DELIVERY OF PRODUCT-FILES
VIA ONESPAN'S CUSTOMER PORTAL

USER MANUAL

1. INTRODUCTION

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

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

• Host files (e. g. DPX-files, PSKC-files) for DIGIP ASS authentication devices

• Host file Transport Keys (.PDF files)

• PIN code files (. IPIN files)

• DIGIP ASS for Mobile binaries

• DIGIP ASS 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 OneSpan 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 OneSpan's customers via OneSpan'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 OneSpan, 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. OneSpan will vet these contact details to make sure the correct individuals receive the files.

Upon receipt of the order, OneSpan 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 OneSpan, indicating that the files are ready for download from the Customer Portal.

The recipient can log onto to the Customer Portal using MyOneSpan.

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 OneSpan, 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, OneSpan 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 OneSpan, indicating that the files are ready for download from the Customer Portal. The e-mail is depicted in Figure 1 below.

FIGURE 1

From: OneSpan Sales <EMEA-sales@onespan.com>
Subject: **OneSpan Secure Delivery Invite**
Date: Jun 13, 2019 04:18:15 PM CEST
To: ███████████████████████

Dear customer,

Your OneSpan order has been processed and can now be downloaded from our customer portal.

Order details:

```
VASCO order ref  : ███████████
Ordered product  : 5414602211002 DIGIPASS FOR MOBILE ES INITIAL
Ordered quantity : 50.0
End user         : ████████████████
Reseller         : ███████████
```

Only use the following link to start the secure download process: OneSpan Secure Delivery Invite

Please note that this link will expire after 24 hours. A new link will be sent daily until the files have been downloaded.

Failure to download the files within 30 days will result in the permanent removal of the files from our servers and will incur additional charges (DPX regeneration fee).

You will need to use the MyOneSpan app for iOS or Android to log into the OneSpan Customer Portal. Download that app from the Apple App Store or Google Play by visiting the store and searching for 'MyOneSpan'.
Click here for a complete description on the secure download process, including step-by-step instructions.

Kind regards,

The OneSpan Team

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 install MyOneSpan mobile application and activate account for on-line delivery.

FIGURE 2
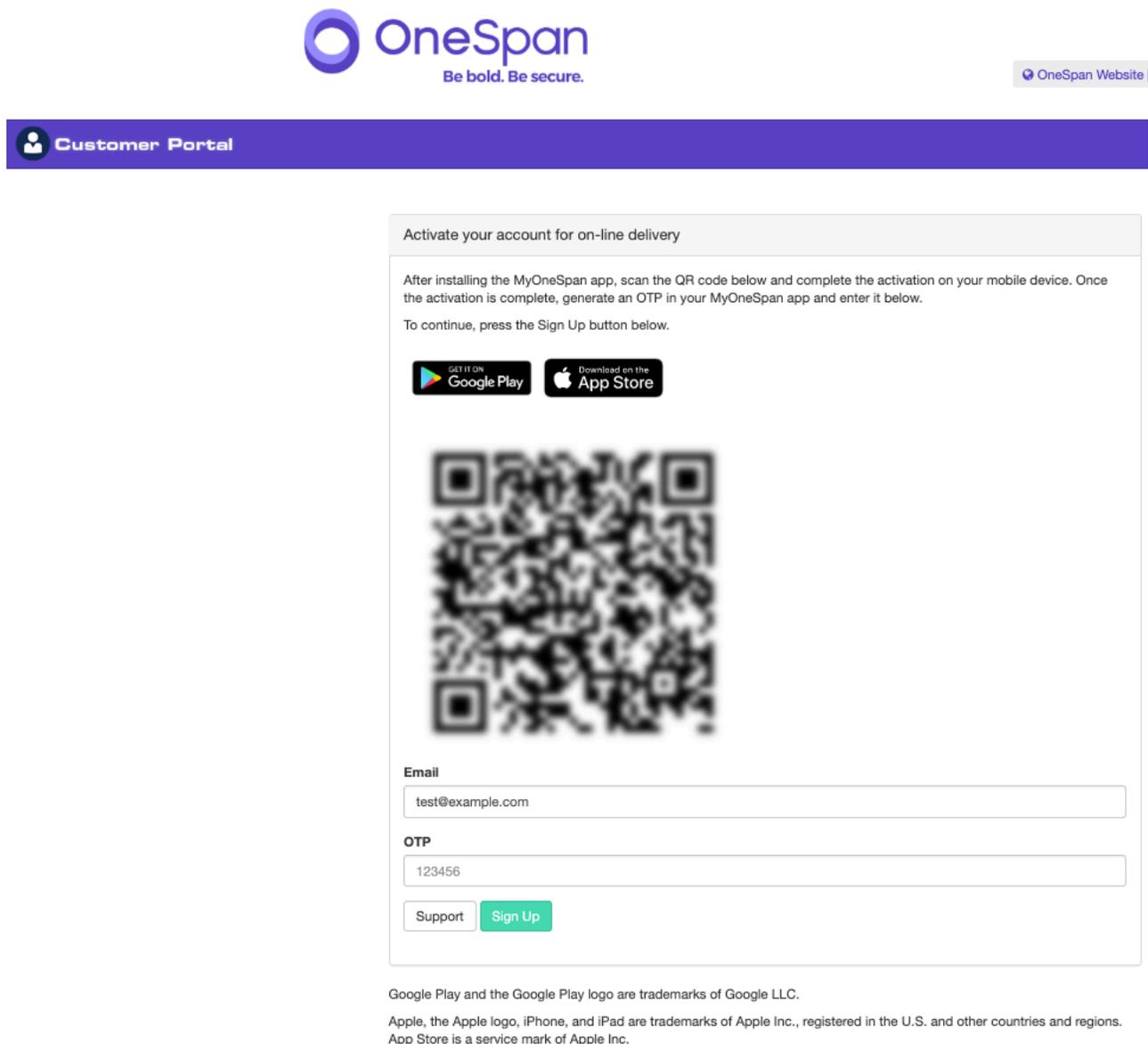
Subsequently the recipient should install application, scan QR code, generate an OTP and enter it into the corresponding field of OneSpan logon form.

