

Token migration via Time4Mind portal - Android

Quick user guide

January 2025

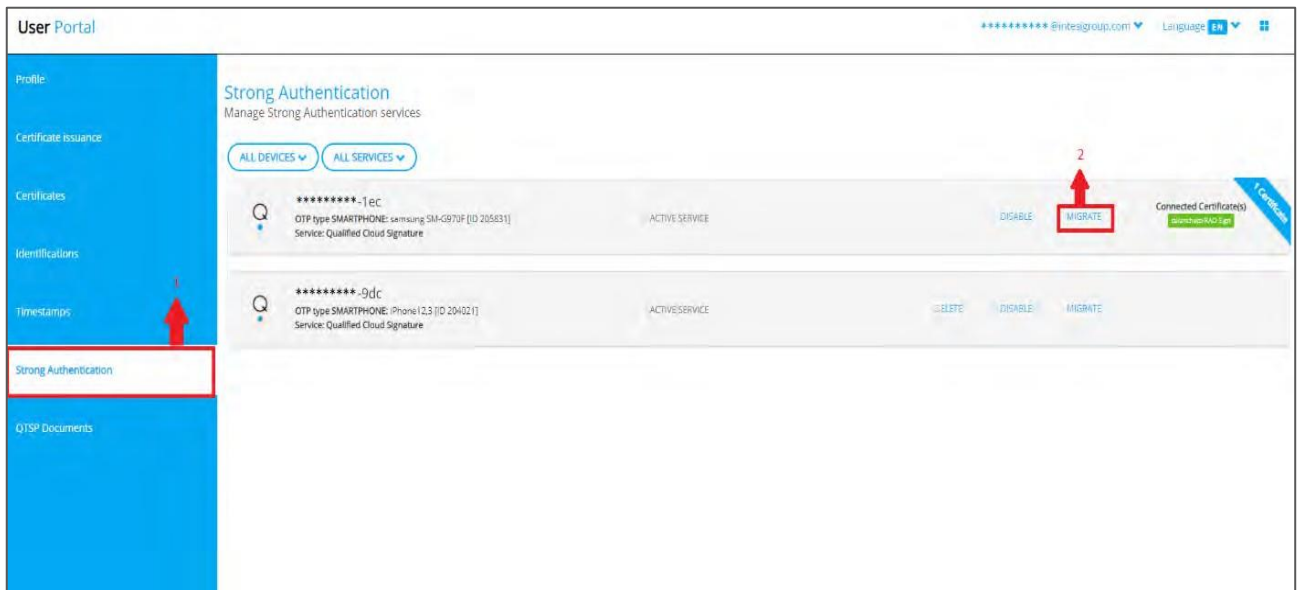
INTESI GROUP S.p.A. Via Torino, 48 - 20123 Milano – Italia - www.intesigroup.com

Token migration via Time4Mind portal user guide

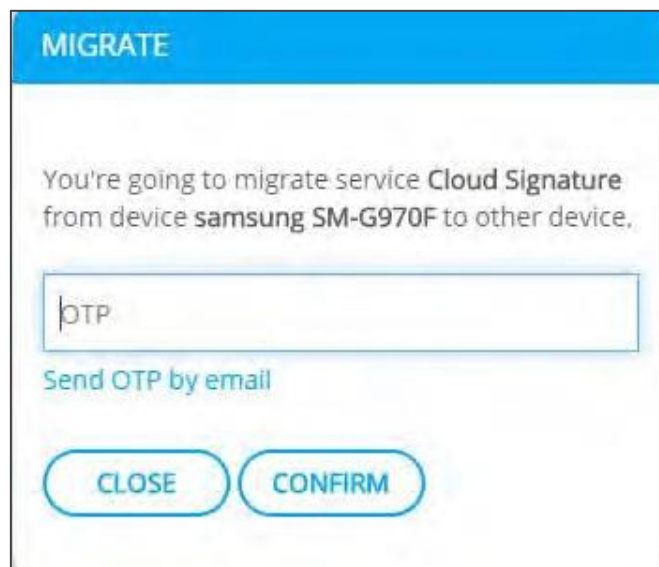
This guide describes the process of transferring an authentication token from one mobile device to another. This operation is necessary in the case of device replacement and in the case the App is deleted and then reinstalled on the same device. The authentication token is used every time you digitally sign in order to verify your identity. The authentication token is uniquely linked to the digital signature certificate. If a customer has multiple certificates, even of different types (e.g., a qualified certificate - Qualified Cloud Signature - and an advanced certificate - Advanced Cloud Signature), there will be as many tokens as there are certificates associated with that customer. For security reasons, the token can be active and usable on only one mobile device (smartphone or tablet) at a time.

