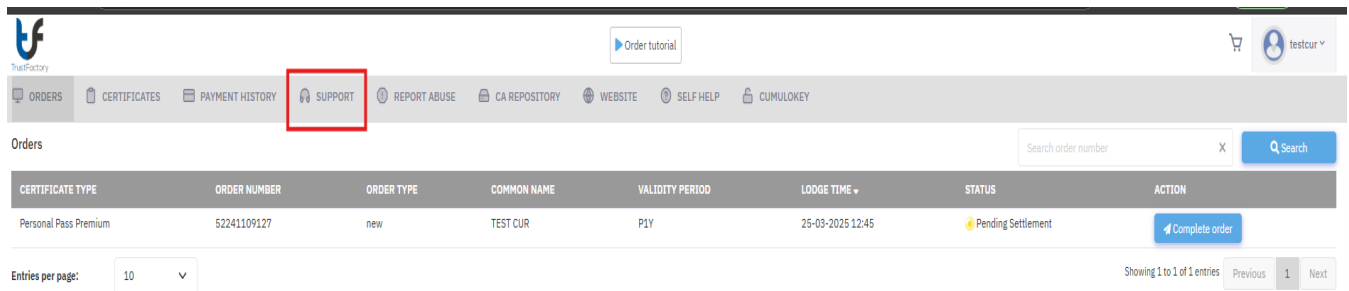


# Instructions: Request for a new set of backup codes

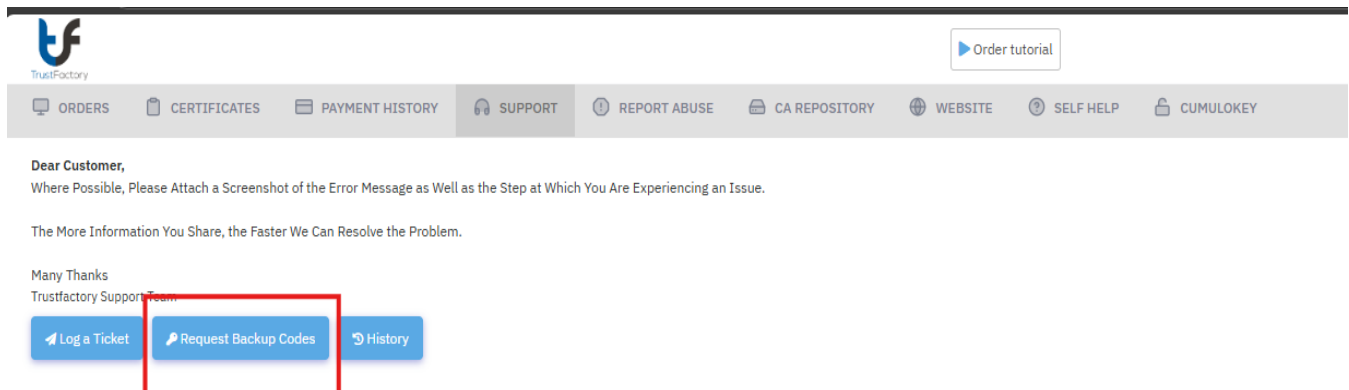
## Steps:

- Login to the Trustfactory portal with your existing account <https://portal.trustfactory.net/#/>
- On the menu bar at the top of the screen, select the **"SUPPORT"** tab



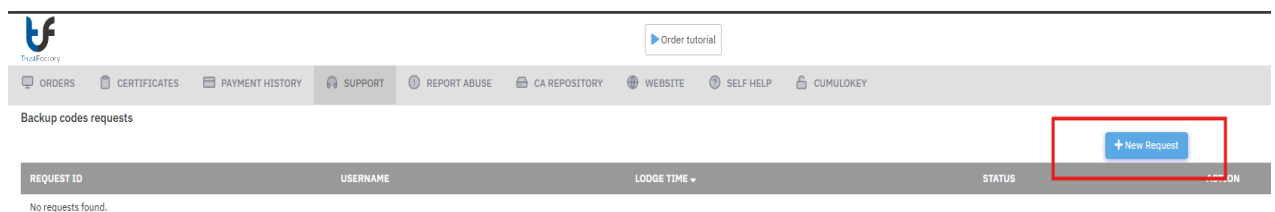
The screenshot shows the TrustFactory portal interface. At the top, there is a navigation bar with the TrustFactory logo on the left and an 'Order tutorial' button on the right. Below the logo, a menu bar contains several tabs: ORDERS, CERTIFICATES, PAYMENT HISTORY, SUPPORT, REPORT ABUSE, CA REPOSITORY, WEBSITE, SELF HELP, and CUMULOKEY. The 'SUPPORT' tab is highlighted with a red box. Below the menu bar, there is a section for 'Orders' with a search bar and a 'Search' button. Below the search bar, there is a table with columns: CERTIFICATE TYPE, ORDER NUMBER, ORDER TYPE, COMMON NAME, VALIDITY PERIOD, LODGE TIME, STATUS, and ACTION. The table contains one row with the following data: Personal Pass Premium, 52241109127, new, TEST CUR, PIY, 25-03-2025 12:45, Pending Settlement, and a 'Complete order' button. Below the table, there is a pagination bar showing 'Showing 1 to 1 of 1 entries' and 'Previous', '1', 'Next' buttons.

