



USER MANUAL FOR WINDOWS

Contents

1.0 Introduction	03
1.1 Prerequisites	03
2.0 Using REL-ID App For the First Time	04
2.1 Installation (on Windows Desktops/Laptops)	04
2.2 First Time Activation	05
2.3 Logging into REL-ID App	10
3.0 Using REL-ID on a New Laptop/Desktop	12
3.1 Prerequisites	12
3.2 Activation	13
4.0 Miscellaneous Scenarios	16
4.1 Configure REL-ID Settings	16
4.1.1.General Settings	16
4.1.2.Proxy Settings	17
4.1.3.Connection Profile	17
4.2 Forgot PIN	18
4.3 Change Secret Question	19

1.0 Introduction

REL-ID is a 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. Because of REL-ID's plug & play architecture, REL-ID can create a safe digital connection over LAN, WAN, or even public internet.

Using REL-ID App for the first time

(First Time Activation)

This section helps you understand how to install the REL-ID App on your laptop/desktop, how to log into it and how to use it to access various enterprise applications.

Configure REL-ID App on a new laptop/desktop

(New Device Activation)

This section explains how you can install and use the REL-ID App from a different/new iPhone/iPad other than device of first activation.

Facing issues in using REL-ID App

This section explains exceptional scenarios like – forgot password, change secret question and change PIN.



The REL-ID App

1.1 Prerequisites

Before trying to install the REL-ID App, please make sure you have the following information.

Your laptop/desktop should have access to Internet/Intranet.

You should have REL-ID App Installer and User ID provided by your helpdesk support team. If you have not received the same, please contact your helpdesk support team.

You should have received activation credentials (Verification Key & Activation Code) either from your helpdesk support team or through SMS/Email.

2.0 Using REL-ID App For the First Time

2.1 Installation(on Windows Desktops/Laptops)

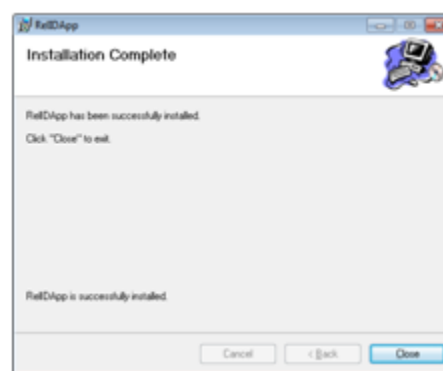
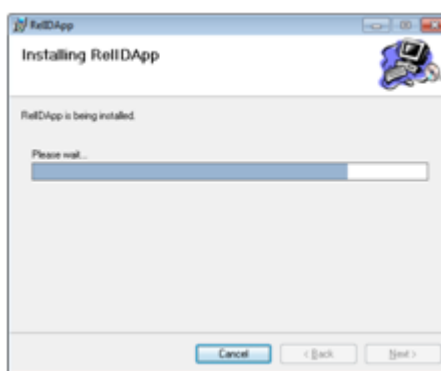
Please save the REL-ID Installer (MSI file - provided by your helpdesk support team), on your desktop/laptop.

Double-click on the REL-ID Installer to start the REL-ID App installation



REL-ID Installer File

The following screens will appear during the course of the installation. Please follow instructions provided under these screens



Double-click on the REL-ID Installer to start the REL-ID App installation



REL-ID App Desktop Icon

2.2 First Time Activation

Please keep you activation credentials (User ID, Verification Key & Activation Code) handy. You would have received it either from your helpdesk support team, or via SMS/Email/other means

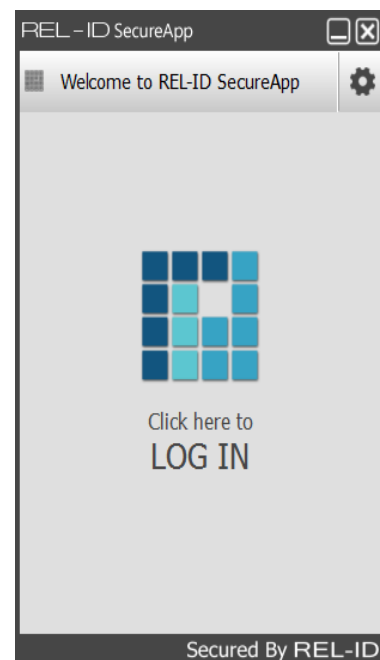
Sample Credentials:

- User-ID: DEMOUSER1
- Verification Key: HUSQZ3E2
- Activation Code: MTJ873PT



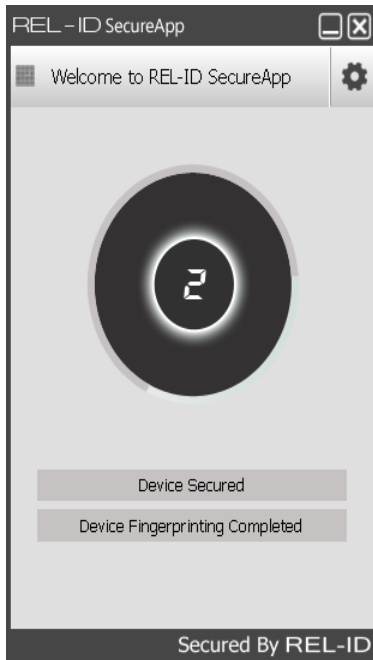
Step 1

Double-click on the "REL-ID App" shortcut on your desktop to launch the REL-ID application



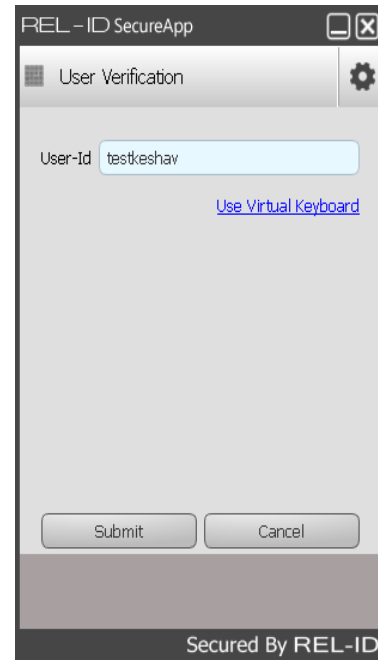
Step 2

Click on the REL-ID logo placed at the center of the app to login.



Step 3

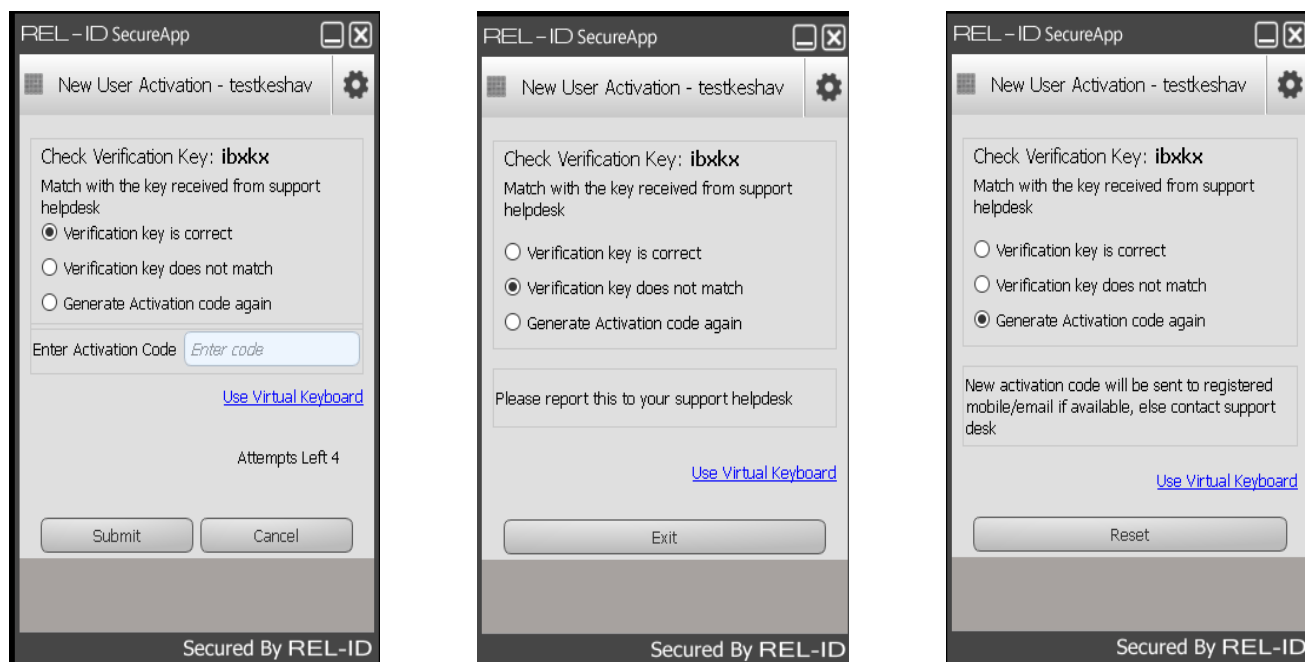
In the background, REL-ID computes the laptop/desktop fingerprint, establishes a trusted connection with a pre-configured server and then prompts you for the User ID.



