

New authentication process for yourassets

Frequently Asked Questions (FAQ)

August 2017

Changes to OneLife's client authentication rules for access to yourassets

A. New authentication process for yourassets

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

As part of our digital transformation and in line with industry standards, OneLife is introducing new authentication rules in order to provide its clients with an ever simpler, faster and more secure customer experience when connecting to yourassets. The new rules provide even higher levels of data security and functionality for our users. In practice, this means the replacement of the current TAN card (plastic card) with an OTP (one-time password) sent by SMS to your mobile phone. OTP will be used in this document to signify this code, the one-time passcode.

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

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

Tél. : +352 45 67 30 1

E: info@onelife.eu.com

B. Getting connected and lost access codes

User number

3. What is a user number?

A user number is an 8-character number which is required for access to yourassets. This user number was communicated to you at the time of subscription to yourassets.

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

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

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OTP code & security questions, voice code, TAN card

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

You will need your TAN card during the process of changing to the new authentication rules on yourassets. When you connect for the first time using the new authentication process, you will be asked for the code which appears on the TAN card. Once the change has been successfully made, you will no longer need your TAN card. On your next connection, you will only have to enter your user number, password and the OTP received by either SMS or by a call to your mobile phone.

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

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

7. How much time do I have to input the security code before it becomes obsolete?

You have 2 minutes from the moment you have asked to receive the OTP code to input it into the required field. After this time period, you will need to make another request to receive a new OTP code by SMS or by a call to your mobile phone.

8. What should I do if I do not receive an OTP code sms or a call to my mobile phone?

Please check that your phone is correctly connected and that you can receive SMS and calls. You have three attempts before the access is automatically blocked by OneLife for security reasons. If the problem persists, please contact your intermediary or the OneLife Customer Services team after 30 minutes have passed.

9. If the OTP code I input doesn't work, how can I fix it?

Check that you have correctly input the OTP code or request a new code by SMS or by call to your mobile phone. You have three attempts before the access is automatically blocked for 30 minutes by OneLife for security reasons. If the problem persists, please contact your intermediary or the OneLife Customer Services team after 30 minutes have passed.

10. If I do not wish to receive an SMS, is there another way to receive my OTP code?

Yes, you may also choose to receive the OTP code by a call to your mobile phone.

11. What is the OTP code received by a call to my mobile phone for?

An OTP code received by a call is an automated service which calls the mobile phone number you have given us to provide you with the OTP code to allow you to access your assets. Please note that your service provider may charge for roaming outside your own country of residence.

12. Security questions: how do I set them up and why?

When you first connect to your assets under the new authentication process, you will have to choose three security questions and respond to them. These Questions & Answers will be saved and will be used when you next connect. Then, should you lose your password or mobile phone, one of these questions will be selected at random for you to answer in order to reconnect or unblock your access to your assets.

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

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

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

Password

14. What should I do if I have lost my password?

You may reinitialise your password by clicking on Lost password?, following which you will receive a new OTP code which will be sent by SMS or by call to your mobile phone.

If you are unable to reinitialise your password online, then please fill in the Reconnection Form, sign it and return it by post, email or fax to OneLife.

15. What happens if I do not receive a reset password to my trusted email address?

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

16. The link in the email I have received does not work. What do I do?

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

Trusted mobile phone number & trusted email address

17. What is a trusted mobile phone number?

To ensure a high degree of security, the new authentication process is based on an OTP code sent by sms to your personal mobile phone. For this reason, we require that you provide us with a trusted mobile phone number which is valid and personal to you.

It is of utmost importance that this trusted mobile phone number is valid and personal to you in order to allow you to get the most out of the functionalities of your assets.

18. If I lose my mobile phone, what do I have to do?

If you are keeping the same phone number, you do not have to take any action.

If your phone number changes after you lost your phone or simply because you have a new phone number, you should click on Lost phone? on the OTP code screen so that you may reinitialise it.

Should you have a new mobile phone number and you do not remember your password, then please fill in the Reconnection Form, sign it and return it by post, email or fax to OneLife.

19. Why do I need to do to provide a trusted email address?

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

An email will be sent to you to validate this trusted email address simply by clicking on the link provided in the message. Please note that if you do not validate the email address, then it will not be registered and you will not be able to use the online reinitialisation processes.

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

The data you provide will be used in line with the OneLife personal data policy. Your mobile phone number and trusted email address will only be used for security purposes in relation to yourassets access requests.

C. New Terms & Conditions for yourassets

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

You first need to read and formally approve the General Terms & Conditions of access to the secure yourassets site in order to access and use all the functionalities of yourassets. Please scroll down to the bottom of the window in order to approve them as indicated.

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

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

D. Miscellaneous

23. Will I be charged for receiving an sms to my trusted mobile phone?

Normally, this is a free service provided in the client's own country of residence. However, we recommend that clients approach their service provider to check if other charges apply.