



# YOURASSETS access

Connection guide

February 2022

ESSENTIAL WEALTH

## Contents

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### 1. Your first connection “step by step”

### 2. A few special cases ...

Case no 1 : In the event of a lost user number

Case no 2 : In the event of a lost password

Case no 3 : In the event of a lost/replaced phone

Case no 4 : How to change your e-mail address

Case no 5 : Other useful tips in case of problems

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# 1. Your first connection "step by step"

## Preamble : receive your login details and log in to yourassets

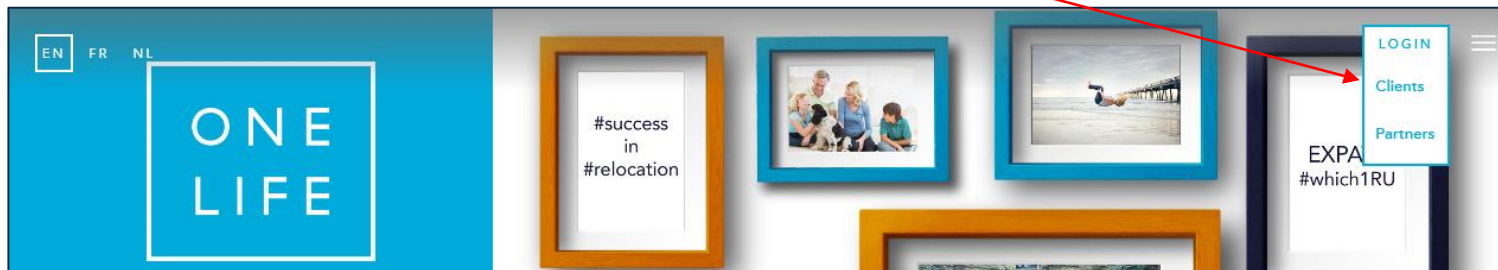
You received your login details:

- your **user number** either by post to your address or via your broker - depending on the correspondence instructions on the application form of your contract;
- your **password** by e-mail to the e-mail address mentioned on the application form or on the access agreement.

Login to the OneLife site: [www.onelife.com](http://www.onelife.com)

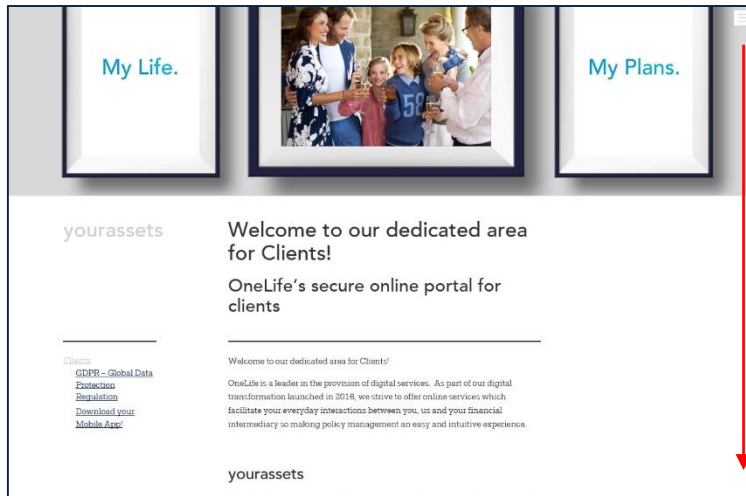
...click on "**LOGIN**" and then on "**Clients**" to access the secured website yourassets

Corporate website - screen 1:



## Preamble : receive your login details and log in to yourassets

Corporate website - screen 2: Scroll down to the access icon to yourassets



### yourassets

The OneLife secure online platform **yourassets** gives you, our clients, access to your life assurance portfolios in real time, 24/7, 7 days a week! Consult portfolio balances, follow transactions and other policy operations around the clock – all designed to keep you up to date on the life of your clients' policies.

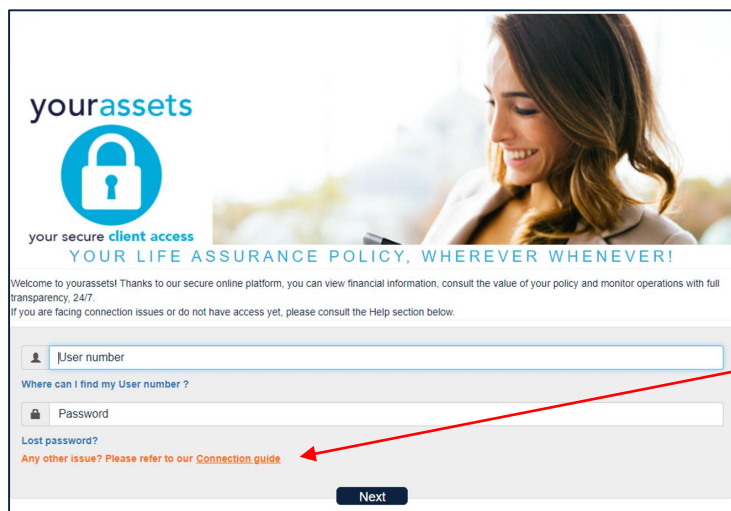
To access this service, simply click here and complete and return the yourassets access request form to your financial intermediary. All you need to access this service is a personal smartphone in order to receive a secure password.

=> **Click on the icon below** or [here](#) for further information on **yourassets** and help on how to connect.



# Enter your user number and your password

... after accepting the disclaimer



**yourassets**  
your secure client access  
YOUR LIFE ASSURANCE POLICY, WHEREVER WHENEVER!

Welcome to yourassets! Thanks to our secure online platform, you can view financial information, consult the value of your policy and monitor operations with full transparency, 24/7.  
If you are facing connection issues or do not have access yet, please consult the Help section below.

User number

Where can I find my User number ?

