

User Manual

Your registration at “My Globality”

“My Globality” available via <https://myglobality.globality-health.com> provides you with direct and secure personal access to key information, benefit data and documents associated with your insurance cover.

To ensure the highest security standards and to prevent account takeover and online fraud, Globality has built a **two factor authentication (2FA)** process to access “My Globality”.

It adds a second level of authentication to your account login using

1. your e-mail (**username**) and
2. your **password**, together with
3. an additional **security code**

One time registration process – My Globality account registration

Option 1: With Globality Service Card

1. Please use the link attached to your notification e-mail to open the “registration screen”.
2. Enter your registered e-mail address.
3. Fill in all details from your service card.
4. Choose, enter and confirm your password.
5. Enter the captcha and click on the “Register” button.

After your registration has been checked and approved, your password is set and you are redirected to the second factor enrolment web page.

Please refer to “**Second factor enrolment**” for further instructions on how to finalize this one time process.

Option 2: With security code only

1. Please use the link attached to your notification e-mail to open the “registration screen”.
2. Enter your registered e-mail address.
3. Enter your 6-digit registration security code received from us in a separate e-mail.
4. Choose, enter and confirm your password.
5. Enter the captcha and click on the “Register” button.

After your registration has been checked and approved, your password is set and you are redirected to the second factor enrolment web page.

Please refer to “**Second factor enrolment**” for further instructions on how to finalize this one time process.

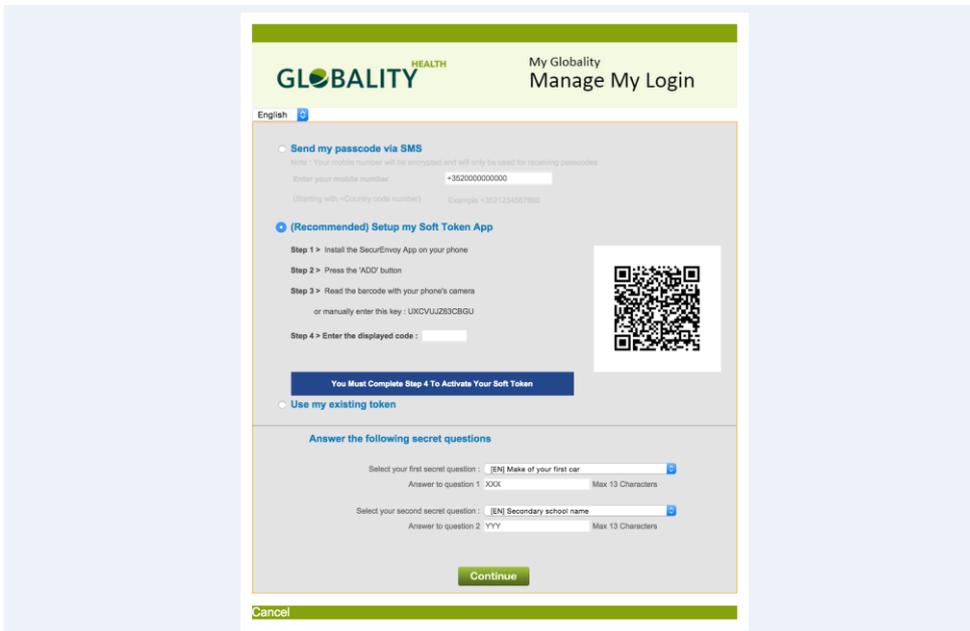
Second factor enrolment – Manage My Login

1. After passing the registration check you arrive on the second factor page.
2. Enter your registered e-mail address (username) and your password.
3. Now click the “Login” button.
4. Enter your 6-digit security code (*one-time usage only, dynamically generated security codes are safer to use than fixed/static log-in information*)
5. Now click the “Login” button.

When you log-in for the first time, please follow steps 1-5 mentioned above and use the **6-digit registration security code** you received from us in a separate e-mail.

6. After you click the “Login” button you will be automatically directed to the following screen, to choose your security method. (*Your security method can be changed any time to any authentication type allowed. Switching to a new type or re-enrolling an existing type, e.g. by entering a new mobile phone number, automatically deletes the old method from the server.*)

7. Choose from SMS based authentication or a Soft Token application.



7a. SMS based authentication:

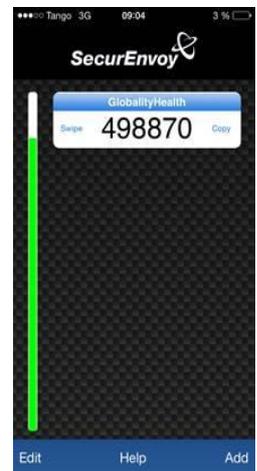
Three one-time codes are sent in each SMS message.

7b. Authentication via Soft Token application:

(Recommended for users with smart phones or tablets as no phone signal is required)

You install the SecurEnvoy app on iPhone, Android, Windows 7 or Blackberry to generate one time security codes.

The one time code changes every 30 seconds.