To start the token transfer process, you must connect to the "User Portal" portal (<https://www.intesigroup.com/>) and enter your credentials (email address and password).

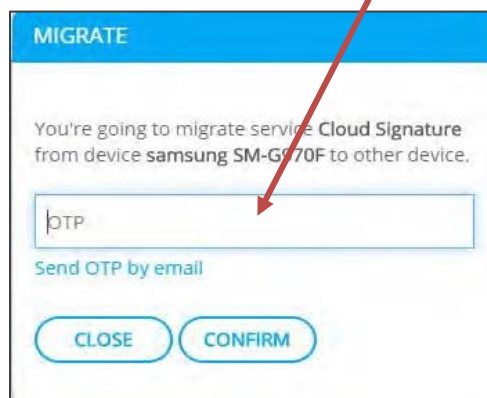
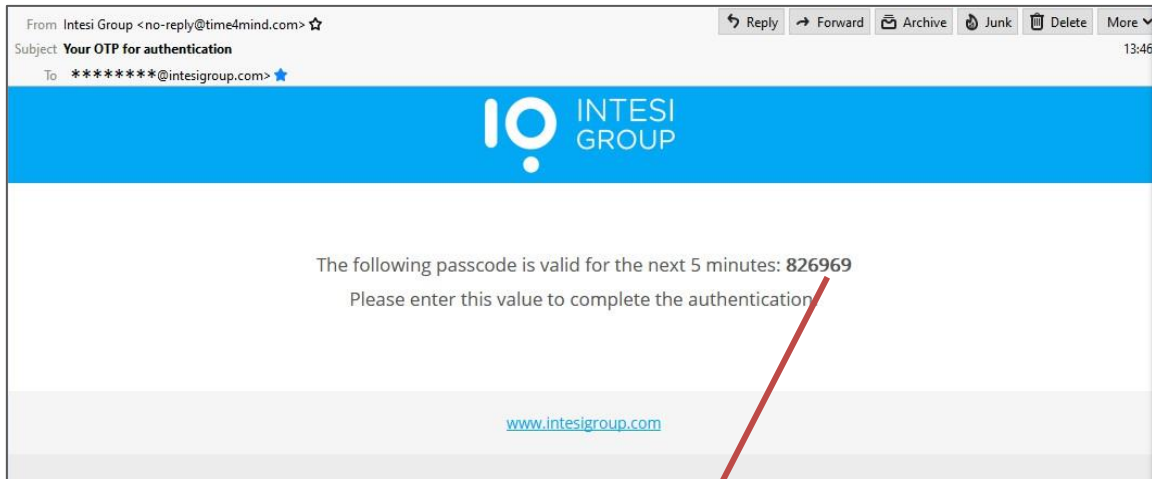
If the password is forgotten, it is possible to carry out the recovery procedure by clicking "Forgot password?". Once logged into the "User Portal" reserved area, click on the "Strong Authentication" tab in the left menu (Point 1). Then select "Transfer" (Point 2):



You'll be asked to enter a One-Time Password (OTP) to initiate the transfer operation. To receive the OTP, click **"Request OTP via email"**

