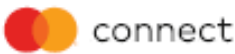


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Email OTP (One Time Passcode) for Password Users

What is email OTP?

Email OTP is a secure sign in method that sends a one-time passcode to users via email that enables the user to access Connect Nordics and the applications within.

Who can use email OTP?

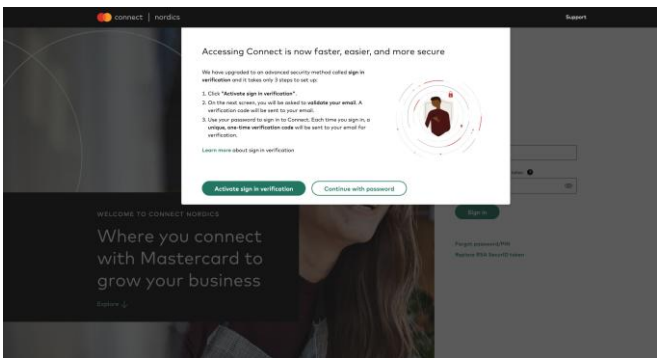
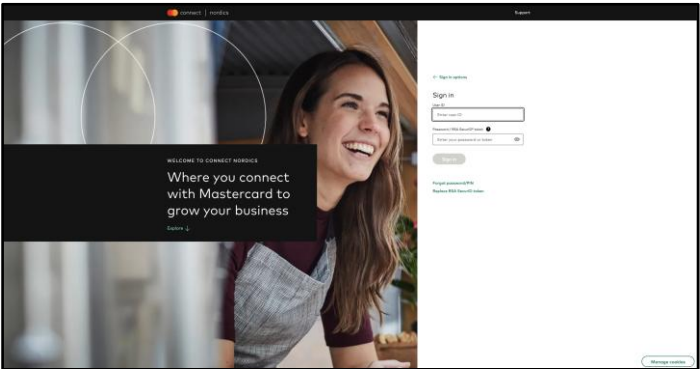
Any Connect Nordics password/RSA token user that will use email OTP to sign in to Connect Nordics.

When is email OTP used?

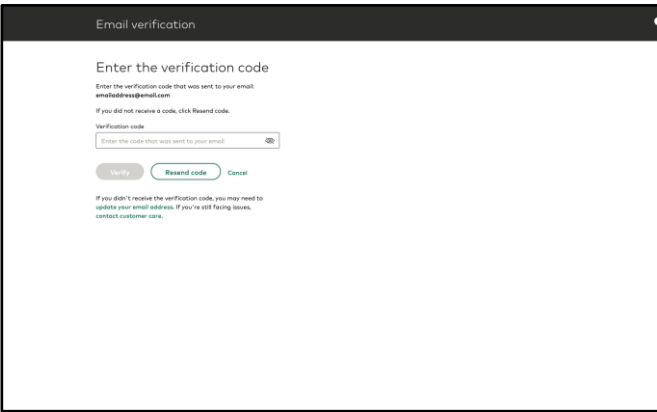
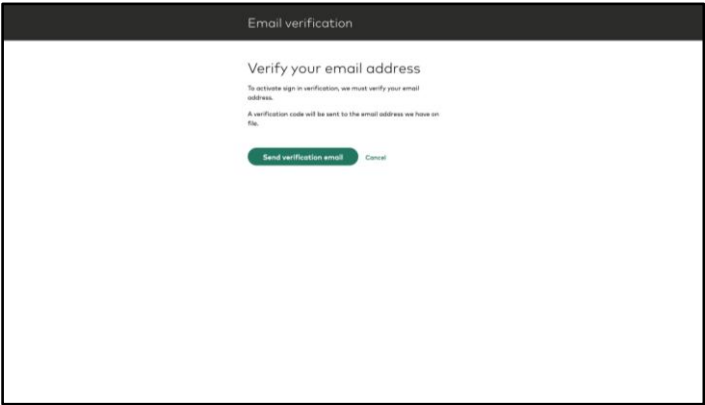
Email OTP is used to sign in to Connect Nordics.

Converting from Password to Email OTP

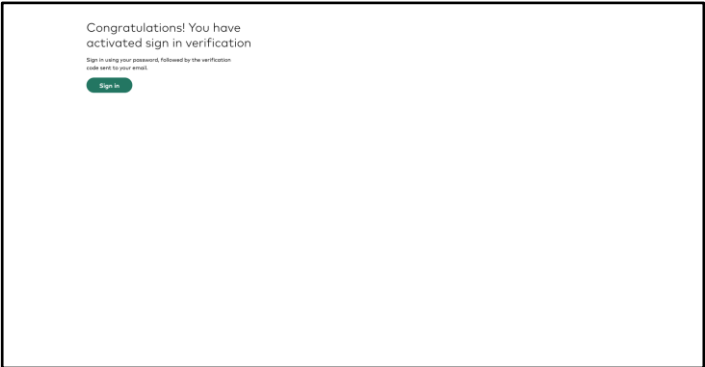
- 1
- As a password user, you will sign in to Connect Nordics using your User ID and password.
- 2
- You will then be presented with the option to convert to email OTP. Select the 'Activate sign in verification' option.



