

SafeNet MobilePASS+ for iOS

User Guide

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SafeNet MobilePASS+ is a mobile client application that enables you to access corporate and web-based resources securely. It eliminates the need to remember complex passwords. SafeNet MobilePASS+ is a cost-effective way for businesses to leverage the security of One Time Passwords (OTP) using mobile phones. Associated with SafeNet Authentication Service- Cloud Edition, the SafeNet MobilePASS+ application is a perfect combination of security and convenience. It offers a simple user experience for token activation and authentication using the Push OTP mechanism.



NOTE: SafeNet MobilePASS+ can generate passcodes independently of mobile network connectivity.

Difference between SafeNet MobilePASS+ App and Token

The SafeNet MobilePASS+ solution includes both the SafeNet MobilePASS+ app and SafeNet MobilePASS+ tokens. The following description clarifies the terms.

SafeNet MobilePASS+ App

The SafeNet MobilePASS+ app is an application that turns your mobile phone into a two-factor authentication device, removing the need to carry an additional hardware token.

As a SafeNet MobilePASS+ user, you can generate passcodes on your mobile device, and use those passcodes to authenticate to protected corporate and web-based applications.

SafeNet MobilePASS+ Token

A SafeNet MobilePASS+ token is related to an account and its associated parameters, such as name, user PIN, enrolled keys, and PIN policy. Each SafeNet MobilePASS+ app can manage multiple SafeNet MobilePASS+ tokens. For example, a user may require several tokens, each one related to a different web service.

Who Should Read this Document

This document is intended for end-users who will be using the SafeNet MobilePASS+ app. This document provides information on how to install and run the SafeNet MobilePASS+ token.

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 Gemalto Customer Support. Gemalto 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 Gemalto 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	Gemalto 4690 Millennium Drive Belcamp, Maryland 21017, USA	
Phone	US	1-800-545-6608
	International	1-410-931-7520
Technical Support Customer Portal	https://serviceportal.safenet-inc.com Existing customers with a Technical Support Customer Portal account can log in to manage incidents, get the latest software upgrades, and access the Gemalto Knowledge Base.	

Installing the SafeNet MobilePASS+ App

Supported Platforms

SafeNet MobilePASS+ for iOS runs iOS versions 8, 9 and 10.

Downloading the SafeNet MobilePASS+ Application

Download and install SafeNet MobilePASS+ from Apple App Store.

Once installed, the SafeNet MobilePASS+ application icon will be visible on your device:



Enrolling SafeNet MobilePASS+ Token

Methods to Enroll a SafeNet MobilePASS+ Token

Before you can use SafeNet MobilePASS+ to generate passcodes, you must enroll a SafeNet MobilePASS+ token on your device.



NOTE: Additional SafeNet MobilePASS+ tokens can be added later (see “Creating a New Token” on page 30).

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

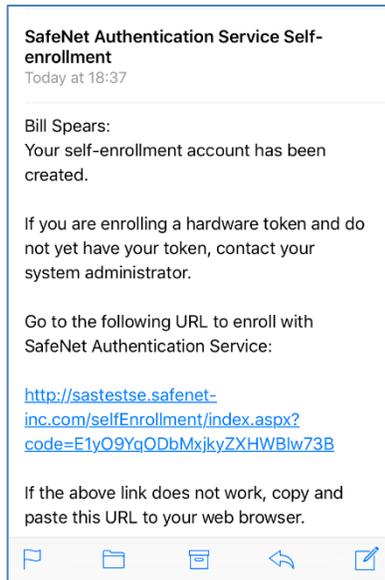
- **Automatic Enrollment** – Automatically copy and paste the activation code into the Auto Enrollment window by clicking the Enroll your SafeNet MobilePASS+ token link on the notification email.
- **QR Code Enrollment** – Scan a QR Code to enroll your SafeNet MobilePASS+ token. This is recommended when you cannot receive email or open self-enrollment from the target device.
- **Copy and Paste Activation String into the Automatic Enrollment Window** - This is recommended when you have difficulties with Automatic Enrollment. For example, if the registration link in the device does not work or the browser in use does not support opening an external application.

Automatic Enrollment

After your system administrator assigns you a token, you will receive a notification email.

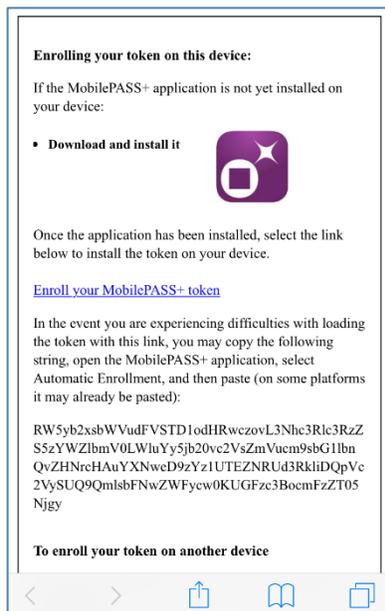
To enroll SafeNet MobilePASS+ token automatically:

1. Tap the https:// link in the email.

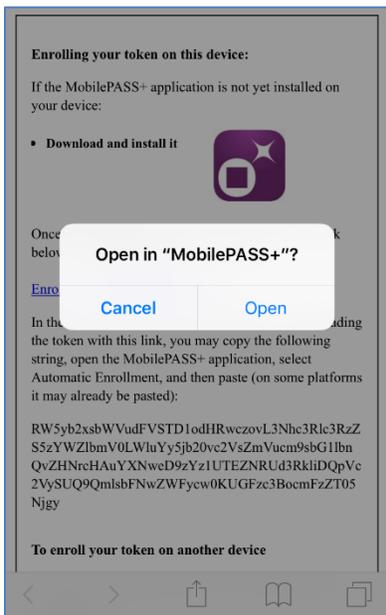


The **SafeNet Authentication Service Self-Enrollment** webpage opens.

