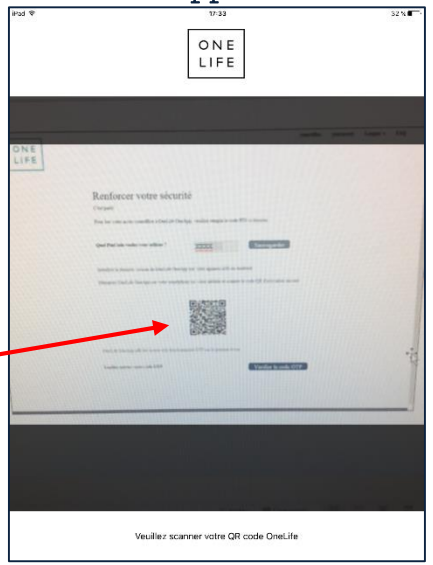
→ Open the App, select your language code and the QR refresh scanner is automatically activated

→ You simply have to scan the QR code to the screen of your youroffice to link the two tools

Your youroffice screen

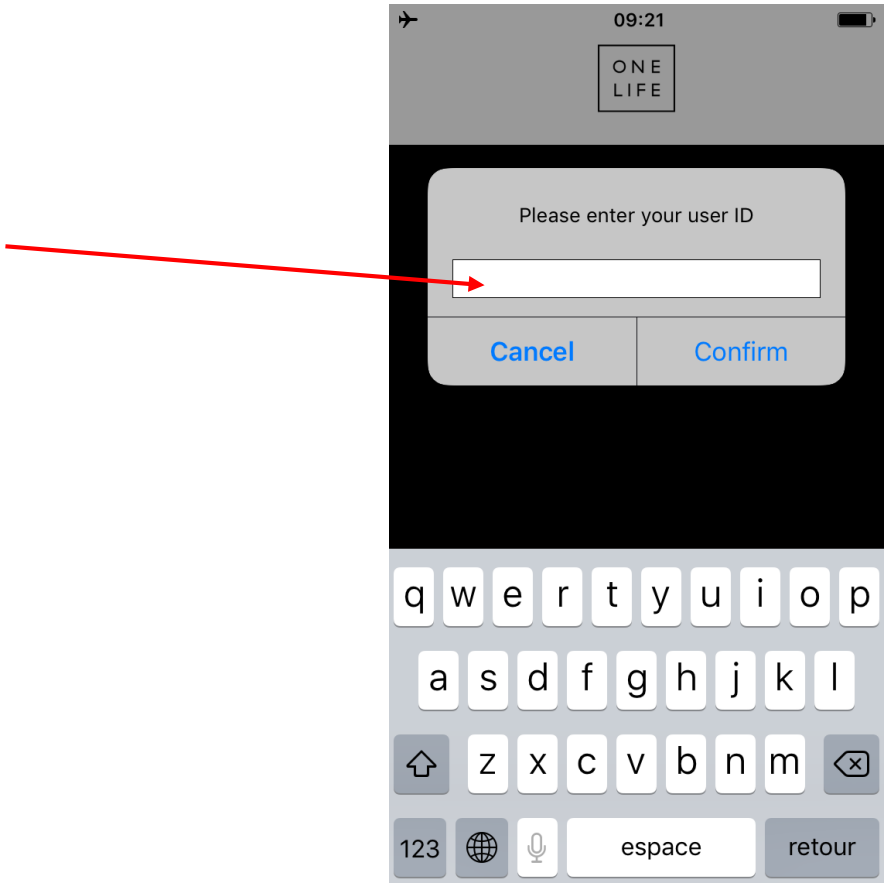


Your OneLife OneApp screen



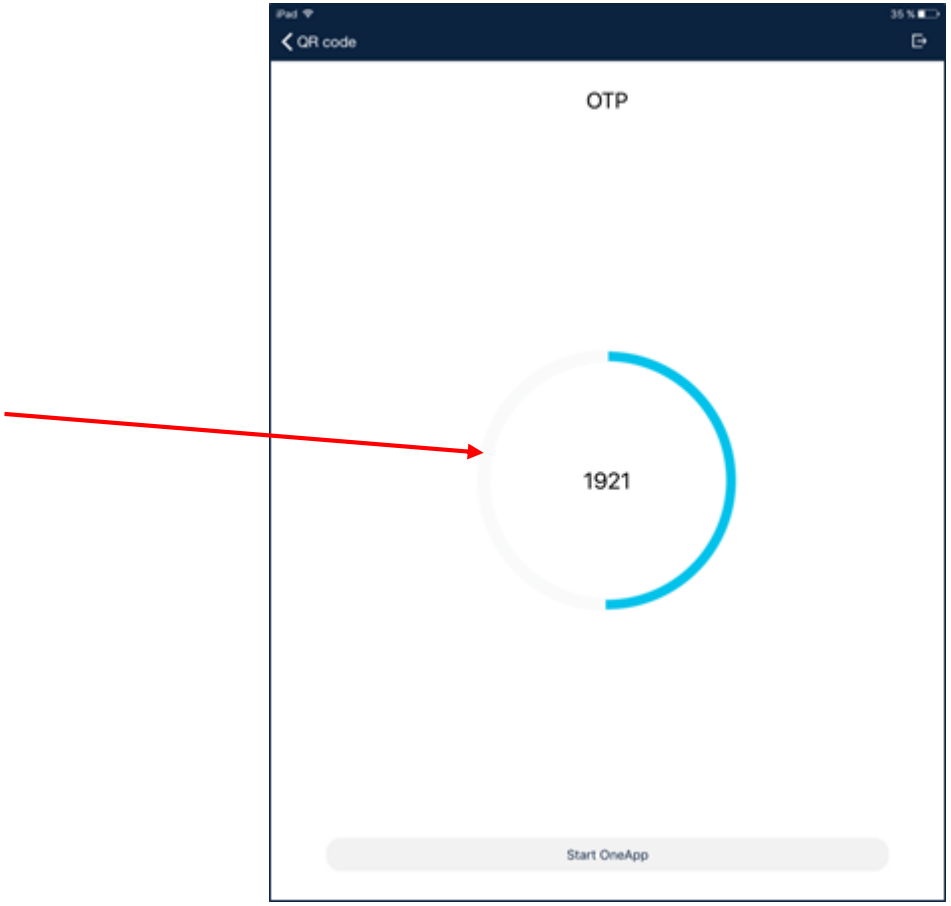
On the GSM (or tablet): Stage 3 → enter your user ID.

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



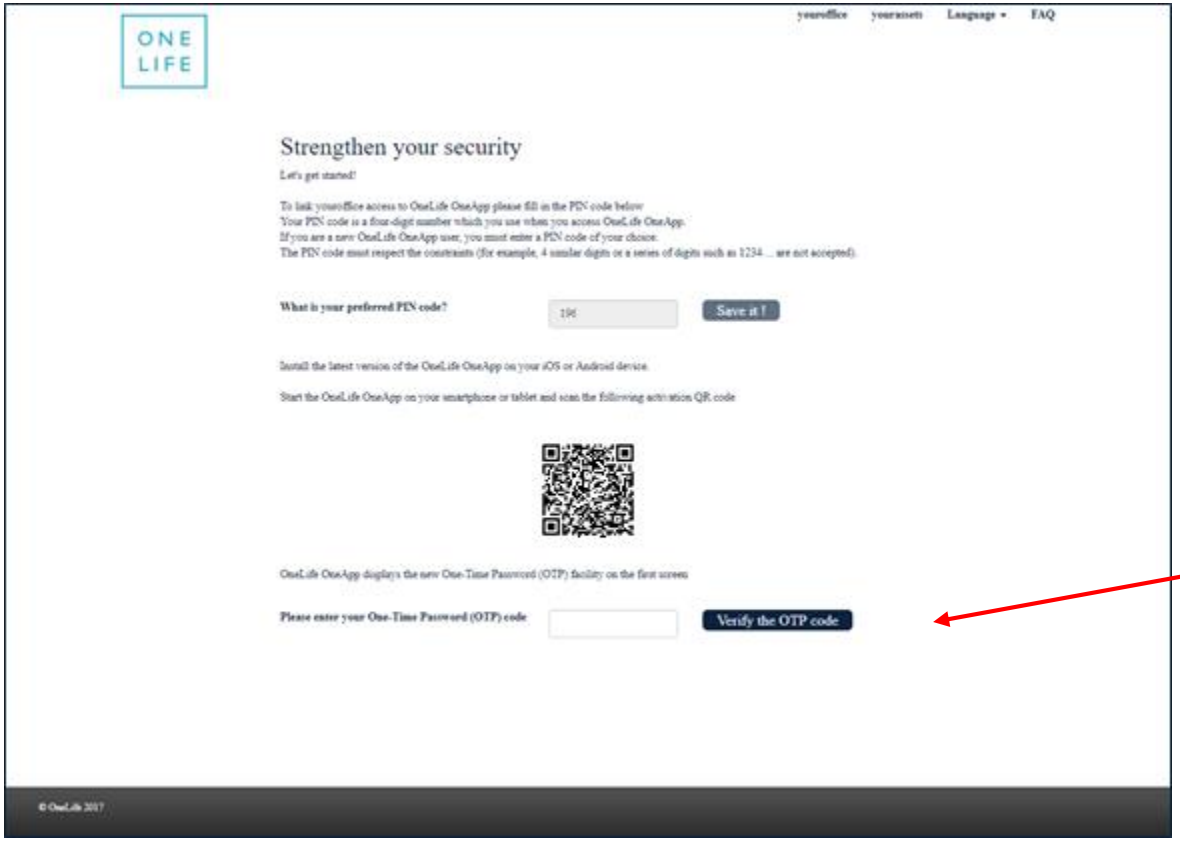
On the GSM (or tablet): Stage 4 → OneLife OneApp automatically launches the OTP code generator.

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



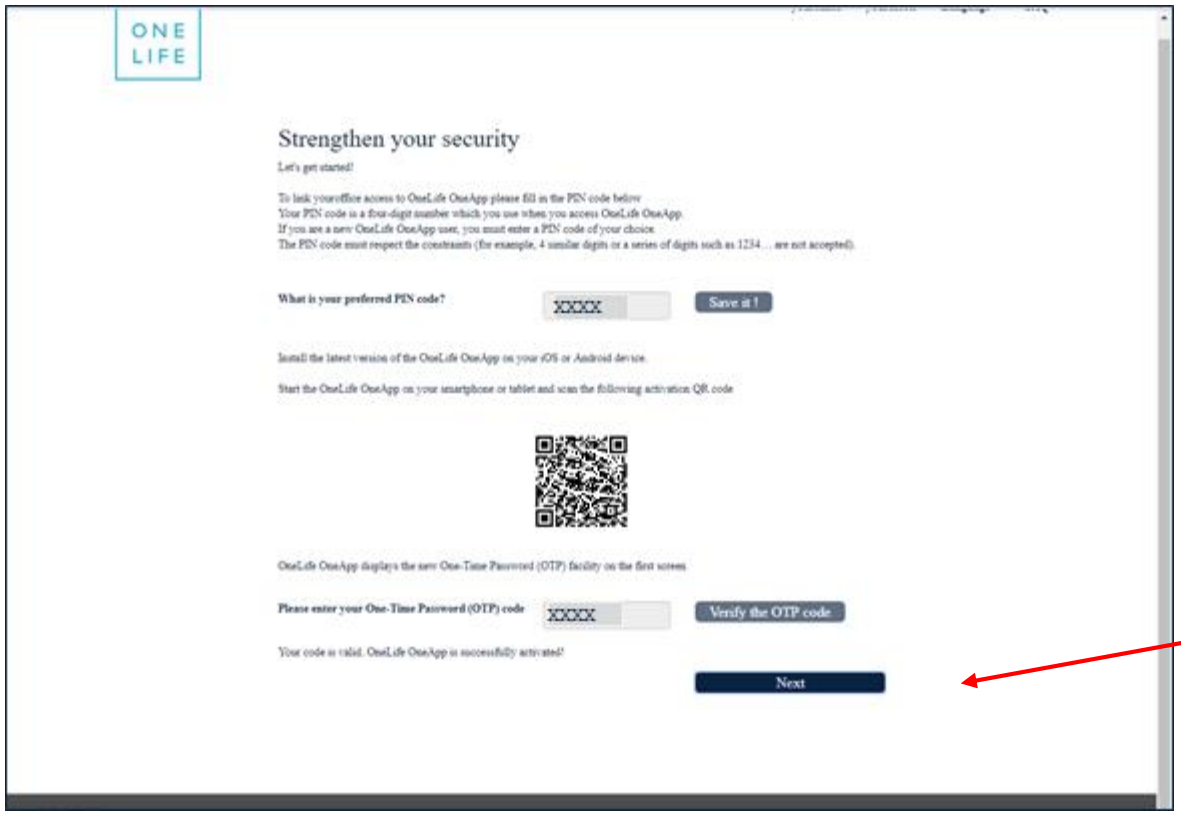
4th screen: Stage 5 → encoding the OTP code