Password

Lost password?  
Any other issue? Please refer to our [Connection guide](#)

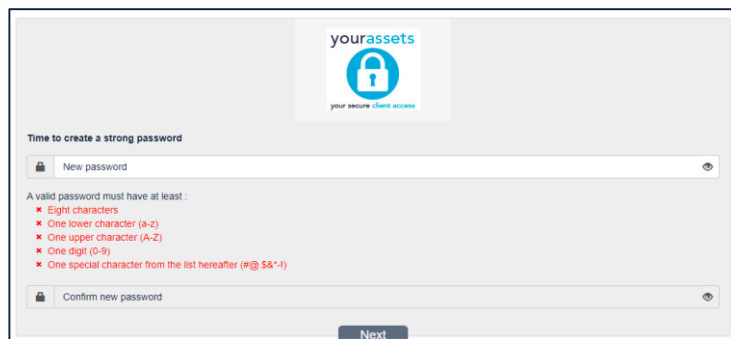
Next

## Secured website - screen 1:

→ Enter your user number (8 digits) and your default password and click on “Next”



If you have trouble connecting, download the connection guide, where you will find a step-by-step guide to log on.



**yourassets**  
your secure client access

Time to create a strong password

New password

A valid password must have at least :

- ✖ Eight characters
- ✖ One lower character (a-z)
- ✖ One upper character (A-Z)
- ✖ One digit (0-9)
- ✖ One special character from the list hereafter (#@\$%\*-!)

Confirm new password

Next

## Secured website - screen 2:

→ Change your password, and click on “Next”



Your password should contain:

- 8 characters
- at least one uppercase letter
- at least one lowercase letter
- at least one digit
- at least one special character, such as #@\$%\*-!

# Read & accept the yourassets General Terms and Conditions

... only required for the 1<sup>st</sup> connection

## Secured website - screen 3:

→ Accept the General Terms and Conditions...

OneLife is continuously upgrading its systems to ensure a secure, fast and effective service for its partners and clients. We are pleased to inform you that we have changed the authentication rules when logging on to yourassets. In a few minutes, we will help you to set up this new authentication process. Before activating your access, please read and accept the General Terms & Conditions.

### General Terms & Conditions (GTC)

#### Changes Authentication

You are connected to the secured website of OneLife: [www.yourassets.onelife.eu.com](http://www.yourassets.onelife.eu.com) (hereafter referred to as the Website or yourassets), which is a property of The OneLife Company S.A. and is governed by the general terms, conditions and limitations set out below and OneLife Personal Data Policy (all together hereafter referred to as the Conditions). Please read carefully these Conditions before accepting them and using the Website.

**WHEREAS**

OneLife and the Authorised User have concluded a life assurance policy or a company owned policy (hereafter the "policy").

OneLife offers to its Authorised Users (hereafter the "Authorised User") a secured Website service, and the Authorised User has subscribed to the secured Website offered by OneLife by signing a secured Website Access Agreement (hereafter the Secured Website Access Agreement).

These Conditions shall govern the contractual relations between OneLife and the Authorised User regarding the access and the use of the Secured Website by the Authorised User. These Conditions supersede and replace any other terms and conditions of any Agreement previously signed between the Authorised User and OneLife in relation to the access and use of the secured Website YourAssets, except for the Special Reciprocal Power of Attorney in case of joint subscription of a policy.

OneLife and the Authorised User are hereafter referred to collectively as the Parties and individually as a Party.

Now and therefore it has been agreed as follows :

[PDF version of the GTC](#)

I have read and accepted the new GTC

I have read and accepted the new GTC

## The Security code...

Step 1/6 → Enter your mobile phone number

### Secured website - screen 4:

→ Enter your mobile phone number to receive your Security code.

**STEP 1 : Strengthen your security**  
Let's get started!  
To receive your Security code for your authentication, please add a trusted phone number.  
OneLife will only use this number for your access security purposes and your data will be used in line with OneLife's personal data policy.

Which phone number do you want to use?

[Examples](#)

How would you like to receive your Security code?

Send me a code

or

Call me with a voice code



A Security code is valid for a single use only. A new code is generated each time you click on "Send me a code" (via SMS) or "Call me with a voice code" (voice message service)

→ After clicking on "Send me a code" or "Call me with a voice code", you will see the following message...

**Security code**

A Security code has just been sent to your trusted phone number.

Ok



## The Security code...

Step 2/6 → Enter the Security code


### Secured website - screen 4 (continued):

→ Enter the Security code to verify that the phone number you used is correct.

### STEP 1 : Strengthen your security

Let's get started!  
To receive your Security code for your authentication, please add a trusted phone number.  
OneLife will only use this number for your access security purposes and your data will be used in line with OneLife's personal data policy.

Which phone number do you want to use?



[Examples](#)

How would you like to receive your Security code?

Send me a code

or

Call me with a voice code

### STEP 2 : Confirm that it works

A security code has just been sent to +33

Please enter the Security code

Verify the Security code



**Important:** upon receipt you have a maximum of 2 minutes to enter the Security code and click on "Verify the Security code".

If you wait longer than 2 minutes, a new Security code will be required. In this case, click on "Send me a code" again.

## The Security code...

### Step 3/6 → Validation of the entered Security code


#### Secured website - screen 4 (continued):

- If the Security code entered is valid, click on "Next" to continue to the next step.
- If the Security code entered is not valid, click again on "Send me a code" or "Call me with a voice code" to receive a new Security code, which you then enter and verify.

### STEP 1 : Strengthen your security

Let's get started!  
To receive your Security code for your authentication, please add a trusted phone number.  
OneLife will only use this number for your access security purposes and your data will be used in line with OneLife's personal data policy.

Which phone number do you want to use?



[Examples](#)

How would you like to receive your Security code?

Send me a code

 or 

Call me with a voice code

### STEP 2 : Confirm that it works

A Security code has just been sent to +33

Please enter the Security code

Verify the Security code

### STEP 3 : Validation

The code is valid. Your trusted phone number is now registered and you may proceed to the last step.

