

# MobilePASS – Frequently Asked Questions

- 1. What is MobilePASS?**

SafeNet MobilePASS is a mobile app designed to replace SafeWord cards. MobilePASS allows Users to log into CitiDirect BE and CitiDirect BE Mobile with dynamic passcodes generated on their smartphone instead of their physical SafeWord cards. MobilePASS facilitates the login process, at the same time increasing its security.
- 2. What are the benefits of login with MobilePASS?**
  - comfort thanks to the use of smartphone that everyone already carries
  - possibility to apply additional safeguards to protect your smartphone from unauthorized access, eg. by setting up a PIN, password, pattern lock or fingerprint (additionally each mobile token created in the MobilePass app is secured with individual PIN)
  - New User creation and activation in minutes, no longer requiring mail delivery of a physical token
  - Friendly dynamic password generation with all-numeric format
- 3. How do I download the MobilePASS application for my smartphone?**

The MobilePASS application is a free download that can be installed on numerous smartphone devices. To download, go to your device's application store, and then search for the "SafeNet MobilePASS" application. Install it and follow the set-up instructions sent to you via e mail by the Bank.
- 4. How to launch MobilePASS?**
  - STEP 1**

Client Administrator assigns entitlements to MobilePASS in CitiDirect BE
  - STEP 2**

User downloads the SafeNet MobilePASS application on their smartphone from the App Store, BlackBerry World, Google Play or Windows Store
  - STEP 3**

User connects application with the CitiDirect BE Login ID using the information delivered in a secure way by the Bank
  - STEP 4**

User can generate dynamic passwords from the MobilePASS app on his smartphone and use them to login to CitiDirect BE from his computer or phone. MobilePASS generates dynamic passwords without an internet connection.
- 5. Which app stores can I download MobilePASS from?**

SafeNet MobilePASS app is currently available to download from the App Store, BlackBerry World, Google Play and Windows Store.
- 6. I did not receive an email with the MobilePASS setup instructions. What should I do?**

Please contact your Security Manager to confirm that you have been entitled to login to CitiDirect BE with a MobilePASS token. If so. Please follow the steps described in the [MobilePASS Reference Guide](#).
- 7. How can I get an activation code for the MobilePASS application?**

In order to receive your activation code, log into CitiDirect BE with your existing SafeWord card. Select My Setting, then Authentication and check the value in the MobilePASS Activation Code field. Please refer to the [MobilePASS Reference Guide](#) for additional information.

8. What do I do if my activation code has expired?

From the time you receive the CitiDirect BE MobilePASS set-up email notification, you will have exactly 15 calendar days to retrieve the activation code prior to its expiration. The activation code has a one-time use. Upon expiry, please contact your Security Manager to arrange for a new activation code.
9. Can the SafeWord card and MobilePASS be used simultaneously?

Yes. Dual access to CitDirect via both SafeWord and MobilePASS is available.
10. What do I do if I forget my MobilePASS PIN and exceed the number of allowable login attempts?

You will need to request a new MobilePASS Token activation via [CitiDirect BE HelpDesk](#). Upon completion, you must repeat the activation steps to set up your replacement MobilePASS token.
11. What changes can be made within the MobilePASS application?

Within the app, you can change your token PIN (4 alphanumeric characters) and token name as well as disable and enable a token. Please refer to [MobilePASS User Guide](#) for further instructions.
12. What happens if I delete the MobilePASS token app or switch to a new mobile device?

You must request new MobilePASS activation/enrollment via [CitiDirect BE HelpDesk](#). When this happens the old MobilePASS token ID will be dissociated from the user (deactivated) automatically.
13. If I use additional one time passcodes to authorize transaction can I generate such a passcode with the MobilePASS app?

Yes. Passcode needed to authorize the transaction can be generated both with the MobilePASS app and with the SafeWord card.
14. Does MobilePASS require a data connection to work?

During the initial setup of the application, an internet connection is required to download the app and to perform first time activation. Once the activation is complete however, MobilePASS no longer requires an internet connection to generate dynamic passwords for CitiDirect BE login.
15. Will MobilePASS application updates impact use/settings within the application?

The developer of MobilePASS, SafeNet, at times pushes out updates which refresh the user interface S`V help ensure the highest standard of security and usability. As a result, the app interface may look different, but your PIN will remain the same and these application updates should not impact your CitiDirect BE login.
16. I did not receive an activation email. How can user request a new email?

If you did not receive the MobilePASS activation email, you may find the same activation steps in the [MobilePASS Reference Guide](#).
17. For what solutions can the MobilePASS token be used for login?

MobilePASS can be used to login to CitiDirect BE and CitiDirect BE Mobile just like the SafeWord card today.
18. How many tokens can I use on my MobilePASS application?

You can use multiple tokens (up to 10) within a single MobilePASS application on a mobile device. Each token has its own independent algorithm and PIN. However, you can set the same PIN for various tokens. This also means that you can have separate Host 2 and Host 9 tokens on the same MobilePASS application.

- 19. Can I delete a token on my MobilePASS without impacting other tokens?** Yes. You can remove a token selectively without affecting the others, by accessing the token and then selecting the “recycle bin” icon. Note however that this would be irreversible, and you would need to create a new token for that login entity if later needed, and go through the activation process again.
- 20. Are the login screen options for MobilePASS and SafeWord the same?** Yes. You don’t need to select login via MobilePASS or SafeWord Card. Rather you can continue to login with the Multi-Factor Authentication, Challenge Response or Safeword Card options, and you have the ability to use MobilePASS instead of your Safeword card to generate the dynamic password for each of these CitiDirect BE login options.