

mobi-ID

User Manual

Mobi-ID 2.0



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1. What is Mobi-ID, and what is Mobi-ID 2.0?

Mobi-ID is an online access portal to access all services within Bovemij or one of its subsidiaries. Your login details are personal (as an employee you take these details with you when you change employer).

1.1. Mobi-ID 2.0

The Mobi-ID application has received a major upgrade. Mobi-ID 2.0 is more user friendly and easier to understand. We have renewed Mobi-ID to continue to give you the best experience in the future. We listened carefully to the wishes of the users and incorporated them where possible. Mobi-ID 2.0 puts convenience and self-service first!

1.2. For whom is Mobi-ID 2.0 available?

Mobi-ID 2.0 is currently only available for viaBovemij.nl and the ENRA Dealer Portal. To log in you need a new Mobi-ID 2.0 account.

1.3. New account for Mobi-ID 2.0, old Mobi-ID account remains active (for now)

Do you also make use of RDC applications, mijnOndernemersportaal, or the Advice Tool from viaBOVAG.nl? This means that you need two Mobi-ID accounts for the time being. The old Mobi-ID account for the RDC applications, mijnOndernemersportaal, and Advice Tool, and the new Mobi-ID 2.0 account for viaBovemij.nl and the ENRA Dealerportal.

In the future we will migrate all old Mobi-ID accounts to Mobi-ID 2.0 and you will have one login again.

1.4. How does Mobi-ID 2.0 work?

In this manual we take you through the way of working with Mobi-ID 2.0. We explain how to create your Mobi-ID 2.0 account, what to do if you have forgotten your password and how to change your personal information.

2. Create a new Mobi-ID 2.0 account

You want to get started with one of our services for which you need a Mobi-ID 2.0! To create an account, the administrator of your company will send you an invitation. You will receive this invitation by email.

Important to know:

- You will receive the email from no-reply@mobi-id.nl (check your spam inbox as well).
- The link in the invitation is only valid for 14 days.

Click on the link '**Accept invitation**' in the email:

Dear connection,

You are invited to log in with a Mobi-ID 2.0 account on behalf of the company you work for. Accept the invitation and then choose whether you want to create a new account or use an existing Mobi-ID 2.0 account.

Click the link below to accept the invitation.

Accept invitation

You can log in via:

- viaBovemij.nl
- [ENRA](https://enra.nl)

Note: This invitation is valid for 14 days. If the link has expired, please contact the administrator of your company.

Kind regards,
Team Mobi-ID 2.0

If you have a question, please contact the Mobi-ID Service Desk by sending an email to servicedesk@mobi-id.nl.

After you have clicked on the link in the email, a new window will open. Click **'Continue'**.

Invitation

You can continue the invitation process or you can decline the invitation by clicking on "Decline invitation". The Delegated Admin of the company will receive a message.

[Decline invitation](#) [Continue](#)

Then, enter the verification code you received by SMS. You will receive an SMS on the mobile number provided by the Administrator of your company during the invitation process.

Confirm phone number

You have received a verification code via SMS on the telephone number that was registered by the administrator. Enter the verification code and click 'Continue'. Didn't receive a code? Click on 'Send code again'.

Verification Code

[Send code again](#) [Continue](#)

Click **'Continue'**.

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Then, click on '**Create a Mobi-ID 2.0**'.

Log in or register for a Mobi-ID

Don't have a Mobi-ID 2.0 account yet? Click on 'Create a Mobi-ID 2.0'. Do you already have a Mobi-ID 2.0? Click on 'Log in with Mobi-ID 2.0' to link your Mobi-ID to this company.

Create a Mobi-ID
2.0

Log in with Mobi-ID
2.0

You have a choice to either continue with the current email address from which you received the invitation, or choose a different email address to connect to your new Mobi-ID 2.0 account.

Email address

Do you want to link a different email address to your Mobi-ID 2.0 account? Click on 'Choose a different email address'. If you don't want to change the email address, click 'Continue'.

Choose a different email address

Continue

Clicked on '**Choose a different email address**'? You will receive a new invitation per email and start from the beginning at page 4 of this manual.