Next

## Ensure the recovery process of your access...

Step 4/6 → Enter your e-mail address


### Secured website - screen 5:

→ Enter your e-mail address in order to ensure the access recovery process.


### 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?**



**Send**

An e-mail was sent on 10/02/2022 15:59 to 

Please check your junk/spam folder, should you not be able to find our e-mail in your main mailbox.

To validate your access, please open this e-mail and follow instructions.  
If needed, you can change your e-mail address and ask the resending of the e-mail.



After clicking "Send", you will receive a confirmation email in you inbox (sometimes in the spam).

**You have 15 minutes to click on the link in the e-mail to confirm your e-mail address and activate the recovery process.**

You have finished your authentication, welcome in yourassets !

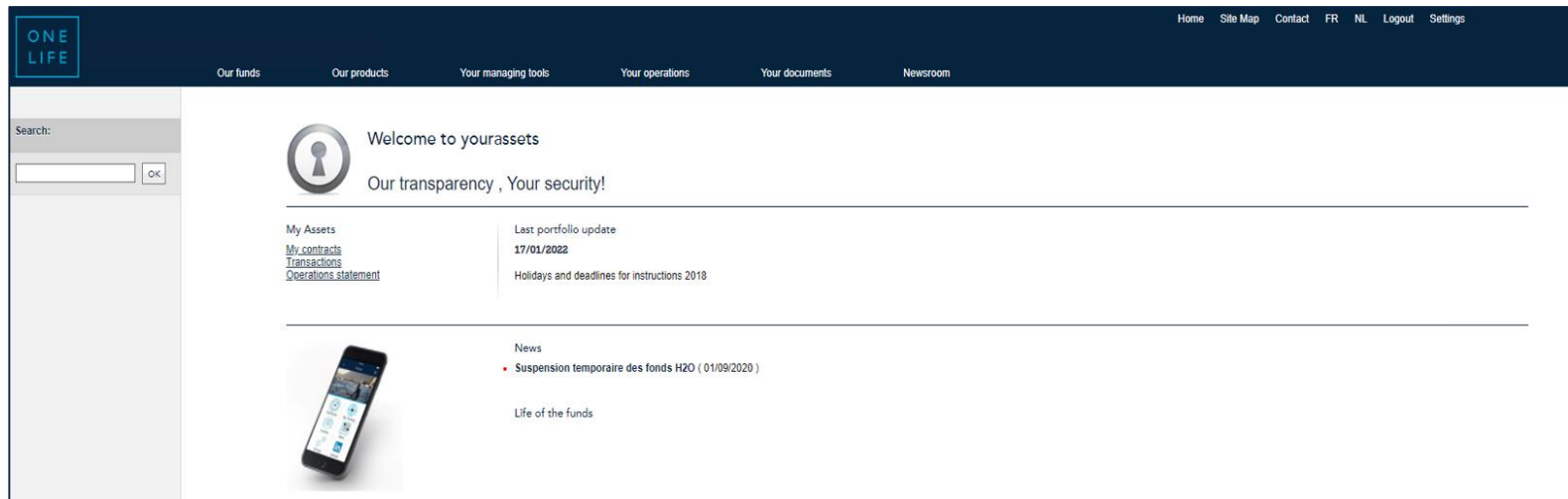
Step 5/6 → You are on the homepage of yourassets

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

**→ see the e-mail received!**

Secured website - screen 6:

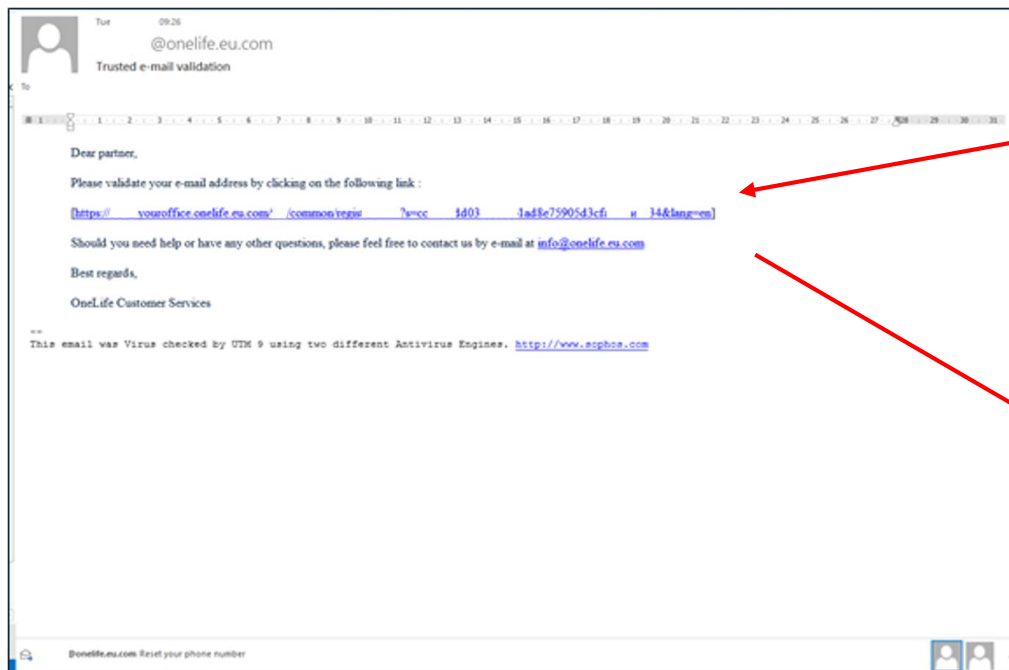
→ Welcome on the homepage of yourassets !



## Validate your e-mail address

Step 6/6 → essential to help you to reconnect quickly in case of problems.

