

# **Delivery of Product-files via VASCO's Customer Portal**

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**User Manual**

# 1 Introduction

This manual describes the process used by VASCO to deliver product-related files to VASCO's customers via VASCO's Customer Portal. This portal is a web application developed and managed by VASCO, which is available at <https://cp.vasco.com>.

The Customer Portal is used to deliver following types of files to VASCO's customers:

- Host files (e.g. DPX-files, PSKC-files) for DIGIPASS authentication devices
- Host file Transport Keys (.PDF files)
- PIN code files (.IPIN files)
- DIGIPASS for Mobile binaries
- DIGIPASS for Mobile activation codes (.ACODE files)

Section 2 of this manual describes the delivery process via the Customer Portal in detail. Section 3 explains how to contact VASCO if more information is required about the usage of the Customer Portal for delivery of files.

## 2 Delivery process

### 2.1 Introduction

This section describes the process for delivery of product-related files to VASCO's customers via VASCO's Customer Portal. The first subsection provides a high-level overview of the main steps of the process, while the second subsection provides more details.

### 2.2 Overview

When a customer places an order with VASCO, he specifies the contact details of the intended recipient of the files related to the order. The contact details consist at a minimum of the name and e-mail address of the intended recipient of the files. VASCO will vet these contact details to make sure the correct individuals receive the files.

Upon receipt of the order, VASCO processes the order and ultimately generates a number of files. The number and type of files depends on the order.

When the files are ready for delivery to the customer, the recipient receives an e-mail from VASCO, indicating that the files are ready for download from the Customer Portal.

The recipient can log onto to the Customer Portal using an account on VASCO's MYDIGIPASS authentication platform. If the recipient does not have such an account yet, he must first create an account at MYDIGIPASS.

Once logged onto the Customer Portal, the recipient can download the files that are available for him. When the recipient has downloaded the files, he receives a download confirmation via e-mail. This confirmation optionally contains files with the Transport Key(s) for the Host files that have been downloaded earlier.

The recipient must download the files within 30 days. If the files are not downloaded within this period, they will be automatically removed from the Customer Portal.

## 2.3 Step-by-step description

### 2.3.1 Placement of order

When a customer places an order with VASCO, he specifies the contact details of the intended recipient of the files related to the order. The contact details consist at a minimum of the name and e-mail address of the intended recipient.

Upon receipt of the order, VASCO processes the order and ultimately generates a number of files. The number and type of files depends on the order.

### 2.3.2 Notification of availability of files to customer

When the files are ready for delivery to the customer, the recipient receives an e-mail from VASCO, indicating that the files are ready for download from the Customer Portal. The e-mail is depicted in Figure 1 below.



