

Registering a Signify token

Quick Reference Guide

WHAT IS A SIGNIFY TOKEN?



Signify tokens are used to provide secure access to the firm's systems, including Outlook. The token is required for you to access Outlook Web App and Remote Office.

The third party provider of the tokens provide a self-service online helpdesk facility to allow individuals to reset their PIN if they forget it or to report tokens as lost, stolen or broken.

BEFORE USING YOUR TOKEN

Your Signify token provides extra security by combining a secret PIN with the number on your token, which changes every 60 seconds.

Before you can use your token for the first time, you need to register with Signify. This only takes a few minutes. You will need:

- Your Welcome E-mail containing your Signify Account ID and Reference Code.
- Your token.

REGISTERING WITH SIGNIFY

1. Click on the highlighted web link in your welcome email.
If this link does not work for you go to www.signify.net and click the **Register your Signify account here** link.
2. Enter your **Account ID** and **Reference Code** which are given in your welcome email.
3. You will then be prompted to create your own secret **PIN**.
4. You will be prompted to log in using your new PIN followed by the number currently displayed on your token.
5. Follow the online prompts to complete your registration. You will be asked to check and update your contact details.

-  It is **very** important that you enter your mobile telephone number as your primary contact number. This will enable you to receive an emergency access code via text if your token is lost or broken.
6. For security authentication reasons, you will need to create three questions with answers. Two questions are given as examples but you can create your own if you prefer.

LOGGING IN TO OUTLOOK WEB APP AND REMOTE OFFICE

When you log into Outlook Web App, you will need to enter your normal network user ID and your SecurID PASSCODE (your PIN plus the number currently showing on your token).

-  To the left of the number on your token you will see black horizontal bars. Each bar represents ten seconds until the number changes. **If there is only one bar left**, it is

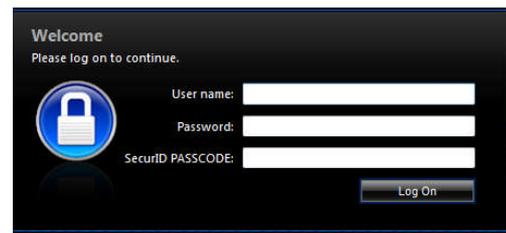
best to wait a few seconds until the number changes.

LOG IN SCREEN FOR OUTLOOK WEB APP



LOG IN SCREEN FOR REMOTE OFFICE

When you log into Remote Office, you will need to enter your network user ID, your normal network password and your SecurID PASSCODE (your PIN plus the number currently showing on your token).



FREQUENTLY ASKED QUESTIONS

1. **WHAT IF I HAVE ANY PROBLEMS LOGGING IN?**
Contact London IT Service Desk on +44 20 7296 5000 or your local service desk.
2. **WHAT IF MY TOKEN IS LOST OR BROKEN?**
You will need to report it to Signify. Go to the www.signify.net/helpdesk portal where you will carry out an online step-by-step process to register your token as lost or broken. If you are unable to access the website, please contact London IT Service Desk on +44 20 7296 5000 or your local service desk.
You may be given an emergency access code which you can use whilst you are waiting for your new token to arrive. This code will be emailed or texted to you. You will be able to use this emergency access code by typing it after your PIN in the usual way.
3. **WHAT IF I FORGET MY PIN?**
Go to the www.signify.net/helpdesk portal where you will need to complete the answer to two of your security questions. An activation code will be sent to you for you to reset your PIN.
If you are unable to access the website, please contact London IT Service Desk on +44 20 7296 5000 or your local service desk.
4. **HOW DO I CHANGE MY PIN?**
Log In to www.signify.net/ and enter your Hogan Lovells email address and your passcode. Click **Go**.
Click **Change PIN** and follow the online instructions.