

# SafeNet Authentication Service Welcome Guide

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MobilePASS



THE  
DATA  
PROTECTION  
COMPANY

## Document Information

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## Introduction

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This document provides information on how to install and run the MobilePASS solution on your mobile device.

Software tokens allow users to generate OTPs (one-time passcodes) on their personal mobile devices.

MobilePASS allows secure remote access to corporate and web-based applications. An integrated support feature allows administration directly from the **Token Management** application. The **MobilePASS Enrollment Portal** allows users to enroll, activate, and use their tokens without administrative assistance.

MobilePASS is currently supported on iOS, Android, Windows Desktop, and BlackBerry devices.

## What is a MobilePASS Token?

A MobilePASS token is an application that can generate an OTP value for authentication. Install the MobilePASS application on your mobile device to use it as an OTP token that works independently of mobile network connectivity.

## How does it protect me?

Password theft is the single most common way thieves and hackers steal identities and gain unauthorized access to networks and resources. While they have many ways to steal a password, success depends on the stolen password being valid, much the way credit card theft relies on the card being usable until you report it as stolen. The problem of course is that it is almost impossible for you or the security professionals that manage your network to discover your password has been compromised until long after damage has been done.

MobilePASS solves this problem because the instant you log on with your OTP, it is no longer valid. Any attempt to log on by re-using the OTP will not only fail but will also instantly alert your network security professionals to a possible attack on your identity.

## How do I generate an OTP on my Mobile Device?

After the MobilePASS application is installed, use your mobile device to generate an OTP. To generate an OTP on your mobile device, enter your mobile device's MobilePASS PIN.

## How do I create a Security PIN?

You have or will shortly receive a "Self-enrollment Email" from your company which contains a unique URL to the self-enrollment website, along with instructions for installing the MobilePASS software, and enrolling and activating your token.

## How long will my token continue to operate?

Your token will be able to generate OTPs until it is revoked by your Security administrator.

## What is Self-Enrollment?

Self-enrollment is a simple process for activating your token and creating your PIN. When you complete this process you will be able to use your token when you logon.

## I have not received an enrollment E-mail

If you have not received your self-enrollment email, contact your security administrator to arrange for a new self-enrollment email to be sent to you.

## What are my Responsibilities?

Using the MobilePASS will not only provide security, it will simplify your life by reducing or eliminating the need to remember or periodically change passwords. Your token will do this for you, every time you log on. However, you do have a few simple obligations as explained in the sub-sections below.

### Protecting your Security PIN

Protect your Security PIN just as you would the PIN for your bank or credit card. Never share it with anybody, including people you trust. Your network security administrator and help desk will never ask for your PIN and you should never reveal it to them. Never write down your PIN.

### What if I forget my PIN?

Contact your help desk. Upon verifying your identity they will be able to reset your PIN.

### What if my token is “locked”?

This indicates that there has been an attempt to generate OTPs using an incorrect PIN. Contact your help desk.

## What should I do if I can't log on using my token?

The most common cause of failed logon is entering an incorrect OTP. Never attempt to reuse a token code and ensure that you enter the code exactly as displayed on the token, including any uppercase and lowercase letters and punctuation that it may contain.

Your account will automatically lock for a period of time if the maximum number of consecutive failed logon attempts is exceeded. You must wait this amount of time before your account will unlock. Contact the help desk to resolve logon problems.



# Configuring MobilePASS for iOS

This section describes configuring and upgrading MobilePASS for iOS.

MobilePASS iOS users can generate one-time-passcodes directly on their iOS device, and use those passcodes to authenticate to SafeNet-protected applications and resources.

iOS supports the Safari browser.

## Downloading the MobilePASS Application

If you have not yet installed the MobilePASS application, tap the **MobilePASS icon** to download the application. Once the application is installed, you can proceed to enrolling your token.



## Enrolling a MobilePASS Token

Enroll a MobilePASS token to generate an OTP on your mobile device without the need for a physical token. The token works independently of mobile network connectivity. Download and install the application from the Apple App store.

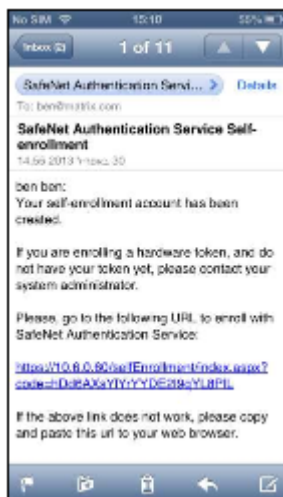
Once installed, the MobilePASS application will be visible on the Apple device.

You can enroll your MobilePASS token using either one of the following methods:

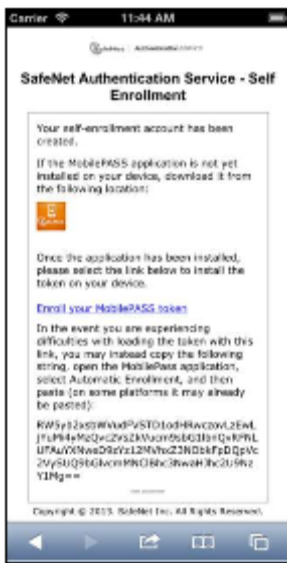
- **Method 1** – Automatically copy and paste the activation code into the **Auto Enrollment** window by clicking the **Enroll your MobilePASS token** link.
- **Method 2** – Manually copy and paste the activation string into the **Auto Enrollment** option of the token.


## Enrolling a MobilePASS Token using Method 1

After the administrator configures the MobilePASS settings using the SAS Manager, you will receive the following email notification:



1. Tap the **https://** link in the email. The **SafeNet Authentication Service – Self-Enrollment** page is displayed.



If you have not yet installed the MobilePASS application, press the MobilePASS icon  to download the application. Once the application is installed, make sure you return to the window displayed above.

2. Tap the **Enroll your MobilePASS token** link. The **Create New Token** window is displayed with the default token name (My Token 1).



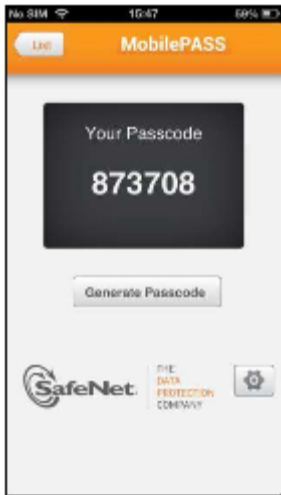
The default token name is displayed as it has not yet been enrolled. If your default token was previously enrolled, a blank **Create New Token** window is displayed.

3. Tap **Activate**. The activation code is automatically pasted and the enrollment process begins.

If your token is PIN protected, the **Enter a Token PIN** window is displayed. Enter a four, six, or eight digit numeric or alphanumeric PIN into the **Token PIN** field, and then tap **Continue**.

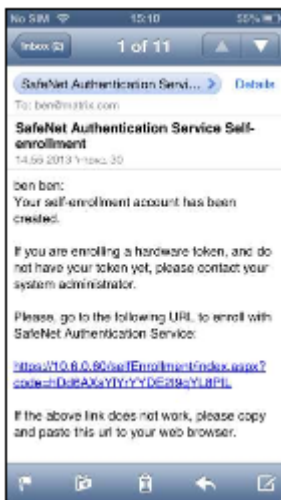


4. Your passcode is displayed in your MobilePASS window. If necessary, tap **Generate Passcode** to receive a new passcode.




## Enrolling a MobilePASS Token using Method 2

After the administrator configures the MobilePASS settings using the SAS Manager, you will receive the following email notification.



1. Tap the **https://** link in the email. The **SafeNet Authentication Service – Self-Enrollment** window appears.

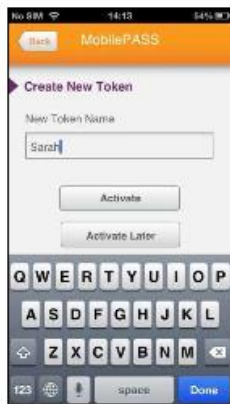
If you have not yet installed the MobilePASS application, press the MobilePASS icon  to download the application. Once the application is installed, make sure you return to the window displayed above.

2. Copy the activation string, ensuring that you select the entire string. The **Create New Token** window is displayed.

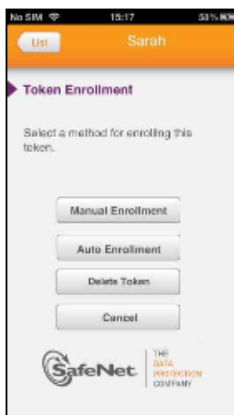
The last character "=" can be ignored during the copy operation.

**Note:** The default token name (My Token 1) is not displayed as it has already been enrolled.

3. Enter a name in the **New Token Name** field, and then tap **Activate**.



4. On the **Token Enrollment** page, tap **Auto Enrollment**. (Note that **Manual Enrollment** is not supported in SAS MobilePASS.)

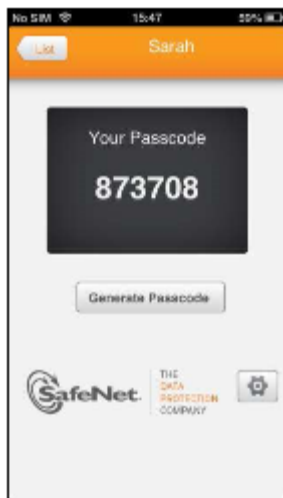


5. On the **Auto Enrollment** window, the activation string that was copied above is automatically pasted into the **Auto Enrollment** window.



**Note:** If your token is PIN protected, the **Enter a Token PIN** window appears. Enter a four-, six-, or eight-digit numeric or alphanumeric PIN into the **Token PIN** field, and then tap **Continue**.

6. Tap **Continue**. Your Passcode is displayed on your MobilePASS window. If necessary, tap **Generate Passcode** to receive a new Passcode.




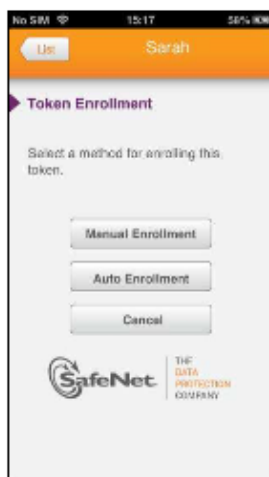
**Note:** To perform other tasks, such as View Token Information, Change Token Name, Deactivate Token, or Delete Token, tap the **Settings** button on the device.



