![STid Mobile ID® Online Portal]

STid Mobile ID®
Online Portal

SECURE AND INTUITIVE ACCESS CONTROL
through smartphones

STid Electronic Identification

STid Mobile ID® Online Manual Platform

TABLE OF CONTENTS

This document is divided into three sections:

- **General points**: covers information which is the same for the "Reseller" and "End customer" accounts
- **"Reseller" account**: covers information which only applies to "Reseller" accounts
- **"End customer" account**: covers information which only applies to "End customer" accounts

The document only addresses STid Mobile ID® platform. For any questions on Bluetooth® mobile solutions, refer to the application note Bluetooth® mobile solutions.

GENERAL INFORMATION

Obtaining a STid Mobile ID® account

STid Mobile ID® accounts can be linked:

1. Either directly to STid

To do this, complete the online form at https://secure.stidmobile-id.com
An email will confirm that STid approves the account and will make it possible to define its login and password.
Blue credits will then be purchased directly from STid. See **"Ordering Blue credits"**.

2. Or from an STid reseller

To do this, contact the reseller to directly link your account to theirs.
Blue credits are purchased from this reseller. See **"Ordering Blue credits"**.
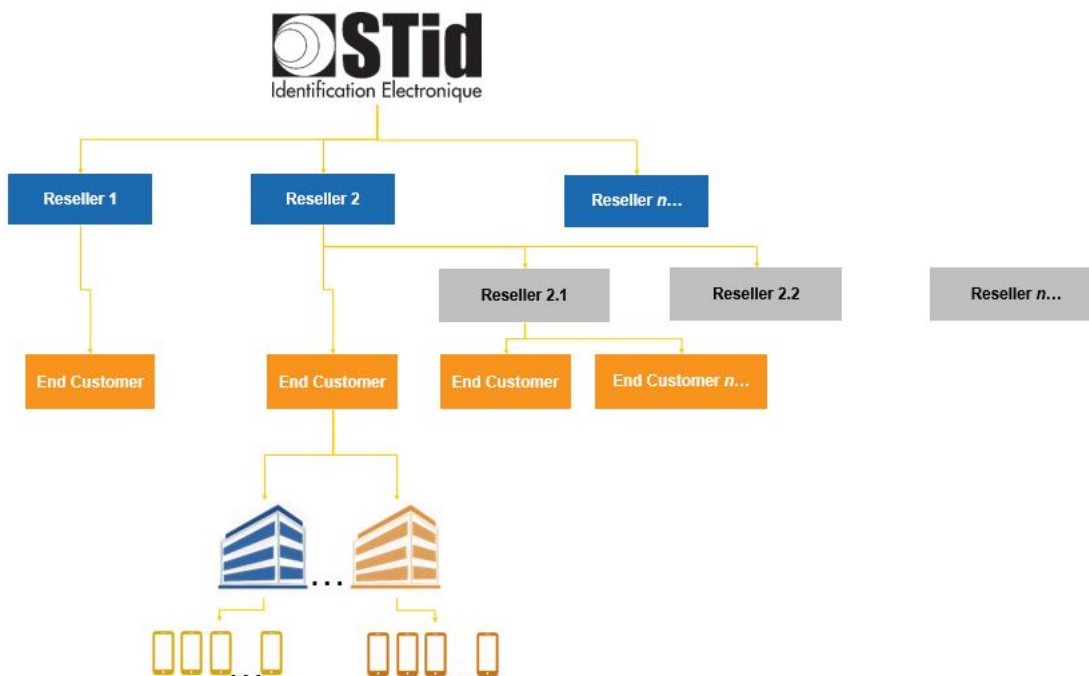
1 Business model

When creating a STid Mobile ID® account, either a "Reseller" or a "End customer" account must be selected.
See **"Reseller"/"End customer": what is the difference?**

> **Notes:**
>
> Modifying the email address selected during creation of the
> STid Mobile ID® account is not currently possible. See also **"Modifying my account information"**.

⚠️ When creating an account, using a generic and non-personal email address is strongly recommended. For example: support@exemple.com and not claudia.durand@exemple.com. In fact, the account linked to this address is the main account. It should therefore always be accessible. Subsequently creating user accounts to manage the account is possible and advisable (see **"Creating users and user profiles"**).

"Reseller"/" End customer": what is the difference?

The "Reseller" **creates Customer accounts**, the "Reseller" or "End customer" account, and **transfers credits to them**.

He cannot send virtual user cards or virtual configuration cards.

👤 Manage My Account

Account
Account Holder Name : **Muriel PAIN**
Email : **reseller@laposte.net**   [View more]

Users
Number of Created Users not yet Activated : **2**
Number of Activated Users : **1**   [View more]
Number of Deleted Users : **0**

Customer Accounts
Number of Created Accounts : **2**
Number of Activated Accounts : **2**   [View more]
Number of Deleted Accounts : **0**

Credit Balance
Number of Credits : **252**
Number of Used Credits : **248**   [View more]
Last Date of Loading : **26/04/2018**

🛠️ Tools & Support

Support
This section provides all the tools you need like
Contacts, PDF Files, Tutorials, FAQs and Videos.   [View more]

2 "Reseller" welcome dashboard

The "End customer" manages the whole of the access control site, the reader configurations, and sending of virtual **users** and **configurators** cards.

He purchases Blue credits from his reseller but cannot transfer them from his account to another account.

👤 Manage My Account

Account
Account Holder Name : **Mike WHITE**
Email : **customer1@laposte.net**   [View more]

Users
Number of Created Users not yet Activated : **0**
Number of Activated Users : **1**   [View more]
Number of Deleted Users : **0**

Credit Balance
Number of Credits : **92**
Number of Used Credits : **53**   [View more]
Last Date of Loading : **30/10/2018**

⚙️ Manage My Customer Sites

Customer Sites
Number of Customer Sites   [View more]

Reader Configurations
Number of Reader Configurations   [View more]

Virtual Access Cards
Number of Virtual Access Cards   [View more]

Configurators
Number of Configurators   [View more]

🛠️ Tools & Support

Support
This section provides all the tools you need like
Contacts, PDF Files, Tutorials, FAQs and Videos.   [View more]

3 "End customer" welcome dashboard

Ordering Blue credits

To order Blue credits online, i.e. for STid Mobile ID® platform, simply place a **CREDIT-BLUE-ONL** order.

The credits will be automatically transferred to the account.

To order Blue credits offline, i.e. for the SECard encoder, place a **CREDIT-BLUE** order and attach the request file (see the SECard software user manual).

⚠️ ATTENTION: transferring credits from the encoder to an STid Mobile ID® account and vice versa is not possible.

Customizing my account

To access the customization of automatic emails, fields and site appearance, click on "Personalization Panel" in the top menu.
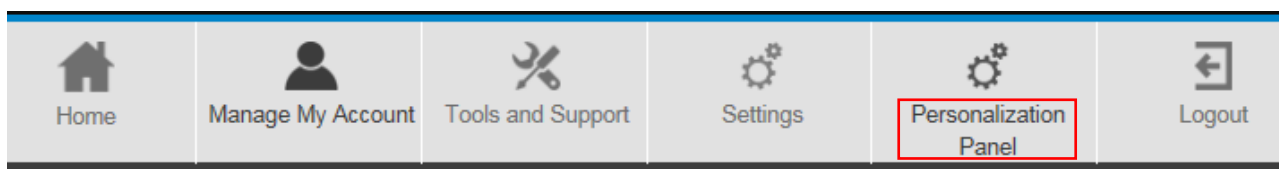
- Customize the emails sent automatically by the platform (Add a user, Delete a user...)

