

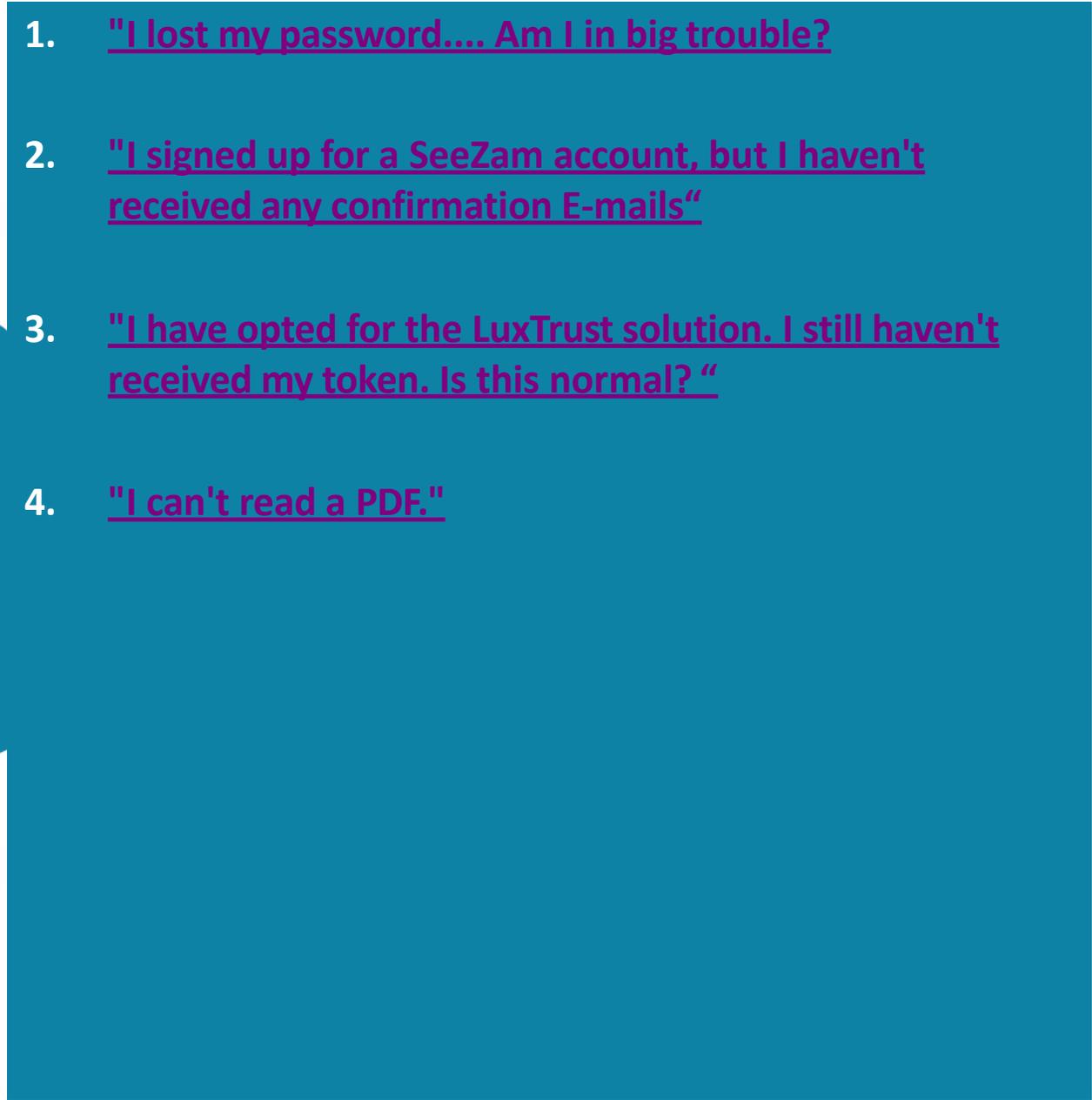
FAQ
Troubleshooting

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Troubleshooting



1. ["I lost my password.... Am I in big trouble?"](#)
2. ["I signed up for a SeeZam account, but I haven't received any confirmation E-mails"](#)
3. ["I have opted for the LuxTrust solution. I still haven't received my token. Is this normal?"](#)
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"I lost my password.... Am I in big trouble?"

No, you're not! Since the human memory is not infallible, a secure option has been set up for you. The SeeZam support team can help you reset your password, if necessary, without losing the encrypted information or revealing your password. We are talking about assistance, not ability to access your account without your consent or your intervention. Contact our support team via the "Contact" page on the SeeZam website.