If this step is not finalized, you will not be able to reconnect online  
(for example if you forget your password)

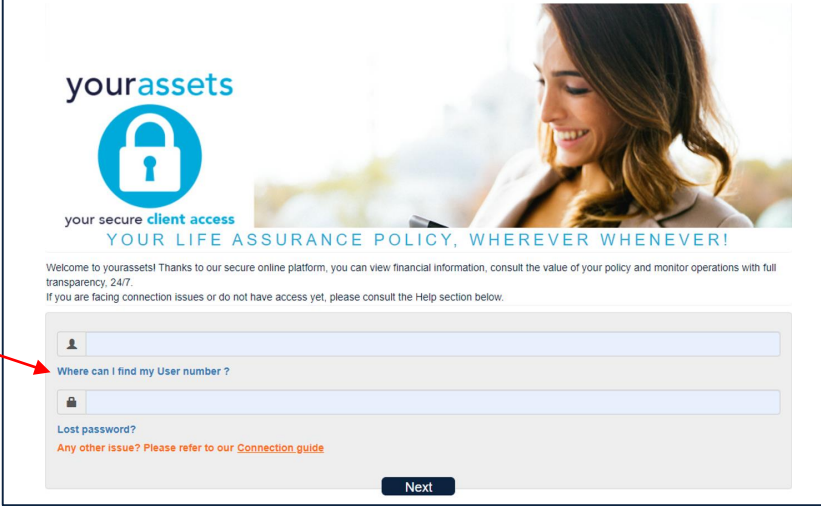


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## 2. A few special cases...

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

→ Step 1/2 : Click on "Where can I find my User number?"




**yourassets**




your secure **client access**

**YOUR LIFE ASSURANCE POLICY, WHEREVER WHENEVER!**

Welcome to yourassets! Thanks to our secure online platform, you can view financial information, consult the value of your policy and monitor operations with full transparency, 24/7.  
If you are facing connection issues or do not have access yet, please consult the Help section below.



[Where can I find my User number ?](#)



Lost password?  
[Any other issue? Please refer to our Connection guide](#)

**Next**

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**Where can I find my User number ?**

This user number which contains 8 digits has been sent to :

- your broker, if the chosen correspondence address of your contract is his address
- your address (by post), if the correspondence address is your address

Should you not be able to retrieve your user number, please send us back the [reconnection form](#).

**Close**

## CASE No. 1: In the event of a lost user number (continued)

→ Step 2/2 : Use the Reconnection Form to receive a reminder of your user number by e-mail

ONE  
LIFE

### Reconnection – yourassets

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 online services to update or change your security credentials (password, telephone number, e-mail address and security questions for your authentication)

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

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) +8 67 54 Email: info@onelife.eu.com

Client no.  Application no.  Policy 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 reinitialise my authentication information and so obtain a new password for the following reason: (\*)

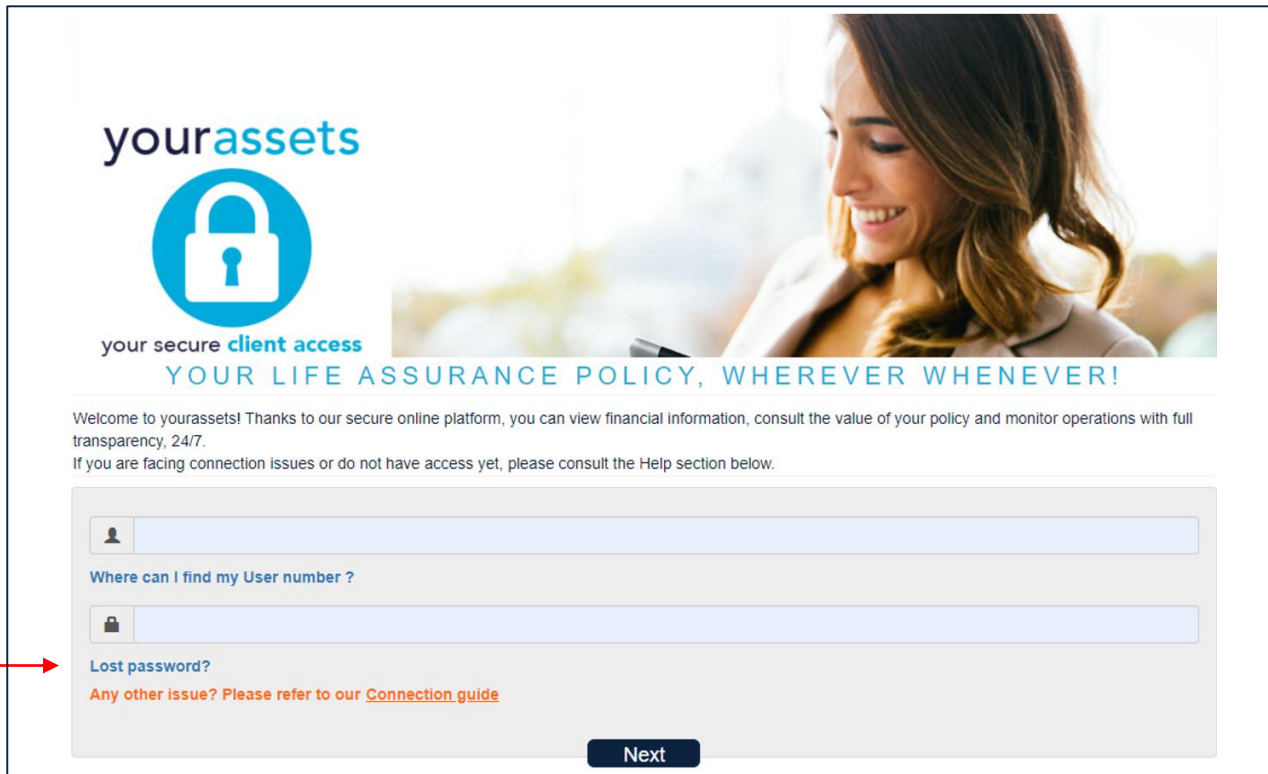
(\*) Reminder: a simple reinitialisation of one of the following credentials may be done in just a few clicks via the screens provided for this purpose: your password or mobile telephone number or e-mail address used for reinitialisation or your reinitialisation questions/responses.