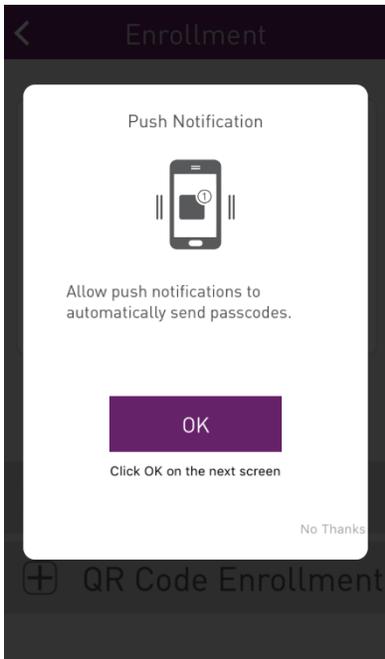
2. Click **Enroll your SafeNet MobilePASS+ token**.



3. If prompted to open in **MobilePASS+** tap **Open**.

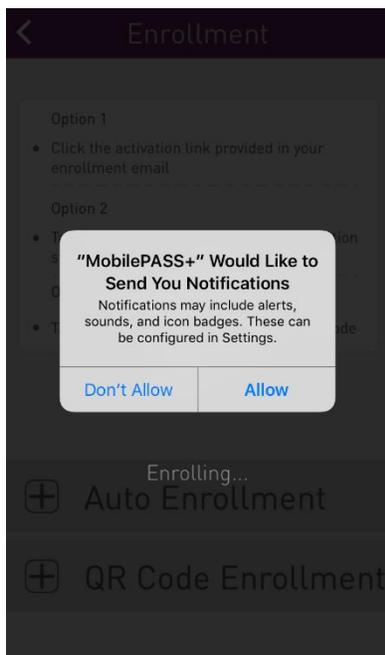


4. If the **Push Notification** screen is displayed, to enable autosend passcodes tap **OK**, else tap **No Thanks**.



If you selected **OK** in the Push Notification screen, a message “**SafeNet MobilePASS+™ Would Like to Send You Notifications**” message is displayed.

5. To enable Push Notifications tap **OK**, else tap **Don't Allow**.



NOTE: The message “**App Name**” **Would Like to Send You Notifications** is presented for all iOS apps that use notifications. It enables you to activate the app’s notification function. This screen is presented only once per app.



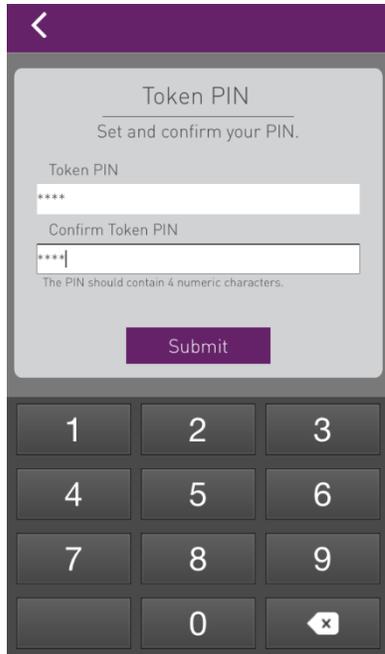
NOTE: Your token can be configured by your system administrator to work with Token PIN, Server PIN, or no PIN.

If configured for no PIN, you will not be prompted to enter a PIN.

6. If your token is PIN protected, do one of the following:
 - a. If your token is token PIN protected, the **TOKEN PIN** window opens. Enter a PIN in the **Token PIN** field and enter again in the **Confirm Token PIN** field, and tap **SUBMIT**.



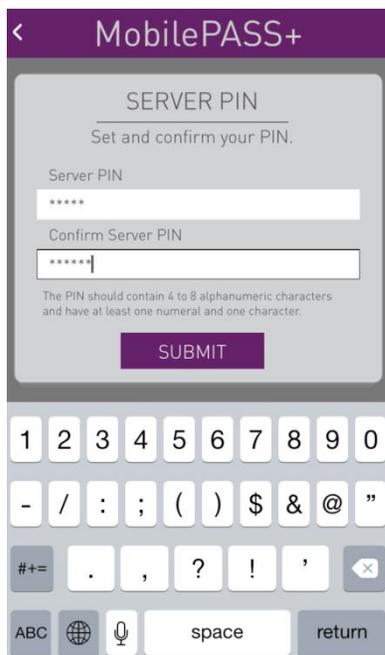
NOTE: The type and number of characters required for the PIN is displayed on the screen above the **Submit** button.



- b. If your token is server-side PIN protected, the SERVER PIN window opens. Enter a PIN in the **Server PIN** field and enter again in the **Confirm Token PIN** field, and tap **SUBMIT**.



