

Planetshares connection guide

Step 1 (1/2) Connection issue

1

Identifier

Enter the following five digits
01212

2

Access code

You will find it in the e-convocation
email under the following template
1 letter + 7 figures + 1 letter

3

**Click on the link :
Connection issue ?**

Access to your account

Identifier **1**

Access code **2**

Password **3**

[Connection issue ?](#)

Connection

Where can I find my identification information ?
To access examples of letters, you ought to click on the link opposite.

Connection issue ?
You have a trouble to connect? By clicking on this link, you will have access to all available options to get your credentials.

Chat with NOA, your virtual agent

Step 1 (2/2) Connection issue

1

Click on the link
First connection, forgotten
or expired password ?

Connection issue ?



Facing connection issues? Please select the item or refer to the procedure corresponding to your connection issue.

- Identifier / Access code
Identifier and access code are static data communicated by postal mail and indicated on your notices and statements of holding.
They correspond to the first two fields of Planetshares connection page.
The Identifier is a 5-digit code and the access code is comprised of 9 to 11 characters.
If you lost them, please make a request with the contact form :
[click here](#)
- Issue with / Request a new password
The password is the first authentication facto and contain between 8 to 11 characters. It does not appear on any document.
You receive an e-mail containing a link to define the password.
If you wish to define a first/new password, please click below :
[First connection , forgotten or expired password ?](#)
- Issue with / Request activation code
The activation code is an OTP code (One Time Password). This code received by SMS or by postal mail can be used once to enroll a device and an Internet browser. It is meant to define a device as a trusted device.
You have to request a new activation code for each new device/browser you wish to authenticate.
You wish to request an activation code for the first time or request a new code, please click below :
[Request the activation code](#)
- Personal code issue
The personal code is the last connection step. This code allows you to connect to Planetshares (along with your identifier, access code and password) and update your personal data.
If you wish to define a new personal code because you lost it or you blocked it, please log into your account with your identifier, access code and password from the device/browser and click on the link "Lost or blocked personal code?"
- Problems with the authentication and the activation of strong authentication
You are having problems to log on to your account with the strong authentication, click below :
[You encounter problems logging in?](#)

Step 2 (1/5) : Generate a new password

1

The identifier will be pre-filled with the code **01212**

2

The access code will be pre-filled after entering it in the previous step

3

Enter the « **security code** » randomly generated in the right pad

The screenshot shows a 'PASSWORD RESET REQUEST' form with three input fields: 'Identifier', 'Access code', and 'Security code'. Each field has a corresponding numbered orange circle (1, 2, and 3) indicating the steps. The 'Identifier' field is pre-filled with '01212'. The 'Access code' field is empty. The 'Security code' field is empty, and an arrow points from the number 3 to a virtual keyboard on the right. The virtual keyboard displays a grid of letters and numbers. Below the fields are 'Cancel' and 'Validate' buttons. To the right of the form, there are two help text boxes: 'Where can I find my identification information ?' and 'Connection issue ?'. At the bottom right, there is a button labeled 'Chat with NOA, your virtual agent' with a chat icon.

PASSWORD RESET REQUEST

Identifier 1 ?

Access code 2 ?

Security code 3 ?

Cancel Validate

Where can I find my identification information ?
To access examples of letters, you ought to click on the link opposite.

Connection issue ?
You have a trouble to connect? By clicking on this link, you will have access to all available options to get your credentials.

Chat with NOA, your virtual agent

Step 2 (2/5) : Fill identification criteria (BNP Paribas Epargne et Retraite Entreprise identifier) to get a temporary update password link

1

The identifier will be pre-filled with the code **01212**

2

The access code will be pre-filled after entering it in the previous step

3

Identification criteria

Enter your 8 digits login of your BNP Paribas Epargne et Retraite Entreprise, available on your portfolio statement)

The screenshot shows a 'PASSWORD RESET REQUEST' form with three input fields and two buttons. The first field, 'Identifier', is pre-filled with '01212' and has a green checkmark. The second field, 'Access code', is pre-filled with '002A' and also has a green checkmark. The third field, 'Identification criteria', is empty. Below the fields are 'Cancel' and 'Validate' buttons. A chat bubble in the bottom right corner says 'Chat with NOA, your virtual agent'.

PASSWORD RESET REQUEST

Identifier

1

Access code

2

002A

Identification criteria

3

Cancel Validate

Chat with NOA, your virtual agent

Step 2 (3/5): Insertion of your 'identification criterion' and checking your email address

1

The identifier will be pre-filled with the code **01212**

2

The access code will be pre-filled after entering it in the previous step

3

Identification criteria will be pre-filled after entering it in the previous step

The screenshot shows a 'PASSWORD RESET REQUEST' form with the following fields and callouts:

- 1** Identifier: 01212 (pre-filled)
- 2** Access code: 02A (pre-filled)
- 3** Identification criteria: 4445052 (pre-filled)
- 4** E-mail sending: mig*****@up***** (pre-filled)
- 5** Buttons: Cancel and Validate