- On the SUPPORT screen click the **"Request Backup Codes"** button



The screenshot shows the TrustFactory portal interface. At the top, there is a navigation bar with the TrustFactory logo on the left and an 'Order tutorial' button on the right. Below the logo, a menu bar contains several tabs: ORDERS, CERTIFICATES, PAYMENT HISTORY, SUPPORT, REPORT ABUSE, CA REPOSITORY, WEBSITE, SELF HELP, and CUMULOKEY. The 'SUPPORT' tab is highlighted. Below the menu bar, there is a section for 'Dear Customer,' with a message: 'Where Possible, Please Attach a Screenshot of the Error Message as Well as the Step at Which You Are Experiencing an Issue.' Below this, there is a message: 'The More Information You Share, the Faster We Can Resolve the Problem.' Below this, there is a message: 'Many Thanks Trustfactory Support Team'. Below the messages, there is a row of three buttons: 'Log a Ticket', 'Request Backup Codes', and 'History'. The 'Request Backup Codes' button is highlighted with a red box.

- If it is your first time requesting backup codes, click the **"New Request"** button. If you have an incomplete request, click the **"Complete Request"** button to complete the remaining steps as prompted



The screenshot shows the TrustFactory portal interface. At the top, there is a navigation bar with the TrustFactory logo on the left and an 'Order tutorial' button on the right. Below the logo, a menu bar contains several tabs: ORDERS, CERTIFICATES, PAYMENT HISTORY, SUPPORT, REPORT ABUSE, CA REPOSITORY, WEBSITE, SELF HELP, and CUMULOKEY. The 'SUPPORT' tab is highlighted. Below the menu bar, there is a section for 'Backup codes requests'. Below this section, there is a table with columns: REQUEST ID, USERNAME, LODGE TIME, STATUS, and ACTION. The table is empty, with the text 'No requests found.' below it. To the right of the table, there is a button labeled '+ New Request', which is highlighted with a red box.

## Instructions: Request for a new set of backup codes



Order tutorial

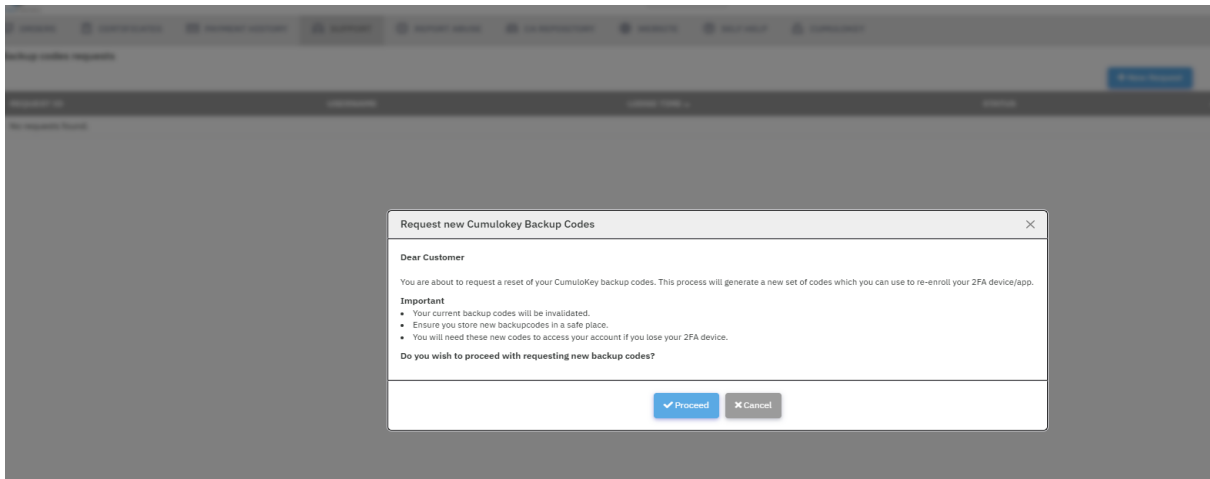
ORDERS CERTIFICATES PAYMENT HISTORY SUPPORT REPORT ABUSE CA REPOSITORY WEBSITE SELF HELP CUMULOKEY

