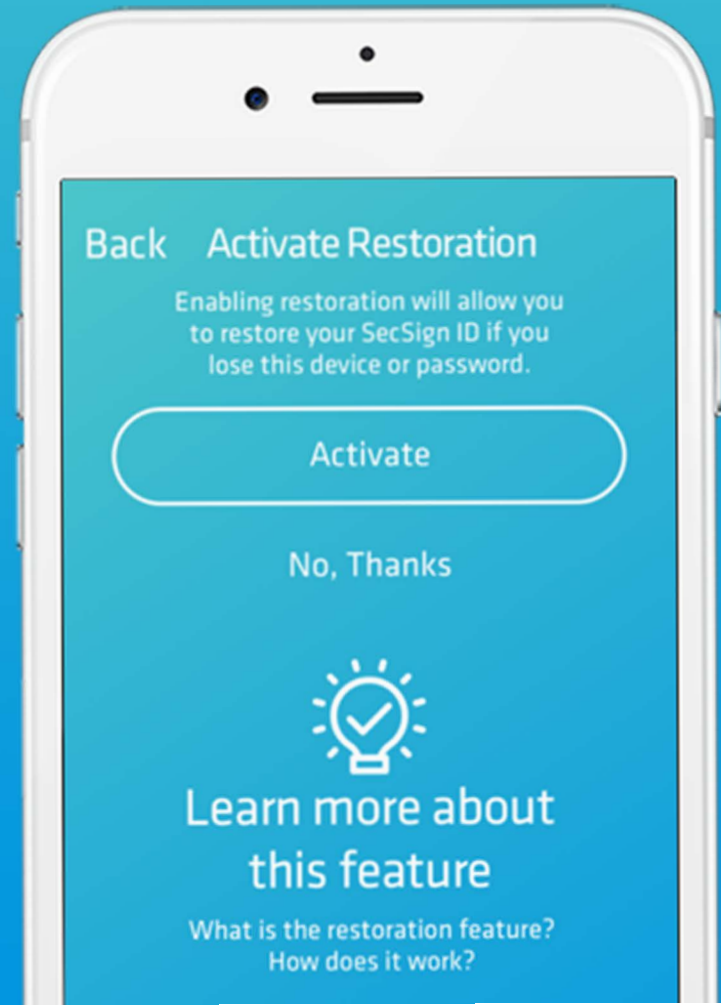




# SECSIGN

## Restore your ID



# Content

- Activate the Restore Function
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- Duplicating your ID
- Duplicating your ID [QR code]



To use the Restore Function you have to activate it in the app first. You can not activate it without access to your device.

# Activate the Restore Function

You can either activate the Restore Function manually at any time or automatically when prompted during your sixth login with your ID. To automatically activate the function simply follow the instructions when prompted “Back up your identity” during the login. To manually activate the function go to “Edit” and navigate to “Restore Function”

With this function you can enable restoration of your ID on a new device in case you lose your device or it is stolen or in case you need to reset your ID, for example when you forgot your PIN.

If you have not yet received the notification or you prefer to enable restoration right away or re-enable restoration after you have disabled it, you can still activate restoration manually.

## Activate the Restore Function

Restore your ID

Restore your ID [on-premise]

Restore your ID [QR code]

Managing Restoration as  
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Duplicating your ID

Duplicating your ID [QR code]

# Activate the Restore Function

When you receive the “Back Up Your Identity” notification, tap the SHOW button and you will be guided through the activation process to enable restoration for your ID. Please note: If you select “NOT NOW” instead, you will never receive this notification again.

Once you have tapped the SHOW button to enter the activation process, if you have enabled access protection for your ID on your device (e.g. with a PIN or Touch ID fingerprint), you will be asked to enter your PIN or scan your fingerprint.

The restoration procedure uses two restoration codes to ensure the strongest possible security. One is provided by the SecSign ID app when you enable restoration, and a second code is sent to you via email when you attempt to restore your ID. You will need to enter these codes through your SecSign ID app to suspend your ID and restore it on another device.

## Activate the Restore Function

Restore your ID

Restore your ID [on-premise]

Restore your ID [QR code]

Managing Restoration as  
on-premise administrator

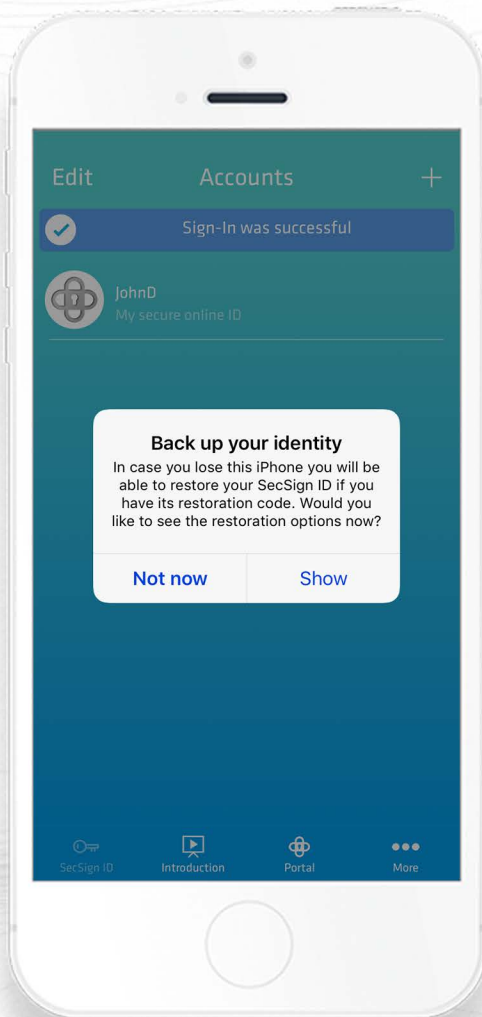
Deactivating your ID on a device

Duplicating your ID

Duplicating your ID [QR code]

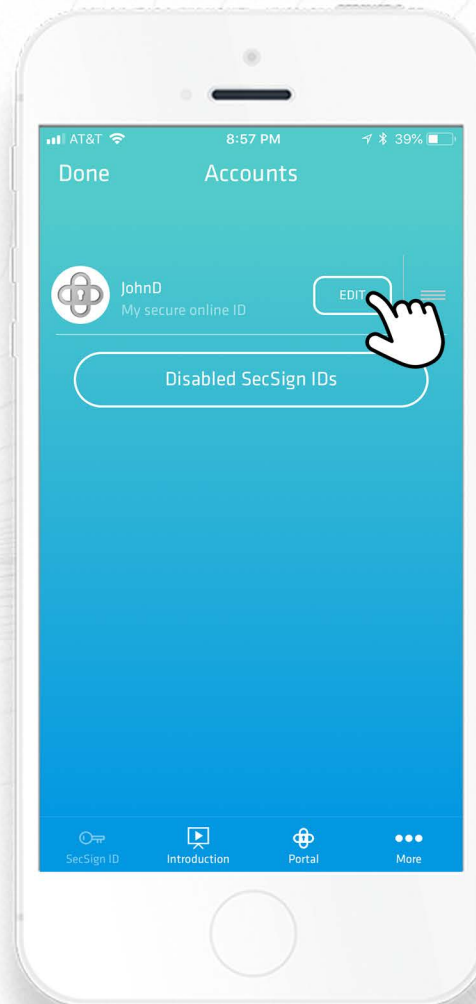
► [Follow the step-by-step illustrated tutorial](#)