Clicked on '**Continue**'? You can choose your username on the next screen.

Create Username

A username may only contain letters and digits. Special characters or an email address are not allowed. Please make sure to remember this username.

Create Username

Continue

Next, set your password and press '**Continue**'.

Set password

To protect your account, you need a strong password. To ensure this, we require it to match the requirements below.

New password

- Use at least 8 characters
- Use at least 1 uppercase letter (ABC...)
- Use at least 1 lowercase letter (abc...)
- Use at least 1 number (12345...)
- Use at least 1 special character (!@#%&*)

Confirm password

- Passwords match

Continue

Almost there! Enter your personal data and agree to the Privacy Policy and Terms of Use. Finally, click on '**Continue**'.

Complete profile information

To successfully register your account, we need more information. Complete the information fields below to complete the registration.

Personal information

Initial

First name

Last name

Date of birth

Gender

I'd rather not say



Birthplace

Consent

I agree with the [Privacy Policy](#).

I agree with the [Terms of Use](#).

Continue

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Your Mobi-ID 2.0 account has been successfully created. You can now log in. Click on '**Go to Mobi-ID 2.0**' to log in and view your profile.

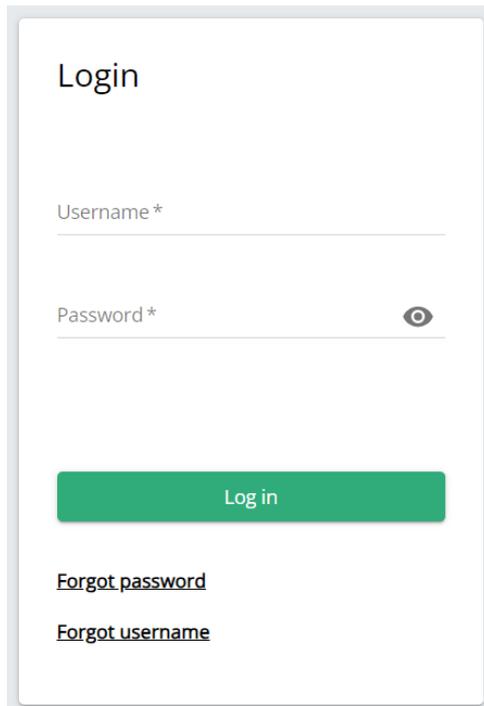
Your Mobi-ID 2.0 has been created

Your Mobi-ID 2.0 account has been created and linked to your company. Click on "Go to Mobi-ID 2.0" to log in and view your profile.

[Go to Mobi-ID 2.0](#)

3. Log in with Mobi-ID 2.0

You have now created a Mobi-ID 2.0 account. Do you want to log in to manage your Mobi-ID 2.0 account? Log in via <http://inloggen.mobi-id.nl/mobiid/login>. The screen below will be shown. Enter your Username and Password here. Click on '**Log in**'.

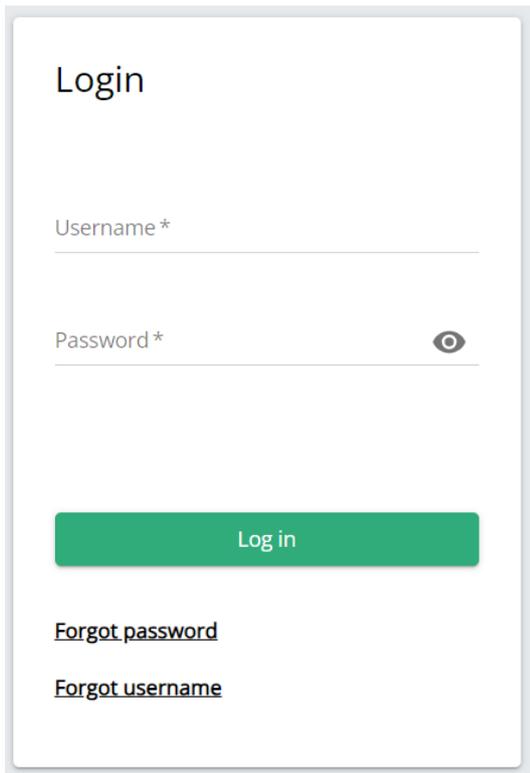


The screenshot shows a login form with the following elements:

- Login** (Section Header)
- Username *** (Text label above a text input field)
- Password *** (Text label above a text input field with a toggle eye icon)
- Log in** (Green button)
- [Forgot password](#) (Text link)
- [Forgot username](#) (Text link)

4. Forgotten your Username?

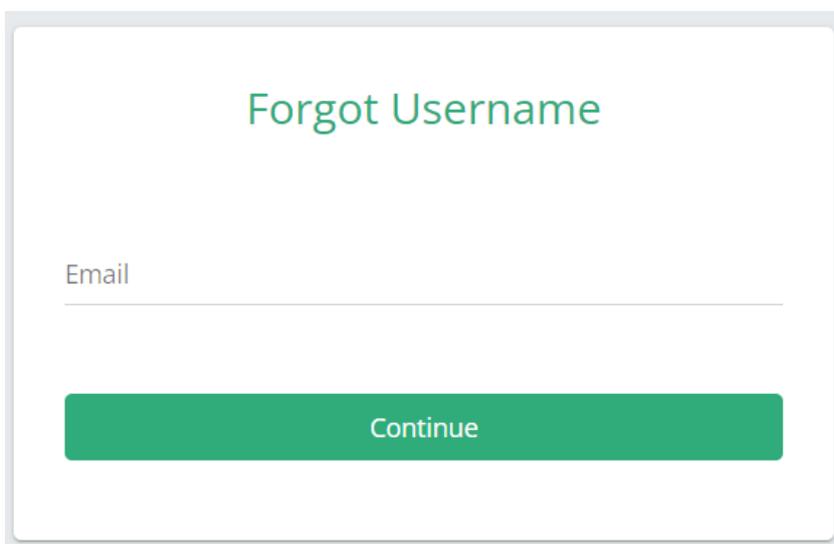
Have you forgotten your Username? Click on '**Forgot username**' below the green log in button.



The screenshot shows a login form with the following elements:

- Title: Login
- Username field: Username *
- Password field: Password * with a toggle icon (eye)
- Log in button: A green button with the text "Log in"
- Forgot password link: [Forgot password](#)
- Forgot username link: [Forgot username](#)

Fill in your email address and click '**Continue**'.



The screenshot shows a "Forgot Username" form with the following elements:

- Title: Forgot Username
- Email field: Email
- Continue button: A green button with the text "Continue"



You will now receive an email containing your Username.

Dear connection,

You have indicated that you have forgotten your username. Therefore, we send you the username that is known to us.

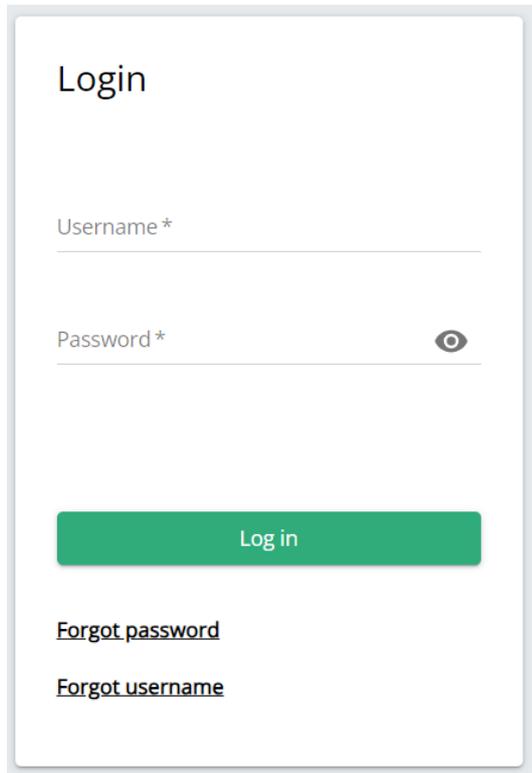
The username is: [REDACTED]

Kind regards,
Team Mobi-ID 2.0

If you have a question, please contact the Mobi-ID Service Desk by sending an email to servicedesk@mobi-id.nl.

