

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:

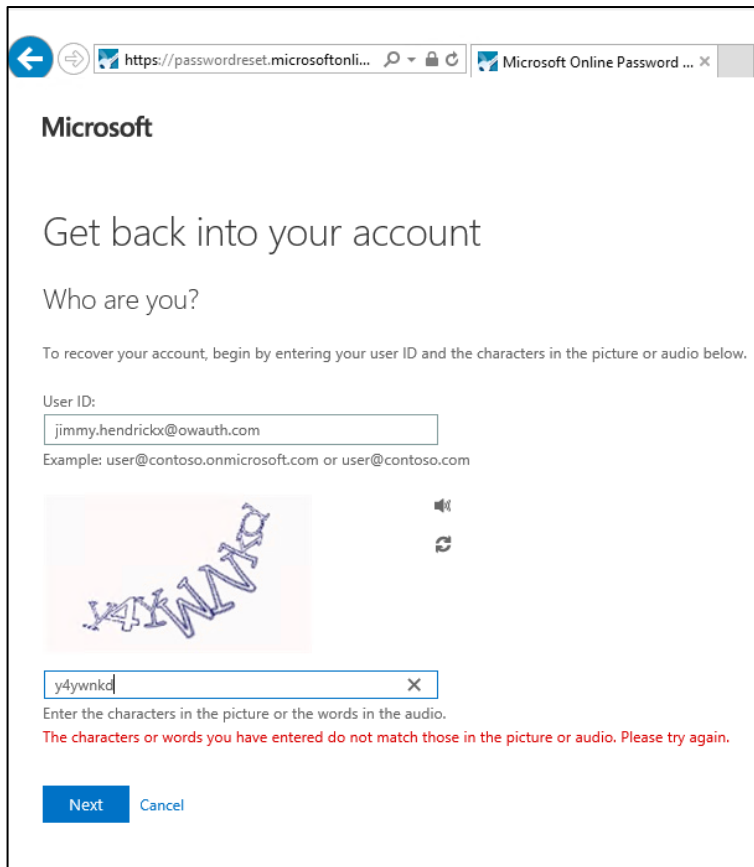
Application URL	
PRODUCTION	https://onboarding.securitiesservices.kbc.be/eximius.ui/

Section 1: Activating your MS Azure AD account

Step 1.1: Link

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

- 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).



Microsoft


Get back into your account

Who are you?

To recover your account, begin by entering your user ID and the characters in the picture or audio below.

User ID:

Example: user@contoso.onmicrosoft.com or user@contoso.com



Enter the characters in the picture or the words in the audio.

The characters or words you have entered do not match those in the picture or audio. Please try again.

Next Cancel

- Click **Next** to continue.

Step 1.2: Verify your account

Microsoft

Get back into your account

verification step 1 > choose a new password

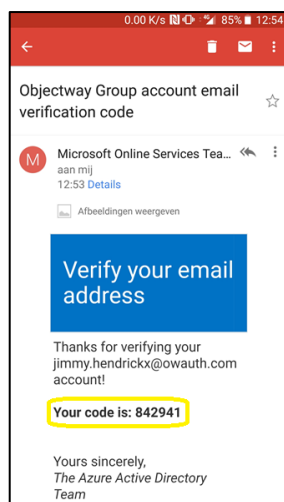
Please choose the contact method we should use for verification:

☒ Email my alternative email address

You will receive an email containing a verification code at your alternative email address (*****@*****)

Email

- 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 your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

☒ Email my alternative email address

We've sent an email message containing a verification code to your inbox.

842941

Next Are you having any issues?

- Click **Next** to continue.

Step 1.3: Set password

OBJECTWAY

Get back into your account

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:

Microsoft

Get back into your account

✓ Your password has been reset

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

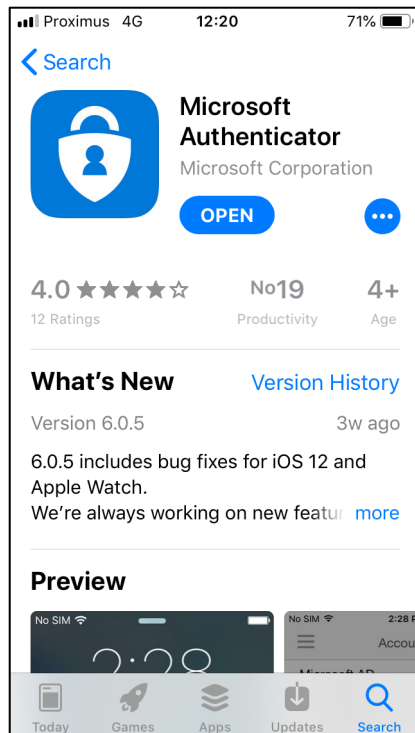
The first section is now completed.