**Figure 1**

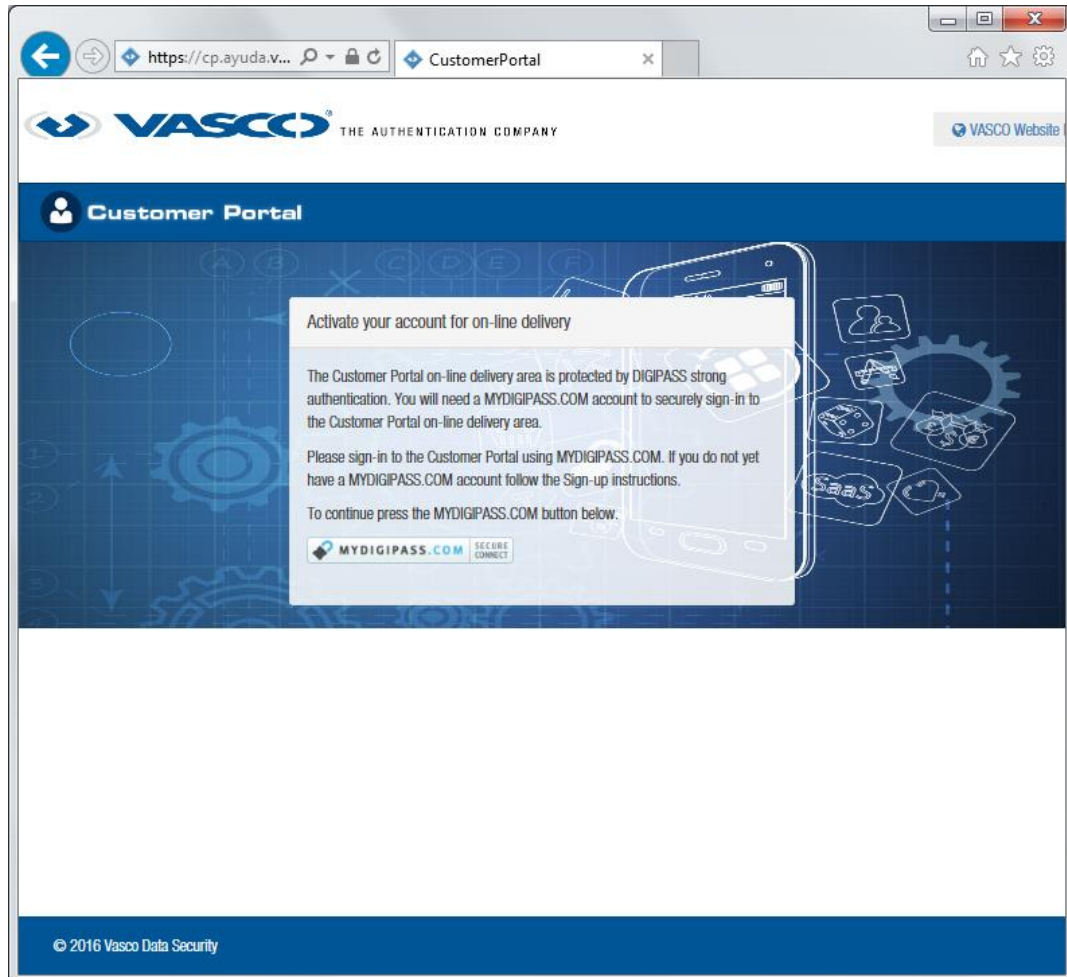
In order to download the files, the recipient clicks the link to the Customer Portal in the e-mail.

For security reasons, the link in the e-mail expires after 24 hours. A new e-mail is sent as a reminder on a daily basis until the files have been downloaded.