## Creating a New Token

**To create a new token:**

1. Open the MobilePASS application on the device.
2. Tap the  icon. The **Create New Token** window is displayed.
3. Enter a New Token Name, and then tap **Activate**. The **Token Enrollment** window is displayed. Note that if you tap **Activate Later**, you are returned to the **Token List** window and your token will not be enrolled until you tap **Activate**.



4. Tap **Auto Enrollment**. The **Auto Enrollment** window is displayed. (Note that Manual Enrollment is not supported in SAS MobilePASS.)

The string that was copied previously is automatically pasted in the **Auto Enrollment** window.



5. Tap **Continue** to enroll your token. Your Passcode is displayed on your mobile device. If necessary, tap **Generate Passcode** to receive a new Passcode.



## Defining a Token PIN

MobilePASS supports both simple numeric protection PINs, and more complex, stronger alphanumeric protection PINs. The numeric keypad is the default keyboard option. For stronger PIN protection, the alphanumeric keyboard option is available by selecting the **ABC** key on the lower left corner of the keypad.

If you are using a PIN-protected token, do the following:

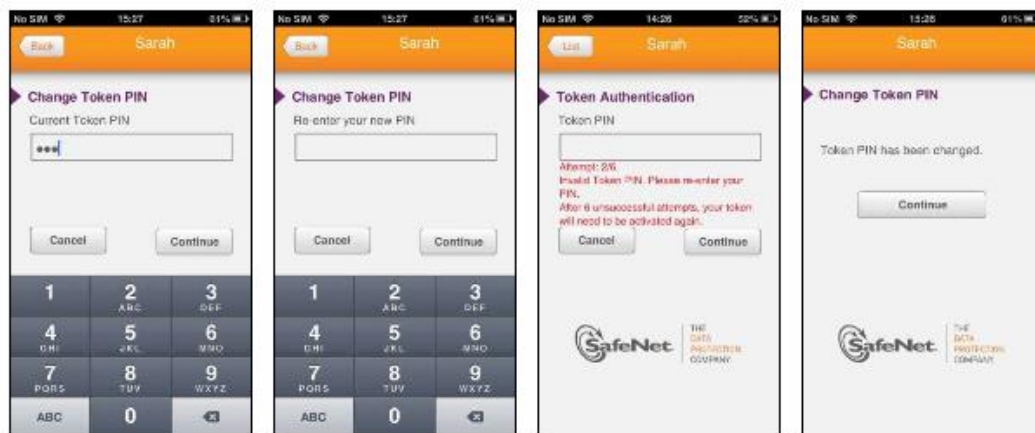


Enter a four, six, or eight digit numeric or alphanumeric PIN into the **Token PIN** field, and then re-enter the PIN in the **Re-enter Token PIN** field to confirm it. If your token is PIN protected, the option to **Change Token PIN** becomes available on the device's Main menu.

## Changing a Token PIN

**To change your PIN, ensure that the token is activated and then do the following:**

1. Open the MobilePASS application on the device.
2. Select the token name from the token list, and then enter your PIN to authenticate.
3. Tap **Change Token PIN** from the menu options.
4. Enter and confirm the new PIN that you will use with the token. The **Change Token PIN** confirmation window is displayed.

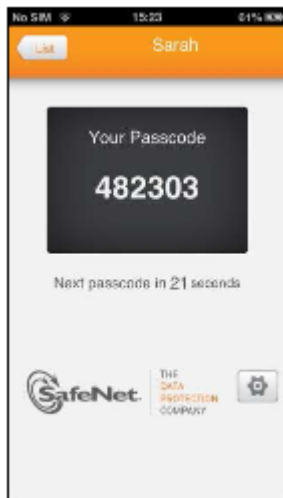


5. Tap **Continue** to generate a Passcode.

**Note:** You have only a certain number of times to enter the correct PIN (depending on how many retries your administrator defined in the SAS Manager). If you exceed the number of retries defined, your token must be re-activated.

## Generating Passcodes with Time-based Tokens

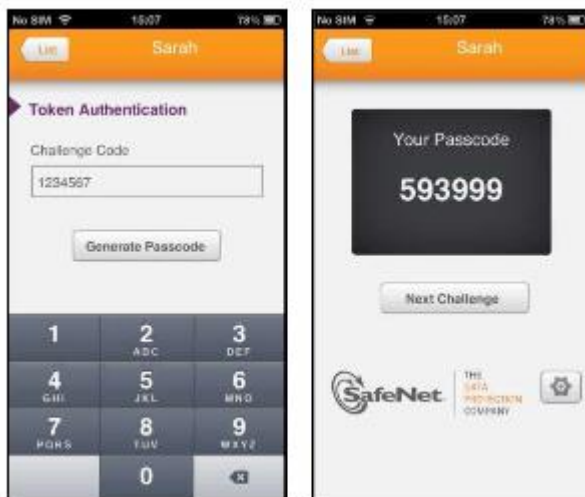
If you are using a time-based token, the one-time passcode is automatically generated after the specified time interval has elapsed.



## Generating Passcodes with Challenge-Response Tokens

If you are using a challenge-response type token, do the following:

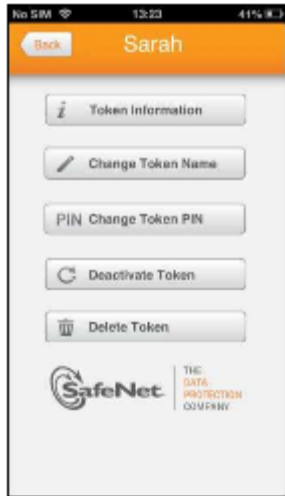
1. Enter the challenge code provided on the Enrollment Portal into the **Challenge Code** field on the device.
2. Tap **Generate Passcode**. The passcode is displayed. To generate another passcode, tap **Next Challenge**, and then repeat this process.



## Viewing Token Information

### To view token information:

1. Open the MobilePASS application on the device.
2. Select the token name from the token list, and then enter your PIN to authenticate.
3. Select **Token Information** from the menu options. The **Token Information** window is displayed.

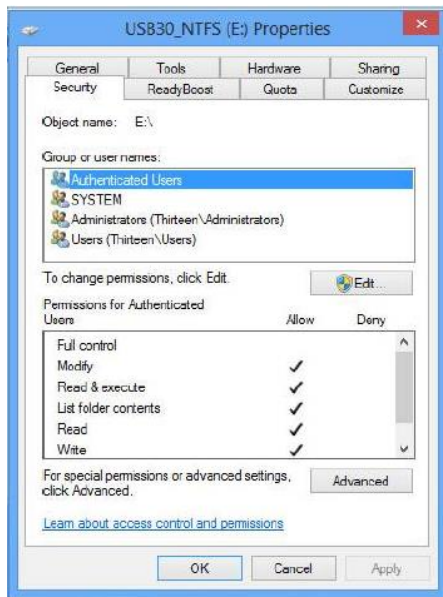


## Renaming a Token

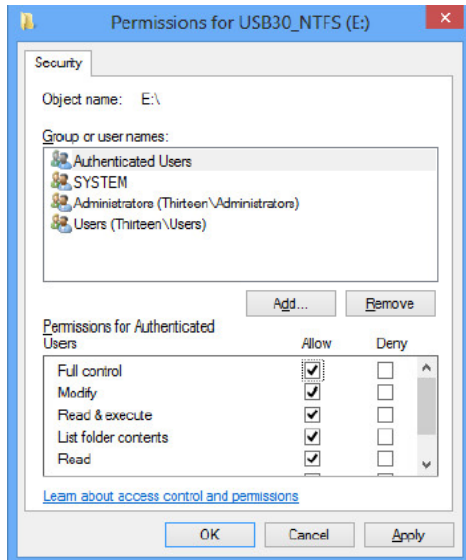
**Note:** If your token is on a USB 3.0 device and your environment is Windows 8, ensure that you have “Full control” permissions to write to the device before attempting to change the token name.

### To grant “Full control” permissions:

1. In Windows Explorer, right-click the USB 3.0 drive and then select **Properties**.
2. On the **Security** tab, in the **Group or user names** box, select **Authenticated Users**.



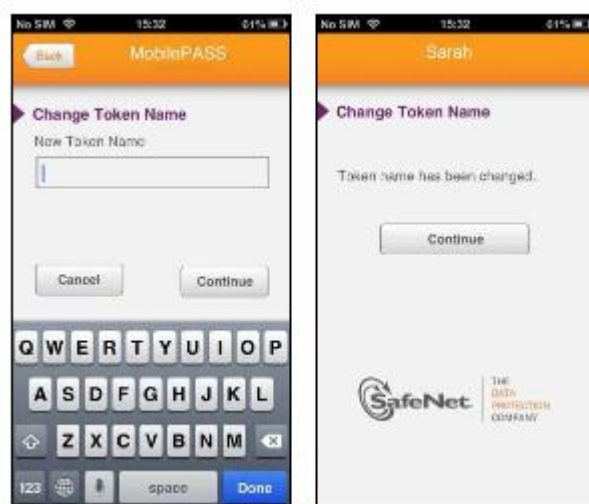
3. Click **Edit**.
4. If prompted, enter the administrator credentials.
5. In the **Permissions for Authenticated Users** box, on the **Full control** row, select **Allow**.



6. Click **OK** to save the changes.

#### To change a token name:

1. Open the MobilePASS application on the device.
2. Select the token name from the token list, and then enter your PIN.
3. Tap **Change Token Name** from the menu options.
4. Enter your new token name and then press **Continue**.



