



# USER GUIDE

## Virtual safe®



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# 1. Introduction

This guide describes the procedure for using the SeeZam virtual safe.

This virtual safe:

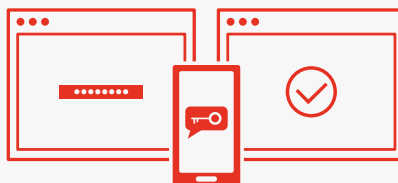
- Is accessible via the web after 2-factor authentication (password and phone);
- Allows you to transfer personal documents:
  - Between the Entreprise and the employee who owns the safe.
  - With previously selected contacts, each with a SeeZam safe;
- Save private documents.

The document applies to all Users.

Web access payslip



2 stage authentication



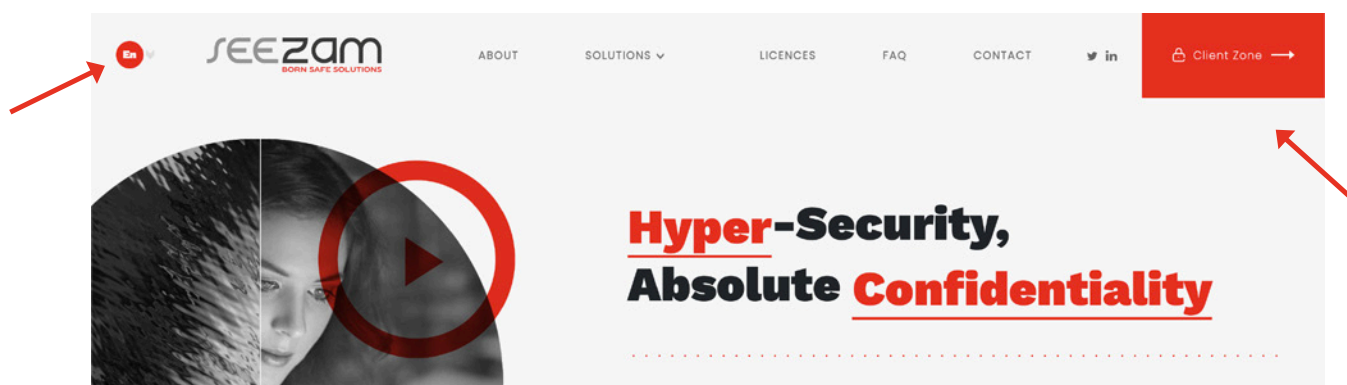
Your payslip



## 2. How to connect to SeeZam

### 2.1. Link

- 1 Use this link: <https://www.seezam.com>



- 2 Click «**Client Zone**».  
Note: You can also change the operating language on this screen, on the top left of the page.

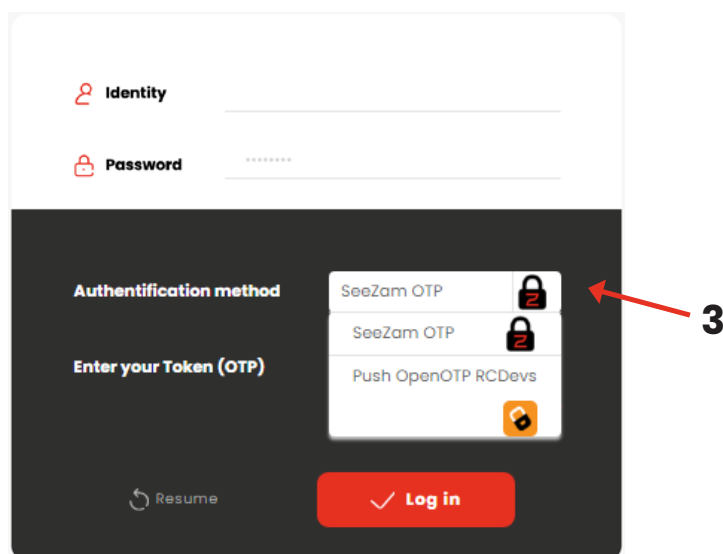
### 2.2. Initial connection

When your account is created by an HR administrator, you receive an email to your e-mail address with your user ID.

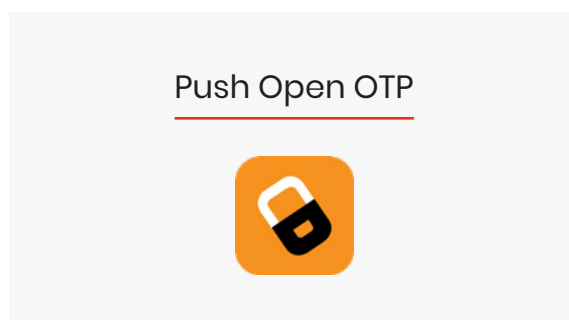
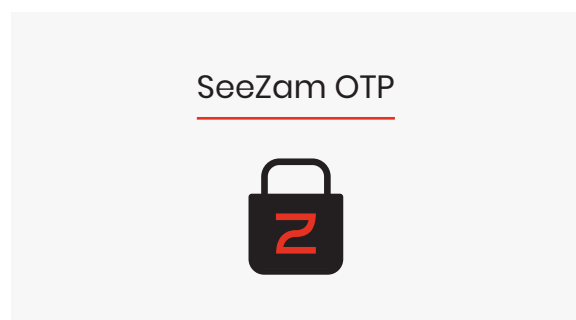
- 1 Enter your ID and your initial password, as communicated by the Enterprise.
- 2 Click «**Validate**».  
(Tick the box to «Read and accept the terms of use»)

A screenshot of the initial connection form. It has two input fields: 'Identity' with a person icon and 'Password' with a lock icon. Below the password field is a link 'Forgot your password?'. A red 'Validate' button with a checkmark icon is at the bottom. Red arrows point to the 'Identity' field (labeled '1') and the 'Validate' button (labeled '2').

- 3** Choose the two-stage authentication method of your choice.  
Depending on the version of your smartphone and your operating system, one method may not work.