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.



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

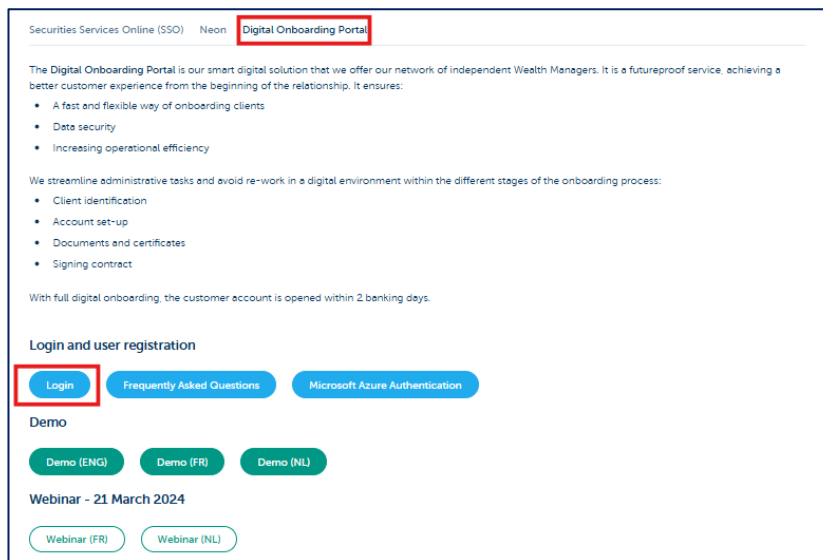
- Android:
https://play.google.com/store/apps/details?id=com.azure.authenticator&referrer=adjust_reftag%3Dc9fgd4hk17nhG%26utm_source%3DMFA%2BSetup%26utm_campaign%3Dappstore_android
- iOS:
<https://itunes.apple.com/app/microsoft-authenticator/id983156458?mt=8>

Section 3: First logon procedure

Step 3.1: Logon to environment

Go to your computer.

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



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

OBJECTWAY

Sign in

homer.simpson@owauth.com

[Can't access your account?](#)

Back **Next**

- Click **Next** to continue.

OBJECTWAY

← 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.

OBJECTWAY

cindy.cooreman@owauth.com

Let's keep your account secure

We'll help you set up another way to verify it's you.
Follow the prompts to download and set up the
Microsoft Authenticator app.

[Use a different account](#)

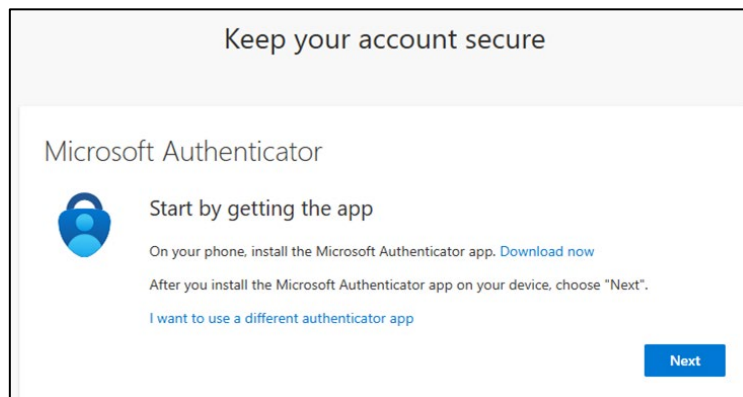
[Learn more about the Microsoft Authenticator app](#)

Next

- Click **Next** to continue.