8. Select and answer the secret questions.

9. Now click the "Continue" button.

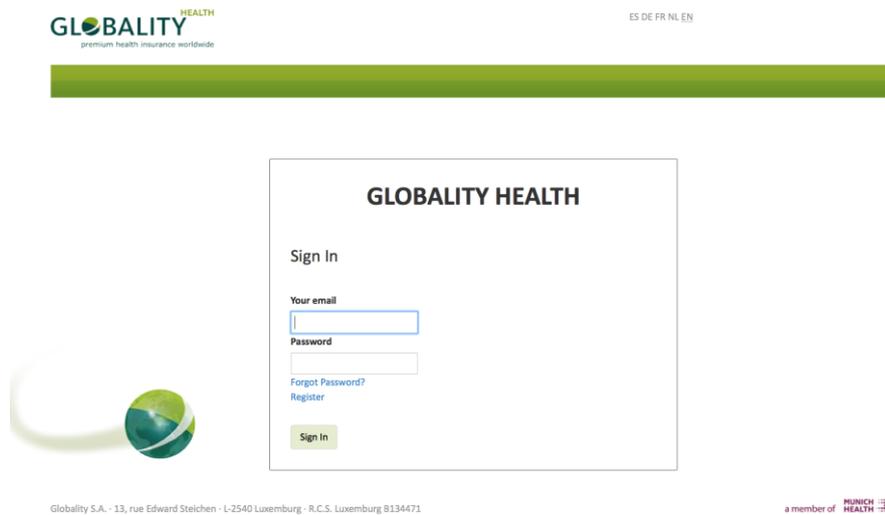
10. You are now ready to use "My Globality"

Please refer to "Usual login" for further instructions on how to login after this one time procedure.

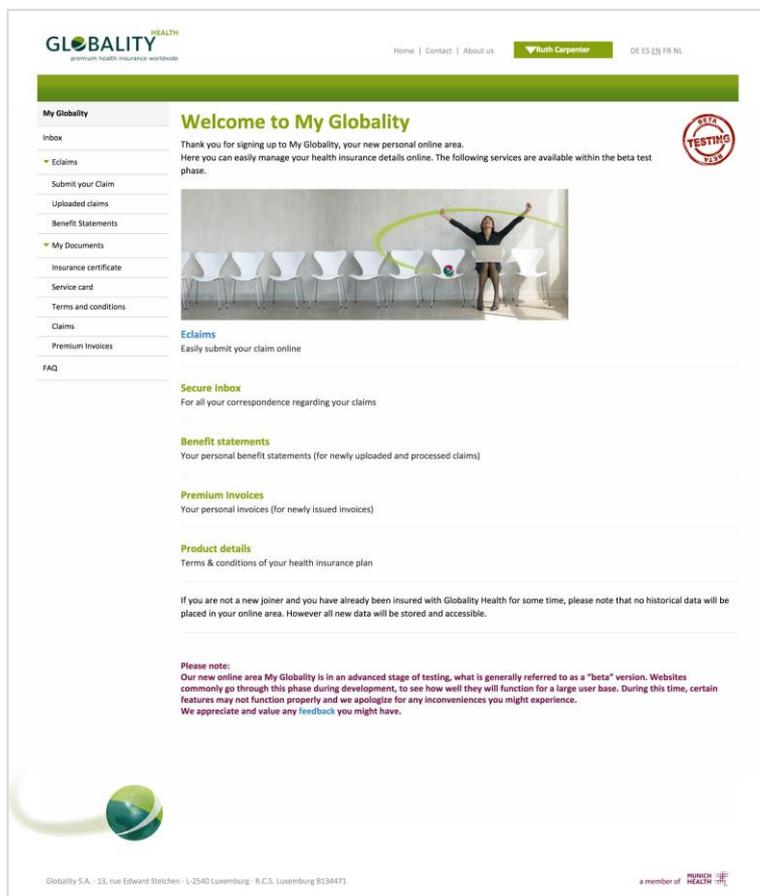
Usual login

Note : You must have passed the one time registration process prior to login.

1. Go to My Globality : <https://myglobality.globality-health.com>



2. Enter your email
3. Enter your password
4. Enter your security code (SMS or Mobile App)
5. Login complete



Please note: To ensure no third parties gain access to your personal data, the session will expire if there has been no activity for 30 minutes, or if the browser is closed.

Password recovery – Get a new password

In case you have forgotten your password, please request a new one by clicking the "Forgotten Password" button.

1. Enter your registered e-mail address
2. Enter the Captcha
3. Now click the "OK" button.

After your request has been checked, you will receive a link to reset your password.

Change Password and/or Security Method

When logged in, please visit your user menu (drop down menu highlighting your name in green) on the upper right hand side to manage your password and security method settings.

Emergency Help desk – Get a new security code

In case you cannot access your mobile phone or you have lost your token, please request a new security code by clicking the "Get a new code" button.

1. Please re-enter your registered e-mail address and click the "Login" button.
2. Re-enter your password and click the "Login" button.

3. Then answer your secret question selected during the registration process and click the "Login" button.
4. Now you are able to request/enter a temporary 6-digit security code for a limited timeframe.

Please note: You can only use the Emergency Help desk once a day! It is recommended to change your security method as soon as you successfully log in to My Globality.