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



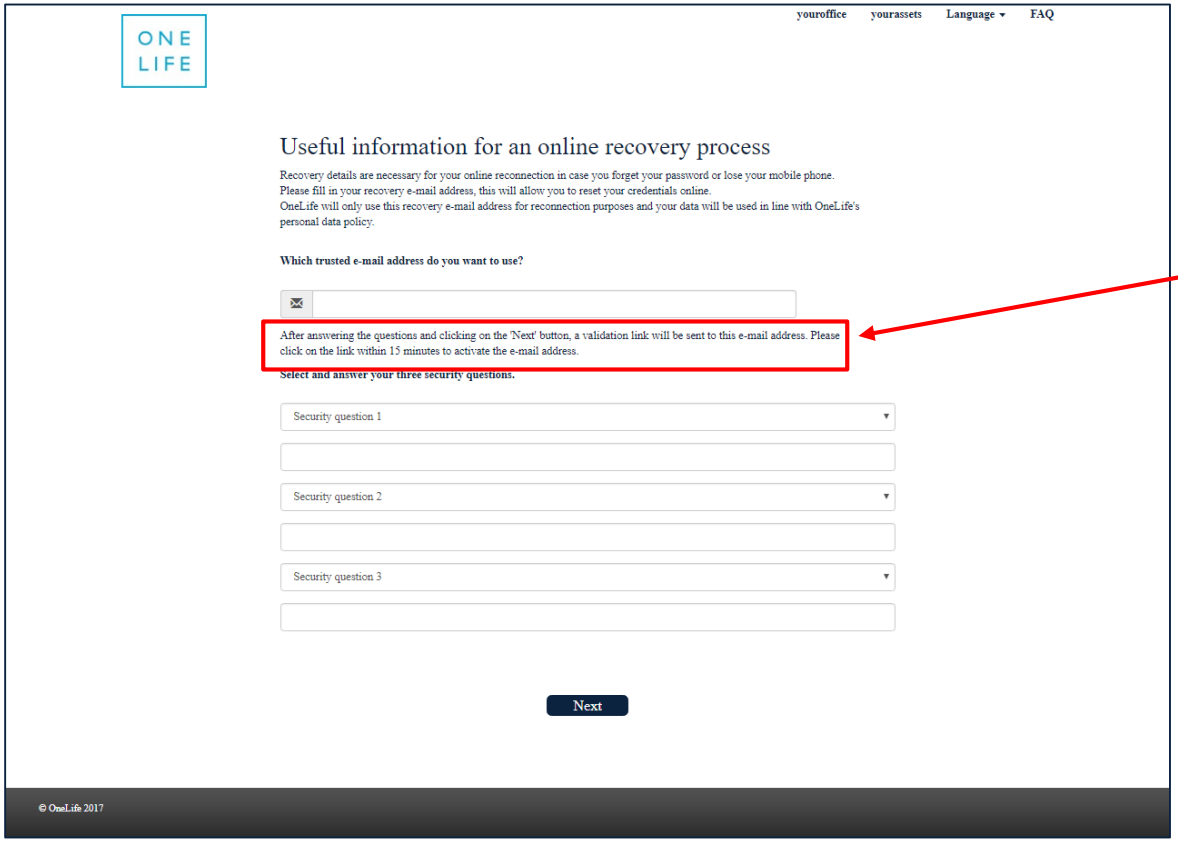
4th screen: Stage 6 → validation of the OTP code

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



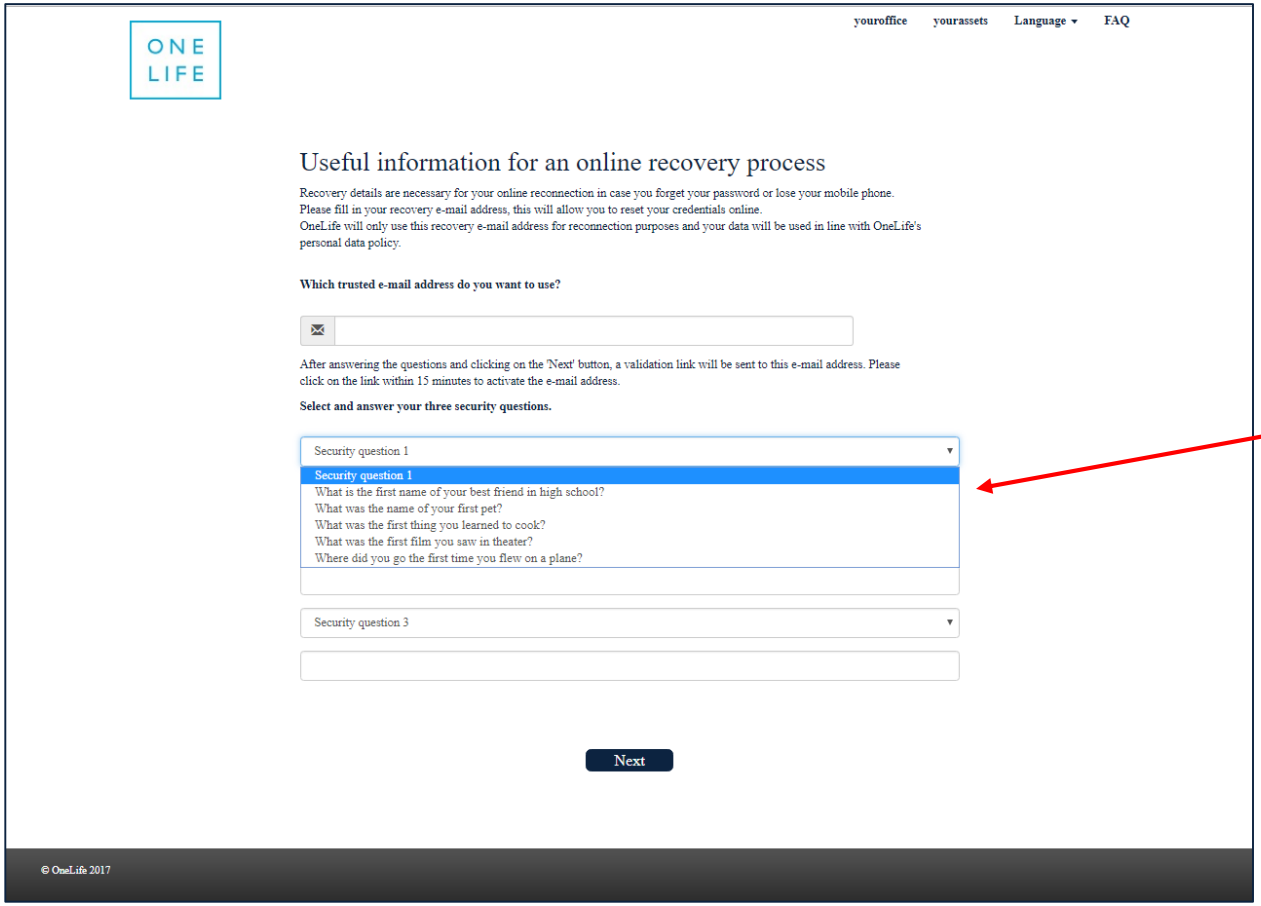
5th screen: Enter your e-mail address

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



5th screen (cont'd): Answer the 3 security questions

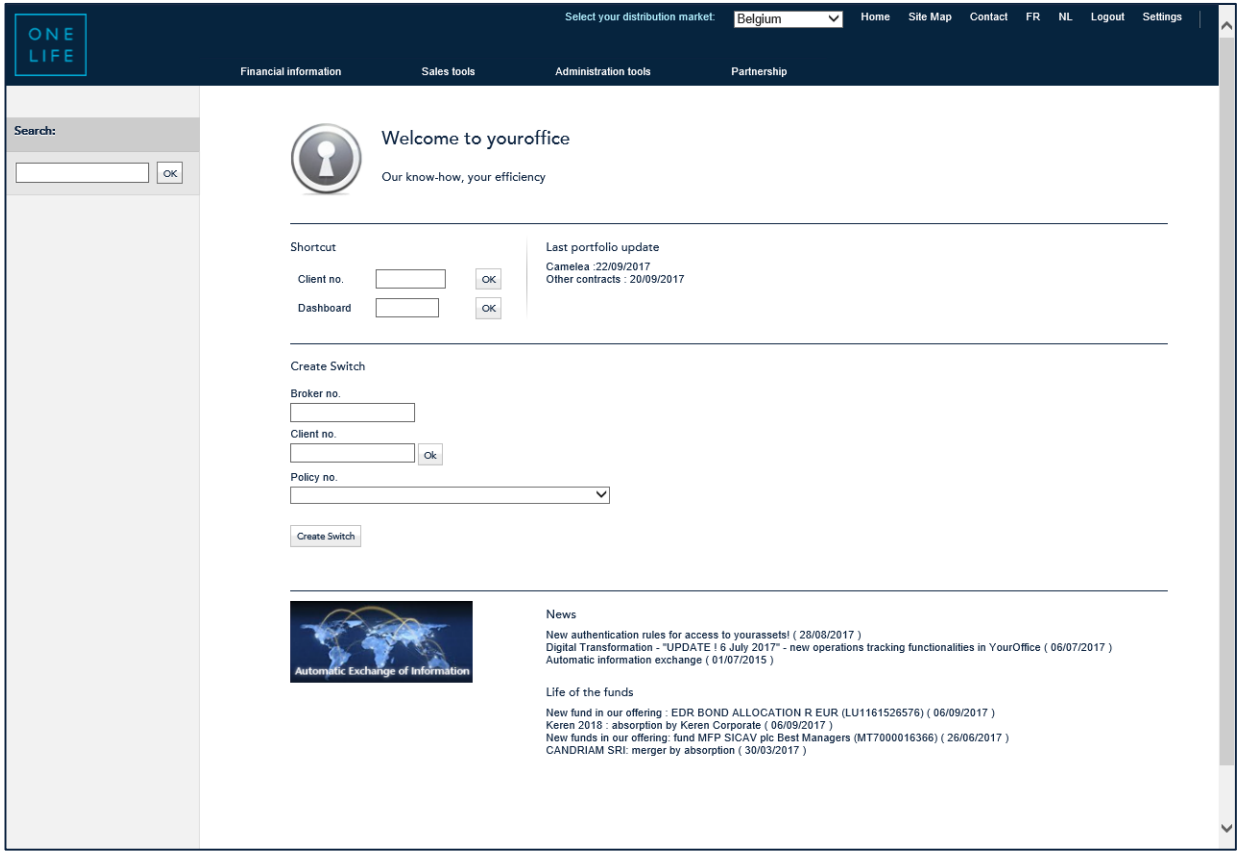
... mandatory to be able to use the recovery process