- Customize the designation of the "Fields x" of the platform.

Ex:

- Customize the overall appearance of the platform:

Modifying my account information

To access the functions for modifying personal and company data and passwords, click "View more" from the welcome page or "My Account" in the upper menu.

4 Welcome > Manage my account > Account > View more

5 "Manage my account" menu > My account

Modify/complete the fields to be updated then click "Modify".

> The "Reseller" or "End customer" profile, the email address and the fields identified by an asterisk (*) cannot be modified.

6 Modifying personal data and company data

To modify the password, click "Modify password".

7 Modifying an account password

To access the history of modifications and actions, click "Account history".

👤 **Account History**

Select Date/Time Range   From [   ]   To [   ]

🔍 [   ]

Time Stamp	Page	Action	Performed By
01-05-2018 15:07	Customer Accounts	New account created : CUSTOMER Company	Muriel PAIN
01-05-2018 15:07	Customer Accounts	5 Credits transferred to account successfully : CUSTOMER Company	Muriel PAIN
01-05-2018 15:08	Customer Accounts	Account updated : MIKE Company	Muriel PAIN
01-05-2018 15:18	Customer Accounts	Account updated : Bank of America	Muriel PAIN
01-05-2018 16:40	Customer Accounts	10 Credits transferred to account successfully : Bank of America	Muriel PAIN
01-05-2018 19:42	Customer Accounts	New account created : STid reseller	Muriel PAIN
01-05-2018 19:42	Customer Accounts	1 Credits transferred to account successfully : STid reseller	Muriel PAIN

Export

8 Account actions history
By clicking on the arrows on the header row, it is possible to filter actions by date and search for and classify actions.

To export the history in .xls format, click "Export".

Export → 📊 Account History.xlsx ⌃

	A	B	C	D
1			Account History	
2	**Time Stamp**	**Page**	**Action**	**Performed By**
3	28-11-2018 10:38	Account	User updated : Mike BRADLEY	Claudia WHITE
4	01-05-2018 15:07	Customer Accounts	New account created : CUSTOMER Company	Muriel PAIN
5	01-05-2018 15:07	Customer Accounts	5 Credits transferred to account successfully : CUSTOMER Company	Muriel PAIN
6	01-05-2018 15:08	Customer Accounts	Account updated : MIKE Company	Muriel PAIN
7	01-05-2018 15:18	Customer Accounts	Account updated : Bank of America	Muriel PAIN
8	01-05-2018 16:40	Customer Accounts	10 Credits transferred to account successfully : Bank of America	Muriel PAIN
9	01-05-2018 19:42	Customer Accounts	New account created : STid reseller	Muriel PAIN
10	01-05-2018 19:42	Customer Accounts	1 Credits transferred to account successfully : STid reseller	Muriel PAIN
11	01-05-2018 19:42	Customer Accounts	Account updated : Bank of America	Muriel PAIN
12	01-05-2018 19:44	Customer Accounts	Account updated : Blue reseller	Muriel PAIN
13	01-05-2018 19:45	Customer Accounts	New account created : NY Access Control	Muriel PAIN
14	01-05-2018 19:45	Customer Accounts	2 Credits transferred to account successfully : NY Access Control	Muriel PAIN
15	03-05-2018 12:25	Customer Accounts	50 Credits transferred to account successfully : Bank of America	Muriel PAIN
16	03-05-2018 20:47	Customer Accounts	10 Credits transferred to account successfully : Bank of America	Muriel PAIN
17	17-05-2018 09:04	Customer Accounts	20 Credits transferred to account successfully : STid Australia	Muriel PAIN
18	28-11-2018 17:14	Customer Accounts	Account deleted : NY Access Control	Muriel PAIN

9 History of format modifications .xls

View rights

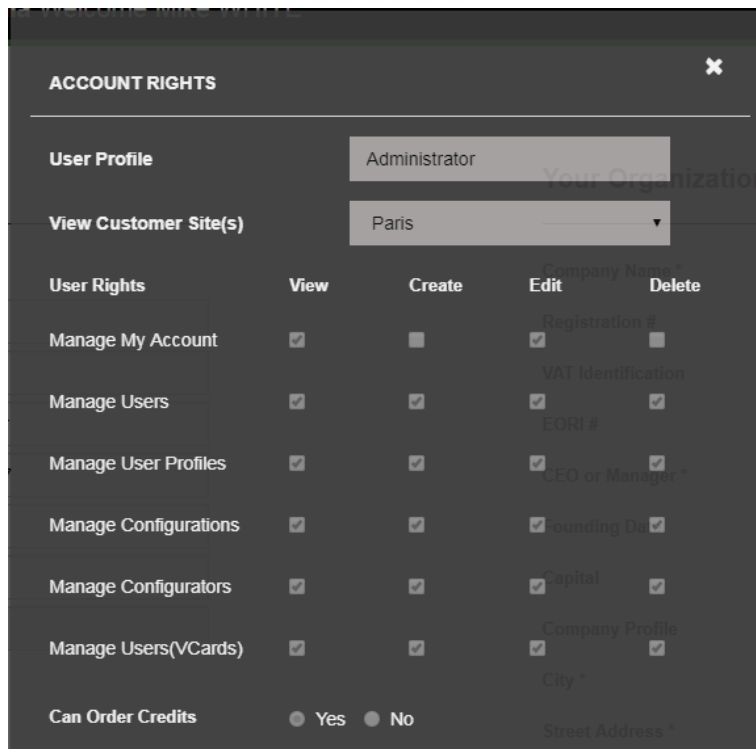From the "Manage my account" menu, click "View user rights".

10 View rights

Rights are defined during creation of an account (see "**Creating users and user profiles**") and differ depending on whether the account is a "Reseller" or "End customer" account.

11 Viewing "Reseller" account rights

12 Viewing "End customer" rights
*Rights are defined for each **customer site**.*
The drop-down list "View customer site" makes it possible to choose the site that we wish to view the rights for.

Creating users and user profiles

By default, STid Mobile ID® accounts are accounts with administrator rights (see "**Obtaining an STid Mobile ID®** account").

Creating profiles and additional users who will be able to access STid Mobile ID® account, in accordance with defined rights, is possible.

To do this, click "View more" from the welcome page or "Users and profiles" in the top menu.
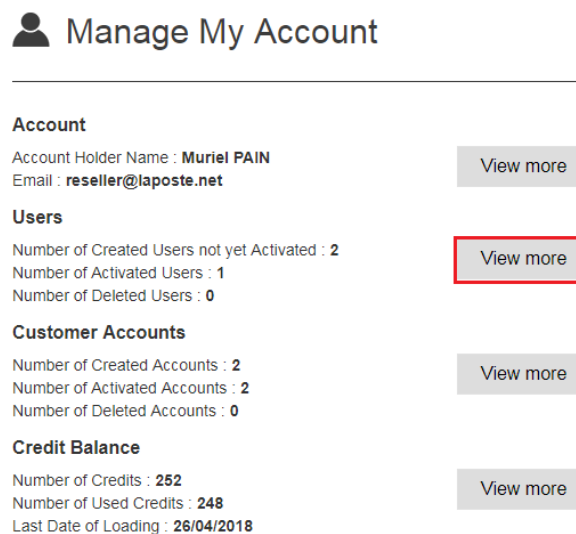
13 Welcome > Manage my account > User > View more
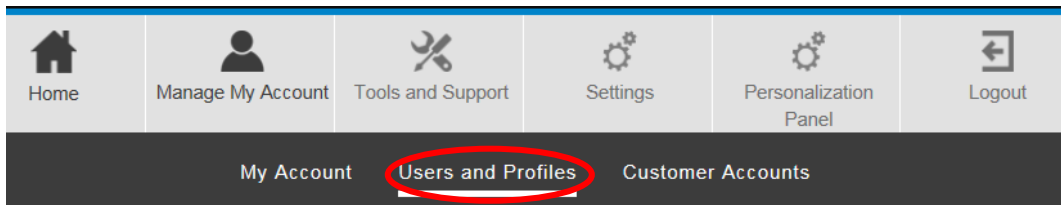
14 "Manage my account" menu > users and profiles

To create a new profile, or modify or delete an existing profile, click "Manage profiles"

15 Creating a new user profile
Enter a name for the user profile, tick the boxes to add rights and click "Save".
Note: "Reseller" and "End customer" accounts have different rights.

