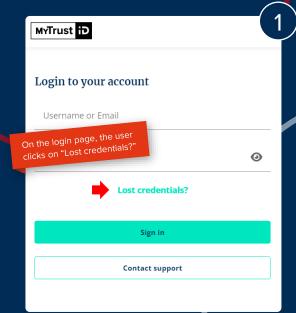# Trust iD

Account Self-Recovery

When a user loses his Second Factors (2FA), he can no longer log into his TrustID account. This happens if the user has deleted the TrustID app or has no longer access to his mobile phone with the installed TrustID app because the mobile phone was lost, stolen or sold.
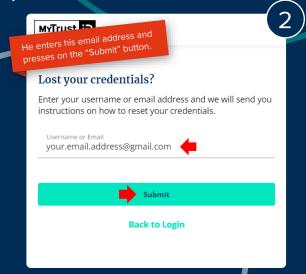
In the past, a user had to contact the support directly to gain back access to his account, causing negative experience for the user as well as additional work for the support team.
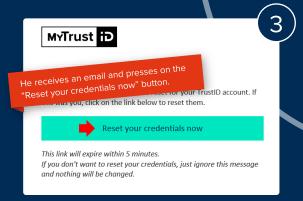
With the launch of the new "**Account Self-Recovery**" feature, the user no longer needs the help of the support team to regain access to his account!

Users can now recover their TrustID accounts all by themselves!
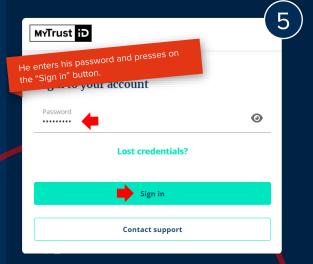
How does it work?

1

MyTrust iD

Login to your account

Username or Email

👁

On the login page, the user clicks on "Lost credentials?"

➡ **Lost credentials?**

Sign in

Contact support

2

MyTrust iD

He enters his email address and presses on the "Submit" button.

Lost your credentials?

Enter your username or email address and we will send you instructions on how to reset your credentials.

Username or Email
your.email.address@gmail.com ⬅

➡ **Submit**

Back to Login

3

MyTrust iD

He receives an email and presses on the "Reset your credentials now" button.

reset for your TrustID account. If is was you, click on the link below to reset them.

➡ **Reset your credentials now**

This link will expire within 5 minutes.
If you don't want to reset your credentials, just ignore this message and nothing will be changed.

4

MyTrust iD

He clicks on the "Reset my second authentication factor" button.

What do you want to do?

Reset my password

➡ **Reset my second authentication factor**

5

MyTrust iD

He enters his password and presses on the "Sign in" button.

~~Sign in to your account~~

Password
••••••••• 👁

Lost credentials?

Sign in

Contact support

6

MyTrust iD

Enter the 6-digit code.
An SMS code has been sent to your phone.

➡ 7 9 2 9 6 7

He receives a code by SMS, which he enters in the code field, and then presses on "Continue".

Continue

7

MyTrust iD

The user is now presented with a screen that lets him register a new Second Factor.

If you haven't already done so, please download *TrustID Authenticator* from your store.

[Download on the App Store] [GET IT ON Google Play]

Scan the QR code below with the TrustID app

After following these instructions, the user has regained access to his account!

Note: for security reasons, all his Second Factors are removed in this process.

How to get access to this feature?

existing customer
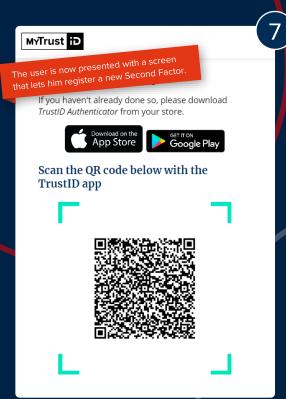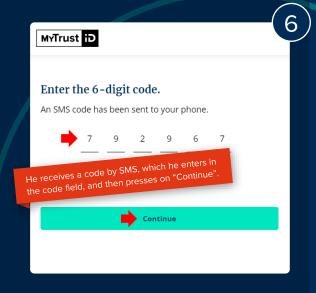
new customer

If you are a new customer and the Second Factor feature is compatible with your account setup, we will ask you to enable it during the initial configuration process.

If you are an existing customer we will ask you to upgrade to this new TrustID Onboarding Process firstly. Please read this news.

Once you are using the new TrustID onboarding experience, you can reach out to us to discuss if/when you want us to activate this new Account Self-Recovery feature.