

# Namirial OTP - iOS

Creation and activation of Namirial OTP

# Intro

Namirial otp is an application for mobile dedicated to the generation of the One time passwords (disposable codes)

This type of password is used when it is required an higher level of authentication. ( strong authentication).

The virtual OTP is necessary when:

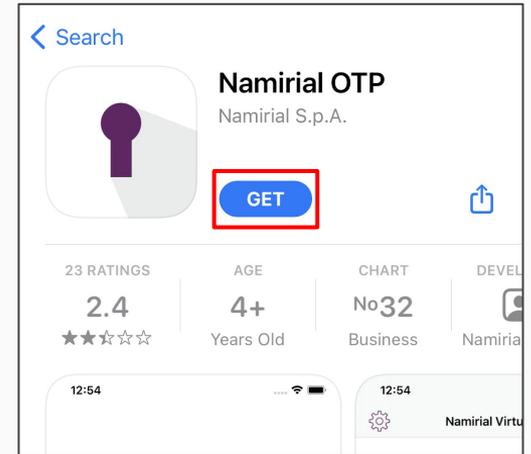
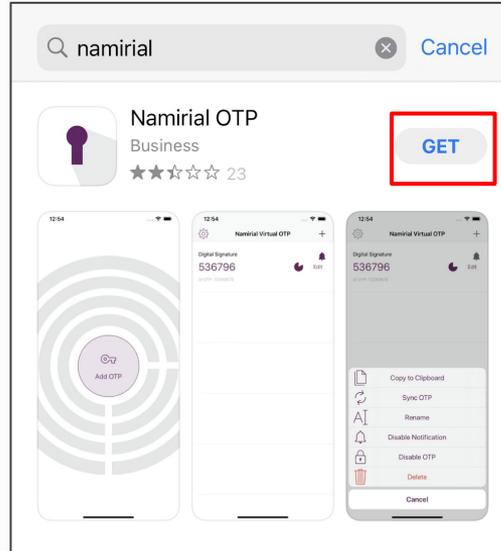
- Using a remote signature
- Logging into SPID level 2 or higher with Namirial ID
- Accessing the private area of Namirial TS

In this guide will be shown how to activate namirial Otp in iOS systems.

**Attention:** this guide is based on app version: **4.2.2.0 or higher**

# How to download it

Namiral otp application is free to download for iOS ( ver. 10 or higher) through [App Store](#).

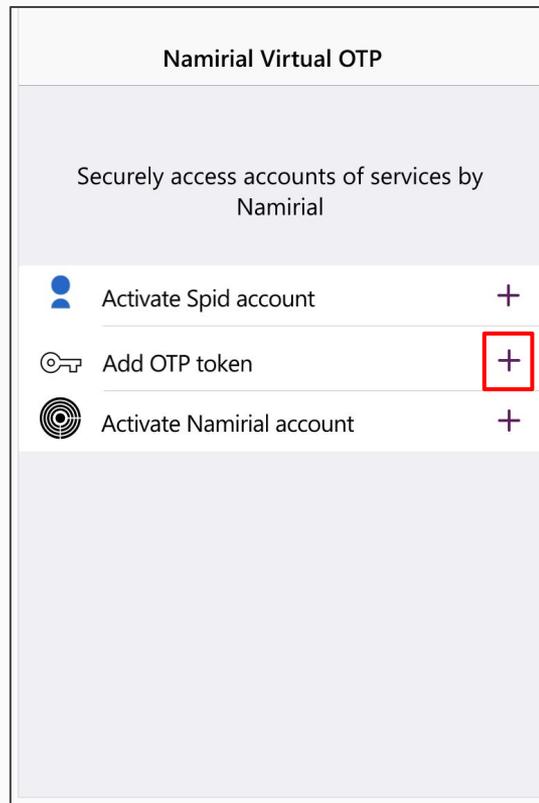


# How to create an OTP

Once the app is started, this will be shown in your screen.

To create a new OTp follow these steps:

- Click on the right bottom “+”;
- Click on Add OTP token.