"I signed up for a SeeZam account, but I haven't received any confirmation E-mails"

There are four possible causes:

- Your E-mail server decided that our E-mail was spam

Solution: check your spam folder (undesirable E-mails, junk mail, etc.) to see if our E-mail is there. Add our domain name (seezam.com) to the list of reliable senders ('trusted', white list, etc.).

- The E-mail servers on Internet can be encumbered for reasons beyond SeeZam's control

Solution: wait for a few minutes, and if the E-mail does not arrive, contact us

- You have entered an incorrect E-mail address during sign-up

Solution: Contact our staff via the "Contact" form on our website.

- Your E-mail server is equipped with a 'challenge/response' system: our E-mail is sent by a server and not by a human being. It cannot answer this question.

Solution: look in the incoming E-mail folder to see if our E-mail is there. Add our domain

name (seezam.com) to the list of reliable senders ('trusted', white list, etc.).



"I have opted for the LuxTrust solution. I still haven't received my token."

The answer is YES. SeeZam does not provide LuxTrust solutions. If you have one of the three solutions, you can immediately log in with the same product as for your Luxembourg-based bank.

If you do not yet have a LuxTrust certificate, you should know that any person who wants to acquire a LuxTrust Smartcard, a Signing Stick or a Signing Server Certificate must be identified in person by a LuxTrust registration officer or identification agent. These "registration authorities" can be found on the website: <https://www.luxtrust.lu/simple/18>

Unfortunately, SeeZam cannot play this role, a LuxTrust product is like an identity card which must be issued by the registration authority of your choice. Most Luxembourg banks will provide you with the token quickly and free of charge.

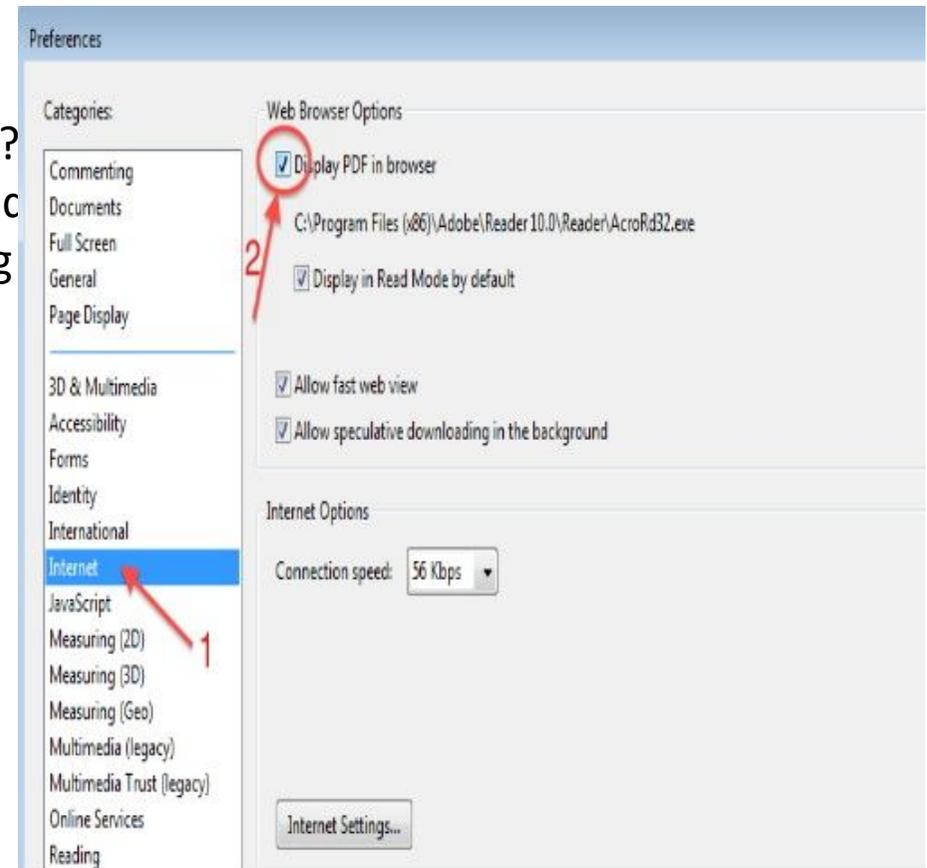


"I can't read a PDF."

You can't read/download a PDF file in your safe? You are undoubtedly using Internet Explorer, and your link with Adobe PDF Reader is not working properly.

Here is a simple procedure to correct this problem, which is not related to SeeZam:

- a) Open Adobe PDF Reader, and go to "Preferences"
- b) Select the Internet category (1) and deactivate "Display PDF in Browser" (2)
- c) Then, after a successful test, you can reactivate this option



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BORN SAFE SOLUTIONS