Date and place of signature



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

→ Step 1/7 : Click on "Lost password?"




**yourassets**


your secure **client access**

**YOUR LIFE ASSURANCE POLICY, WHEREVER WHENEVER!**

Welcome to yourassets! Thanks to our secure online platform, you can view financial information, consult the value of your policy and monitor operations with full transparency, 24/7.  
If you are facing connection issues or do not have access yet, please consult the Help section below.



Where can I find my User number ?



[Lost password?](#)

[Any other issue? Please refer to our Connection guide](#)

**Next**

## CASE No. 2: In the event of a lost password (continued)

→ Step 2/7 : Click on "here"

### How can I find my password ?

If you are logging in for the first time, you have received your initial password by email or mail.

If you have already logged in, you had to choose a password with the following criteria :

- minimum eight characters
- one lower character (a-z)
- one upper character (A-Z)
- one digit (0-9)
- one special character (#!@.\$&\*~)

Should you not be able to find your password, please reset it online [here](#).

If you cannot reset your password online, please send us back the [reconnection form](#).

Close


## CASE No. 2: In the event of a lost password (continued)

→ Step 3/7 : Enter your user number


Slide "the arrows" with the cursor to the right to unlock the "Next" button and click on it

### Reset your password

Please fill in your user number

 User number

Where can I find my User number ?

 Slide the cursor to unlock the form

Cancel

Next

## CASE No. 2: In the event of a lost password (continued)

---

→ Step 4/7 : Confirmation that an e-mail has been sent to you to reset your password

### Reset your password

An email has been sent to your trusted recovery email address **si\*\*\*@gm\*\*\***

Please check your junk/spam folder, should you not be able to find our e-mail in your main mailbox.

## CASE No. 2: In the event of a lost password (continued)

→ Step 5/7 : Open the received e-mail, click on the link and start the process to create a new password



## CASE No. 2: In the event of a lost password (continued)

→ Step 6/7 : Encode the new password twice

### Password reset

Time to reset your password!  
Create a new and strong password that you have not yet used on this website.

#### New password

What is your new password?

A valid password must have at least :

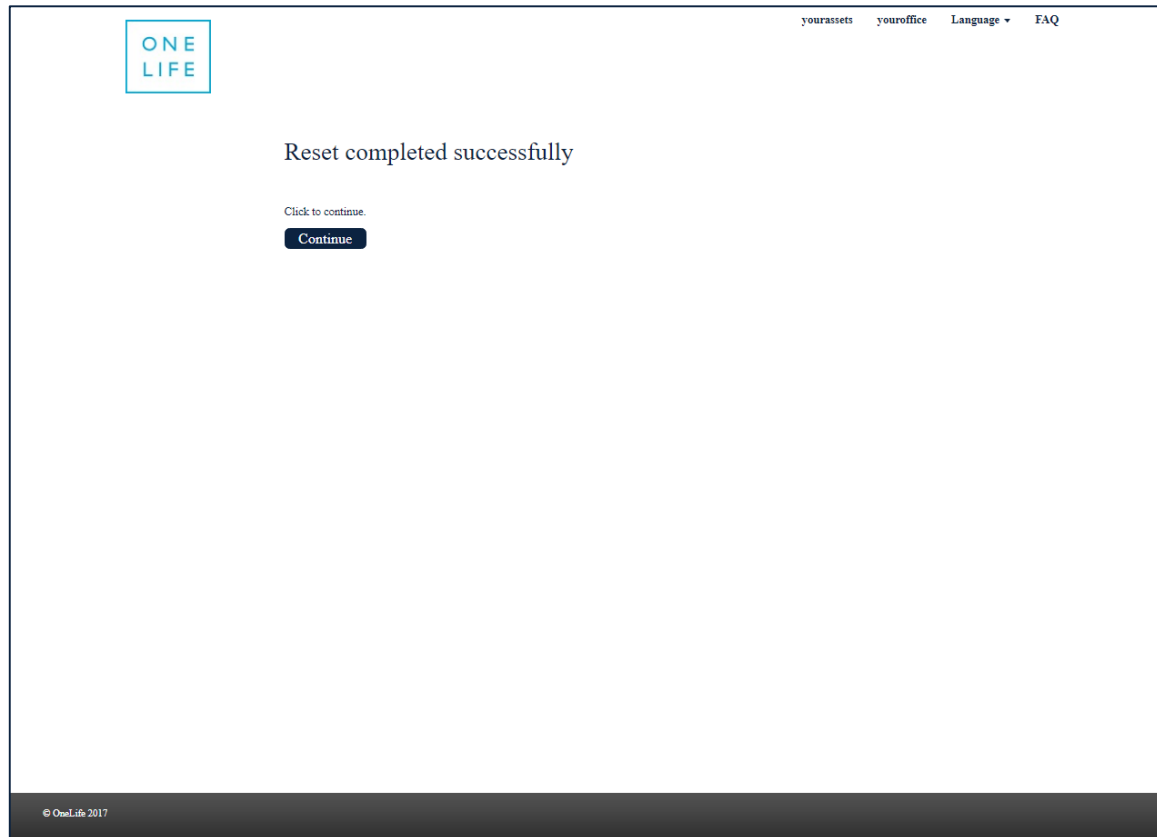
- ✖ Eight characters
- ✖ One lower character (a-z)
- ✖ One upper character (A-Z)
- ✖ One digit (0-9)
- ✖ One special character from the list hereafter (#@.\$%\*-!)

