Registration Manual
My Globality Online Portal

The "My Globality" online portal, available at https://myglobality.globality-health.com, provides you with direct and secure personal access to key information about your health insurance cover, allowing you to submit claims securely, search for medical providers, download your insurance documents and view details of all your benefits online.

This document details the steps you need to take to register for the first time, and explains all the other security features of the portal.

To ensure the highest security standards and guarantee confidentiality, Globality Health has built a **two factor authentication (2FA)** process to access "My Globality".

This adds a second layer of authentication to your account login using
1. your e-mail (**username**) and
2. your **password**, together with
3. an additional **security code**.

Registering for the first time on "My Globality"

When registering for the first time on "My Globality", you will need to go through a one-time authentication process.

The first step in the registration process is to set up your password. To do this, you will have received a Portal Invitation by e-mail which includes a link. From here, proceed as follows:

CASE1: SERVICE CARD OR CODE *If you have already received your Globality Health Service Card or received a Globality code by phone or email (if not, please go to CASE 2:WITHOUT SERVICE CARD NOR CODE)*

1. Please click on the following link to open the "My Globality Account Registration" screen: https://myglobality.globality-health.com/template.REGISTER/. The link is also included in your notification e-mail.

2. Answer the question "Do you have a Globality Service Card",

If you don't have a Globality Service Card, please answer to the question "Have you received a Globality code by phone or email"

3. Enter your registered e-mail address.

4. Fill in all details from your service card or give the code you received.

5. Enter the details required in the Captcha security feature and click on the "Next" button.
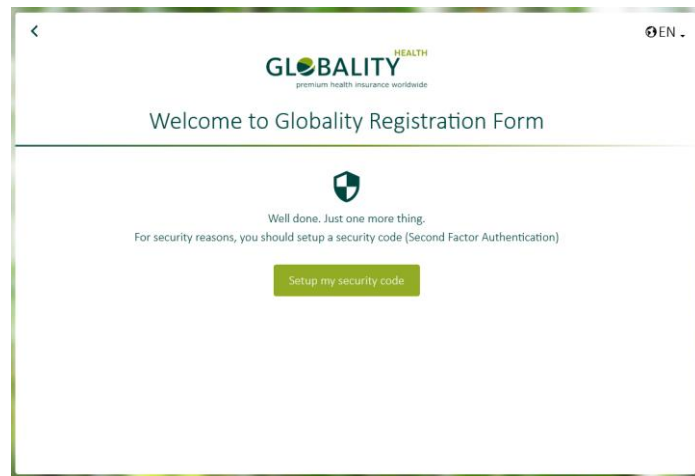
5. Choose, enter and confirm your password.

6. Click on the "Next" button.

After your registration has been checked and approved, your password is saved and you are redirected to the second factor enrolment page.
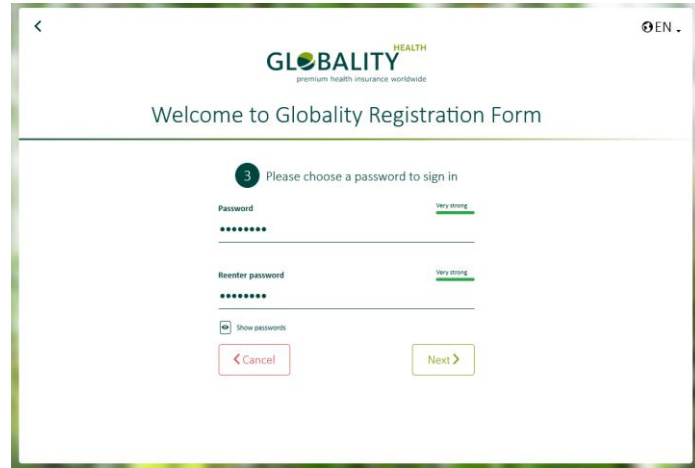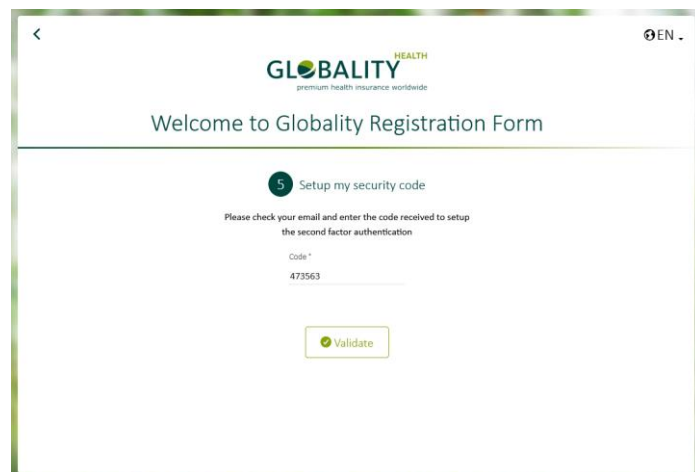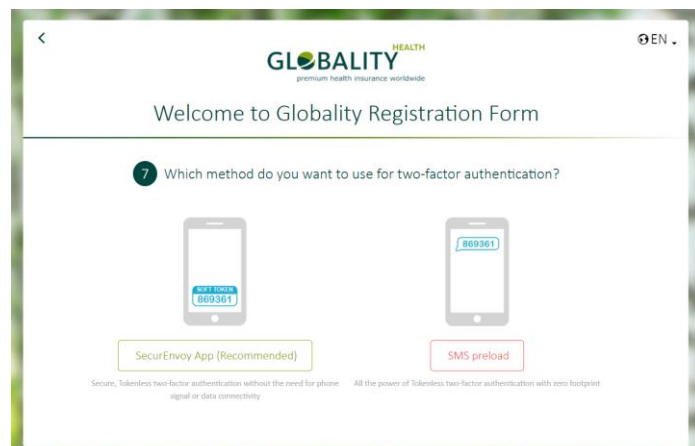
7. Click on the button "Setup my security code"

