Planetshares connection guide

Uptevia
CORPORATE TRUST

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

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

Access code

2

Password

3

Connection issue ?

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.

Connection

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

1

- 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

Step 2 (2/5) : Fill identification criteria (NATIXIS INTEREPARGNE account number) to get a temporary link to update your 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 Identification criteria
Enter your Natixis Interépargne account number, available on your Natixis portfolio statement)

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 n the previous step

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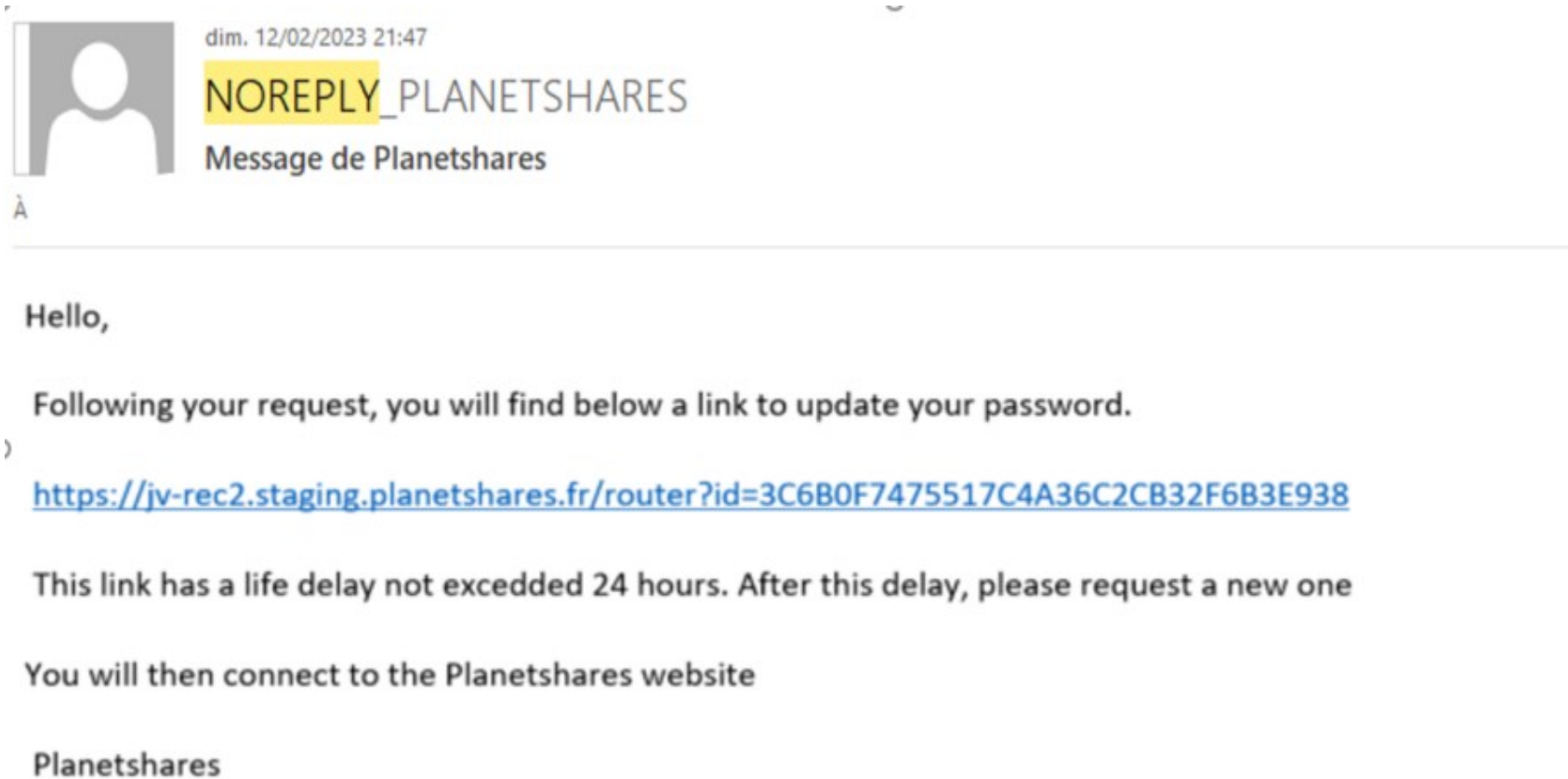

4 E-mail
Automatically pre-filled.

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

dim. 12/02/2023 21:47

NOREPLY_PLANETSHARES

Message de Planetshares

À

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

1

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

Access to your account

Identifier

1

Access code

2

Password

3

Connection issue ?

Connection

Where can I find my identification information ?
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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.