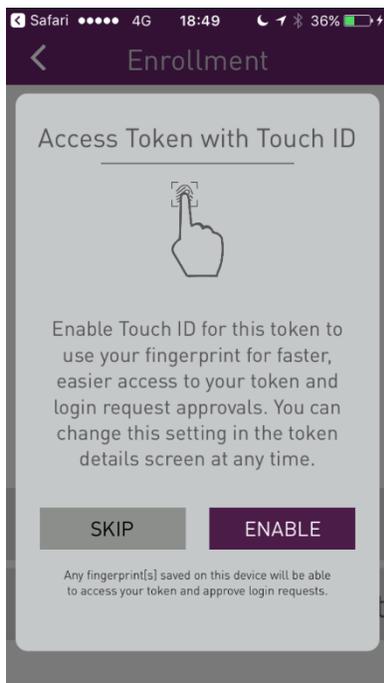
NOTE: The type and number of characters required for the PIN is displayed on the screen above the **Submit** button.



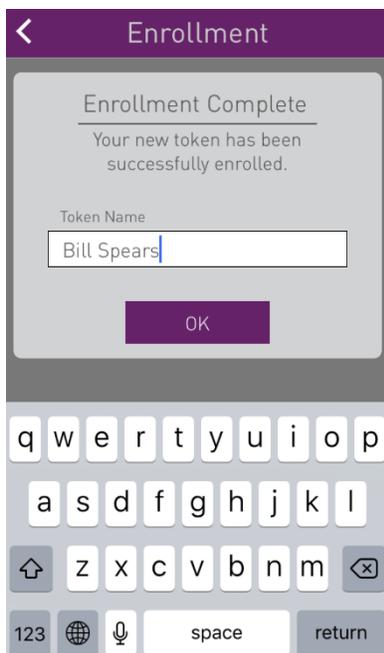
7. In the **Access Token with Touch ID** screen, click **Enable** to activate Touch ID, or else click **Skip**.



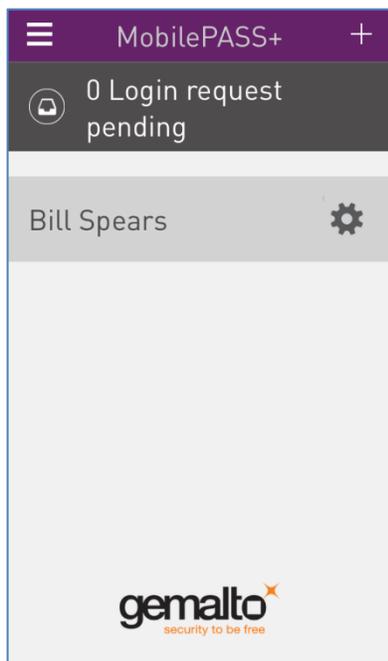
NOTE: The **Access Token with Touch ID** option is available only if activated by your system administrator.



8. In the **ENROLLMENT COMPLETE** screen, do one of the following:
 - a. To accept the default token name, tap **OK**.
 - b. To edit the Token Name, type the required changes into the **TOKEN NAME** field and tap **OK**.



The newly enrolled SafeNet MobilePASS+ token is displayed in the SafeNet MobilePASS+ app.



Enrolling by Scanning QR Code

After your system administrator assigns you a token, you will receive a notification email.

To enroll SafeNet MobilePASS+ by scanning the QR Code:

1. Tap the https:// link in the email on a different device to the one on which you want to install the SafeNet MobilePASS+ token

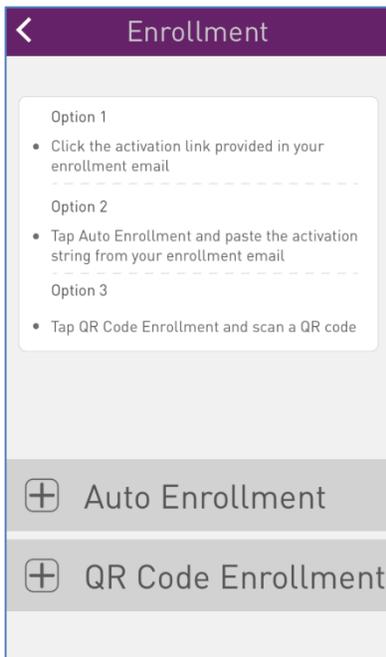
The **SafeNet Authentication Service Self-Enrollment** webpage opens.

2. Select **iOS** from the drop-down list of supported devices. The QR code is displayed.

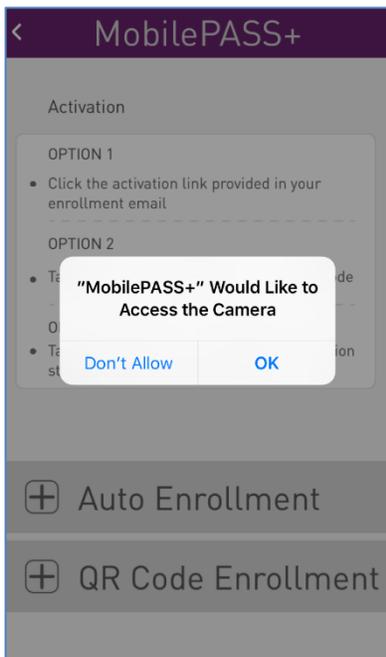


3. On your device, open the SafeNet MobilePASS+ application, tap **Get Started** (if this is the first time you have used the app), or tap the **Add** icon 