### 2.3.3 Logging onto the Customer Portal

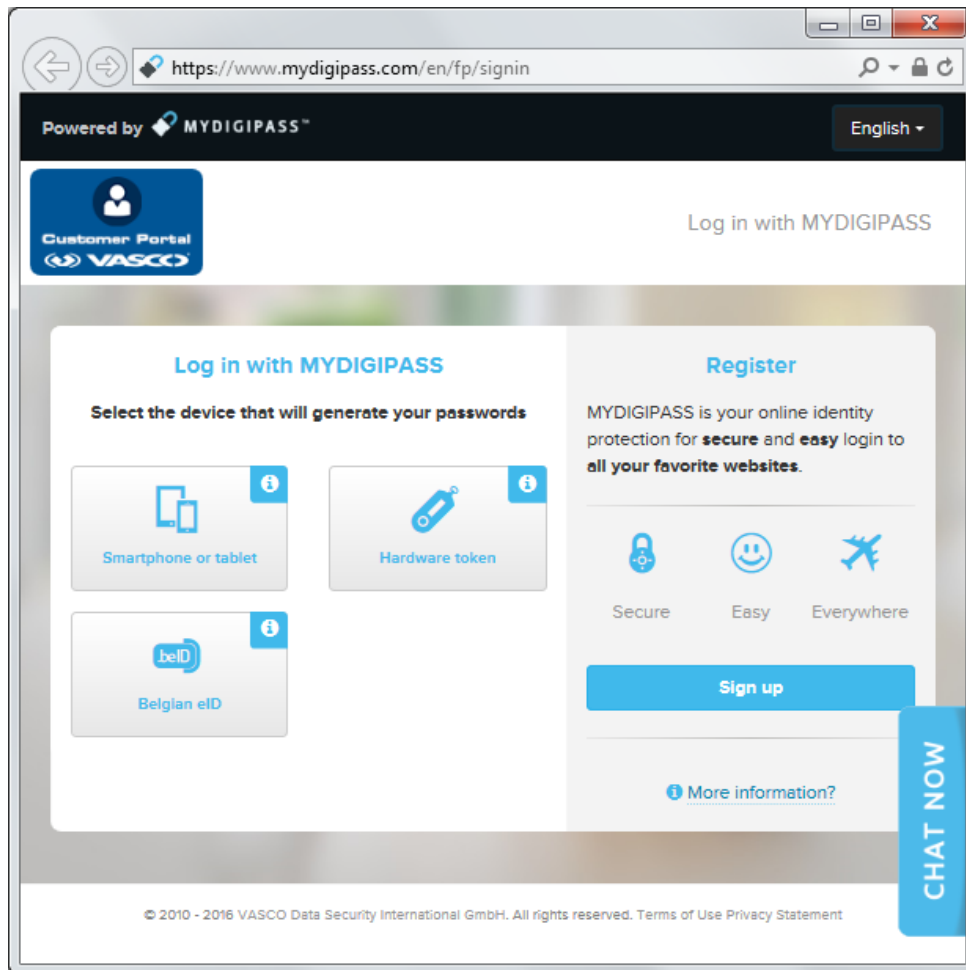
When the recipient has clicked the link to the Customer Portal in the e-mail, he arrives at the webpage illustrated in Figure 2.

The webpage explains that the recipient needs to have an account on VASCO's MYDIGIPASS authentication platform in order to access the Customer Portal.



**Figure 2**

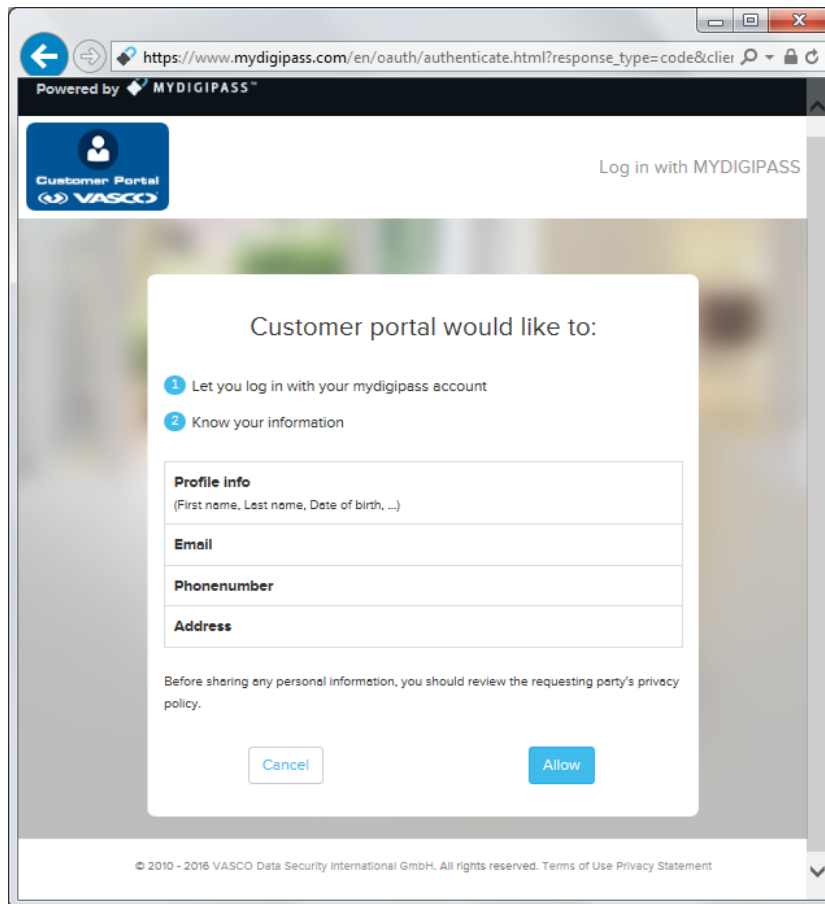
In order to continue, the recipient should click the MYDIGIPASS.COM button, which brings him to MYDIGIPASS, depicted in Figure 3.



