

# FREJA

RELEASE NOTES

JUNE 2022

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### Freja Release notes

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# FREJA RELEASE NOTES

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These Release Notes describe all the changes made to Freja systems from the previous release. They include:

- Updates to the Freja mobile application from version 9.1 to 9.1.1 on both Android and iOS.

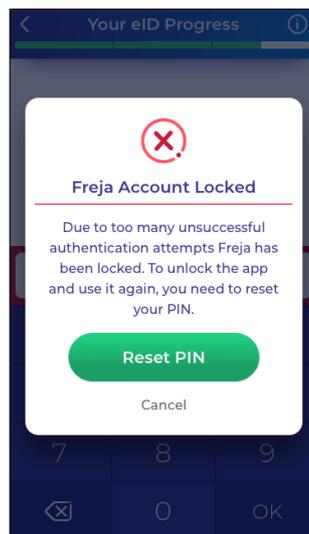
## Summary

- RESET PIN FUNCTIONALITY

As of this release, it is possible for people to reset their PIN code in Freja. Currently, it is possible to do only AFTER they have locked themselves out of the app. If they have locked themselves out, they may reset their PIN from Settings.

## Reset PIN in Freja

In this release we have made it possible for users to reset their PIN once they have locked themselves out of Freja. This happens if they type their PIN wrong 3 times. In that case they will get a popup:



Once the user is locked out of the app, they may reset their PIN directly from the popup or by going to the Settings and choosing the option 'Reset PIN'.

### How to reset:

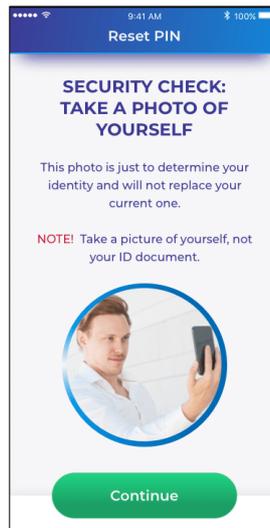
The user will have to go through a quick security check before they can reset their PIN. The steps are as follows:

1. Email confirmation

We need to make sure that they still have access to their email for security reasons. A confirmation email will be sent to the email address they registered Freja with.

## 2. Photo confirmation

They will be asked to take a picture of themselves that we will compare with their existing one in Freja. **As always, their face must be clearly visible in the photo with good lighting so that a positive match to their identity can be made.**



This photo is just meant to be a security check and will not replace their existing photo.

## 3. Create a new PIN

After passing the 2 security checks, the user will now be able to create a new PIN code to use in Freja.

Due to security concerns, if the user was on Freja eID+ they will need to visit our agent to get Freja eID+ again.

### Possible issues:

The user will have **3 attempts** to pass the security photo step. After each fail they will receive a warning. Should the user fail 3 times in a row, the possibility to

reset the PIN will also be locked for security reasons, and the only solution is to delete Freja and redo the registration.