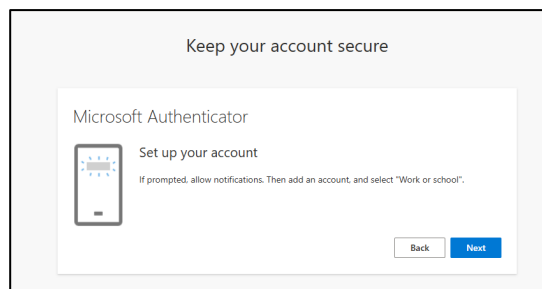
Step 3.2: Additional Security verification

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



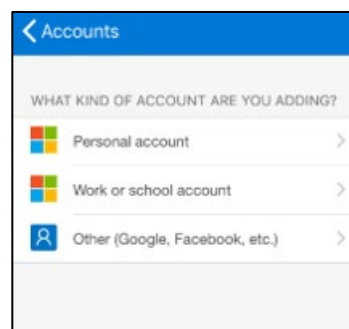
- Click **Next** to continue

1/ The screen below shows on **your computer**

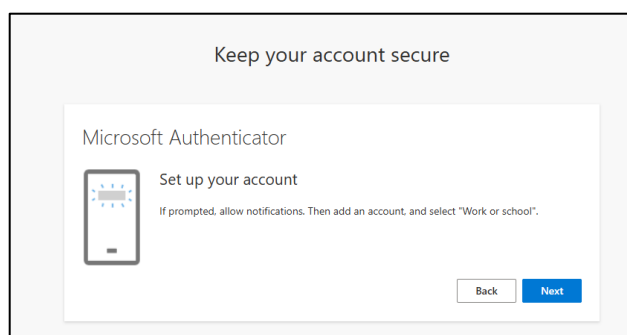


2/ On your **mobile phone**:

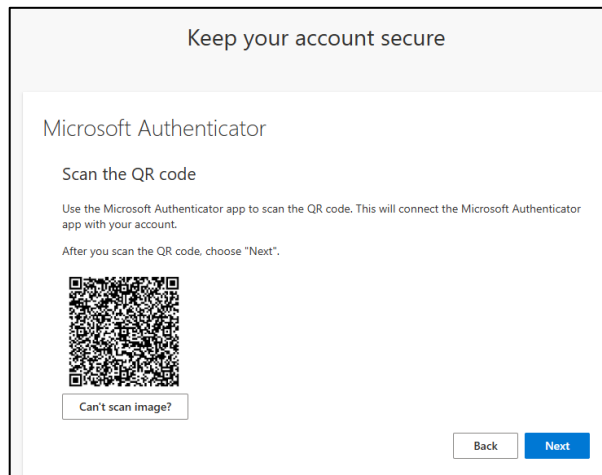
- * Open the your Microsoft Authenticator app
- Note:** It is important to allow notifications.
- * Open new account
- * **Select** "Work or school-account"



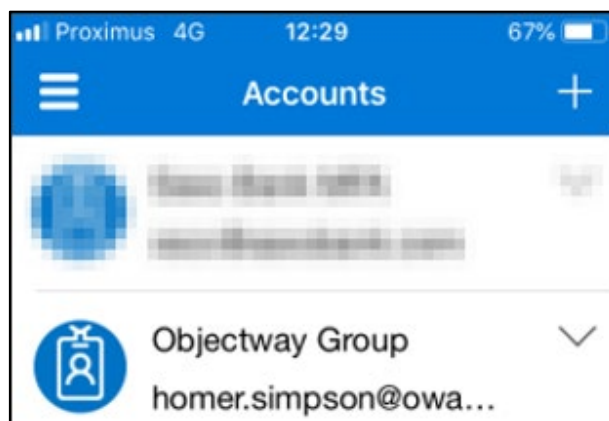
3/ Going back to **your computer**: Once you have selected the account type in the Microsoft Authenticator app, click **Next** to continue.



- The below screen shows on your computer

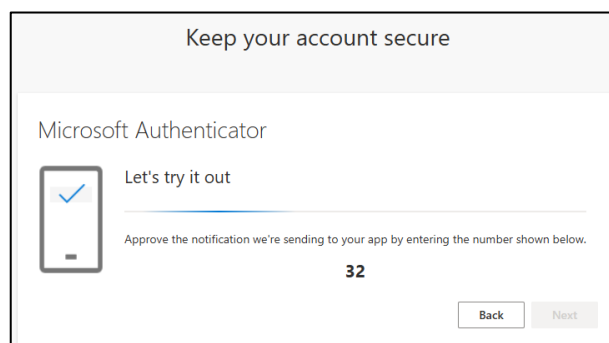


- Scan the **QR code** with your mobile phone.
- The below screen shows on your mobile phone