Step 4

Please enter the User ID provided by your helpdesk support team. If you have not received the User-ID, please contact your helpdesk support team.

After successful user ID verification, the New User Activation window will be shown as below.



Step 5 : Match Verification Key & Enter Activation Code

5A

1. Match the Verification Key displayed in the window with the verification key you received from your helpdesk support team.
2. If the verification key matches, select the option 'Verification key is correct'.
3. Enter the corresponding activation code you have received in the activation code field and click on submit.

5B

1. If the verification key does not match, please select the option 'Verification Key does not match' and please contact your helpdesk support team.
2. After receiving new verification key & activation code from helpdesk support team, restart the activation process

5C

1. Alternatively (if self-help is configured in your REL-ID setup), choose the option of 'Generate activation code again'. You will receive the new verification key and activation code through SMS/email/other means.
2. After receiving new verification key & activation code, go back to step 5(a)

Step 6

Next step is to set the secret question & answer. You can choose the secret question from the available list or set your own and provide the answer. Click Submit after you have chosen the question & set the answer.

The screenshot shows the 'REL-ID SecureApp' interface with the title 'Welcome testkeshav'. The main section is titled 'Change Secret Question'. It contains three input fields: 'Secret Question' with a dropdown menu showing 'uniken', 'Secret Answer' with a masked input (dots), and 'Confirm Secret Answer' with a masked input (dots). Below these fields is a blue link that says 'Use Virtual Keyboard'. At the bottom, there are 'Submit' and 'Cancel' buttons. A footer bar at the very bottom says 'Secured By REL-ID'.

Step 7

Next, you will be prompted to set the REL-ID PIN. Please enter your Windows log in credentials here.

The screenshot shows the 'REL-ID SecureApp' interface with the title 'New Account setup - testkeshav'. The main section is titled 'Setup PIN'. It contains two input fields: 'New PIN' and 'Confirm New PIN', both with masked inputs (dots). Below these fields is a blue link that says 'Use Virtual Keyboard'. At the bottom, there are 'Submit' and 'Cancel' buttons. A footer bar at the very bottom says 'Secured By REL-ID'.

Note: This information will be required by you when activating REL-ID for use from a new laptop/desktop (on which you have not used REL-ID before). This information will also be required to recover lost/forgotten password. Hence, please ensure that you choose a secret question and answer which is known to you only and is easy for you to remember.

Step 8 (Optional: Interactive Device Binding)

If you see the below screen, it means you have the option to mark this laptop/desktop as permanent or temporary.

