Token migration via Time4Mind portal - Android

Quick user guide

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History

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Guida utente	1.0	12/05/2020	S. Blanchetti	P. Monti
	1.1	10/6/2020	P. Sironi	P. Monti
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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 case of device replacement and also when the App is deleted and then reinstalled on the same device.

The authentication token is used every time you digitally sign in order to certify your identity.

The authentication token is uniquely linked to the digital signature certificate. In the event that 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 the same customer.

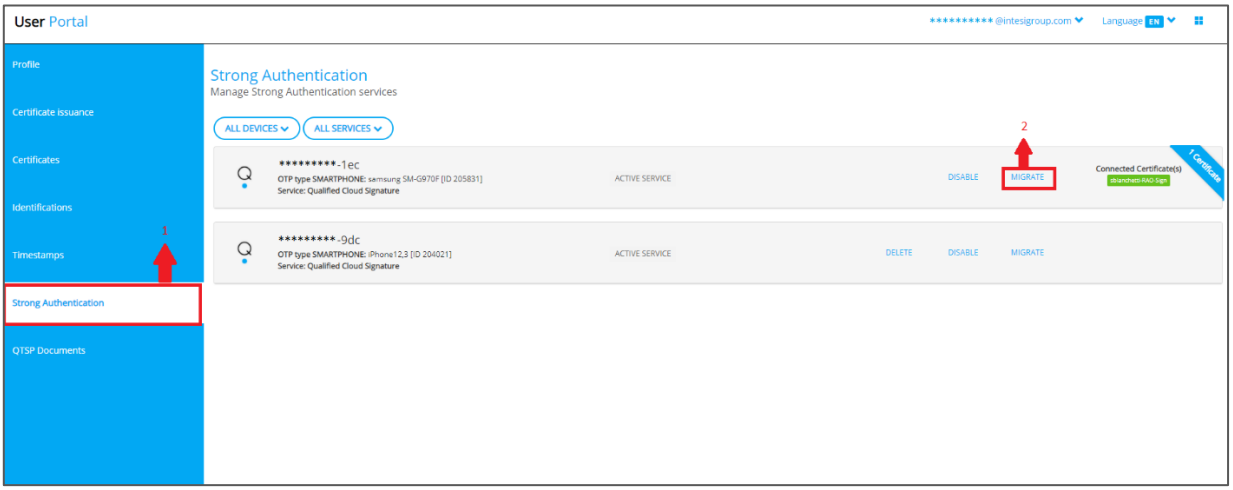
For security reasons, the token can be active and usable on only one mobile device (smartphone or tablet) at a time.

To start the token transfer process, you must connect to the "User Portal" portal (https://user.time4mind.com/secure/credentials.php) and enter your credentials (email address and password).

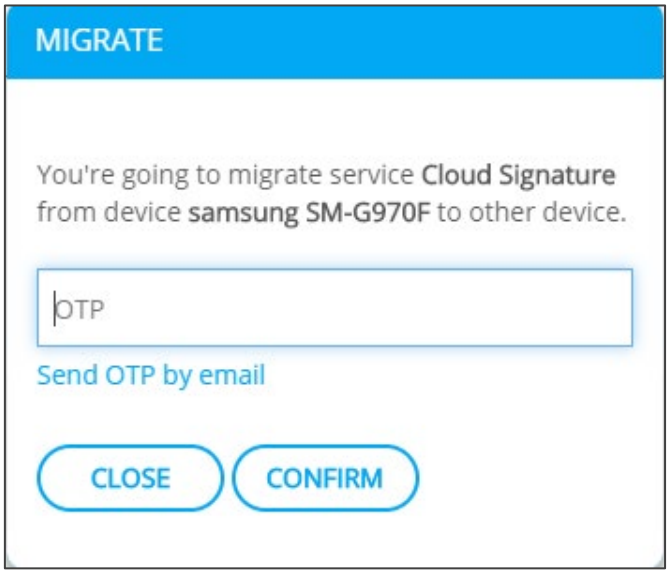
If the password is forgotten, it is possible to carry out the recovery procedure by clicking "Forgot password?".

Once logged in to the "User Portal" reserved area, click the tab from the left menu "Strong Authentication" (Point 1).

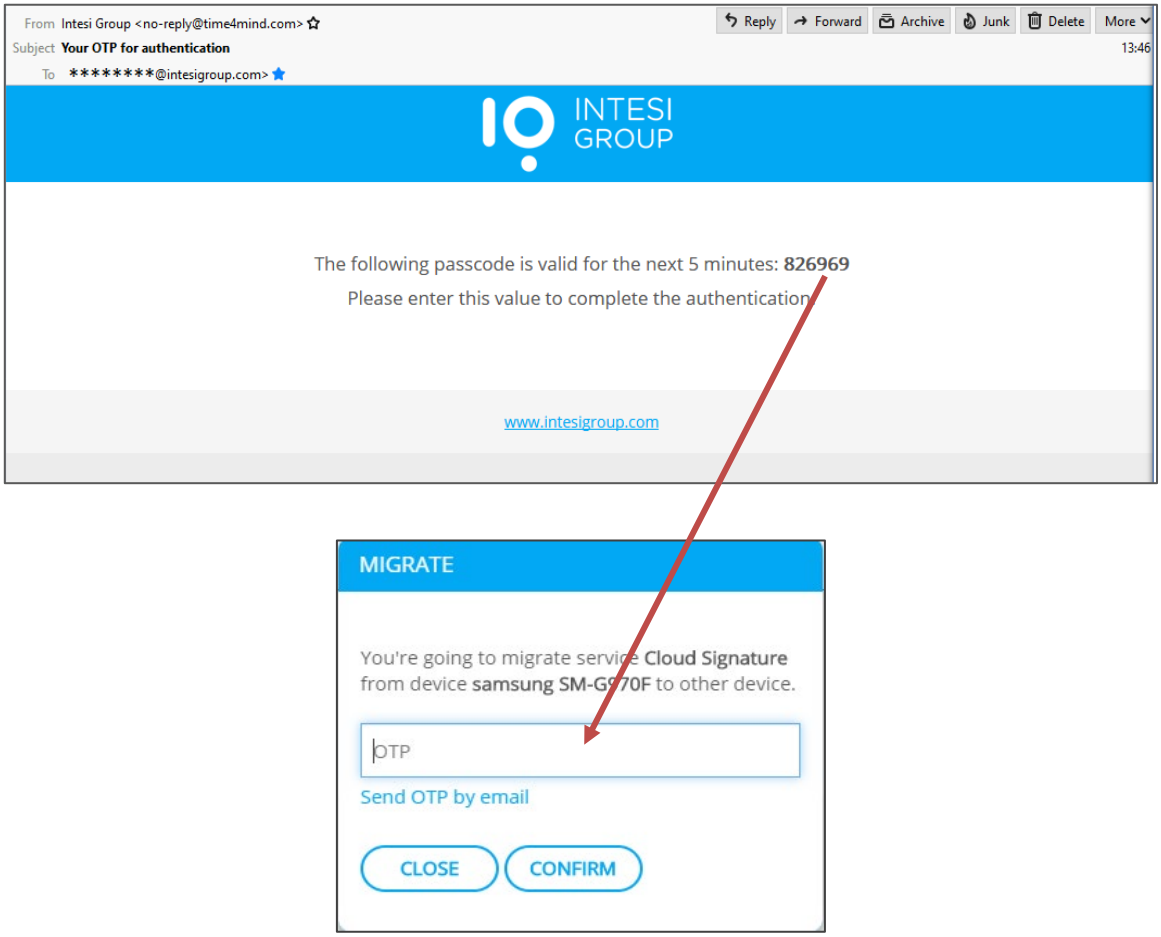
Then select "Transfer" (Point 2):



You'll be asked to enter a One Time Password (OTP) to start the transfer operation will open. To get the OTP, click "**Request OTP via email**".