16 Modifying an existing user profile.
Select the profile to be modified, tick the boxes to assign rights and click "Save".
Note: "Reseller" and "End customer" accounts have different rights.

17 Delete an existing user profile.
Select the profile to be deleted and click "Delete".

Once the user profiles have been created, users can be added. To do this, click "Add" from the "Users and profiles" dashboard.

18 Adding a user

19 Adding a new user

Enter the first name, last name and email address of the new user, select the profile which this should be linked to and then click "Create". The "Telephone" and "Field x" are optional; they make it possible to enter supplementary information.

The user will receive a message containing a link to activate their account. Once he has clicked on the link, defined his username and password, the status will change from "Created" to "Activated" (see Figure 20).

20 User status

Modifying, deleting, disabling or reactivating a user

From the "Users and profiles" dashboard (see "**Creating users and user profiles** "), a user account can be modified, disabled, reactivated or deleted by selecting it and clicking on the corresponding button.

21 Modifying the user "James"

The user receives an electronic message if their account is disabled or reactivated.

Account status	Activated	Created	Disabled
Modify	✓	✓	✓
Disable	✓	✗	✗
Delete	✓	✓	✓
Reactivate	✗	✗	✓

Possible actions depending on the account status

ℹ️ Modifying the email address that was chosen when the account was created is not possible. See also "**Modifying my account information** ".

Exporting the list of users

From the "Users and profiles" dashboard (see "**Creating users and user profiles** "), the "Export" button makes it possible to export the list of users in .xls format.

22 Exporting the list of users

"RESELLER" ACCOUNT

Creating an account for my customer

To access customer sub-account management, click "View more" from the welcome screen or "Manage my account → Customer accounts" in the top menu.

23 Welcome > Manage my account > Customer accounts > View more

24 "Manage my account" menu > Customer accounts

25 Dashboard for management of Customer accounts.

To add a new customer account, click "Add" (see Figure 25).

Complete the various fields and click "Create" (see Figure 26).

26 Adding a new customer account

The fields identified by an asterisk (*) are mandatory. If we do not want to transfer credits for now, putting a "0" value in the "Credit transfer" field is possible.

> Transferring credits is only possible if the available credit balance is sufficient. See "**Available credits**".

When credit is transferred to the customer account, retrieving it is no longer possible.

See also "**Credit alert threshold**" and **"Reseller"/"End customer": what is the difference?**

> **Notes:**
>
> Modifying the email address selected when creating STid Mobile ID® account is not currently possible. See also "**Modifying my account information** ".

⚠️ When creating an account, using a generic and non-personal email address is strongly recommended.

For example: support@exemple.com and not claudia.durand@exemple.com. In fact, the account linked to this address is the main account. It should therefore always be accessible. Subsequently creating user accounts to manage the account is possible (see "**Creating users and user profiles**").

Modifying, deleting, disabling or reactivating a customer account

From the "**Customer accounts**" dashboard, a customer account can be modified, deleted, disabled or reactivated by selecting it and clicking the corresponding button.

27 Reactivating the company account "My Company"

The customer receives an electronic message if the account is disabled or reactivated.

Account status	Activated	Created	Disabled
Modify	✓	✓	✓
Disable	✓	✗	✗
Delete	✓	✓	✓
Reactivate	✗	✗	✓

Possible actions depending on the customer account status

⚠️ Deleting an account leads to the remaining credit associated with this account being lost. Transferring credits from the customer account to the reseller account is not possible.

Transferring credits from my account to my customer's account

From the "**Customer accounts**" dashboard, select the customer account that credits should be transferred to and click the "Credit transfer" button.

28 Select the customer account and click "Transfer credits"

29 Enter the number of credits to be transferred, add a comment if necessary and click "Transfer"

> ℹ️ Transferring credits is only possible if the available credit balance is sufficient. See "**Available credits**".
>
> When credit is transferred to the customer account, retrieving it is no longer possible.

Available credit

The available credit amount appears in the top right menu.
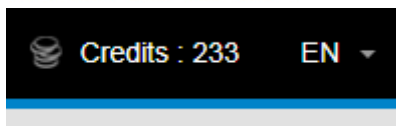
30 Credit balance

Attention: this figure does not take the transfers in progress into account.

For example, if the figure displayed is 4,500 credits and a new customer account has just been created with a transfer of 1,500 credits, the balance which is actually available is 3,000 credits. The debit of 1,500 credits will only appear when the customer has approved his account, but the available balance is really 3,000 credits and we cannot transfer more than 3,000 credits.

Credit alert threshold

An alert can be activated when a credit threshold has been reached. This alert appears on the dashboard of the customer account of the reseller, and the customer account. When the threshold has been reached, the credit balance appears in red.

Credit threshold alert on the reseller account

31 When the credit threshold has been reached, the number of credits appears in red. Otherwise this is displayed in black.

Threshold alert on the customer account
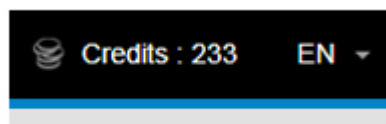
32 When the credit threshold is reached, the icon appears in red. Otherwise it appears in gray.

To modify the credit threshold, select the customer account from the "**Customer accounts** " dashboard and click "Modify".

33 Tick the "Credit alert threshold" box, modify the amount and click "Update"

Exporting the list of customer accounts

From the "**Customer accounts**" dashboard, the "Export" button makes it possible to export the customer account list in .xls format.

34 Exporting the list of customer accounts

Consulting or exporting the credit transfer history

From the "**Customer accounts**" dashboard, click the "Credit transfer history" button.

Filtering by date and/or entering a value to search in any field of the table is possible.

35 Filtering the credit transfer history by date

36 Filtering the credit transfer history by using a key word search

To export the credit transfer history in .xls format, click the "Export" button.

37 Export the credit transfer history

Request a "Web API token"

STid Mobile ID® API documentation is available online:
https://stidmobile-id.com:9090/

Steps of the web API token request:

1. The End customer requests a token from his reseller via an electronic message (or another route).

2. The reseller issues the request from his account, the "API parameters" menu.
3. STid accepts the request and sends an electronic confirmation message to the reseller.
4. The token appears on the "API parameters" page.
5. The resellers transmits the token by electronic message (or another route) to his End customer.