**Figure 3**

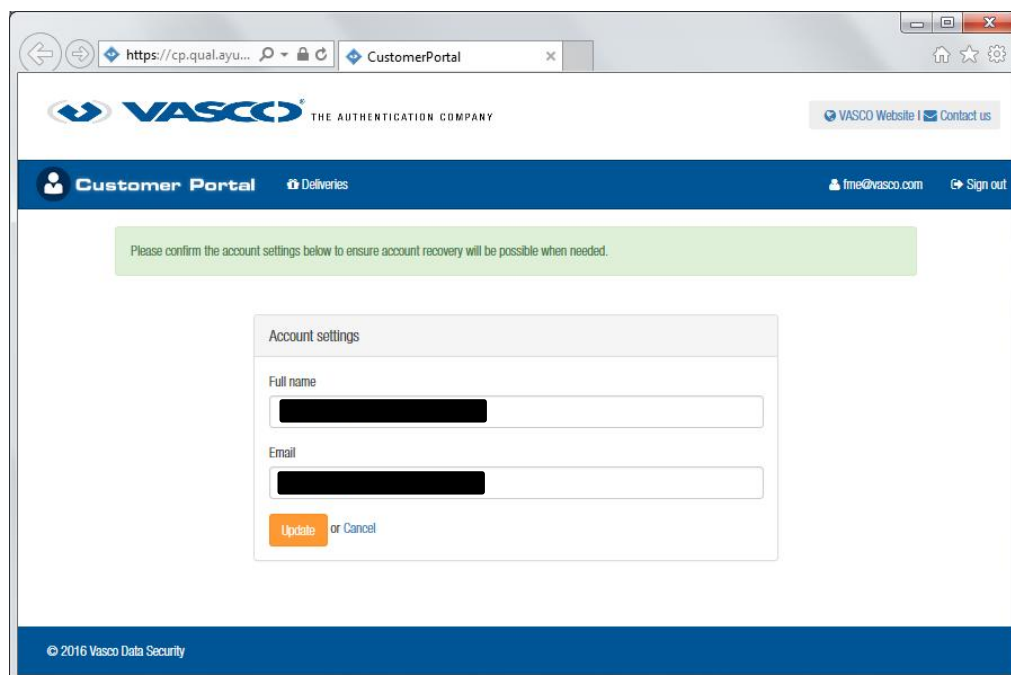
Subsequently the recipient should link a MYDIGIPASS account to the Customer Portal. If the recipient already has an account on MYDIGIPASS, he can use this existing account. If the recipient does not have an account yet, he first needs to register on MYDIGIPASS in order to create an account.

In order to link his MYDIGIPASS account to the Customer Portal, the recipient logs onto MYDIGIPASS. The recipient is then asked to confirm that his personal information can be shared with the Customer Portal. This personal information includes the recipient's name, date of birth, e-mail address, phone number and address. This is illustrated in Figure 4 below.



**Figure 4**

In order to confirm the usage of the MYDIGIPASS account to access the Customer Portal, the recipient is requested to confirm the details of the MYDIGIPASS account that he will use, as illustrated in Figure 5.



**Figure 5**

Once the MYDIGIPASS account is linked to the Customer Portal, the recipient is informed via e-mail that a certain MYDIGIPASS account is linked, as illustrated in Figure 6. If the recipient believes a wrong account is used he should inform VASCO immediately.