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

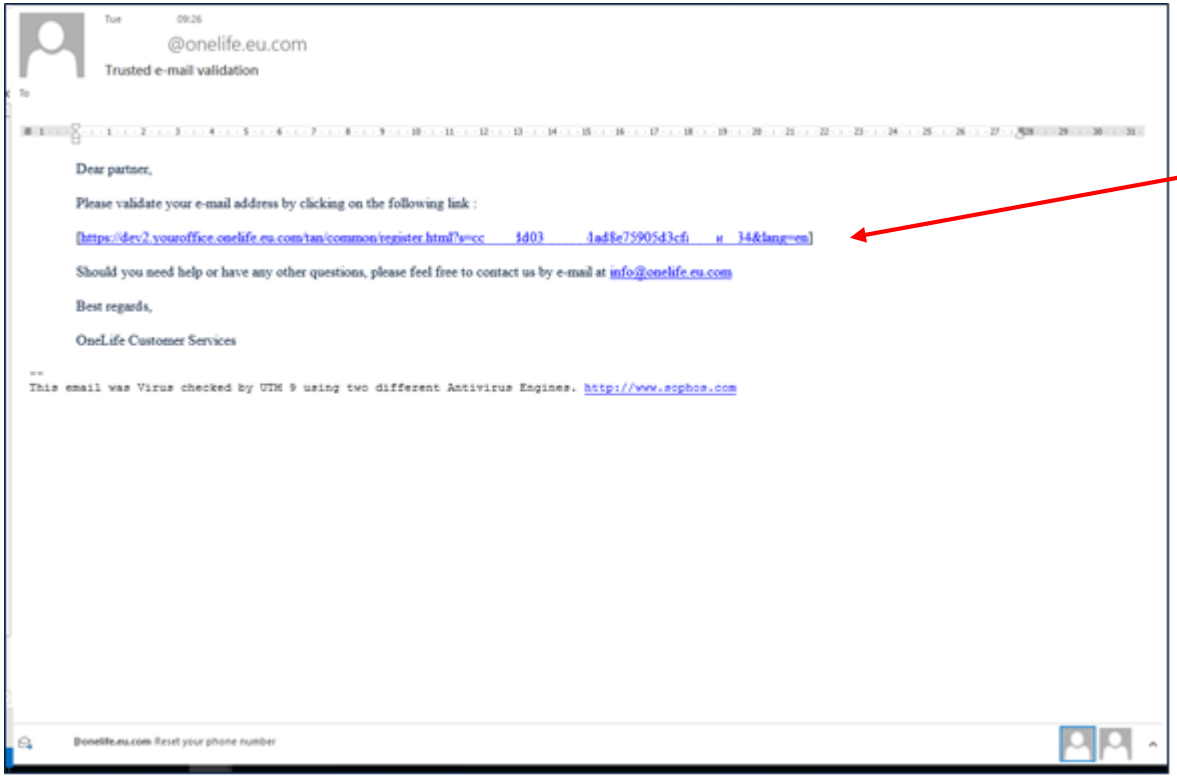
ATTENTION! Don't forget to validate your e-mail address within 15 minutes

→ see the e-mail received!

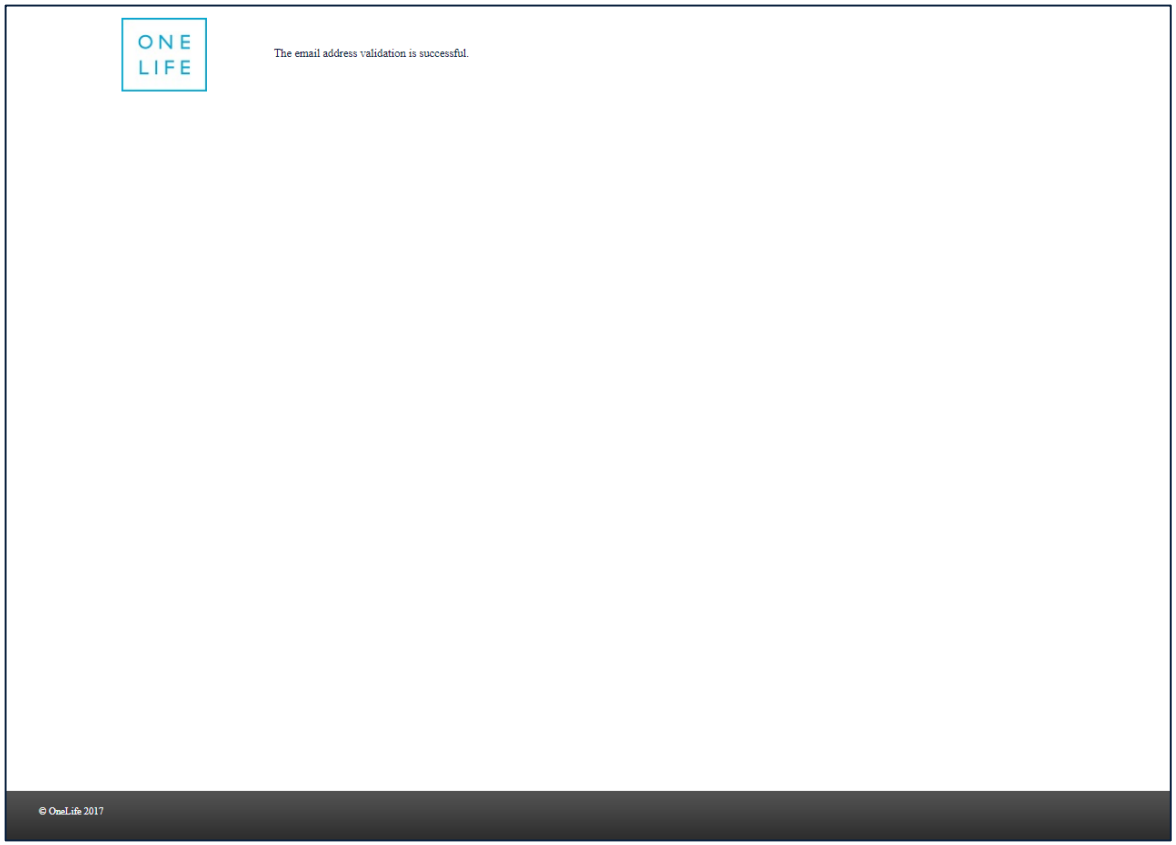


Validate your e-mail address

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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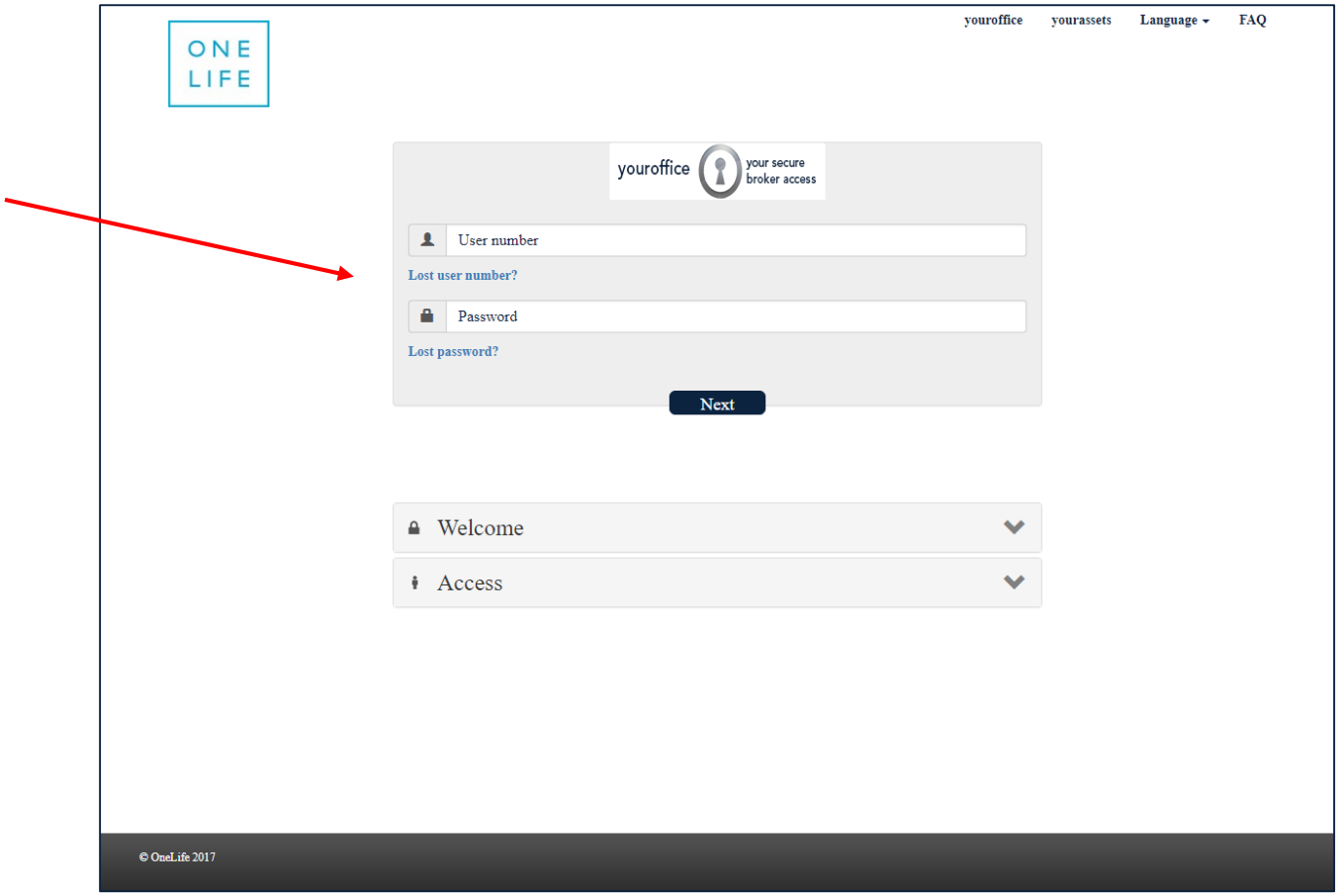
A few special cases…

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?"

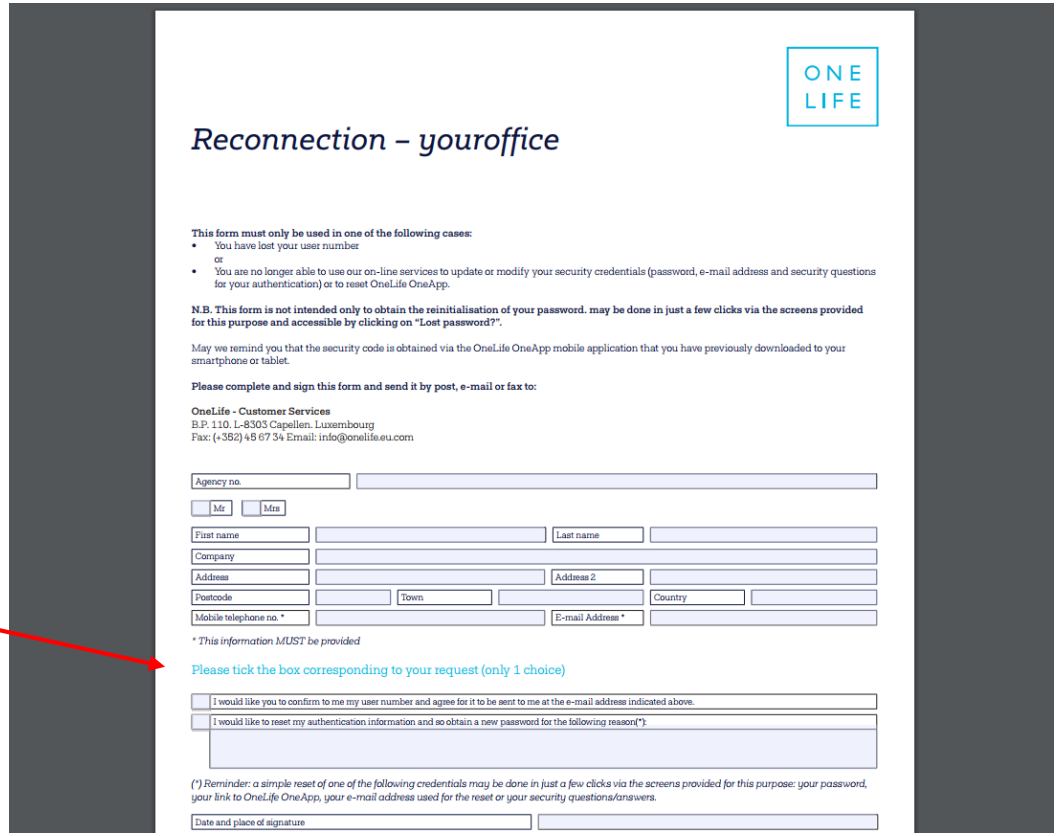


SPECIAL CASE No. 1: In the event of a lost user number

...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



ONE LIFE

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(*):