Backup codes requests

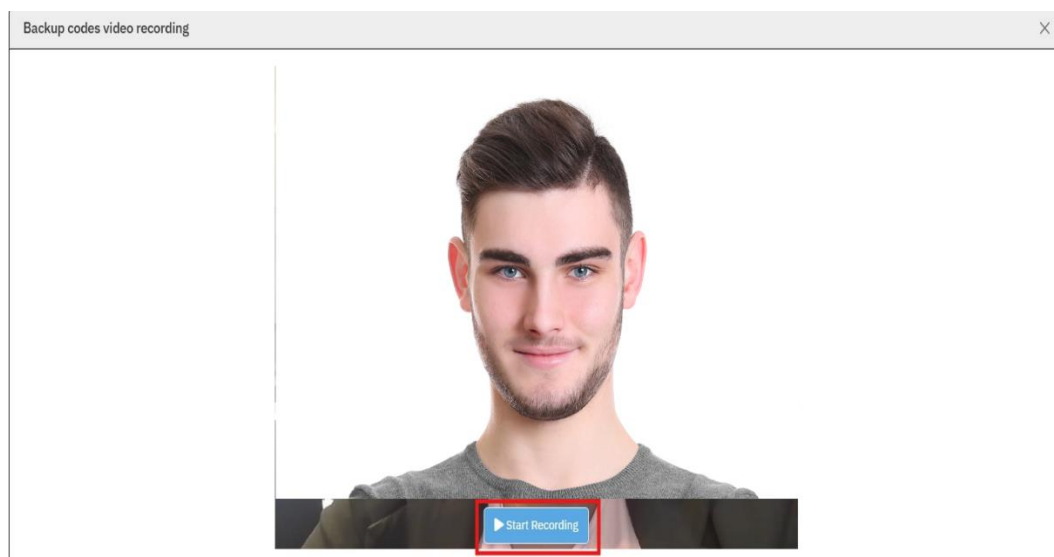
+ New Request

| REQUEST ID | USERNAME    | LOGGE TIME       | STATUS  | ACTION           |
|------------|-------------|------------------|---------|------------------|
| 761308976  | TestPayPal1 | 28-03-2025 11:49 | Pending | Complete Request |

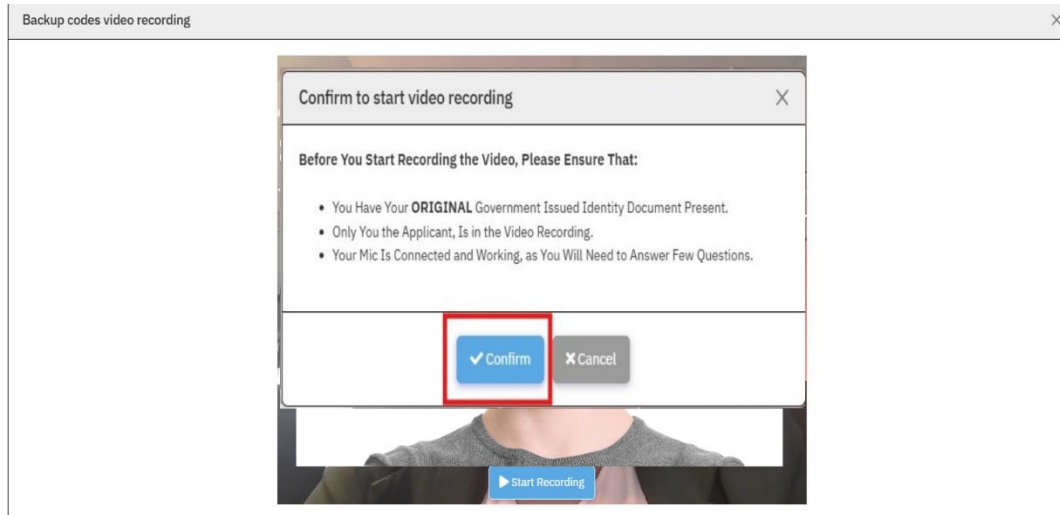
- Ensure that **you read the instructions** before clicking the **proceed** button.