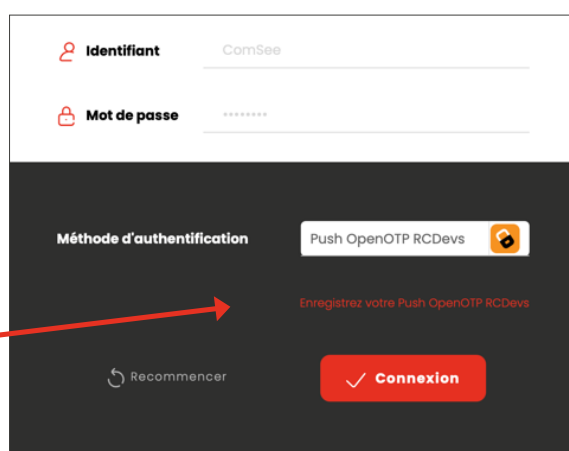
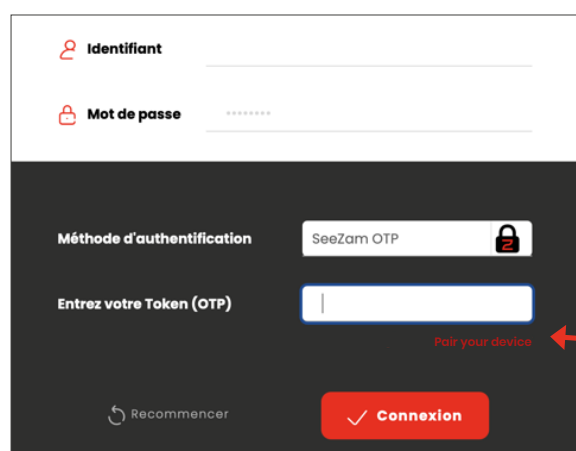


Depending on the option chosen, the following screens are displayed:



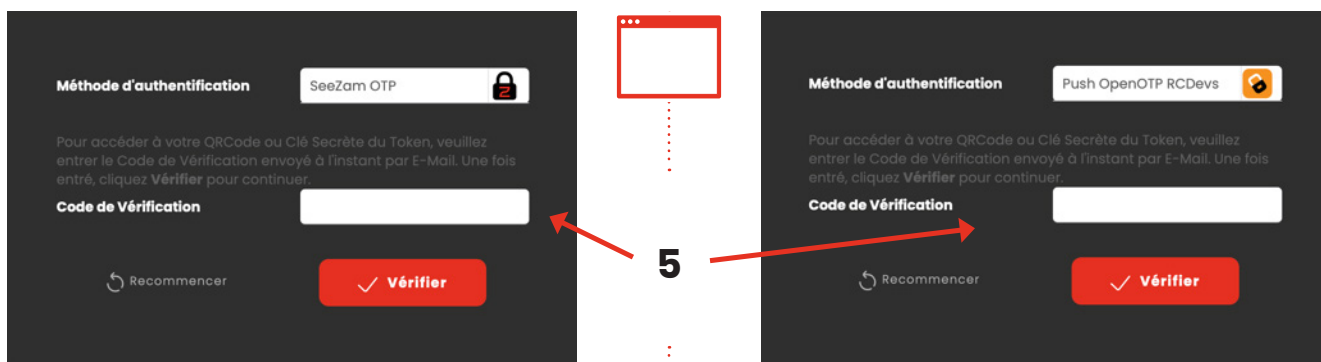
- 4** Click «**Pair your device**».

- 4** Click «**Register your Push OpenOTP RCDevs**».

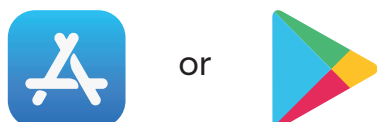


After you register, you will receive a mail with a verification code.

- 5 Enter your verification code and click « **Verify** ».



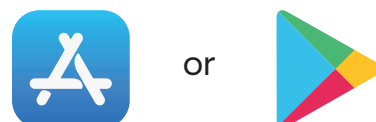
- 6 Download the « **SeeZam OTP** » app on to your smartphone from:



or



- 6 Download the « **OpenOTP Token** » app on to your smartphone from:



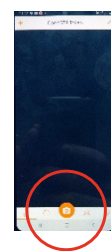
or

After downloading the OpenOTP Token, you need to create an account using a QR Code.

- 7 Open the « **SeeZam OTP** » app and click on « **+** » or « **Add an account** »



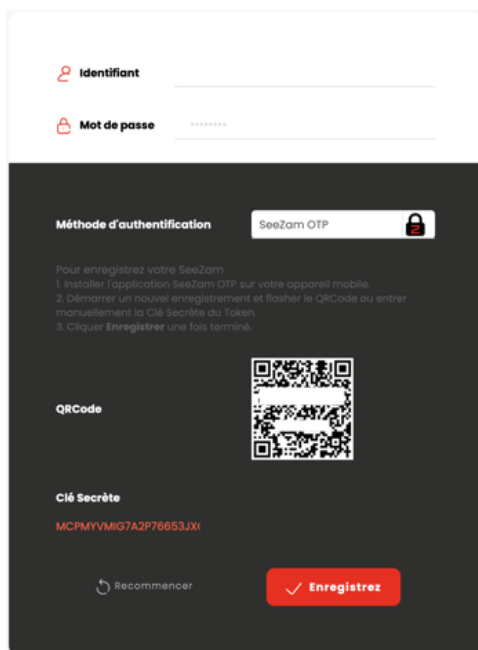
- 7 Open the « **Open OTP Token** » app and click on the « **Camera icon** ».



- 8 Click « **Flash the QR Code** ».



- 9 Flash the QR Code that appears on the SeeZam site or manually enter the secret key.



Identifiant

Mot de passe

Méthode d'authentification: SeeZam OTP

Pour enregistrer votre SeeZam

1. Installer l'application SeeZam OTP sur votre appareil mobile.
2. Démarrer un nouvel enregistrement et flasher le QRCode ou entrer manuellement la Clé Secrète du Token.
3. Cliquer Enregistrer une fois terminé.

QRCode

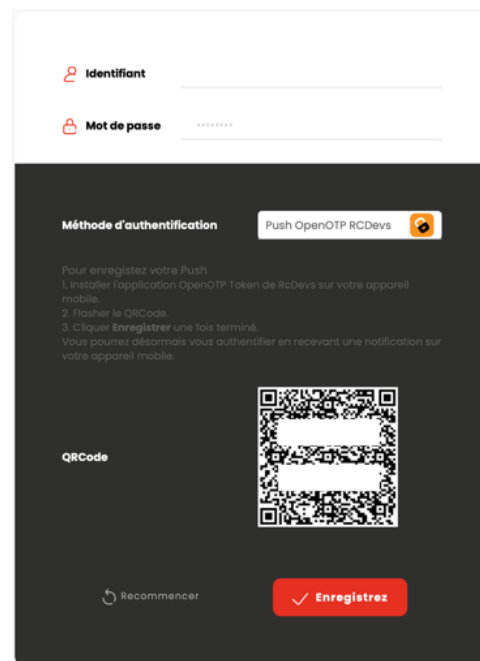
Clé Secrète

MCPMYVMG7A2P76853JXl

Recommencer Enregistrez



- 8 Flash the QR Code that appears on the SeeZam site.



Identifiant

Mot de passe

Méthode d'authentification: Push OpenOTP RCDevs

Pour enregistrer votre Push

1. Installer l'application OpenOTP Token de RCDevs sur votre appareil mobile.
2. Flasher le QRCode.
3. Cliquer Enregistrer une fois terminé.

Vous pourrez désormais vous authentifier en recevant une notification sur votre appareil mobile.