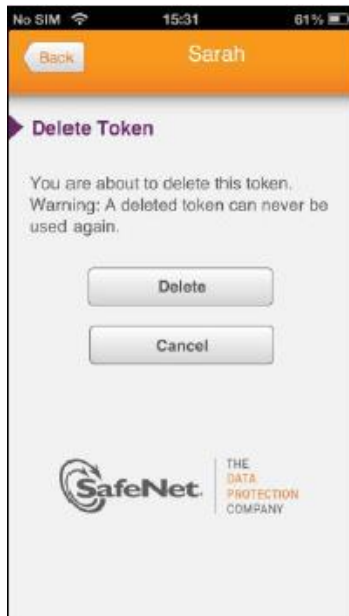


## Deleting a Token

There will be instances when you will need to delete your token.

To delete a token:

1. Open the MobilePASS application on the device.
2. Select the token name from the token list, and then enter your PIN.
3. Tap **Delete Token** from the menu options.
4. Read the warning, and then tap **Delete**.



## Deactivating a Token

There will be instances when you will need to set your token back to its original state.

**Note:** Before deactivating tokens, contact your administrator. Unless re-enrollment privileges are enabled, you cannot reenroll your token until the administrator removes the token from your record.

**To deactivate a token:**

1. Open the MobilePASS application on the device.
2. Select the token name from the token list, and then enter your PIN.
3. Tap **Deactivate Token** from the menu options.

4. Read the warning, and then tap **Deactivate**.



## Enrolling MobilePASS for Android

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This section describes configuring and upgrading MobilePASS for Android. MobilePASS Android users can generate one-time-passcodes directly on their Android mobile device, and use those passcodes to authenticate to SafeNet-protected applications and resources.

The following Android browsers are supported:

- Native Browser
- Chrome
- Firefox
- Opera
- Skyfire
- Dolphin

## Enrolling a MobilePASS Token

Enroll a MobilePASS token to generate an OTP on your mobile device without the need for a physical token. The token works independently of mobile network connectivity. Download and install the application from the Google Play store.

Once installed, the MobilePASS application will be visible on the Android Gallery.

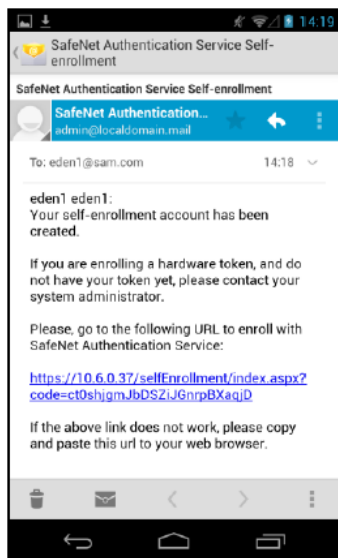


You can enroll your MobilePASS token using either one of the following methods:

- **Method 1** – Automatically copy and paste the activation code into the **Auto Enrollment** window by clicking the **Enroll your MobilePASS token** link.
- **Method 2** – Manually copy and paste the activation string into the **Auto Enrollment** option of the token.

### To enroll a MobilePASS Token using Method 1

After the administrator configures the MobilePASS settings using the SAS Manager, you will receive the following email notification:



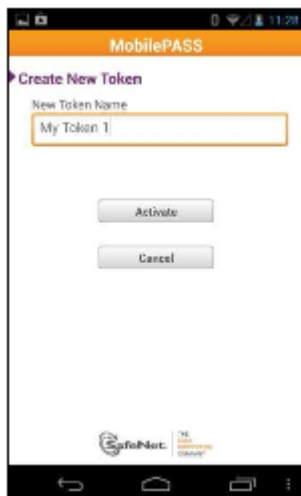
1. Tap the **https://** link in the email. The **SafeNet Authentication Service – Self-Enrollment** window appears.



If you have not yet installed the MobilePASS application, press the MobilePASS icon  to download the application. Once the application is installed, make sure you return to the window displayed above.

2. Tap the **Enroll your MobilePASS token** link. The **Create New Token** window is displayed with the default token name (My Token 1) in the display.

The default token name is displayed as it has not yet been enrolled. If your default token was previously enrolled, a blank **Create New Token** window is displayed, enabling you to create and then enroll a new token.



3. Tap **Activate**. The **Auto Enrollment** window appears, with the activation string automatically copied and pasted in the display, and the enrollment process begins.

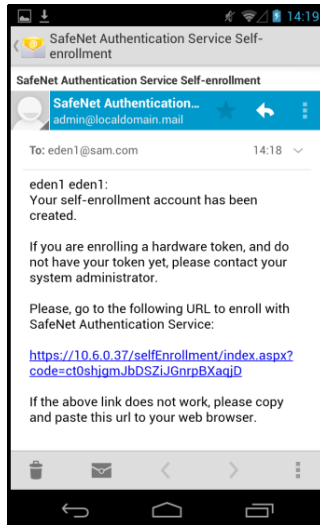


4. Your Passcode is displayed on your MobilePASS window. If necessary, Tap **Generate Passcode** to receive a new Passcode.

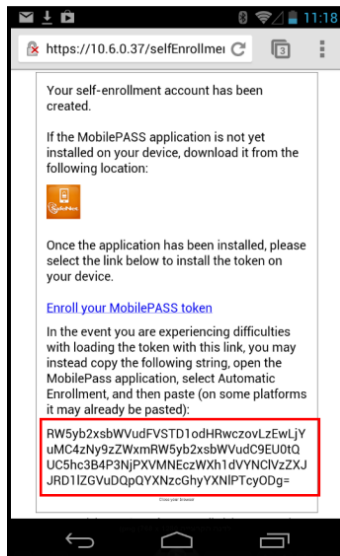



## To enroll a MobilePASS Token using Method 2

1. After the administrator configures the MobilePASS settings using the SAS Manager, you will receive the following email notification:



2. Tap the [https://](https://10.6.0.37/selfEnrollment/index.aspx?code=ct0shjgmJbDSZiJGnrpBXaqjD) link in the email. The **SafeNet Authentication Service – Self-Enrollment** window is displayed.

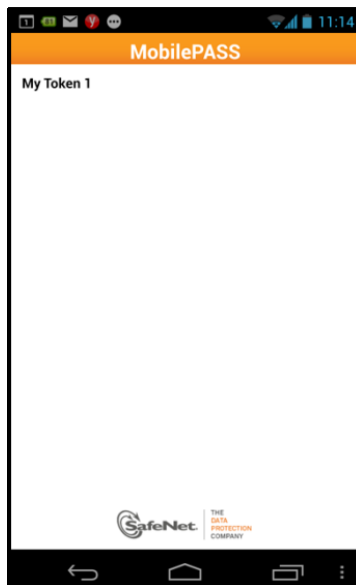


If you have not yet installed the MobilePASS application, tap the MobilePASS icon  to download the application. Once the application is installed, make sure you return to the window displayed above.

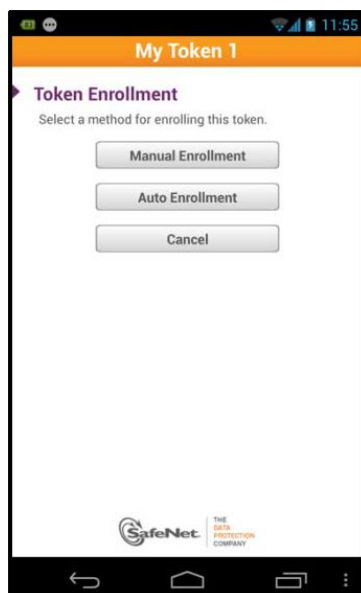
3. Copy the activation string, ensuring that you select the entire string.

**Note:** The last character "=" can be ignored during the copy operation.

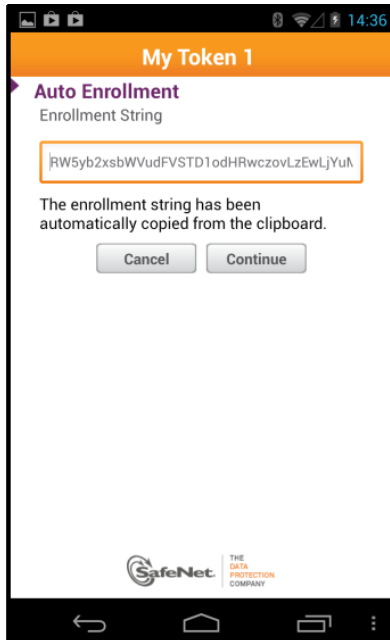
4. Tap the MobilePASS icon to open the application. A default token named **My Token 1** is automatically created.



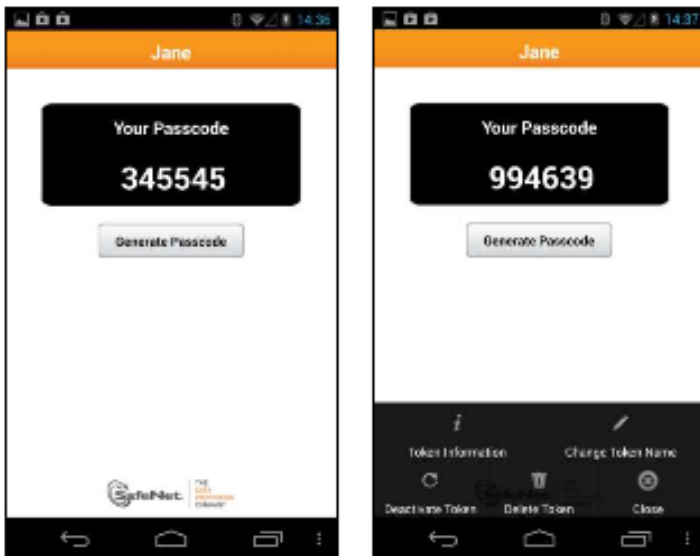
5. Tap the default token named **My Token 1**. The **Token Enrollment** window is displayed.



6. Tap **Auto Enrollment**. The **Auto Enrollment** window is displayed. (**Note:** Manual Enrollment is not supported in SAS MobilePASS.)



7. The activation string that was copied previously is automatically pasted in the **Auto Enrollment** window.
8. Tap **Continue**. Your Passcode is displayed on your MobilePASS window. If necessary, tap **Generate Passcode** to receive a new Passcode.



To perform other tasks, such as View Token Information, Change Token Name, Deactivate Token, or Delete Token, press the standard **Menu** button on the device.