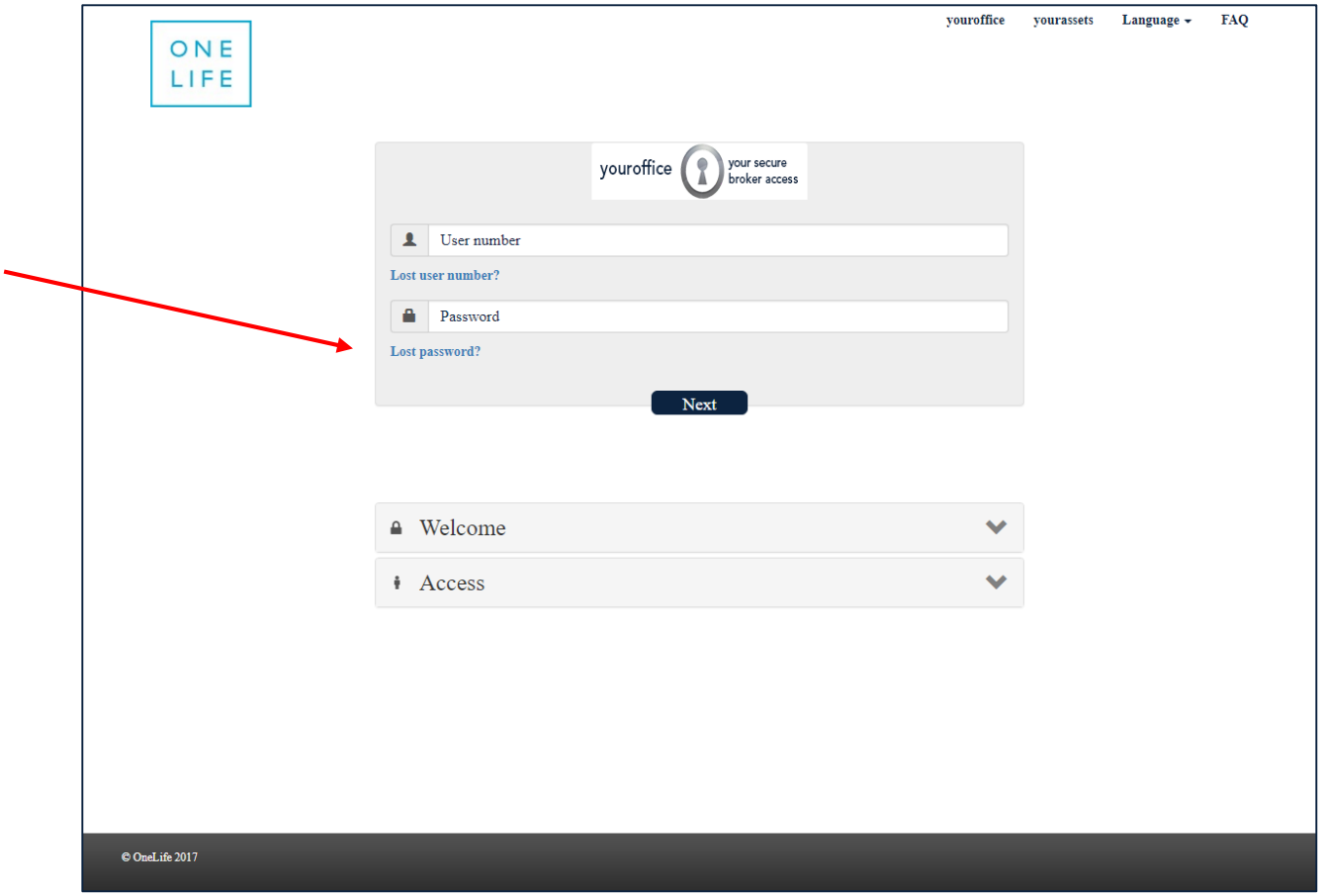
(*) Reminder: a simple reset of one of the following credentials may be done in just a few clicks via the screens provided for this purpose: your password, your link to OneLife OneApp, your e-mail address used for the reset or your security questions/answers.

Date and place of signature

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

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

→ Click on "Lost Password?"

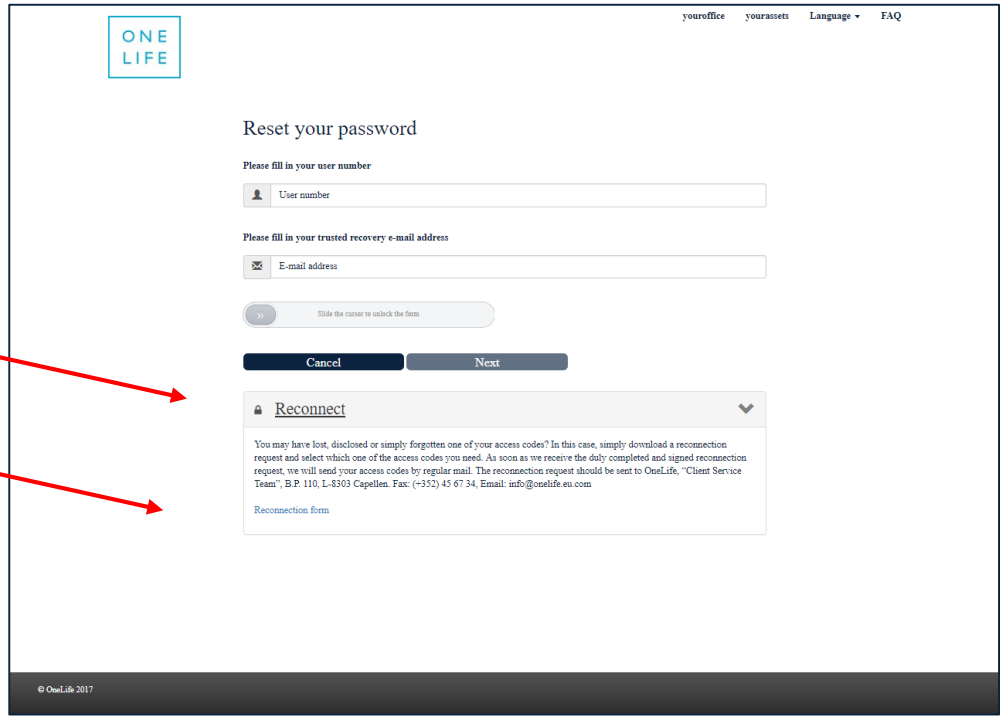


SPECIAL CASE No. 2: In the event of a lost password

*... **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"



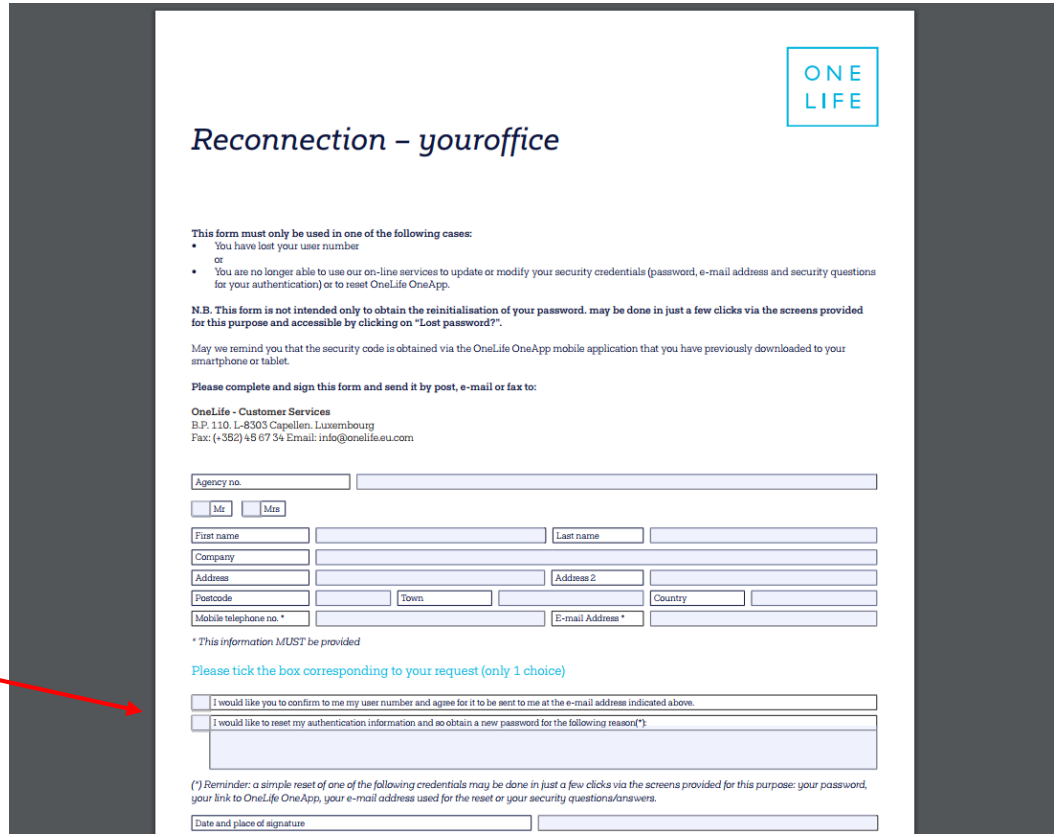
SPECIAL CASE No. 2: In the event of a lost password

*... **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(*):