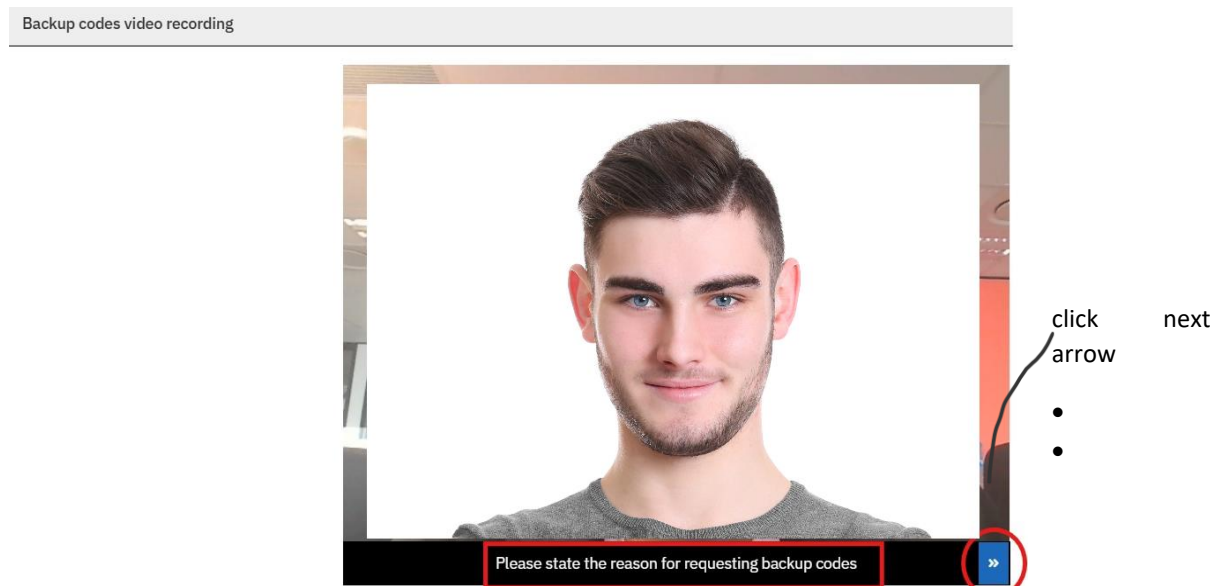
- You will be prompted to record a video. Before you start recording the video, please ensure that:
  1. You have your **ORIGINAL**, physical issued identity document present. **No copy of the original, in any form, will be accepted**
  2. Only you the applicant, are in the video recording
  3. Your **mic is connected and working**, as you will need to **answer a few questions**
  4. Follow the prompts in the video recording box as prompted
  5. Click the **Start Recording** button



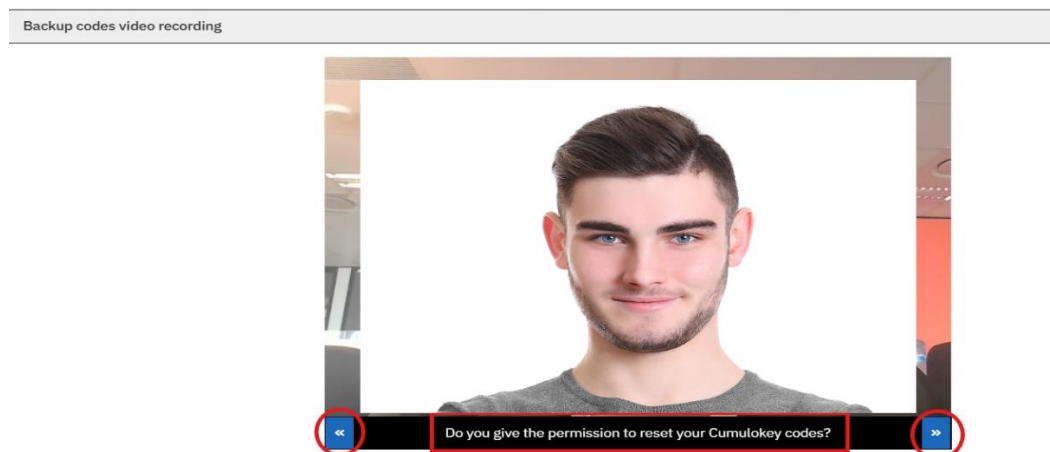
## Instructions: Request for a new set of backup codes



- State the **reason for your request** (e.g., you got a new device). Then click the next arrow.

