

# Objectway SaaS - MS Azure AD - Logon instructions - MOBILE APP OPTION

## Intro

This document provides the logon instructions for accessing your Objectway application(s) using MS Azure AD and its Mobile (token) App (Android or iOS).

In the first section, the activation of the user and password set up is described. In the second section, the first (and second) logon methods are described.

Please note that a user id and access token are personal and may never be shared with others.

#### **PC Hardware Requirements**

eXimius recommended client pc hardware:

eXimius - Recommended client PC requirements	
CPU	Intel Core i5 series (4 cores) or higher
MEMORY	8 GB or higher

#### PC Software Requirements

eXimius has a low software footprint and does not require any specific local software to be installed on your pc. The eXimius software prerequisites are:

eXimius – Client software requirements		
OS	MS Windows 10 or higher, Mac OSX 10.11 or higher	
BROWSER	Chrome / Chromium Edge / Firefox / Safari	
OTHER	Acrobat Reader Microsoft Office Excel 2013 (or higher) when using the Excel export feature.	
Notes		

Please contact your IT administrator if you have any further questions with the above.

#### **Application Url details**

Your eXimius application url(s) details are as follows:

Application URL	
PRODUCTION	https://onboarding.securitiesservices.kbc.be/eximius.ui/

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## Section 1: Activating your MS Azure AD account

### Step 1.1: Link

Use the following link to set your password: <u>https://aka.ms/sspr</u>

- Fill out your user id provided to you via e-mail (xxx@.owauth.com)
- Fill out the characters shown in the picture (it's case sensitive).

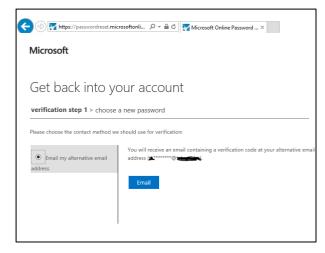
+ https://password	dreset.microsoftonli 🔎 👻 🚔 🖒 🌄 Microsoft Online Password 🗙
Microsoft	
Get back int	to your account
Who are you?	
-	gin by entering your user ID and the characters in the picture or audio belo
User ID:	
jimmy.hendrickx@owauth.	
JANE	microsoft.com or user@contoso.com
y4ywnkd	×
	oicture or the words in the audio. u have entered do not match those in the picture or audio. Please try again.

• Click **Next** to continue.

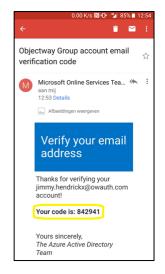
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### Step 1.2: Verify your account



- Click Email button to continue.
- You'll receive an e-mail to the address provided containing a security code:



• Once you received the e-mail with the code, fill this out in the next screen:

Microsoft		
Get back into ye	our account	
verification step 1 > choose	a new password	
Please choose the contact method we	should use for verification:	
Email my alternative email	We've sent an email message con	taining a verification code to your inbox.
address	842941	×
	Next Are you having	any issues?

• Click **Next** to continue.

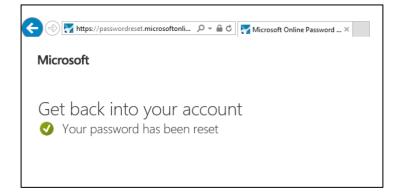
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### Step 1.3: Set password

OBJECTWAY	
Get back into your accou	Int
verification step 1 <> choose a new password	
* Enter new password:  strong * Confirm new password:  Finish Cancel	A strong password is required. Strong passwords are 8 to 256 characters and must combine uppercase and lowercase letters, numbers, and symbols. They cannot contain your username.

- Fill out your preferred password, complying to the rules as explained on the screen. **Note**: an exclamation mark is not recognized as a symbol.
- Click **Finish** to finalize. The following screen will be shown:



• You'll get a notification that your password was set correctly.

The first section is now completed.

