

**FREQUENTLY ASKED QUESTIONS (FAQ)
FOR
Digitalme Passwordless**

NO	QUESTION	ANSWER
INTRODUCTION		
1.	What is Digitalme Passwordless?	<ul style="list-style-type: none"> • Digitalme Passwordless is a new feature for unifi customers to login into the unifi portal or myunifi app. • With the Digitalme Passwordless feature, users can log in to unifi or myunifi app using their registered email address without a password. These features will be effective by 10th March, 2022.
2.	What happened if I can't access to my registered email account with Digitalme?	<ul style="list-style-type: none"> • You can create a new Digitalme account using a new email address. • The previous Digitalme account created will be dormant, and inaccessible by anyone else. The account will be removed from the system.
ONE-TIME PERSONAL IDENTIFICATION NUMBER (OTP)		
3.	Why do I need to enter One-time PIN (OTP)	<ul style="list-style-type: none"> • This is because OTP is a multi-factor authentication that will strengthen and enhanced the security of your Digitalme account.
4.	List of scenarios that will trigger One-time PIN (OTP)	<ul style="list-style-type: none"> • The account that are using the same user login with the same type of multiple devices or operating system. • During "Trust your device?", you click on "No". • You switch to a different profile; this will also auto logged out from other devices. • Manually delete or alter browser's memory data. • You use private browsing mode. • You remove one or more device(s) from Manage Device screen. • You update your Operating System (e.g. Windows, Apple, Android, etc) or Browser version. (e.g. Edge, Chrome, Firefox, Safari, Opera, etc) • You are using an extended display monitor / screen when login into Digitalme • You modify / change physical devices of your machine. (e.g. RAM, HDD, Graphic Card, Network Card) • You reached maximum validity period for 1 year.

NEW USER REGISTRATION AND USERS LOGIN STEPS

<p>5. What are the steps of registering a new Digitalme passwordless?</p>	<p>Step 1. Visit unifi.com.my portal or myunifi app. Click on the “Login/Register”.</p> <p>Step 2. Enter your email address and your name.</p> <p>Step 3. Find and enter manually enter the One-time PIN from the email sent to your email address in Step 2. The OTP is valid for 5 minutes.</p> <p>You will need to request a new OTP if you failed to enter the OTP within 5 minutes and the code expired.</p> <p>Step 4. (Recommendation) For public devices, please click No, and for private devices, please click Yes.</p> <p>Step 5. Choose and confirm your ID type (MyKad, Passport, Organisation No). Only applicable for new user registration. Existing users can skip and proceed to step 6.</p> <p>Step 6. Read the Consent(s) as listed and click ACCEPT.</p> <p>Step 7. You will be redirected to your unifi portal or myunifi app.</p>
<p>6. Who should I contact if I need any assistance or service inquiry?</p>	<ul style="list-style-type: none"> • Live Chat with us via https://maya.unifi.com.my/ for further assistance.

FIRST TIME AND EXISTING USER LOGIN STEPS

<p>7. What are the steps for first time and existing user login to new Digitalme passwordless?</p>	<p>Step 1. Visit unifi.com.my portal or myunifi app. Click on the “Login/Register”.</p> <p>Step 2. Enter your email address.</p> <p>Step 8. Find and enter manually enter the One-time PIN from the email sent to your email address in Step 2. The OTP is valid for 5 minutes.</p> <p>You will need to request a new OTP if you failed to enter the OTP within 5 minutes and the code expired.</p> <p>Step 3. (Recommendation) For public devices, please click No, and for private devices, please click Yes.</p> <p>Step 4. Read the Consent(s) as listed and click ACCEPT.</p> <p>Step 5. You will be redirected to your unifi portal or myunifi app.</p>
----------------------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

FOR THE USER WHO TRUST THIS DEVICE = YES

8.	What are the steps for the user who trust this device = Yes?	<p>Step 1. Visit unifi.com.my portal or myunifi app. Click on the "Login/Register".</p> <p>Step 2. Display Greeting page and click Continue</p> <p>Step 3. You will be redirected to your unifi portal or myunifi app.</p>
----	--------------------------------------------------------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------