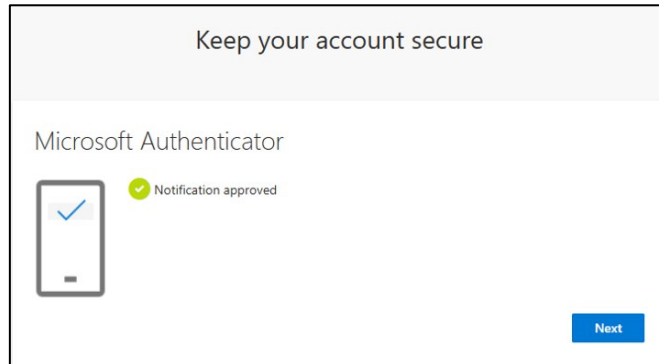
Go to your computer.

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

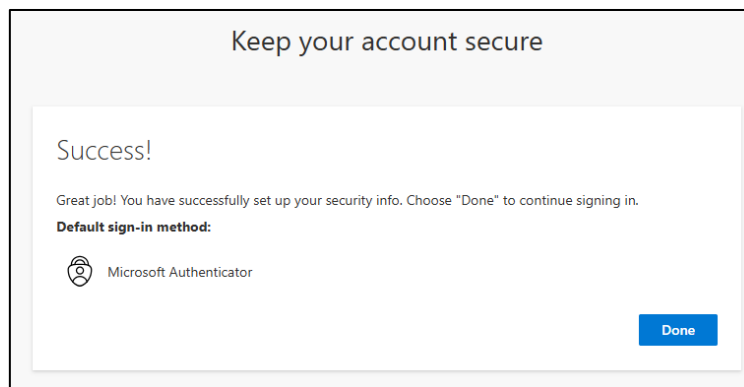


- Simultaneously, a notification shows in the Microsoft Authenticator app.
- Verify the code on your screen in the Microsoft Authenticator app.

On your computer you will now see the following screen:



- Click **Next** to continue



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

Troubleshooting FAQ

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'.

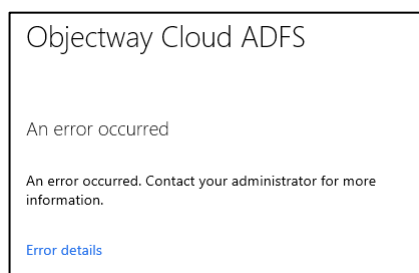
4. My phone changed (or I lost access to the mobile app). How can I update this on my account to receive access code?

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?

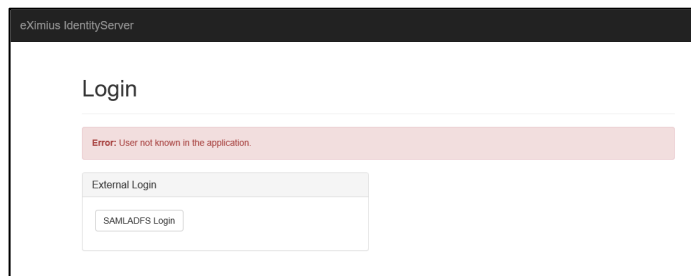
No, this is not supported. From a security perspective it's recommended using a 2nd device to receive the access code.

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 customersupport@kbc.be.

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



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

8. Will my password expire?

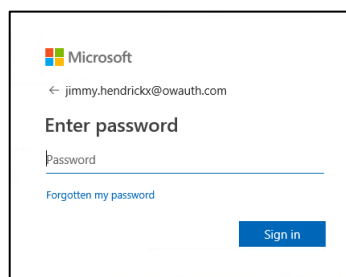
Yes, your password will expire after 90 days and a new password must be entered.

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.

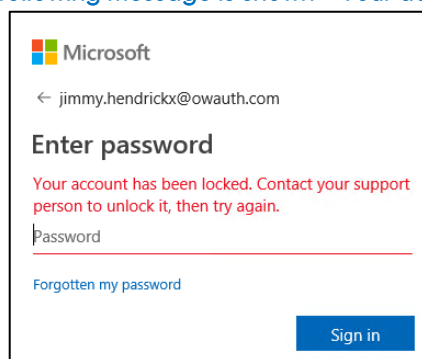
10. How can I change my password?

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



Option 2: Use the link <https://aka.ms/sspr> 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: customersupport@kbc.be