5. Forgotten your password?

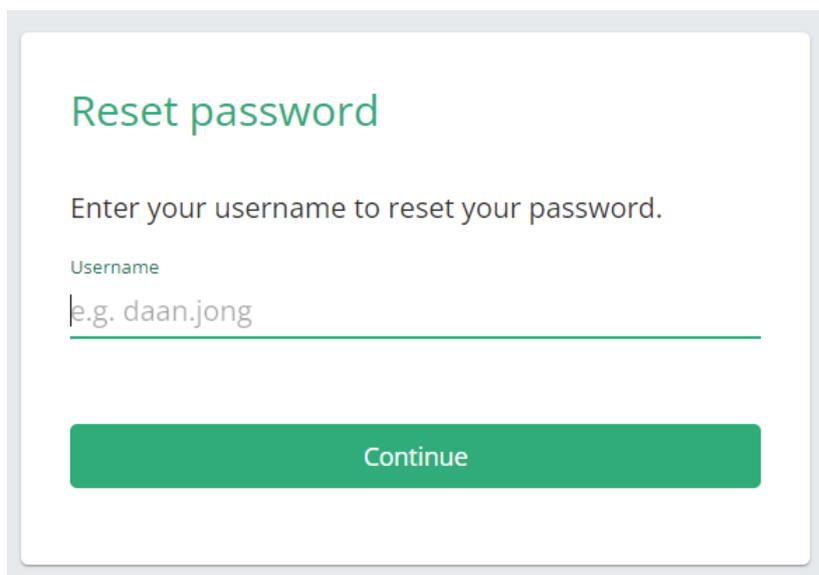
Have you forgotten your password? Click on '**Forgot password**' below the green log in button.



The screenshot shows a login form with the following elements:

- Title: Login
- Username field: Username *
- Password field: Password * with a toggle icon (eye)
- Log in button: A green button with the text "Log in"
- Forgot password link: [Forgot password](#)
- Forgot username link: [Forgot username](#)

Enter your Username and click '**Continue**' to recover your password.



The screenshot shows a "Reset password" page with the following elements:

- Title: Reset password
- Instruction: Enter your username to reset your password.
- Username field: Username, with an example "e.g. daan.jong" and a green underline
- Continue button: A green button with the text "Continue"

Choose whether you want to reset your password via SMS or email.

Reset password

You can recover your password via SMS verification code or via email with verification link. Which method do you prefer?

Did you choose email? You will then receive an email with a link to reset your password. In addition to your inbox, check your spam inbox as well.

Click on '**Reset your password**'.

Dear connection,

You requested a password reset for Mobi-ID 2.0. By clicking on the link below you can reset your Mobi-ID 2.0 password.

Reset your password

Due to security reasons, this link is only valid for 30 minutes and can only be used once.

Don't want to change your password?
You can ignore this email. Nothing will happen to your account. Your password will remain as it was.

Kind regards,
Team Mobi-ID 2.0

If you have a question, please contact the Mobi-ID Service Desk by sending an email to servicedesk@mobi-id.nl.

Did you choose SMS? Fill in the verification code and click '**Continue**'.

Reset password

You've chosen for an SMS verification code. Please enter the code you just received on +3xxxxxxx574 to continue your password reset.

Verification code

Choose a new password and click '**Continue**'.

Set your password

To protect your account, you need a strong password. Need some help with choosing a secure password? Check our [password tips](#).

New password

- Use at least 8 characters
- Use at least 1 uppercase letter (ABC...)
- Use at least 1 lowercase letter (abc...)
- Use at least 1 number (12345...)
- Use at least 1 special character (!@#\$%^&*)

Confirm password

Passwords match

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You can now choose whether or not you want to log out on every device where you are still logged in.