In order to ensure account recovery will be possible when needed confirm the account settings of MyOneSpan logon, as illustrated in Figure 3.

FIGURE 3

Once the MyOneSpan account is linked to the Customer Portal, the recipient is informed via e-mail that a certain MyOneSpan account is linked, as illustrated in Figure 4. If the recipient believes a wrong account is used he should inform OneSpan immediately.

FIGURE 4

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 5 shows the interface of the Customer Portal where files can be downloaded.

FIGURE 5
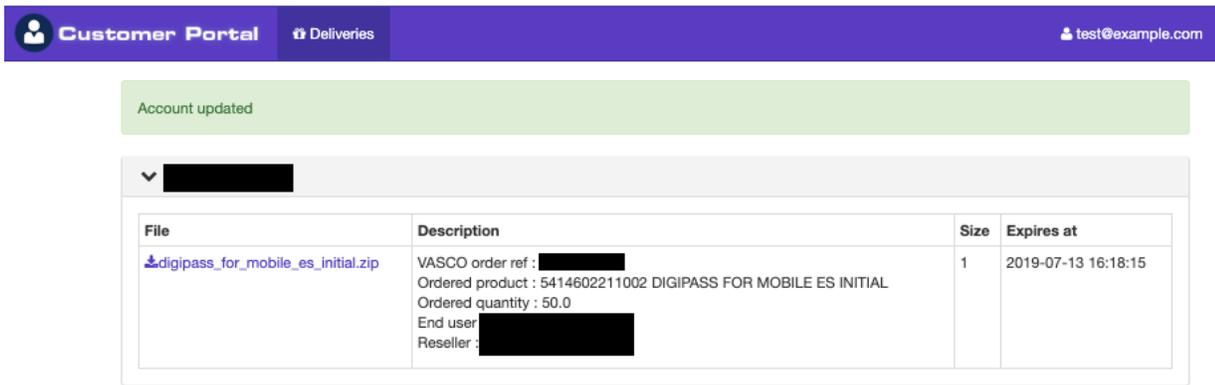
Following types of files can be available for the recipient on the Customer Portal:

- 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.

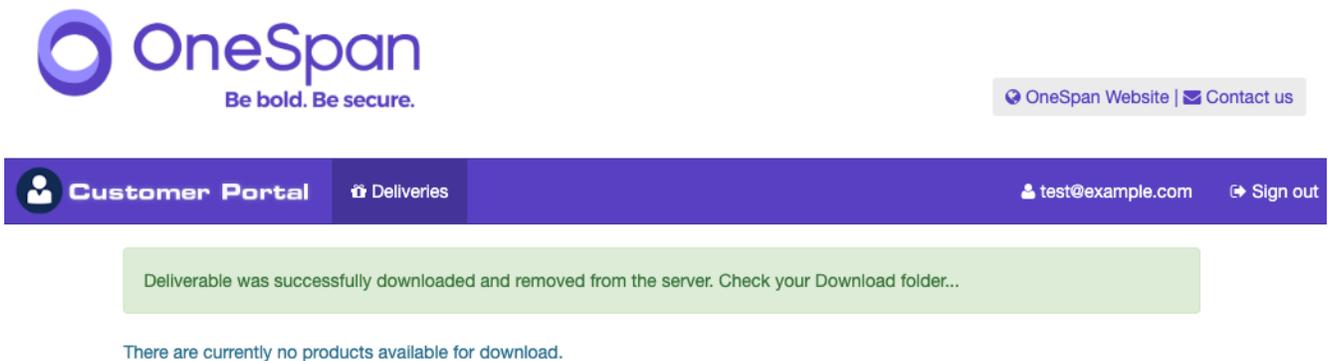When the recipient has downloaded a file, he is requested to confirm successful download of the file, as illustrated in Figure 6. If the recipient does not confirm successful download, he will receive a daily reminder to download the files.