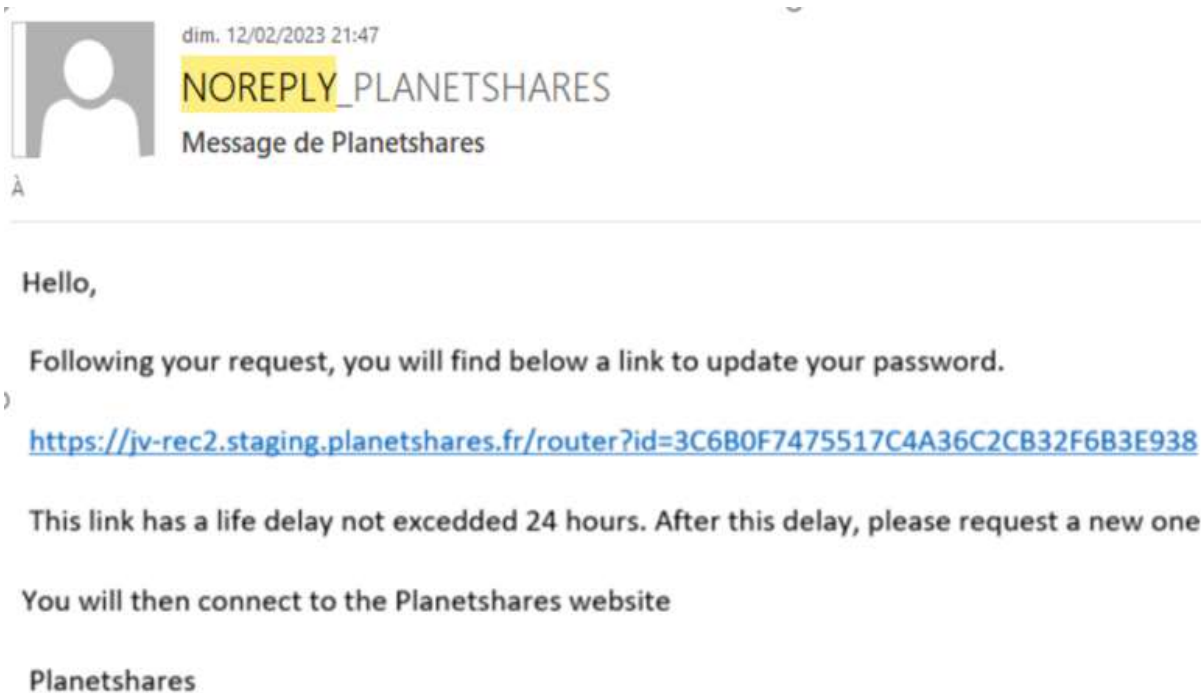
4

E-mail
Automatically pre-filled.

5

After validating you will receive a link to update your password

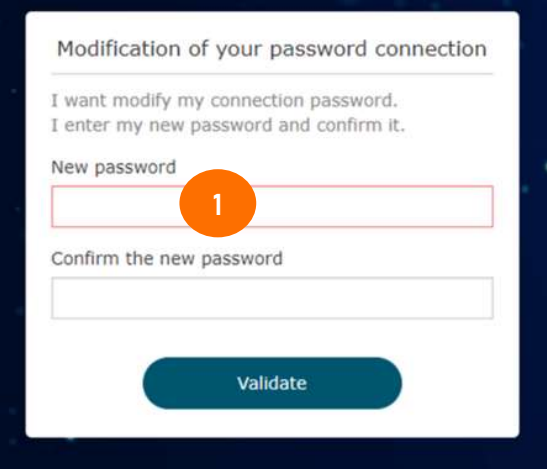
Step 2 (4/5): Receipt of the email that will allows you to update your password



Step 2 (5/5): Update your password

1

New password:
Insert and confirm your
new password



Modification of your password connection

I want modify my connection password.
I enter my new password and confirm it.

New password

1

Confirm the new password

Validate

Please note that you can only
reset your password each 24
hours.

Step 3 (1/1) : Connect to Planetshares in order to vote

1

Identifier

Enter the following five digits **01212**

2

Access code

You will find it in the e-convocation email under the following format
1 letter + 7 figures + 1 letter

3

Password

Enter your new password

The screenshot shows a login interface titled "Access to your account" on a dark blue background with a starry pattern. The form contains three input fields, each with a question mark icon to its right. The first field is labeled "Identifier" and has an orange circle with the number "1" next to it. The second field is labeled "Access code" and has an orange circle with the number "2" next to it. The third field is labeled "Password" and has an orange circle with the number "3" next to it. Below these fields is a link labeled "Connection issue ?" and a large teal button labeled "Connection". To the right of the form, there are two white speech bubble boxes. The top one contains the text "Where can I find my identification information ?" followed by "To access examples of letters, you ought to click on the link opposite." The bottom one contains the text "Connection issue ?" followed by "You have a trouble to connect? By clicking on this link, you will have access to all available options to get your credentials."