## Creating a New Token

To create a new token:

1. Open the MobilePASS application on the device.
2. Tap the device's **Menu** button.



3. Tap **Create Token**.

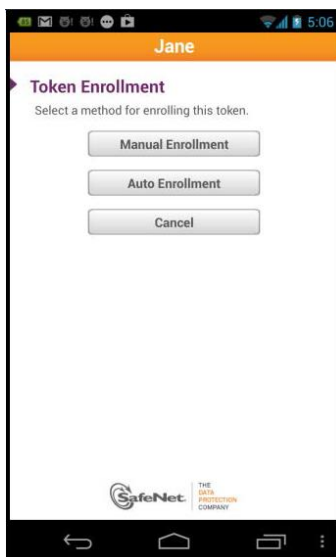


The **Create New Token** window is displayed.

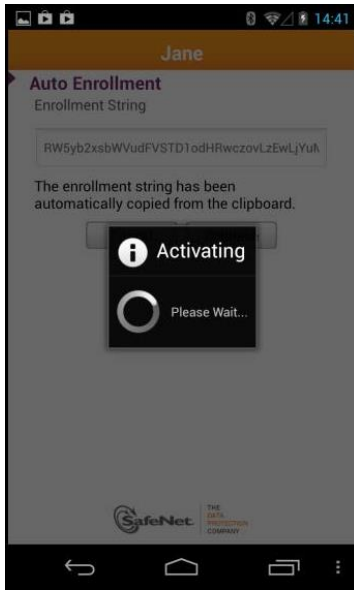


4. Enter a **New Token Name**, and then tap **Activate**. The **Token Enrollment** window is displayed.

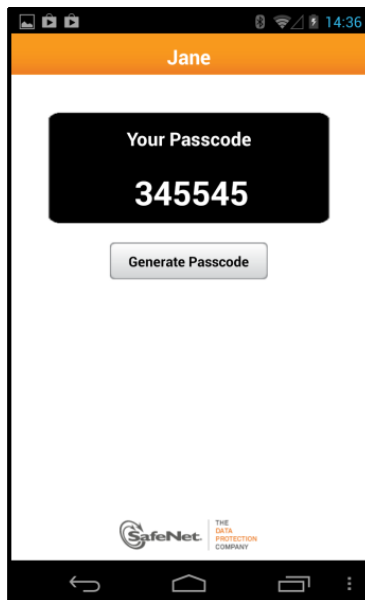
**Note:** If you select **Activate Later**, you are returned to the **Token List** window, and your token will not be enrolled until you select **Activate**.



5. Tap **Auto Enrollment**. The **Auto Enrollment** window is displayed. (**Note:** Manual Enrollment is not supported in SAS MobilePASS.)



6. The string that was copied previously is automatically pasted into the **Auto Enrollment** window.
7. Tap **Continue** to enroll your token. Your Passcode is displayed on your mobile device. If necessary, tap **Generate Passcode** to receive a new Passcode.

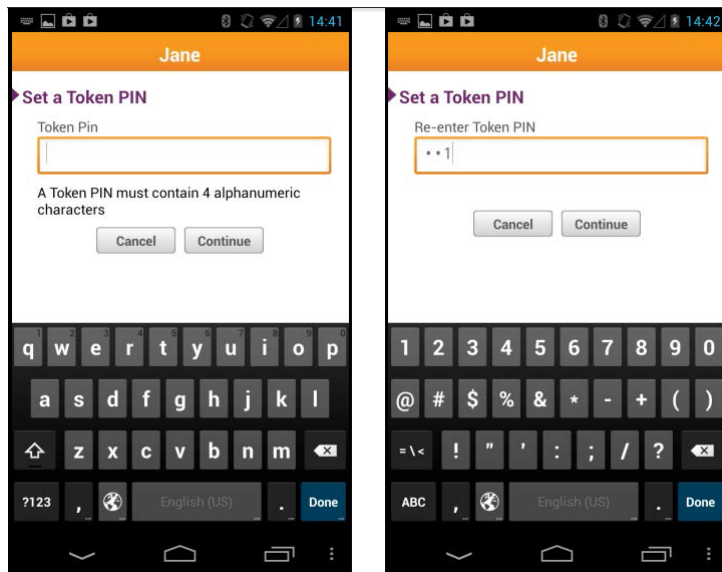


## Defining a Token PIN

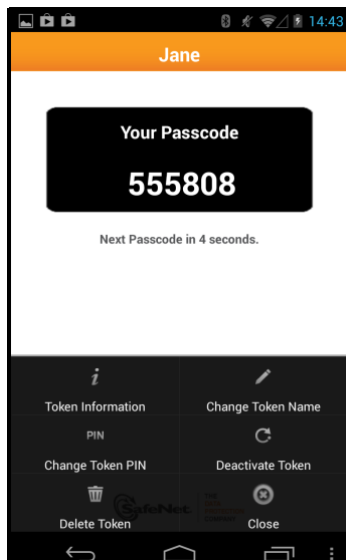
MobilePASS supports both simple numeric protection PINs, and more complex, stronger alphanumeric protection PINs. The numeric keypad is the default keyboard option. For stronger PIN protection, the alphanumeric keyboard option is available by selecting the **ABC** key on the lower left corner of the keypad.

If you are using a PIN-protected token, do the following:

1. Enter a four, six, or eight digit numeric or alphanumeric PIN into the **Token PIN** field, and then tap **Continue**.
2. Re-enter the PIN in the **Re-enter Token PIN** field to confirm it, and then tap **Continue**.



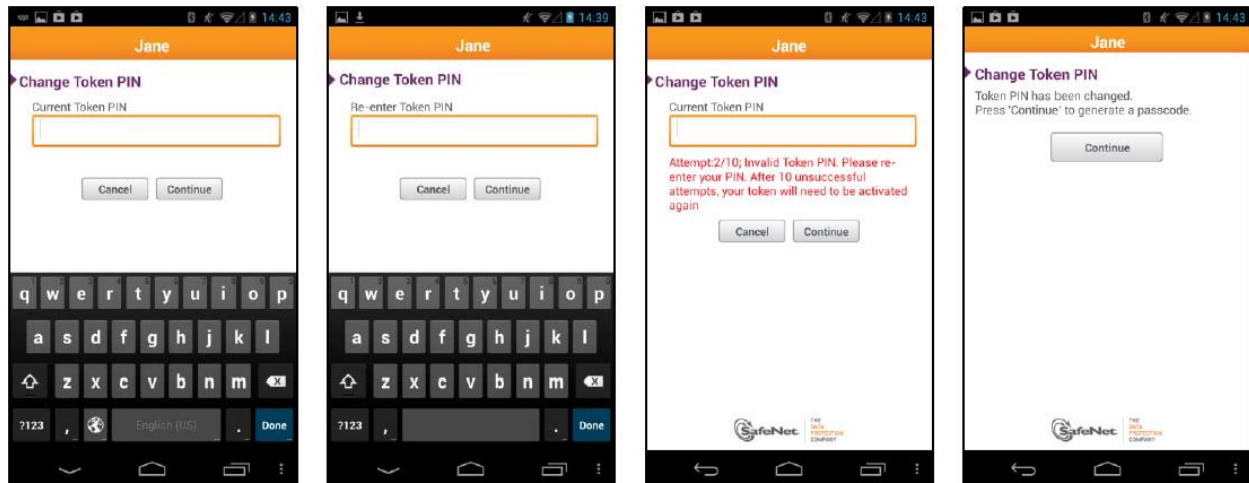
**Note:** If your token is PIN protected, the option to **Change Token PIN** becomes available on the device's main menu.



## Changing a Token PIN

To change your PIN, ensure that the token is activated and then do the following:

1. Open the MobilePASS application on the device.
2. Select the token name from the token list, and then enter your PIN to authenticate.
3. Tap **Change Token PIN** from the menu options. The **Change Token PIN** window is displayed.

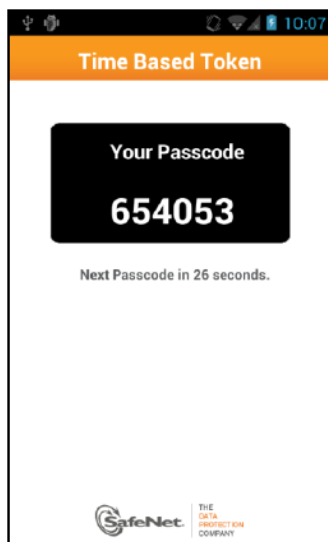


4. Enter and confirm the new PIN that you will use with the token. The **Change Token PIN** confirmation window is displayed.
5. Tap **Continue** to generate a Passcode.

**Note:** You have only a certain number of times to enter the correct PIN (depending on how many retries your administrator defined in the SAS Manager). If you exceed the number of retries defined, your token must be re-activated.

## Generating Passcodes with Time-based Tokens

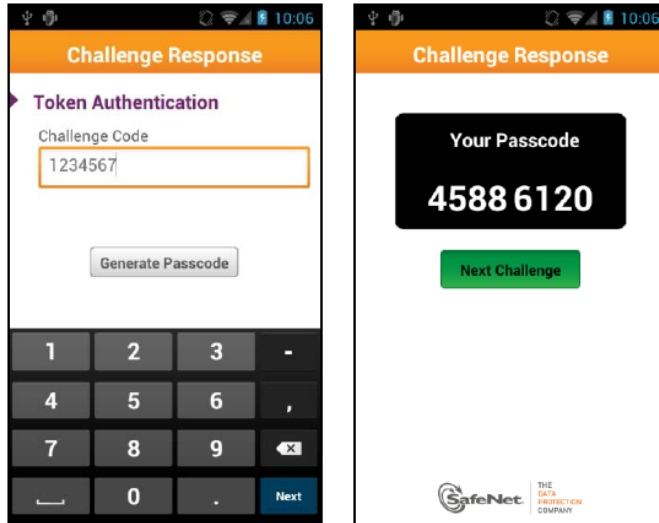
If you are using a time-based token, the one-time passcode is automatically generated after the specified time interval has elapsed.



## Generating Passcodes with Challenge-Response Tokens

If you are using a challenge-response type token, do the following:

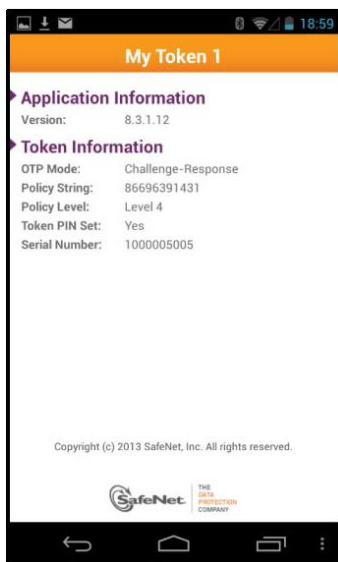
1. Enter the challenge provided on the Enrollment Portal into the **Challenge Code** field on the device.
2. Tap **Generate Passcode**. The passcode appears. To generate another passcode, tap **Next Challenge**, and then repeat this process.



## Viewing Token Information

To view token information:

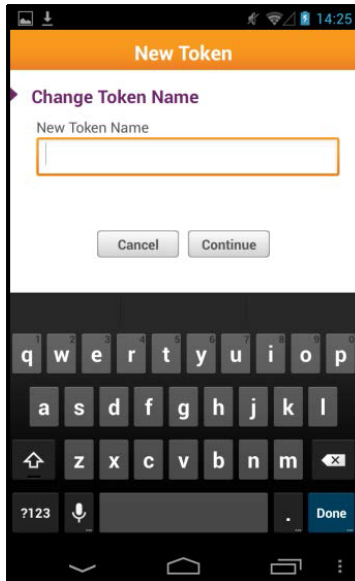
1. Open the MobilePASS application on the device.
2. Select the token name from the token list, and then enter your PIN to authenticate.
3. Select **Token Information** from the menu options. The **Token Information** window is displayed.



## Renaming a Token

### To change a token name:

1. Open the MobilePASS application on the device.
2. Select the token name from the token list, and then enter your PIN.
3. Tap **Change Token Name** from the menu options.
4. Enter your new token name and then tap **Continue**.



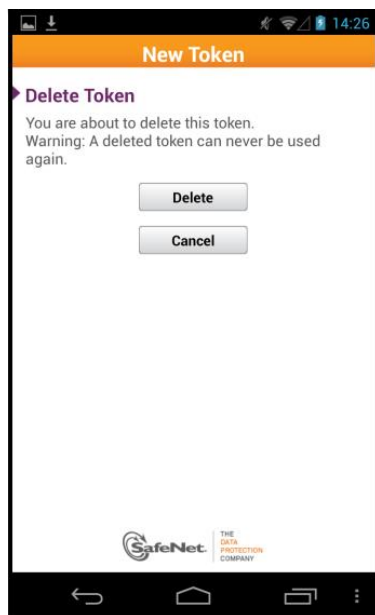
## Deleting a Token

There will be instances when you will need to delete your token.

### To delete a token:

1. Open the MobilePASS application on the device.
2. Select the token name from the token list, and then enter your PIN.
3. Tap **Delete Token** from the menu options.

4. Read the warning, and then tap **Delete**.



## Deactivating a Token

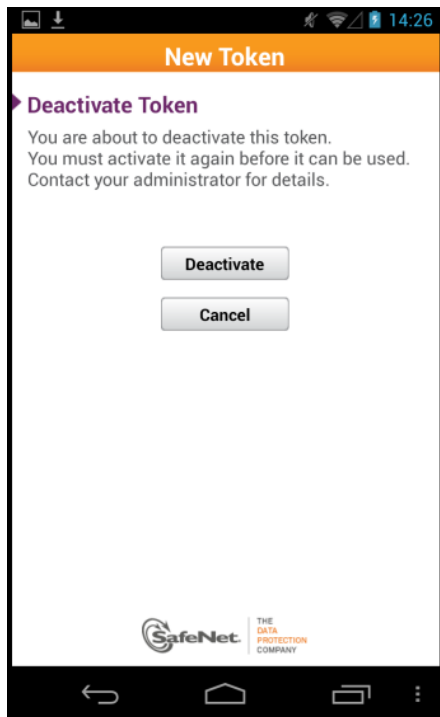
There will be instances when you will need to set your token back to its original state.

**Note:** Before deactivating tokens, contact your administrator. Unless re-enrollment privileges are enabled, you cannot reenroll your token until the administrator removes the token from your record.

### To deactivate a token:

1. Open the MobilePASS application on the device.
2. Select the token name from the token list, and then enter your PIN.
3. Tap **Deactivate Token** from the menu options.

4. Read the warning, and then tap **Deactivate**.

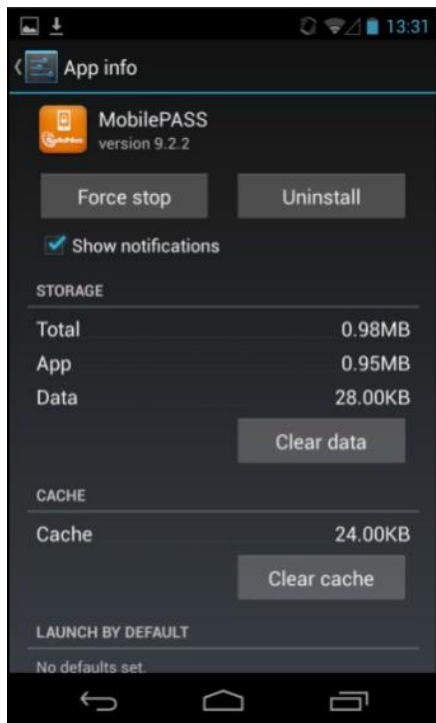


## Viewing Android Application Information

You can view specific application information, as well as uninstall the application from your Android device.

**To view Android application information:**

1. On your Android device, tap **Settings > Apps > MobilePASS**. The **App info** window is displayed.





# Installing MobilePASS using the .msi File on Windows Desktop

To install MobilePASS via the .msi file:

1. Double-click **SafeNet MobilePASS.msi**. The **SafeNet MobilePASS Installation Wizard** is displayed.



2. Click **Next**. The **License Agreement** window is displayed.



3. Read the license agreement carefully, select **I accept the license agreement**, and then click **Next**. The **Destination Folder** window opens, displaying the installation folder.



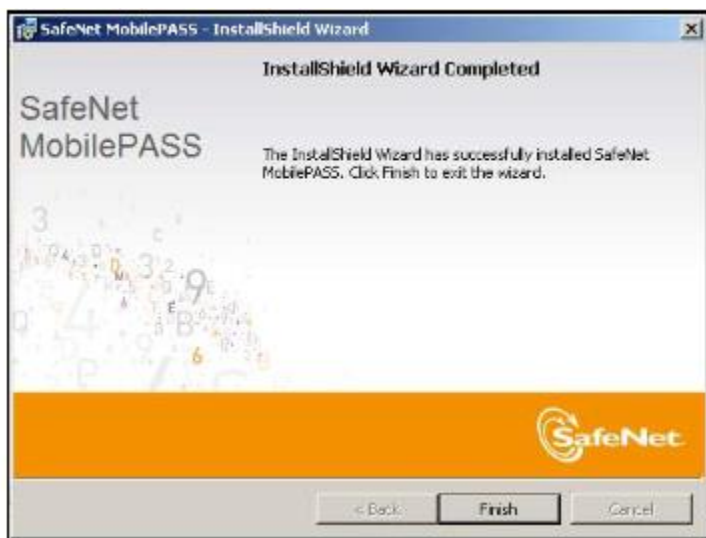
4. If necessary, click **Browse** to select a different destination folder, and then click **Next**. The **Ready to Install the Program** window is displayed.



5. Click **Install**. The installation process starts.



6. On completion of the installation process, the **InstallShield Wizard Complete** window is displayed.



## Enrolling MobilePASS for Windows Desktop

MobilePASS for Windows Desktop users can generate one-time-passcodes directly on their Windows Desktop, and use those passcodes to authenticate to SafeNet-protected applications and resources.

The MobilePASS for Windows Desktop application works with Windows XP, Windows Vista, and Windows 7.

The MobilePASS application is available at <http://www2.safenet-inc.com/sas/getmp.html>.

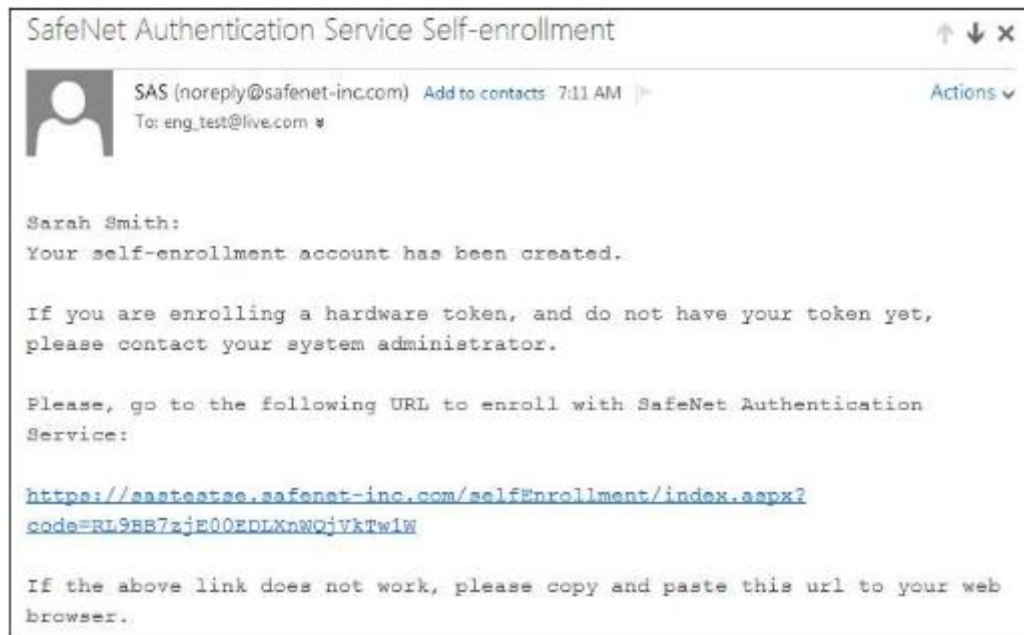
## Enrolling a MobilePASS Token

Enroll a MobilePASS token to generate an OTP on your Windows Desktop without the need for a physical token. Once installed, the MobilePASS application will be visible on the Windows Desktop. Double-click the icon to open the application. The **Welcome** window appears. You can enroll your MobilePASS token using either one of the following methods:

- **Method 1** – Automatically copy and paste the activation code into the **Auto Enrollment** window by clicking the **Enroll your MobilePASS token** link.
- **Method 2** – Manually copy and paste the activation string into the **Auto Enrollment** option of the token.