Please confirm your chosen password

CancelValidate and save new password

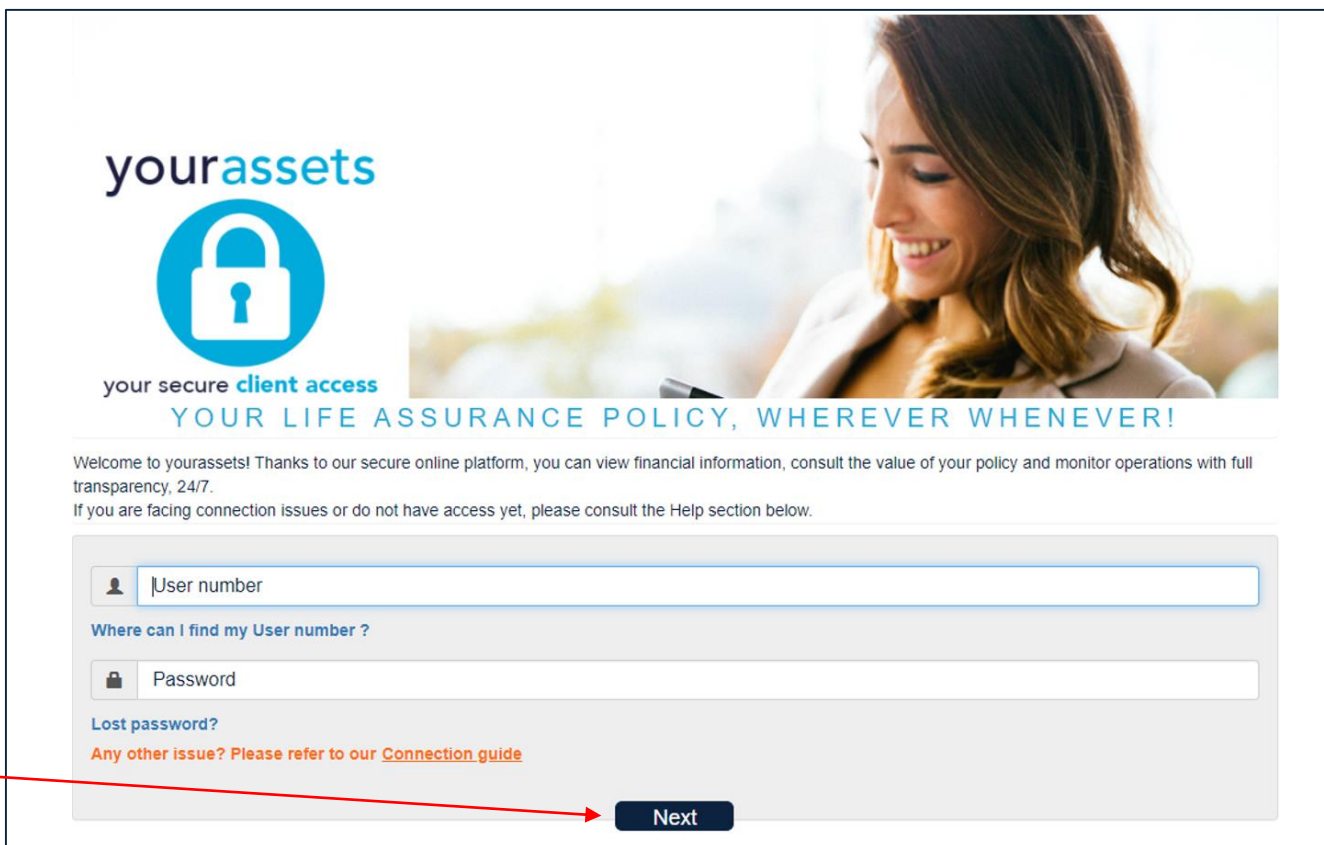
## CASE No. 2: In the event of a lost password (continued)

→ Step 7/7 : Confirmation of the successful change of the new password




## CASE No. 3: In the event of a lost/replaced phone

→ Step 1/8 : Encode your user number and your password, then click on "Next"




**yourassets**




your secure **client access**

**YOUR LIFE ASSURANCE POLICY, WHEREVER WHENEVER!**

Welcome to yourassets! Thanks to our secure online platform, you can view financial information, consult the value of your policy and monitor operations with full transparency, 24/7.  
If you are facing connection issues or do not have access yet, please consult the Help section below.

 User number

Where can I find my User number ?

 Password

Lost password?

Any other issue? Please refer to our [Connection guide](#)

**Next**




## CASE No. 3: In the event of a lost/replaced phone (continued)

→ Step 2/8 : Click on "Lost phone?"

### Security code

Please enter the Security code



Connect

A Security code has just been sent to your trusted phone number.


Didn't received the Security code? How would you like to receive your Security code?


Send me a code

or

Call me with a voice code

Lost Phone?

 Welcome

 Access

## CASE No. 3: In the event of a lost/replaced phone (continued)

→ Step 3/8 : Slide "the arrows" with the cursor to the right to unlock the button "Next" and click on it

### Reset your phone number

Your User Id is

You want to reset your phone number and/or receive your security code on a new phone number.  
Please, follow the instructions.

»

Slide the cursor to unlock the form

Cancel

Next

## **CASE No. 3:** In the event of a lost/replaced phone (continued)

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→ Step 4/8 : Confirmation that an e-mail has been sent to you to reset your phone number