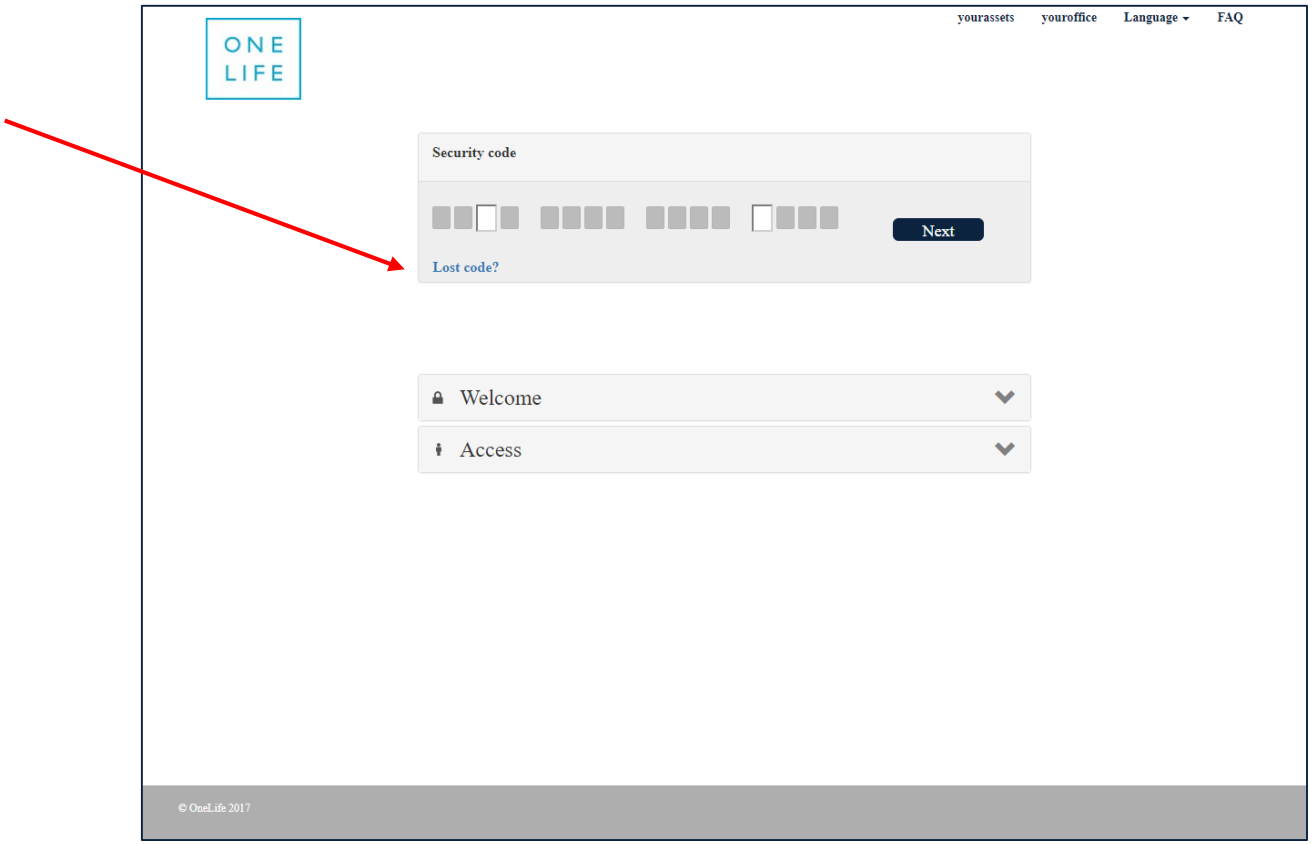
(*) Reminder: a simple reset of one of the following credentials may be done in just a few clicks via the screens provided for this purpose: your password, your link to OneLife OneApp, your e-mail address used for the reset or your security questions/answers.

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?"*



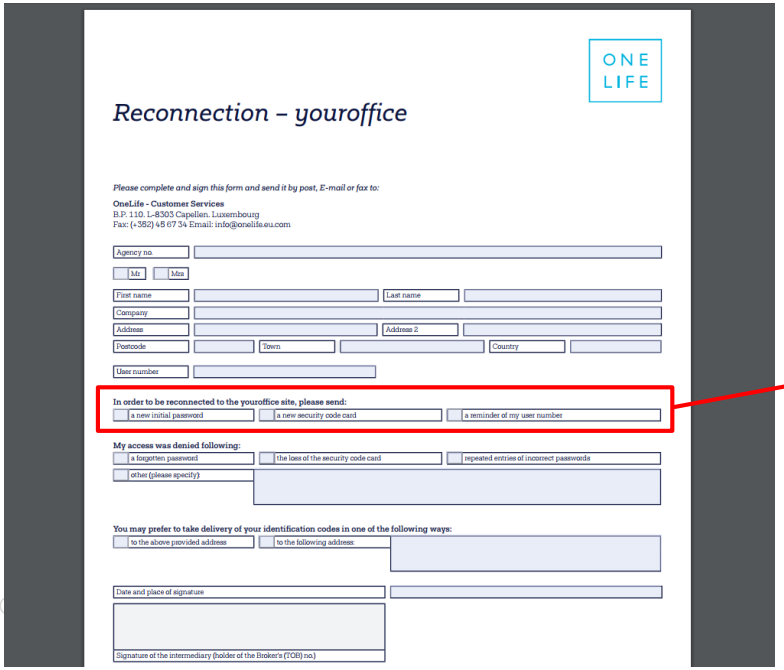
SPECIAL CASE No. 3: In the event of loss of the TAN card

... 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 – youroffice

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
User number

In order to be reconnected to the youroffice 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

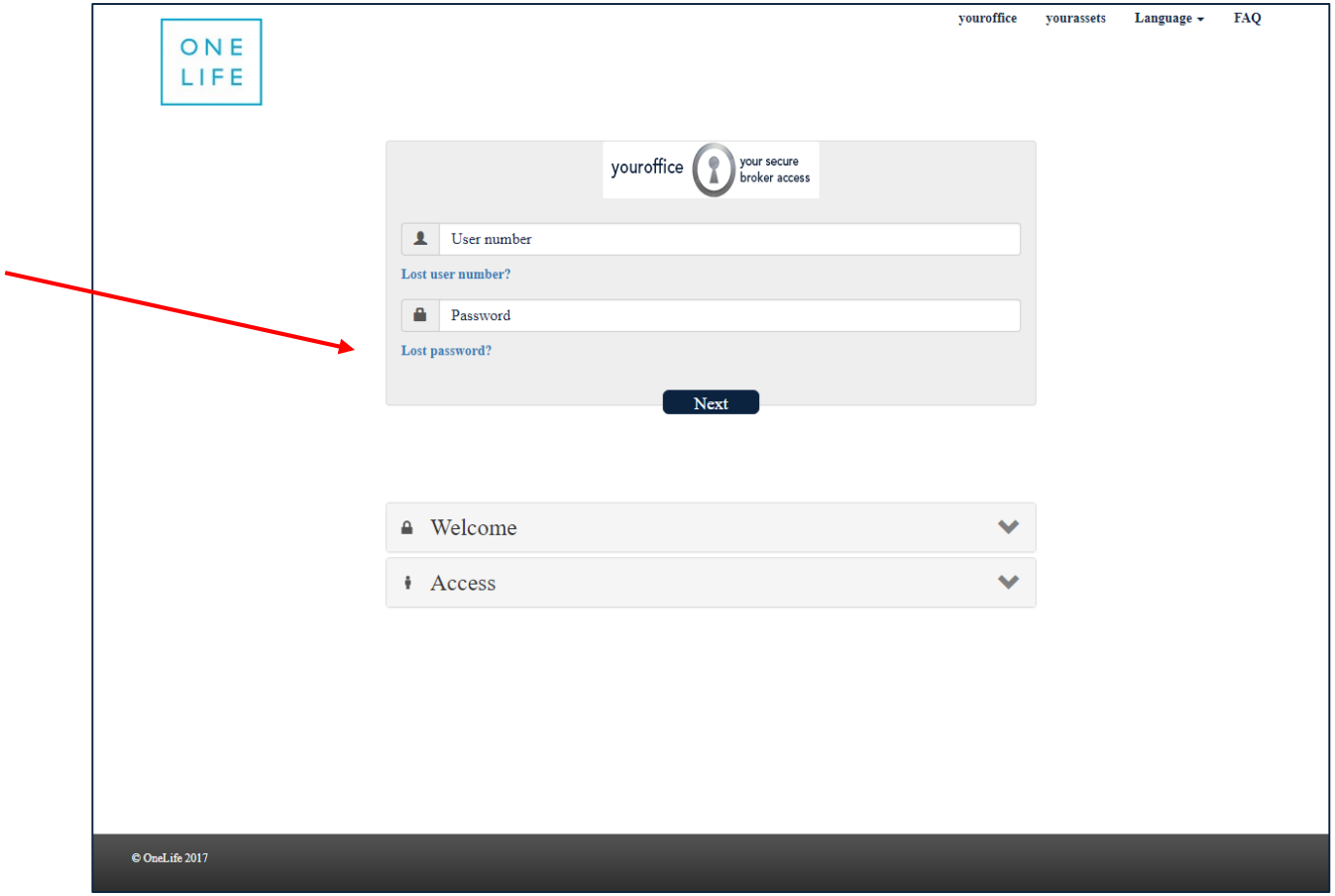
Signature of the intermediary (holder of the Broker's (TOB) no.)

In order to be reconnected to the youroffice 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*