38 The reseller issues the request from his account, the "API parameters" menu

39 The reseller selects the customer account for which he wishes to request a token, then clicks "API request".

⚙ API Settings

End Customer	My Company (API28517112826) ▼
Domain Name	
IP Address	
Current Status	Deactive
Access Token	Waiting for STid approval

[Request for API] [Save Changes] [Deactivate API]

40 The request is received by STid and awaits approval

⚙ API Settings

End Customer	My Company (API28517112826) ▼
Domain Name	
IP Address	
Current Status	Active
Access Token	M2FmMzc2YTE5NjQyNDFIM2I3Yzg2Yj ZhODExMjY5MmMyMDE4MTEyODE2M zkwNjAzMjAxODExMjgxNjM5MDYwM2 Y1MTU4Zjk2NWM4NDRiZWM4ZGI1YW VINTM2MzU4YmIwMjAxODExMjgxNjM5 MDYwMzIwMTgxMTI4MTYzOTA2MDM

[Request for API] [Save Changes] [Deactivate API]

41 The request is accepted by STid.
An electronic message was sent to the reseller and the token appears in the parameters.

"END CUSTOMER" ACCOUNT

Creating a customer site

To import a reader configuration and send virtual cards, a "site" needs to be created first.

To access site management, click "View more" from the welcome page or "Manage my customer sites →
Sites" in the top menu.

42 Welcome page > Manage my customer sites > Customer sites > View more
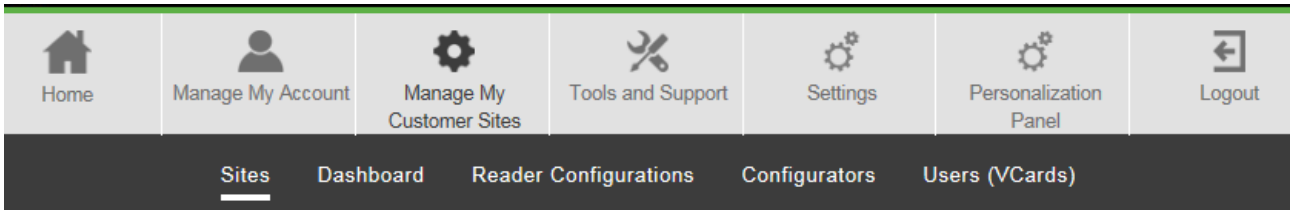
43 "Manage my customer sites" menu > Sites

44 Customer site dashboard

Click "Add" to create a new site.

45 Adding a new site

Deleting a customer site

From the **customer sites dashboard**, select the site and click "Delete".
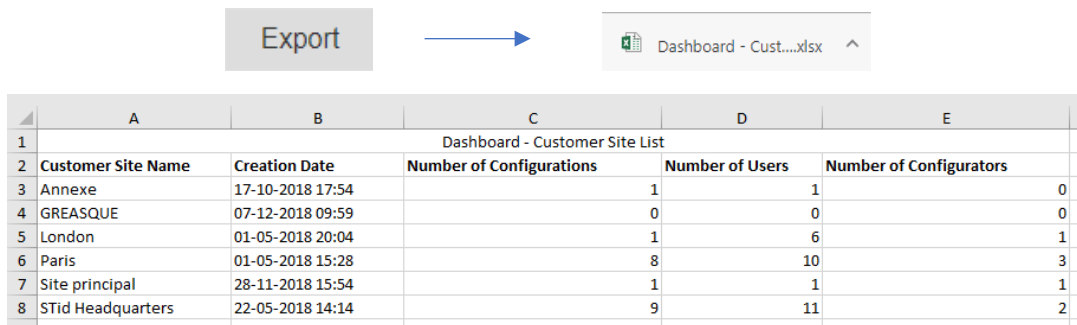
46 Deleting a site

⚠️ A site can only be deleted if no configurations, configurators or users are associated with it. All reader configurations, configurators and users should therefore be deleted first before the site can be deleted.

Exporting the list of customer sites

From the **customer site dashboard**, click "Export" to export the list in .xls format.

47 Exporting the list of customer sites

Importing the PSE file of the reader configuration

Reader configurations cannot be created from the platform. The PSE file needs to be created with the SECard software, then imported into STid Mobile ID® platform.

To create the PSE file, refer to the SECard user manual.

To access reader configuration management, click "View more" from the welcome page or "Manage my customer sites → Reader configurations" in the top menu.

48 Welcome > Manage my customer sites > Reader configurations > View more
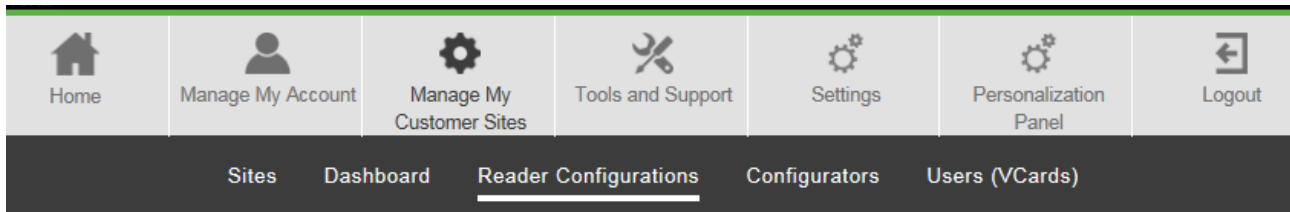
49 "Manage my customer sites" menu > Reader configurations

If several sites have been created, the links of Figures 48 and 49 send the user to the user dashboard of the last site viewed by default. If we would like to access another site, it needs to be selected from the **dashboard of the customer sites**.

50 Click "Import a PSE file"

51 Select the PSE file and click "Load"

> The names of the Blue Mobile ID configurations must be unique. It is therefore not possible to import 2 files from the PSE configuration with the same Blue Mobile ID configuration name.

Viewing the reader configuration

The reader configuration can be viewed by clicking the PSE name from the **reader configuration dashboard**.

52 Viewing the configuration parameters

Reminder: the configuration cannot be created or modified from the platform. It can only be viewed. To create or modify the PSE configuration file, refer to the SECard software and user manual.

Deleting a reader configuration

⚠️ A reader configuration can only be deleted if there is no configurator or user associated with this. The configurators and users associated with this configuration must therefore be deleted beforehand.

Creating and sending a virtual user card

Blue private ID card

A blue card is sent in 4 steps:

1. Create the site
2. Import the PSE file
3. Create a virtual card
4. Send the virtual card by email

Creating a virtual user card

Once the site has been created and the configuration file has been imported, a virtual card must be created.

To access the user and virtual card management, click "View more" from the welcome page or "Manage my customer sites → Users (Vcards)" in the top menu.

53 Welcome > Manage my customer sites > Virtual access cards > View more

54 "Manage my customer sites" > Users (VCards)

If several sites have been created, the links of Figures 53 and 54 send the user to the user dashboard of the last site viewed by default. If we would like to access another site, first select this from the **dashboard of the customer sites** then click "Manage" in the "Users (VCards)" section.

⚙ Dashboard - Customer Site Detail

Customer Site : London

Reader Configurations	
Number of Reader Configurations	1

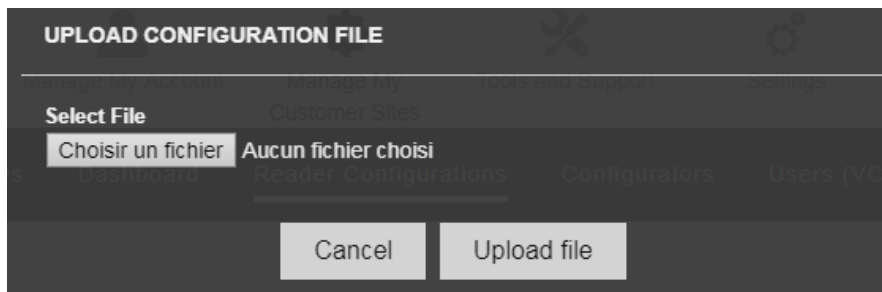| Configurators	
Number of Added Configurators	1
Number of Deleted Configurators	0

Configurations	
Number of Configurations	1
Number of Inactive Configurations	1
Number of Created Configurations	1
Number of Created Configurations and Email Sent	0
Number of Revoked Configurations	0
Number of Revoked Configurations	0
Number of Pending Revoked Configurations	0

Users (VCards)	
Number of Users	6
Number of Active Users	0
Number of Private ID Users	0
Number of STid Mobile ID+ Users	0
Number of Inactive / Not-Activated-Yet Users	6
Number of Created Users not yet Activated	6
Number of Created Users and Email Sent	0
Number of Revoked Users	0
Number of Revoked Users	0
Number of Pending Revoked Users	0

Manage

Manage

55 Access the virtual cards and user management from the site dashboard

Click "Add" to create a new virtual card.