# Add an OTP

In order to create an otp it is required to select and insert the **document type**:

1. **International** (*ID Doc, Passport, Driver License number*)
2. **Italian document** (tax code)
3. **your mobile phone number**

NOTE: (you need to use the same data used in the registration process)

In the field “**name of otp**” you might choose a name of your choice, this label will help you identify the Otp in the case you have more than one token active simultaneously.

**After inserting all your data please click on “request sms code”**

< Back Add OTP

---

Fiscal Code

---

Italy

---

+39 Phone Number

---

OTP Name

---

Request SMS Code

< Back Add OTP

---

TSTNMO80A01A271T

---

Italy

---

+39 3331234567

---

Test OTP

---

Request S



**Sending SMS Code**  
Please wait...

# Activate OTP

Enter the numeric code received via SMS and then click on **“Activate OTP”** (ENABLE OTP).

9:41

< Back Add OTP

MRTMTTDI94KD99Z

+43885999483

Test OTP

Resend SMS Code

Enter SMS Code

Activate OTP

Q W E R T Y U I O P

# App Security

For security issues, the app is asking you to create a 6 digits pin to protect your otps.

After completing the procedure the app will ask you if you want to add a biometrical system unlock such as fingerprint recognition and/or facial recognition.

**Attention:** If you lose your pin you will need to **reinstall** the app and create a new pincode. The pin code is required every time the user wants to open the app

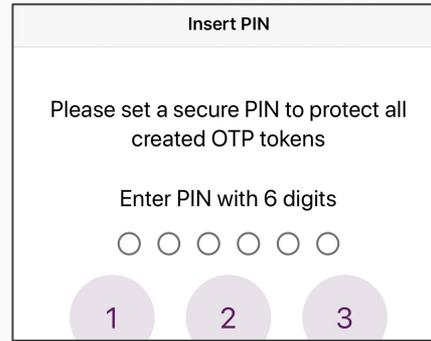


fig.1



fig.2

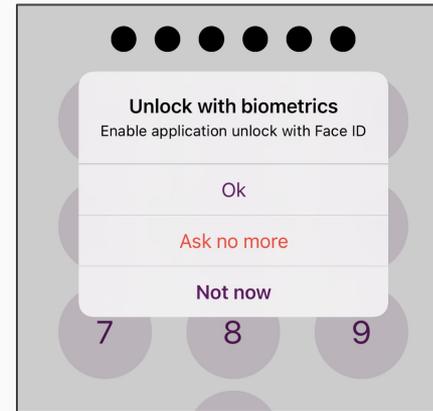


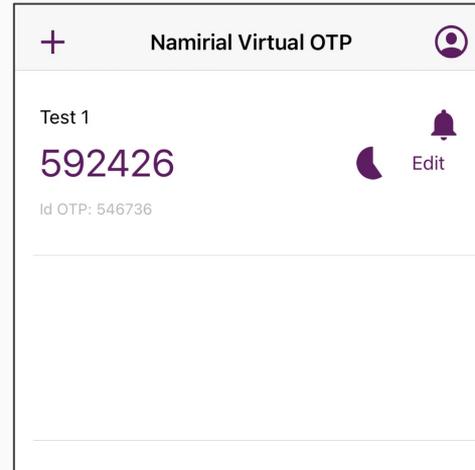
fig.3

# Completing

Completed the procedure, in the app homepage you will see your new otp.

The following informations will be shown:

- **Name otp:** "test otp"
- **Otp:** 6 digits number
- **Id:** unique code to identify the otp
- **Timer:** time remaining for the otp ( 30 sec max)
- 



More information and useful tips

# Settings and useful information

Per accedere alle impostazioni:  
cliccare sull'icona dedicata.

