

# PassOn

This user guide helps you onboard and start using PassOn!

User Guide v. 3.2.0

## INTRODUCTION

This document contains a step by step guide on how to use PassOn. PassOn is available for the following smart phones:

- Iphone
- Android
- Windows Phone

This document will guide you in how to onboard and use PassOn on a Windows Phone.

**i** Due to the vast number of different versions of OS and themes, your experience might differ from the screenshots in this user guide.

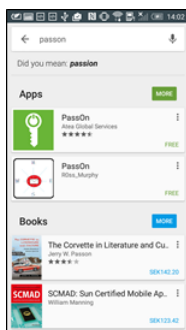
## ONBOARDING

Onboarding is easy! During the onboarding process you will register your phone and bind it to your account within the company. We need you to onboard since we need to get some information about your phone model. This information will be later used by PassOn for authentication towards the service. PassOn is free for you to download, and is available in you phones specific app store.

## ONBOARDING: STEP-BY-STEP

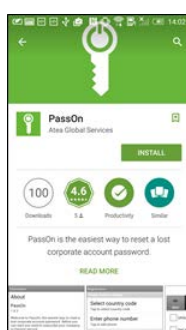
1

Go to your specific app store and search for "PassOn" in one single word. In some countries it might be easier to find it if you search for "Atea"



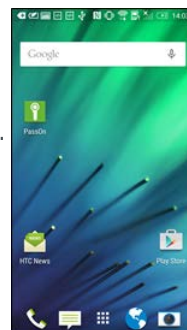
2

Select the app, and click the *install* button.



3

Start PassOn once it has been installed.



4

Once PassOn is started for the first time, you will be presented with a welcome screen. You should confirm that your company has a subscription to PassOn by ticking the checkbox next to *My Company is subscribed to PassOn*. After that you should click on *Connect My Phone*.

**i** If your company is not subscribed you can click on the green *subscription* link that will take you to Atea Global Services website where you will be able contact us in regards to your interest in PassOn and we will contact you on how to get a subscription for your company.



5

In this dialogue you need to provide PassOn with your telephone number. You need to click on each textbox to fill it out.

**Country code:** Here you are presented with a list of countries, please select the country corresponding to your phone subscription.

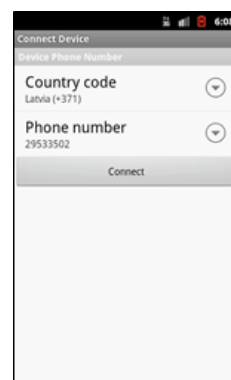
**Example:** +46 (for Sweden)

**Phone number:** type in your phone number, with or without the initial "0", and without the country code, space or dashes.

**Example:**

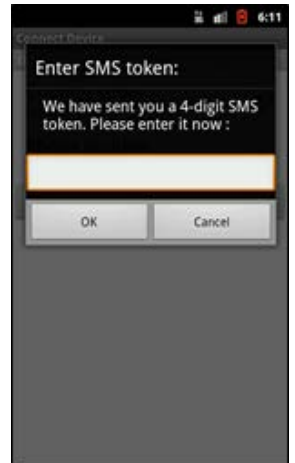
Incorrect: +46(0)708-1234567

Correct: 07081234567



After you have entered your phone number in PassOn, click on the *Connect* button.

**6** Shortly after you have connected you should receive a text message/SMS with a pin code. Please enter the pin code in the text box. After you have entered your pin code, click *Confirm*. If your company has decided to add a second layer of authentication please proceed to step 7, if not – that's it! You are now able to use PassOn

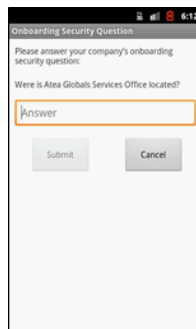


**i** When connecting your phone you might face the following challenges:

- 1) Your company has not subscribed to PassOn This means that there is no listing for your phone number – in this case please contact your Service Desk or IT administrator;
- 2) Your company has a valid subscription, but is unaware of your phone number – in this case please contact your Service Desk or IT administrator;
- 3) You have changed your smartphone and therefore PassOn needs to unsubscribe your old phone. You cannot have two phones connected to the same user account while using PassOn – in this case please contact your Service Desk or IT administrator;
- 4) Your phone does not have a network/internet connection.