### Enroll a MobilePASS Token using Method 1

After the administrator configures the MobilePASS settings using the SAS Manager, you will receive the following email notification.

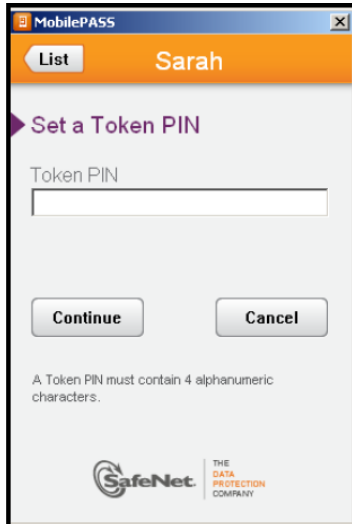




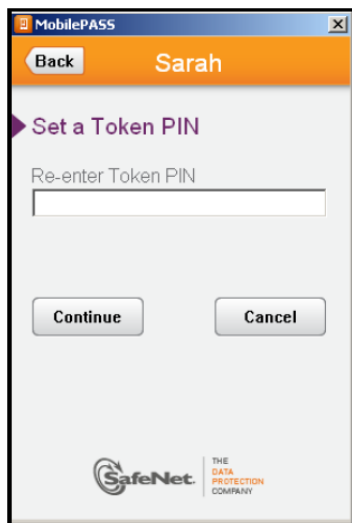
3. Enter a new token name and then click **Activate**. The activation string that was copied previously is automatically pasted in the **Auto Enrollment** window. If the automatic enrollment succeeded, the **Set a PIN** window is displayed.

**Note:** Manual Enrollment is not supported in SAS MobilePASS.

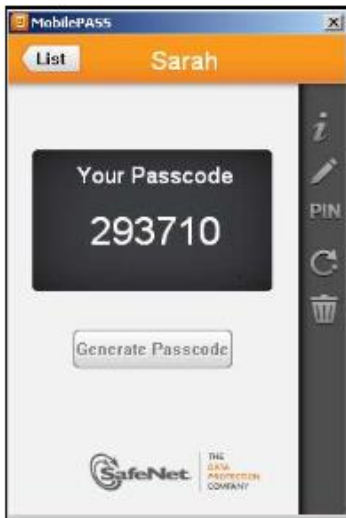
**Note:** If your token is PIN protected, the **Enter a Token PIN** window is displayed. Enter a four, six, or eight digit numeric or alphanumeric PIN in the **Token PIN** field, and then click **Continue**. If your token is not PIN protected, your Passcode is displayed and your token is activated.



4. Enter your Token PIN, and then click **Continue**. You will be required to re-enter your Token PIN.



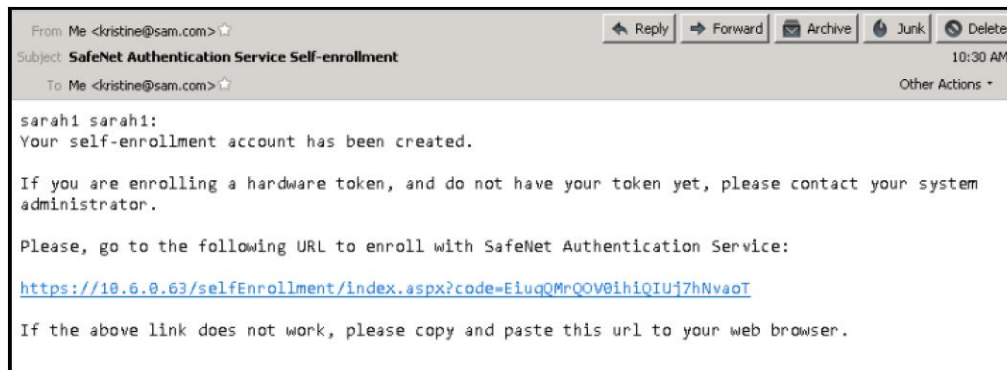
5. Re-enter your Token PIN, and then click **Continue**. Your Passcode is displayed in the next window, and your token is activated.



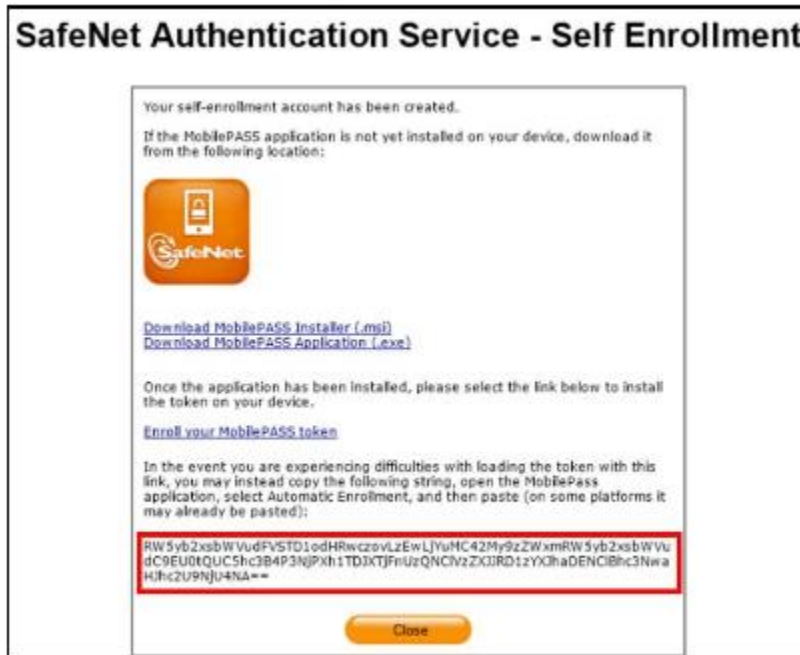
6. If necessary, click **Generate Passcode** to receive a new Passcode.

## Enroll a MobilePASS Token using Method 2

1. After the administrator configures the MobilePASS settings using the SAS Manager, you will receive the following email notification.

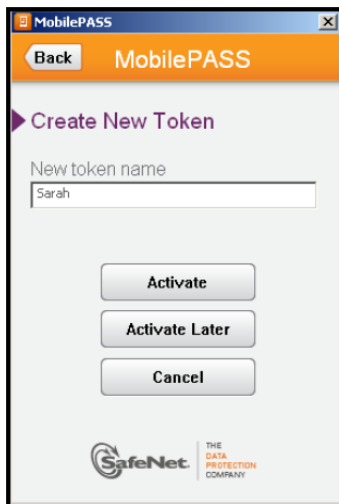


2. Click the <https://> link in the email. The SafeNet Authentication Service – Self-Enrollment window appears.



3. Copy the activation string, ensuring that you select the entire string. The **Create New Token** window is displayed.

**Note:** The last character "=" can be ignored during the copy operation.

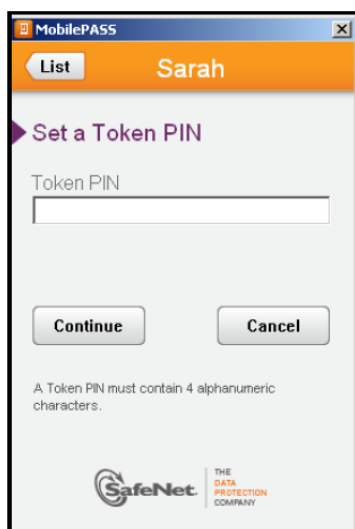




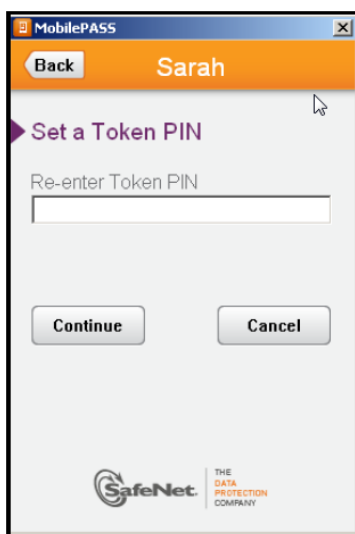
4. Enter a new token name and then click **Activate**. The activation string that was copied previously is automatically pasted in the **Auto Enrollment** window. If the automatic enrollment succeeded, the **Set a PIN** window is displayed.

**Note:** Manual Enrollment is not supported in SAS MobilePASS.

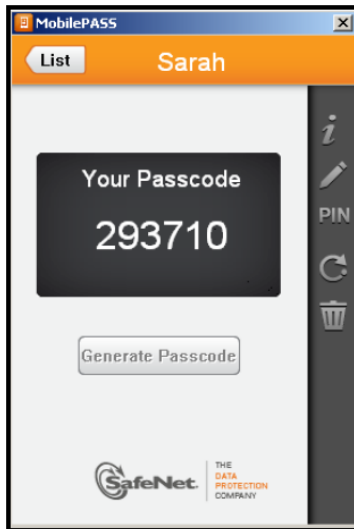
**Note:** If your token is PIN protected, the **Enter a Token PIN** window is displayed. Enter a four, six, or eight digit numeric or alphanumeric PIN into the **Token PIN** field, and then press **Continue**. If your token is not PIN protected, your Passcode is displayed and your token is activated.



