

Introducing Planet Login – Frequently Asked Questions

What's Planet Login?

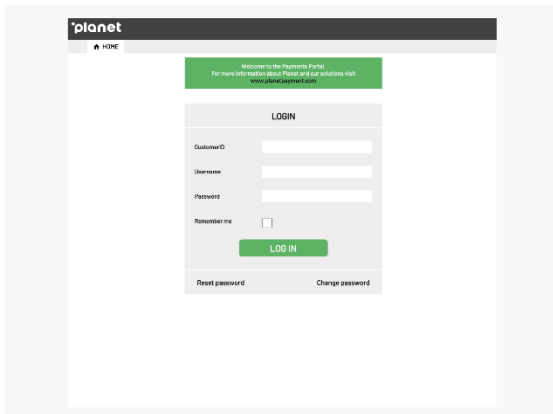
Planet Login is our enhanced and streamlined authentication system for accessing our products. It prioritises security by including multifactor authentication (MFA) and simplifies the process by only requiring your email and password.

With Planet Login, you'll have a single set of credentials to access all our payment products, so you don't need to remember multiple logins. Additionally, it's where you can adjust your account settings, like updating personal details or setting language preferences. In essence, it's your one-stop access point for all our offerings.

Current Login

Old

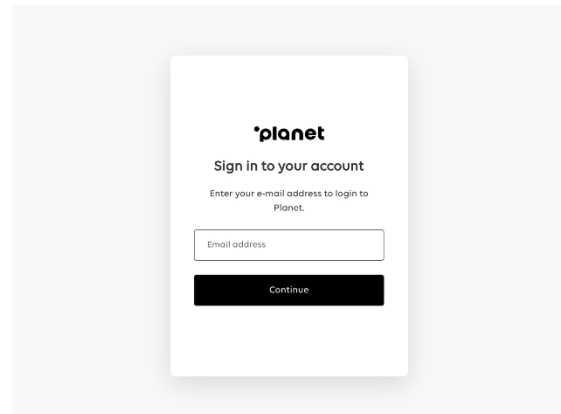
The login that you currently use for the 3C portal.



Planet Login

✦ New

The new flow that will replace your current login – myaccount.weareplanet.com.



Will there be any changes to my current user experience and features on the 3C Portal?

No, your overall experience on the 3C Portal will remain consistent. The only modifications will be in the login process and the location of user settings. Rest assured, all the features you're accustomed to on the 3C Portal will remain and won't be affected by this migration.

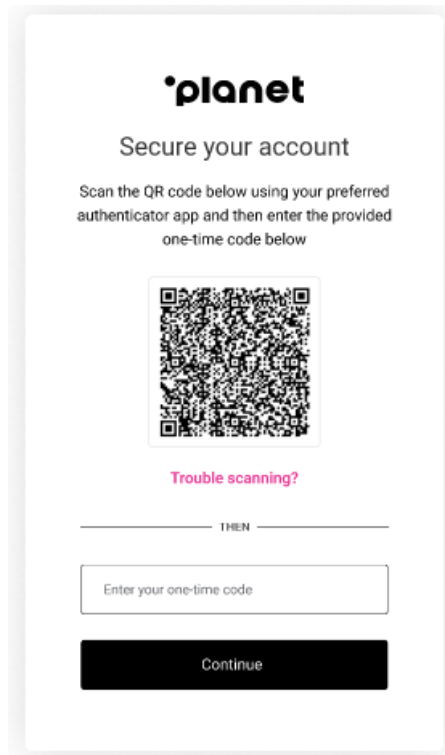
How can I set up my Planet Login?

Setting up your Planet Login is straightforward:

1. Log in to the 3C Portal.
2. You'll receive an email notification containing a link to activate your new Planet Login.

3. Follow the link, where you'll be prompted to:

- Establish your account password.
- Set up your multi-factor authentication using a One-Time Password (OTP).



I haven't set up an authenticator app before. Which one should I use?

If you're new to authenticator apps, we recommend using Google or Microsoft Authenticator, which is available for both iOS and Android devices.

After installing the app on your phone, simply scan the setup QR code presented when you first logged in to Planet. This will automatically configure the OTP profile on your device, and you'll begin to see the OTP codes generated for authentication.

I'm hesitant to install an authenticator app on my personal phone. Are there any alternatives?

We understand your concern. If you're not comfortable using your personal phone for authentication, you might consider:

1. Using a dedicated device for work-related authentications.
2. Exploring web-based authenticators or browser extensions that offer similar functionalities.
3. Checking with your system administrator to see if there are alternative authentication methods they suggest.

Remember, the primary goal is to ensure security while providing a convenient access method.

Are there any changes to how we access the 3C portal, especially if we previously used a generic login?

If your company was previously using a generic login for the 3C portal, you will now need to set up individual access for each employee who uses the portal. If you are designated as a Master User, you can create new users and edit existing ones within your organisation. To do this, simply log into the 3C Portal, navigate to "My Services" > "Master Account", and follow the provided options.

I'm unable to add or manage users. How can I obtain the necessary permissions to manage user accounts?

To obtain Master Account privileges, which allow you to manage users, please provide us with the details of the individual who should be granted this access. Once we receive the information, we'll set up the Master Account for you.

I currently access another portal of Planet. Will my credentials for that portal be integrated into Planet Login in the future?

Yes, our vision for Planet Login is to streamline access across all of Planet's platforms. In the future, you'll be able to use your Planet Login credentials for unified access, making it simpler and more secure for you to navigate across various Planet portals. We'll provide updates and guidance as we continue this integration process.

I believe my account has been deactivated, as I can't access the portal. How can I resolve this?

We apologise for the inconvenience. Please contact your system administrator for assistance. They will liaise with us to address the issue and help restore your access. It's worth noting that accounts may sometimes be deactivated due to security concerns to ensure the safety and integrity of our systems.

If you can't find the answer to your question here, contact us anytime at <https://www.weareplanet.com/support>. We'll gladly answer any questions you have related to the new login experience.