

# Digital Fortress Resetting Your Account



## Table of contents

The Step-by-Step Guide: Resetting Your Account.....	2
Overview: Resetting Your Account.....	2
Securely Reset Your Account.....	2
Step 1: Retrieve your Recovery Code.....	2
Step 2: Enter 36-digit Recovery Code .....	3
Step3: Create New Password .....	3

# Digital Fortress Resetting Your Account



## The Step-by-Step Guide: Resetting Your Account

### Overview: Recovery Code

**What is the Recovery Code?** It is a unique 36-digit code that is the absolute **ONLY** means to regain access to your Digital Fortress account. If you forget your password or lose your phone after having activated 2-factor authentication, the recovery code can only be created from within your Digital Fortress. We highly recommend that you print a copy of your recovery code and hide it in a safe place.



*\*Be aware that Digital Fortress CANNOT reset your login criteria or send you your recovery code if you forget your password. As a part of our strict privacy policy, we simply have no way of accessing or altering a user's password or recovery code.*

### Securely Reset Your Account

#### Step 1: Retrieve your Recovery Code

1. Retrieve your printed or digitally saved Recovery Code PDF from its secure location.
  - a. The Recovery Code PDF contains instructions on how to reset your password or you can continue reading this document for step-by-step instructions.

**IMPORTANT – CONFIDENTIAL**  
SecureSafe Recovery-Code

25.03.2016

**SECURESAFE RECOVERY-CODE**

Dear SecureSafe Customer,

With this personal login recovery code you will be able to regain access to your SecureSafe account, in the event that:

- you have forgotten your password or your user name
- you have activated your SecureSafe SMS authentication and you are not able to get to your mobile phone.

**WHAT DO I HAVE TO DO?**  
To retrieve your login for your SecureSafe account, enter the following recovery code at the internet address:

[www.securesafe.com/recover](http://www.securesafe.com/recover)

R5B19D GF46NL ARKTRT PCS7VY IKAUCN KY5PMP

# Digital Fortress Resetting Your Account

## Step 2: Enter 36-digit Recovery Code

1. Go to [www.securesafe.com/recover](http://www.securesafe.com/recover).
2. Enter the 36-digit recovery code into the fields on the page.



**Recover Credentials**

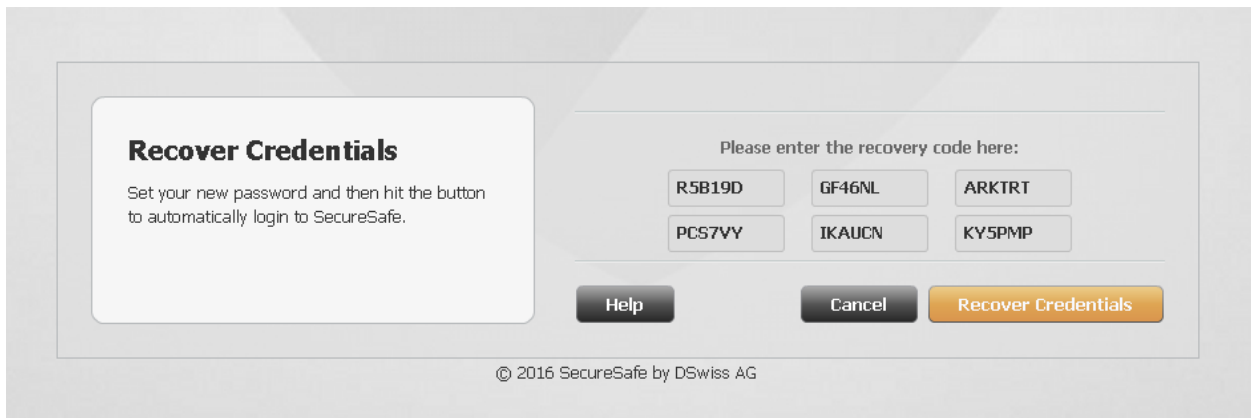
Set your new password and then hit the button to automatically login to SecureSafe.

Please enter the recovery code here:

<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>

© 2016 SecureSafe by DSwiss AG

3. Click **Recover Credentials**.



**Recover Credentials**

Set your new password and then hit the button to automatically login to SecureSafe.