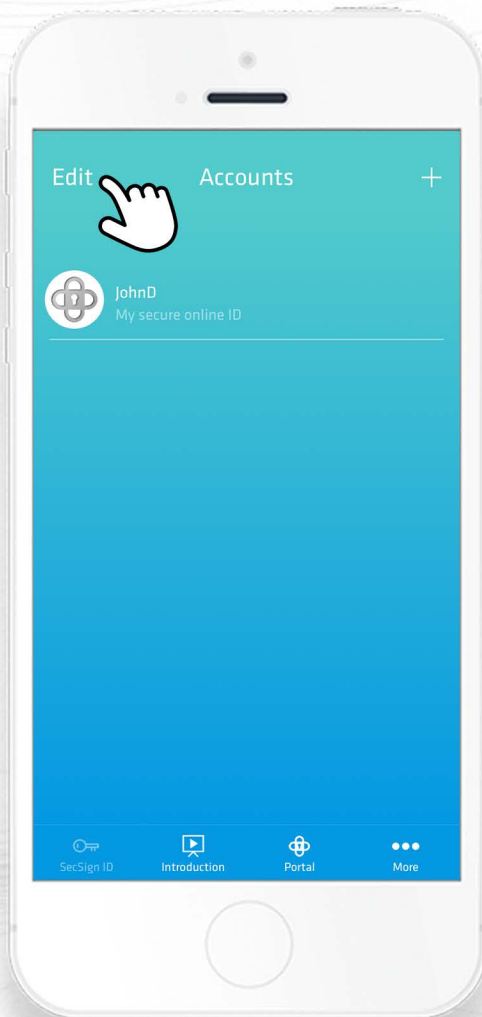


1. You received the notification to activate the restore function

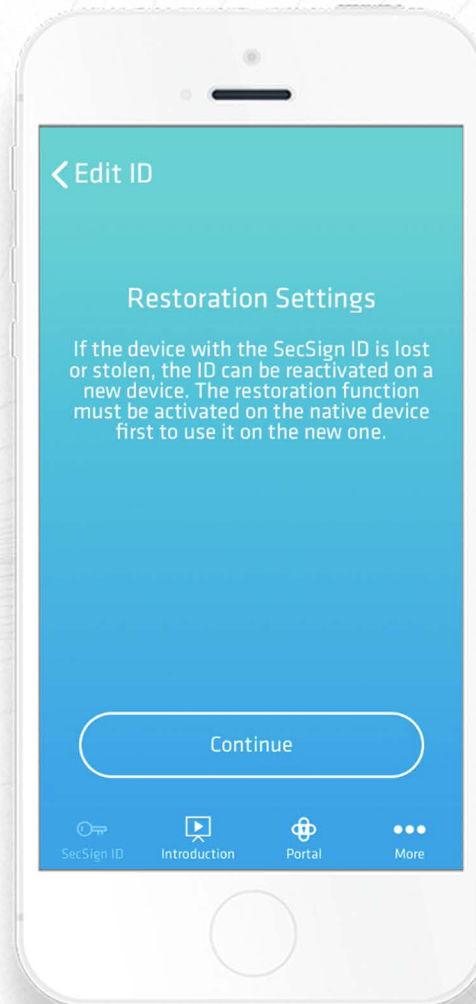
- or -



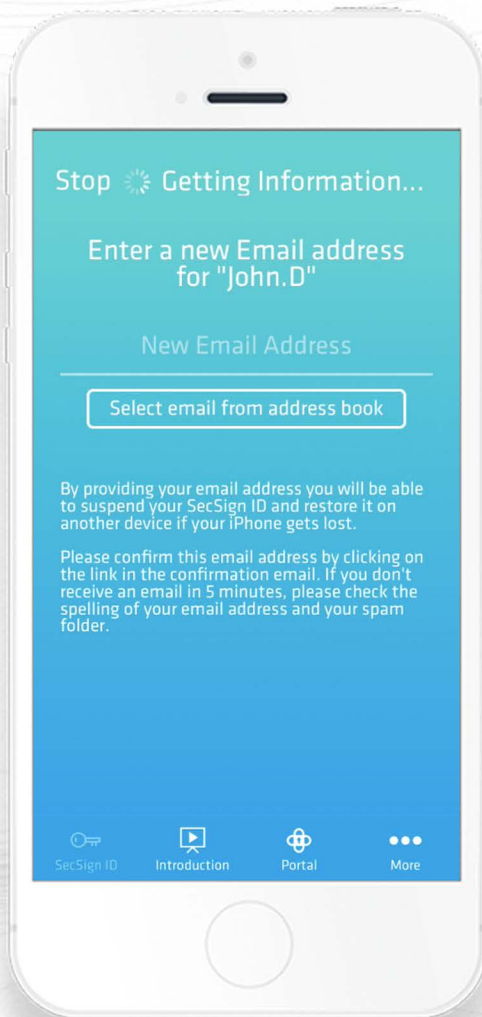
1. Navigate to Edit ID - Restoration Settings.



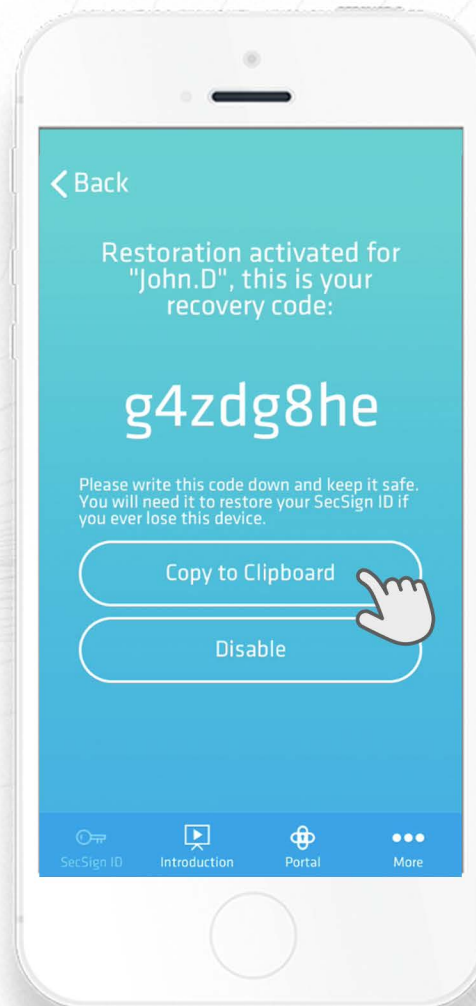
2. Select “Edit” in the upper left corner and select the ID you want to activate the Restore Function for.



3. Select “Restoration Settings” and “Continue”.



**4.** If no Email address is registered with your account, you need to enter one now.



**5.** Copy the Restore Code and store it in a secure place.

**!** A valid email address is required so that you can verify any future restoration request.



# Restore your ID

If the ID restoration function is enabled on your lost or stolen device, you will now be able to restore your SecSign ID on another device. Please download the SecSign ID app on your second device and open the app. The Screen will present you with the options to create a new ID, Restore an old ID or start QR code pairing. For more information about QR code pairing please refer to the chapter “Restore your ID [QR code]”. If you already have other IDs on this phone and you would like to restore a different one, please select the “+” in the upper right corner. You will then have the above mentioned menu displayed.

Select “Restore old ID”.

If you are a business user connecting to an on-premise enterprise authentication server, please navigate to the menu (three dots in the lower right corner) and select RESTORE IDENTITY ON OTHER SERVER. More information about restoring an ID for an on-premise setup is available in the chapter “Restore your ID [on-premise]”.

Activate the Restore Function

**Restore your ID**

Restore your ID [on-premise]

Restore your ID [QR code]