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## Section 2: Installing MS Authenticator app

#### Take your mobile phone.

Go to the Apple or Google app store on your smartphone to download and install the 'Microsoft authenticator' app.

Note: It is important to allow notifications.

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<b>〈</b> Search			
Microsoft Authenticator Microsoft Corporation			
4.0★★★★☆	No <b>19</b>	4+	
12 Ratings	Productivity	Age	
What's New	Version I	History	
Version 6.0.5		3w ago	
6.0.5 includes bug fixes for iOS 12 and Apple Watch. We're always working on new featur more			
Preview			
No SIM 奈 — │ · │ ◯		2:28 Pl Accour	
Today Games Ap	pps Updates	Q Search	

You can also use the following links to access the app link on your smartphone:

- Android: <u>https://play.google.com/store/apps/details?id=com.azure.authenticator&referrer=adjust\_reftag%3Dc</u> <u>9fgd4hk17nhG%26utm\_source%3DMFA%2BSetup%26utm\_campaign%3Dappstore\_android</u>
- iOS: <u>https://itunes.apple.com/app/microsoft-authenticator/id983156458?mt=8</u>

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## Section 3: First logon procedure

### Step 3.1: Logon to environment

#### Go to your computer.

Open eXimius using the login button on our website: <u>https://securitiesservices.kbc.be/digital-onboarding</u>.

Securities Services Online (SSO) Neon Digital Onboarding Portal
The Digital Onboarding Portal is our smart digital solution that we offer our network of independent Wealth Managers. It is a futureproof service, achieving a better customer experience from the beginning of the relationship. It ensures:
A fast and flexible way of onboarding clients
Data security
Increasing operational efficiency
We streamline administrative tasks and avoid re-work in a digital environment within the different stages of the onboarding process:
Client identification
Account set-up
Documents and certificates
Signing contract
With full digital onboarding, the customer account is opened within 2 banking days.
Login and user registration
Login Frequently Asked Questions Microsoft Azure Authentication
Demo
Demo (ENG) Demo (FR) Demo (NL)
Webinar - 21 March 2024
Webinar (FR) Webinar (NL)

• In the following **sign-in** screen fill out the user id (<u>xxx@owauth.com</u>) provided.



Click **Next** to continue.

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OBJECTWAY	
$\leftarrow$ homer.simpson@owauth.com	
Enter password	
Password	
Forgotten my password	
Sign in	

- Fill out your password (the one you've created in the Activating your MS Azure AD account procedure).
- Click the **Sign in** button to continue.
- You'll now see a screen to enter additional information before you can continue.

cindy.cooreman@owauth.com Let's keep your account secur	
Let's keep your account secur	
	e
We'll help you set up another way to verify it's yo Follow the prompts to download and set up the Microsoft Authenticator app.	ou.
Use a different account	
Learn more about the Microsoft Authenticator a	рр

• Click **Next** to continue.

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### Step 3.2: Additional Security verification

You'll see the following screen to link your authenticator app to the Azure user.

Keep your account secure		
Micros	oft Authenticator	
•	Start by getting the app On your phone, install the Microsoft Authenticator app. Download now After you install the Microsoft Authenticator app on your device, choose "Next". I want to use a different authenticator app	

#### • Click **Next** to continue

1/ The screen below shows on your computer	<ul> <li>2/ On your mobile phone:</li> <li>* Open the your Microsoft Authenticator app Note: It is important to allow notifications.</li> <li>* Open new account</li> <li>* Select "Work or school-account"</li> </ul>
Keep your account secure	< Accounts
Microsoft Authenticator	WHAT KIND OF ACCOUNT ARE YOU ADDING?
Set up your account If prompted allow notifications. Then add an account, and select "Work or school".	Personal account >
_	Work or school account >
Back Next	Other (Google, Facebook, etc.)

3/ Going back to your computer: Once you have selected the account type in the Microsoft Authenticator app, click **Next** to continue.