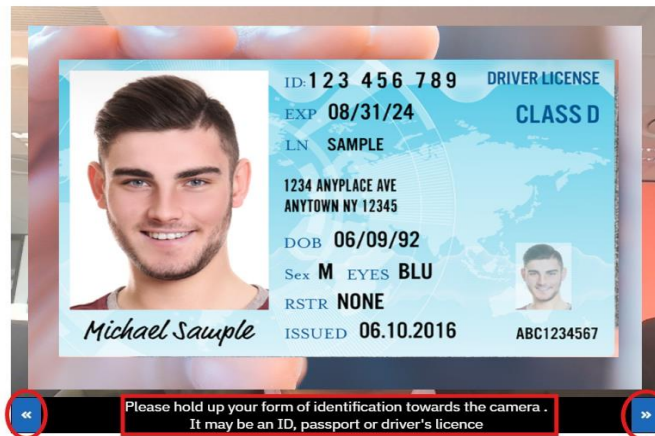


- Please **state aloud**, that you give Trustfactory permission to reset your backup codes. Then click the next arrow



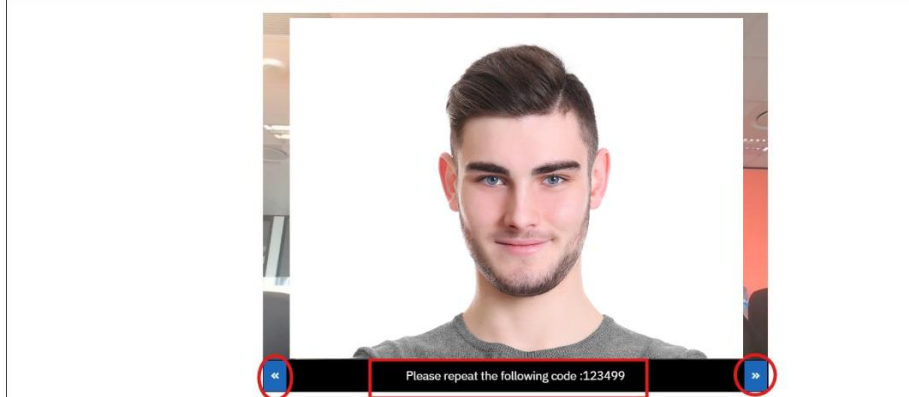
- Please **hold up your original physical identity document, with the photo side facing the camera**. Please ensure that the document is **legible** to the camera, before proceeding further

Backup codes video recording



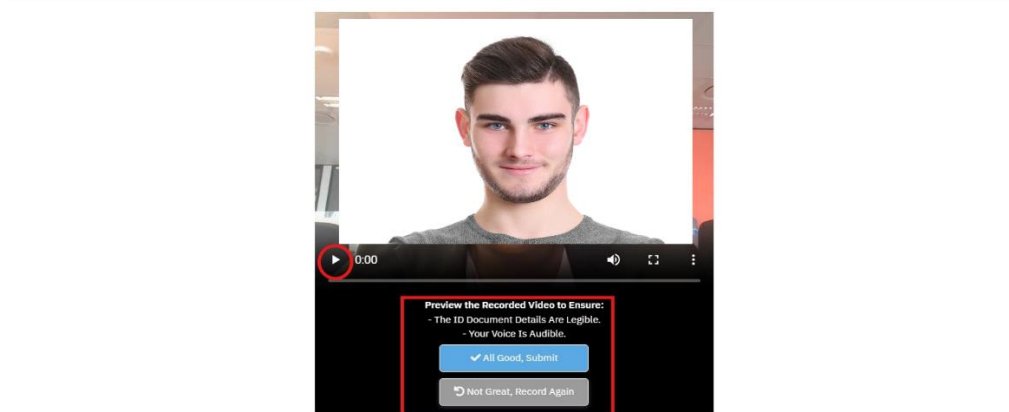
- **Read out loud the unique code presented in the prompt**. Then click the next arrow button

Backup codes video recording



- Please preview your video, to ensure that the video has recorded successfully, the audio can be heard clearly and that the identity document is legible to be read , by clicking the **“Preview play”** button.