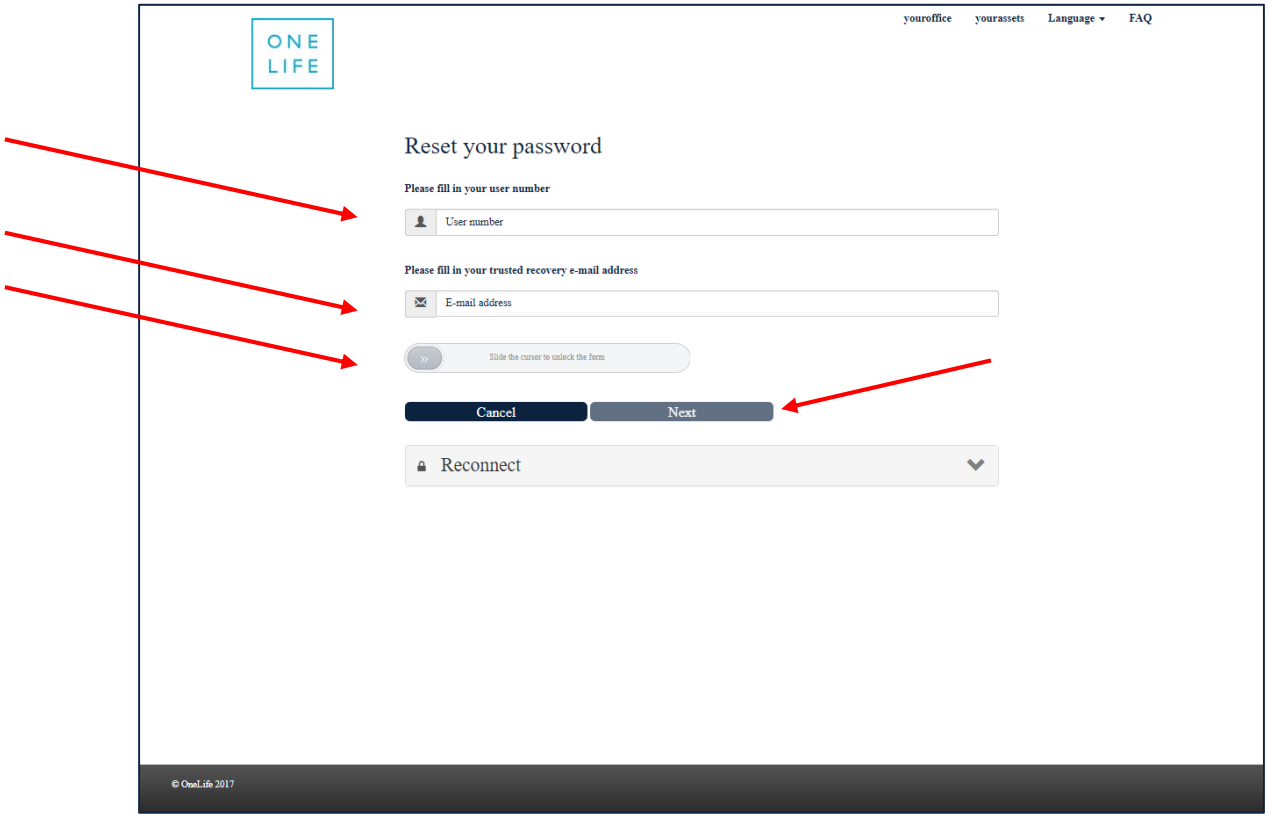
→ *Click on "Lost Password?"*



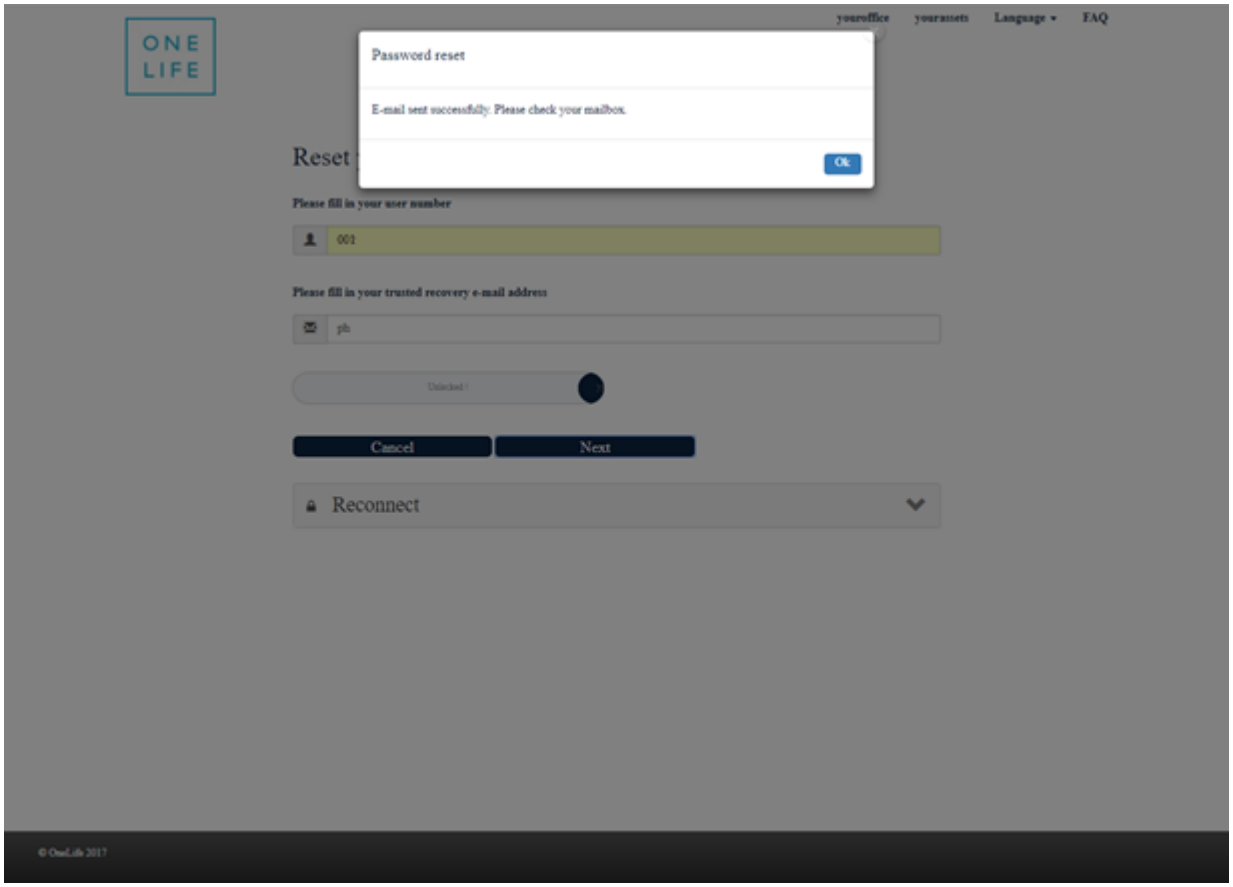
SPECIAL CASE NO. 4:
In the event of a lost password
*... **AFTER** the process of transition to the new authentication system*

➔ *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*

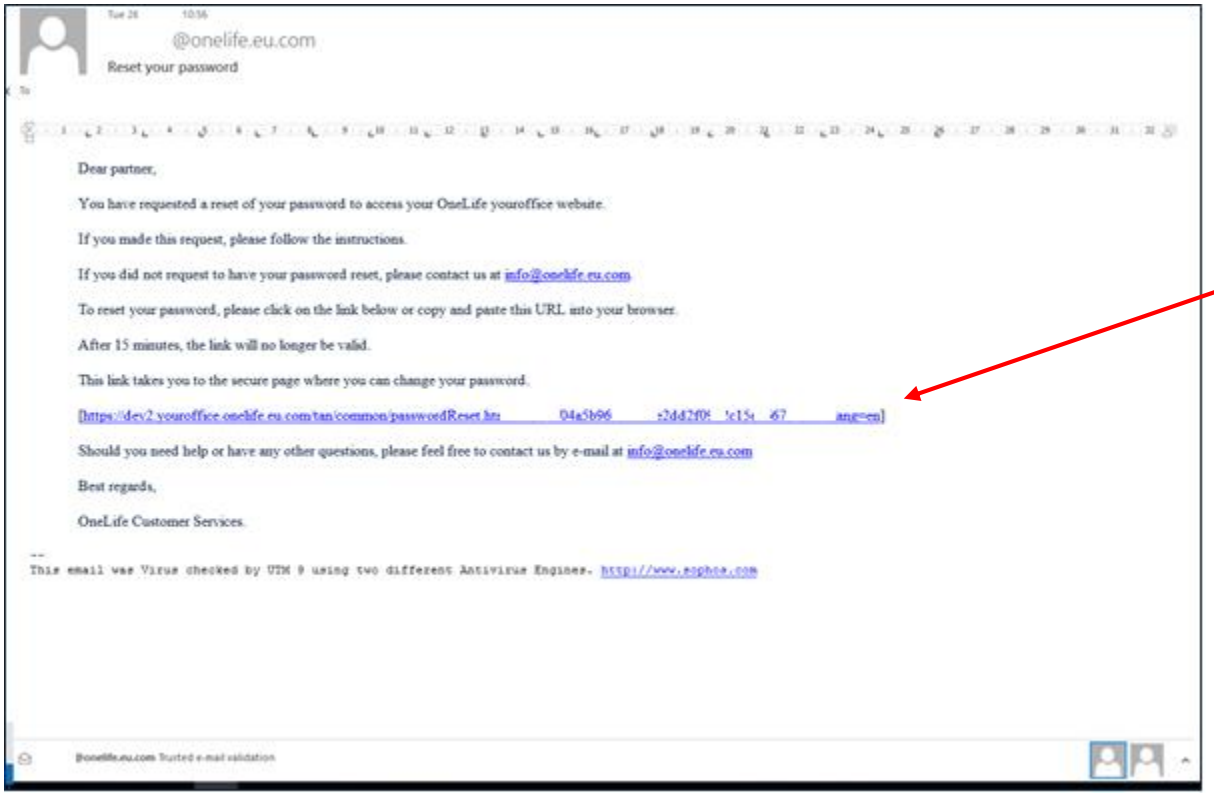


SPECIAL CASE NO. 4:
Confirmation of the e-mail sent to refresh the password



SPECIAL CASE NO. 4:
Once the e-mail has been received, enter the new password creation process

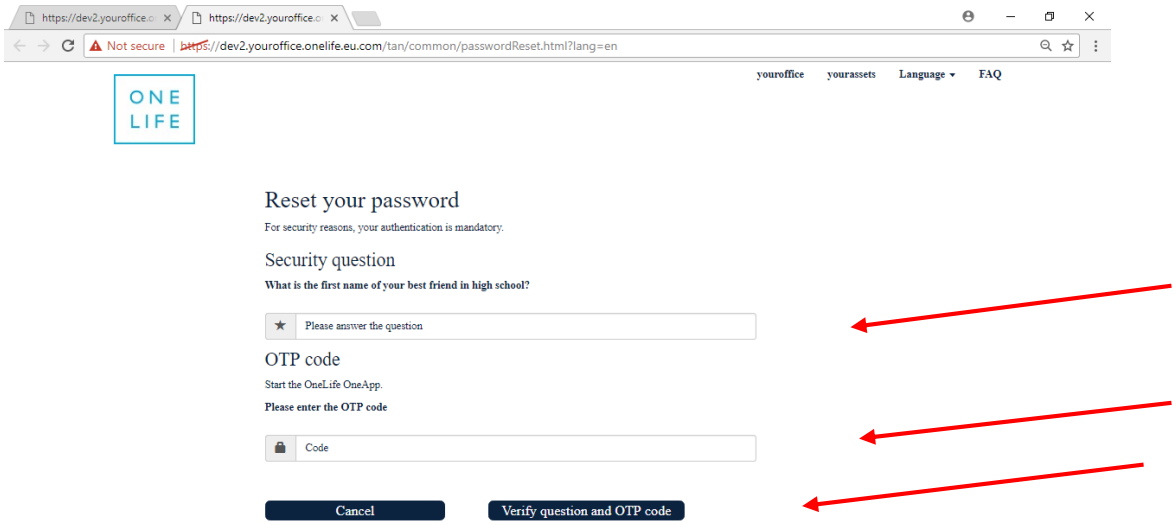
→ *click on the link proposed*



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"



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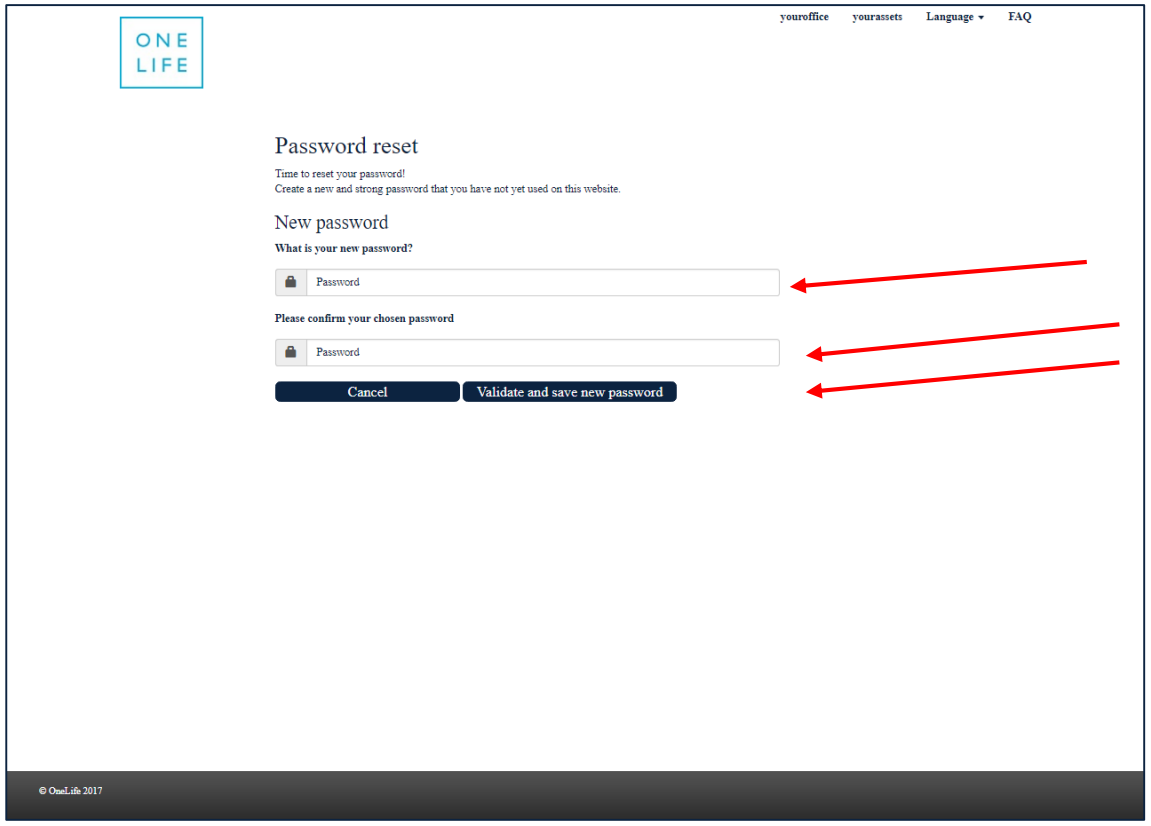
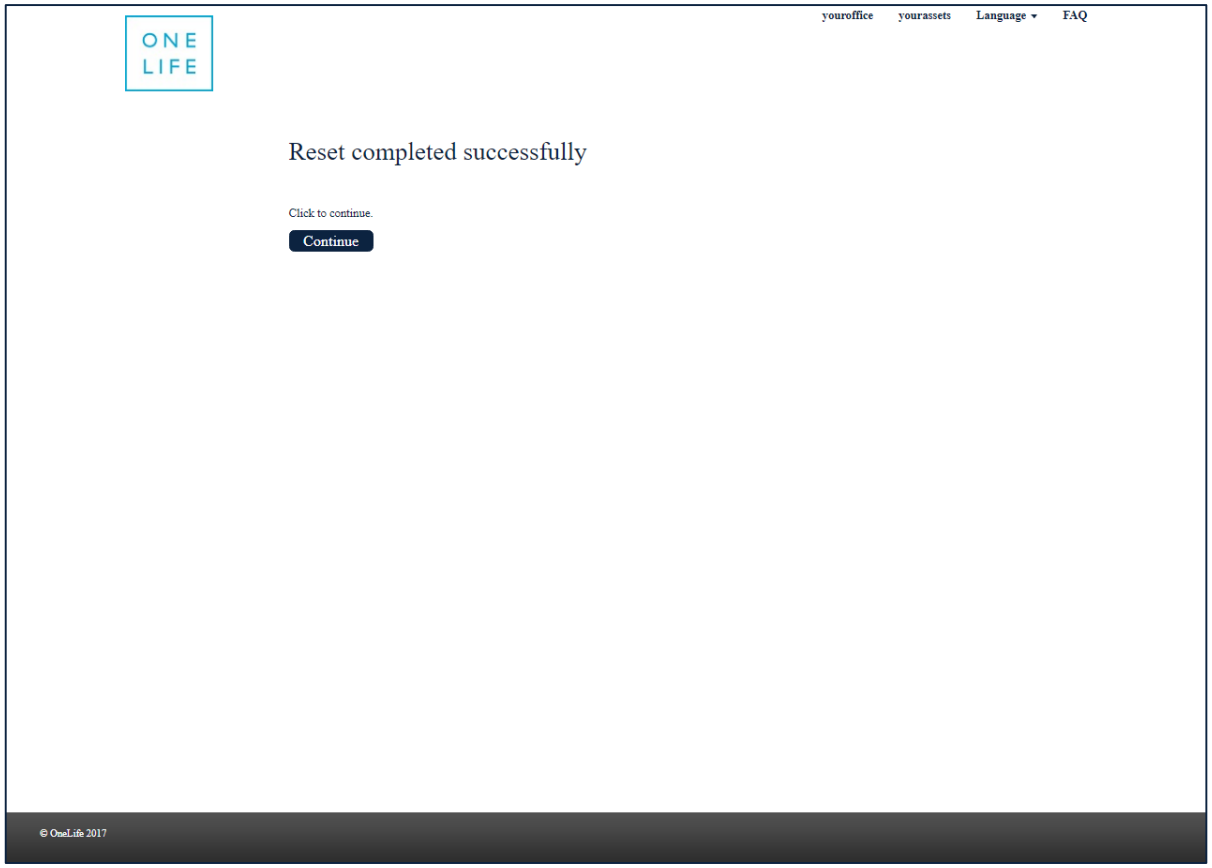
SPECIAL CASE NO. 4:
New password creation process screen (stage 2)

