

CitiDirect BE Portal MobilePASS - Reference Guide

CitiService
CitiDirect BE HelpDesk
Phone No. 0 801 343 978, +48 (22) 690 15 21
monday - friday 8.00 - 17.00
helpdesk.ebs@citi.com

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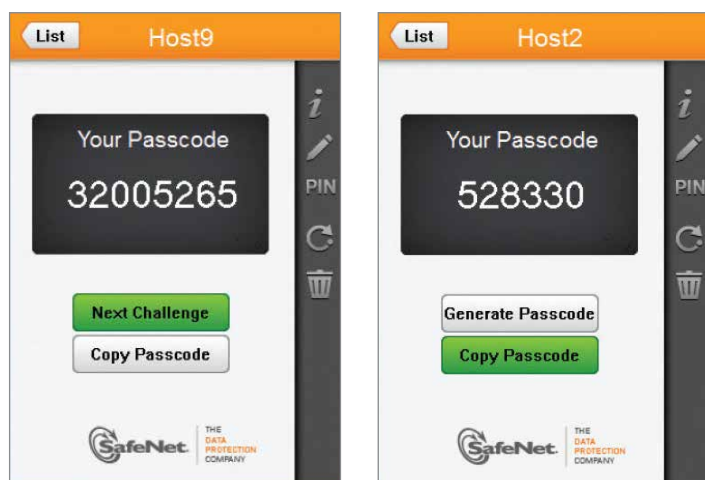
Thank you for your interest in the CitiDirect BE® MobilePASS solution. This is an important part of our continuing effort to bring a best-in-class client experience to digital security. Our goal is to enhance your login experience while maintaining the highest levels of security. The MobilePASS Reference Guide is intended to help you download, activate and use the Safenet MobilePASS app as an alternative to your SafeWord Card.

1. What is the MobilePASS Token?

Users may login to CitiDirect BE, CitiDirect BE Mobile and CitiDirect BE Tablet using one of the two safe authentication methods: (i) the existing SafeWord card; or (ii) the new MobilePASS app downloaded on the User's personal smartphone or corporate device. MobilePASS is an option for both Host - 9 and Host - 2 system versions.

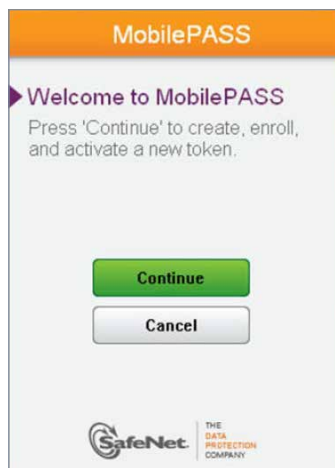
The MobilePASS token generates dynamic passwords without any required internet connection. Once your Security Manager adds the MobilePASS login method to your profile in CitiDirect BE, you can download the application to your smartphone and begin its activation. After activating MobilePass, you will be able to use it to generate dynamic passwords in order to access CitiDirect BE, CitiDirect BE Mobile and CitiDirect BE Tablet.

New users are able to download and activate the MobilePASS token without being assigned a SafeWord card .



2. MobilePASS Token Download and Activation

Follow the simple steps below to get started:



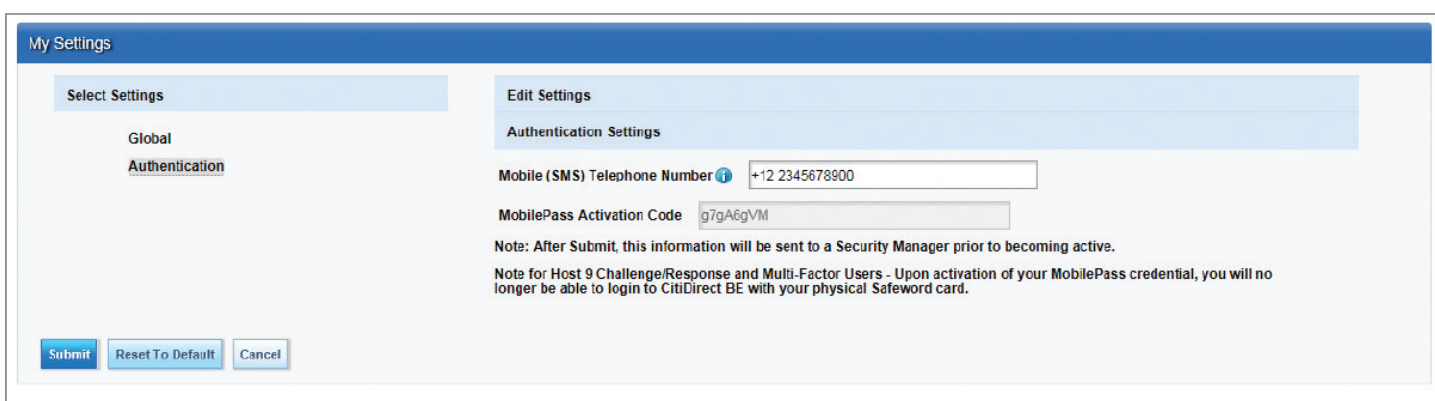
Step 1: Download the MobilePASS Token Application

Download the MobilePASS application from your device's respective application store:

- [App Store](#)
- [Google Play](#)
- [Windows Store](#)
- [BlackBerry World](#)

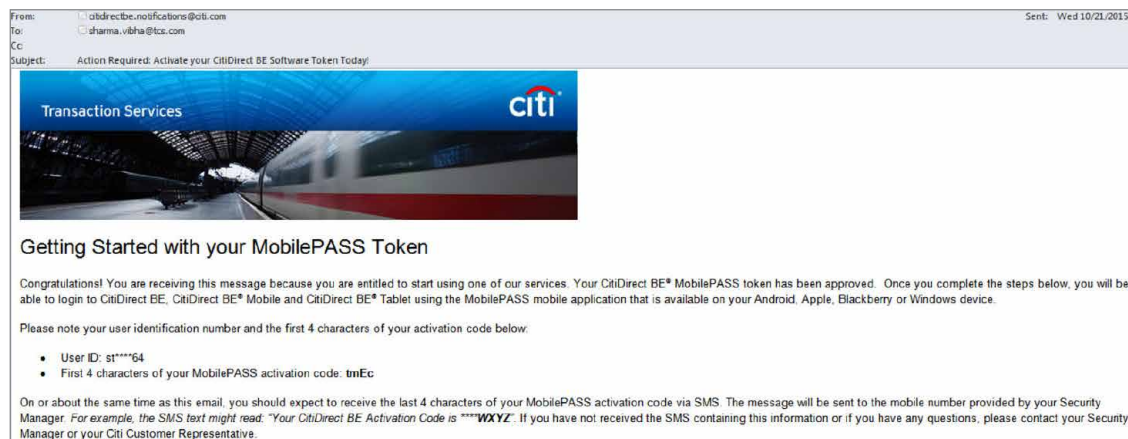
Step 2: Retrieve Your Activation Code

A) Either via CitiDirect BE with your SafeWord card



- Log in to [CitiDirect BE](#) using your existing SafeWord Card.
- Upon login, select [My Settings](#) on the upper right-hand corner of the screen.
- The [Global](#) screen will be displayed. Select [Authentication](#) on the left-hand side of the screen to display your activation information.
- Locate your [MobilePASS Activation Code](#) on the [Authentication](#) settings screen.

B) Or via e-mail and SMS if you do not have a SafeWord card



When a User without a SafeWord card is assigned the MobilePASS entitlements, the activation code is delivered in two parts via e-mail and SMS (text message), containing the first and last four characters of the activation code, respectively. To qualify for this delivery method, the User's e-mail address and the mobile number, provided by the Security Manager, should not be associated with any other CitiDirect BE User.

If you are a qualified User, you will receive the above e-mail template including your User identification number and the first four characters of your activation code.