ADD NEW USER(VCARD)

Contact

First Name *	Sophie
Last Name *	DUPONT
Blue Mobile ID Configuration *	London ▼

○ Private ID * — 12154654897
● STid Mobile ID

Email *	sophie@stid.com
Phone	
Field 1	

Cancel   Create

56 Create a new user

The fields identified by an asterisk (*) are mandatory:

- **Blue Mobile ID Configuration**: select the configuration which corresponds to the card that we would like to send to this user.
  Note: sending two cards with the same configuration to one user is not possible.
- **Private ID**: enter the identifier to be encoded which corresponds to the number recorded in the access control system.
- **Email**: enter a valid email address on the user smartphone.

The "Telephone" and "Field x" fields are optional.

Several virtual user cards can be created at the same time by importing an Excel file. Click the "Info" button to access the tutorial

Sending the virtual user card

Once the virtual card has been created, it must be sent via an electronic message.

Select the virtual card in the list then click "Send". Several virtual cards can be selected to send one mass message.

	First Name	Last Name	Configuration Name	Private ID / STid Mobile ID+	Email	Status
☐	Aymerick	BRADLEY	London	984523	aymerick@stid.com	Created
☑	Claudia	GREEN	London	127496	claudia@stid.com	Created
☑	Frederick	BLACKLEDGE	London	785612	fred@stid.com	Created
☑	John	MIDDLETON	London	489378	jhon@stid.com	Created
☐	Mary	FOSTER	London	658742	mary@stid.com	Created
☐	Simon	WHITE	London	568746	userstid3@laposte.net	Created
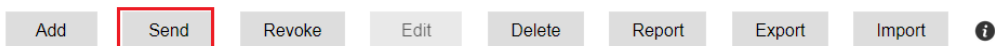
57 Sending virtual cards

Sending a virtual card is possible if there is enough credit, see **"Available credit "**.

Once the card has been sent, the status changes from "Created" to "Created and sent by email".

	First Name	Last Name	Configuration Name	Private ID / STid Mobile ID+	Email	Status
☐	Simon	WHITE	London	568746	userstid3@laposte.net	Created and Email Sent
☐	Mary	FOSTER	London	658742	mary@stid.com	Created

58 The virtual card of "Simon" has been sent.
It has not yet been activated because "Simon" has not yet checked his emails or clicked the link to download the virtual card.

When the user has downloaded his virtual card (see **" Activating a virtual card"**), the status changes from "Created and sent by email" to "Activated".

	First Name	Last Name	Configuration Name	Private ID / STid Mobile ID+	Email	Status
☐	Aymerick	BRADLEY	London	984523	aymerick@stid.com	Created
■	Claudia	GREEN	London	127496	claudia@stid.com	Activated
☐	Frederick	BLACKLEDGE	London	785612	fred@stid.com	Created
■	John	MIDDLETON	London	489378	jhon@stid.com	Created
☐	Mary	FOSTER	London	658742	mary@stid.com	Created
■	Simon	WHITE	London	568746	userstid3@laposte.net	Activated

59 "Claudia" and "Simon" have downloaded their virtual cards which therefore have "Activated" status.

If we would like to send another card from another configuration, **a new virtual card** needs to be created and **sent**.

STid Mobile ID+ orange card

An orange card is sent in 3 steps:
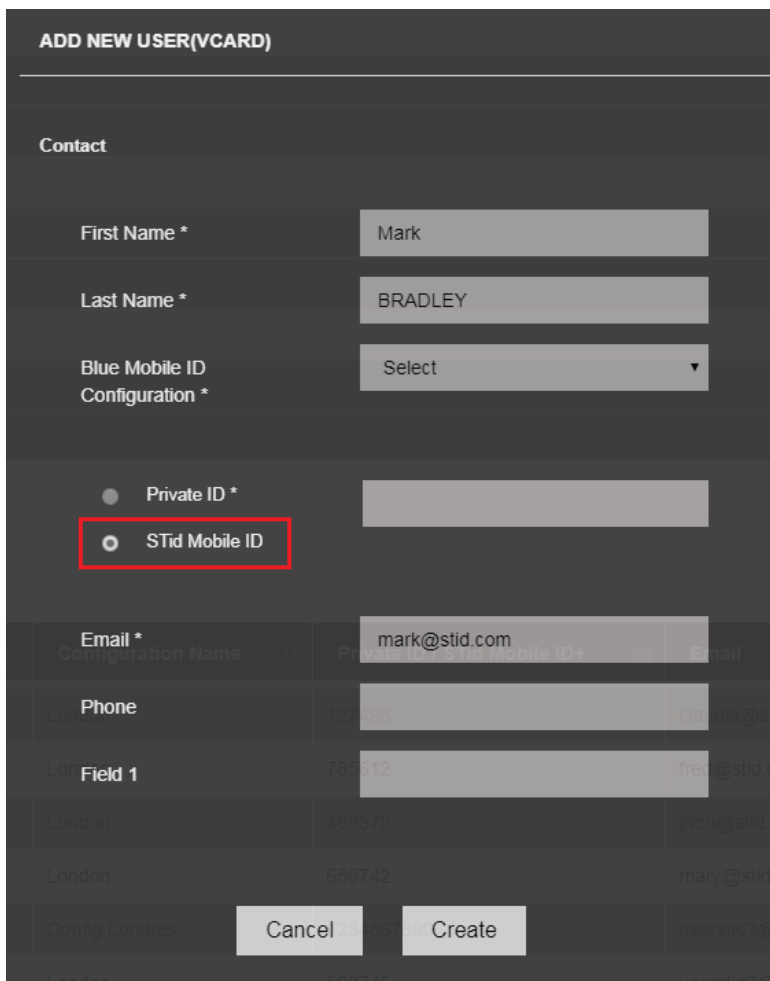
1. Create the site
2. Create a virtual card
3. Send the virtual card by email

Create a virtual card

Once the site has been made, the virtual card needs to be created.

To access the management of the users and virtual cards, click "View more" from the welcome page or "Manage my customer sites → Users (VCards)" in the top menu.

Click "Add" to create a new virtual card.