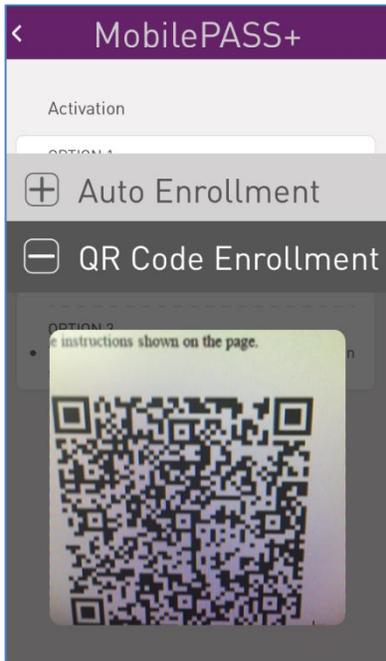
4. In the **Activation** window, tap **QR Code Enrollment**.



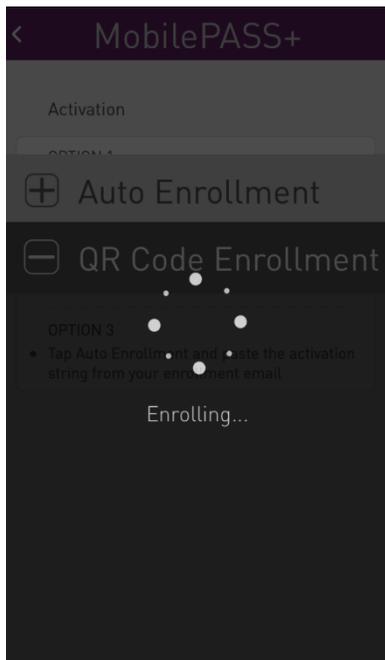
5. If prompted to allow SafeNet MobilePASS+ to access the camera, tap **OK**.



6. Point the camera to the QR Code on the **SafeNet Authentication Service Self-Enrollment** webpage



The camera scans the QR Code and begins enrollment.





NOTE: Your token can be configured by your system administrator to work with Token PIN, Server PIN, or no PIN.

If configured for no PIN, you will not be prompted to enter a PIN.

7. If your token is PIN protected, do one of the following:

- a. If your token is token PIN protected, the **TOKEN PIN** window opens. Enter a PIN in the **Token PIN** field and enter again in the **Confirm Token PIN** field, and tap **SUBMIT**.



NOTE: The type and number of characters required for the PIN is displayed on the screen above the **Submit** button.

- b. If your token is server-side PIN protected, the SERVER PIN window opens. Enter a PIN in the **Server PIN** field and enter again in the **Confirm Token PIN** field, and tap SUBMIT.

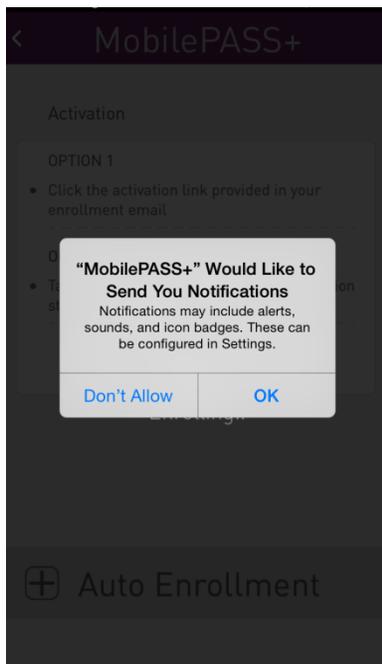


NOTE: The type and number of characters required for the PIN is displayed on the screen above the **Submit** button.

8. In the Push Notification screen, to enable autosend passcodes tap **OK**, else tap **No Thanks**.

If you selected OK in the Push Notification screen, a message **“MobilePASS+” Would Like to Send You Notifications** message is displayed.

9. To enable Push Notifications tap **OK**, else tap **Don't Allow**.

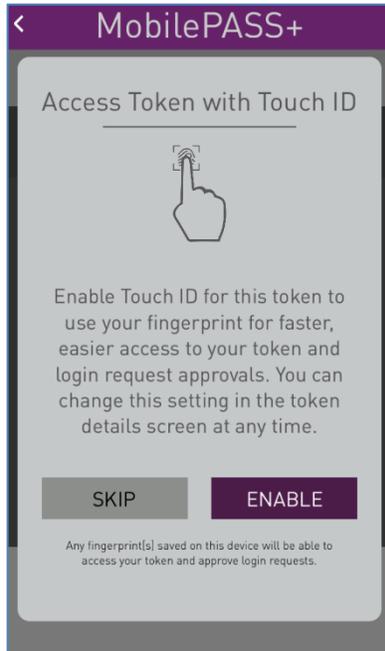


NOTE: The message **“App Name” Would Like to Send You Notifications** is presented for all iOS apps that use notifications. It enables you to activate the app’s notification function. This screen is presented only once per app.