Choose this option to mark this laptop/desktop permanent Provide an 'alias' to this laptop/desktop



Step 8 (a)

If you will be using this laptop/desktop regularly to access the REL-ID App, then on next screen select the option 'Mark me Permanent on this device'. You can also provide an alias to identify your permanent laptop/desktop easily. Marking a device permanent ensures that REL-ID remembers this laptop/desktop and will not prompt you for additional authentication/activation for future logins.

Choose this option to mark this laptop/desktop temporary



Step 8 (b)

If you will be using this laptop/desktop temporarily (E.g. a shared or a public laptop/desktop), then please choose the option 'Temporarily using this device' and you will still be able to access enterprise applications with REL-ID grade security. REL-ID App will not remember this machine for subsequent logins.

Note: If you decide to keep this laptop/desktop temporary, you will have to go through the process of 'New Device Activation' to login next time. See Using REL-ID on a New for details.

Step 9

After successful device binding, you will be shown the dashboard of all enterprise applications which you can access through a simple click. These applications are presented as clickable tiles on the dashboard.

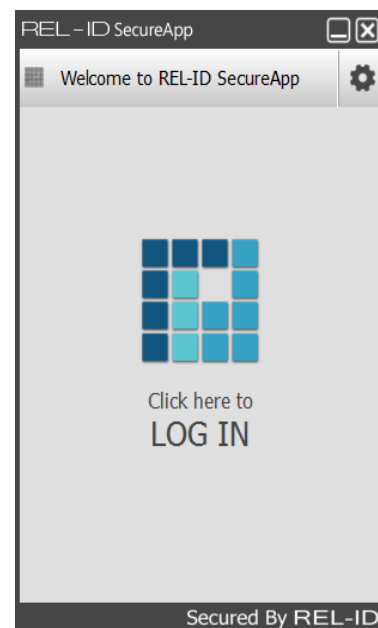


2.3 Logging into REL-ID App



Step 1

Double-click on the "REL-ID App" shortcut on your desktop to launch the REL-ID application



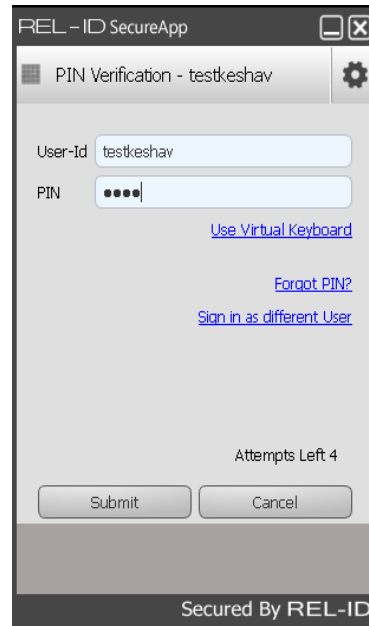
Step 2

Click on the REL-ID logo placed at the center of the app to login.



Step 3

Enter the User ID here and click Submit



Step 4

Provide the PIN, you had set during first time activation



Step 5

After successful authentication you will be navigated to the dashboard with the enterprise applications you are authorized to access.

3.0 Using REL-ID on a New Laptop/Desktop

3.1 Prerequisites

1. Your new laptop/desktop should have access to Internet/Intranet
2. You have completed first time activation and are an active REL-ID user
3. You should have REL-ID ApplInstaller. Either you can copy the installer from your first laptop/desktop on which you had first activated REL-ID App or you can contact your helpdesk support team for the installer file.
4. You should have your User ID (the one you use on your first laptop/desktop)
5. You should remember the answer to the secret question you had set during first time activation

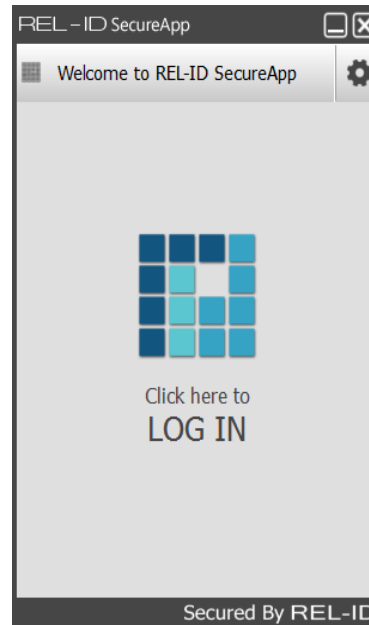
3.2 Activation

For activating a new desktop/laptop, you should install the REL-ID App with the same steps as the first laptop/desktop installation (Click on Installation for the steps).