60 Creating a new user to send an orange STid Mobile ID+ card

The mandatory fields to complete are:

- First name and last name
- **Email**: enter a valid email address on the user's smartphone
- Tick "STid Mobile ID®"

Selecting a private ID is not possible because it is an extension of the identification modes of STid Mobile ID® card. The "Telephone" and "Field x" fields are optional.
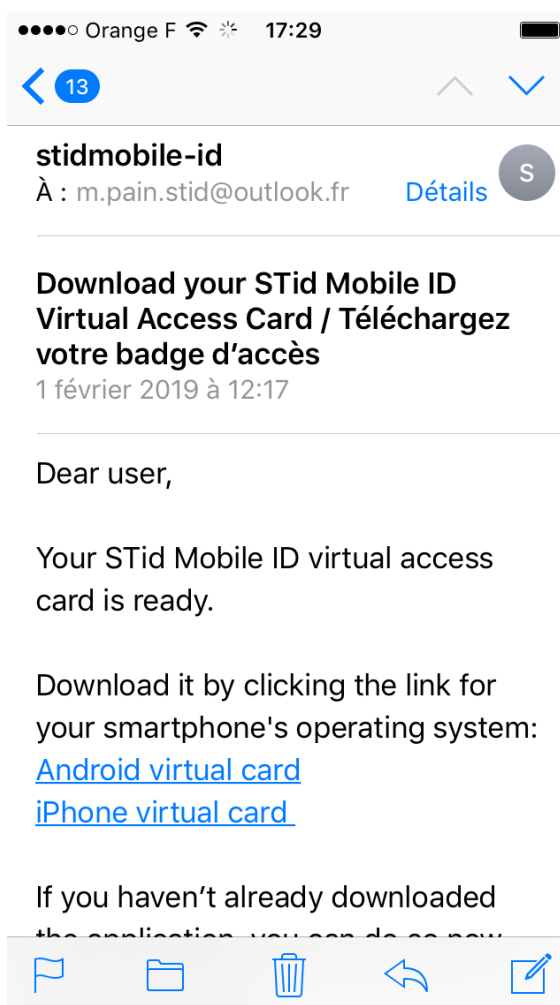
Sending the virtual card

A virtual STid Mobile ID+ card is sent in the same way as a **Blue private ID card**.

Activating a virtual user card

Once the virtual card has been created and sent from STid Mobile ID® platform (see "**Creating and sending a virtual card**"), the user receives an electronic message to activate their card.

In most cases, only one step is necessary:

- Check that STid Mobile ID® application is installed on the smartphone.
  Otherwise, install the application from the App Store or Play Store.

- Click the link which corresponds to the OS of the smartphone in the message received.

61 Click the corresponding link on the smartphone to download the virtual card

> **i** Use the default email customer on Android or iOS.
>
> The download link can only be used once. Once the user has clicked the link and downloaded its virtual card, the link is no longer valid.

Deleting a virtual user card

To delete a virtual user card from the platform, simply select it from the user dashboard and click "Delete".

> ⚠️ If a virtual card has "Active" status and has not been disabled, the credit will be lost (see "**Cancellation and retrieval of virtual credits** ").

Revocation and retrieval of virtual credits

Deleting a virtual card on a smartphone and retrieving the credit associated with this is possible.

This is useful in cases where a smartphone is changed, or when a colleague quits the company, for example.

From the user dashboard, tick the virtual card to be canceled then click "Revoke".

62 Canceling a virtual card

The status then changes to "Pending revoke".

63 Cancellation request sent on the smartphone

When the smartphone can be reached (i.e. is connected to the network), the virtual card is deleted from STid Mobile ID® application and 5 credits are added to the **available credit** (amount visible in the top right menu).

	First Name	Last Name	Configuration Name	Private ID / STid Mobile ID+	Email	Status
☐	Aymerick	BRADLEY	London	984523	aymerick@stid.com	Created
■	Claudia	GREEN	London	127496	claudia@stid.com	Activated
☐	Frederick	BLACKLEDGE	London	785612	fred@stid.com	Revoked
■	John	MIDDLETON	London	489378	jhon@stid.com	Created
☐	Mary	FOSTER	London	658742	mary@stid.com	Created

64 The virtual card has been deleted from STid Mobile ID® application and the 5 credits have been re-credited to the account.

> ⚠️ For the revocation, it must be possible to communicate with STid Mobile ID® application on the smartphone. This means that STid Mobile ID® application should NOT be deleted before the revocation is performed.
>
> Once canceled, the virtual card can be deleted or resent (to a new smartphone, for example).

Modifying a virtual user card

The fields authorized during modification depend on the virtual card status.

Card status	Created	Created and sent by email	Activated	Pending revoke	Canceled
First name	✓	✓	✓	✓	✓
Last name	✓	✓	✓	✓	✓
Configuration	✓ (1)	✗	✗	✗	✗
Private ID	✓	✗	✗	✗	✗
Email	✓	✗	✗	✗	✗
Telephone and other fields	✓	✓	✓	✓	✓

✓ : field modification possible   ✗: field modification impossible

(1): Changing STid Mobile ID® configuration to a private ID configuration, or a private ID configuration to another private ID configuration is possible. However changing a private ID configuration to an STid Mobile ID® configuration is not possible.

Resending a virtual user card

If the user has not received the message to download their virtual card, this can still be resent by selecting the virtual card in the list and clicking "Send".

Resending a virtual card which has not been activated is not possible, however. First, this needs to be canceled (see "**Canceling and retrieving virtual credit**").

Authorizing private ID duplicates

The parameters have been set on the platform so that creation of two cards from the same configuration, with the same ID, is not authorized.

However modifying this parameter to authorize duplicates is possible. To do this, click "Private ID settings" in the top menu.
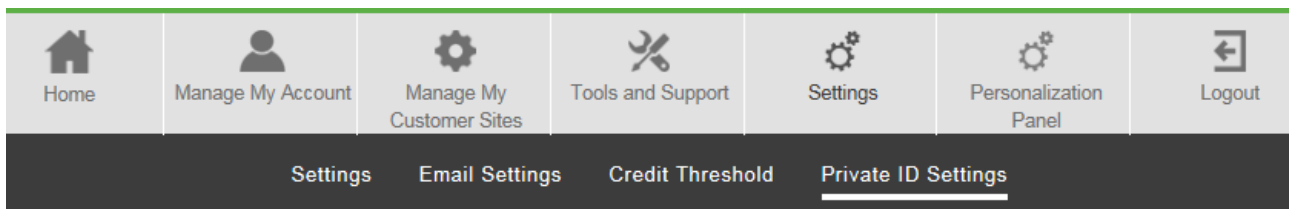
65 Authorize duplicates from the "Private ID settings" menu

Position the button to "ON" or "OFF" to authorize or forbid private ID duplicates.

66 Authorizing duplicates for the London site

Sending a virtual configuration card

A virtual configuration card is sent in 5 steps:

1. Create the site
2. Import the reader configuration file
3. Create the configurator
4. Assign the configuration to a configurator
5. Send the virtual configuration card to the configurator

The virtual configuration cards are free. No credit is used when a virtual card is sent to a configurator.

Creating a configurator

Once the **site has been created** and the **configuration file has been imported**, the configurator who will receive the virtual configuration card on its smartphone must be created, in STid Settings application (see also "**Activating the virtual configuration card**").

To access configurator management, click "View more" on the welcome page or "Manage my customer sites → Configurators" in the top menu.

67 Welcome > Manage my customer sites > Configurators > View more
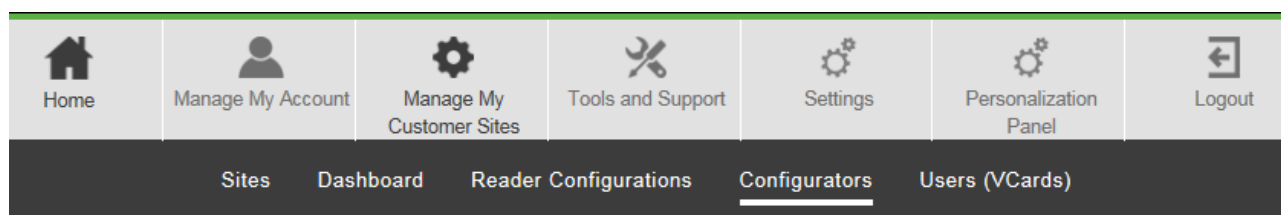
68 "Manage my customer sites" menu > Configurators

If several sites have been created, links 67 and 68 send the user to the dashboard of the last site viewed by default. To access another site, select it from the customer sites **dashboardd**, then click "Manage" in the "Configurations" part.

