

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

Access code

Password

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 question mark icon to its right. Three orange circles with numbers 1, 2, and 3 are overlaid on the form. Circle 1 is on the Identifier field, circle 2 is on the Access code field, and circle 3 is on the Security code field. An arrow points from circle 3 to a security code pad on the right, which displays a grid of letters and numbers: C, G, S, S, 9, S, U. Below the Security code field are 'Cancel' and 'Validate' buttons. To the right of the form are two help bubbles. The first bubble asks 'Where can I find my identification information?' and provides a link. The second bubble asks 'Connection issue?' and provides a link. At the bottom right, there is a 'Chat with NOA, your virtual agent' button with a chat icon.

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)

The screenshot shows a 'PASSWORD RESET REQUEST' form with three input fields. The first field, labeled 'Identifier', contains the value '01212' and has a green checkmark. The second field, labeled 'Access code', contains the value '002A' and also has a green checkmark. The third field, labeled 'Identification criteria', is empty. Below the fields are two buttons: 'Cancel' and 'Validate'. In the bottom right corner of the form area, there is a chat button with the text 'Chat with NOA, your virtual agent' and a person icon.

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 field containing '01212' with a green checkmark.
- 2**: Access code field containing '02A' with a green checkmark.
- 3**: Identification criteria field containing '4445052'.
- 4**: E-mail sending field containing 'mig*****@up*****'.
- 5**: 'Validate' button.

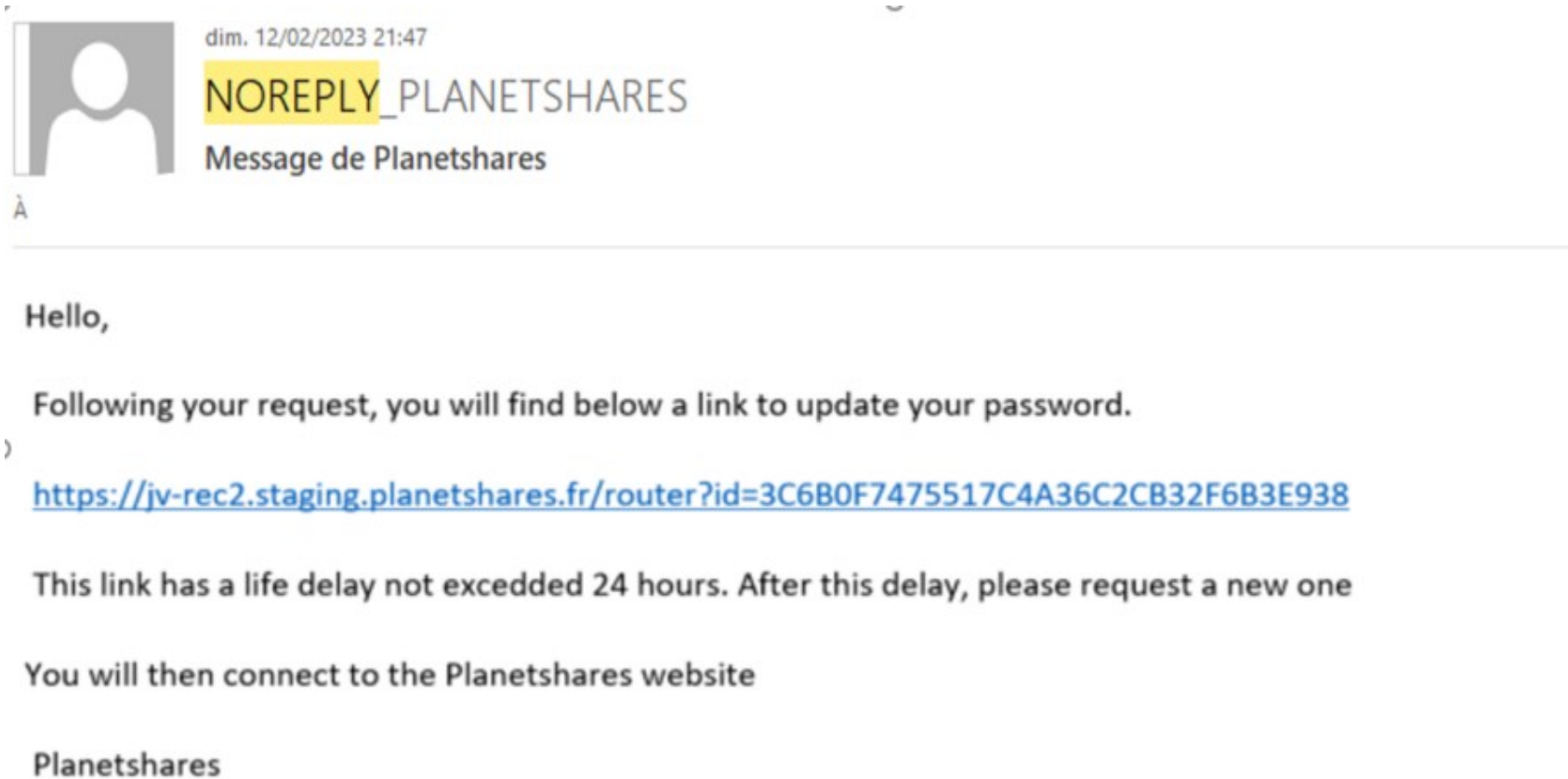
4

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 allow 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

Your password must comply with some basic security rules (being different from the previous ones, not including a known personal data nor a sequence of numbers that follow each other, etc.).

New password

Confirm the new password

Your password must contain:

- Between 8 and 11 characters
- At least one uppercase
- At least one lowercase
- At least one digit
- At least one special character 

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 form titled "Access to your account" with three input fields: "Identifier", "Access code", and "Password". Each field has a question mark icon to its right. The fields are numbered 1, 2, and 3 respectively. Below the fields is a "Connection issue ?" link and a "Connection" button. Two callout boxes provide additional information: one for finding identification information and another for connection issues.

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.