Managing Restoration as  
on-premise administrator

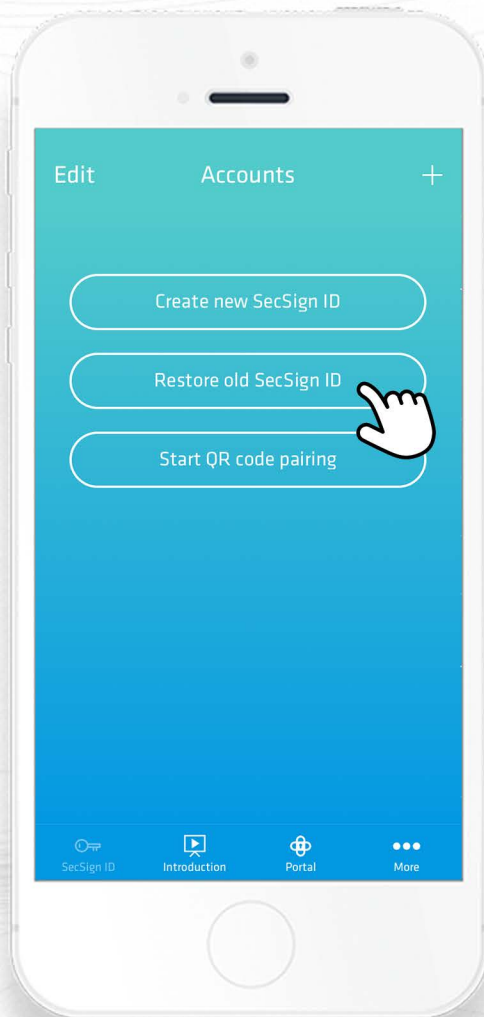
Deactivating your ID on a device

Duplicating your ID

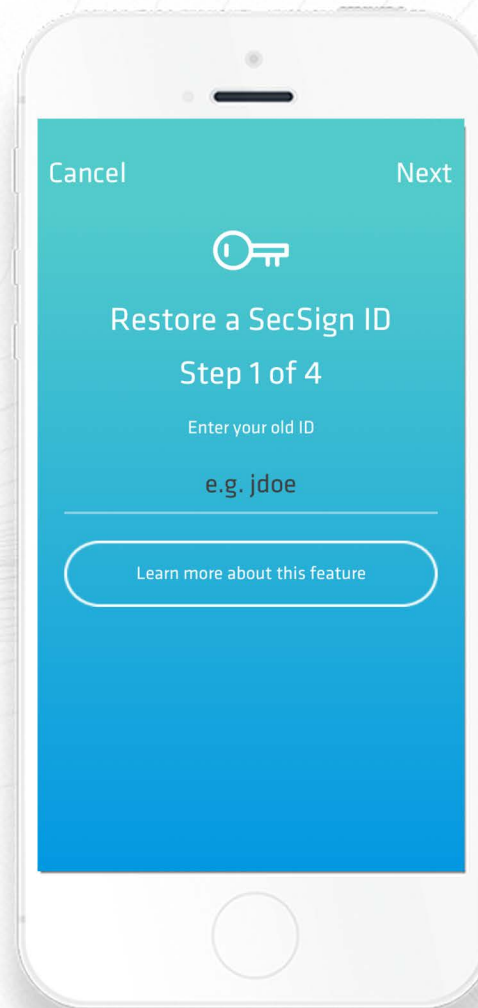
Duplicating your ID [QR code]

► Follow the step-by-step illustrated tutorial

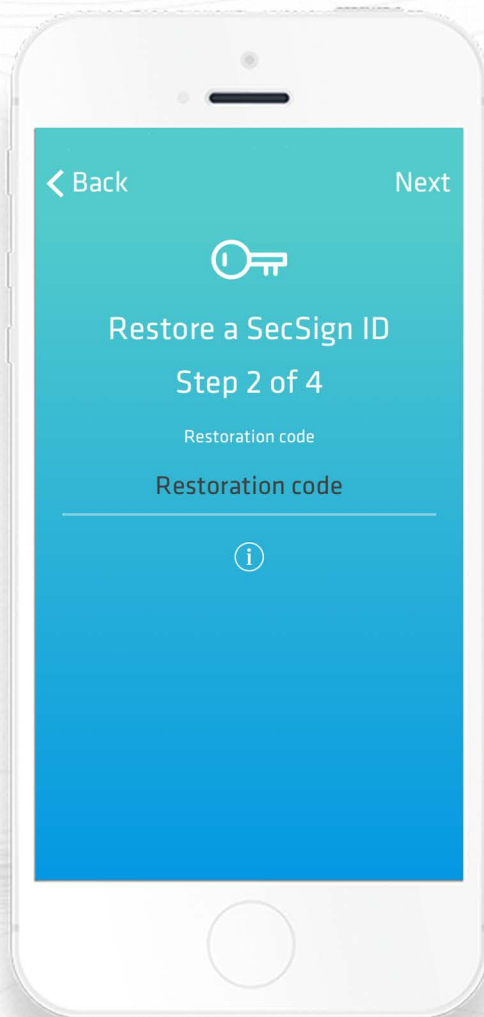




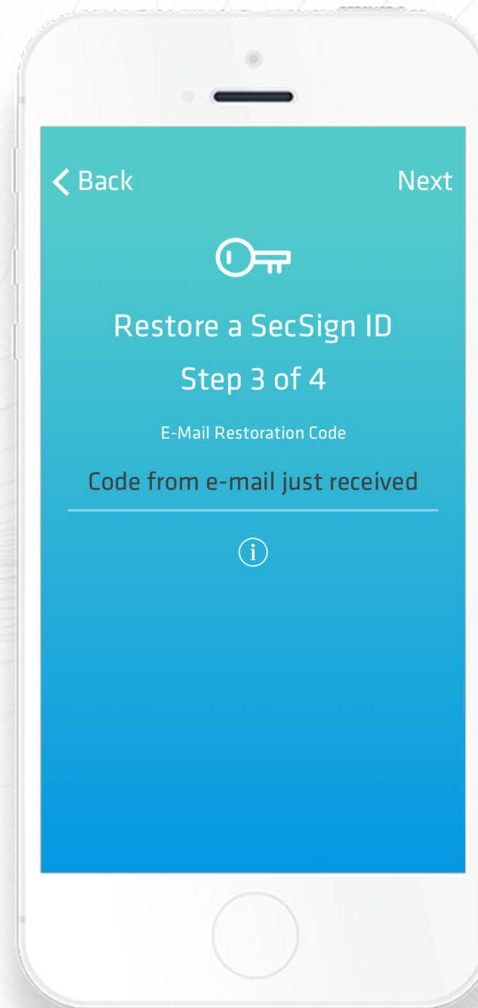
1. Go to the menu and select “Restore old SecSign ID” (if you are using a cloud setup)



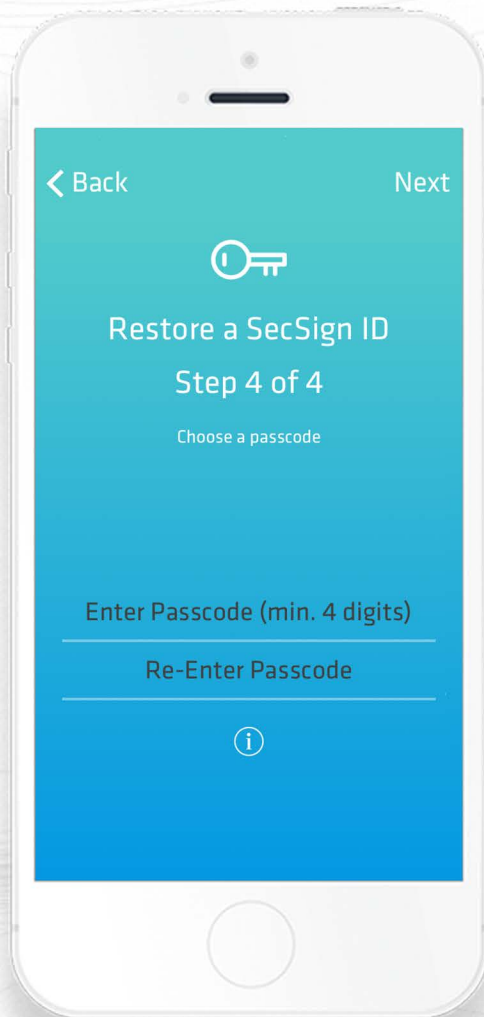
2. Type in the ID (user name) you want to recover



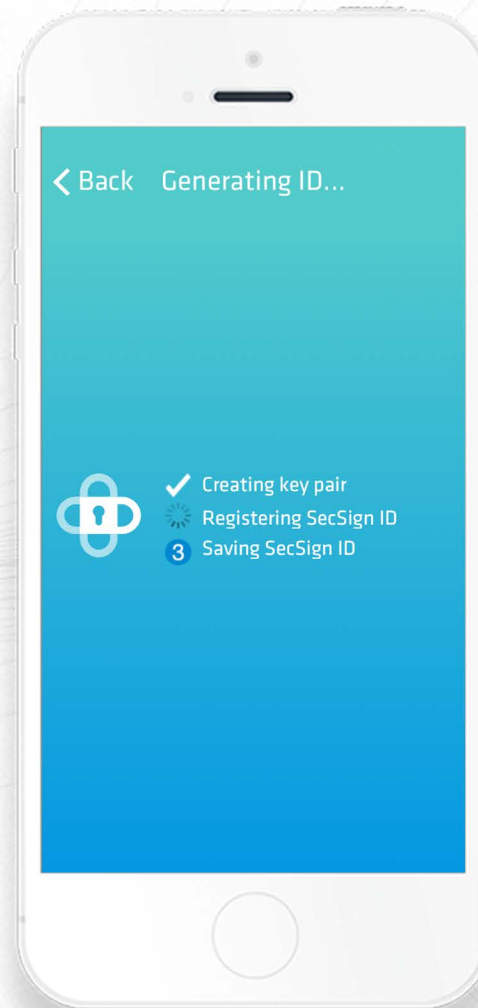
**3.** Type in the Restore Code you wrote down when you activated the Restore Function



**4.** You'll receive an Email with a second code to the address you provided during activation of the restore function. Type in the code here.