69 Accessing the configurator management from the site dashboard

Click "Add" to create a new configurator.

70 Add a new configurator

Complete the creation file and click "Create". The fields identified by an asterisk (*) are mandatory.

71 Adding a new configurator
The "first name", "last name" and "email" fields are mandatory.

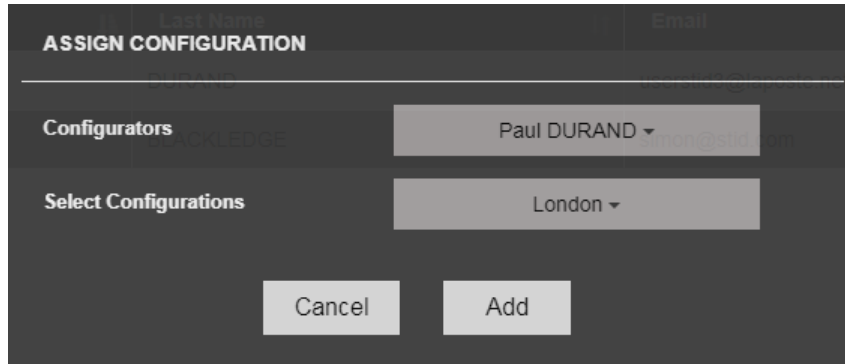## Attributing the configuration to a configurator

From the **configurators** dashboard, in the "Assigned configurations" part, click "Add".

72 Click "Add" in the "Assigned configurations" part

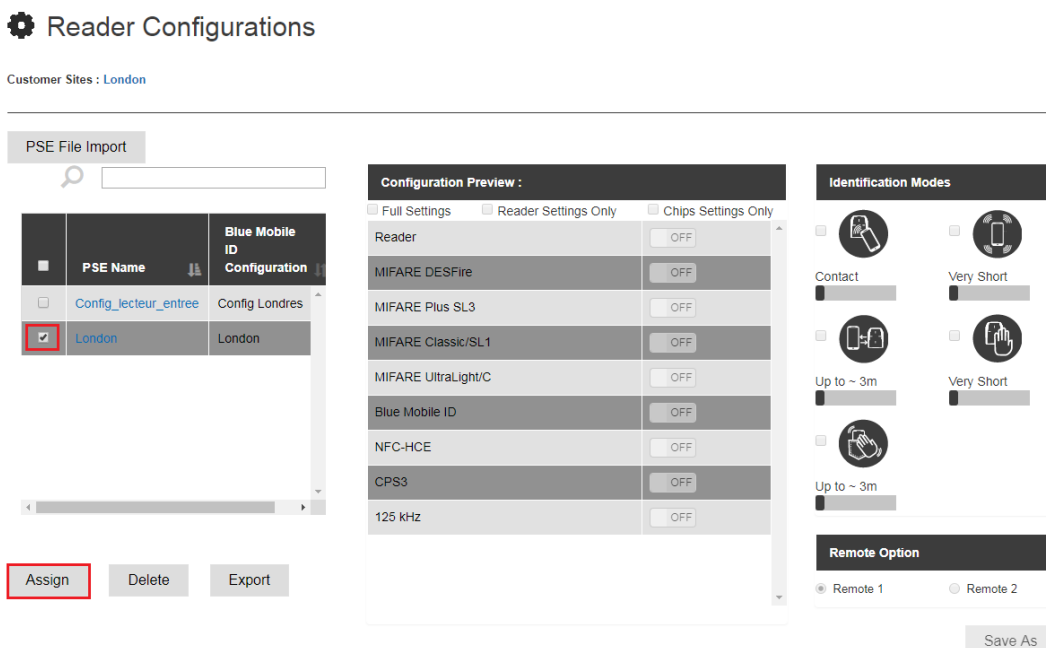*73 Select the configurator and configuration to be assigned to it in the drop-down lists then click "Add".*

Assigning the configuration to a configurator makes it possible to create a virtual card. The status then appears as "Created". The **virtual card** then needs to be sent to the configurator.
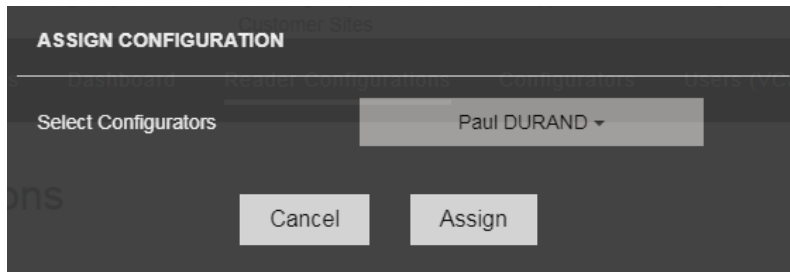

74 Virtual configuration cards are created and are ready to be sent.

Assigning a configuration to a configurator from the reader configuration dashboard is also possible.

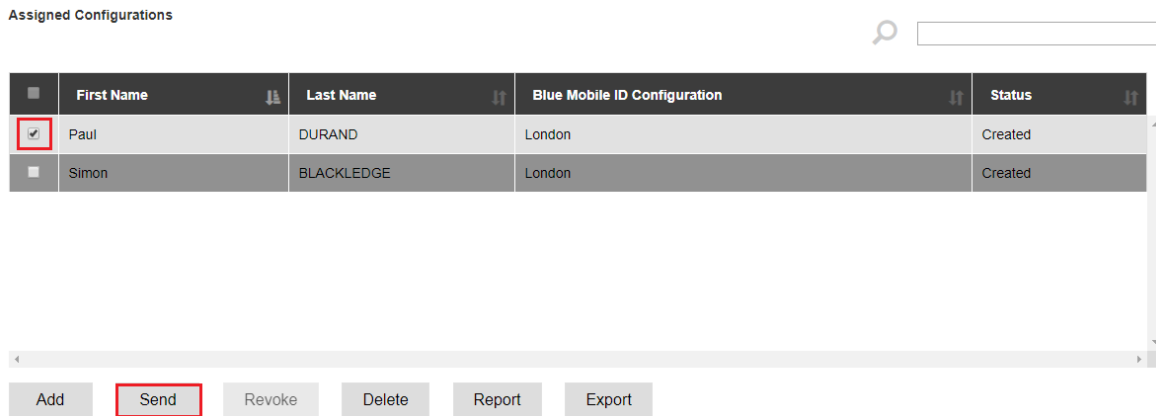*75 Select the configuration and click "Assign"*

76 Select the configurator in the drop-down list then click "Assign"

Sending the virtual configuration card

Once the virtual card has been created, it must be sent via an electronic message.

Select the virtual card in the list then click "Send". Several virtual cards can be selected to send one mass message.
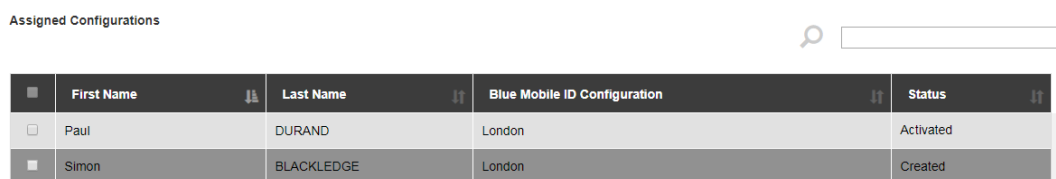

77 Sending a virtual configuration card

Once the card has been sent, the status goes from "Created" to "Created and sent by email".