10. In the **Access Token with Touch ID** screen, click **Enable** to activate Touch ID, or else click **Skip**.

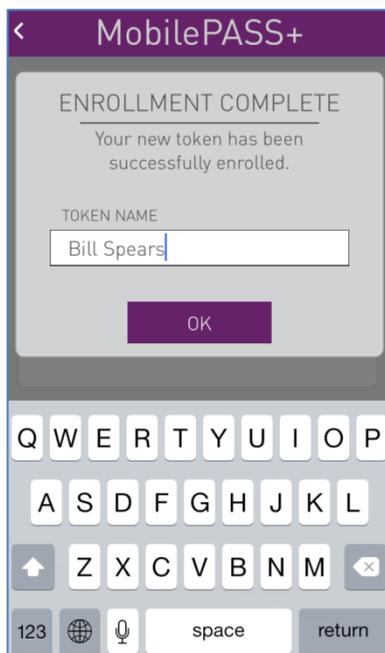


NOTE: The **Access Token with Touch ID** option is available only if activated by your system administrator.

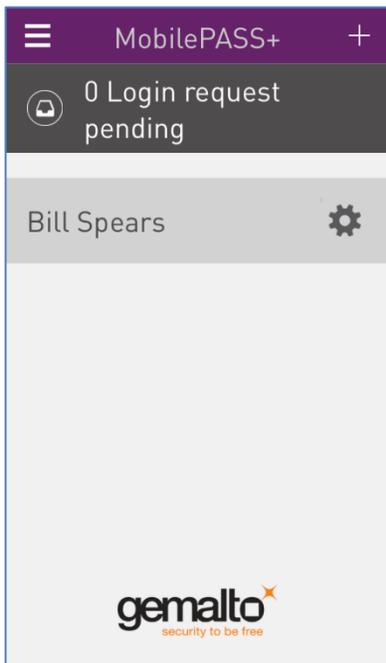


11. In the **ENROLLMENT COMPLETE** screen, do one of the following:

- c. To accept the default token name, tap **OK**.
- d. To edit the Token Name, type the required changes into the **TOKEN NAME** field and tap **OK**.



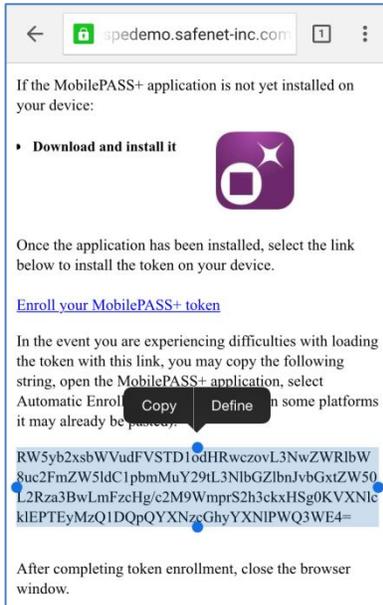
The newly enrolled SafeNet MobilePASS+ token is displayed.



Enrolling by Copying and Pasting the Activation String

To enroll SafeNet MobilePASS+ by copying and pasting the activation string:

1. Copy the activation string from the web page.

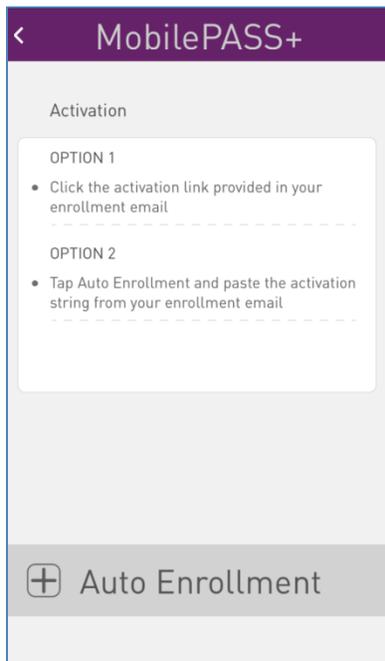


TIP: To copy the activation string:

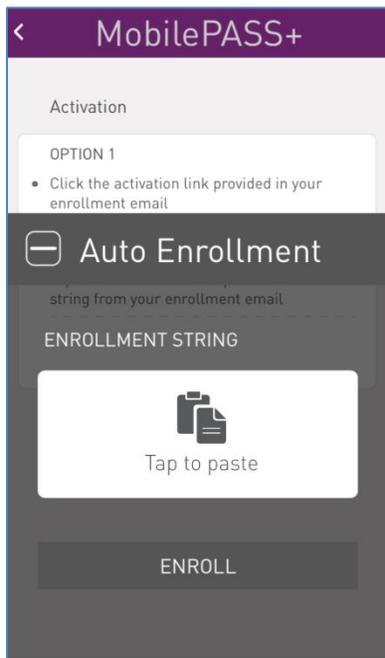
1. Long-tap on the activation string.
2. Drag the set of bounding handles to include the whole activation string.
3. Tap the selected text again to copy the activation string to the clipboard.

2. Open the SafeNet MobilePASS+ application and tap **Get Started**, or tap the **Add** icon 

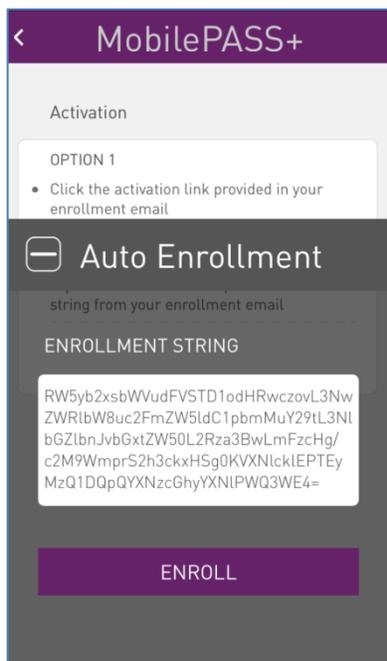
3. In the **Activation** window, tap **Auto Enrollment**.