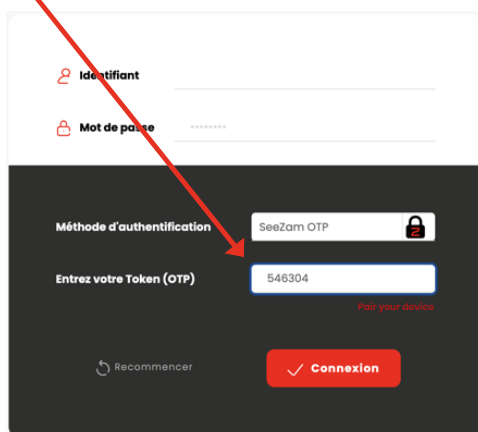
QRCode

Recommencer Enregistrez

- 10 Enter your 6-figure token code that now appears on the SeeZam OTP app.



546304



Identifiant

Mot de passe

Méthode d'authentification: SeeZam OTP

Entrez votre Token (OTP): 546304

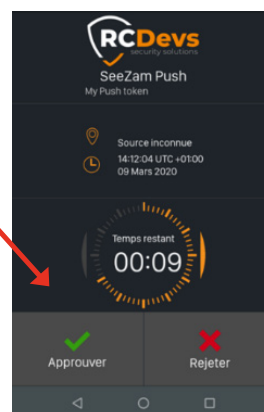
Recommencer Connexion



- 9 Once your account is created, click « **Connect** ».

You will receive a message on your smartphone.

- 10 Approve the message.



→ You are now connected to your safe.

**11** Click « **Connect** ».

→ **You are now connected to your safe.**

**Note:** With the Push OpenOTP app, you do not have to enter the 6-figure token to connect to your safe. You are connected in one single « **Push** ».

You must change your password when you connect for the first time.

The screenshot shows a web form for changing a password. At the top, it says 'Veuillez changer votre mot de passe à la première' (Please change your password the first time). The form has three input fields: 'Mot de passe actuel' (Current password), 'Nouveau Mot de passe' (New password), and 'Confirmez Mot de passe' (Confirm password). The 'Nouveau Mot de passe' field has a green strength indicator 'Moyen' (Medium) circled in red. Below the fields is a red button labeled 'Confirmez'. At the bottom, there is a section with a question mark icon and a list of password rules. Red arrows point from the 'Moyen' indicator and the 'Confirmez' button to explanatory text on the right.

Veuillez changer votre mot de passe à la première

**Mot de passe actuel** .....

**Nouveau Mot de passe** ..... **Moyen**

**Confirmez Mot de passe** ..... 🔑

**Confirmez**

? Pour renforcer la sécurité de votre mot de passe, voici des règles

- Le mot de passe ne doit pas être trop court,
- Le mot de passe devrait contenir au moins 1 lettre minuscule [a-z],
- Le mot de passe devrait contenir au moins 1 lettre majuscule [A-Z],
- Le mot de passe devrait contenir au moins 1 chiffre [0-9],
- Le mot de passe pourrait contenir des caractères spéciaux non ASCII tels ceux qui sont acceptés " # \$ % & ( ) \* + - , ! ? / ; : &lt; = &gt; @ [ ] ^ \_ { } ~

Make sure your password is not weak. Follow the rules at the bottom of the frame!

If you don't type the same password twice, the button remains grey.

## 2.3. How to connect after the first time

After completing the procedure when you connect for the first time, it is subsequently much simpler to access your safe.

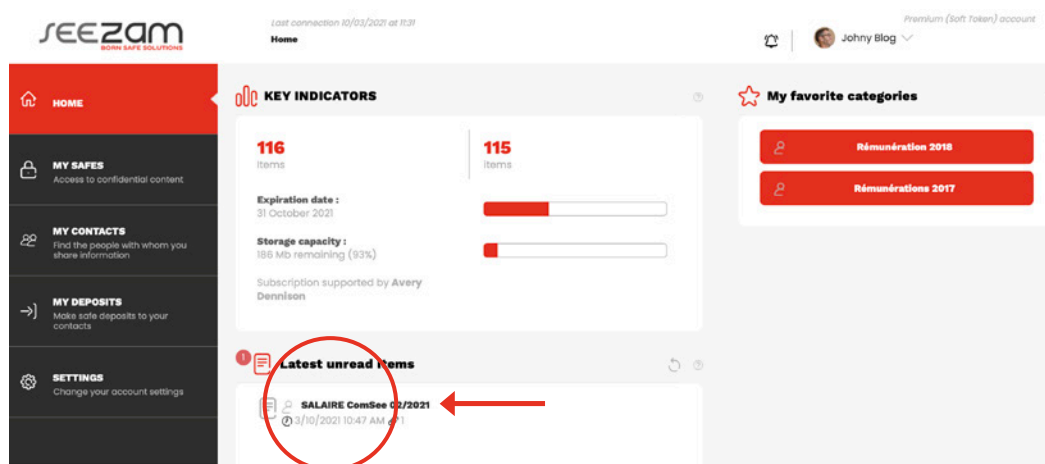
- 1** Use the link: <https://www.seezam.com>
- 2** Enter your ID and your password;
- 3** Use your phone application to generate a code;
- 4** Enter your 6-figure OTP code or validate via Push ETP;
- 5** You are connected.



## 3. My safes

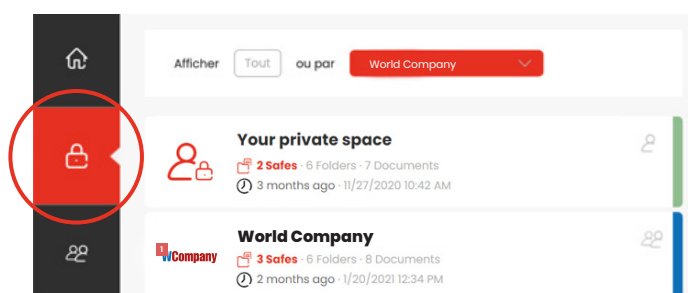
### 3.1. My last payslip

It is directly visible on the home page, just click on the link.