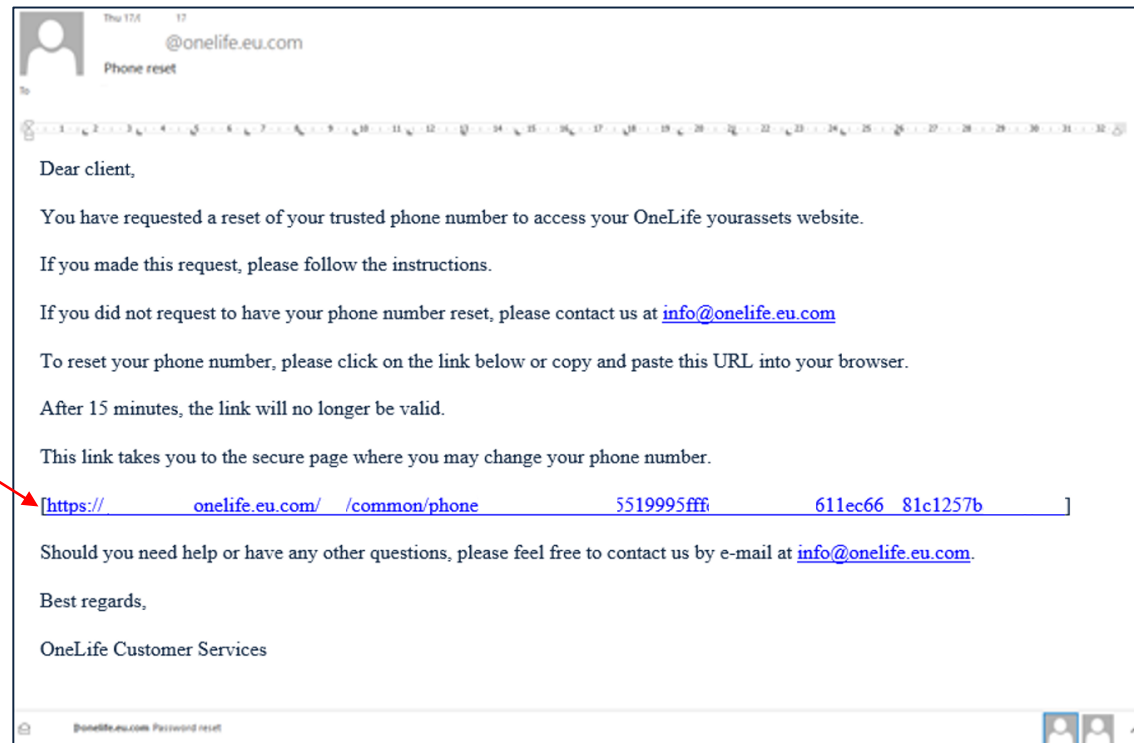
### Reset your phone number

An email has been sent to your trusted recovery email address **si\*\*\*@gm\*\*\***

Please check your junk/spam folder, should you not be able to find our e-mail in your main mailbox.

## CASE No. 3: In the event of a lost/replaced phone (continued)

→ Step 5/8 : In the received e-mail, click on the link to access the page where you can reset your password



## CASE No. 3: In the event of a lost/replaced phone (continued)


→ Step 6/8 : Enter your password

Then click on "Verify password"

### Reset your phone number

For security reasons, your authentication is mandatory.

**Password**

 Password

CancelVerify password

## CASE No. 3: In the event of a lost/replaced phone (continued)


→ Step 7/8 : Encode your new phone number and click on "Send me a code"

### Phone number reset

Time to reset your phone number!  
OneLife will only use this number for your access security purposes.

#### STEP 1 : Insert your new phone number

Which trusted phone number would you like to use?



[Examples](#)

Send me a code

or

Call me with a voice code

### Security code

A Security code has just been sent to your trusted phone number.

Ok

## CASE No. 3: In the event of a lost/replaced phone (continued)

### STEP 2 : Insert your Security code

A Security code has just been sent to +32 [REDACTED]

Please enter the Security code

Verify the Security code

→ Step 8/8 : confirmation of the reset of your phone number

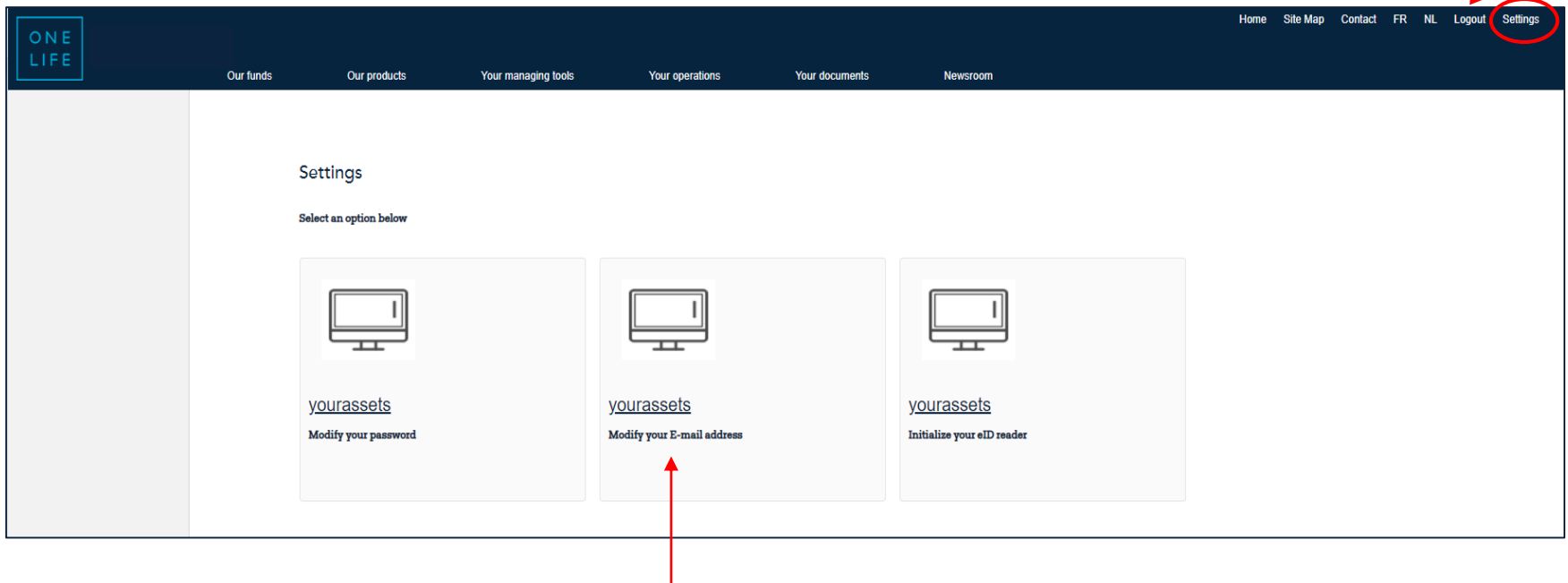
### Reset completed successfully

Click to continue.