4. To paste the activation string, tap **Tap to paste**.



5. Tap **ENROLL**.



NOTE: Your token can be configured by your system administrator to work with Token PIN, Server PIN, or no PIN.

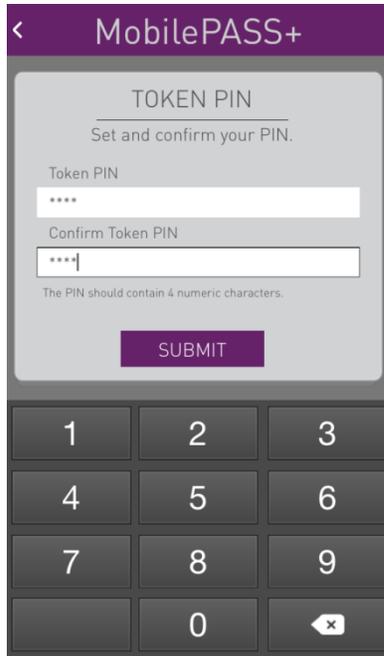
If configured for no PIN, you will not be prompted to enter a PIN.

6. If your token is PIN protected, do one of the following:

- a. If your token is token PIN protected, the **TOKEN PIN** window opens. Enter a PIN in the **Token PIN** field and enter again in the **Confirm Token PIN** field, and tap **SUBMIT**.



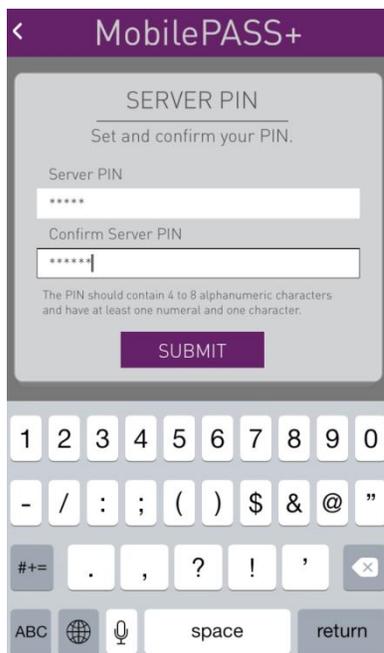
NOTE: The type and number of characters required for the PIN is displayed on the screen above the **Submit** button.



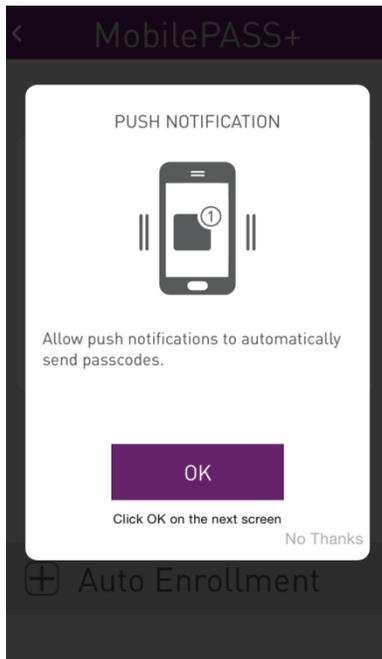
- b. If your token is server-side PIN protected, the SERVER PIN window opens. Enter a PIN in the **Server PIN** field and enter again in the **Confirm Token PIN** field, and tap **SUBMIT**.



NOTE: The type and number of characters required for the PIN is displayed on the screen above the **Submit** button.

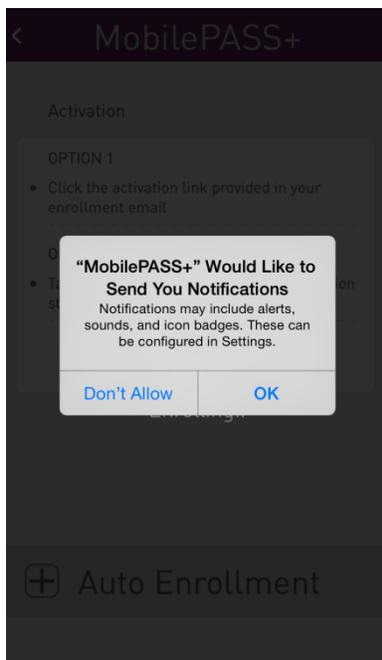


7. If the **Push Notification** screen is displayed, to enable autosend passcodes tap **OK**, else tap **No Thanks**.



If you selected OK in the Push Notification screen, a message **“MobilePASS+” Would Like to Send You Notifications** message is displayed.