5. Choose a Passcode. You can change the app protection settings later in settings, for example to TouchID



6. The app automatically creates a new key pair and your ID is ready to use.

# Restore your ID with an on-premise setup

Please download the SecSign ID app on your new device, open the app, and select MORE from the main menu. If you are a business user connecting to an on-premise enterprise authentication server, select RESTORE IDENTITY ON OTHER SERVER.

You have to enter your server address in order to restore your identity. If you don't know your server address, please contact your administrator.

For on-premise setups with a custom ID app you do not have to provide the server address. If you have a custom ID app you only have to provide your ID and the restore code you wrote down during the activation of the restore function. For the individual steps of restoring an ID with a custom ID app please refer to the previous chapter “Restore your ID”.

Activate the Restore Function  
Restore your ID

**Restore your ID [on-premise]**

Restore your ID [QR code]

Managing Restoration as  
on-premise administrator

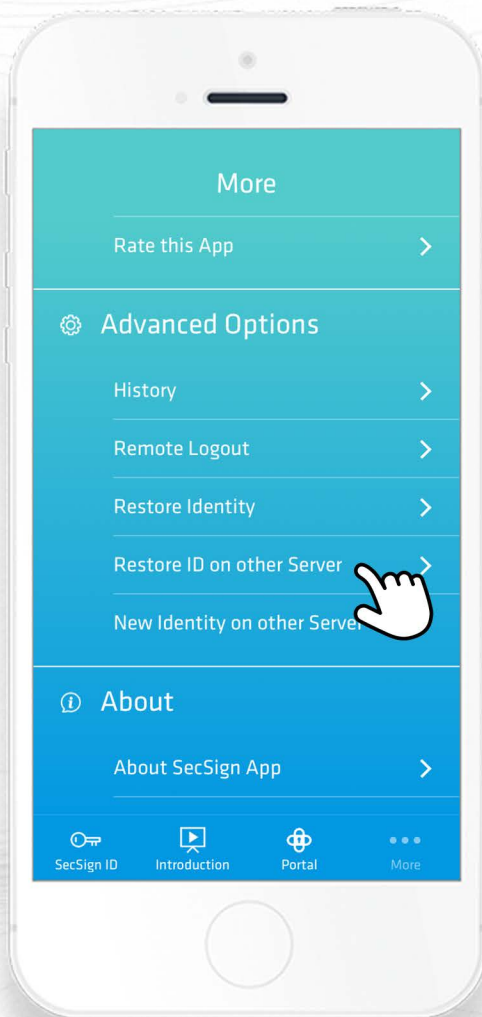
Deactivating your ID on a device

Duplicating your ID

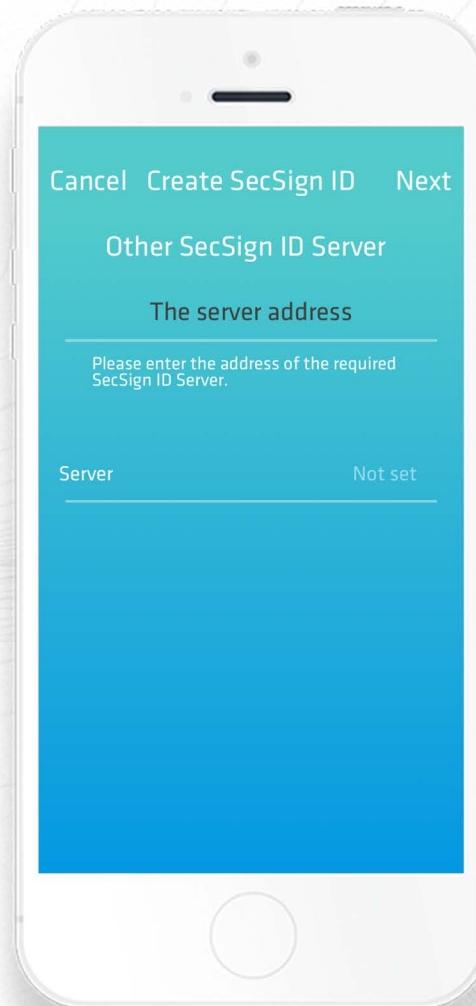
Duplicating your ID [QR code]

► Follow the step-by-step illustrated tutorial

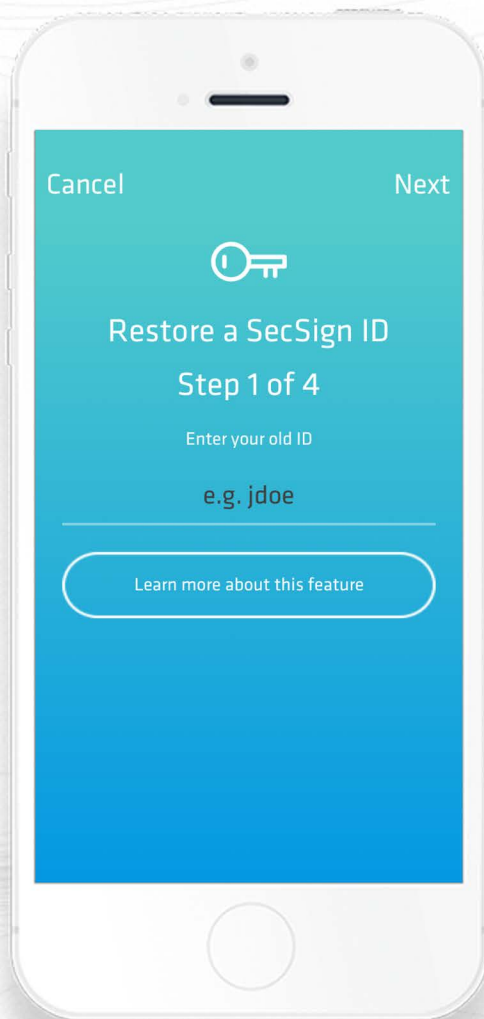




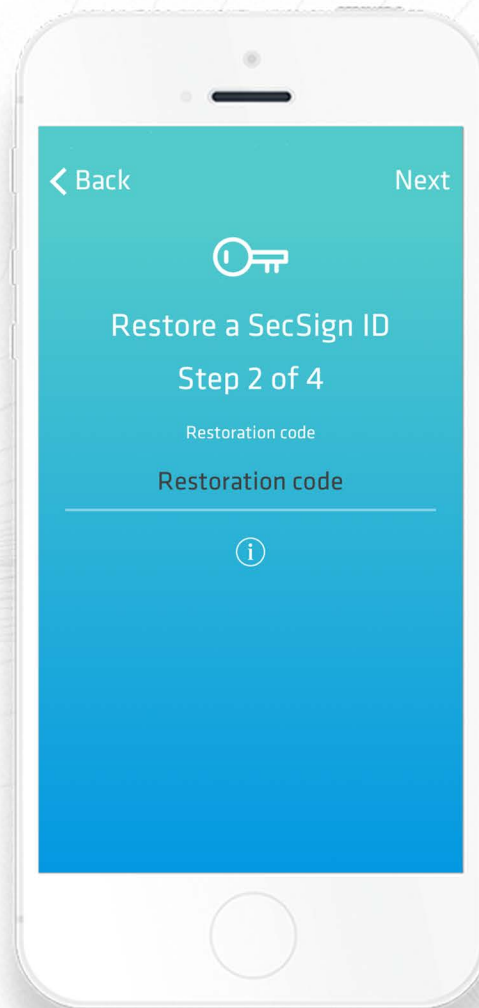
1. Go to the menu and select "Restore Identity on other server"



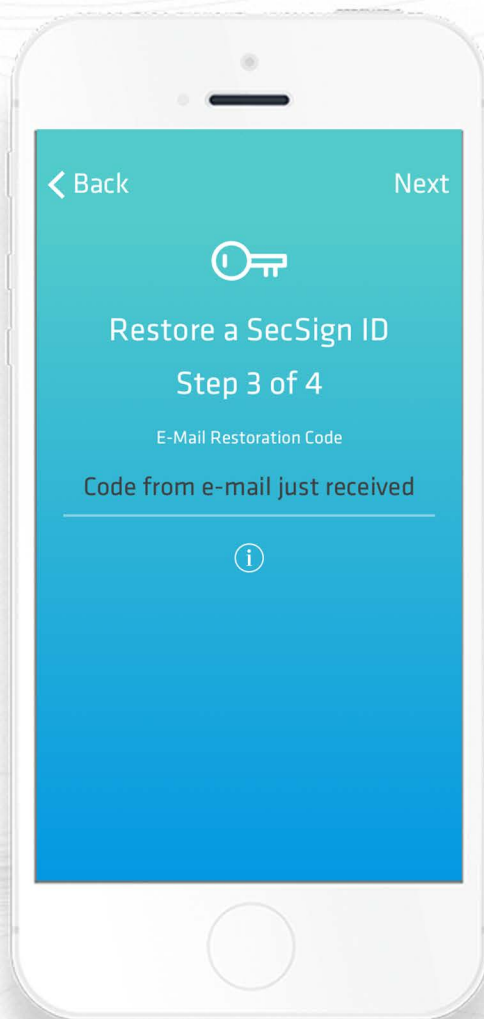
2. Enter the server address from your SecSign ID server.  
*If you don't know the address please ask your administrator.*



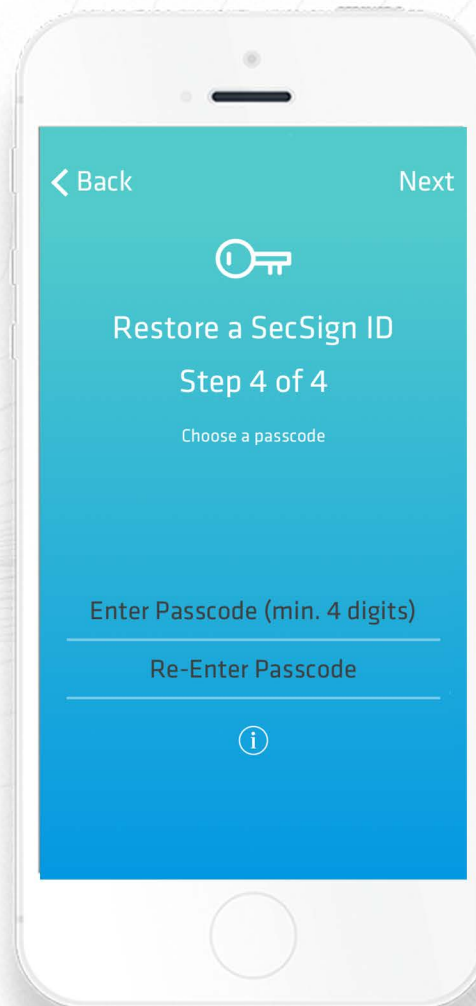
3. Type in the ID (user name) you want to recover.



4. Type in the Restore Code you wrote down when you activated the Restore Function



5. You'll receive an Email with a second code to the address you provided. Type in the code here.



6. Choose a Passcode. You can change the app protection settings later in settings. The app automatically creates a new key pair and your ID is ready to use.

# Restore your ID by using the QR code function

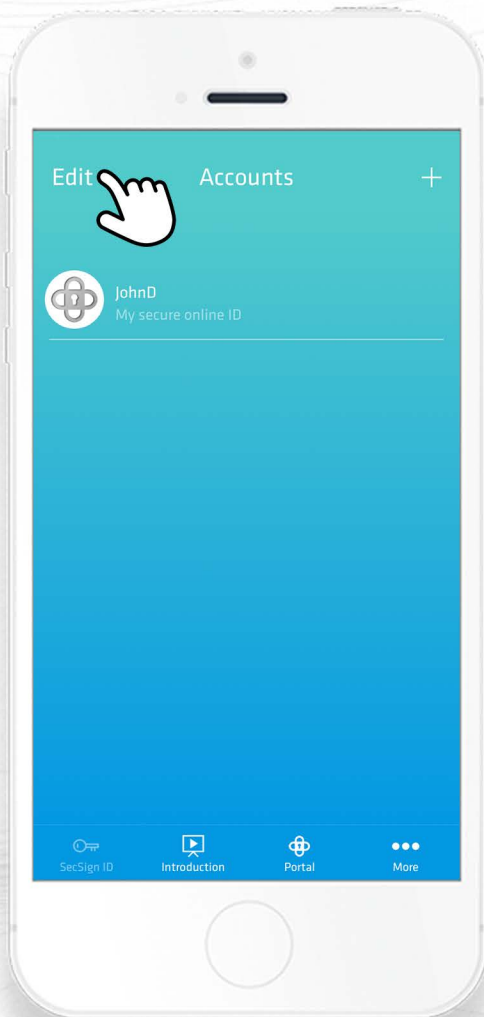
Please download the SecSign ID app on your new device and open the app. If you don't have any IDs on the app yet, the screen will show the option "Start QR Code Pairing". If you already have an ID active on your device, you can access the menu via the "+" in the upper right corner.

Please have the QR code ready. You can find the QR code in the SecSign ID app of your old device. Select "Edit " for the ID you want to restore on the new phone, and then navigate to "Restoration settings". You are required to verify your identity in order to display the restore code. On the screen with the restore code the option "show QR code" is displayed. Open the QR code and have it ready to be scanned with your new device.

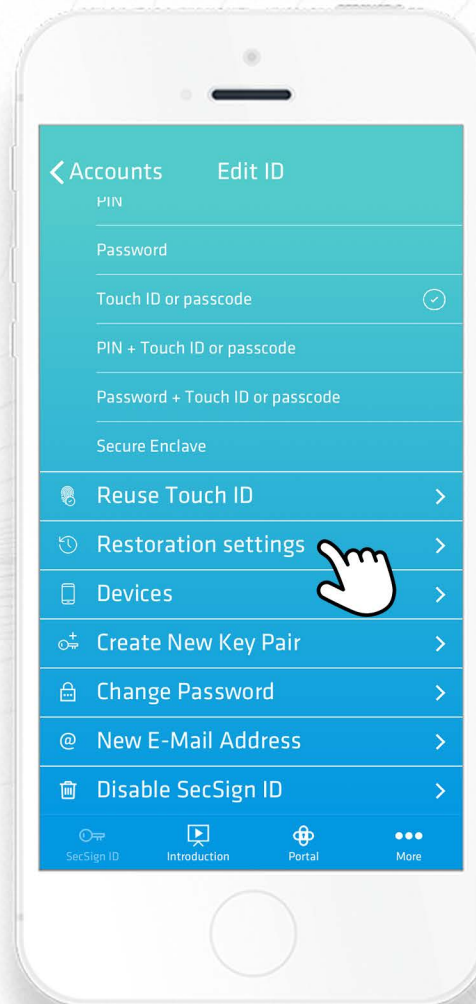
- Activate the Restore Function
- Restore your ID
- Restore your ID [on-premise]
- Restore your ID [QR code]**
- Managing Restoration as on-premise administrator
- Deactivating your ID on a device
- Duplicating your ID
- Duplicating your ID [QR code]

► [Follow the step-by-step illustrated tutorial](#)

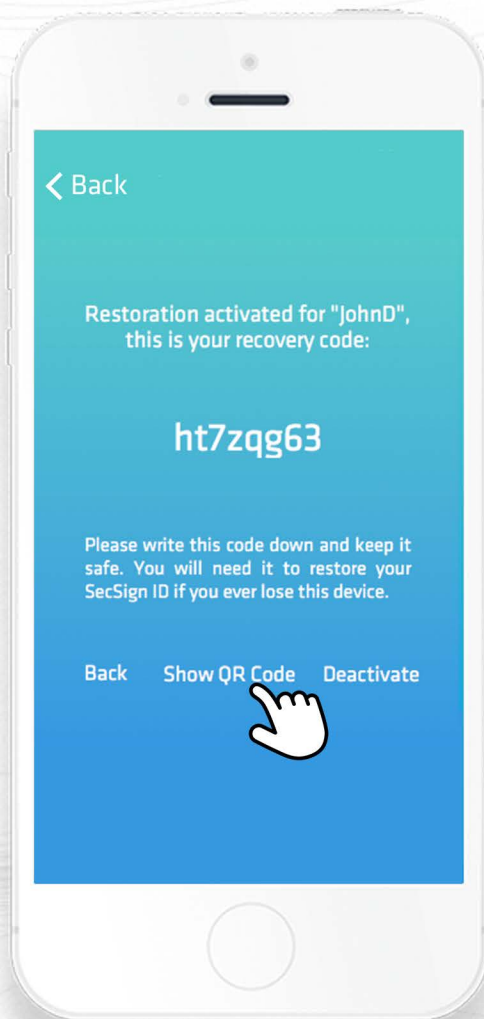




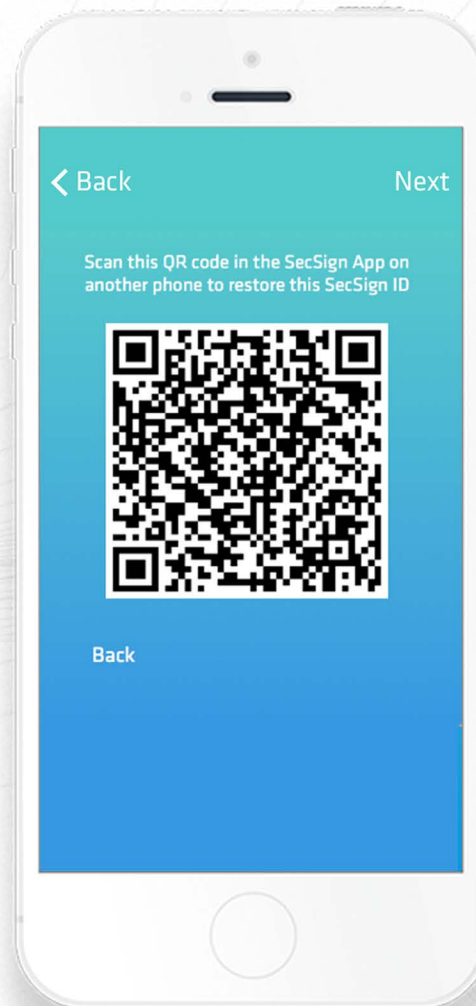
1. Open the SecSign ID app on your old device, select “Edit” for the ID you want to restore on your new device (Duplicate).



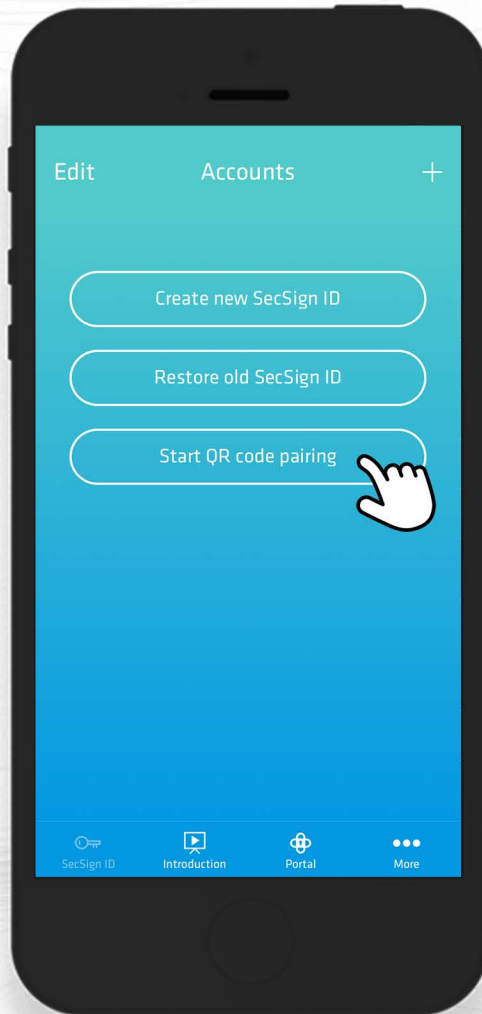
2. Select “Restoration settings” and verify your identity.



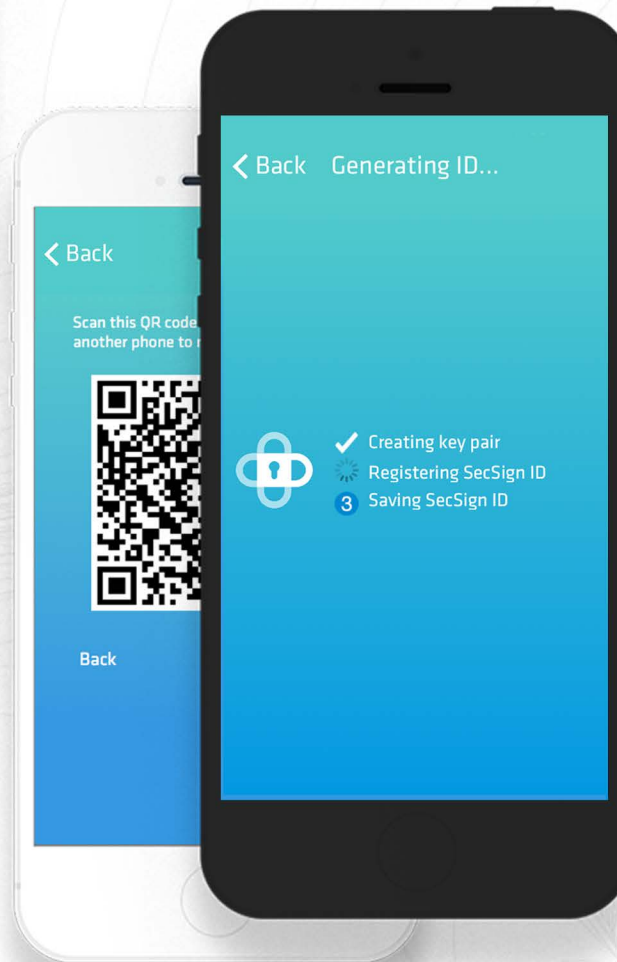
3. Select "Show QR code".



4. Have this screen ready for the next steps.



1. Open the SecSign ID app on your new phone and either select “Start QR code pairing” on the startscreen or via the “+”



2. Point your phone camera to the QR code to scan it. The app automatically starts the Restore process and creates a new key pair. Your ID is ready to use on the new device.

# Managing Restoration as on-premise administrator

For on-premise setups several additional options are available to customize the restoration experience and adjust security features.

The administrator can deactivate the restore feature for all users, enforce immediate activation upon creation of the ID, automatic unpairing upon duplication of the ID and more.

The administrator can also access the restore code of each user and may, if the user loses the code, send the code to the individual user. Depending on the security requirements of the setup this may be achieved by mail, Email, phone or in person.

To access the restore code for an user the administrator has to login to the SecSign ID Dashboard and select the individual user. The user overview shows the restore code as well as the option to disable restoration for the user and unpair individual devices.

Activate the Restore Function

Restore your ID

Restore your ID [on-premise]

Restore your ID [QR code]

## **Managing Restoration as on-premise administrator**

Deactivating your ID on a device

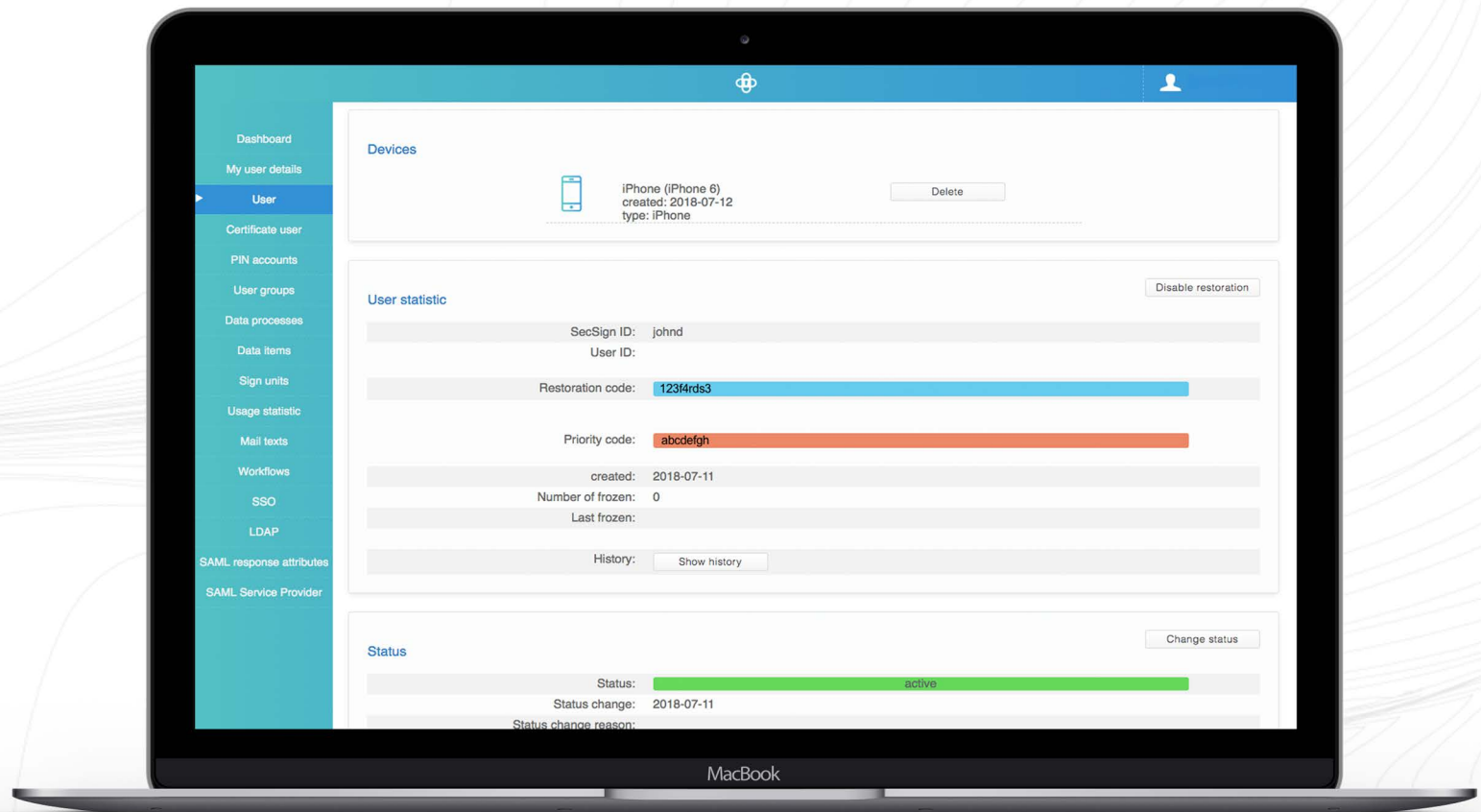
Duplicating your ID

Duplicating your ID [QR code]

► [Follow the step-by-step illustrated tutorial](#)



Use the SecSign ID Dashboard to copy the restoration code, deactivate the restore function or delete devices by unpairing the ID from the device.



# Deactivating your ID on a device

Once you have successfully restored your ID on a new device, you should immediately deactivate the ID on your lost or stolen device.

Select “Edit” for the ID you are managing. Navigate to “Devices” in the menu and verify your identity. You can now access all devices on which the ID is active and unpair it from the one you don’t have access to any more.

Activate the Restore Function

Restore your ID

Restore your ID [on-premise]

Restore your ID [QR code]

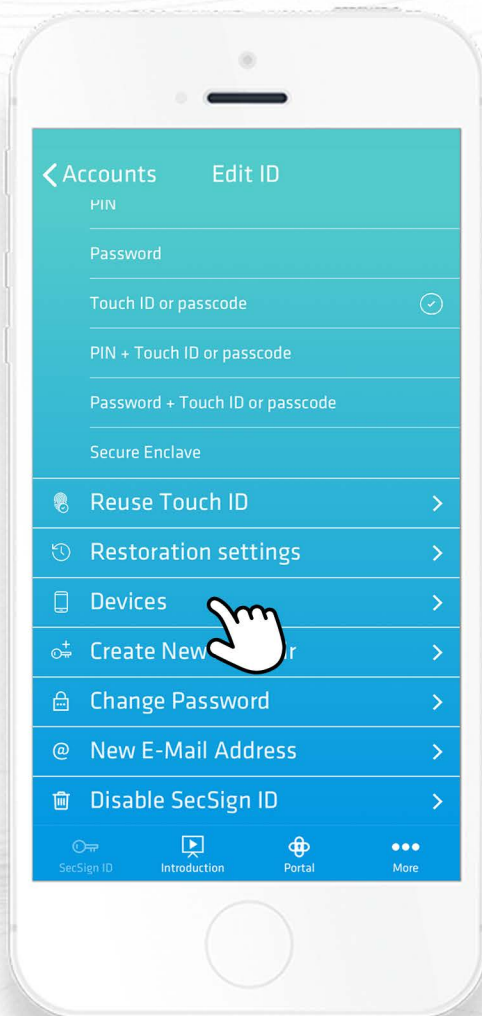
Managing Restoration as  
on-premise administrator

**Deactivating your ID on a device**

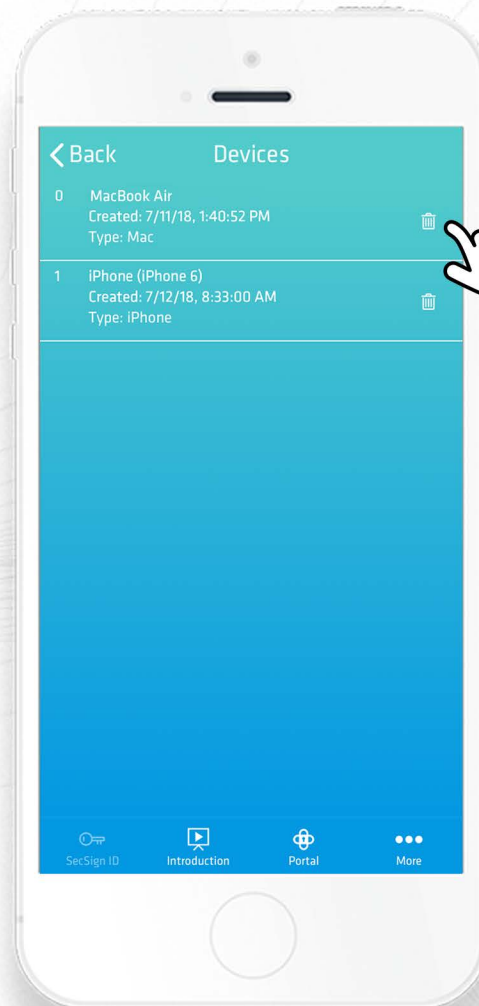
Duplicating your ID

Duplicating your ID [QR code]

► Follow the step-by-step illustrated tutorial



1. Tap edit and select the ID you want to deactivate on a device. Select “Devices” in the menu.



2. Verify your identity and select the device you want to deactivate the ID on.

*Your ID can no longer be used on that device. If you want to reactivate a device you have to restore your ID on it first.*

# Duplicating your ID

With SecSign ID, you can use your ID on multiple different devices. For example, you can access your ID on your smartphone and your tablet device, such as an iPhone and an iPad, or an Android smartphone and Android tablet.

To enable access to your ID from another device, you must first enable the ID restoration function for your ID. To do this, you must use the device where your ID is already configured and available in the SecSign ID app.

Please download the SecSign ID app on your second device, open the app, and select “Restore ID” from the start screen. If you already have IDs active in the app, select the “+” in the upper right corner and select “Restore ID”. Follow the steps for restoring your ID either in the cloud or on-premise from this guide.

- Activate the Restore Function
- Restore your ID
- Restore your ID [on-premise]
- Restore your ID [QR code]
- Managing Restoration as
  - on-premise administrator
- Deactivating your ID on a device
- Duplicating your ID**
- Duplicating your ID [QR code]



# Duplicating your ID [QR Code]

With SecSign ID, you can use your ID on multiple different devices. For example, you can access your ID on your smartphone and your tablet device, such as an iPhone and an iPad, or an Android smartphone and Android tablet.

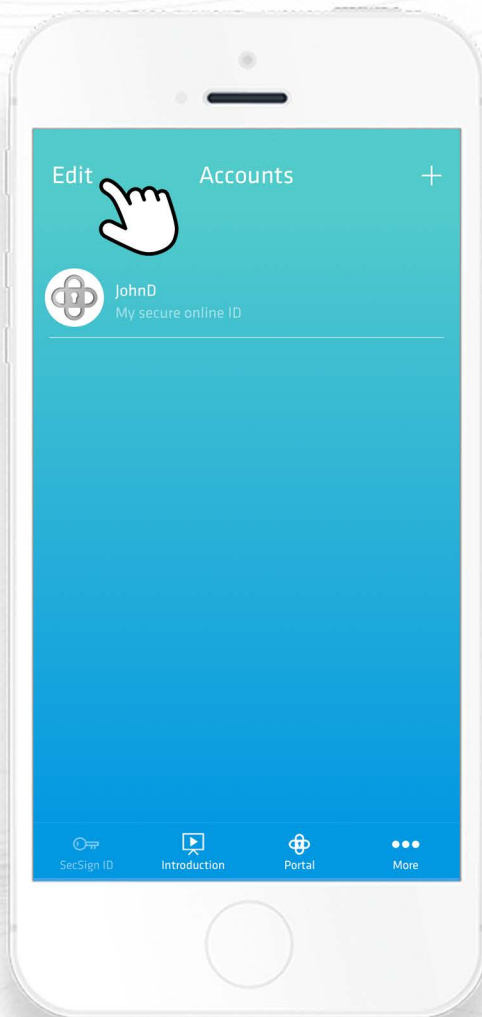
To enable access to your ID from another device, you must first enable the ID restoration function for your ID. To do this, you must use the device where your ID is already configured and available in the SecSign ID app.

Please download the SecSign ID app on your second device, open the app, and select QR code pairing from the start screen.

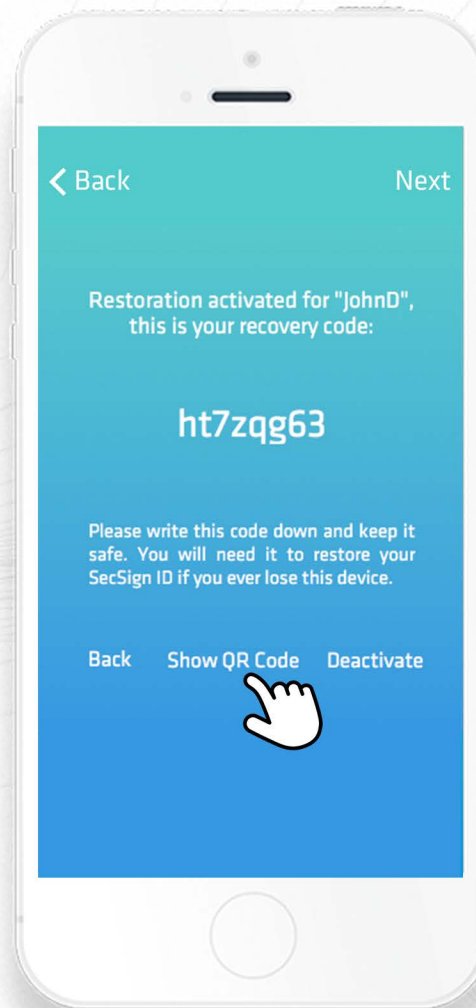
Have your first device ready to create the QR code.

- Activate the Restore Function
- Restore your ID
- Restore your ID [on-premise]
- Restore your ID [QR code]
- Managing Restoration as  
on-premise administrator
- Deactivating your ID on a device
- Duplicating your ID
- Duplicating your ID [QR code]**

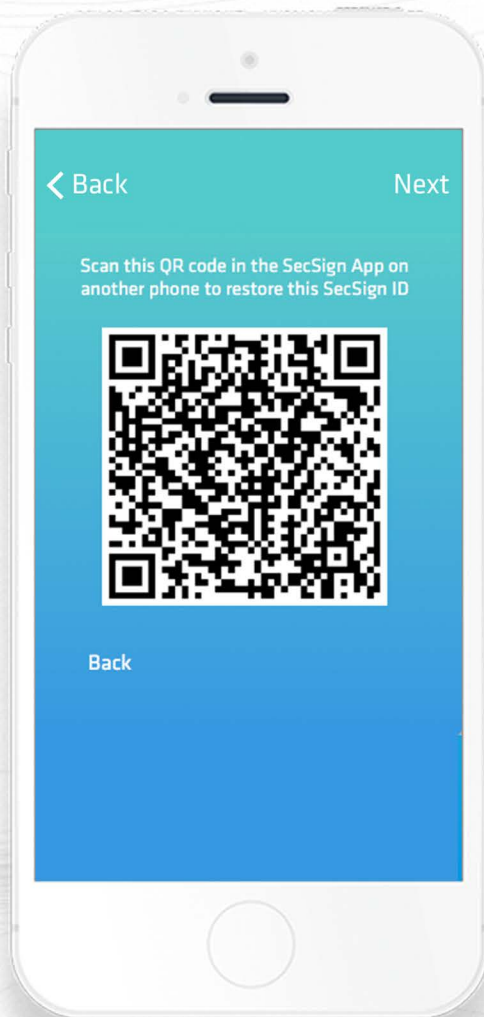
► Follow the step-by-step illustrated tutorial



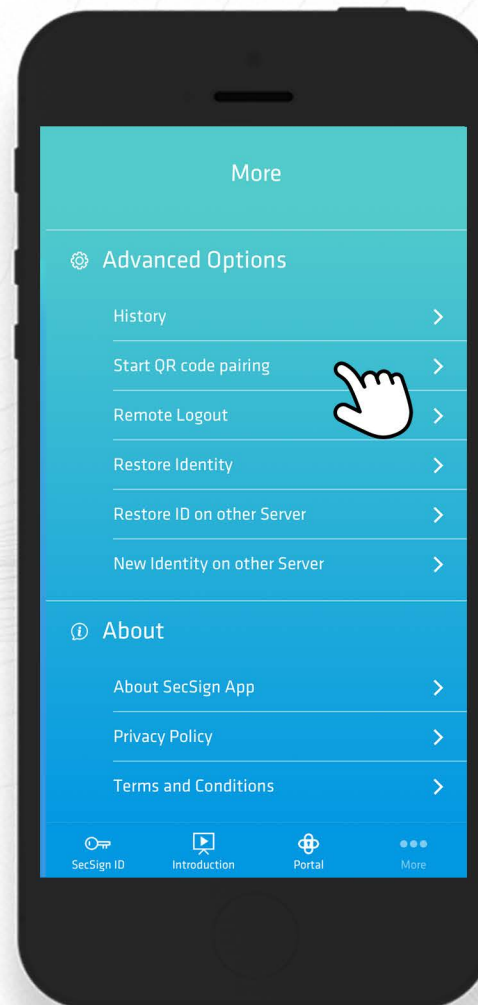
1. Take your first device, navigate to restoration settings via “Edit” and activate the Restoration (see chapter Activate).



2. When the restore code is displayed select “show QR code”



3. Your phone will now display the QR Code



4. Take your new phone, open the SecSign ID app and navigate to “More”. Select “Start QR Code Pairing” in the tab “Advanced Options”. Scan the QR code from the old phone.

The App now automatically starts the Restore Process.