FREJA eID

RELEASE NOTES

January 2019

Web Portal

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Freja eID Release notes

Freja eID Release Notes

These Release Notes describe all the changes made to the Freja eID systems from the previous release. They include:

- changes to the 'My Pages' web portal.

Summary

- **Manage Devices** – users are now granted more control over how they use their Freja eID. Building on the feature of adding multiple devices to their Freja eID account, **they may now remove devices from their account via the 'My Pages' portal**, rather than going through the hassle of deleting the app manually.

Manage Devices

Freja eID users are granted more control over how they manage the devices that they link to their Freja eID account. Up until now, if users wanted to remove a certain device from their Freja eID account, they had to delete the Freja eID mobile app from that device manually. This scenario, however, is still not satisfactory when it comes to security concerns such as when a certain device is lost or stolen for example.

With this new feature, users will have full control over their added devices through the 'My Pages' portal, regardless of whether they are still in possession of them or not.

Procedure

The process of removing a device is simple and quick. In order to complete it, users will need to access 'My Pages' with their Freja eID mobile app.

1. The user would navigate to the 'User Details' section in 'My Pages. If, for example they have 3 active devices, the 'My Devices' section looks like this. Here they have an overview of their devices and their status.
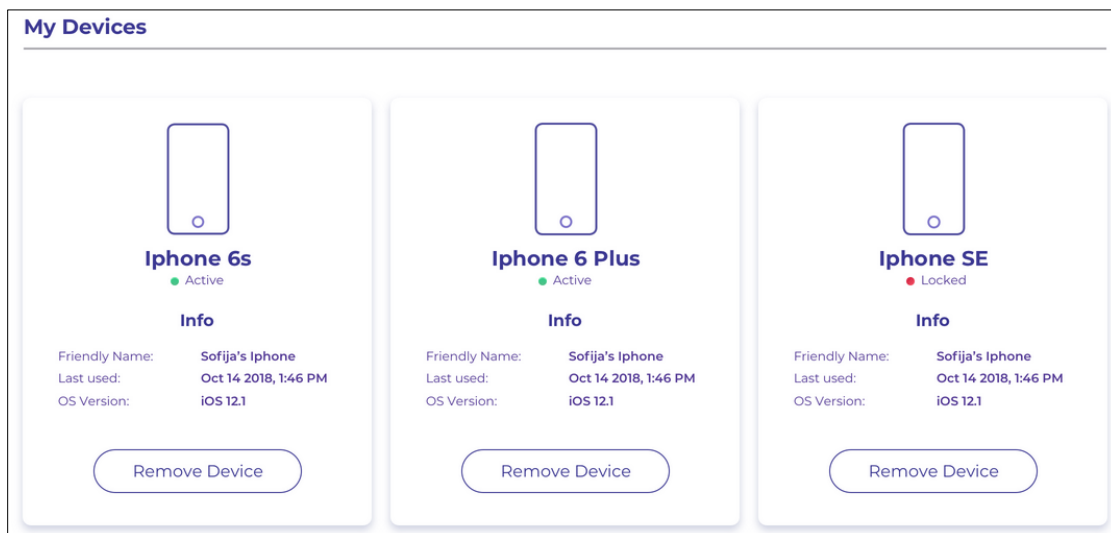
2. After selecting the device that they wish to remove, they will need to confirm this removal in the Freja eID mobile app. The process is intuitive for users who have gone through the 'Add Device' process and the instructions are easy to follow.
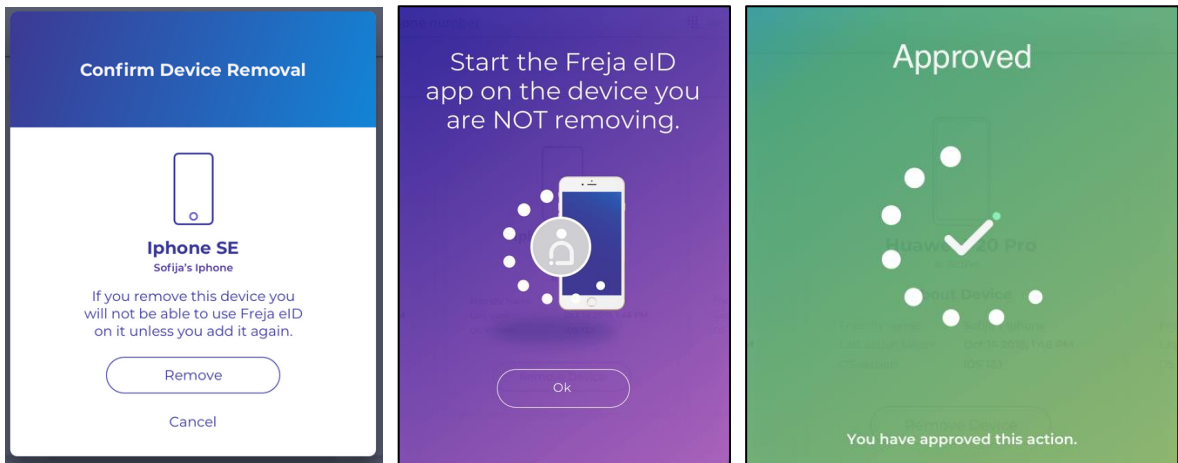
3. After the removal is approved, the Freja eID app will be disabled on that device and they will need to add it again if they want to use Freja eID on it again. Starting it on the removed device will give the user the following popup.
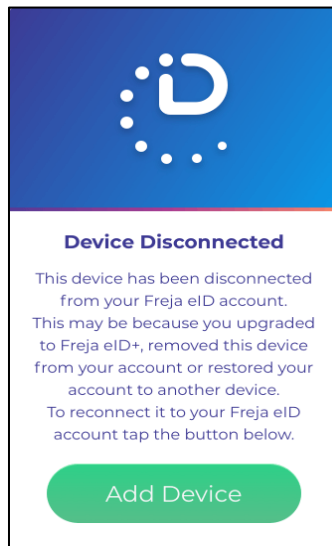
Other Scenarios