Your password has been reset

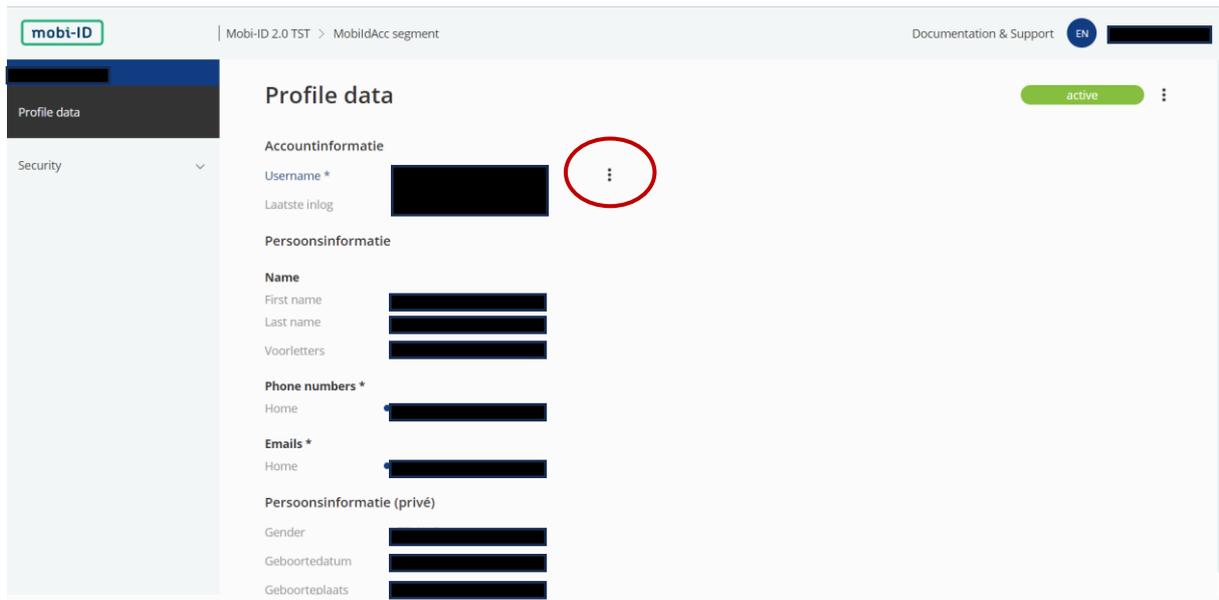
We will log you in here, so you have immediate access to your account.

Would you like to logout from all your browsers and mobile devices to prevent unauthorized access?

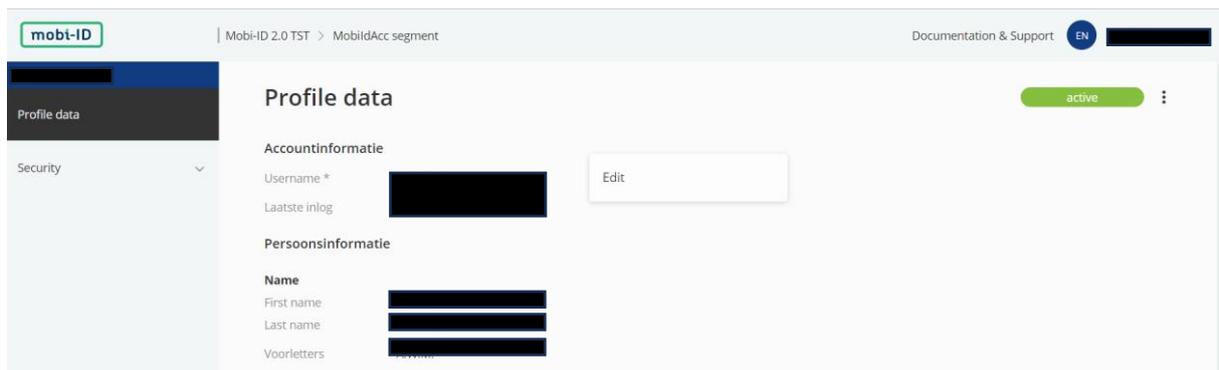
You have changed your password and can log in again with your Mobi-ID 2.0.