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



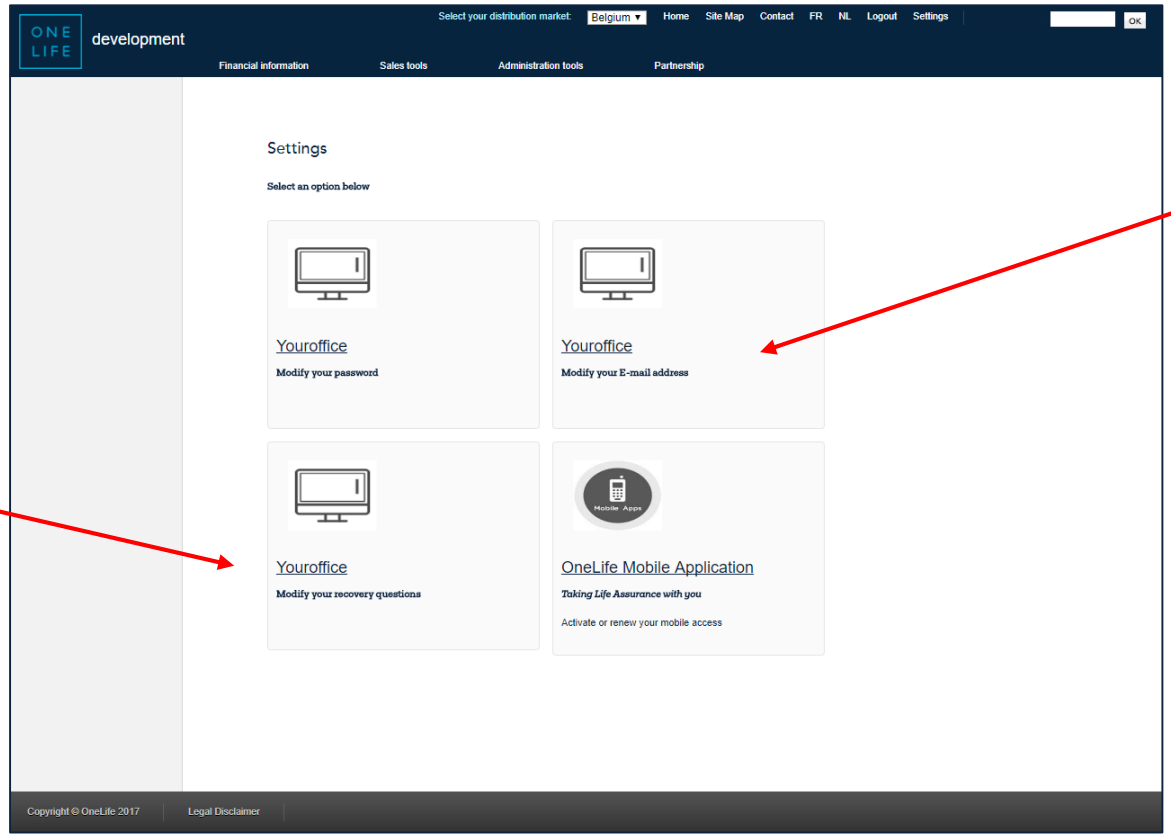
SPECIAL CASE NO. 4:
New password change successful confirmation screen



SPECIAL CASE NO. 5:
How to change your e-mail address or refresh the answers to the security questions

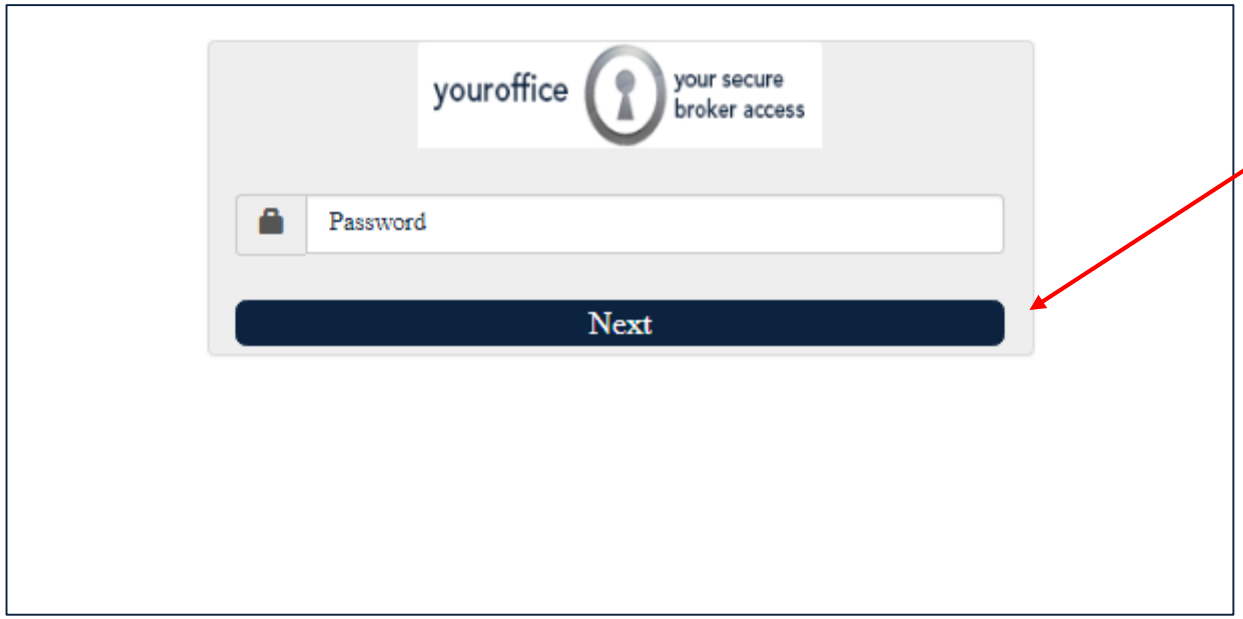
*... **AFTER** the process of transition to the new authentication system*

→ *click on the "youroffice" icon*



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*

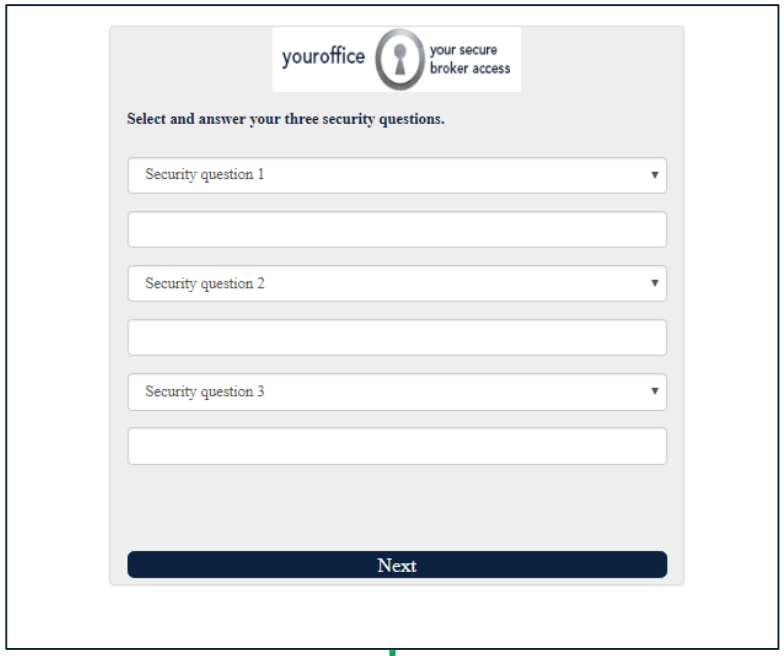
→ *Enter your password*



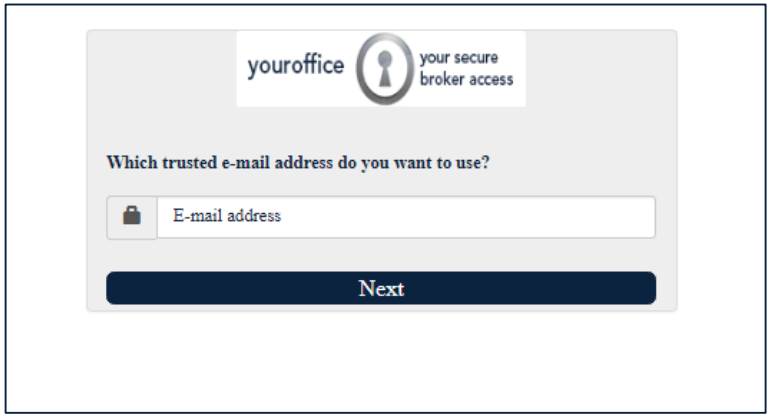
SPECIAL CASE NO. 5:
How to change your e-mail address or refresh the answers to the security questions
*... **AFTER** the process of transition to the new authentication system*

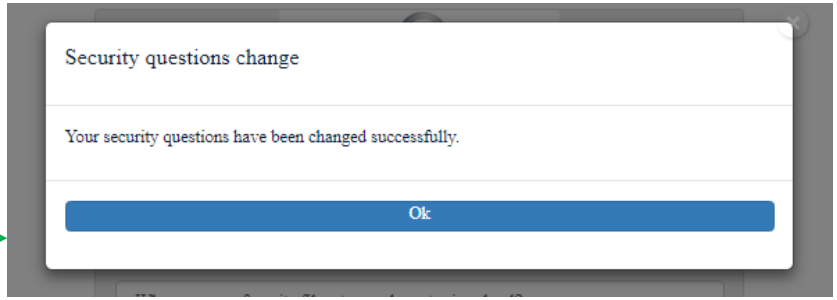
"Security questions" screen

→ Answer 3 new questions



"E-mail address change"





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Who to contact for assistance?