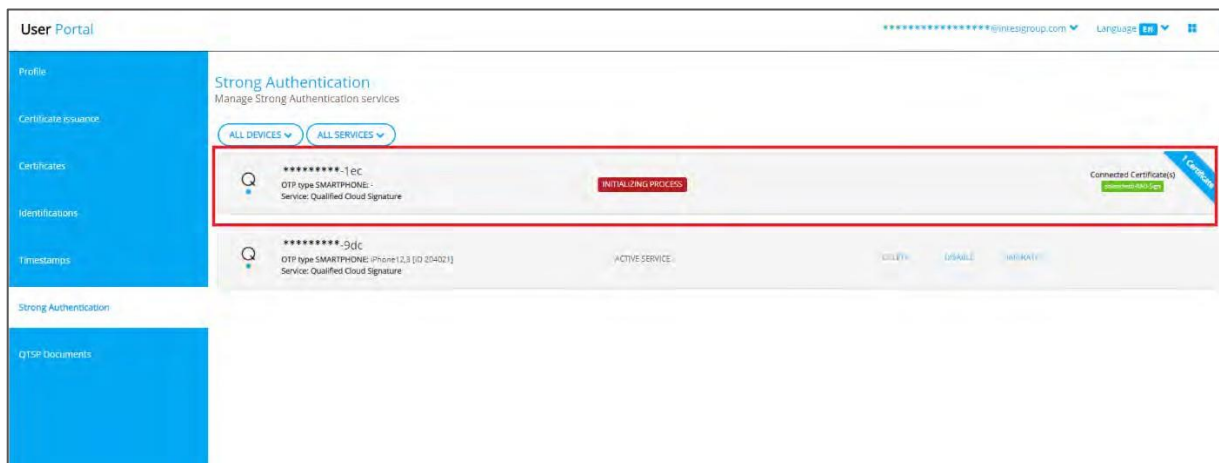


An e-mail will be sent immediately to the address you used for registration on the Time4Mind portal.



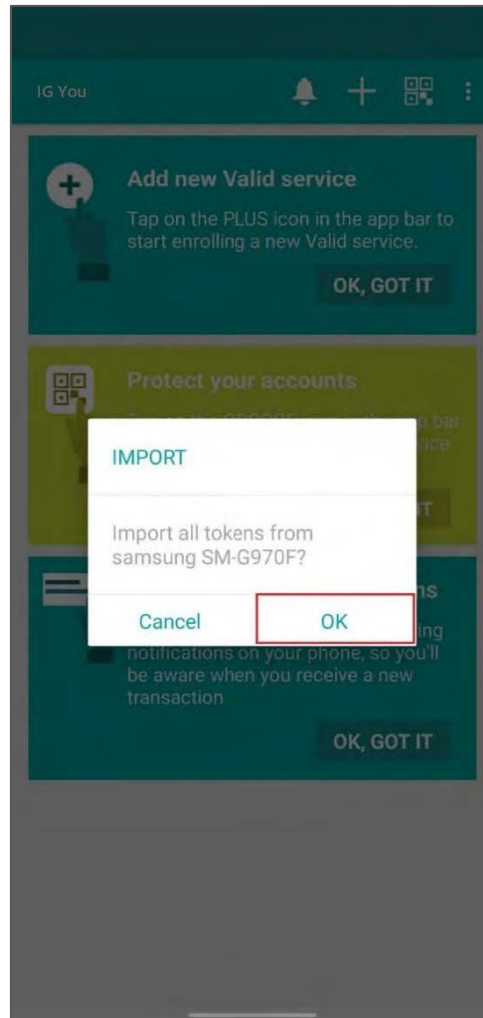
Take note of the received OTP (123456 is just an example) from the email and enter this value on the "TRANSFER" screen, then click "CONFIRM."

