

Mobile Access – Automated Onboarding Frequently Asked Questions

Contents

About Automated Onboarding	1
Auto Onboarding Steps	2
Ordering Information	3
Legacy Support.....	4
Privacy & Security	5

About Automated Onboarding

1. What is Automated Onboarding?

Automated Onboarding is an online self-registration process where customers can setup up an account for the HID Mobile Access® Portal via a few easy steps. This new process will replace the current process where a manual Onboarding Form is required to gain access to the portal.

2. What is the benefit of Automated Onboarding process?

Automated Onboarding provides instant Onboarding for new customers. It also simplifies the ordering process via the introduction of new static part numbers. Information about the static part numbers for Mobile Access can be found in the “How to Order Guide” available for easy download from hidglobal.com.

3. Describe the Automated Onboarding process?

The customers willing to onboard on the Mobile Access Portal can simply follow an intuitive four step online process from a web link.



4. Where can I find this link for Automated Onboarding?

You can get this link from either an HID Channel Partner, your Access Control Provider or directly via HID Sales Teams.

5. How long time does the Automated Onboarding process take?

The Automated Onboarding process is extremely efficient and can happen in a matter of a few minutes.

6. Can I already start using the Mobile Access service after this process?

While you can start exploring the portal features and add users, in order to use the actual Physical access functionality, you'll need to place an order for Mobile IDs and Readers (if you don't already have Mobile enabled readers).

Auto Onboarding Steps

7. Why am I asked for HID Elite Program in Step 1?

If the Customer is already a member of the iCLASS Elite (ICE) program, then the request for account creation needs to follow a different path specifically designed for our ELITE customers.



HID Mobile Access®

Before We Begin

Does your organization participate in HID Global's "HID Elite™" Program? (This is uncommon)

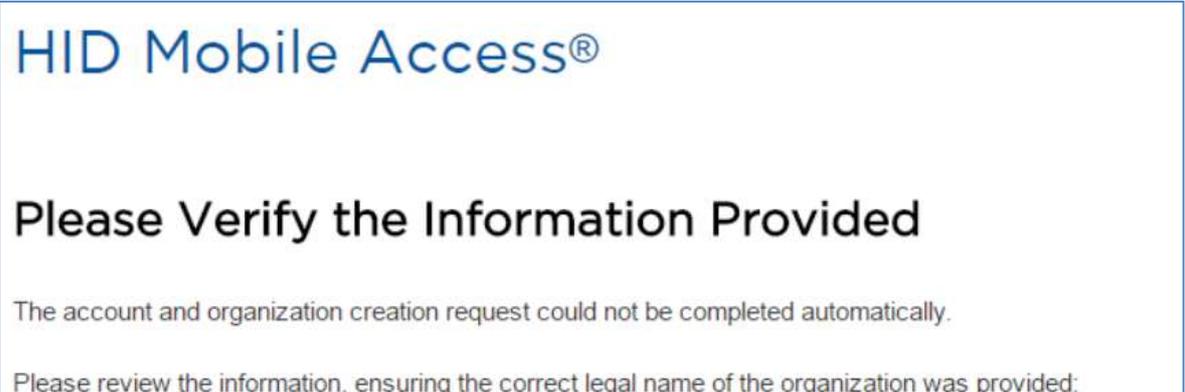
YES NO

8. What is Step 1?

Step 1 requires contact details of the administrator and other account related basic information. At the end of Step 1 an account is created and a temporary password is set for the user. This password is sent via email to prove ownership of the email address.

9. Why does it not take me to Step 2 after entering User Account Details?

Sometimes, users may be asked to wait for an account creation as HID may see the need for additional manual verification of the entered data.



HID Mobile Access®

Please Verify the Information Provided

The account and organization creation request could not be completed automatically.

Please review the information, ensuring the correct legal name of the organization was provided:

10. What is step 2?

In step 2, users can login to the portal and setup their permanent passwords. At this point users have full access to the portal.

11. If I have portal access then why do I need more steps?

You'll need to finish the remaining two steps in order to get the required information for ordering the essential components to make Mobile Access work.

12. What is Step 3?

Step 3 is about entering the details of a secure shipping address. This is the address where the Mobile Admin Cards for configuring the Mobile Enabled HID iCLASS SE and MultiCLASS SE Readers will be sent. At this point, you are almost done.

13. What is Step 4?

*This is the final step where a successful acknowledgement is shown to the users. This is also where two key pieces of information is displayed (as well as sent to the email): **Organization ID & Mobile Keypad**. These two are important to place a successful order with HID on Readers, Credentials and Admin Cards.*

Ordering Information

14. Does the Automated Onboarding also cover Ordering of Readers and Mobile IDs?

No. The process is designed only for Onboarding End Users to a Mobile Access portal.