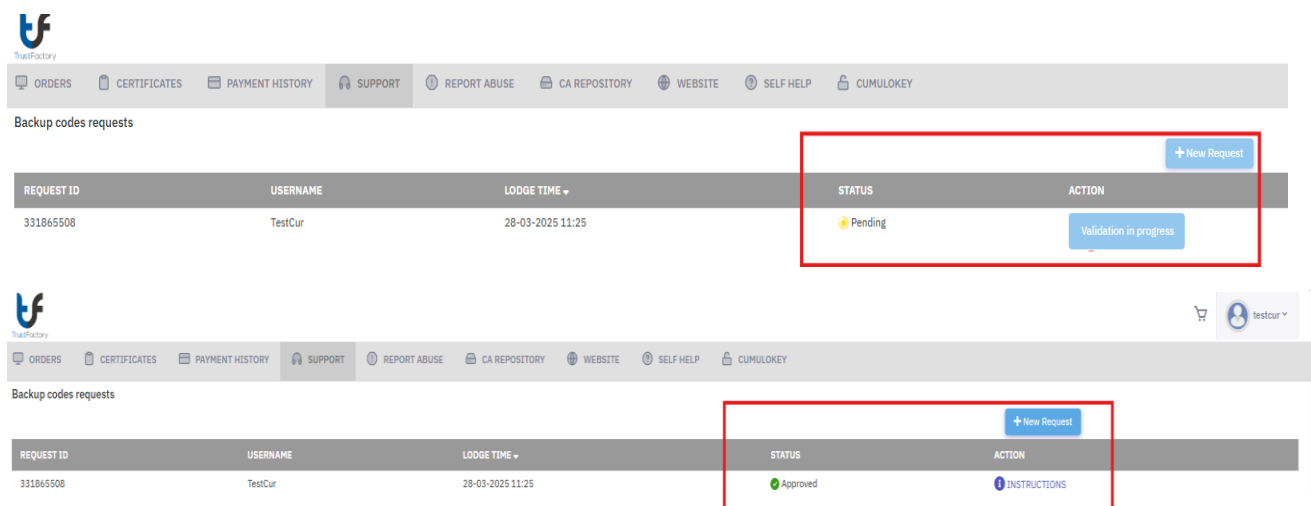
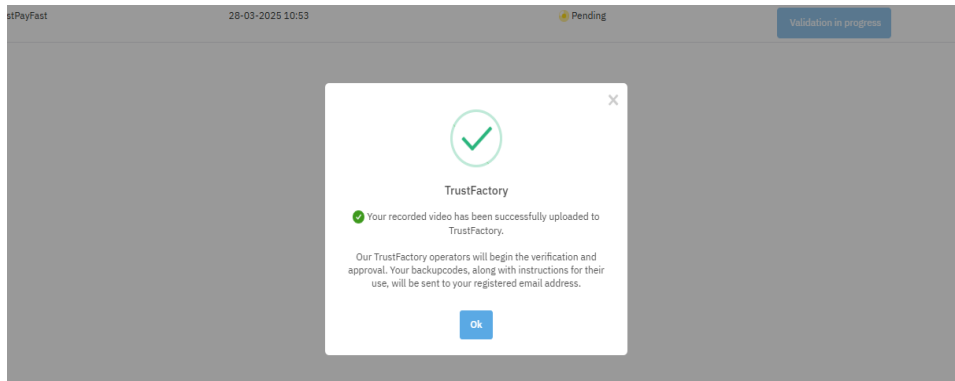
Backup codes video recording



## Instructions: Request for a new set of backup codes



- After watching the full video, if the quality is not acceptable, click on the **“Not Great, Record Again”** button
- If you are satisfied with the video quality and have ensured all the requisites are met, click on the **“All Good, Submit”** button
- After recording and submitting the video, the **request will be processed**, as soon as possible, **by an operator**.
- Should the request be **approved**, the **backup codes will be sent to your registered email address** along with guides on how to use them



- If the request status is declined, then there will be a note under the backup codes dashboard, explaining the reason for the declined request.
- You will then need to make another request by clicking on the **“New Request”** button to resubmit your request.