6. Change profile information

You are logged in with your Mobi-ID 2.0 account and want to change your username and profile details. Click on the three dots next to your profile information (on the right). The three dots become visible when you hover your mouse over your profile data.



Click on 'Edit'.





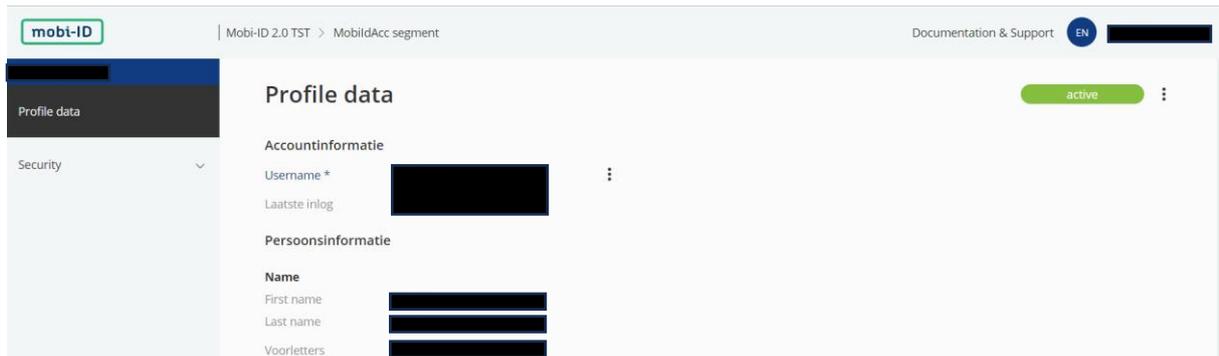
Change your Username and click on **'Save'**.

A screenshot of the mobi-ID user interface. The top navigation bar includes the mobi-ID logo, the text "Mobi-ID 2.0 TST > MobilAcc segment", and "Documentation & Support" with a language selector set to "EN". On the left, a sidebar menu shows "Profile data" (selected) and "Security". The main content area is titled "Profile data" and includes a green "active" status indicator. Under the "Accountinformatie" section, there is a "Username *" field with a blacked-out value, a "Cancel" button, and a blue "Save" button. At the bottom, it shows "Laatste inlog" with the timestamp "2023-09-04T16:01:16Z".

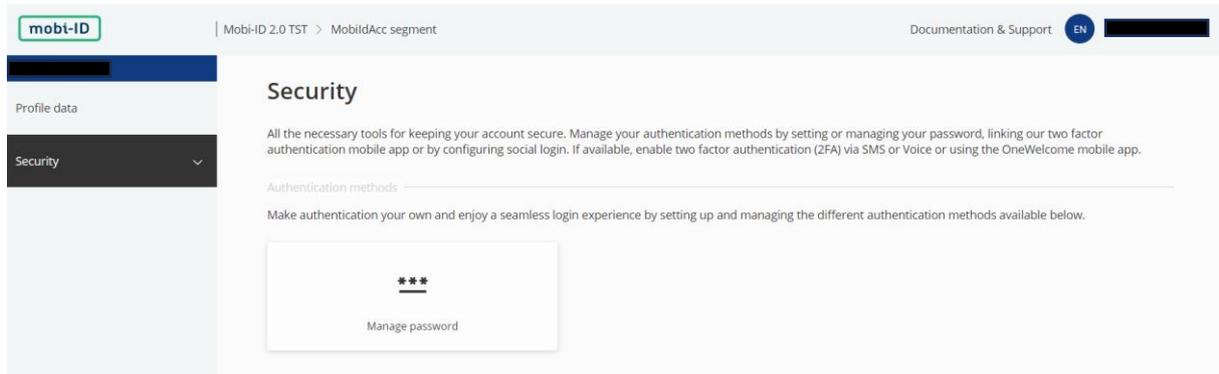
7. Change password

Are you logged in with your Mobi-ID 2.0 account and do you want to change your password?