8. To enable Push Notifications tap **OK**, else tap **Don't Allow**.

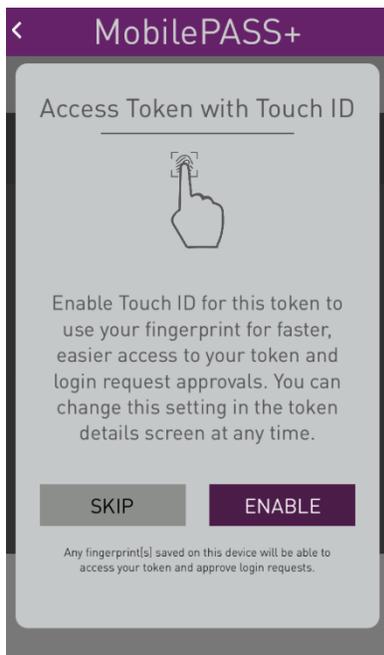


NOTE: The message **“App Name” Would Like to Send You Notifications** is presented for all iOS apps that use notifications. It enables you to activate the app’s notification function. This screen is presented only once per app.

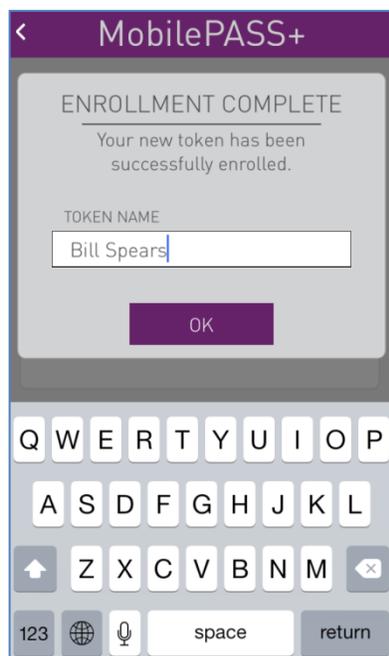
9. In the **Access Token with Touch ID** screen, click **Enable** to activate Touch ID, or else click **Skip**.



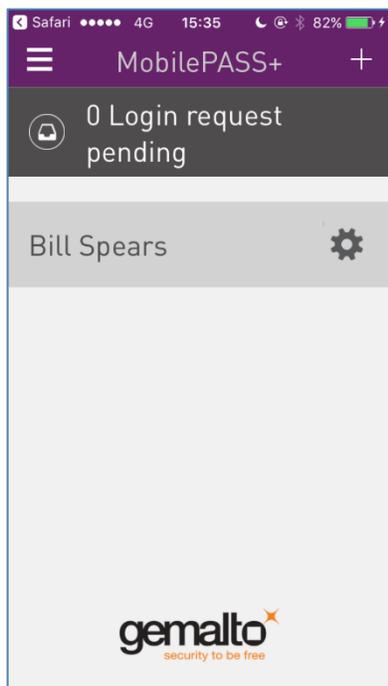
NOTE: The **Access Token with Touch ID** option is available only if activated by your system administrator.



10. In the **ENROLLMENT COMPLETE** screen, do one of the following:
- To accept the default token name, tap **OK**.
 - To edit the Token Name, type the required changes into the **TOKEN NAME** field and tap **OK**.



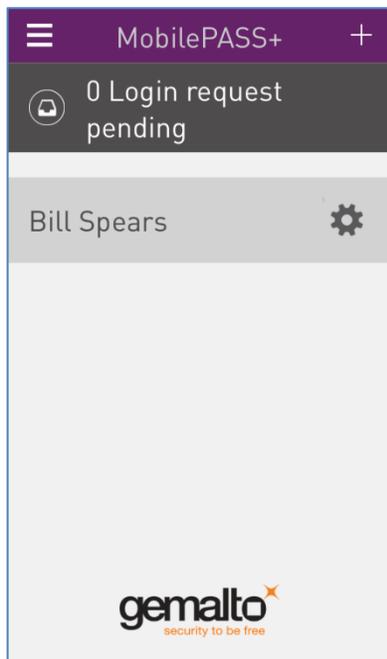
The new SafeNet MobilePASS+ token is displayed.



Creating a New Token

To create a new token:

1. Open the SafeNet MobilePASS+ application.



2. Tap the **Add** icon 
3. Enroll a new token (see “Methods to Enroll a SafeNet MobilePASS+ Token” on page 8)

Authenticating with Touch ID

Activating and Deactivating Touch ID

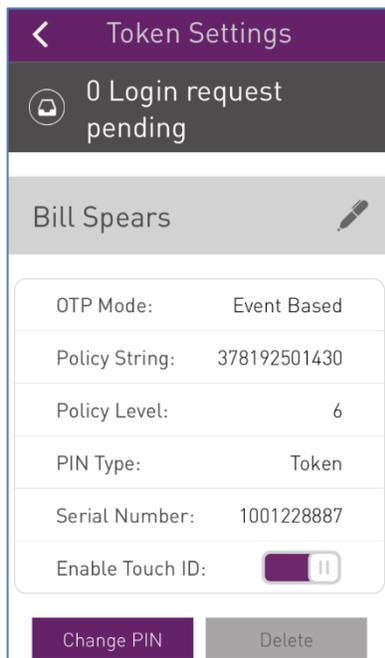


NOTE: To use Touch ID on SafeNet MobilePASS+ the following is required:

- The Touch ID function must be activated on your iOS device
- Your SafeNet MobilePASS+ token must have been configured by your system administrator to support Touch ID

To activate/deactivate Touch ID in SafeNet MobilePASS+ token:

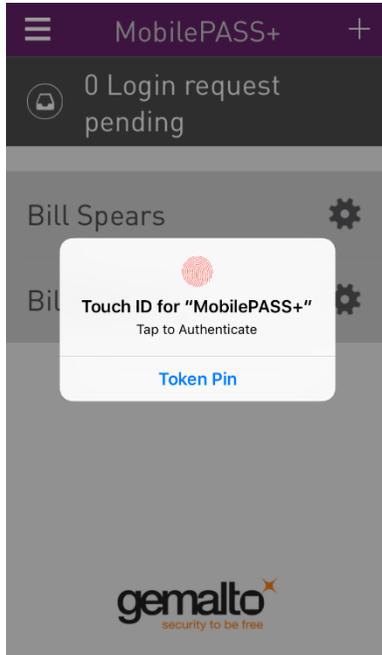
1. Open the SafeNet MobilePASS+ app and tap the **Settings** icon  next to the token.
2. Slide the **Enable Touch ID** button to the right. The Purple color indicates that Touch ID is activated. 