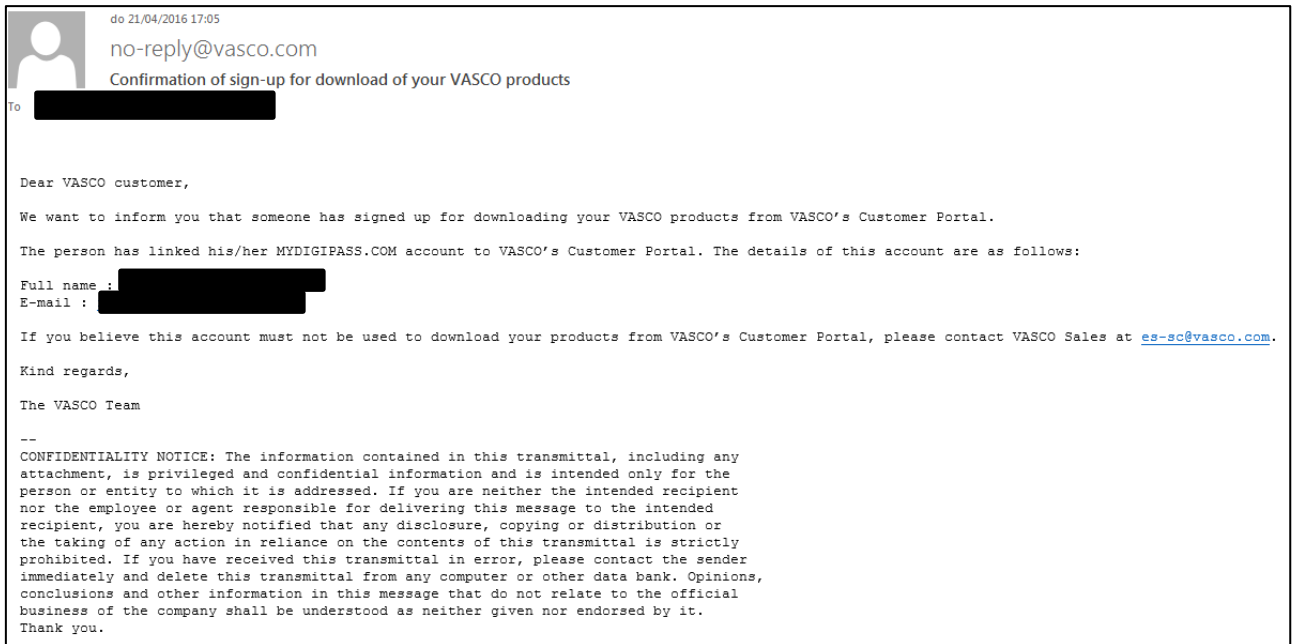


Figure 6

### 2.3.4 Downloading files

Once the recipient has signed into the Customer Portal, he can download the files that are available for him. Figure 7 shows the interface of the Customer Portal where files can be downloaded.