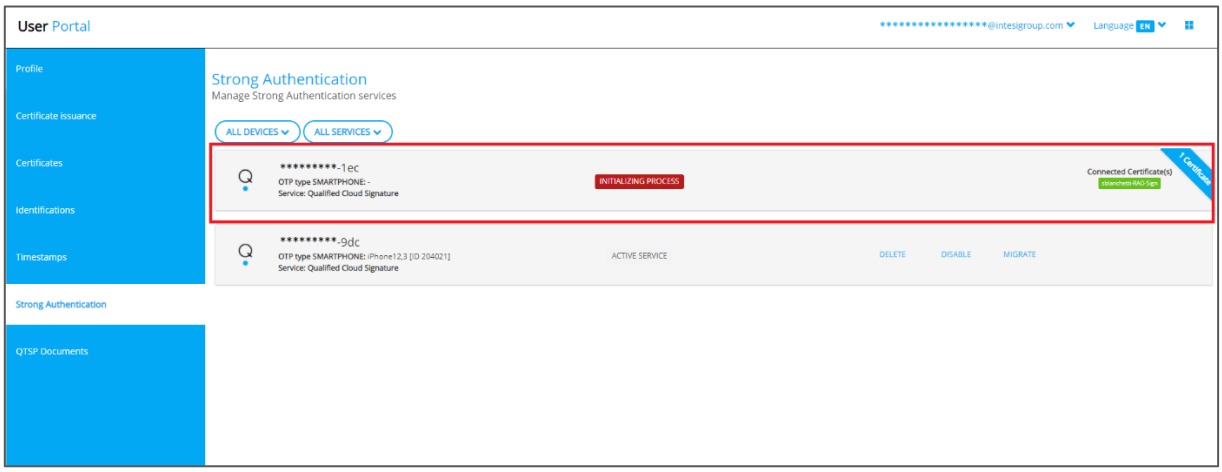


An e-mail will be sent immediately to the address you used for registration on the Time4Mind portal.



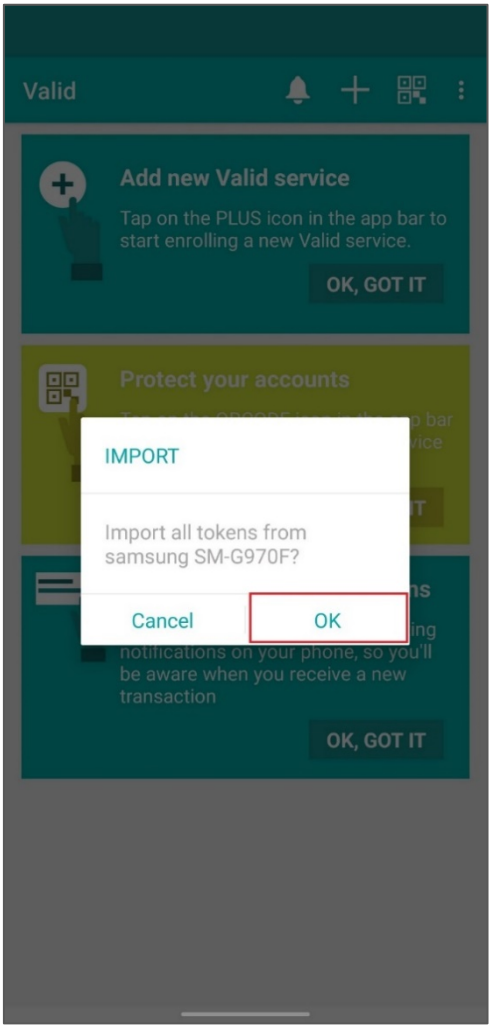
Take note of the received OTP (123456 is purely an example) by email and enter this value in the "TRANSFER" screen, then click "CONFIRM".

