e-secure

user guide

PART 1: GETTING STARTED

1. Connect your e-secure access key:

- to the USB docking station included with your access key (the docking station must first be connected to your computer's USB port)
- or directly to your computer's USB port

2. The access key activation process begins

When this process is complete, you will see the following message:
There is no need to restart your computer, so click on "No"

3. Launch the connection: there are 3 ways to do this, depending on how your computer is configured

a) The connection is made automatically
- You will see the following message:
- The customisation process is in progress, please wait

b) The connection is made semi-automatically
You will see the following message: Click on:
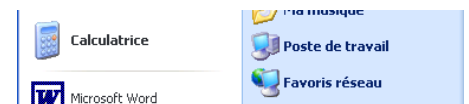
Exécuter e-secure.exe
Éditeur non spécifié

You will see "Connecting to Sogecash Net, please wait"

c) You must connect manually (automatic connection disabled): no message appears within 30 seconds

- Click on Start / My computer or Start / Computer

- Double-click on the e-secure device
  (the last on the list, often labelled "(F)")

Devices with removable storage

CD-ROM drive (E:)	CD-ROM drive	
CD-ROM drive (F:)	CD-ROM drive	

NB: some computers will show this icon   instead of

- Double-click on the "e-secure.exe" file

If none of these cases apply to your computer, please contact the helpdesk on 0 825 041 040

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Are you asked if you want to install an update?

- ▶ **YES:** go to step 4
- ▶ **NO:** go to step 5

4. Download and install the update

Click on "Update" (or "Cancel" to install the update later)
A series of messages will be displayed, showing how the update is progressing
This will take 6-7 minutes, depending on your computer

When you see the message that is displayed here, click on "End", then remove and reinsert your e-secure access key
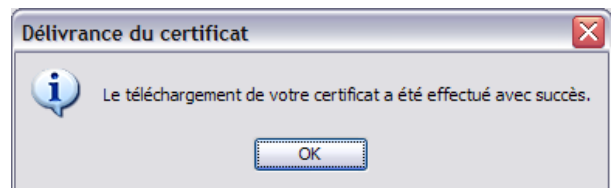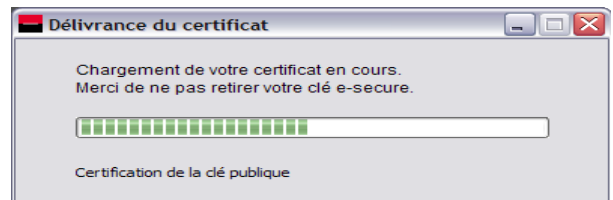
Start again the process at step 1

5. Download and install your certificate

This will take 1-2 minutes, depending on your computer configuration

When the download is complete, click on OK

Contact the helpdesk on 0 825 041 040 if you see an error message (please print the message) or if the download fails

6. Connecting to the website

The following message will appear automatically: your computer is connecting to Sogecash Net. The browser Mozilla Firefox will be launched from the e-secure access key. Do not launch your usual browser to connect to Sogecash Net.

3   For further information, please contact our helpdesk on 0 825 041 040 (€0,15/min)

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7. Access the Business Customer home page and log on

- Enter the User ID given to you by your Customer support, then click on "Access with certificate"

- Enter the security number you received by post

If this is not the first time you are using Sogecash Net, go to step 10

8. Personalise your security number

. Re-enter the security number you received by post
. Enter your chosen security number (6 digits)
. Confirm your chosen security number

9. Enter your details

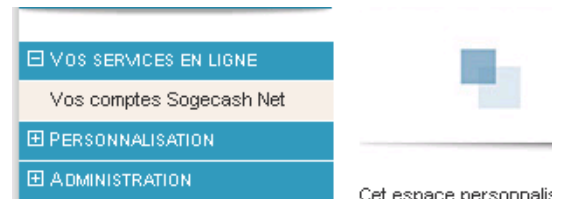Enter the requested information, then click on "Confirm"

Your certificate has been registered, you can now access Sogecash Net
- Click on "Access your transactions"

10. You will go to the Customer navigation bar

- Click on "Your Sogecash Net accounts"

## 11. You will see the Sogecash Net navigation bar

- Click on "+" to expand the menu options,
  or "−" to collapse them
- Click on the service you wish to use

An online user guide is available by clicking on:

12. To log off

- Click on "Log off"("Se déconnecter")