Continue

## CASE No. 4: How to change your e-mail address

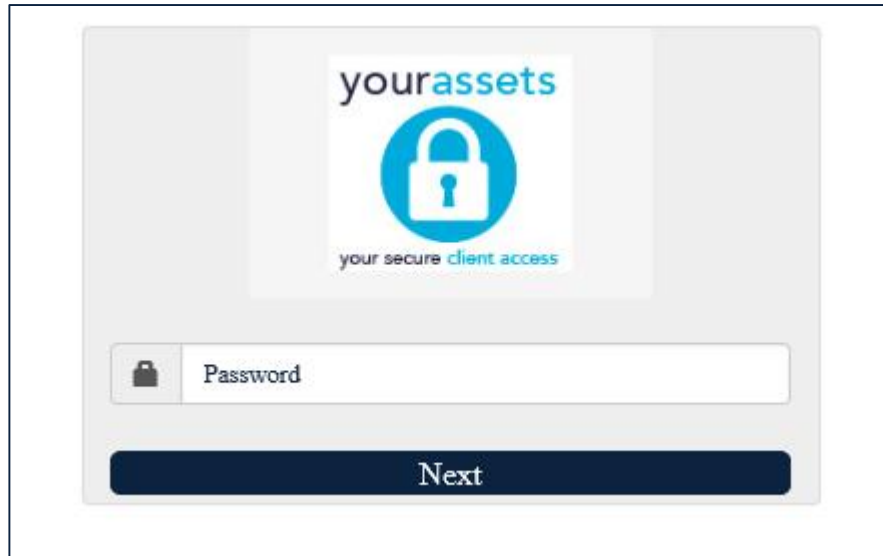
→ Go to "Settings" and click on the relevant "yourassets" icon





## CASE No. 4: How to change your e-mail address (continued)

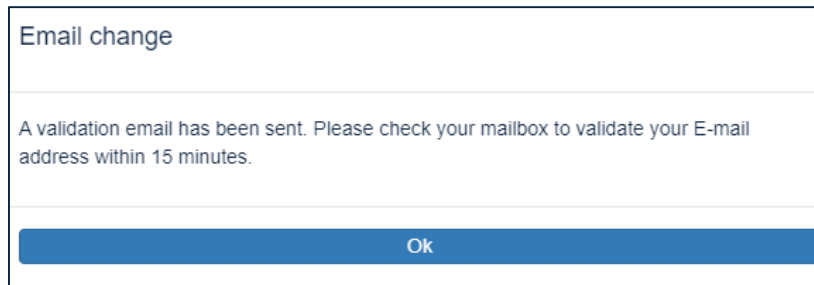
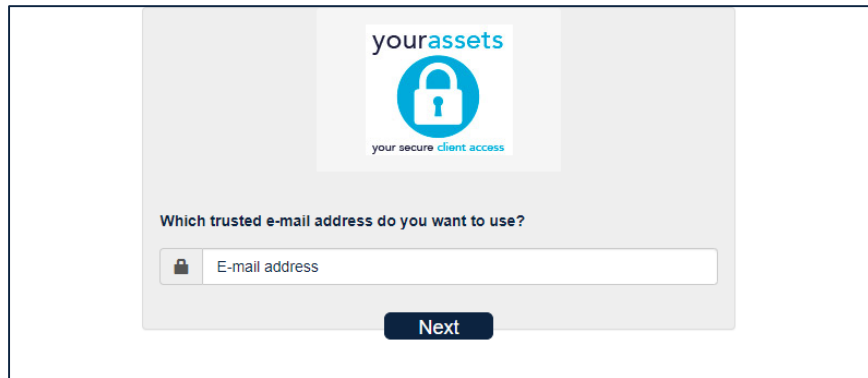
→ Enter your password and click on "Next"



The screenshot displays a web interface for 'yourassets'. At the top, the text 'yourassets' is shown in a blue sans-serif font. Below it is a blue circular icon containing a white padlock. Underneath the icon, the text 'your secure client access' is written in a smaller, grey font. Below this header section is a white rectangular input field with a small grey padlock icon on its left side and the word 'Password' in a grey font. At the bottom of the interface is a dark blue rectangular button with the word 'Next' in white text.

## CASE No. 4: How to change your e-mail address (continued)

→ Encode your e-mail address, click on "Next" and check your mailbox to validate your e-mail address within 15 minutes



## CASE No. 5: Other useful tips in case of problems...

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### 1. You are unable to login to the yourassets website even though your user number and password are correct...

Reminder : your user number is a code of 8 characters and your initial password was sent to you by e-mail. In case you already logged in, your password contains: at least 8 characters, at least one uppercase letter, at least one lowercase letter, at least one digit and at least one special character, such as #@.\$&\*~!

1st solution: Clear the browsing history and the temporary internet files in your browser  
Close all browser windows (minimising will not work!) and re-open the browser after several seconds to re-connect to the OneLife website.

2nd solution: Use a different browser (Internet Explorer, Firefox, Microsoft Edge, Google Chrome, etc.), but just to be sure, clear the browsing history and the temporary internet files here too.

3rd solution: If neither of the above solutions resolve the issue, please contact OneLife.

## **CASE No. 5: Other useful tips in case of problems... (continued)**

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### 2. Problem of sharing a user number between several people/ 1 access = 1 mobile phone

The current authentication system does not allow sharing the same access between different people. Each user number is linked to one mobile phone number to receive the Security Code.

The solution: Each user must request their personal access codes from OneLife.

## Who to contact for assistance?

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If you have any additional questions, please contact the OneLife Customer Service team by phone or by e-mail:

Tel: +352 45 67 30 1

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

## Disclaimer

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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.



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Thank you.