If you have any questions about the new authentication rules you can find the information in the Frequently Asked Questions (FAQ).

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

Disclaimer

The content of this document is intended solely to provide general information on the products and/or services provided by the life assurance company, The OneLife Company S.A. (OneLife).

It does not constitute any offer or solicitation for the purchase of any life assurance product.

OneLife does not warrant, represent or guarantee that the information contained within this document is complete, accurate or up-to-date.

Neither is this information intended to constitute any form of legal, fiscal or investment advice and the information provided in this document or any other pre-contractual document should therefore be used only in conjunction with appropriate professional advice obtained from a suitable qualified professional source.

ONE
LIFE
Thank you.
OneLife

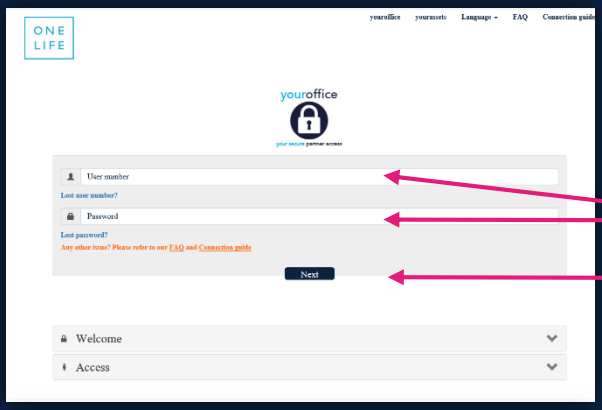
ONE LIFE

YOUROFFICE access

Guide for the transition to the new authentication system

ESSENTIAL WEALTH

youroffice access | New authentication system

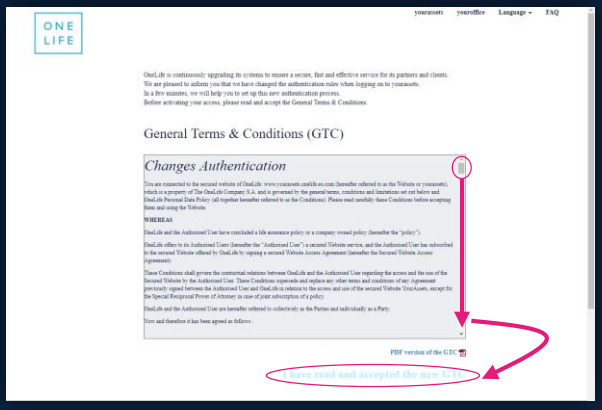


1

Once on the LOGIN page of your youroffice 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

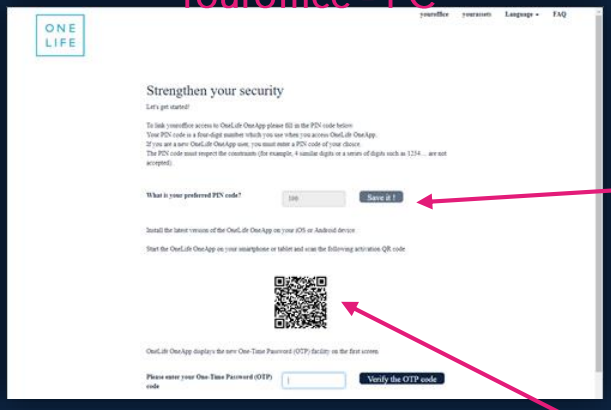


2

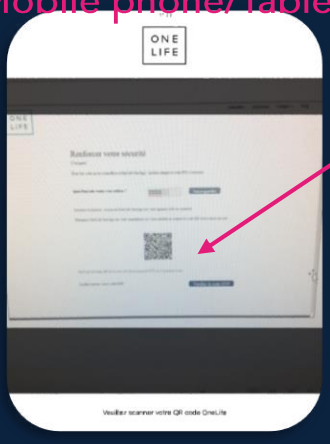
Read & agree to the youroffice general conditions adapted to the new authentication system.

! 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.

Youroffice - PC



OneApp'
Mobile phone/Tablet



3

Link your youroffice 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 youroffice screen with the scanner of your mobile phone to link the two tools.

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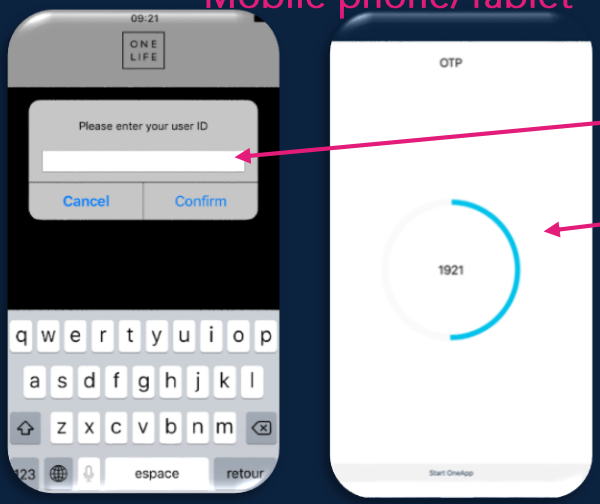
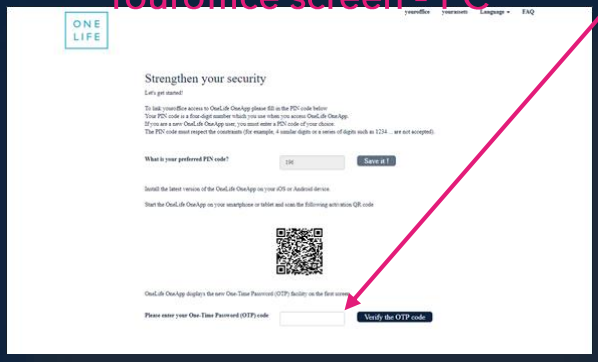
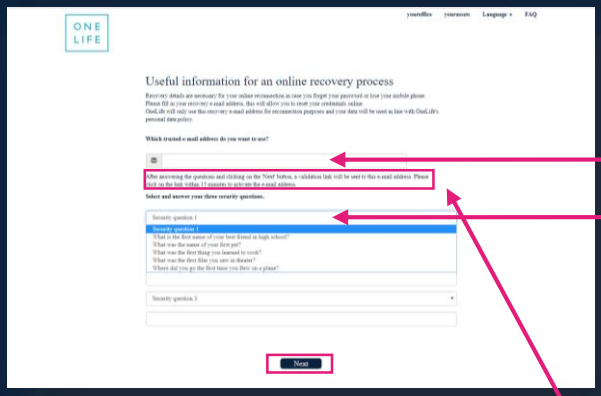
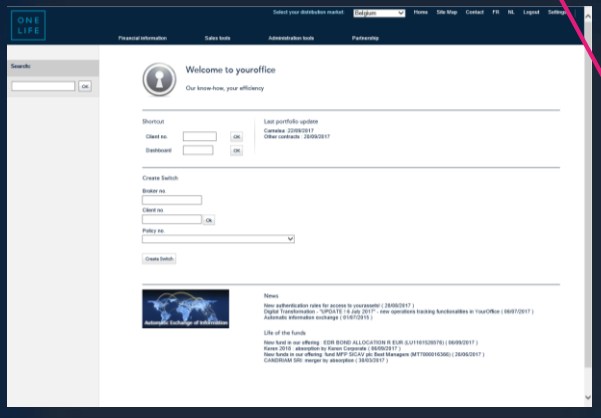
OneApp'
Mobile phone/Tablet



Youroffice screen – PC







4

Generate your OTP ("One Time Password)

- Enter your User Number (same as Step1: 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.

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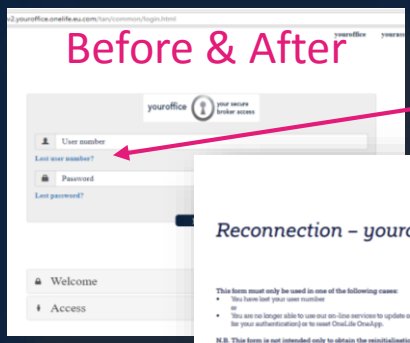
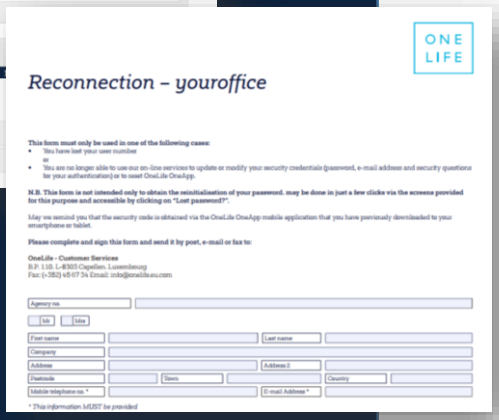
Lost User number ?

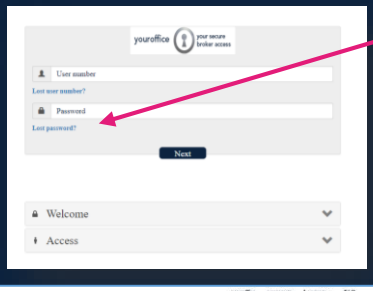




Same process before and after the transition to the New authentification:

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

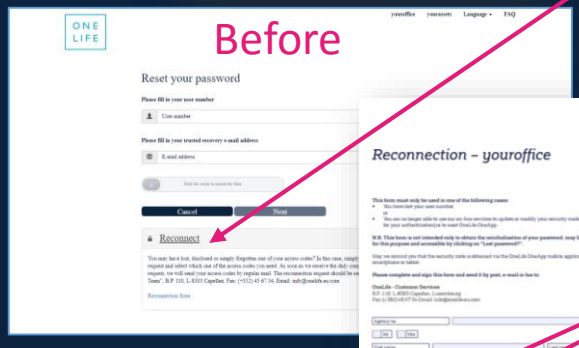
Lost Password?

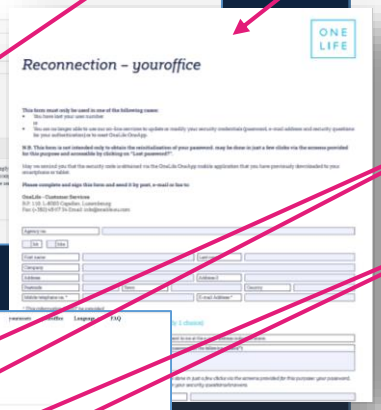


- Click on “Lost password”.

Before the transition to the New authentification:

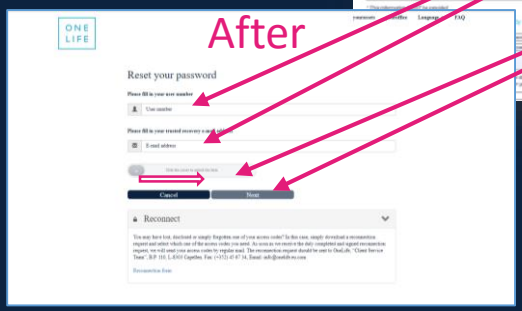
- Click on “Reconnect” and “Reconnection Form”.
- Complete and send us the Reconnection Form.
- A new password will be sent to you by post.





After the transition to the New authentification:

- 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

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Who to contact for assistance?

If you have any questions about the new authentication rules you can find the information in the Frequently Asked Questions (FAQ).

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

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Thank you.
OneLife