1. It is important to note that **device removal needs to be done with a device that is not being removed**. When users initiate the removal process on a device and then try to open the Freja eID mobile app on it, they will receive the following error popup.
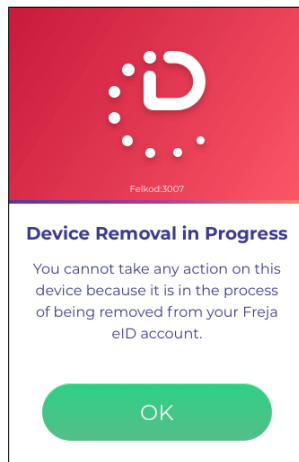
2. Devices on which users have **initiated an upgrade to Freja eID Plus** will not be able to remove those devices until the upgrade process to Plus is complete. They will receive the following message.
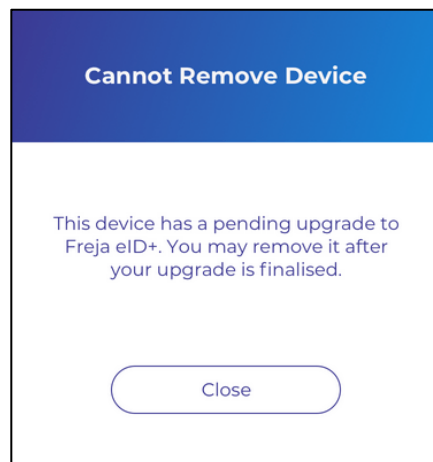
3. Finally, **users will not be able to remove a device if that is the last one connected to their account**. In that case they will need to contact support for further information or assistance.
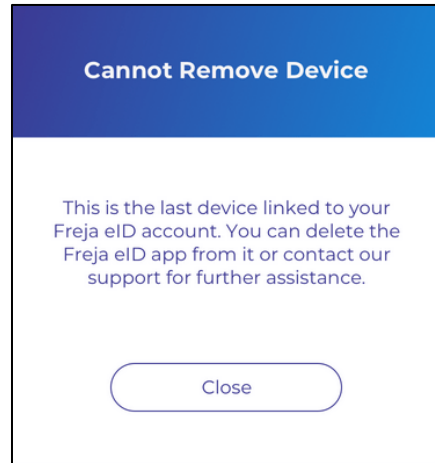
Any questions?

If you have any questions regarding this release, please get in touch with your contact at Verisec or send an email to partnersupport@frejaeid.com. You can also find more useful information about Freja eID on our website [www.frejaeid.com.](http://www.frejaeid.com)