- Close the browser (click on the cross in the top right-hand corner)

- Right-click on the SG logo (in the bottom right-hand corner)

- Click on "Remove the e-secure access key"("Retirez la clé e-secure")

- Remove your access key[1] and keep it <u>in a safe place</u>
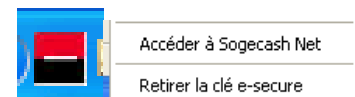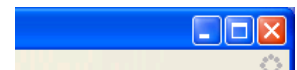
(1) If you need to access Sogecash Net several times (without leaving your workstation), you can leave your key connected. This will help you reconnect faster. To reconnect, right-click on the Société Générale logo (in the bottom right-hand corner of your screen) then click on "Sogecash Net".

PART 2: USING SOGECASH NET

1. Connect your e-secure access key:

- to the USB docking station included with your access key (the docking station must first be connected to your computer's USB port)
- or directly to your computer's USB port

2. Launch the connection via one of the 3 methods

automatic, semi-automatic, manual, depending on how your computer is configured (see Part 1 – Getting Started) The browser Mozilla Firefox will be launched from the e-secure access key. Do not launch your usual browser to connect to Sogecash Net.

Are you asked if you want to install an update?

▶   **YES: go to step 3**
▶   **NO: go to step 4**

3. Download and install the update

Click on "Update" (or "Cancel" to install the update later)
A series of messages will be displayed, showing how the update is progressing
This will take 6-7 minutes, depending on your computer

When you see the message that is displayed here, click on "End", then remove and reinsert your e-secure access key

Start again the process at step 1

4. Access the Business Customer home page and log on

Enter your User ID, click on "Access with certificate", then enter your security number using the virtual keyboard

5. You will go to the Customer navigation bar

- Click on "Your Sogecash Net accounts"

6. You will see the Sogecash Net navigation bar

- Click on "+" to expand the menu options,
  or "–" to collapse them
- Click on the service you wish to use

An online user guide is available by clicking on:

7. To log off (the same way as for your first connection)

- Click on "Log off" ("se déconnecter")
- Close the browser (click on the cross in the top right-hand corner)
- Right-click on the SG logo (in the bottom right-hand corner)
- Click on "Remove the e-secure access key" ("Retirez la clé e-secure")

ERROR MESSAGES

If an error message is shown, please refer to the table below to find out the cause and the solution.

Message	Cause/Solution
A problem occurred during installation, the device may not work correctly.	Your access key is faulty, please request a replacement.
An error occurred when communicating with the certificate issuing service.	Your antivirus software is blocking communication with this service. Please contact the Sogecash Net helpdesk.
"Please enter your User ID and Activation Code" then "The certificate issuing service does not recognise your key's serial number".	Please contact the Sogecash Net helpdesk.
When you insert your key, you see a message "threat identified..."	Your antivirus software is blocking this application. Please contact the Sogecash Net helpdesk.
"Connection timed out" or "The server could not be found".	Your internet settings are not compatible with e-secure. Please contact the Sogecash Net helpdesk to verify your settings.
"Connecting to Sogecash Net, please wait…" displays then disappears.	Several sessions are in conflict, or your antivirus is blocking the application. Please contact the Sogecash Net helpdesk.
The hourglass does not disappear when validating your security number, and your computer freezes.	Communication problem. Please contact the Sogecash Net helpdesk.
"-12227 ssl_error_hanshake_failure_alerte.ssage" or "you cannot connect to the business customer website due to an SSL error (- 8183)" is displayed when you insert your access key or enter your security number.	Communication problem. Please contact the Sogecash Net helpdesk.
The access key light does not come on.	Conflict between Windows and the e-secure access key. Please contact the Sogecash Net helpdesk.
The e-secure access key does not launch automatically.	Your IT security manager has disabled your computer's AutoPlay function, which automatically launches removable devices (CD players, USB memory sticks, etc.). Please contact him to request a change of setting.
When you open a PDF file, you see "The Adobe that is running ... cannot find the PDF files in the Web Brother" or nothing happens.	The version of Adobe Reader installed on your computer is older than version 9.3. You need to install the latest version.
When you open a PDF file, you see a blank page, the Print icon is greyed out or a technical error is displayed.	The version of Adobe Reader installed on your computer is older than version 9.3, or there is a compatibility problem. Please contact the Sogecash Net helpdesk.