Please enter the recovery code here:

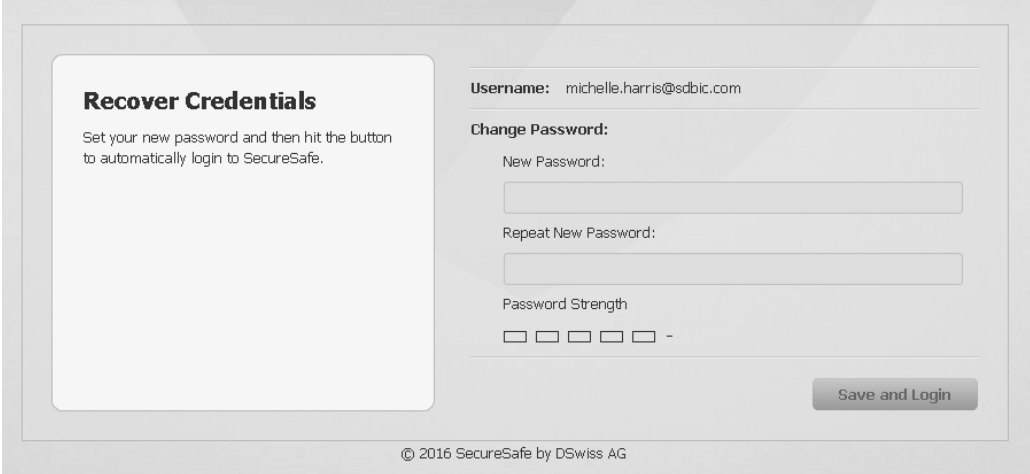
R5B19D	GF46NL	ARKTRT
PCS7VY	IKAUCN	KY5PMP

© 2016 SecureSafe by DSwiss AG

## Step 3: Create new password

1. A new page will appear showing your username and allowing you to create a new password.
2. Enter your chosen password.

# Digital Fortress Resetting Your Account



**Recover Credentials**

Set your new password and then hit the button to automatically login to SecureSafe.

Username: michelle.harris@sdbic.com

**Change Password:**

New Password:

Repeat New Password:

Password Strength

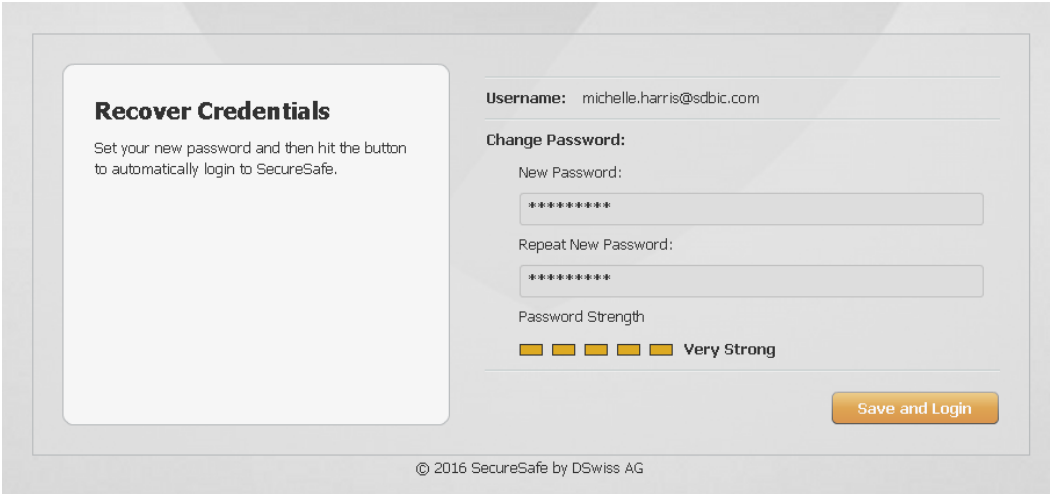
-

Save and Login

© 2016 SecureSafe by DSwiss AG

*We recommend that you choose a password that you are not already using for any other login.*

3. Re-enter your chosen password in the second field.
4. Click **Save and Login**.



**Recover Credentials**

Set your new password and then hit the button to automatically login to SecureSafe.

Username: michelle.harris@sdbic.com

**Change Password:**

New Password:

\*\*\*\*\*

Repeat New Password:

\*\*\*\*\*

Password Strength

Very Strong

Save and Login

© 2016 SecureSafe by DSwiss AG

You have now regained access to your digital safe deposit box and reset your password successfully. Be aware that two-factor authentication is disabled when the recovery code is used.

You don't need to print a new recovery code after you have used it; but remember to store a copy in a safe place.

*Note: As a part of our security measurements, Digital Fortress has NO access whatsoever to your password nor to your recovery code so we can not reset your account if you lose both. Without the recovery code and a valid username-password combination, your data will be lost.*