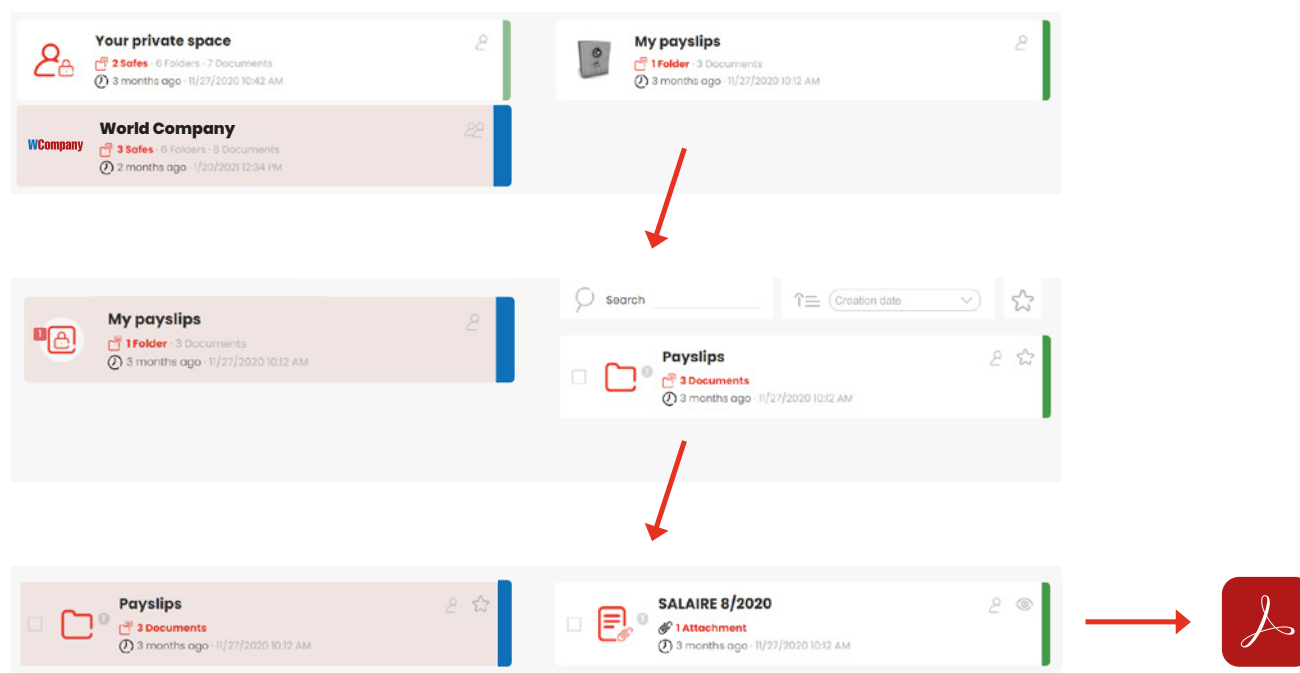


### 3.2. My company safe

In this safe, you will receive documents sent by your company.

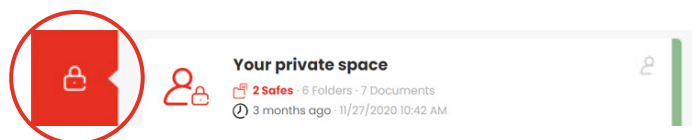


For example, you can access a payslip:

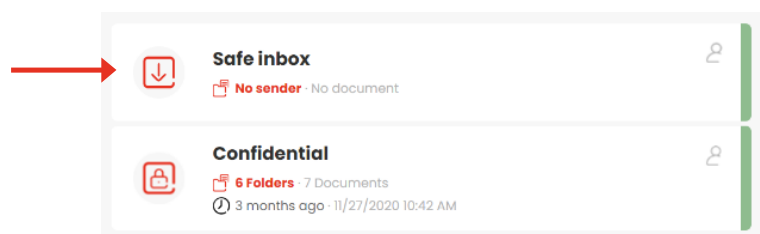


## 3.3. My private space

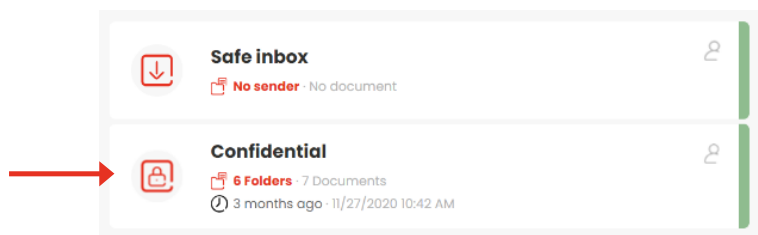
The private space is made up of two safes.



- My «**Safe inbox**» allows you to receive documents securely from your contacts.

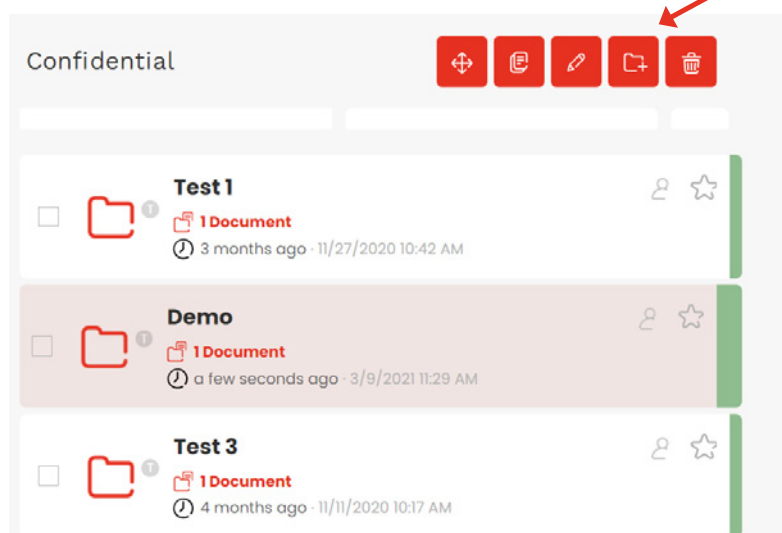


- My «**Confidential**» safe allows you to deposit private documents. These documents are then available securely anytime and anywhere you have an internet connection.

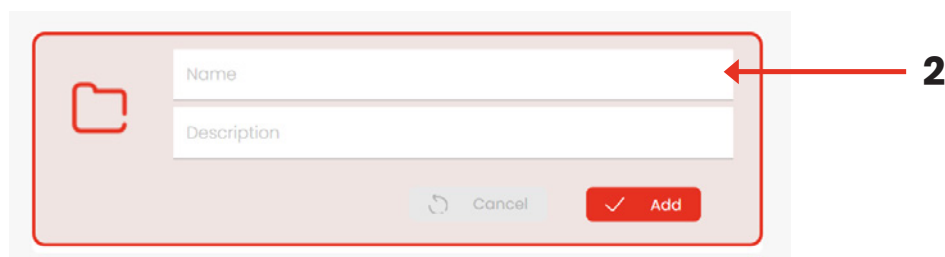


Since it is a private safe, you can deposit any type of file there and organize it as you want.