8. You have just received a "My Globality Two Factor Authentication Enrolment" e-mail with a six-digit security code.

9. Enter here the six-digit security code that you just received from us by e-mail and click on the button "Validate"

10. You have the choice between an SMS-based authentication method, or via a Soft Token application which is our recommended option (especially in some countries facing issues with SMS).

MOBILE APP	SMS CODES
For authentication via Soft Token application, you must install the SecurEnvoy app. The app then generates one-time security codes, which will change every 30 seconds. An iPhone, Android, Windows 7 or Blackberry device is required. This method is recommended for users with smart phones or tablets, as no network phone signal is required. 	If you choose SMS-based authentication, three different one-time codes will be sent to you by SMS message

11.   Select and answer the secret questions.

12. You are done

Note that you can change at any time between the two authentication methods. Changing to a new method automatically deletes and replaces the old method on our system, including any codes sent to you. Re-confirming an authentication method, for example by entering a new mobile phone number, also deletes and replaces the previous method and any codes sent up to that point.

Once you have gone through this one-time authentication process and wish to access the portal on an ongoing basis, please refer to the section below on how to log-on to "My Globality" as normal.
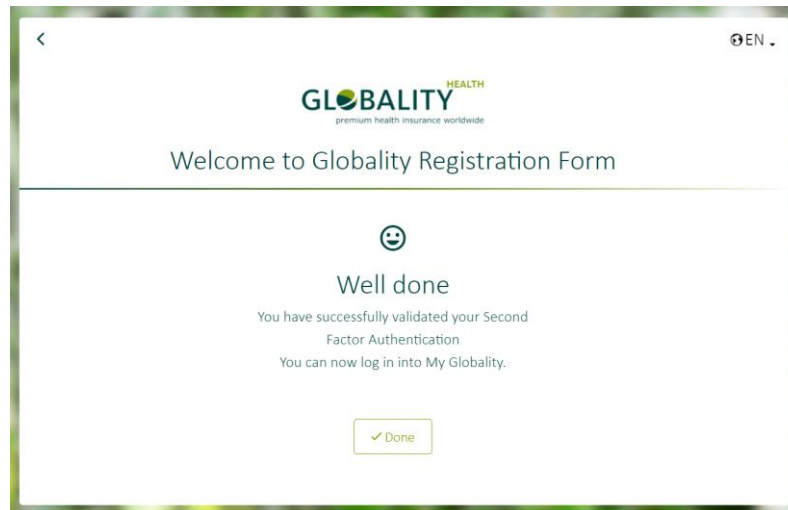
CASE2: WITHOUT SERVICE CARD NOR CODE *If you have not received your service card*

