Planetshares connection guide





Step 1 (1/2) Connection issue



Identifier Enter the following five digits 01212



Access code You will find it in the econvocation email under the following template 1 letter + 7 figures + 1 letter



Click on the link : Connection issue ?

Access to your account	
Identifier	
Access code	9
2	?
Password	
Connection issue ?	9
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

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



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

Issue with / Request a new password

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?



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



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



3

The identifier will be pre-filled with the code 01212

The access code will be prefilled after entering it in the previous step

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

PASSWORD RESET REQUEST		
Identifier	Where can I find my identification	
Access code	information ? To access examples of letters, you ought to click on the link opposite.	
Security code	Connection issue ? You have a trouble to connect? By clicking on this link, you will have access to all available	
Cancel Validate	options to get your credentials.	
	Chat with NOA, your virtual agent	



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The identifier will be prefilled with the code 01212

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

Identification criteria Enter your Natixis Interépargne account number, available on your Natixis portfolio statement)



Uptevia



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

The identifier will be prefilled with the code 01212

2

3

The access code will be prefilled after entering it n the previous step

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





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



Hello,

Following your request, you will find below a link to update your password.

https://jv-rec2.staging.planetshares.fr/router?id=3C6B0F7475517C4A36C2CB32F6B3E938

This link has a life delay not excedded 24 hours. After this delay, please request a new one

You will then connect to the Planetshares website

Planetshares

Step 2 (5/5): Update your password



New password: Insert and confirm your new password

I want modify m I enter my new	ny connection password. password and confirm it.
New password	
	1
Confirm the new	v password
	Validate

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



Uptevia



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



2

3

Access code You will find it in the econvocation email under the following format 1 letter + 7 figures + 1 letter

Password Enter your new password

Access to your acco	ount
Identifier	
1	?
Access code	
2	?
Password	
3	(?)
Connection issue ?	
Connection	



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. 9