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



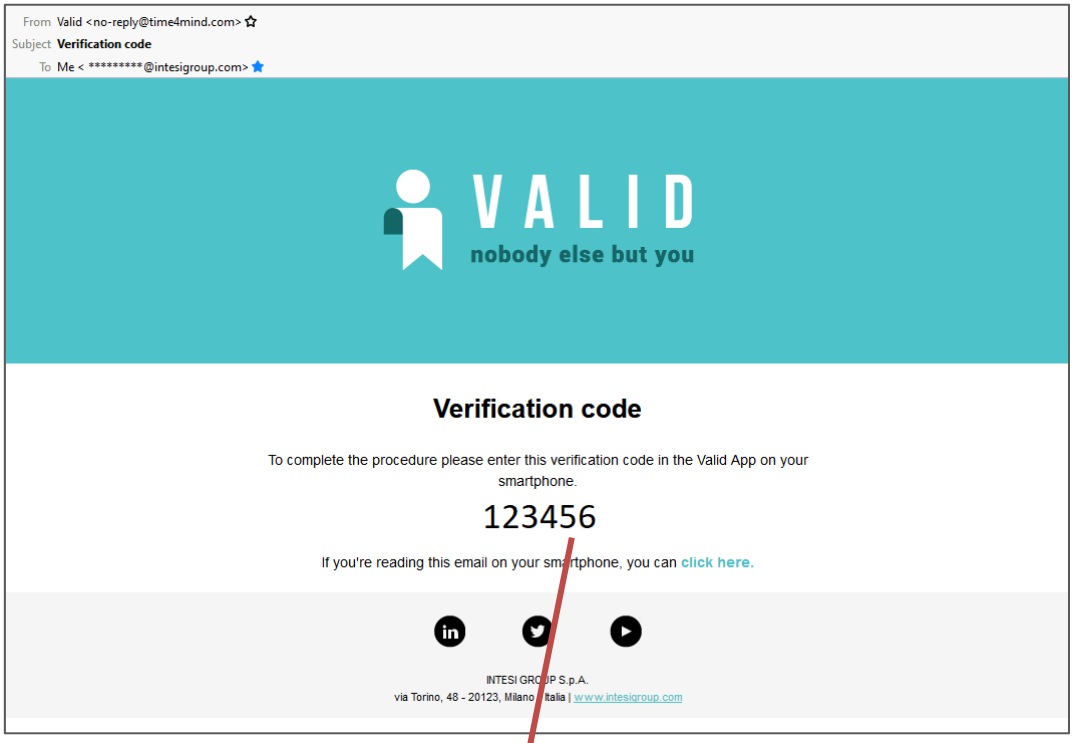
Now you can install the App on the new device or proceed with the uninstallation-installation from the App from the same device.

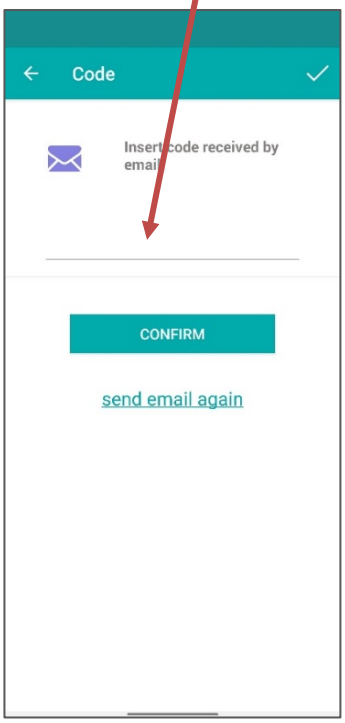
At the first access to the App, if pre-existing tokens are found on the device (in case of an uninstallation - installation of the App), the following message will be displayed:



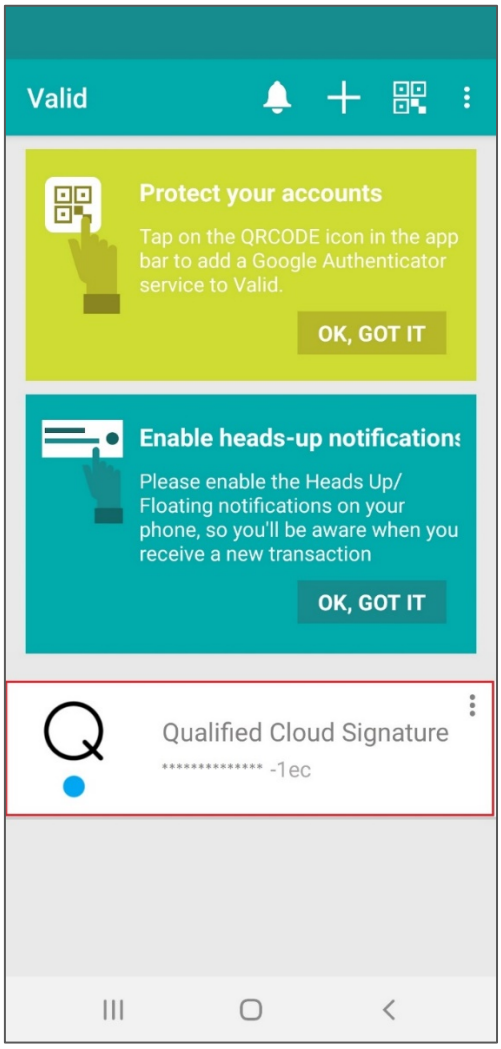
By selecting "OK" you will be asked to enter the OTP code received via email to finish the procedure:

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



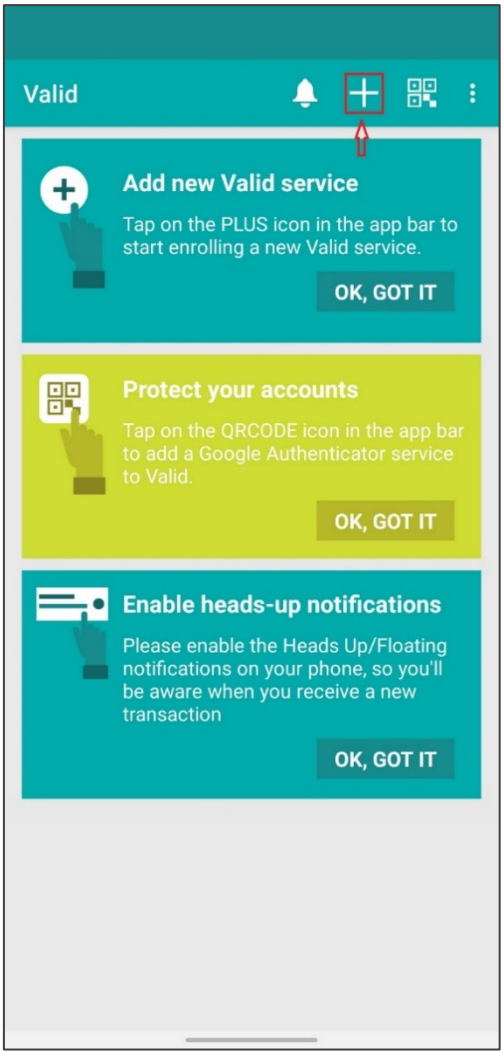


Once the OTP is inserted, the tokens on the device will be reloaded in the app:

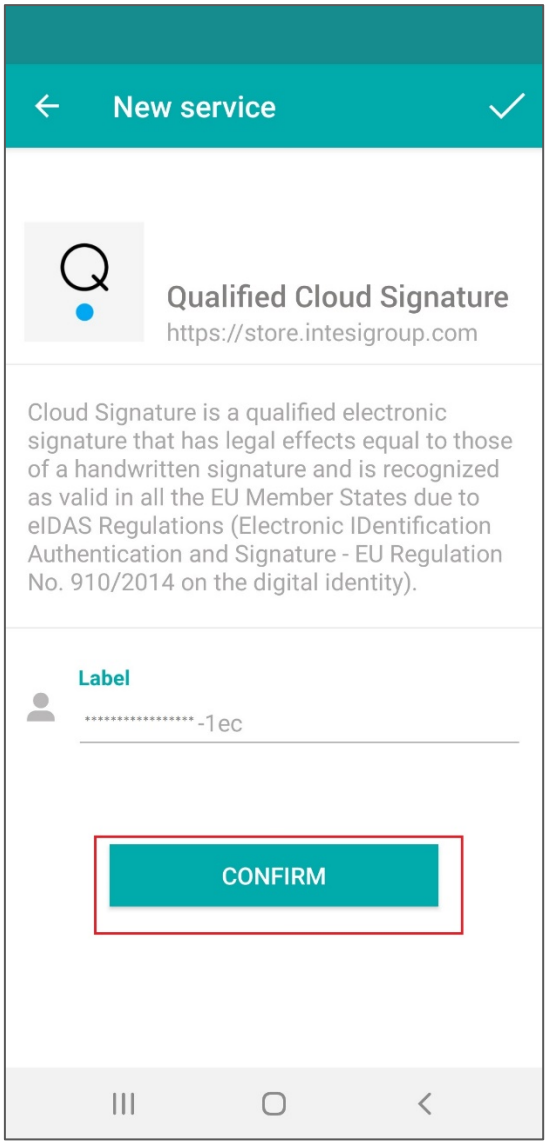


In the case of a new device, there will be no new tokens to be imported, or there may be tokens that have been activated directly and only on the new device.

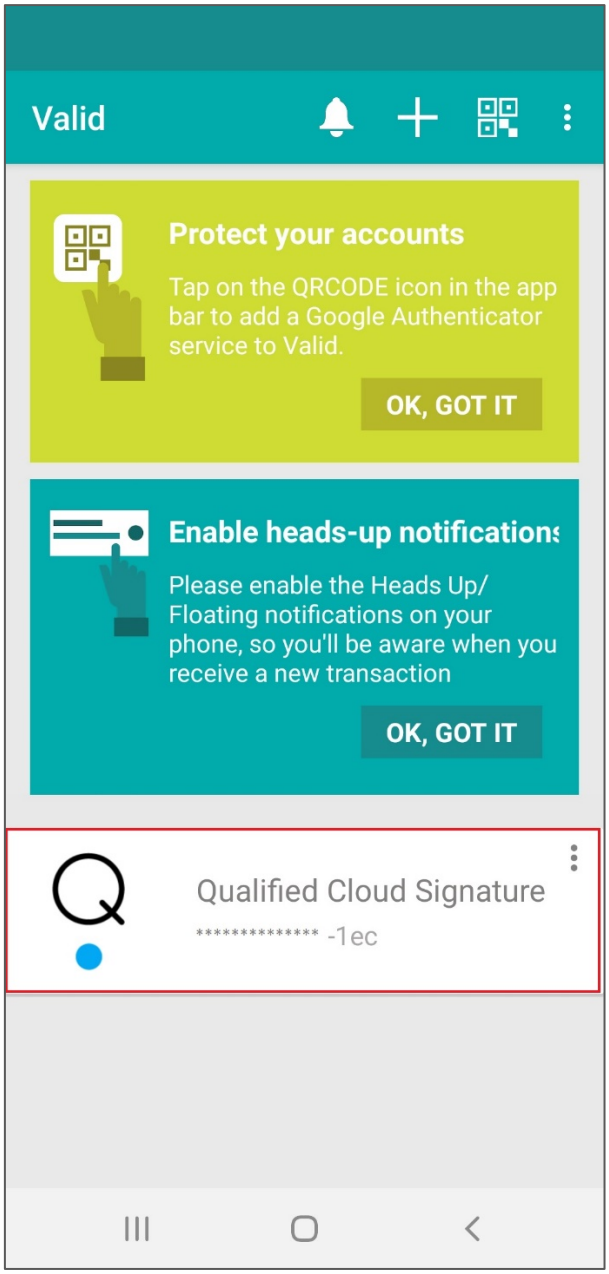
Then click on the "+" in the upper right corner of the screen.



The following view will be loaded. Just select "Confirm":



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



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