

PROXIMITY™ Frequently Asked Questions (FAQ)

- 1. I don't want to share any of my passwords. Do I have to set up a connection if I don't want to share?** Yes. Your connections create your trusted PROXIMITY network. By design, we cannot help you recover your account in the case of a lost or stolen device or deleted app. Your trusted friends and family will confirm your identity essentially providing you with a copy of the original key you created to access your secure data.
- 2. An account that was just shared with me doesn't seem to be there.** At any time, you can pull down the screen on the Proximity app and it will refresh your data. Also, you are able to filter the account you see. Confirm your filter is set correctly.
- 3. How do I know my data is secure?** Your PROXIMITY password data is only accessible on your registered personal mobile device. The key to the data is only stored on your personal mobile device and the only copies are stored on your trusted connections devices. Your data is encrypted using today's best in class encryption methods. We do not have access to your key and your key is never copied or stored anywhere else.
- 4. Can I remove a connection?** Yes. At any point in time you can add or remove connections. Any data shared with them or any data they shared with you will be removed from the other's device. You must have at least one trusted connection at all times.
- 5. Can I unshare account information with a trusted connection?** You can share and unshare any account at any time.
- 6. What if I lost my registered mobile device or it was damaged or stolen?** Once you have a new device, you simply need to download the PROXIMITY app and login using your existing registered mobile number. You will be asked to verify that login using two factor authentication and then a message will be sent to your trusted PROXIMITY network to verify your identity and give you access to your account and data.
- 7. If I need to change a stored and shared password do I need to share it again with any connection I already shared it with?** No. Your connection will automatically see the new password next time they need to use it and access it from their device.
- 8. Does PROXIMITY use AutoFill?** Yes. After you have set up your account you need to follow these simple steps. 1. Go to your iPhone Settings App. < Passwords & Accounts < AutoFill Passwords. 2. You should see PROXIMITY in the Allow Filling From list. 3. Choose PROXIMITY. 4. Exit the iPhone Settings App. 5. The next time you go to an app or a website and you press into the login name or password field, you will see an image of a key and the word Passwords at the top of the keyboard. If you choose that option, it will open a PROXIMITY screen and allow you to choose the login information you need for that account. If you are creating a new account, you can also add new account login information to PROXIMITY from here during the setup process.
- 9. Does PROXIMITY work on android devices?** No. Today the app only supports IOS users. We are in development of an Android version of the PROXIMITY secure password and identity app.
- 10. Do I need to use Notifications?** No, but we recommend it. Notifications are used to quickly communicate information to you and your trusted contacts. Because PROXIMITY is a personal app and the communication between connections should be limited the number of notifications you regularly receive will be small. That being said, those communications will usually be highly

sensitive and have a sense of urgency. We believe notifications is a very secure timely way to communicate between connections and trigger a quick reaction. We would like all PROXIMITY users to get comfortable with the importance and urgency of PROXIMITY Notifications and the information and requests they receive from their trusted connections.

11. **What are notes?** Every account you enter into PROXIMITY will have a notes section. You do not have to enter anything into this section but it does provide you with a space to put other information such as the email address attached to this specific account if it is different from the login name or an account number from the vendor for quick reference.