ONESPAN AUTHENTICATION SERVER (OAS) USER SELF-MANAGEMENT PORTAL INSTALLATION OR UPGRADE PACKAGE DETAILS

1) Project Parameters

Maximum Service Hours included in this Package	Twelve (12) hours
Expected Project Duration	One (1) Week
Location of Professional Services	Remote

2) Governing Terms

The Professional Services are delivered pursuant to the Master Terms available for review at www.onespan.com/master-terms, including the Professional Services Schedule at https://www.onespan.com/professional-services (the "PS Schedule"), unless Customer has previously executed a written agreement for the sale of the Services, in which case such agreement shall control (the "Contract"). Terms not defined herein shall have the meaning given them in the Contract.

3) Assumptions and Pre-requisites

    a) Packaged Services are performed remotely and during standard business hours of the Supplier office providing the Service ("Service Hours"), unless otherwise agreed in writing.
    b) Supplier can perform services outside of "Service Hours" at an additional expense through a separate agreement.
    c) Services can be provided on-site at Customer's location subject to an additional travel and lodging expense billed separately.
    d) Services defined in this package are applicable to OneSpan Authentication Server or OneSpan Authentication
    e) Server Appliance
    f) Customer must have valid licenses for:
        OneSpan Authentication Server Or
        OneSpan Authentication Server Appliance
    g) Customer must ensure that their implementation environment meets the minimum server requirements identified in the Product Documentation.
    h) Customer will establish sufficient access to use Supplier's current remote services capability.
    i) Customer has a previously installed and presently operational (no pending support tickets) current version of OneSpan Authentication Server / OneSpan Authentication Server Appliance or purchased OneSpan Base Installation Package.
    j) Customer personnel must be able to provide input regarding the current processes for authentication, transaction approval, Customer registration and the planned application architecture
    k) At maximum one (1) user self-management portal to be installed or upgraded in one (1) environment (an environment is defined as either Development, Test or Production).
    l) Customer should provide a valid SSL certificate to replace the self-signed certificate, if required.

4) Services

    a) Installation and Configuration of one (1) User Self-Management Portal server
        i) OneSpan will either install or upgrade and configure the OneSpan User Self-Management Portal to be used with the Customer's ordered tokens.
        ii) OneSpan will configure the Customer's OneSpan Authentication Server to handle new clients utilizing OneSpan User Self-Management Portal server.
        iii) OneSpan will install and configure User Self-Management Portal to support the Customer's intended activation method to be implemented.
        iv) OneSpan will demonstrate successfully functioning mobile token activation process through the User Self-Management Portal.
        v) Support the customer in white labeling the user self-management portal, where the product allows customization.
        vi) Onespan will configure the User self-management portal to run using valid SSL certificate, if required.

5) Project Deliverables

Deliverable #	Deliverable Description
0001	Verification of properly configured User Self-Management Portal server.

6) Exclusions

    a) Installation, configuration, backup or management of any third party software or hardware (such as operating systems, databases, network settings, backup systems, monitoring solution, Active Directory or other Windows Services, load balancers, server hardware, firewall)

    b) Operating System not supported by latest OneSpan Authentication Server, OneSpan Authentication Server Appliance, and OneSpan User Self-Management Portal

    c) Custom development by OneSpan.

    d) Installation or upgrade in another OneSpan Authentication Server environments (e.g. Production, Test, etc.)

    e) User or admin training.

    f) Any integration training or support

    g) Any Professional Services not expressly addressed in this Package.