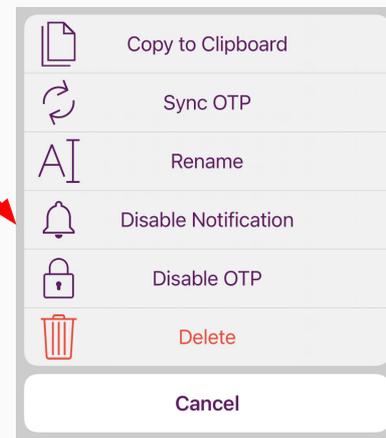
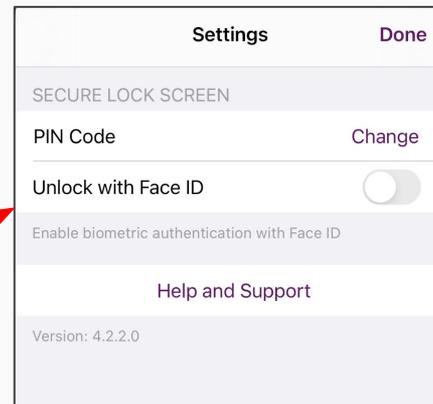
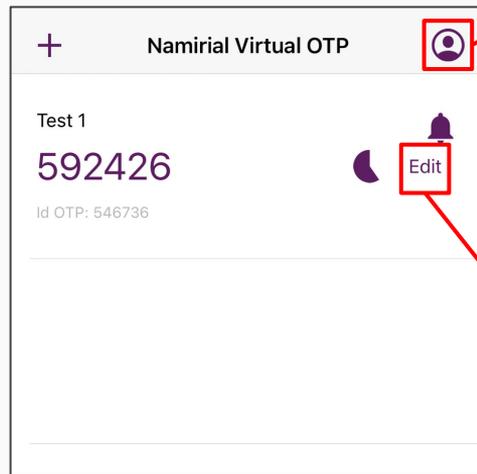


**Impostazioni:** allows you to change pin and turn on the biometrical recognition features

**Help and Support:** opens up to our channel of support.

Clicking on **"Edit"**: it is possible

- Copy the generated OTP code to the clipboard;
- Rename the OTP;
- Eliminate the OTP.



# Q&A

Q: I forgot my app Pin, how can i recover it?

A: You will need to reinstall the app and create a new pin

Q: Where do I find the informations about the app version?

A: Top right corner (user icon) > about



Q: How do I change otp?

A: Top right corner ( user icon) > settings



Q: Can I set up another person's otp in my phone?

A: Yes, you will need tax code and phone number of the owner, then he will receive his activation code

Q: I changed phone, what should I do?

A: You will install again the app and run the same process

Q: Can I avoid to put in my pin every time?

A: No, it is done for security reasons.

Q: I updated the app, why is it asking me to create a new pin? Why I cannot use the old pin?

A: with the latest update is it mandatory to create a 6 digits pin code.

# Common Mistakes

**User not found:** the document Type inserted does not match in our systems, most likely you do not have yet any Namirial services.

**User not found with provided data:** The phone number does not match the document Type.

**OTP Errato:** the otp code entered during activation is not synchronized with Namirial servers check that the device time is not set to manual.

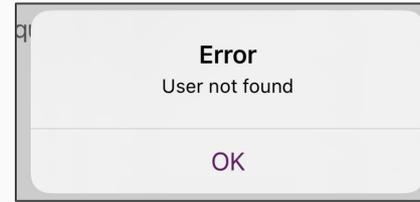


fig.1

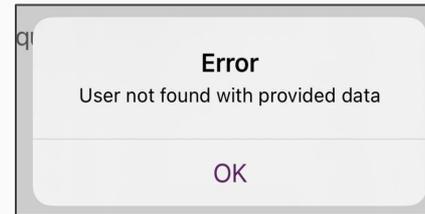


fig.2

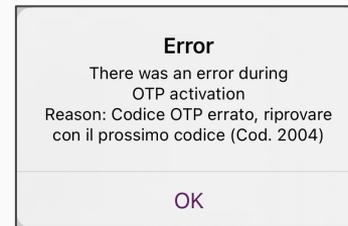


fig.3

Thank you for following this brief guide  
about activating Namirial OTP.