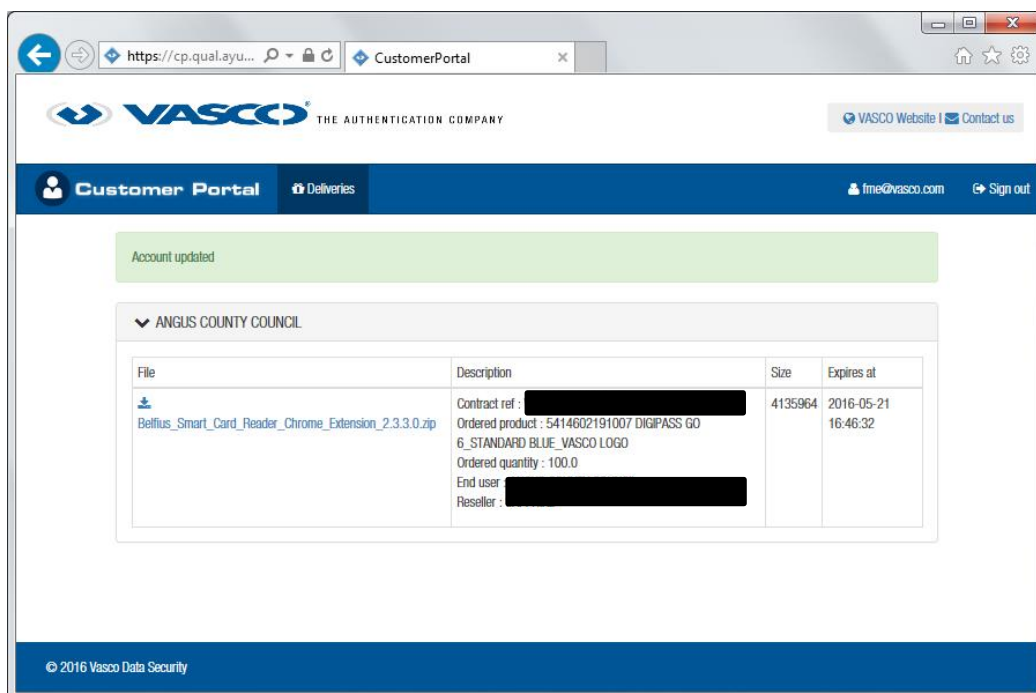


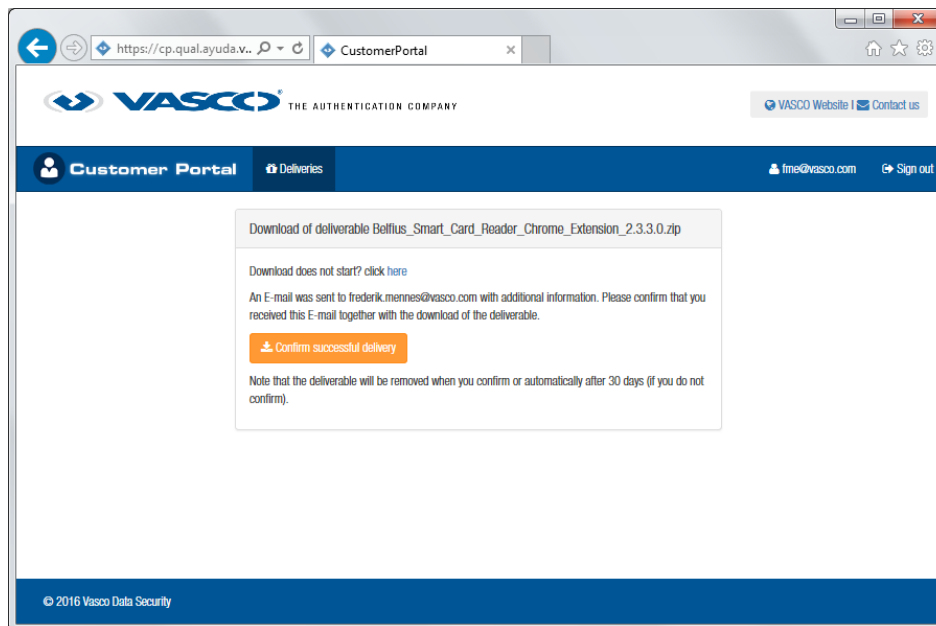
Figure 7

Following types of files can be available for the recipient on the Customer Portal:

- Host files (e.g. DPX-files, PSKC-files) for DIGIPASS authentication devices
- PIN code files (.IPIN files)
- DIGIPASS for Mobile binaries
- DIGIPASS for Mobile activation codes (.ACODE files)