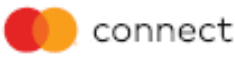
- 3
- You will then validate your email address to ensure the email OTP passcodes are sent to the correct email.
- 4
- You will receive an email validation code via email. Enter the validation code on the 'Email verification' screen.



- 5
- You will receive an onscreen message confirming that email OTP has been set up successfully.



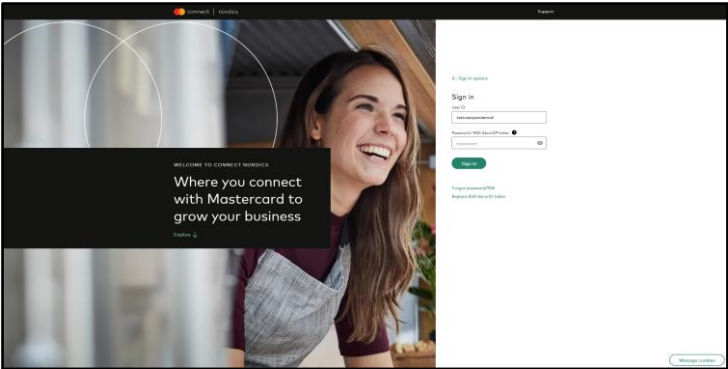
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Sign in to Connect Nordics with email OTP

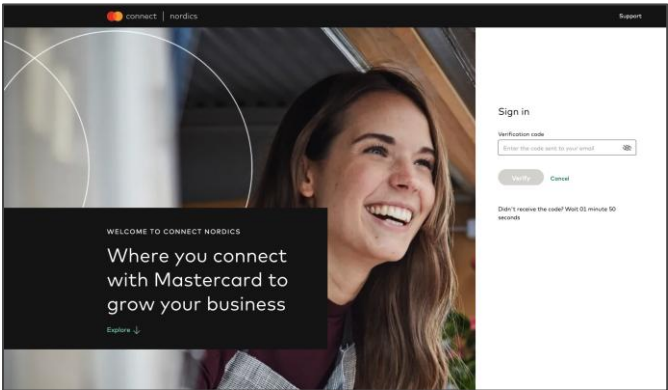
1

Enter your User ID and password.



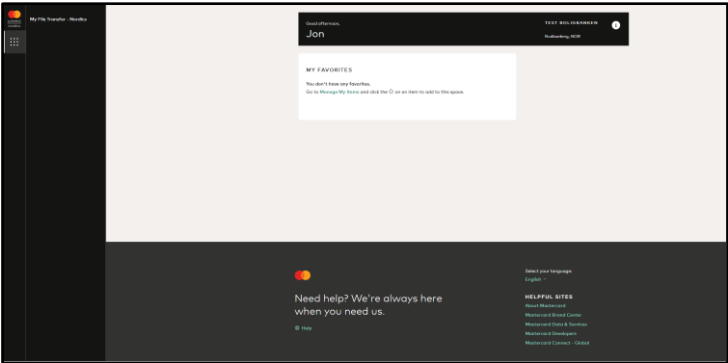
2

A 6-digit passcode will be sent to you via email. Enter the code on the 'Sign In' screen and select verify.



3

You are now signed in to Connect Nordics.



Sign in to Connect Nordics with email OTP

Frequently Asked Questions

How long does it take to receive my email OTP?

Mastercard sends the email OTP instantly, but it may take a few seconds for you to receive your OTP.

How long is my email OTP valid for?

Your email OTP is valid for 5 minutes.

How many attempts do I have to enter my email OTP?

You will have 3 attempts to enter your email OTP. You will need to wait for 15 minutes after the third failed attempt before requesting a new email OTP.

Will all token users convert to email OTP?

Yes, by 15th October 2026, all Connect Nordics token users will begin using email OTP as the primary Connect sign in method.

Will I need a SecurID token after I convert to email OTP?

No, you will not need a SecurID token after you convert to email OTP.

Will I have access to the same Connect applications after converting to email OTP?

Yes, you will have access to the same Connect items after converting to email OTP.

Who do I contact if I need support?

Denmark Overførselsservice og Leverandørservice (Payroll, tax, pension etc.)

+45 80 81 07 08

Denmark Betalingsservice (BS files, BS web, BS Customer Portal etc.)

+45 80 81 07 07

Norway

+47 915 04 949 | support.norway@mastercard.com

What happens when I have my token activation pending and email OTP is implemented for my company?

You will be presented with the option to convert to email OTP or continue using your password, when you enter the correct User ID and password credential while signing in to Connect Nordics.