- 1 To do this, you need to create a folder by clicking on the icon below then ;

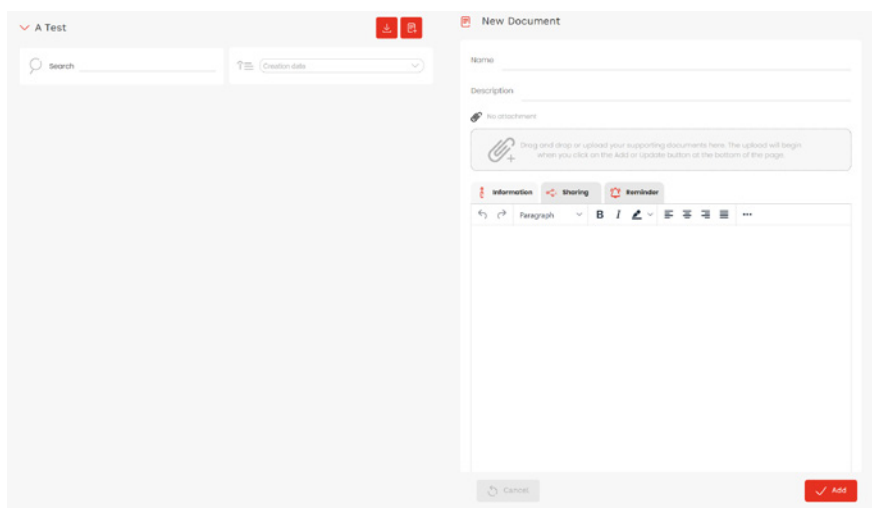
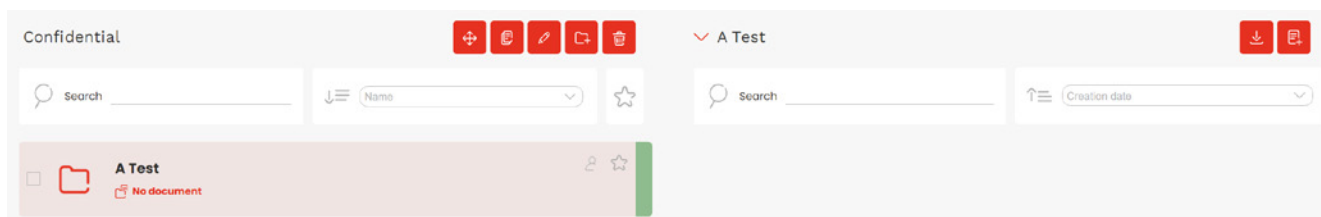


- 2 Give a name to the folder, Description is optionnal.



Click «**Add**».

- 3 To store a file into the «A Test» Folder, click on the folder to highlight it then click on the icon .



Fill in the fields of the form, drag and drop files into the zone or select them. Click «**Add**» to confirm the deposit.

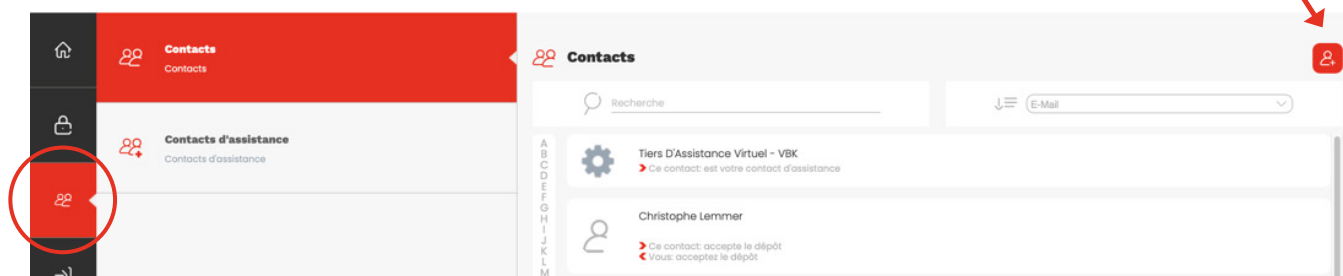
You can add a message, select a contact to share the file and a reminder.

# 4. My contacts

Saving contacts allows you to share documents with them completely securely as long as your contact also has a SeeZam safe (Cf. §5).

## 4.1. Add a contact

- 1 Click on « **Add a contact** »;



- 2 Complete the contact's data;

- 3 Click on « **Add** ».

A screenshot of the 'New Contact' form. The form has a title 'New Contact' and a subtitle 'You can enter the name and E-Mail of someone you would like to add to your contacts.' It contains two input fields: 'Name' and 'E-Mail'. Below these fields is a text area for a message, with the placeholder text 'Please write a brief message for your contact' and 'I would like to invite you to be part of my contacts list in my SeeZam virtual safe.' There is a checkbox labeled 'Notify contact'. At the bottom, there are two buttons: 'Cancel' and 'Add'. A red arrow labeled '2' points to the 'New Contact' title, and a red arrow labeled '3' points to the 'Add' button.

## 4.2. My support contacts

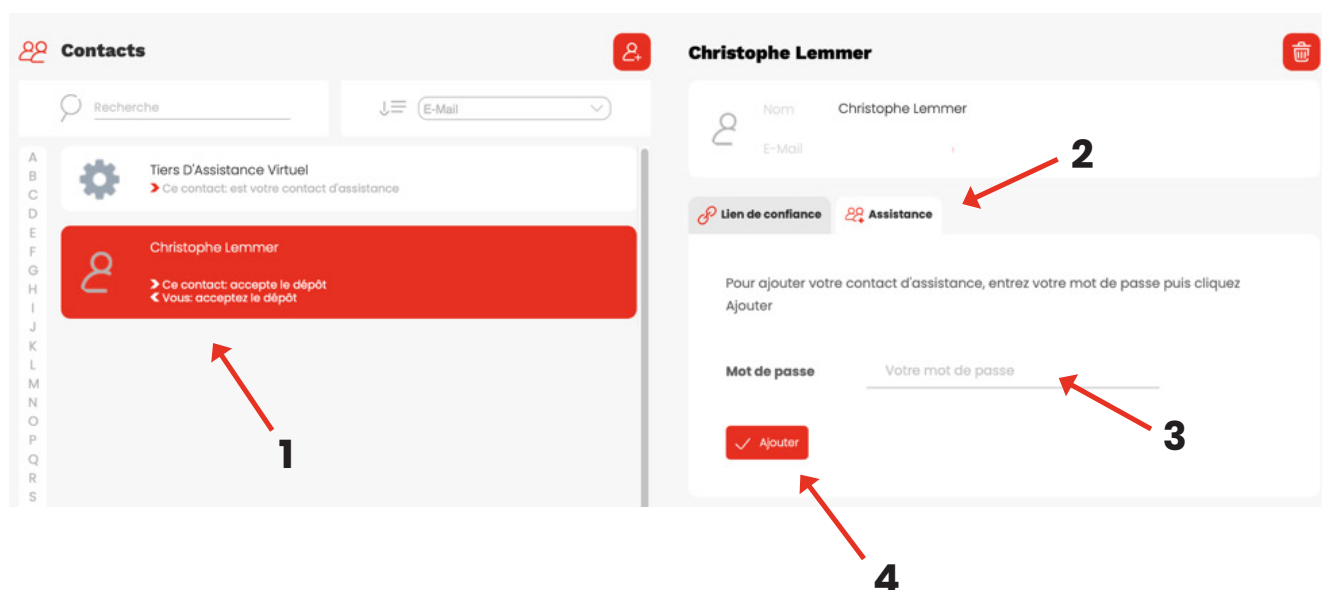
The support contact enables you to reset your password. The contact receives a notification with one of the codes to change to reset your password.

