Instruction

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2011-11-08

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How to login to access.teliasonera.com

Start page and choice of authentication

If you are using Security Token from Safeword click the link "Safeword token" else click the link "SMS and PIN code" to log in with SMS and PIN code.

If you have forgotten your PIN code you can get it sent to you via SMS by clicking the link "Forgotten/lost your PIN code click here".

Please note!
- The SMS containing your PIN code cannot be saved in your mobile phone as a standard SMS.
- The SMS will disappear as soon as you use your phone.

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Login with Security Token from Safeword

TeliaSonera web access

Username
Password
Passcode

Sign in

User instructions

Servicedesk
Internal phone: 01990
External phone: +46-771-889900
Service hours: Mon – Fri, 07:30 – 18:00 CET

Username – Enter your TeliaSoneraID.
Password – Enter the same password that you have for TeliaSonera Intranet and E-mail.
Passcode – Enter the one-time passcode generated by your security token.

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Login example

Nisse uses Security Token as authentication method.

Nisse enter his TeliaSoneraID, Nisse1.
He enters his password "a!1M&%!2b".
He uses his PIN code to get a one-time passcode from his security token.
The security token displays "50H204" and Nisse enters the result under "Passcode".

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Login with flash SMS and PIN code, page one

Username – Enter your TeliaSoneraID.
Password – Enter the same password you have for TeliaSonera Intranet and E-mail.

Login example

TeliaSonera web access

Username	Karin1
Password	••••••••••••••

Sign in

User instructions

Servicedesk
Internal phone: 01990
External phone: +46-771-889900
Service hours: Mon – Fri, 07:30 – 18:00 CET

Karin uses SMS and PIN code as authentication method.

Karin enters her TeliaSoneraID, karin1.
Then she enters her password "1b&%!C78a".
She then clicks the "Sign In" button.

If TeliaSoneraID and password is correct a one-time passcode will be sent to the mobile phone registered to the username provided.

A flash SMS with the one-time passcode will, normally, be delivered within 30s.

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Login with Flash SMS and PIN code, second page

Enter the received SMS passcode directly followed by your personal PIN code.
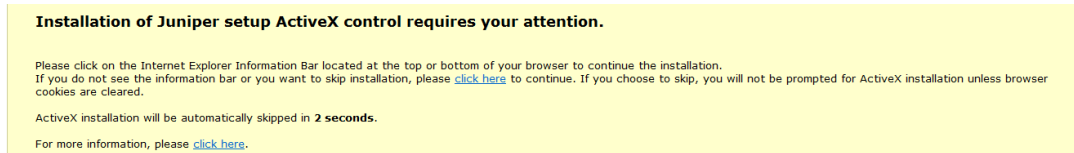
Example, SMS Passcode

Karin gets a flash SMS with the Passcode "1CE6P5" and together with her personal PIN code, "4546" she gets a passcode+PIN combination, "1CE6P5**4546**".
She enters the total combination in the "Enter SMS Passcode directly followed by your PIN code" field and clicks "Sign in".
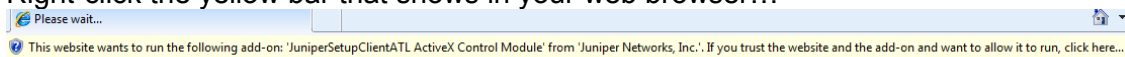.

Please note!
- The passcode+PIN combination can't contain a "space"
- The PIN code is always added at the end of the passcode
- The passcode+PIN combination is always 10 characters long

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The first time you connect to access.teliasonera.com you'll get this message:

Installation of Juniper setup ActiveX control requires your attention.

Please click on the Internet Explorer Information Bar located at the top or bottom of your browser to continue the installation.
If you do not see the information bar or you want to skip installation, please click here to continue. If you choose to skip, you will not be prompted for ActiveX installation unless browser cookies are cleared.

ActiveX installation will be automatically skipped in **2 seconds**.

For more information, please click here.

The service needs to install a web browser add-on, an ActiveX control.
Right-click the yellow bar that shows in your web browser…

Please wait...

This website wants to run the following add-on: 'JuniperSetupClientATL ActiveX Control Module' from 'Juniper Networks, Inc.'. If you trust the website and the add-on and want to allow it to run, click here...

…and chose "Run Add-on".

This window might pop-up:

Internet Explorer - Security Warning

Do you want to run this ActiveX control?

Name: JuniperSetupClientATL ActiveX Control Module

Publisher: **Juniper Networks, Inc.**

Run   Don't Run

This ActiveX control was previously added to your computer when you installed another program, or when Windows was installed. You should only run it if you trust the publisher and the website requesting it. What's the risk?

Choose "Run"

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Password change

The service access.teliasonera.com can handle a change of your TeliaSoneraID password.
The change will start automatically if any of these three examples corresponds to your account:

1. You have forgotten your password and request a new one from the Service desk. You receive a new password and when you login you'll get prompted to change the password into something of your own choice. You may change your password once per 24h.
2. The validity period for your password have expired. It expires after 90 days.
3. You have received a consultant account with a temporary password. The first time you login you'll be prompted to change password.

This is what the password change looks like in your browser:

You can trigger a password change yourself. You can do this by clicking the link "Change Password" in the bookmark list when you are logged on.

After successful login

When authenticated the post-authentication notification page will show.

The page content will change over time and is used to provide the users with information directly from the technicians running the service.
To continue to your bookmarks page press "Proceed".