15. What is needed to place the order?

The information provided at the end of the last step of the Automated Onboarding process (i.e. Organization ID & Mobile Keypad) is important to place the commercial order for Mobile IDs, Readers and Admin Cards.

16. What is an Organization ID?

An Organization ID is a unique identifier that identifies a specific customer portal account.

17. What is a Mobile Keypad?

A Mobile Keypad is a reference number for a set of cryptographic keys loaded into a reader. Mobile IDs, Mobile Key Cards and Admin cards will securely authenticate only with readers programmed with matching keysets.

18. How can I find my Organization ID and Mobile Keypad?

This information is shown at step 4 of the Automated Onboarding process. This can be found at the dashboard of the Mobile Access portal once you login. This information is also sent to the email address of the Customer Administrator as entered at the time of Onboarding.

19. How do I place an order and what additional information do I need?

The Ordering Process with HID remains the same i.e. any HID partner can place the order with the following information:

- Organization ID
- Mobile Keypad
- Format & Programming Information
- HID Part Numbers (new for Mobile Access)

20. Which new simplified part numbers are introduced as part of improved ordering process?

The following new part numbers are described in the updated How to Order Guide on HID website:

MOBILE-ID / MOBILE-ID-ES: Normal perpetual Mobile ID sold by HID

MOBILE-ID-TEMP7 / MOBILE-ID-TEMP7-ES: A new temporary Mobile ID with a validity of up to 7 days

SEC9X-CRD-MADD / SEC9X-CRD-MADD-ES: Mobile Administration Cards issued by HID to configure the Readers

21. What is the validity period of the temporary Mobile ID?

The temporary Mobile ID has a validity period of up to 7 days and is suitable for visitors, contractors or for testing purposes. If not manually revoked from the Mobile Access portal earlier, the temporary Mobile ID will be automatically revoked from HID Mobile App and it will automatically expire from the portal after 7 days.

Legacy Support

22. Are legacy parts being discontinued?

No. You can continue to order Mobile IDs and Reader Admin Cards using the custom part numbers that were previously provided to you.

23. Will existing customer be able to use old part numbers? Can they transfer to new part numbers?

Yes, existing customers can still use the old part numbers. They can also use the new part numbers as long as they order it together with the information on their Organization ID and Mobile Keyset.

24. If I use the Automated Onboarding process, am I obliged to place an order? Will my Organization ID and Mobile Keyset be reserved forever even though I am not ordering?

HID currently has no such restriction, however we reserve the right to change this policy at any time.

25. If I am a Partner, how can I ensure that MADD cards are sent to me as opposed to the End User?

You'll need to ensure that your address is entered as the "secure shipping address" for that particular customer account. You have to be authorised by the End User admin to ensure a safe and secure delivery.

26. Are there any issues about shipping the Mobile Admin cards internationally?

No as long as the secure shipping address mentioned is in a country with no explicit international shipping or trade limitations.

27. Will the old Onboarding process via a form still work?

HID will continue to support the old Onboarding Process in parallel till the end of 2017.

28. Can I follow Automated Onboarding Process for the Managed Services Portal?

Managed Services Portal accounts will continue to be Onboarded via current manual process.

29. What Formats are allowed when booking an order for a MOBILE-ID?

All current formats will continue to be supported (except Indala).

30. If I want to use new part numbers to order for a legacy customer, can I?

Yes. Just use it together with the Org ID and Mobile Keyset of the legacy customer (this information can be found in the portal).

Privacy & Security

31. What about privacy protection of the information I provide?

All customer sensitive data is handled according to HID Privacy Policy.

<https://managedservices.hidglobal.com/privacy.html>

32. What if I want to associate an existing Mobile Keypad to a newly created organization?

Yes, it is possible to associate an existing Mobile Keypad to a newly created organization with proper end user approvals. For an account created by the Automated Onboarding process, a system generated Mobile Keypad will be issued which can then be changed via an explicit request to HID Customer Service.

33. Can I change the secure shipping address from the portal?

Yes, it is possible by going to Administration -> Organization Profile -> Edit Secure Shipping Address.

34. Can the End User restrict which partners can order Readers and Mobile IDs with their Mobile Keypad or ICE?

HID Elite customers can restrict by authorizing certain Partners to use the ICE reference while ordering. Non-elite customers with Mobile Keypad references cannot exercise this restriction on the partners.

35. What happens if there is no Mobile Keypad and/or Secure Shipping Address for a given End User?

This is a mandatory information which every account shall have. If for some reason you are missing this information, please contact HID Customer Service immediately.

LINK to Automated Onboarding

<https://managedservices.hidglobal.com/faces/maUserOnBoardingStart>