For example:

- *User ID: st***64*
- *First four characters of your MobilePASS activation code: tmEc*

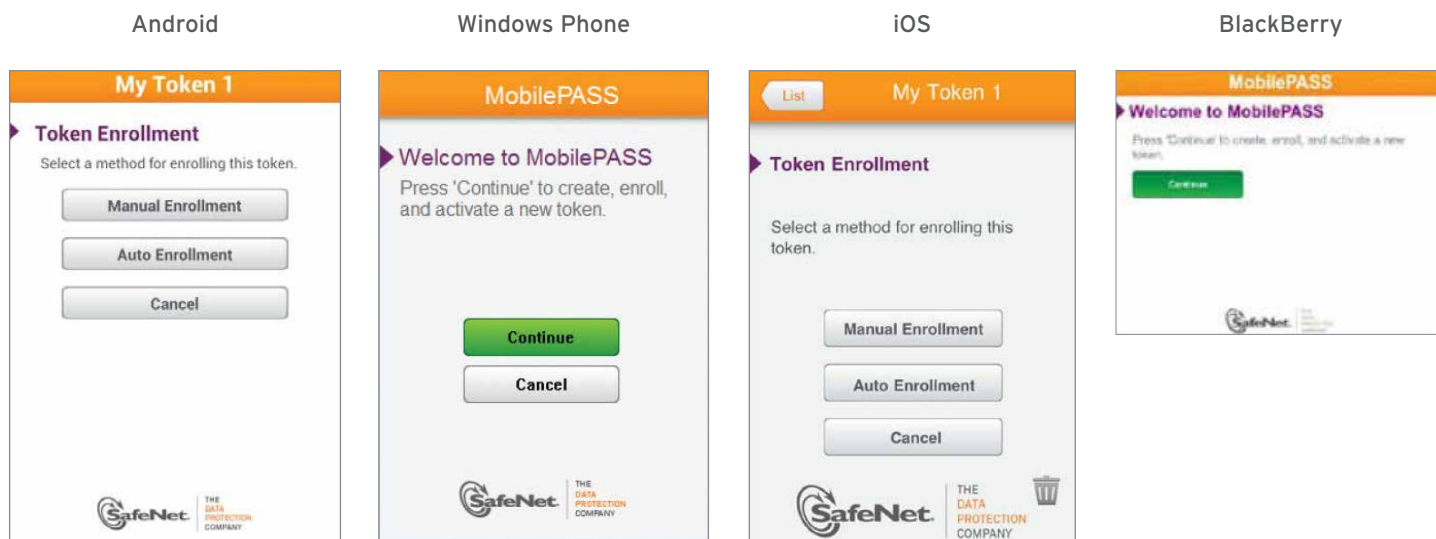
On or about the same time as this e-mail, you should expect to receive the last four characters of your MobilePASS activation code via SMS. For example, *the SMS text might read: "Your CitiDirect BE Activation Code is ****WXYZ"*.

You will need to enter the two codes as one combined code in order to proceed with the MobilePASS token activation in the next step. For example: *tmEcWXYZ*.

If you have not received the e-mail or SMS containing this information, or if you have any questions, please contact your Security Manager or CitiDirect BE HelpDesk.

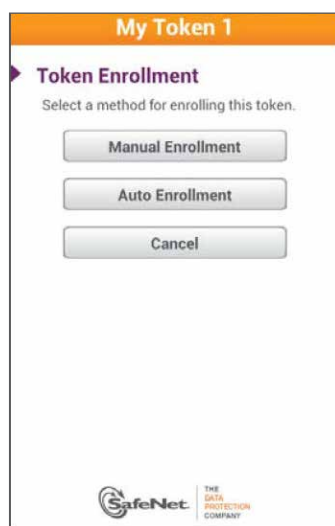
Step 3: Activate Your MobilePASS Token

Depending on the operating system on your smartphone splash screen may vary:



A) To enroll and activate your MobilePASS token for *Android*:

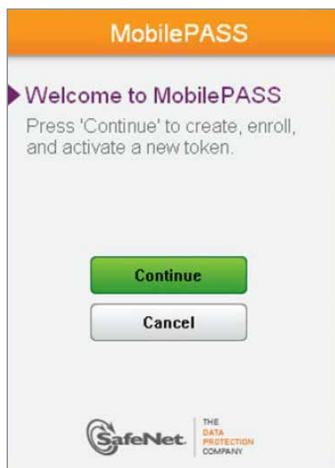
1. Press the icon to open the application. The Token Enrollment window appears. A default token named "*My Token 1*" is automatically created:



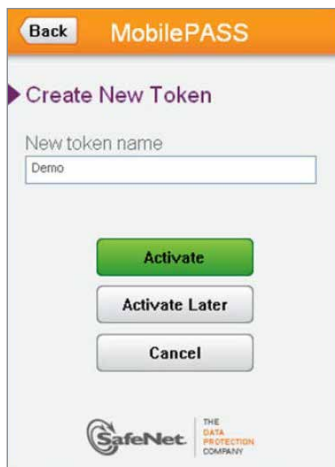
2. Select automatic enrollment and proceed to step *Auto Enrollment* described later in this manual.

B) To enroll and activate your MobilePASS token for *Windows Phone*:

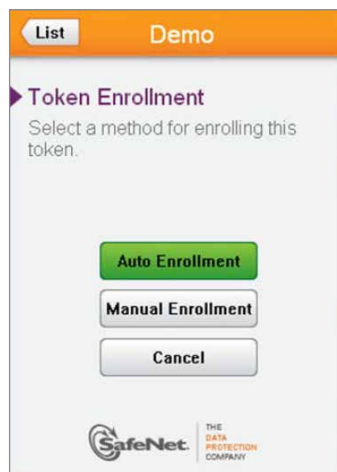
1. Double-click the icon to open the application. The welcome window appears. Select *Continue*.



2. The *Create New Token* window appears. Enter a name for the token, and then choose *Activate*.



3. Choose *Auto Enrollment* and proceed to step 4 - Auto Enrollment described later in this manual.



C) To enroll and activate your MobilePASS token for *iOS*:

1. Press the icon to open the application. The Token Enrollment window appears. A default token named *"My Token 1"* is automatically created.



2. Select *Auto Enrollment* and proceed to step 4 - Auto Enrollment described later in this manual.

D) To enroll and activate your MobilePASS token for *BlackBerry*:

1. Open the MobilePASS application on your device.
2. Tap the *Continue* button after reading the welcome message.
3. Enter a token name, and then press *Activate*.