Step 1

After installation, double-click on the "REL-ID App" shortcut on your desktop to launch the REL-ID application



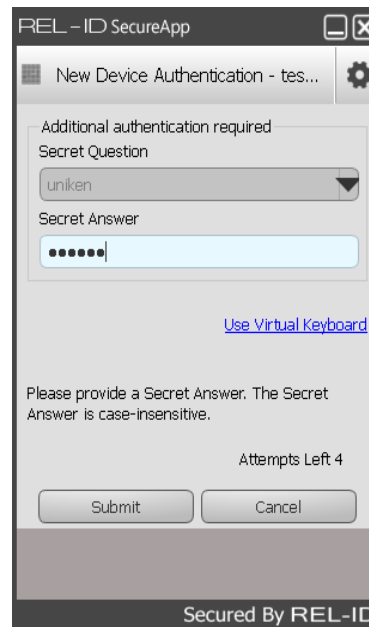
Step 2

Click on the REL-ID logo placed at the center of the app to login.



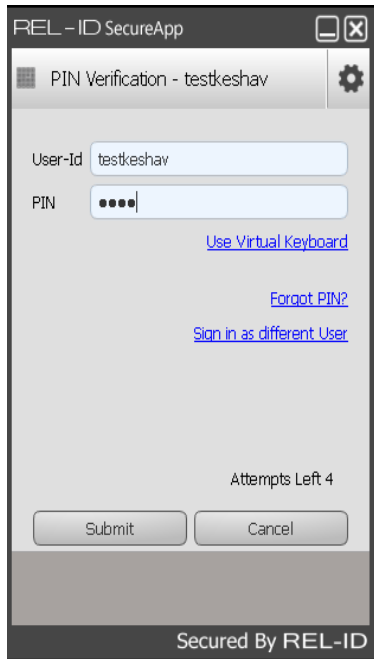
Step 3

Enter the User ID here and click Submit.



Step 4

Next you will be prompted to enter secret answer. Provide answer to the secret question and click on Submit to complete the new/additional laptop/desktop activation. If you have entered incorrect answer 4 times, then refer to the note* below.



Step 5

Provide the PIN you had set during first time activation.



Step 6


On successful activation, you will be able to see the dashboard of applications that you are authorized to access.

* After 4 failed attempts, the new device activation will be suspended. Please log in to the already activated device and reset the secret question/answer before attempting to activate

a new device again. Once you have set the new secret answer, begin the new device activation again

4.0 Miscellaneous Scenarios

4.1 Configure REL-ID Settings

By clicking on "Settings" button () top right corner of REL-ID App, you can set Auto Launch, Proxy Settings and connection profile as described below.

4.1.1. General Settings

Step 1

Click on the Settings button 



Step 2

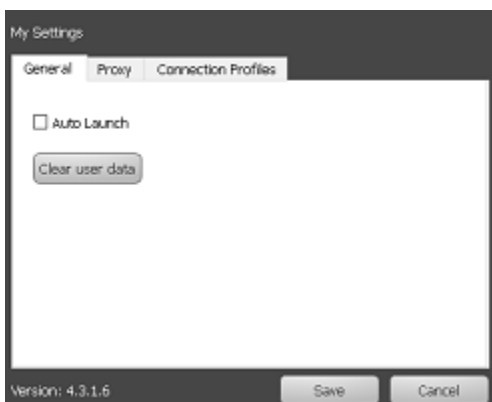
You will see the "My Settings" window.

Under "General Settings" select the "Auto Launch" option and Click on "Save" to auto launch the app on every reboot of the laptop/desktop.