You can choose a **virtual** contact (your telephone) to receive a new password generation code by SMS. It allows you to reset your password at any time. (See point 5. My parameters)

As a default, your first support contact is the HR team.

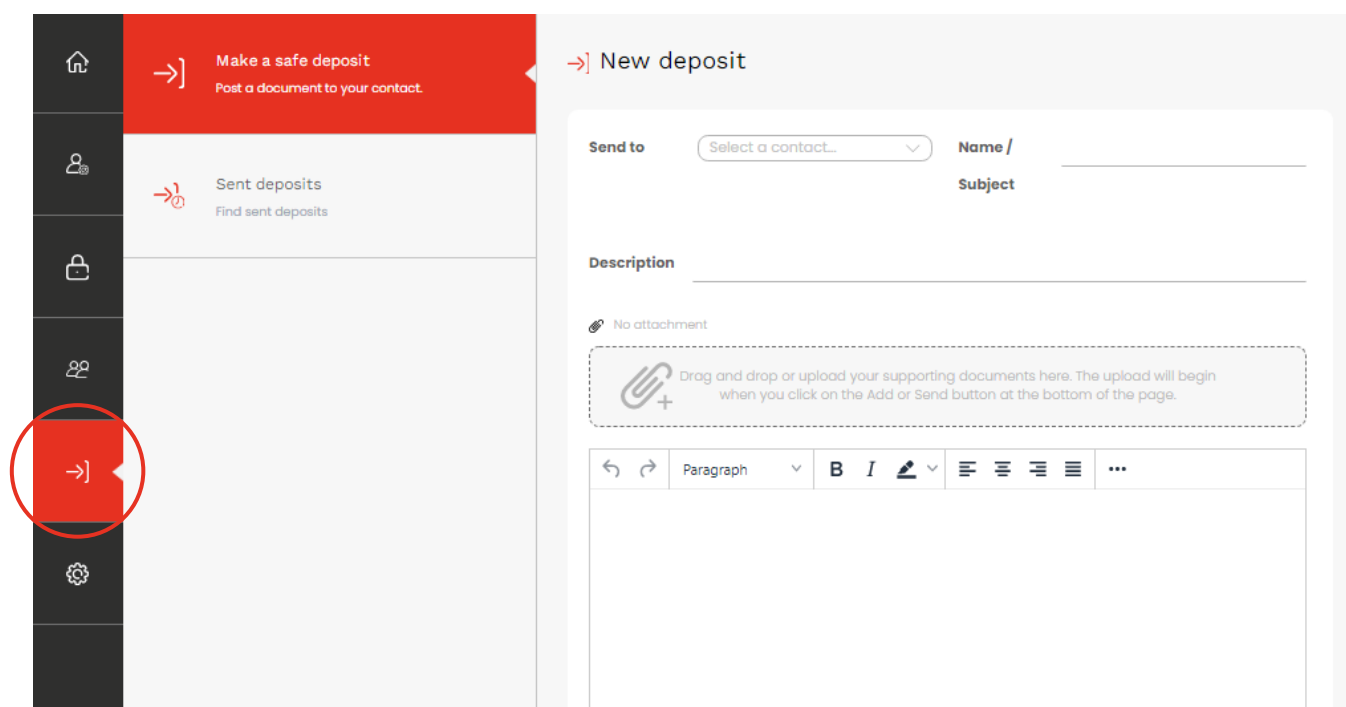
Save a support contact as follows:

- 1 Choose one of your contacts;
- 2 Select Assistance;
- 3 Enter your password;
- 4 Click « **Add** ».



# 5. My deposits

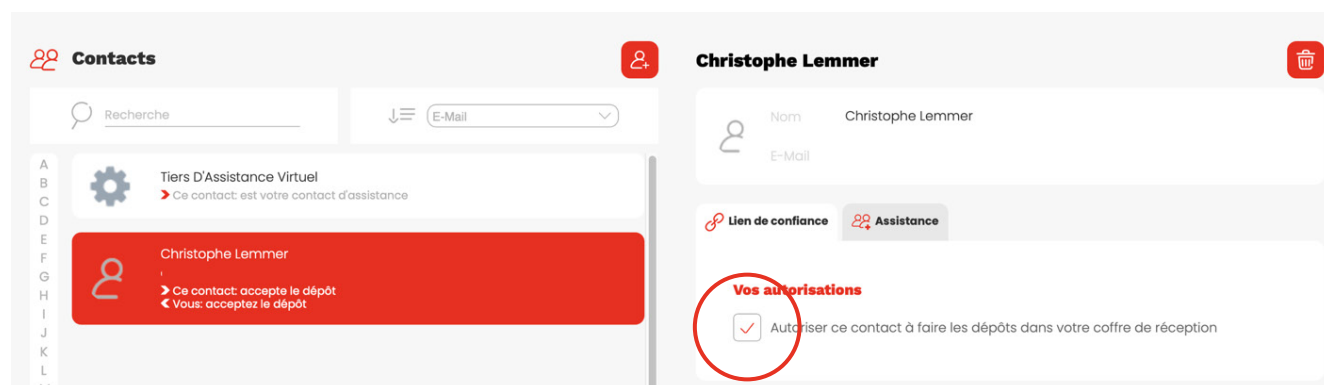
Make a safe deposit allowing you to exchange documents with your contacts securely. You can exchange all types of documents.



The screenshot shows the 'New deposit' interface. On the left sidebar, a red button with a right arrow icon is circled in red. The main area is titled 'New deposit' and contains the following elements:

- Send to:** A dropdown menu with the text 'Select a contact...'.
- Name / Subject:** A text input field.
- Description:** A text input field.
- No attachment:** A section with a paperclip icon and a dashed box containing the text: 'Drag and drop or upload your supporting documents here. The upload will begin when you click on the Add or Send button at the bottom of the page.'
- Rich text editor:** A toolbar with icons for undo, redo, paragraph, bold, italic, link, unlink, bulleted list, numbered list, and a more options menu.

The only condition: your contact must have authorized you to post documents in his safe (setting to be made by the contact you want to send documents to).