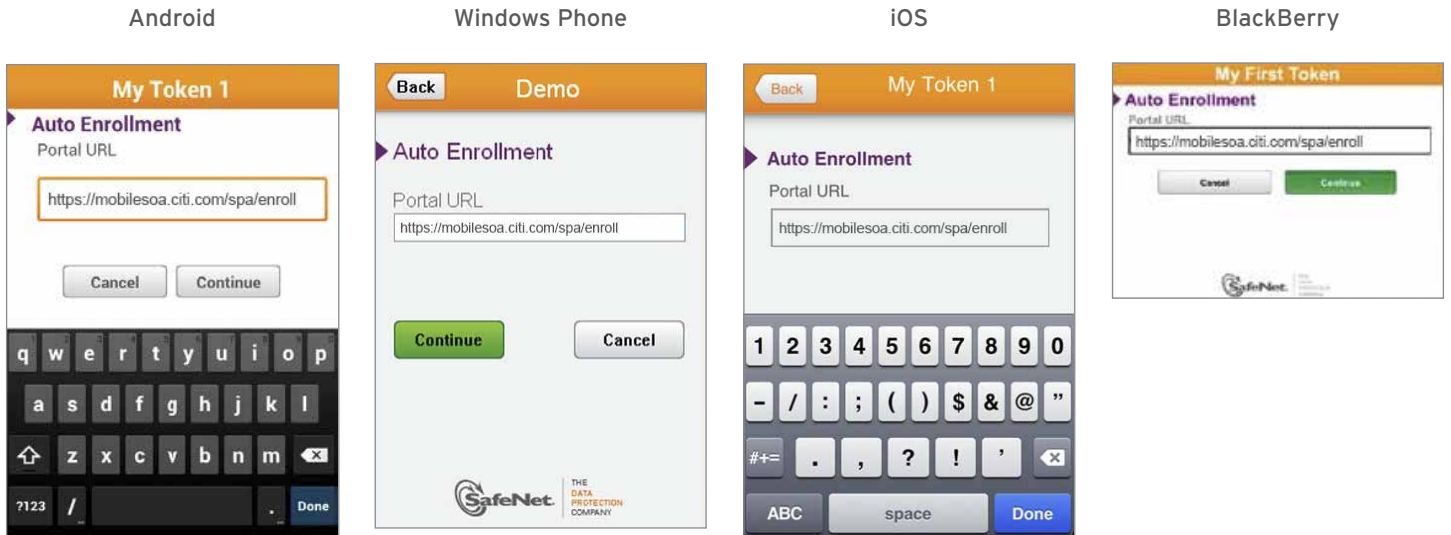


4. Select *Auto Enrollment* and proceed to step 4 - Auto Enrollment described later in this manual.



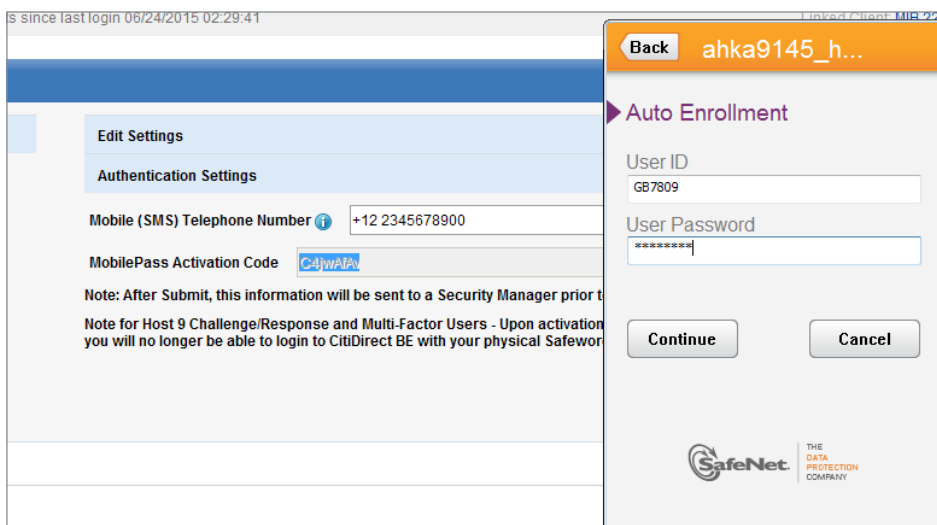
Step 4: Auto Enrollment

You will be prompted to enter a Portal URL. Enter: <https://mobilesoa.citi.com/spa/enroll>
Select *Continue*.



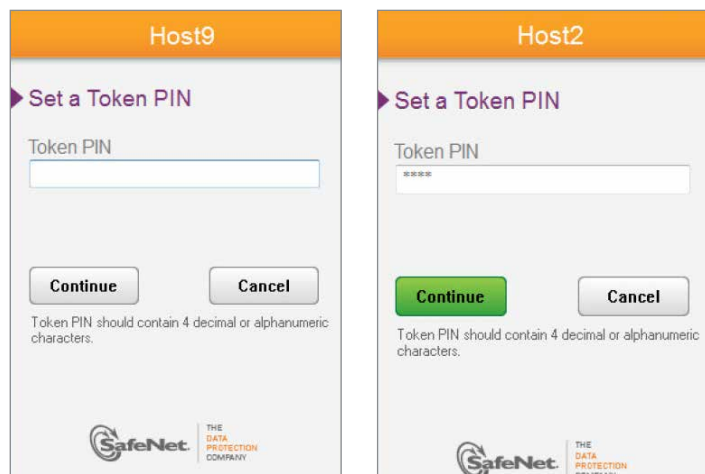
You will then be prompted with Auto Enrollment. Enter a *User ID* and *User Password*.

- For MobilePASS Host 9, enter *csa_* and the serial number on the back of your SafeWord card as the *User ID*. For example, *csa_HZ2983*. If you do not have SafeWord card, please enter *csa_mp_<UserID>* where *UserID* is your CitiDirect BE Login ID. For example, User *ALCO2233* would enter *csa_mp_ALCO2233*.
- For MobilePASS Host 2, enter the serial number on the back of your SafeWord card as the *User ID*. If you do not have SafeWord card, please enter *mp_<UserID>*, where *UserID* is your CitiDirect BE login ID. For example, user *ALCO2233* would enter *mp_ALCO223*.