In the "Strong Authentication" view, the token will look like this:



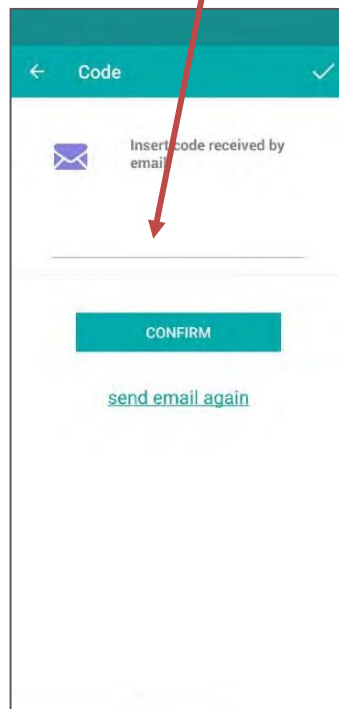
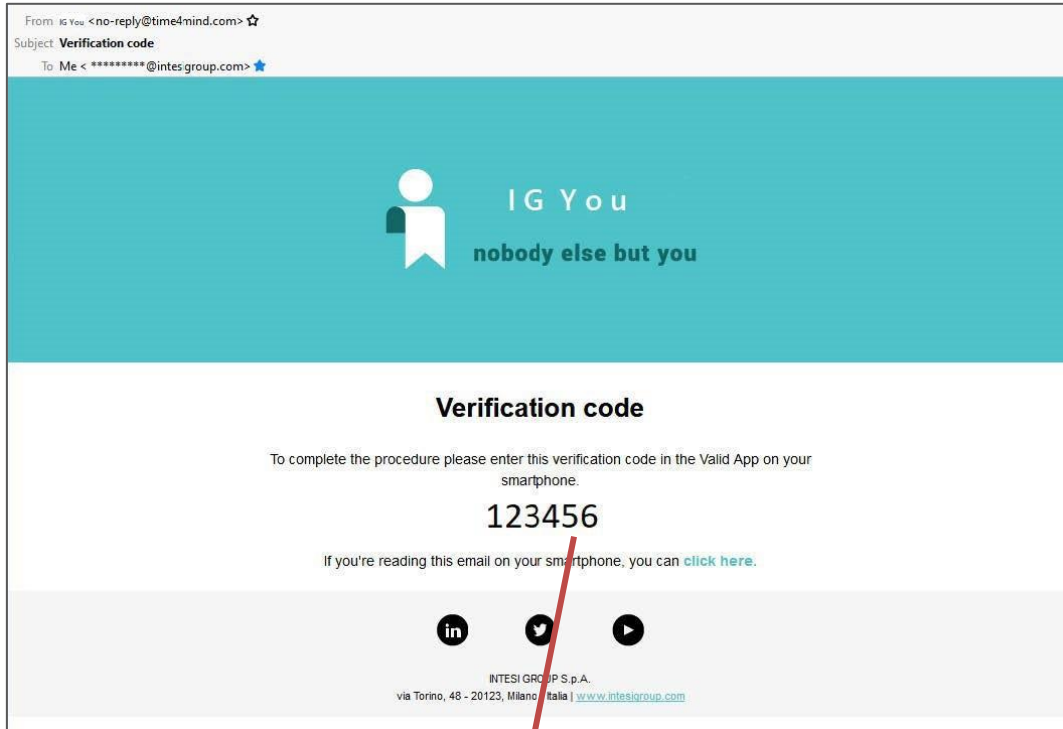
Now you can install the App on the new device or proceed with uninstalling and reinstalling the App on the same device

At the first access to the App, if pre-existing tokens are found on the device (in case of an uninstallation - installation of the App), the following message will be displayed:

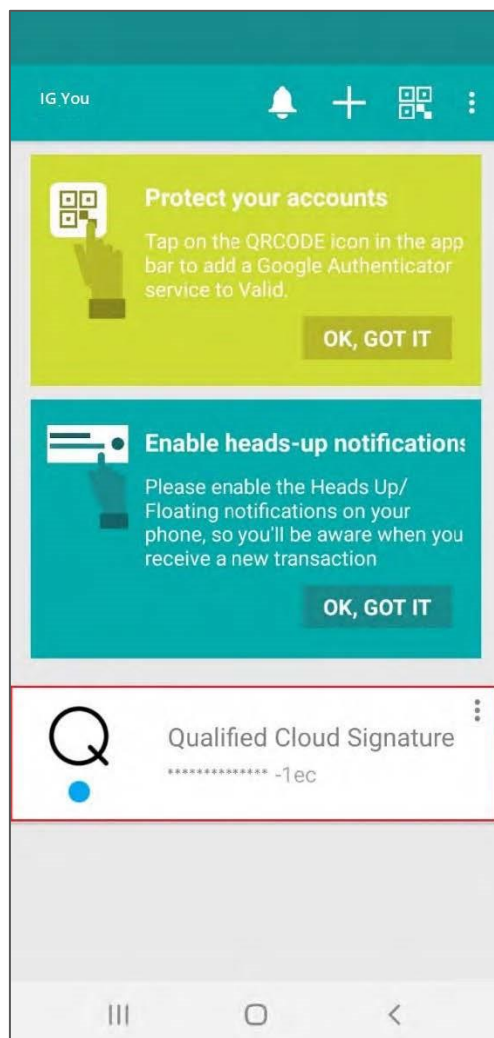


By selecting "OK" you will be asked to enter the OTP code received via email to finish the procedure:

The OTP code received in the following email must be inserted into the App:

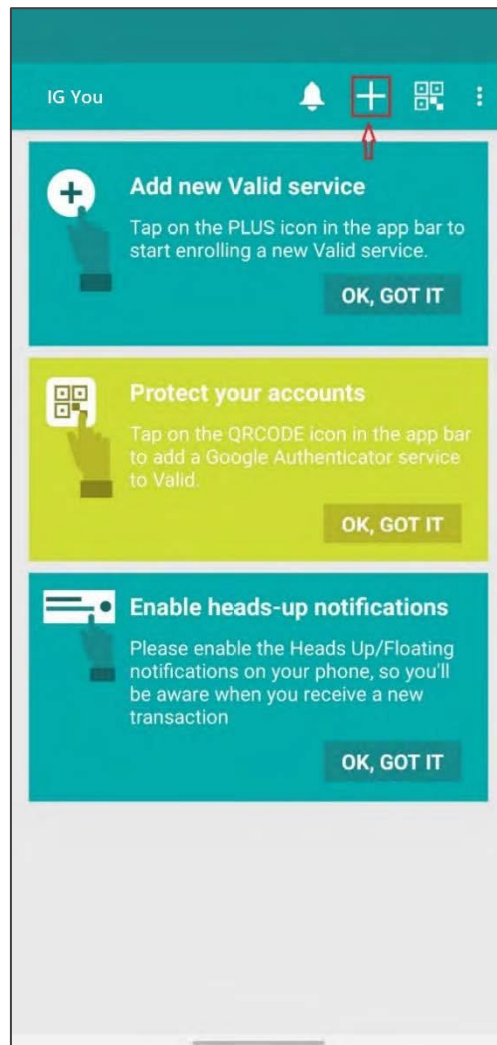


Once the OTP is entered, the tokens on the device will be reloaded in the app:

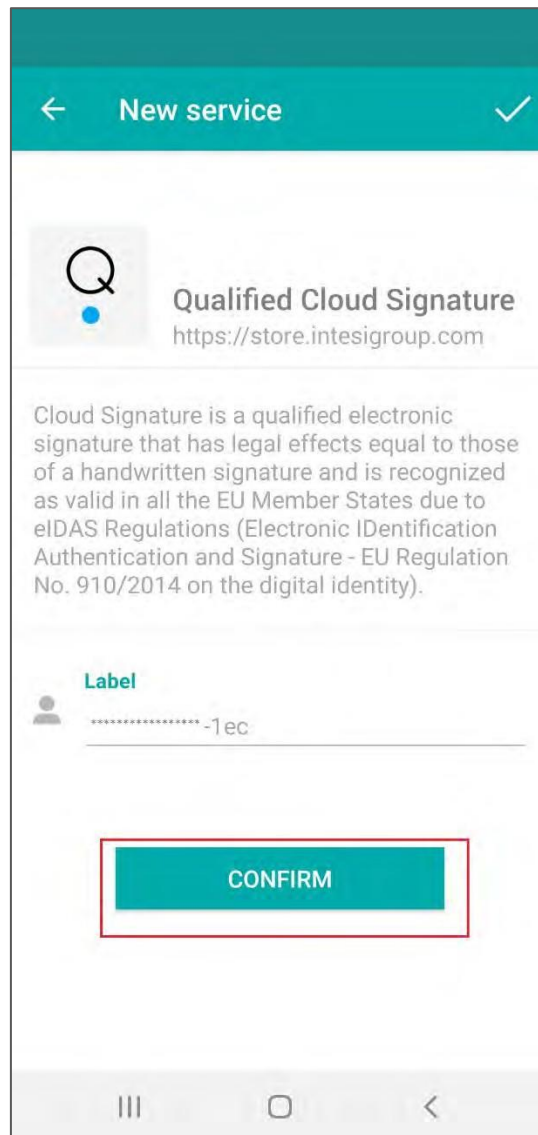


In the case of a new device, there will be no tokens to import, or there may be tokens that have been activated directly and exclusively on the new device.

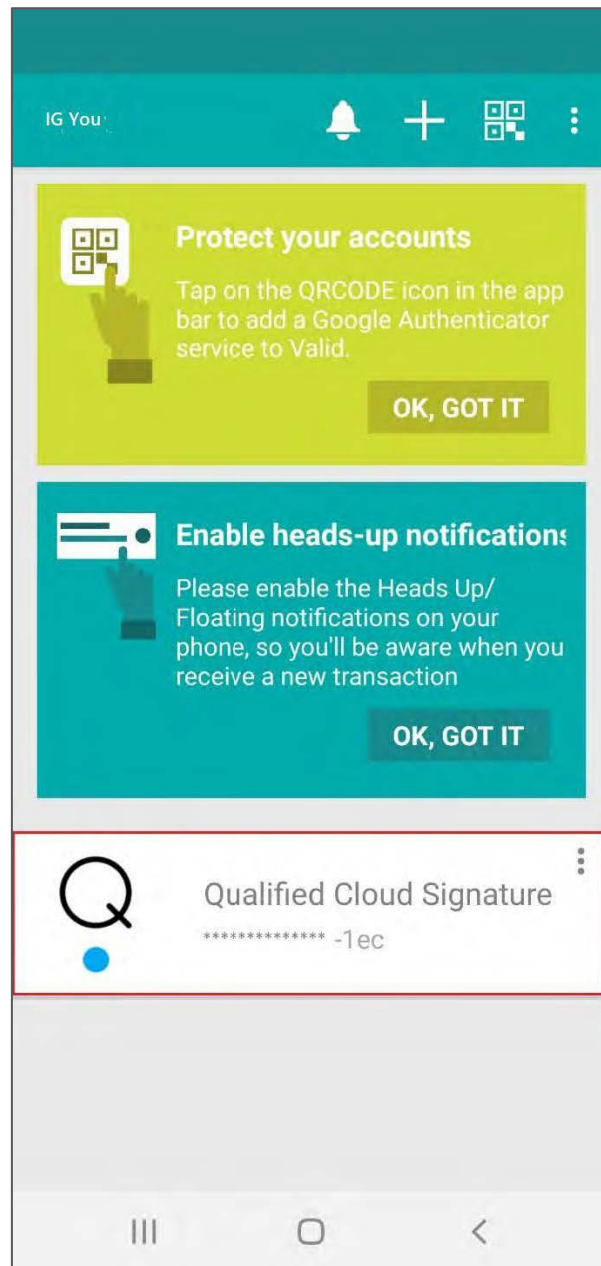
Then click the "+" in the upper right corner of the screen.



The following view will be displayed. Simply select "Confirm":



After selecting "Confirm", the token will be associated with the App:



The Time4Mind portal will be updated to reflect the association of the new device with the token:

