

REL-ID

Frequently Asked Questions

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1. What is REL-ID?

REL-ID is a game-changing distributed digital trust platform for the enterprise, mobile applications, and IoT. With REL-ID, organizations can deliver safe, simple, and scalable digital experiences to customers, partners and employees. REL-ID provides military grade security with phenomenal user experience. Most security products add layers of security through cumbersome tokens and extra password requirements. REL-ID seamlessly authenticates without interrupting the user experience.

2. What is Relative Identity?

Relative Identity (or REL-ID for short) is a mutual identity that uniquely encapsulates/represents the relationship between two parties/entities. This mutual identity is mathematically split and distributed securely to the communicating parties. The identity of each end-point party/entity is thus relative to the identity of the other end-point party/entity. REL-ID can be used to represent the relationship between user and app, user and user, or app and other app, thus providing a holistic digital identity model based on distributed trust.

3. What is RMAK?

The protocol handshake that authenticates a REL-ID between two parties/entities is RMAK – which is the short form for REL-ID Mutual Authentication and Key-exchange. It is a unique and patented protocol handshake that provides MITM-resistant true mutual authentication to the authenticating parties. As specified in the name, key-exchange is a by-product of a successful RMAK handshake and the exchanged keys are used for downstream privacy of communications over the authenticated channel.

4. What do you mean by device fingerprinting?

Every end-point computing device has a number of unique identities associated with it – this includes hardware OEM identities, as well as software identities at both OS platform and application software level. The end-point device's fingerprint is created by collecting these various identities, and using them together to uniquely identify it.

The REL-ID platform's multi-factor authentication (MFA) is implemented by binding the device's fingerprint/identity with the REL-ID of the user/app – thus ensuring that REL-ID-based access is provided only from whitelisted end-point devices (those with identities/fingerprints bound to the relevant REL-IDs)

5. What is 2-Way Multi-Factor Authentication?

2-Way stands for mutual authentication, wherein the server AND the client BOTH authenticate each other before commencing ANY communication. Multi-Factor authentication is based on multiple factors of identity - what you know, what you have and who you are (biometric). 2-WAY Multi-Factor adds Mutual Authentication to this identity framework to ensure that both CLIENT and SERVER authenticate prior to verification of any additional factors and before commencing any communication.

6. How do I activate REL-ID?

The end-user downloads the REL-ID Widget (Client Software) from the Enterprise Portal (or the REL-ID Enterprise App-Store for mobile devices), the user is sent an Activation Code and Verification Key via any of the out-of-band channels (SMS, Email, Admin). The end-user launches the REL-ID Widget, verifies the Verification Key, enters the Activation Code, sets-up his personal PASSWORD and enters the world of secure enterprise computing.

7. Why have I received an Email/SMS with verification key and activation code of REL-ID

This means that you have been enrolled for using REL-ID. For activation kindly refer to-How to activate REL-ID?

Note:-You may also receive the Activation Credentials if your REL-ID user-id has been RESET

8. I have deleted/lost the activation credentials SMS/Email. How do I regenerate the activation credentials?

If you have lost the activation credentials, Please write to support@xyz.com or call : #####.

9. What is the REL-ID PASSWORD? Why do I need REL-ID PASSWORD?

REL-ID (PIN) PASSWORD is one of the authentication factor, in order to access REL-ID post activation. You will be required to set the same Password as of your Active Directory Password, in order to log into REL-ID.

10. What is the security question? Is it necessary to remember the secret question and answer that I set for my REL-ID?

It's an additional authentication step required when you try to use REL-ID from any other personal computer/device than your registered computer/device on which you have already activated REL-ID. Your secret question and answer should not be shared with anyone.

11. Do I need administrative rights to install and run REL-ID Widget (Client Software)?

No. By default, the REL-ID Widget is very lightweight "ZERO ADMIN" rights software; it can be installed on any device, without the users requiring any ADMIN rights. The widget can be also configured to enable installation only after signing in as an administrator on the device.

12. Does the REL-ID Widget (Client side software) run on all operating systems? Is it OS/Hardware dependent?

The REL-ID widget supports multiple operating systems (Windows, MAC OS, Android and iOS). It is NOT hardware dependent.

13. Which platforms & devices does REL-ID work on?

- REL-ID supports all devices – desktop/laptop, smartphones, and tablets.
- Desktop/laptop platforms supported: Windows, MacOS
- Smartphone/tablet platforms supported: Android, iOS, Windows Phone

14. Is it mandatory to use REL-ID to access applications?

Yes it is mandatory to use RELID for accessing applications.