78 The "London" virtual configuration card has been sent to "Paul".

When the configurator has downloaded his virtual card (see " **Activating a virtual configuration card**"), the status changes from "Created and sent by email" to "Activated".

*79 The virtual configuration card has been downloaded by "Paul".*

If we would like to send another card from another configuration, the configuration needs to be assigned to a configurator again.

Activating the virtual configuration card

Once the virtual configuration card has been created and sent from STid Mobile ID® platform (see "**Creating and sending a virtual configuration card**"), the configurator receives an electronic message to activate his card.

In most cases, only one step is necessary:

- Check that STid Settings application has been installed on the smartphone.
  Otherwise, install the application from the App Store or Play Store.

- Click the link which corresponds to the OS of the smartphone in the message received.
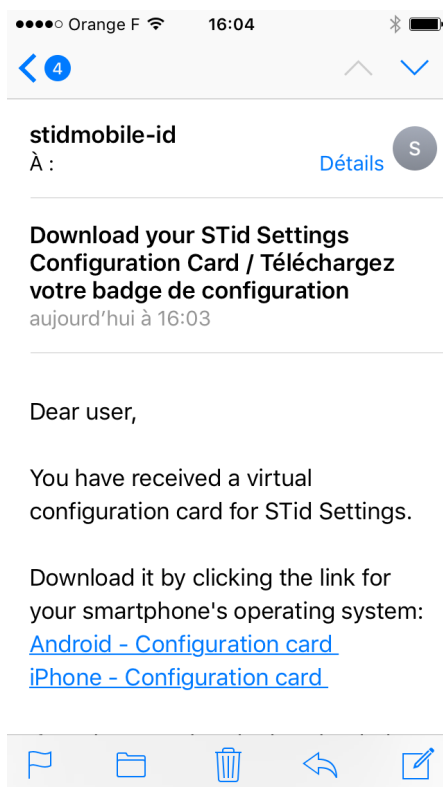
80 Click the corresponding link on the smartphone to download the virtual card

> **i** Use the default email customer on Android or iOS.
>
> The download link can only be used once. Once the configurator has clicked the link and downloaded his virtual card, the link is no longer valid.

Modifying a configurator

It is only the email address that cannot be modified. The configurator therefore needs to be recreated to change the email address.

81 Select the configurator then click "Modify"

82 Modify the fields, except the email field, then click Update

Deleting a configurator

A configurator cannot be deleted if at least one configuration is assigned to him.

All virtual configuration cards of this configurator must be canceled before it is deleted.

To delete a configurator, delete it in the list then click Delete.

83 Deleting a configurator

Revocation of a reader configuration card

Deleting a virtual configuration card on the configurator's smartphone is possible.

From the configurator dashboard, tick the virtual card to be canceled then click "Revoke".

84 Canceling a virtual configuration card

The status therefore changes to "Pending revoke".

85 Cancellation request sent on the smartphone

When the smartphone can be reached (i.e. is connected to a network), the virtual card is deleted from STid Settings application.

86 The virtual card has been deleted from STid Settings app.

⚠️ For the cancellation, it must be possible to communicate with STid Settings application on the smartphone. Therefore do not delete STid Settings application before the cancellation has been performed.

Once canceled, the virtual card can be deleted or resent (to a new smartphone, for example).

Deleting a virtual configuration card

A virtual configuration card can be deleted, whatever the card status.

To delete the virtual configuration card from the platform, simply select it in the configurator dashboard then click "Delete".

87 Canceling a reader configuration card

> **i** The virtual card is deleted from the platform but also from STid Settings application, if the smartphone is reachable (.i.e. connected to a network).
>
> See also "**Canceling a reader configuration card** ".

Resending a virtual configuration card

It is only virtual configuration cards with Activated status which cannot be sent back. They need to be canceled beforehand (see "**Canceling a reader configuration card**").

"Report" / "Export": what is the difference?

A report or export of the virtual user cards, virtual configuration cards and configurators can be generated in .xls format.

To do this, click the Report or Export button in the corresponding dashboard.

Configurators

The configurator report provides the following information:

- Company and site name and report date
- First name
- Last name
- Email
- Telephone and additional fields
- Creation date

Exporting the configurators provides the following information:

- Company and site name and export date
- First name
- Last name
- Email
- Telephone and additional fields

88 Configurator report list

89 Export the configurator list

Virtual configuration cards

The virtual card configuration report provides the following information:

- Company and site name and report date
- First name
- Last name
- Blue Mobile ID configuration
- Creation date of the virtual configuration card
- Activation date of the virtual configuration card
- Revocation date of the virtual configuration card
- Status of the virtual configuration card

Exporting the virtual configuration cards provides the following information:

- Company and site name and export date
- First name
- Last nname
- Blue Mobile ID configuration
- Status of the virtual configuration card

90 Report of the list of virtual configuration cards

91 Exporting the list of virtual configuration cards

Virtual user cards

The virtual user cards report provides the following information:

- Company and site name and report date
- First name
- Last nname
- Email
- Blue Mobile ID configuration
- ID (private ID or CSN)
- Virtual card creation date
- Virtual card activation date
- Cancellation date of the virtual card
- Virtual card status

Exporting the virtual user cards report provides the following information:

- Company and site name and export date
- First name
- Surname
- Email
- Telephone number
- Blue Mobile ID configuration
- ID (private ID or CSN)

92 Report of the list of virtual configuration cards

93 Exporting the list of virtual configuration cards

Available credit

The available credit amount appears in the top right menu.
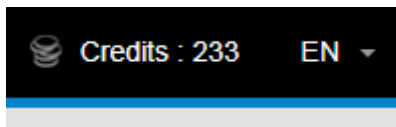
94 Credit balance

Attention: this figure does not take the transfers in progress into account.

For example, if the displayed amount is 4,500 credits and virtual cards have been sent but not yet activated, which total 500 credits, the balance which is actually available is 4,000 credits.

The debit of 500 credits will only appear as the user cards are activated.

4,000 credits will therefore be available for sending new virtual cards.

In contrast, if we resend a card which has not yet activated, the debit is already in progress and therefore not affected by the available credit balance.

Examples:

	Example 1	Example 2	Example 3
Amount of credit displayed	4,500	100	0
Virtual cards at the activation stage (in credits)	500	10	50
Actual amount available for sending new cards	4,000	90	0
Resending of cards which have not yet been activated	Still possible	Still possible	Still possible

Credit alert threshold

The reseller may implement a **credit alert threshold**. The End customer can also modify this alert themselves. When the threshold has been reached, the credit balance appears in red.
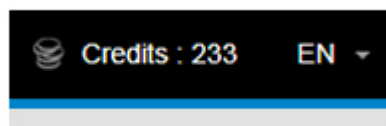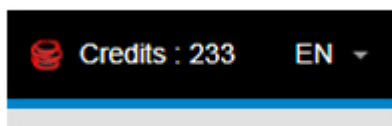
95 If the credit threshold has been reached, the icon appears in red; otherwise it appears in gray.

Requesting a Web API token

See **"Requesting a Web API token"** in the chapter on reseller accounts.

Version notes

Date	Version	Notes
11/07/2018	1.0	Creation
10/06/2019	1.1	Personalization panel added

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