5. Enter your Token PIN, and then click **Continue**. You will be required to re-enter your Token PIN.



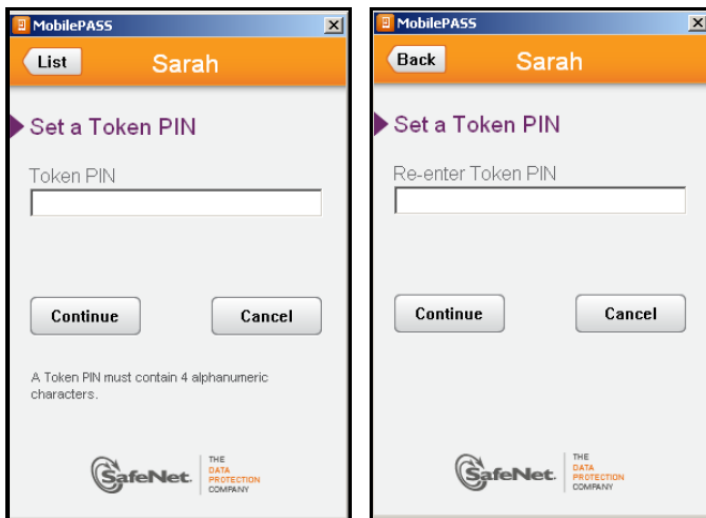
6. Re-enter your Token PIN, and then click **Continue**. Your Passcode is displayed in the next window, and your token is activated.



7. If necessary, click **Generate Passcode** to receive a new Passcode.

## Defining a Token PIN

MobilePASS supports both simple numeric protection PINs and more complex, stronger alphanumeric protection PINs.



If you are using a PIN protected token, do the following:

Enter a four, six, or eight digit numeric or alphanumeric PIN into the **Token PIN** field. Make sure you re-enter the PIN in the **Re-enter Token PIN** field.

**Note:** If your token is PIN protected, the option to **Change Token PIN** becomes available on the application's Main menu.

## Changing a Token PIN

To change your PIN, ensure that the token is activated and then do the following:

1. Open the MobilePASS application.
2. Select the token name from the token list, and then enter your PIN to authenticate.
3. Click **Change Token PIN** from the menu options.

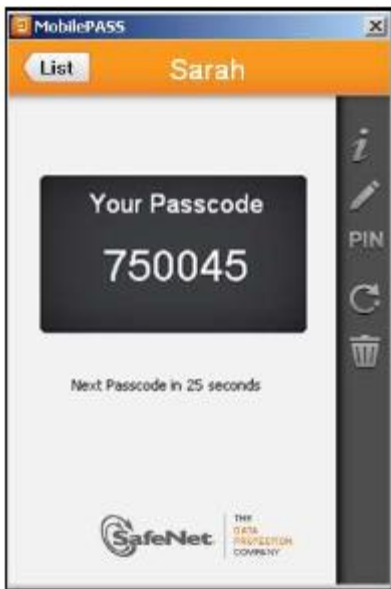


4. Click **Continue** to generate a Passcode.
5. Enter and confirm the new PIN that you will use with the token. The **Change Token PIN** confirmation window appears.

**Note:** You have only a certain number of times to enter the correct PIN (depending on how many retries your administrator defined). If you exceed the number of retries defined, your token must be re-activated.

## Generating Passcodes with Time-based Tokens

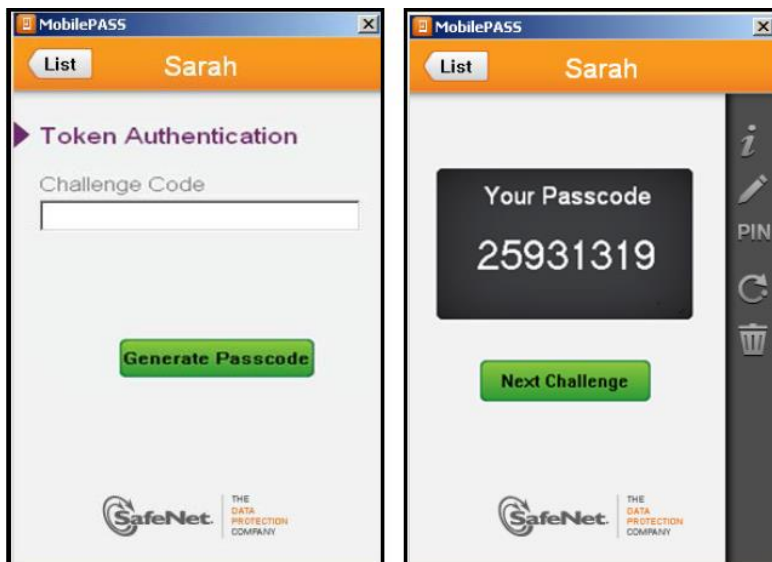
If you are using a time-based token, the one-time passcode is automatically generated after the specified time interval has elapsed.



## Generating Passcodes with Challenge-Response Tokens


If you are using a challenge-response type token, do the following:

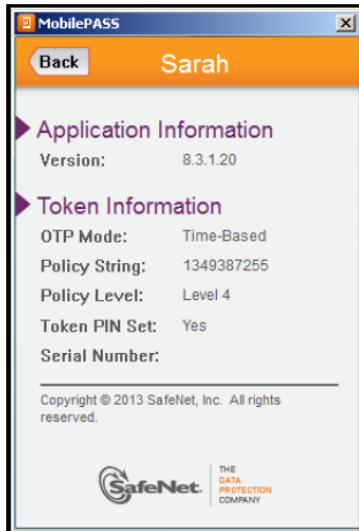
1. Enter the challenge provided on the Enrollment Portal into the **Challenge Code** field on the application.
2. Click **Generate Passcode**. The passcode is displayed. To generate another passcode, click **Next Challenge** and then repeat this process.



## Viewing Application and Token Information

To view application and token information:

1. Open the MobilePASS application.
2. Select the **Token Information** icon  from the menu displaying the MobilePASS users. The **Application Information** window is displayed showing both Application and Token details.



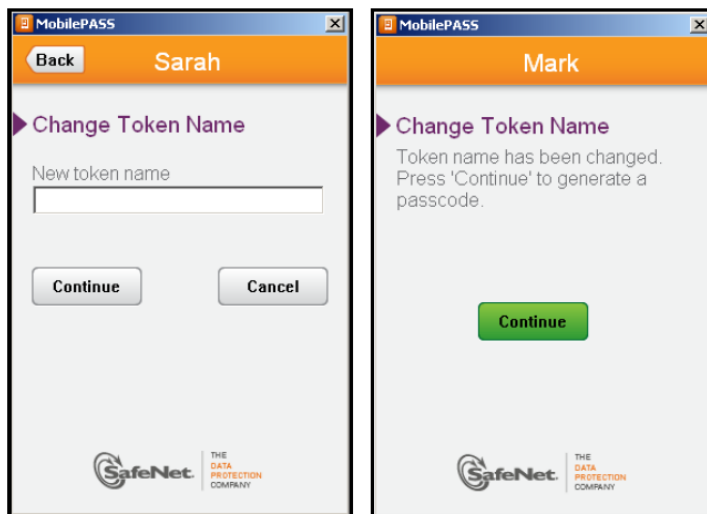
## Renaming a Token

To change a token name:

1. Open the MobilePASS application.
2. Select the token name from the token list, and then enter your PIN.
3. Click **Change Token Name** in the menu options.



4. Enter your new token name and then click **Continue**.



## Deleting a Token

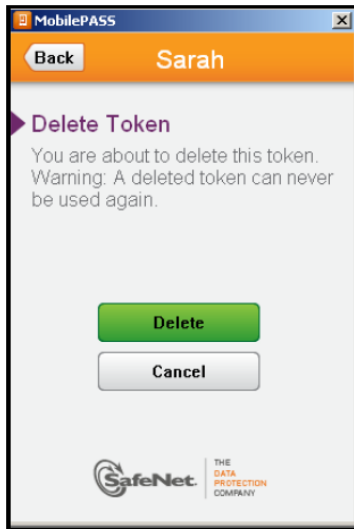
There will be instances when you will need to delete your token.

### To delete a token:

1. Open the MobilePASS application.
2. Select the token name from the token list, and then enter your PIN.
3. Click **Delete Token** in the menu options.



4. Read the warning, and then click **Delete**.



## Deactivating a Token

There will be instances when you will need to set your token back to its original state.

**Note:** Before deactivating tokens, contact your administrator. Unless re-enrollment privileges are enabled, you cannot reenroll your token until the administrator removes the token from your record.

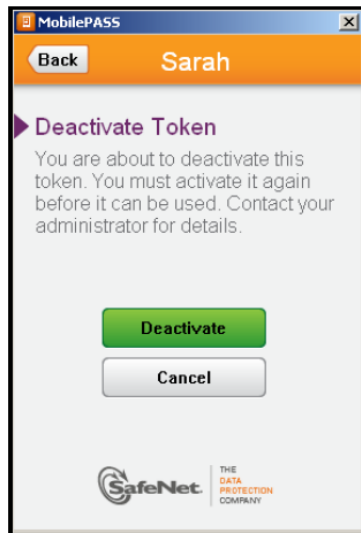
### To deactivate a token:

1. Open the MobilePASS application.
2. Select the token name from the token list, and then enter your PIN.

3. Click **Deactivate Token** in the menu options.



4. Read the warning, and then click **Deactivate**.



## Installing and Upgrading MobilePASS for BlackBerry

This section describes how to install MobilePASS for BlackBerry and how to upgrade from an existing version.

MobilePASS for BlackBerry allows users to automatically activate and enroll their software tokens over Wi-Fi and wireless networks using the MobilePASS application. MobilePASS for BlackBerry can be downloaded and installed directly to devices running BlackBerry OS version 5.0 and higher.

MobilePASS for BlackBerry software tokens can be deployed:

- Over-the-air (OTA) via the SafeNet-hosted server
- OTA via your own internally-hosted server (providing for version control)
- Via the BlackBerry Desktop Manager (**Note:** The BES policy configuration is not available when deploying with Desktop Manager.)
- Via the BlackBerry Enterprise Server (BES) application push (**Note:** The **Automatic Authentication** feature is only available for BES deployments.)

The MobilePASS application is available at <http://www2.safenet-inc.com/sas/getmp.html>. The zipped file includes folders for OTA, Desktop, and BES packages. The MobilePASS for BlackBerry zip file consists of a combination of the following files:

- MobilePASS.cod
- MobilePASS.jad
- MobilePASS.alx.