	Keep your account secure
Microso	ft Authenticator Set up your account If prompted, allow notifications. Then add an account, and select "Work or school".
	Back Next

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• The below screen shows on your computer

Keep your account secure
Microsoft Authenticator
Scan the QR code
Use the Microsoft Authenticator app to scan the QR code. This will connect the Microsoft Authenticator app with your account.
After you scan the QR code, choose "Next".
Carit scan image?
Back Next

- Scan the **QR code** with your mobile phone.
- The below screen shows on your mobile phone



#### Go to your computer.

- Click Next.
- A screen shows on your computer with a verification code.

	Keep your account secure
Microso	ft Authenticator Let's try it out Approve the notification we're sending to your app by entering the number shown below. <b>32</b> Back Next

- Simultaneously, a notification shows in the Microsoft Authenticator app.
- Verify the code on your screen in the Microsoft Authenticator app.

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<versionMay2025>

Securities Services. **KBC** Moving forward together.

#### On your computer you will now see the following screen:

Keep your account secure	
Microsoft Authenticator	Next

• Click **Next** to continue

- You have successfully set up your security info.
- Click **Done** to continue

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## Troubleshooting FAQ

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#### 1. When trying to logon to eXimius I see a Microsoft selection box asking me to select an account?

Always select your xxx@owauth.com user. If this user is not shown in the selection box, select 'Use other account' to logon to eXimius.

It's recommended not to logon in other MS cloud solutions (e.g. Office 365) via the same browser window with a different account.

#### 2. MS Azure AD does not seem to accept my password?

Your MS Azure AD password must comply with the following password rules:

- A minimum of 8 characters and a maximum of 16 characters.
- Strong passwords only requiring three out of four of the following:
  - Lowercase characters.
  - Uppercase characters.
  - Numbers (0-9).
  - Symbols (see the previous password restrictions).
  - Different from your previous password.

# 3. How do I initially register my mobile phone app to receive my access code for logon? Using the procedure explained above in topic 'First Logon procedure'.

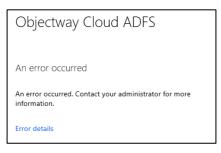
4. My phone changed (or I lost access to the mobile app). How can I update this on my account to receive access code?

Please contact customersupport@kbc.be to reset your account allowing you to re-enter initial details and register mobile app during the next logon.

#### 5. Can I use my email address to receive my access code during logon?

No, this is not supported. From a security perspective it's recommended using a 2<sup>nd</sup> device to receive the access code.

#### 6. The following error is shown 'An error occurred'.



Please verify you've entered the correct username, password, and access code. When the error persists close all browsers and try again. Additionally, cleanse your browser cache. When the above does not resolve the error please contact <u>customersupport@kbc.be</u>.

7. The following error is shown '<User not known in the application>'.

eXimius Ider	ntityServer	
	Login	
	Error: User not known in the application.	
	External Login	
	SAMLADFS Login	

This means your user id is not setup correctly in eXimius, please contact our <u>customersupport@kbc.be</u>.

#### 8. Will my password expire?

Yes, your password will expire after 90 days and a new password must be entered.

#### 9. I think my MS Azure AD account or password is locked.

After 5 unsuccessful sign-in attempts the user is locked out for 1 minute. Further incorrect sign-in attempts lock out the user for increasing durations of time.

#### 10. How can I change my password?

Option 1: On the logon page select 'Forgotten my password' to change your password.

<ul> <li></li></ul>	
← jimmy.hendrickx@owauth.cor	n
Enter password	
Password	
Forgotten my password	
	Sign in

Option 2: Use the link <u>https://aka.ms/sspr</u> as described in the Activating your MS Azure AD account procedure.

11. The following message is shown '<Your account has been locked out.>'.



This means your account was administratively disabled. Please contact customersupport@kbc.be.

### Support details

In case you have any further questions please contact our Customer Support Team:

- Phone: + 32 2 448 01 06
- Email: <u>customersupport@kbc.be</u>

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