Enter your MobilePASS Activation Code in the *User Password* field, then select *Continue* to complete activation

Step 5: Set-up your MobilePASS Token PIN



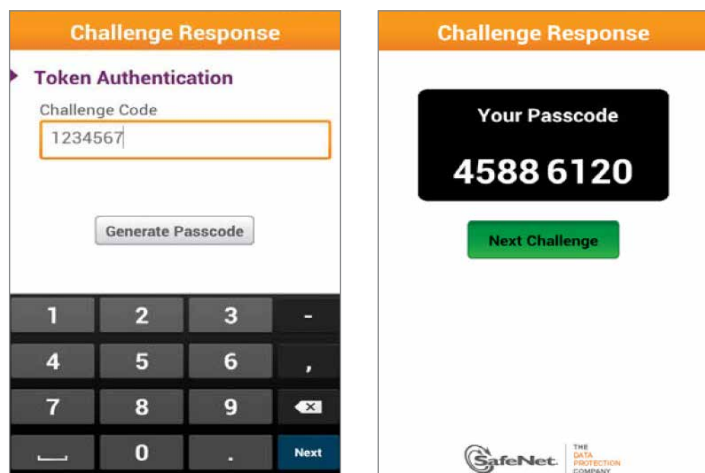
After you activate your MobilePASS token, choose and enter your Personal Identification Number (PIN) - consisting of 4-alphanumeric characters. It can contains digits as well as capital and small letters. This PIN is used to protect your token.

Select [Continue](#).

Re-enter the same PIN again and select [Continue](#). From now on, each time you start the application you will need to enter your PIN. Configure your token MobilePASS has been completed.

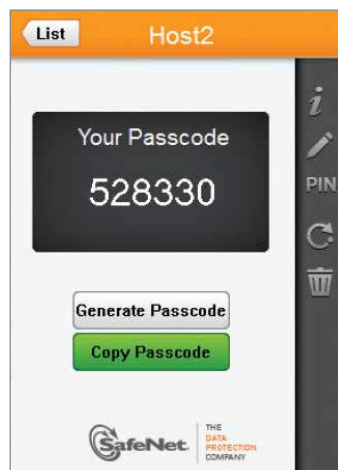
Step 6: Using Your MobilePASS Token to Log in to CitiDirect BE, CitiDirect BE Mobile and CitiDirect BE Tablet

A) Log in with Challenge Response or Multi-factor Authentication using your MobilePASS (Host 9) token



- Launch the MobilePASS application on your device.
- Select your token.
- Enter your 4-digit PIN in the *Token PIN* field.
- On the CitiDirect BE Login Page, select the *Challenge Response* login method. If you are enabled for Multi-Factor Authentication (MFA), choose the *Multi-factor* login method on CitiDirect BE. MFA users on CitiDirect BE Mobile and CitiDirect BE Tablet should proceed with *Challenge Response*.
- Enter your Login ID, and click *Continue*. A challenge code will be displayed.
- On your device, enter the challenge code that appears on the CitiDirect BE login page into the MobilePASS application and select *Generate Passcode*. A response passcode will be displayed.
- On the CitiDirect BE login page, enter the passcode in the *Response* field. If you selected *Challenge Response* as the login method, click *Login* to complete the login process. If you are an MFA user, you will be prompted for your *Password* to complete the login process.

B) Log in using your MobilePASS (Host 2) token



- Launch the MobilePASS application on your device.
- Select your token.
- Enter your 4-digit PIN and select [Continue](#). A dynamic [passcode](#) will be displayed.
- On the CitiDirect BE login page, select the [SafeWord](#) login method and enter your [Login ID](#).
- In the [Password](#) field, enter the MobilePASS-generated dynamic passcode.
- Click [Login](#) to complete the login process.

Helpful Resources

For additional information, please refer to the [Frequently Asked Questions \(FAQs\)](#).