

# Enjoy a **smooth transition** from **2N<sup>®</sup> Mobile Video** to **My2N**

User FAQs



We want to provide you with a secure, fast, and user-friendly service. To do this, and more, we had to fundamentally change the app.

**Any questions?** Check out the answers to the most frequently asked questions.

## What does the switch to My2N mean for me?

An updated, modern, look, a perfectly tuned user interface, landscape mode (full-screen video calling) and, above all, new features that will make accessing your home easier and give you more options.

## Do I have to install a new app if I already use 2N® Mobile Video?

No. The 2N® Mobile Video app you have on your phone will be changed/has already been converted to the My2N app as part of the regular update process. You'll see a new icon and a new app name.

## Does the change affect how the app works?

Not really - after the update, your service will work the same as before. If the app asks you to create a My2N account, we recommend that you do so as soon as possible.

## Why do some users need to create a My2N account?

The method of logging into the 2N® Mobile Video application doesn't meet current standards. With the new app, we're switching to the standard way of logging into mobile apps using an email plus a user password. This will also make it much easier for you to remember your login details. For the time being, this only applies to selected users. We've split the transition to the new login method into several phases, and the app will automatically invite those who are affected. The remaining users will be notified later.

## How do I create a My2N account?

In the app, you'll get a notification asking you to create a My2N account.

1. **Click on the notification in the app asking you to create a My2N account**
2. **Select the option to create a new My2N account**
3. **Enter your email address and first and last names**
4. **In your email, you will receive a message to confirm the creation of your account. Open the email and confirm it on your mobile phone/tablet. (If you do not open the email on your mobile phone, you will have to log in to the web interface at [my2n.com](https://my2n.com). By logging in on [my2n.com](https://my2n.com), you will confirm the creation of your account.)**
5. **Create a new password**

## What if the app tells me I already have a My2N account?

You may simply have forgotten that you already have an account, or your property manager may have created one for you.

1. **Click on the notification in the app asking you to create a My2N account**
2. **Select the option to log into an existing My2N account**
3. **Use the 'forgot password' option**

## What if I don't create a My2N account?

Nothing will happen at first; the app will continue to work the same way for a few months, but it will keep reminding you to create an account. However, at some point, it will be impossible to avoid as you won't be able to use the app until you create an account. We apologize for this inconvenience, but without this step, we cannot ensure that the service meets current security standards. Therefore, we recommend creating an account as soon as the app asks you to: it will only take 2 minutes! You can find the instructions on how to create a My2N account above in this document.

## Are there any changes to setting up the service or subscribing to it?

No, there are no changes to how the service is set up or subscribed to.