Click on **'Security'** on the left hand side of the screen.



Click on **'Manage password'**.

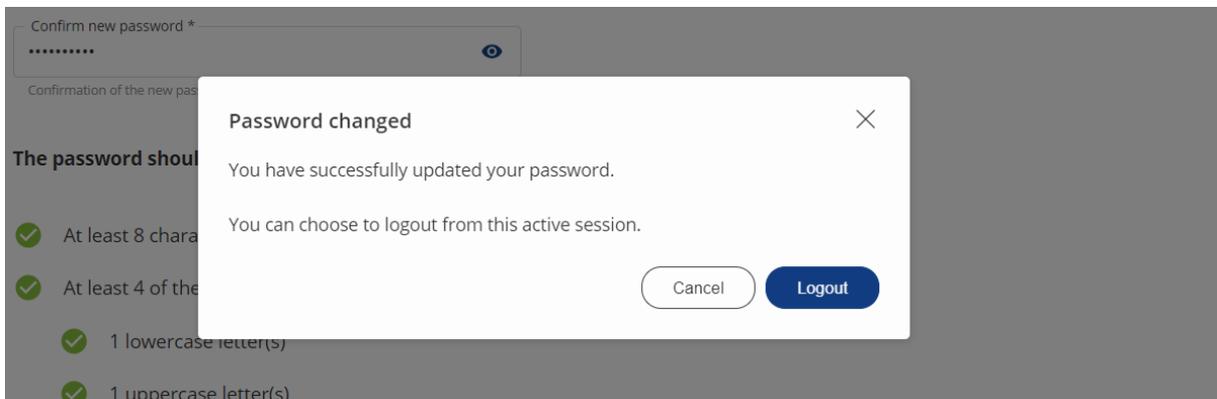




Fill in the requested information and click on **'Save'**.

The screenshot shows the 'Password' section of the mobi-ID user interface. The page title is 'Password'. Below the title, there is a paragraph explaining the purpose of the form: 'Use the form below to set a password for your account or to change your existing one. A strong password increases the security of your account, so make sure that your password respects the criteria listed below, is memorable to you, but is impossible to guess by anyone else.' Below this, another paragraph says 'Use the form below to change your password.' The form consists of three input fields: 'Current password *', 'New password *', and 'Confirm new password *'. Each field has a small eye icon to toggle visibility. Below the fields, there is a section titled 'The password should include:' with three criteria, each marked with a green checkmark: 'At least 8 characters', 'At least 4 of the following' (which includes '1 lowercase letter(s)' and '1 uppercase letter(s)'), and '1 uppercase letter(s)'.

You will get a confirmation when your password is successfully changed.



You will receive a confirmation email after changing your password.

Dear connection,

We hereby confirm that your Mobi-ID 2.0 password has been changed.

Did you do this yourself? Then you can ignore this email. Have you not changed anything in your account? Then we recommend that you change your password and check your contact details as soon as possible.

You can easily change your password in your Mobi-ID 2.0 account via the self-service portal of Mobi-ID 2.0: [Help pagina | Mobi-ID](#). To check and change your contact details, log in via [Inloggen | Mobi-ID](#).

Kind regards,
Team Mobi-ID 2.0

If you have a question, please contact the Mobi-ID Service Desk by sending an email to servicedesk@mobi-id.nl.

8. Do you have any questions?

Do you have other questions or need help using Mobi-ID 2.0? Check out the Delegated Administrator Manual for Mobi-ID 2.0. It will explain the following questions in detail:

1. What is a Delegated Administrator and what can you do with this role?
2. How do you become a Delegated Administrator in Mobi-ID 2.0?
3. How do you manage the Administrator Screen in Mobi-ID 2.0?
4. How do you invite a user in Mobi-ID 2.0?
5. How do you change roles or unlink a user in Mobi-ID 2.0?
6. How do you add/remove/change a Delegated administrator in Mobi-ID 2.0?

Do you have other questions? Please contact our service desk by sending an email to servicedesk@mobi-id.nl. We are happy to help.