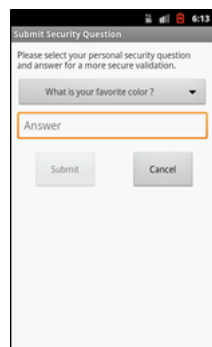
## 7 OPTIONAL

Please provide an answer to an onboarding security question, after you have provided the answer press the *Confirm* button. Note that this page is optional, it will be present only if the administrator enables security questions for your account.



## 8 OPTIONAL

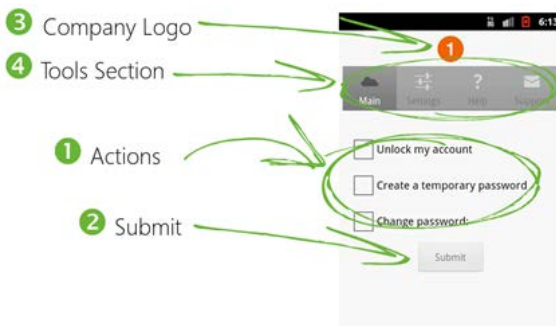
You have the option to select a new security question and provide an answer for it. When you have entered the answer, press *Submit*. Please note that the answer should be only known to you and will be used in PassOn to verify your identity. Also this question and answer will be used each time you use any of PassOn's services.



**i** Do not know the answer? – Please contact your Service Desk or IT administrator!

**i** What if I forget the answer? – Please contact your Service Desk or IT administrator!

## USING PASSON



Starting on the start screen of PassOn you can find 4 areas of interest:

1. The actions section
2. The *Submit* button
3. The company logo
4. The tools section

### ACTIONS SECTION

PassOn has 3 different actions in the current version. These actions are:

- 1) Unlock my account – this action should be used if your windows account has been locked out;
- 2) Create a temporary password – this action allows PassOn to generate a temporary and random password. You will be asked to change this password the first time you log into your computer;

### SUBMIT BUTTON

The *Submit* button is used to initiate the selected actions. Once you have pressed the *submit* button you will be asked to enter a pin code that will be sent to you by text message or SMS.

### OPTIONAL

If you have security questions enabled within your organization you will be asked to answer your own personal secret question before PassOn executes this action.

## ACTIONS SECTION

3) Change password – this action should be used if you want to change your password into something else. When you select this action you will need to add the new password twice before you *Submit* it.

Please note that you can only use the *Unlock my account* action together with the *Change password* or *Create a temporary password* action.

## THE COMPANY LOGO

We recommend that your company logo is placed where we have displayed the Atea logo in the example.

## TOOLS SECTION

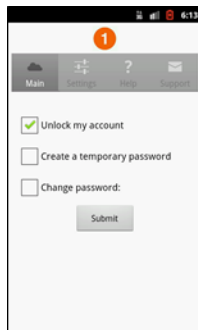
Under the Tools Section you have 3 buttons. If you will press the respective button you will open a new page with the corresponding information.

- 1) Settings – under the Settings tab you can change your phone number, when changing your number it will be automatically saved to PassOn. You can also change your secret question and answer, to do so you will be required to answer your current secret question and also enter a pin code that will be sent to you by text message or SMS;
- 2) Help – under the Help tab you will find a short guide on how to use PassOn;
- 3) Support – under the Support tab you will find a phone number and e-mail address of your Service Desk (if provided). You will also find a link to PassOn's product page on our website and a link to this user guide, as well as information on what version of PassOn you are using.

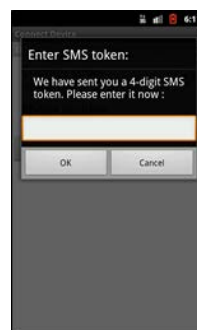
## EXAMPLE: HOW TO UNLOCK YOUR ACCOUNT (WITH SECRET QUESTIONS)

Below you will find an example of how to use PassOn when requesting unlocking of your account.

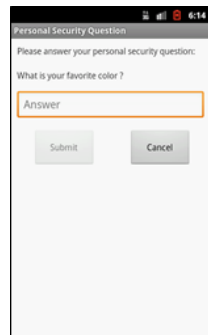
**1**  
Start by checking the action *Unlock my account* and then press the *Submit* button.



**2**  
Wait to receive the pin code by text message of SMS and enter the pin code into the textbox and then press the *Confirm* button.



**3**  
If the secret question is enabled, answer the personal secret question with the answer you entered when on-boarding and then press the *Confirm* button.



**4**  
That's it! Your account is unlocked!