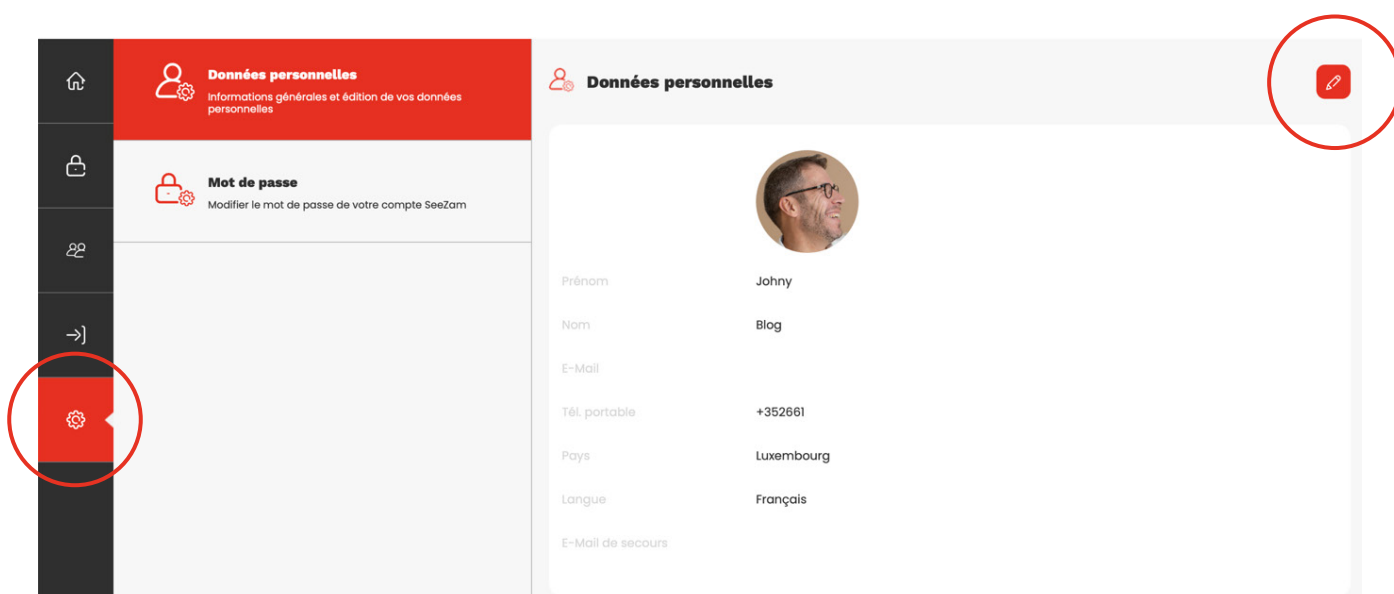
The screenshot shows the 'Contacts' interface. On the left sidebar, a list of contacts is shown, with 'Christophe Lemmer' highlighted in red. The main area shows the details for 'Christophe Lemmer', including the following elements:

- Search bar:** A search bar with the text 'Recherche'.
- Filter:** A dropdown menu with the text 'E-Mail'.
- Contacts list:** A list of contacts, with 'Christophe Lemmer' highlighted in red.
- Details for Christophe Lemmer:** A section with the contact's name, email, and a 'Vos autorisations' section with a checked checkbox and the text 'Autoriser ce contact à faire les dépôts dans votre coffre de réception'.


# 6. My parameters

## 6.1. Consultation and addition of personal data

The modification of personal data is done by clicking on the icon.



By adding your mobile phone number to « **My parameters** », you can create a virtual trusted third party. Actually, this virtual third party is your mobile phone. It will send you a SMS with a code to generate a new password.

 **SeeZam informs you**

We suggest that you add a virtual trusted third party to your contacts in order to easily recover your password in case of loss.

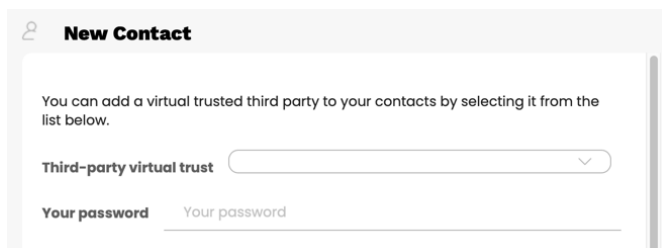
To find a solution, please [click here](#)

This is a good option if you lose your password while your Assistance Person is not available, e.g. during a weekend and urgently need to access your safe.

In this case, after adding your phone number, go to the Home page and click on the frame



Or add manually a virtual third Party Contact from the Contact Page, Assistance :



**New Contact**

You can add a virtual trusted third party to your contacts by selecting it from the list below.

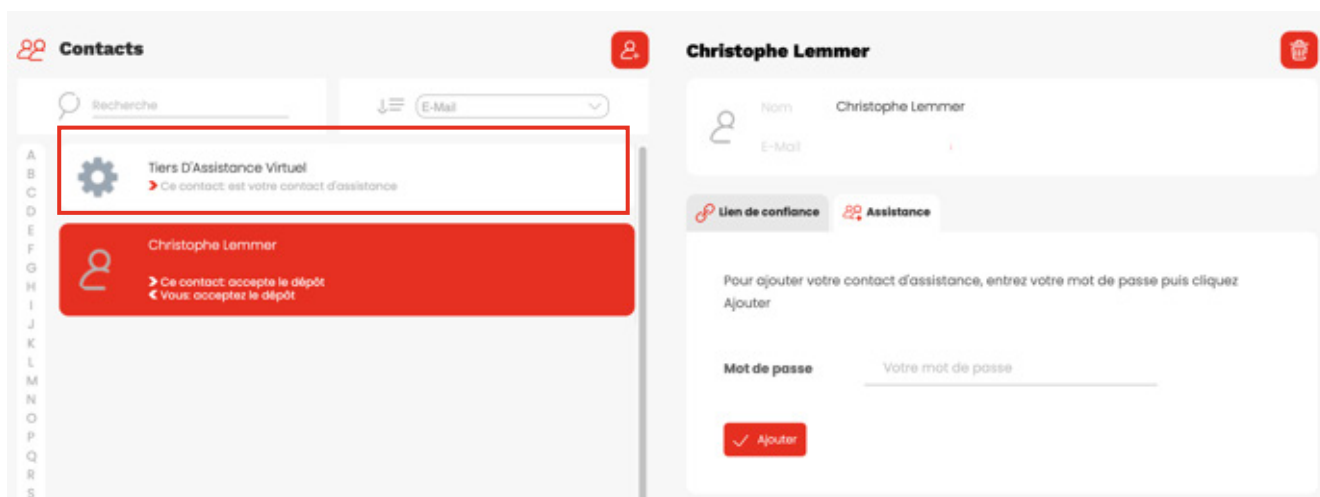
Third-party virtual trust

Your password

Select the option « **Third party virtual trust** »

Fill in your password and click Add

After validation, the virtual trusted third party is added to the contact list.