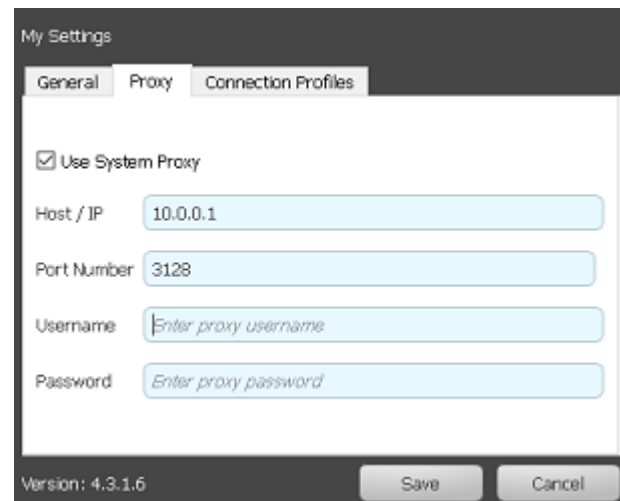
Step 3

You can also disable the warning messages by selecting "Do not prompt warning messages"



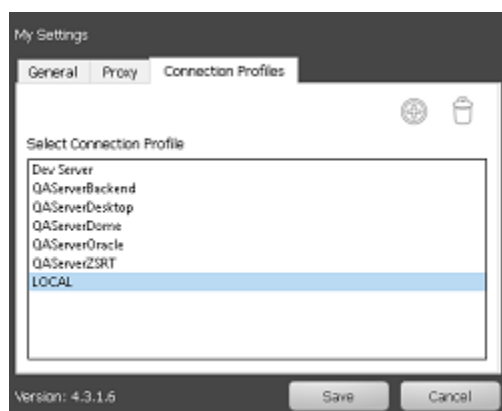
4.1.2. Proxy Settings

By default, REL-ID application detects if you are using the REL-ID application from behind the proxy. You can change/set the proxy settings manually if default proxy (selected system proxy) does not work. Enter the new Host/IP, Port Number, Username and password and Click on “Save”. If you do not have these details, contact your helpdesk support team.



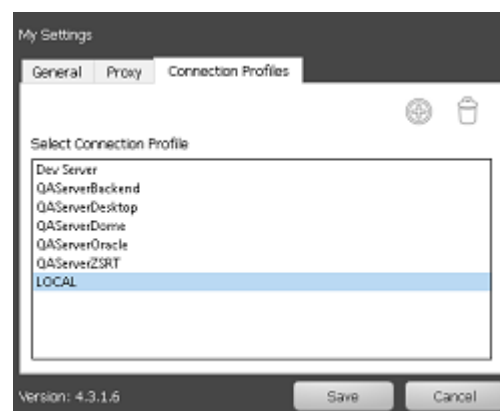
4.1.3. Connection Profile

Connection profile contains the details of REL-ID secure access Gateway to which the REL-ID application connects. There is a default profile per client. However, depending on enterprise policy and configurations, you can connect to a different REL-ID Gateway (For e.g.: REL-ID Pilot Server, REL-ID POC Server, REL-ID UAT Server etc.) by selecting a pre-configured connection profile from the Connect to Profile dropdown from the REL-ID application. Alternatively, you can Click/Select the “Custom Profile” radio button (if available) to enter the Host/IP and port of the server with which the connection needs to be established and click on “Save”. Please ask your helpdesk support team for these details.



Step 1

Select a pre-configured connection profile from this drop down.



Step 2

Alternatively, you can Click/Select the “Custom Profile” radio button (if available) to enter the Host/IP and port of the server with which the connection needs to be established and click on “Save”.