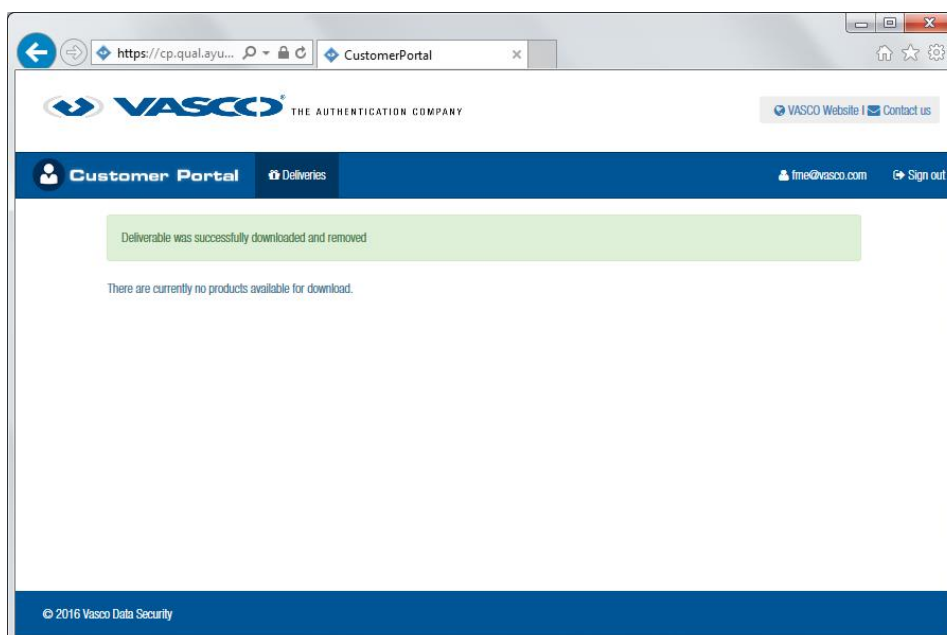
Note that files with Transport Keys are never available on the Customer Portal itself. These files are delivered by e-mail when the recipient has downloaded the other files.

When the recipient has downloaded a file, he is requested to confirm successful download of the file, as illustrated in Figure 8. If the recipient does not confirm successful download, he will receive a daily reminder to download the files.



**Figure 8**

Once the recipient confirms that he has received the file, the file is removed from the Customer Portal, as illustrated in Figure 9.



**Figure 9**



### 2.3.5 Confirmation of download of files

When the recipient has downloaded the files, he will receive an e-mail containing a confirmation that the files have been download. This e-mail contains in attachment the Transport Key(s) or other metadata to activate the Host files (e.g. DPX files) that have been downloaded earlier. Figure 10 provides an example of such an e-mail.