FIGURE 6
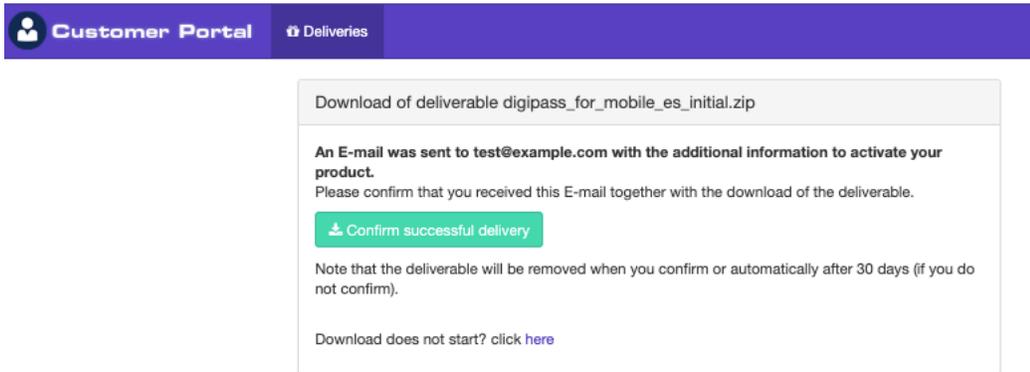
Once the recipient confirms that he has received the file, the file is removed from the Customer Portal, as illustrated in Figure 7.

FIGURE 7

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 8 provides an example of such an e-mail.

FIGURE 8

From:	no-reply@onespan.com
Subject:	**Additional information regarding your recent download of OneSpan products**
Date:	Jun 13, 2019 04:48:37 PM CEST
To:	
Attachments:	transport-key

Dear OneSpan Customer

A OneSpan product (DPX Files and/or other product file) was successfully downloaded from the Customer Portal.
This e-mail contains in attachment the Transport Key(s) or other meta data to activate the Host files (or DPX files) that have been downloaded earlier.

```
VASCO order ref  :
Ordered product  : 5414602211002 DIGIPASS FOR MOBILE ES INITIAL
Ordered quantity : 50.0
End user         :
Reseller         :
```

Kind regards,

The OneSpan Team

When the recipient has confirmed successful files download, he will receive an additional e-mail containing a confirmation that the files have been download. Figure 9 provides an example of such an e-mail.

FIGURE 9

```
From:    no-reply@onespan.com
Subject: OneSpan Products successfully downloaded from Customer Portal
Date:    Jun 13, 2019 04:50:52 PM CEST
To:      ███████████████

Dear OneSpan Reseller

We hereby inform you that files related to OneSpan products have successfully been downloaded
from OneSpan's Customer Portal by Test Examplovich (test@example.com) for company ████████

VASCO order ref        : ███████████
Ordered product        : 5414602211002 DIGIPASS FOR MOBILE ES INITIAL
Ordered quantity       : 50.0
End user               : ████████████
Order delivery contact : test@example.com


The downloaded files are DPX-files and/or other product-related files.

Kind regards,

The OneSpan Team
```

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 10 shows an example.

FIGURE 10

```
From:     no-reply@onespan.com
Subject:  Your OneSpan products have been removed
Date:     May 2, 2019 04:27:04 PM CEST
To:       ██████████████
```

```
Dear OneSpan Customer

This E-mail to inform you that the deliverables for the following order:

VASCO order ref   : ████████████
Ordered product   : 5414602502100 VIRTUAL DIGIPASS BACKUP
Ordered quantity : 500.0
End user          : ████████████████████
Reseller          : ████████████████

were removed as a security measure.

The deliverables were made available for 30 days, but since you did not download them, and after multiple reminders to download them, we automatically removed them.

If you have any questions regarding this E-mail, please contact sales.

Kind regards,

The OneSpan Team

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CONFIDENTIALITY NOTICE: The information contained in this transmittal, including any
attachment, is privileged and confidential information and is intended only for the
person or entity to which it is addressed. If you are neither the intended recipient
nor the employee or agent responsible for delivering this message to the intended
recipient, you are hereby notified that any disclosure, copying or distribution or
the taking of any action in reliance on the contents of this transmittal is strictly
prohibited. If you have received this transmittal in error, please contact the sender
immediately and delete this transmittal from any computer or other data bank. Opinions,
conclusions and other information in this message that do not relate to the official
business of the company shall be understood as neither given nor endorsed by it.
Thank you.
```

3. MORE INFORMATION

For more information about the usage of the Customer Portal for downloading product-related files, please contact OneSpan at support@onespan.com.