1. Please click on the following link to open the "My Globality Account Registration" screen: https://myglobality.globality-health.com/template.REGISTER/. The link is also included in your notification e-mail.
2. To the question "Do you have a Globality Service Card", please answer "**No**"
3. To the question "Have you received a Globality code by phone or email", please answer "**No**"
3. Enter all the details requested and upload proof of identity.
4. Enter your registered e-mail address.
5. Enter the details required in the Captcha security feature and click on the "Register" button.
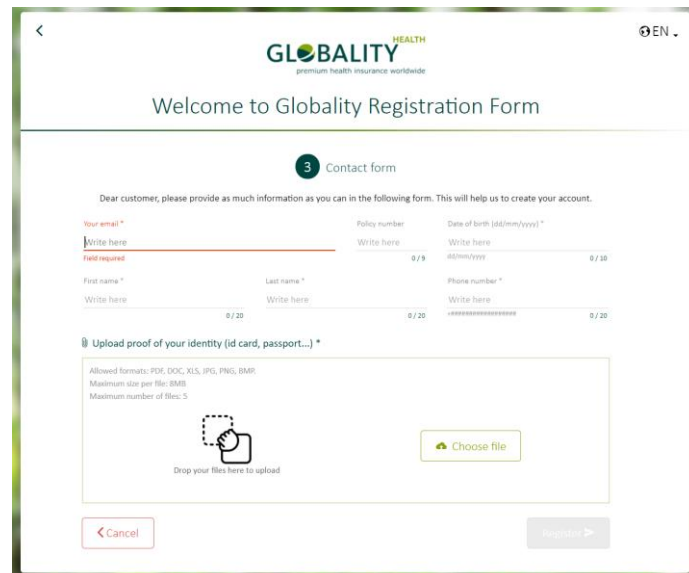
You will in due course receive another Portal Invitation e-mail from us, this time with a six-digit registration security code and a registration link. After receiving this e-mail, proceed as explained in the section ***CASE1: SERVICE CARD OR CODE***

Logging-in to "My Globality" once registered

Please follow the steps below whenever you wish to log-in as normal.

1. Go to the "Sign In" screen for "My Globality", which you can access at
   https://myglobality.globality-health.com.

2. Enter your registered e-mail address.
3. Enter your password, as chosen during the one-time registration process, and click the "Sign In" button.
4. On the next screen, enter your one-time security code and click the "Sign In" button:

If you have chosen the Soft Token authentication method, open your SecureEnvoy application to generate the security code. If you have chosen SMS-based authentication, use one of the three one-time codes that have been sent to you by SMS.
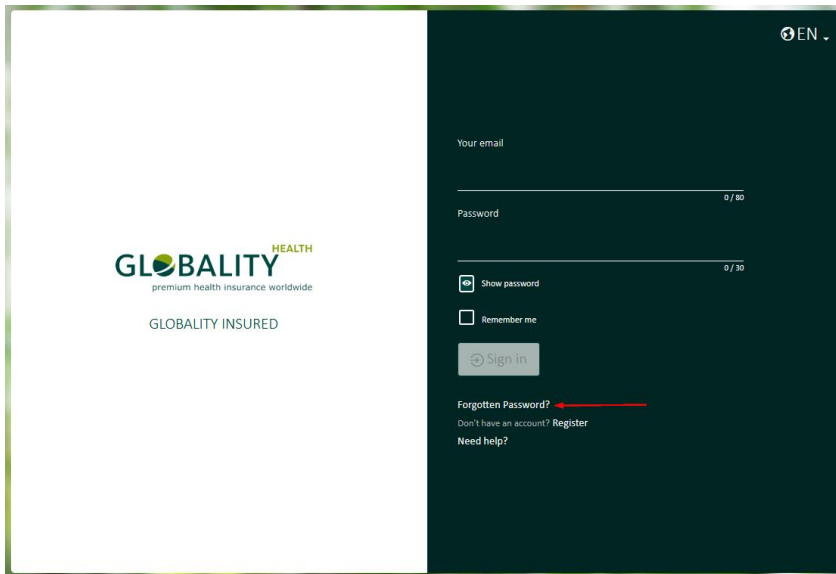
5. You will then arrive at the "Welcome to My Globality" screen:
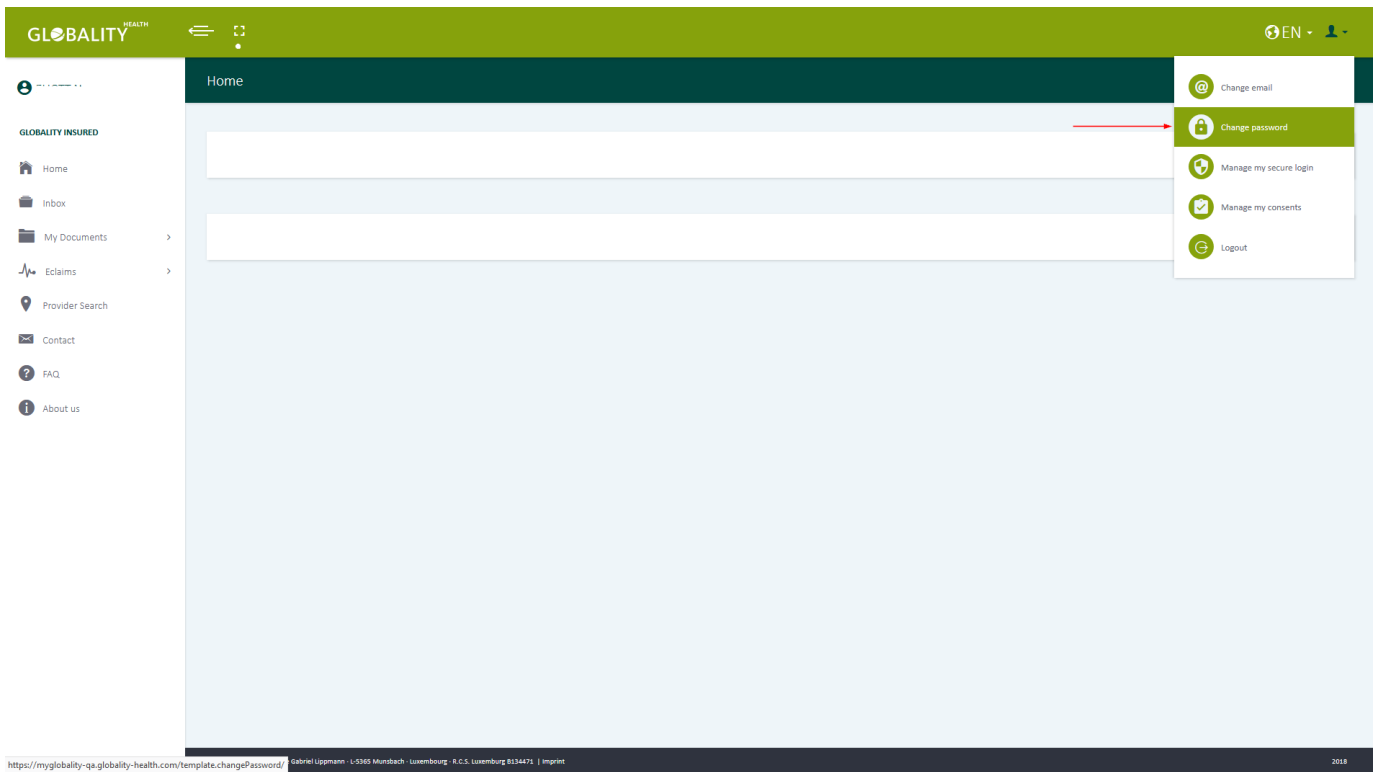
Please note: To ensure no third parties gain access to your personal data, the session will expire if there has been no activity for 30 minutes, or if the browser is closed.
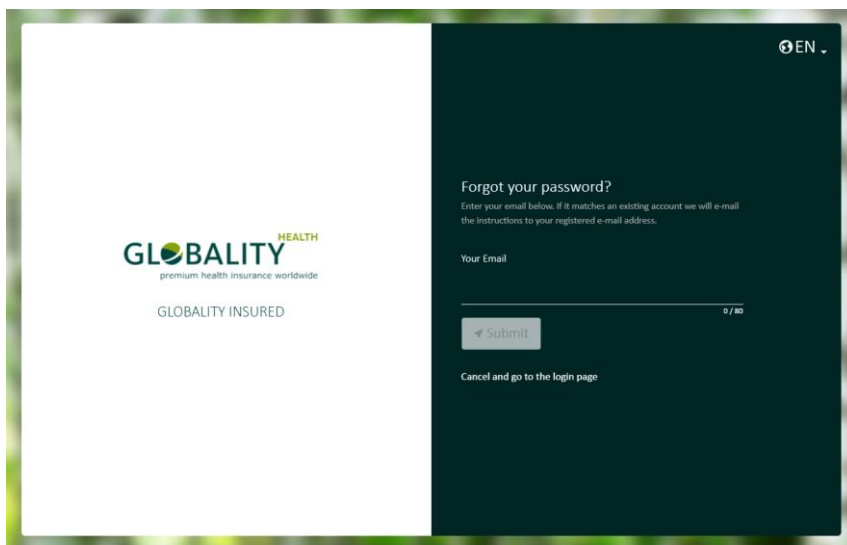
Password recovery