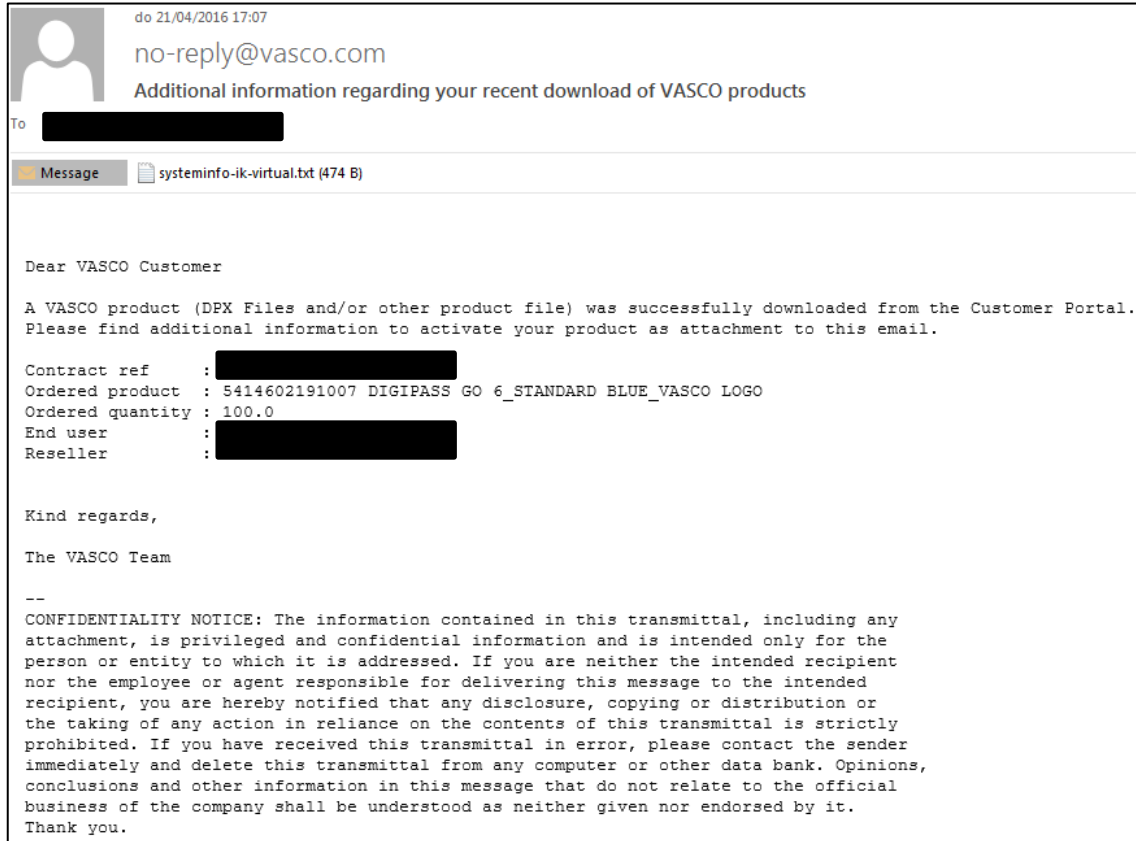


Figure 10

### 2.3.6 Automatic removal of files

The recipient must download the files within 30 days. If the files are not downloaded within this period, they will be removed automatically from the Customer Portal. If this happens, the recipient is informed about this via e-mail. Figure 11 shows an example.

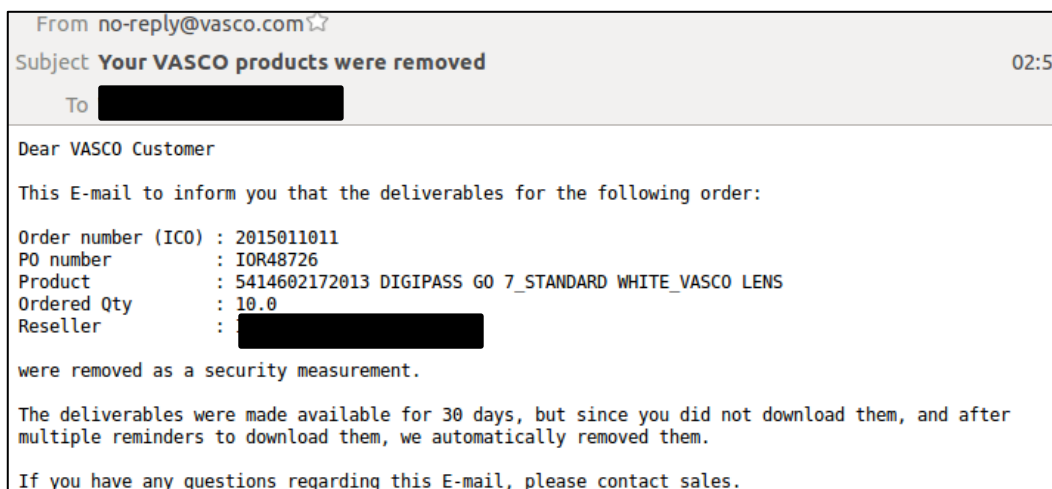


Figure 11

### 3 More information

For more information about the usage of the Customer Portal for downloading product-related files, please contact VASCO at [es-sc@vasco.com](mailto:es-sc@vasco.com).