

Guide – Logging in to the NEOFX Direct service

Follow these instructions to login to the NEOFX Direct service. You can get assistance by contacting us at www.neofx.eu/contact.

1 Logging in to the NEOFX Direct service for the first time

1. Download the Authy app in App Store for your iOS device, in Google Play Store for your Android device or at <https://authy.com/download/> for your computer (the Authy app is used for strong authentication)
2. Open the Authy app as well as input your email and phone number in the Authy app (keep the Authy app available while going through the next steps)
3. Open the email with subject “Welcome to NEOFX!” that was recently sent to you by support@neofx.eu and click the “Create a password” link in the email
4. Come up with and input your password (at least 8 characters long containing upper-case letters, lower-case letters, numbers and special characters), input answers to 3 security questions as well as click the “Confirm” button
5. Click the “LOGIN” link in the upper right corner at www.neofx.eu
6. Input your email in the “Login ID” field, input your password in the “Password” field and click the “Login” button
7. Open the Authy App, check the 7-digit code in the Authy app (the code expires and a new one is displayed every 20 seconds), input the code in the “Enter the code shown in your app” field and click the “Verify” button
8. Logout of the NEOFX Direct service by clicking the logout icon in the upper right corner

2 Logging in to the NEOFX Direct service going forward

1. Click the “LOGIN” link in the upper right corner at www.neofx.eu
2. Input your email in the “Login ID” field, input your password in the “Password” field and click the “Login” button
3. Open the Authy App, check the 7-digit code in the Authy app (the code expires and a new one is displayed every 20 seconds), input the code to the “Enter the code shown in your app” field and click the “Verify” button
4. Logout of the NEOFX Direct service by clicking the logout icon in the upper right corner

3 Additional information on logging in to the NEOFX Direct service

- Ensure that you are always using the latest version of the Authy app on all your devices
- Enable Authy Multi-Device in the Authy app to use multiple devices to log in to the NEOFX Direct service
- If you lose your device, but have a new device with the same phone number, download the Authy app to your new device and follow the instructions in the first section of this guide
- If you have access to another registered device, you can use it to manage your devices including changing your phone number