**Contacts**

Recherche  E-Mail

**Tiers D'Assistance Virtuel**  
Ce contact est votre contact d'assistance

**Christophe Lemmer**  
Ce contact accepte le dépôt  
Vous acceptez le dépôt

**Christophe Lemmer**

Nom: Christophe Lemmer  
E-Mail:

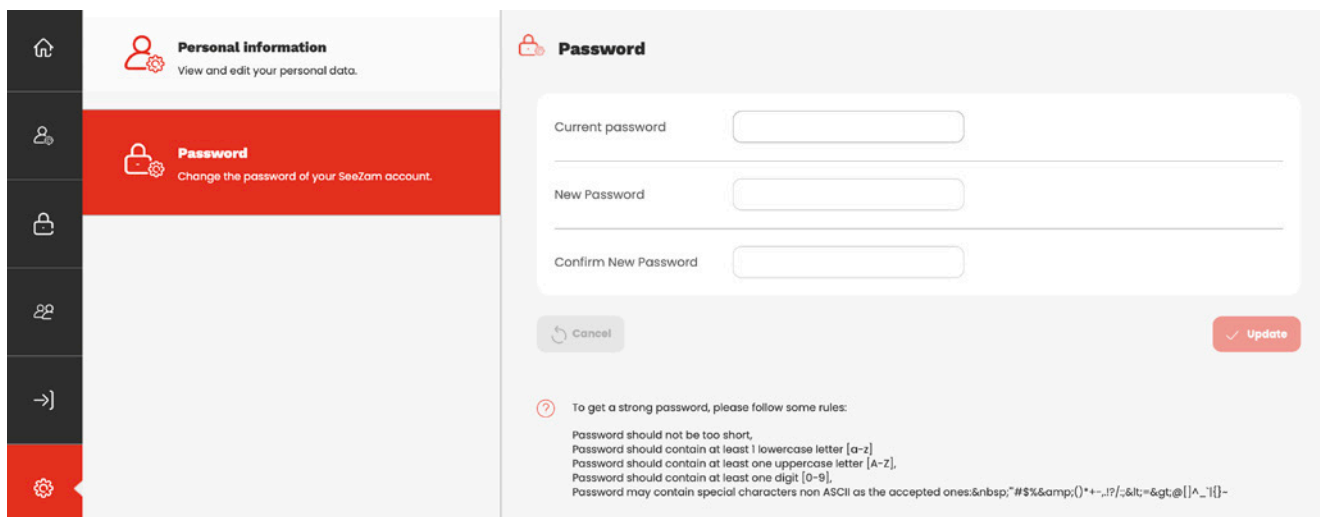
**Lien de confiance** **Assistance**

Pour ajouter votre contact d'assistance, entrez votre mot de passe puis cliquez Ajouter

Mot de passe  Votre mot de passe

## 6.2. Change the password

Follow the instructions on the screen.



**Personal information**  
View and edit your personal data.

**Password**  
Change the password of your SeeZam account.

**Password**

Current password

New Password

Confirm New Password

To get a strong password, please follow some rules:

- Password should not be too short,
- Password should contain at least 1 lowercase letter [a-z]
- Password should contain at least one uppercase letter [A-Z],
- Password should contain at least one digit [0-9],
- Password may contain special characters non ASCII as the accepted ones: " \$ % & ' ( ) \* + , - . / : ; < = > ? [ \ ] ^ \_ { | } ~

# 7. Support and FAQs

## SeeZam tells me that my token is invalid, diagnosis and solutions

If this is not your first time using the SeeZam OTP App and the token displayed in the app worked in the past, your phone may just be out of time.

Corrective action: set your phone to automatic time.

If this is your first time using the SeeZam OTP app, watch this video (FAQ # 1: <https://youtu.be/vzenS4AaPW0>). We strongly advise you to «flash» the QR code, not to copy the key. An Android phone may offer you to add an application to read bar codes (Bar Code Reader), you will therefore need to download this free application to «flash» the QR code from SeeZam OTP.

Corrective action: view the video and flash the QR code with your smartphone.

If neither of the two actions fixes the problem, Add-Ins are available on the web browsers to obtain an OTP. The OTP provided by the Add-In can be compared with that provided by your smartphone, it should be identical (because based on the key and the time).

Corrective action: install one of the following «Add-Ins» on the browser

- Firefox : <https://addons.mozilla.org/fr/firefox/addon/auth-helper/>
- Chrome : <https://chrome.google.com/webstore/detail/authenticator/bhghoamapcdpbohphigoooaddinpkbai>
- Edge : <https://www.microsoft.com/store/productId/9P0FD39WFFMK>
- Apple : Step two (App Store)

## I lost my password, what should I do?

SeeZam uses a secured mechanism to reset your password, only you yourself should be able to do it!

Go to the login page and click on «Forgot your password?».

If you have a “virtual trusted third party” (see [FAQ 3](#)), you will then first receive a code (called challenge 1) via SMS or Safety email and a second code (called challenge 2) via the main email address linked to your account. In this second email, a limited-time link will allow you to call up a page inviting you to give challenges 1 and 2, opening a screen for renewing your password.

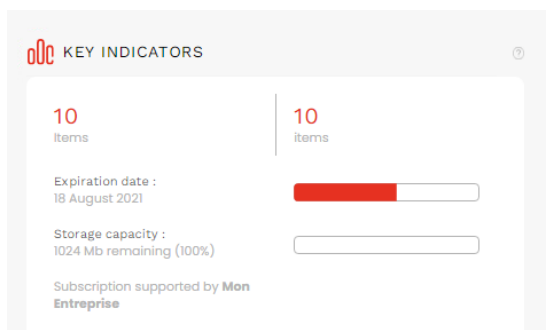
If you do not have a virtual trusted third party (see [FAQ 3](#)), the procedure will be longer because it goes through a person assisting (human) who will be contacted by SeeZam and will have to accept your request.

As soon as this person has accepted your request, the first code (challenge 1) must be communicated to you by your support person: by email, by phone, etc. according to the practice in force in your company. You will receive the second code (challenge 2) by email (on the email address linked to your account).

In this email, a limited-time link will allow you to call up a page inviting you to give challenges 1 and 2, opening a screen for renewing your password.

### **You are leaving your company in 1 month ; what will happen to your data ?**

- > Your new employer may take over your safe if it uses the SeeZam solution.
- > It is possible to recover it for your private use.
- > Your account remains active until its annual Expiration Date, that is, it remains open with read & write access, however, you will no longer receive deposits from your company . A mail (sent to the email address that is in your account settings) will alert you when the deadline is approaching. This date is visible on the welcome page of your safe, it is renewed automatically every year for as long as you work at the Company.



- > You will still access the content of your safes for 3 months after the deadline, but in read-only mode (that is, you can download the whole content of your safes but can no longer secure new information). Beyond this 3-month period, the account will go into hibernation for another 3 months.
- > 6 months after the expiration date, if the account has not been taken over by the new employer or personally, the account will be automatically destroyed after a final notification e-mail. All data relating to your account will be irremediably deleted.

### **Check the FAQ section :**

- > <https://www.seezam.com/en/faq>

### **Guide Open OTP Token Mobile Application**

- > [https://www.rcdevs.com/docs/howtos/token\\_app/openotp\\_token/](https://www.rcdevs.com/docs/howtos/token_app/openotp_token/)