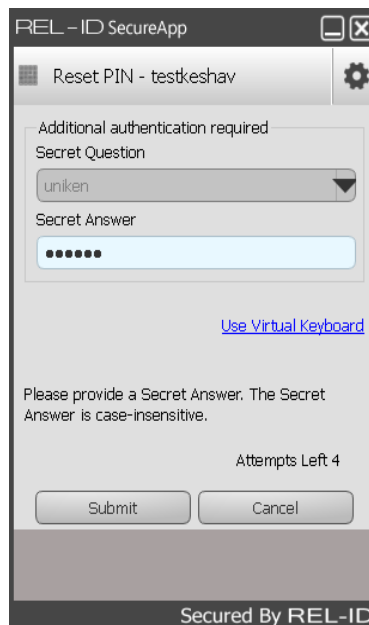
4.2 Forgot PIN

If you have forgotten your PIN, you can click on 'Forgot PIN' option to set a new PIN



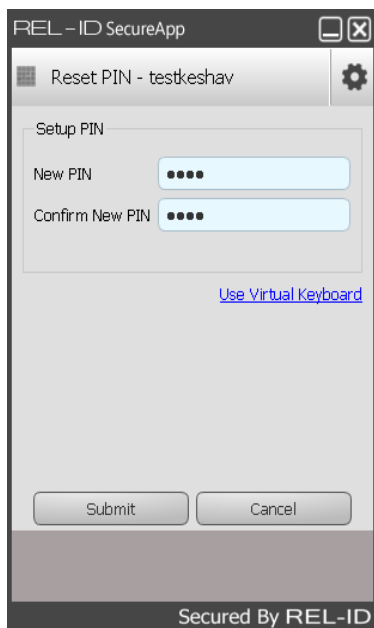
Step 1

Click on Forgot PIN to reset your PIN.



Step 2

Next you will be prompted to enter the answer to preset secret question. Enter the answer & click submit. If you do not remember the answer, change your secret question from a pre-activated device else contact helpdesk support team.



Step 3

You can now reset your PIN and set a new PIN. The new PIN should be same as your Windows logon credentials. After providing New PIN and Confirming New PIN, click on Submit to complete the process.

Note: Currently 'Forgot PIN' does NOT perform Windows Log On password validation/synchronization but after login application will sync the credentials. You need to ensure that

the PIN entered matches your Windows authentication credentials for subsequent REL-ID authentications to succeed.

4.3 Change Secret Question

Secret question and answer is an important additional authentication and is used for activation and password recovery scenarios. Hence it is important to keep it safe. If you have forgotten your secret answer, you can change the Secret Question and Answer by clicking on the "Secret Question" tile.

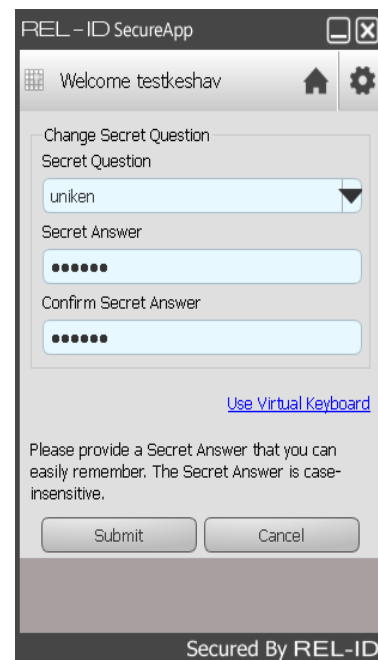
Step 1

On your REL-ID App dashboard, please click on the tile named 'Secret Question'.



Step 2

Next you will see the "Change Secret Question" window where you can write or select question from the drop down. Provide the answer to the selected question and confirm the secret answer. Click on "Submit" to confirm the change.



Uniken

Uniken is a game-changing cyber security firm with a singular focus – we make connecting safe. Uniken's flagship product REL-ID provides military-grade security with phenomenal usability. Based on a distributed digital trust model, REL-ID's core technology is a patented, mutual identity and authentication protocol which enables enterprises to deliver safe, simple, and scalable digital experiences to its customers, partners, and employees. With millions of active users, Uniken is a strategic security partner to leading international organizations. Its patented technology is endorsed by the likes of Dr. Whitfield Diffie (Father of Public Key Cryptography) and world-class defense organizations.

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