

Digipass User Guide



Introduction

Your access to the online services provided by AG Insurance is secured thanks to the technology of this digipass. It looks like a calculator which has the faculty to generate a random password based on your personal pin code.

Therefore you connect yourself each time with a different password, which guarantees you the optimal security that you are entitled to expect in order to protect the confidential data of your AG Employee Benefits plan(s).

This document consists of four sections:

1. Initialisation of the digipass
2. Obtain a password to connect yourself
3. Modify the pin code of the digipass
4. My digipass does not work anymore or is lost



1. Initialisation of the digipass

This procedure is mandatory and must be carried out **only once** – when you receive the digipass and activate it for the first time.

Consult the letter that you have received and make sure that the serial number which is mentioned on it actually corresponds to the number that is to be found on the back of your digipass.

Action	Display	Explanation
1. Press the  key.	PIN	This message informs you that nobody has used the digipass before you.
2. Enter the 6 digits of the initial pin code.	* * * * *	It is to be found in the letter that you have received (or that you are going to receive).
	NEW PIN	
3. Enter a new pin code of your choice.	* * * * *	Your pin code may be any combination of 6 digits, with the exception of 6 similar or consecutive digits.
	PIN CONF	
4. Enter your pin code again for confirmation.	* * * * *	Your new pin code is registered.

2. Obtain a password to connect yourself

To obtain a password, follow the procedure below:

Action	Display	Explanations
1. Press the  key.	PIN	
2. Enter your pin code.	* * * * *	A password of 8 digits is generated automatically and is displayed on your screen.
3. Press the  key.		To turn off your digipass.

The digipass is automatically turned off after 30 seconds without use.

The validity of a password generated by the digipass is limited in time.

Furthermore, each activation of the digipass generates a new password. The security is thus optimal.

3. Modify the pin code of the digipass

To modify the pin code of the digipass, see the procedure to be followed:

Action	Display	Explanation
1. Press the  key.	PIN	
2. Enter your pin code.	* * * * *	A password of 8 digits is automatically generated and is displayed on your screen.
3. Press the  key during 2 seconds.	NEW PIN	
4. Enter your new pin code.	PIN CONF	Your pin code may be any combination of 6 digits, with the exception of 6 similar or consecutive digits.
5. Enter your new pin code a second time for confirmation.	PIN CONF	
	* * * * *	A password of 8 digits is automatically generated and is displayed on your screen.
		Your new pin code is activated.

4. My digipass does not work anymore or is lost

- If you enter a wrong pin code, the screen displays 'FAIL 1'. For a new attempt, press the  key and enter the correct pin code. After 5 failed attempts, the digipass displays 'LOCK'.

It is unusable from that moment onwards and must be returned to:

AG Insurance – AG EB Online Helpdesk
Boulevard Emile Jacqmain 53,
1000 Brussel

Please also contact the [AG EB Online Helpdesk](#) [tel. 02 664 86 00] so that they can order a new digipass for you.

- In case of loss, theft or for any attempted fraudulent use, please inform the [AG EB Online Helpdesk](#) [02 664 86 00] as soon as possible.