Files are combined based on how the software will be installed on the BlackBerry device. If installing OTA, the **MobilePASS.cod** and **MobilePASS.jad** files should be used. If installing via the Desktop Manager, the **MobilePASS.cod** file and the **MobilePASS.alx** file should be used.

**To distribute MobilePASS for BlackBerry, do the following:**

1. Determine how BlackBerry device users will download the MobilePASS for BlackBerry application to their device.
2. Configure the appropriate files and/or policies if users will automatically enroll with the automatic authentication feature on or off with their tokens.
3. Post the appropriate files to a location where users can access them, and then inform your MobilePASS for BlackBerry users that the software is available for downloading and installing.

## Enrolling MobilePASS for BlackBerry

This section describes configuring and upgrading MobilePASS for BlackBerry.

MobilePASS BlackBerry users can generate one-time passcodes directly on their BlackBerry mobile device, and use those passcodes to authenticate to SafeNet-protected applications and resources.

Enroll a MobilePASS token to generate an OTP on your mobile device without the need for a physical token. The token works independently of mobile network connectivity. Once installed, the MobilePASS application will be visible on the BlackBerry device.



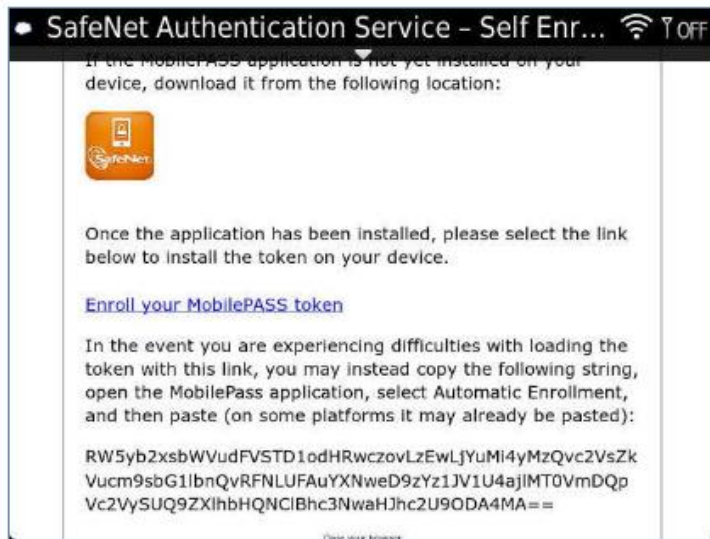
You can enroll your MobilePASS token using either one of the following methods:

- **Method 1** – Automatically copy and paste the activation code into the **Auto Enrollment** window by clicking the **Enroll your MobilePASS token** link.
- **Method 2** – Manually copy and paste the activation string into the **Auto Enrollment** option of the token.



## Enroll a MobilePASS Token using Method 1

After the administrator configures the MobilePASS settings using the SAS Manager, you will receive an email notification.



1. Tap the **Enroll your MobilePASS token** link. The **Create New Token** window is displayed.
2. Enter a new token name and then tap **Activate**.



3. Enter your Token PIN, and then tap **Continue**. You will be required to re-enter your Token PIN.

4. Re-enter your Token PIN, and then tap **Continue**. Your Passcode is displayed in the next window, and your token is activated.



5. If necessary, tap **Generate Passcode** to receive a new Passcode.

## Enroll a MobilePASS Token using Method 2

After the administrator configures the MobilePASS settings using the SAS Manager, you will receive an email notification.

1. Tap the <https://> link in the email. The **SafeNet Authentication Service – Self-Enrollment** window is displayed.
2. Copy the activation string, ensuring that you select the entire string. The **Create New Token** window is displayed.

**Note:** The last character "=" can be ignored during the copy operation.



3. Enter a new token name and then tap **Activate**. The activation string that was copied previously is automatically pasted in the **Auto Enrollment** window. If the automatic enrollment succeeded, the **Set a PIN** window appears.

**Note:** Manual Enrollment is not supported in SAS MobilePASS.

**Note:** If your token is PIN protected, the **Enter a Token PIN** window is displayed. Enter a four, six, or eight digit numeric or alphanumeric PIN into the **Token PIN** field, and then tap **Continue**. If your token is not PIN protected, your Passcode is displayed and your token is activated.

4. Enter your Token PIN, and then tap **Continue**. You will be required to re-enter your Token PIN.
5. Re-enter your Token PIN, and then tap **Continue**. Your Passcode is displayed in the next window, and your token is activated.



6. If necessary, tap **Generate Passcode** to receive a new Passcode.

## Defining a Token PIN

MobilePASS supports both simple numeric protection PINs, and more complex, stronger alphanumeric protection PINs. The numeric keypad is the default keyboard option. For stronger PIN protection, the alphanumeric keyboard option is available by selecting the **ABC** key on the lower left corner of the keypad.

If you are using a PIN protected token, do the following:

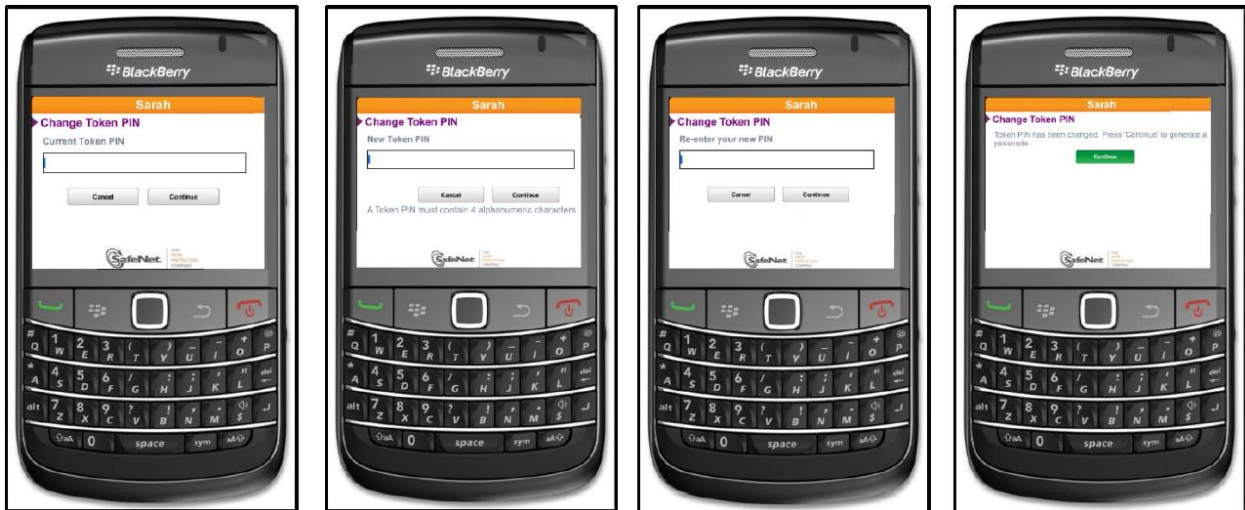


Enter a four, six, or eight digit numeric or alphanumeric PIN into the **Token PIN** field. Make sure you re-enter the PIN in the **Re-enter Token PIN** field.

## Changing a Token PIN

To change your PIN, ensure that the token is activated and then do the following:

1. Open the MobilePASS application on the device.
2. Select the token name from the token list, and then enter your PIN to authenticate.
3. Tap **Change Token PIN** in the menu options.



4. Enter and confirm the new PIN that you will use with the token. The **Change Token PIN** confirmation window is displayed.
5. Tap **Continue** to generate a Passcode.

**Note:** You have only a certain number of times to enter the correct PIN (depending on how many retries your administrator defined). If you exceed the number of retries defined, your token must be re-activated.

## Generating Passcodes with Time-based Tokens

If you are using a time-based token, the one-time passcode is automatically generated after the specified time interval has elapsed.



## Generating Passcodes with Challenge-Response Tokens

If you are using a challenge-response type token, do the following:

1. Enter the challenge provided on the Enrollment Portal into the **Challenge Code** field on the device.
2. Tap **Generate Passcode**. The passcode is displayed. To generate another passcode, tap **Next Challenge**, and then repeat this process.



## Viewing Application and Token Information

To view application and token information:

1. Open the MobilePASS application on the device.
2. Select the token name from the token list, and then enter your PIN to authenticate.
3. Tap **Token Information** in the menu options. The **Token Information** window is displayed.



## Renaming a Token

To change a token name:

1. Open the MobilePASS application on the device.
2. Select the token name from the token list, and then enter your PIN.
3. Tap **Change Token Name** in the menu options.
4. Enter your new token name and then tap **Continue**.



## Deleting a Token

There will be instances when you will need to delete your token.

### To delete a token:

1. Open the MobilePASS application on the device.
2. Select the token name from the token list, and then enter your PIN.
3. Tap **Delete Token** from the menu options.
4. Read the warning, and then tap **Delete**.



## Deactivating a Token

There will be instances when you will need to set your token back to its original state.

**Note:** Before deactivating tokens, contact your administrator. Unless re-enrollment privileges are enabled, you cannot re-enroll your token until the administrator removes the token from your record.

### To deactivate a token:

1. Open the MobilePASS application on the device.
2. Select the token name from the token list, and then enter your PIN.

3. Tap **Deactivate Token** in the menu options.
4. Read the warning, and then tap **Deactivate**.



## Support Contacts

If you encounter a problem while installing, registering or operating this product, please make sure that you have read the documentation. If you cannot resolve the issue, contact your supplier or SafeNet Customer Support. SafeNet Customer Support operates 24 hours a day, 7 days a week. Your level of access to this service is governed by the support plan arrangements made between SafeNet and your organization. Please consult this support plan for further information about your entitlements, including the hours when telephone support is available to you.

Contact Method	Contact Information	
Address	SafeNet, Inc. 4690 Millennium Drive Belcamp, Maryland 21017 USA	
Phone	United States	1-800-545-6608
	International	1-410-931-7520
Technical Support Customer Portal	<a href="https://serviceportal.safenet-inc.com">https://serviceportal.safenet-inc.com</a> Existing customers with a Technical Support Customer Portal account can log in to manage incidents, get the latest software upgrades, and access the SafeNet Knowledge Base.	