If you have forgotten your password, please request a new one by clicking the "Forgotten Password?" link on the "Sign In" screen:

You will then arrive at the "Get a new password" screen:

1. Enter your registered e-mail address.
2. Enter the details required in the Captcha security feature.
3. Now click the "Submit" button.

You will then receive a link by e-mail to reset your password.

To change your password or security method

When logged-in at the "Welcome to My Globality" screen, on the upper right-hand side of the screen, there is a drop-down menu next to the language selection. Under this menu you can manage your password and security settings.
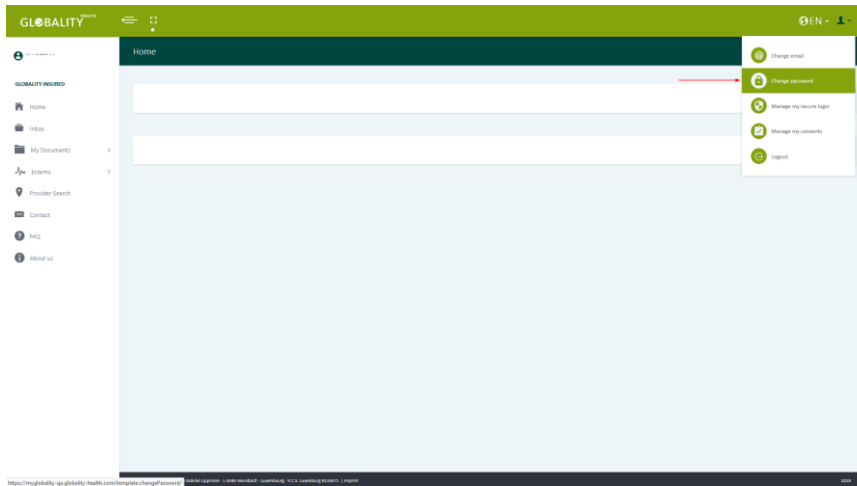

If you wish to change your password, select "Change password" from this drop-down menu. On the "My Globality Account" screen, you can then enter your new password:
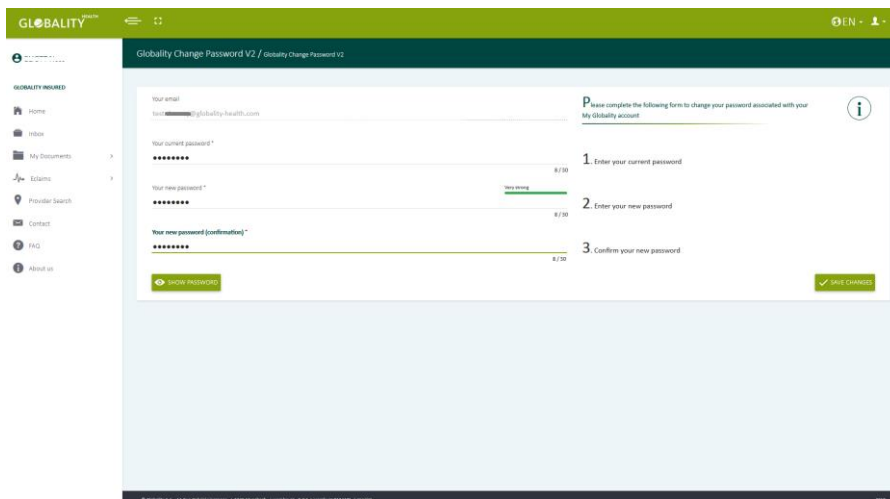
## Emergency Help Desk to obtain a new security code

