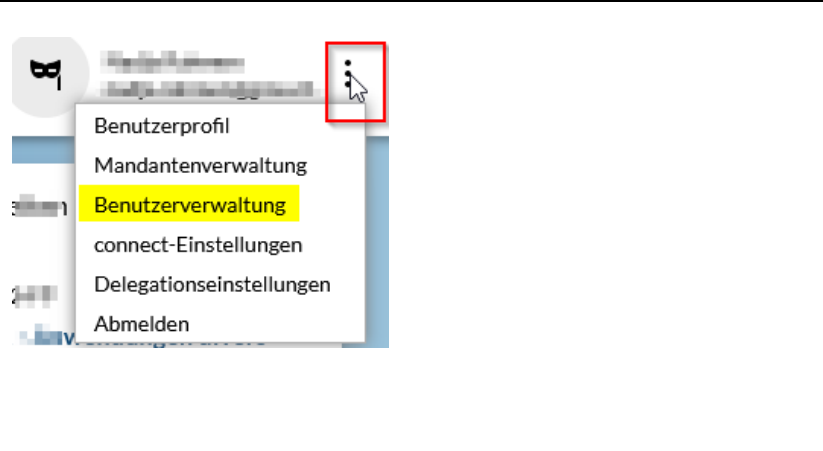




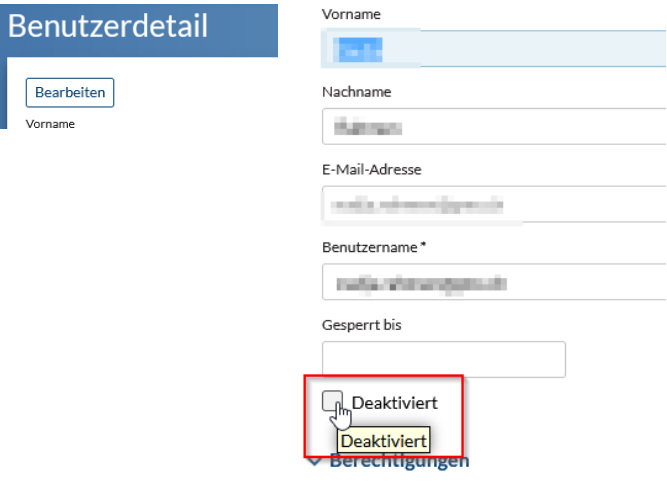
When you affiliated with our compensation office, you received a code for the set-up for a first log in / user with administrator rights for connect. The installation of additional log ins and the authorisation assignment lies within the responsibility of the member.

- An administrator has the right of substitution. With this right, any number of additional users can be installed and all the authorisations can be assigned.

Different circumstances can lead to a situation where no log in is available or only inactive log ins e.g. from employees who left the company exist, and therefore no access to connect is possible.

The following description is an instruction and support for different situations and constellations.

<p><b>Situation 1</b>                  There is an administrator who resigns – they still work at the firm and can key in the successor.</p> <p><i>Attention: mobile phone number and contact with the new user necessary to create a two-step log in</i></p>	
	<p><b>Key in successor</b></p> <p>The still active user can key in the successor.</p> <ul style="list-style-type: none"> <li>• connect</li> <li>• User administration (click on the 3 points on the top right)</li> </ul>
	<p><b>User administration</b></p> <p>Here you can edit or deactivate existing log ins (click on «Detail») and new log ins can be created (click on «Neu»).</p>

 <p><b>Benutzer erfassen</b></p> <p>Identifikation Benutzerkonto</p> <p>E-Mail-Adresse *</p> <p>Abbrechen</p>	<p>The <b>new user</b> can be keyed in and the two-step log in created.</p> <p><i>please refer to instructions - how to set up a multi-step log in OTP</i></p>
 <p><b>Benutzerdetail</b></p> <p>Bearbeiten</p> <p>Vorname</p> <p>Vorname</p> <p>Nachname</p> <p>E-Mail-Adresse</p> <p>Benutzername *</p> <p>Gesperrt bis</p> <p><input checked="" type="checkbox"/> Deaktiviert</p> <p>Deaktiviert</p> <p>Berechtigungen</p>	<p><b>Departing employees</b> with an active log in can deactivate it on their own on their last day at work.</p> <p>Go to user administration on your own profile on details and choose edit. Click on deactivate and save.</p>
<p><b>Situation 2</b></p> <p>You don't have an active log in anymore or the last log in belongs to an employee who already left.</p> <p>Contact the compensation office for the following possibilities:</p>	
<p><b>Einladung connect für Firmen</b></p> <p>Sehr geehrte Damen und Herren</p> <p>Wir freuen uns über Ihr Interesse an unserem connect! Mit dieser einfach ben Sie als Arbeitgeber viele Aufgaben rund um die Sozialversicherungen p sich mit dem Zugangscode anmelden, können Sie gleich beginnen. Mit den Sie rasch vertraut sein.</p> <p><b>connect – Ihr Schlüssel zum papierlosen Büro</b></p> <p>Registrierung</p> <p>Link zur Registrierung: <a href="https://test.akis">https://test.akis</a> Ihr persönlicher Zugangscode lautet: L Dieser Code ist während 138 Tagen gi</p>	<p>Order a new code from the compensation office so you can register again and create a log in.</p> <p>The code will be sent by mail. <b>Notification of the code by e-mail or by phone is not possible for data protection reasons.</b></p> <p><a href="mailto:connect@exfour.ch">connect@exfour.ch</a></p>
<p>The compensation office will create log ins only in exceptional cases, and only on the basis of an official letter from an authorised signatory stating the desired authorisations.</p> <p>The compensation office will deactivate old / inactive log ins on demand, <b>if no active administrator is registered anymore.</b></p>	

### Situation 3

You would like to create a connect access for a fiduciary company or a deputy.

Infos / Bemerkungen

connect-Administrator



a)

An active administrator can create a log in for the fiduciary company (=> «Benutzerverwaltung & «NEU»).

#### Einladung connect für Firmen

Sehr geehrte Damen und Herren

Wir freuen uns über Ihr Interesse an unserem connect! Mit dieser einfach benutzten Software können Sie als Arbeitgeber viele Aufgaben rund um die Sozialversicherungen problemlos erledigen. Sie können sich mit dem Zugangscode anmelden, können Sie gleich beginnen. Mit den Sie rasch vertraut sein.

connect – Ihr Schlüssel zum papierlosen Büro

Registrierung

Link zur Registrierung: <https://test.akis>  
Ihr persönlicher Zugangscode lautet: L  
Dieser Code ist während 138 Tagen gi

b)

You don't have an active log in (anymore):  
Order a new code from the compensation office and send it to the fiduciary firm.

The code will be sent by mail. Notification of the code by e-mail or by phone is not possible for data protection reasons.

The code will only be sent directly to the fiduciary firm on a written request by the member and on presenting a power of attorney.

[connect@exfour.ch](mailto:connect@exfour.ch)

**Important:** An access to connect for a fiduciary firm/a deputy allows the use of connect; for information over the phone or in writing a valid power of attorney must be provided.

#### Other situation

You have a technical problem when keying in users or creating a two-step login or you have questions concerning a core process (application, tasks or notifications).

Contact us, we will be pleased to assist you also directly on the phone or by mail

[connect@exfour.ch](mailto:connect@exfour.ch). On our web site [www.exfour.ch](http://www.exfour.ch) you can also tips and instructions.