15. How does the REL-ID Widget (Client Side Software) upgrade itself?

REL-ID Widget comes with built in advanced secure auto-upgrade feature, which ensures seamless up-gradation of the software (with or without user intervention, based on the configuration). Further, the enterprise can also enable selective upgrades for specific users/device types, to control the upgrade life-cycle/process.

16. What do I do when I need to access from a computer where REL-ID is not installed or activated?

You will need to install and activate REL-ID on the new device. To activate on new device:

- Download and Install the REL-ID
- Click on the icon on the Desktop to launch REL-ID and click Log In.
- Enter your User ID and click Submit.
- The App will prompt you to verify your credentials using the secret question and answer that you had set during first time activation.
- On successful verification the app will prompt you to enter REL-ID PASSWORD
- Entering valid REL-ID PASSWORD you will able to login to REL-ID

17. I am getting an error "Failed to Register Device-Your Device cannot be registered. Please contact your Admin!"?

Kindly contact your admin, who will guide you through the appropriate process. You might have exceeded the device limit allowed for your user.

18. While accessing REL-ID from a new device, I am facing an error "Your access from new computers has been blocked for security reasons."

This error indicates that the user has forgotten the secret answer and attempted to login using a wrong credentials. To resolve the issue, the user must login from a previously activated machine/device and change the secret question and answer. The user can now use the new answer to verify user credentials on the new machine/device and proceed. If you do not have access to the old (previously activated) machine/device, request you to contact call the Helpdesk to have the user ID "reset".

19. Can I access applications using the REL-ID App installed on my colleague's machine? Can I log into my colleague's device (REL-ID App) using my login credentials?

YES you can. You can temporarily log into your REL-ID account using your colleagues REL-ID app. This will require you to verify your credentials using the secret question and answer.

20. I tried logging in using my new password and now my account is blocked. What should I do?

If your REL-ID access is blocked, request you to contact your Administrator to RESET your account. This will enable you to receive a new set of verification key and activation code to reactivate your REL-ID account using the new active directory password. You can also call us at #####

21. My REL-ID user account is blocked because I entered incorrect Password for X consecutive times, what do I do now?

REL-ID will display "Too many wrong PASSWORD attempts. Your access to REL-ID has been temporarily suspended. You can now reset your REL-ID online"

- Click on OK button
- You will be prompted to enter your answer to security question
- Enter answer
- You will then receive activation credentials on your mobile/Email/Admin
- Use these credentials to activate REL-ID the way you did for the first time and continue

22. I forgot my Password. What do I do?

As you are an Active AD user, you need to set your AD password as the REL-ID password.

To update the password in REL-ID, follow the below procedure

- Click on the forgot PIN link on the REL-ID widget
- You will be prompted to enter your answer to security question
- Enter desired answer
- After successful authentication you will see the option to set New PIN/Password

23. What to do when AD password changed or expired in AD/Domain

Please contact your Administrator who provides the AD password.

Get the New AD password for your User ID and set the same in REL-ID app using the "Forgot PIN" link. Refer User Manual for the Forgot Pin Steps.

24. What to do if my User ID get locked

If you enter your REL-ID PIN wrong till you exhaust all the attempts, your User ID will get suspended. You need to contact Admin to get the New Credentials to Re- activate your User ID.

25. What if I have forgotten my REL-ID security question and answer?

If you have access to personal computer/device on which your REL-ID is active, please login to REL-ID and locate the button Change Secrets in the control panel.

If you do not have access to your REL-ID Active device, request you to contact your Administrator to RESET your account. This will enable you to receive a new set of verification key and activation code to reactivate your REL-ID account using the new active directory password. You can also call us at ####. We will be happy to assist you. Please write to support@XYZ.com. You may also call us at xxx-xxxx

26. I am getting an error "Failed to connect to server. Please check your network connections/settings"?

- Check you have internet/intranet connectivity
- In case if you are using proxy, go to setting and click on proxy tab and check if use my system proxy check box is checked

27. I have changed my Active Directory Password and REL-ID shows me an error when I use the new Password. What do I do?

To update the new active directory password in REL-ID, you will have to log into REL-ID using the old password and then click on Update Password button to update the new password.

28. I have some queries/ suggestions related to REL-ID. Who should I contact?

We will be happy to assist you. Please write to support@XYZ.com. You may also call us at 022-12345678



For more information, contact info@uniken.com

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Corporate Office: 466 Southern Blvd 2nd Flr, Chatham New Jersey 07928 USA | +1 844 33RELID

Innovation Center: Shrileela Plaza, 1st Floor, Survey #115, Baner Road, Pune 411045 India | +91 20 6725 3900