In case you cannot access your mobile phone or the SecurEnvoy app, you can request a temporary security code by clicking the "Lost security code" link on the log-in screen (you need first to login using your email and password to activate this link).
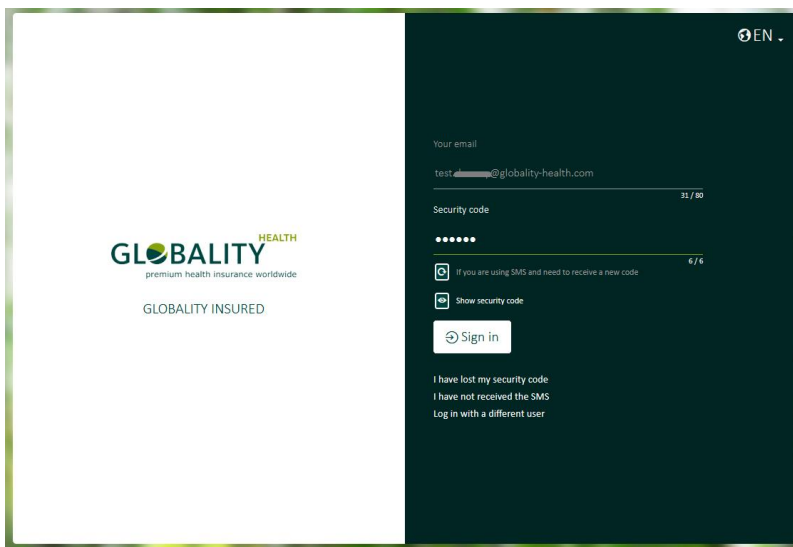
1. Answer the secret question selected during the registration process and click the "Confirm" button:
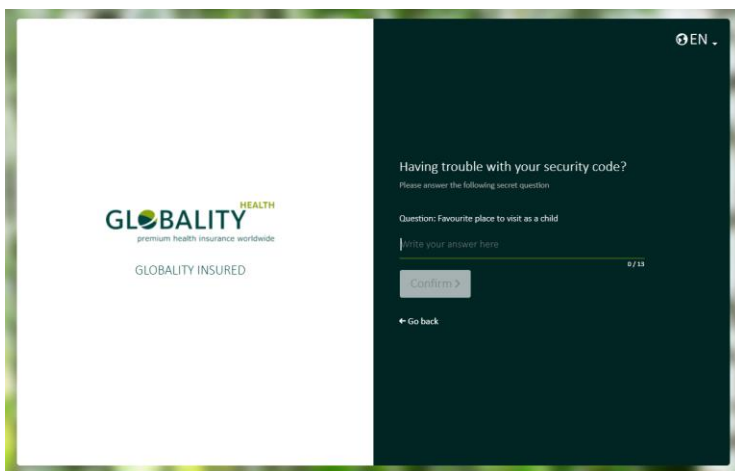
4. On the next screen, the system generates for you a temporary six-digit security code for a limited timeframe:
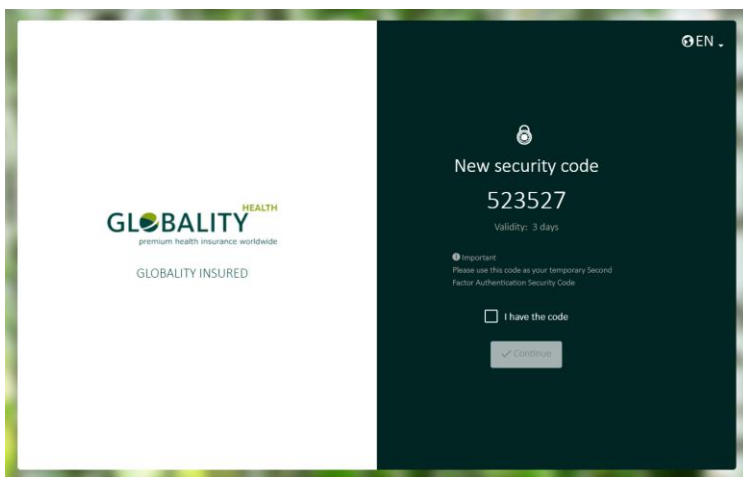
Please note: You can only use the Emergency Help Desk as above once a day. You must update your security method as soon as you log-in successfully to "My Globality".