3. To deactivate Touch ID, slide the **Enable Touch ID** button to the left. 
The grey color indicates the **Enable Touch ID** is deactivated.

Logging onto a Token with Touch ID

Touch ID utilizes the fingerprint sensor built into the Home button on iOS devices. If the token has been configured to work with iOS Touch ID, each time you are required to enter a PIN you will be prompted to use the Touch ID.

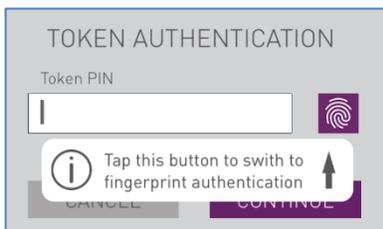


To log on to the token with Touch ID:

Touch the device's Home button.

To log on to the token with a PIN after being prompted for Touch ID:

1. Click **Token Pin**
2. In the **Token PIN** field, enter the PIN.



3. To switch to Touch ID, tap the fingerprint icon 

Generating Passcodes

Your SafeNet MobilePASS+ tokens can be configured by your system administrator to generate passcodes using one of the following methods:

- Time based
- Event based
- Challenge-Response

Your SafeNet MobilePASS+ app can contain multiple SafeNet MobilePASS+ tokens, configured with different passcode generation methods.

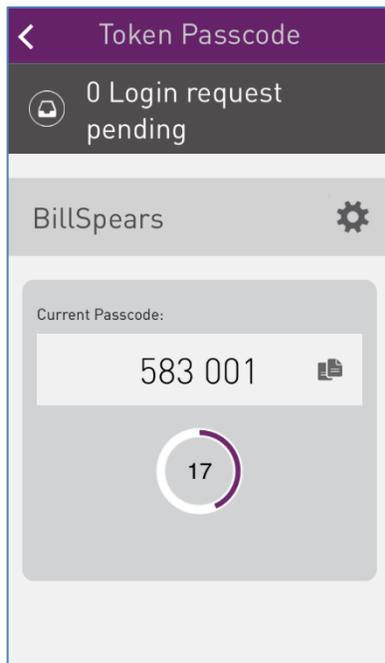
Generating a Passcode with Time-based Tokens

If you are using a time-based token, the passcode is generated automatically after the specified time interval has elapsed. When a new passcode is generated, the previous passcode is no longer valid.

To generate a passcode with a time-based token:

1. Open the SafeNet MobilePASS+ app.
2. If there is more than one token, tap the required token.
3. If your token is PIN protected, enter the PIN, or if available, use the Touch ID.

The passcode is displayed.



4. To copy the passcode to the clipboard, tap the Clipboard icon 

A new passcode will be displayed at the end of the specified time-interval.

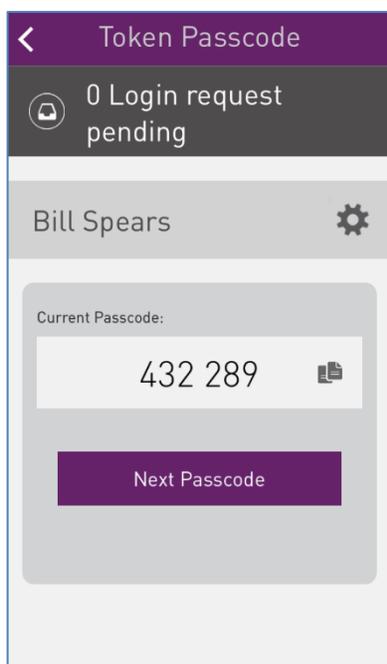
Generating a Passcode with Event-based Tokens

Event-based tokens are so-called because they require an event to generate the passcode. In SafeNet MobilePASS+, the event is the tapping of the **Next Password** button. The passcode is valid until another passcode is generated.

To generate a passcode with an event-based token:

1. Open the SafeNet MobilePASS+ app.
2. If there is more than one token, tap the required token.
3. If your token is PIN protected, enter the PIN, or if available, use the Touch ID.

The passcode is displayed.



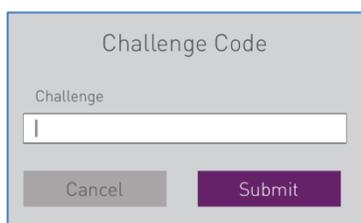
4. To copy the passcode to the clipboard, tap the clipboard icon .
5. To generate a new passcode, tap Next Passcode.

Generating Passcodes with Challenge-Response Tokens

To generate a passcode on a Challenge-Response Token, you must first receive the challenge code. To receive the challenge code, follow the procedure used in your organization.

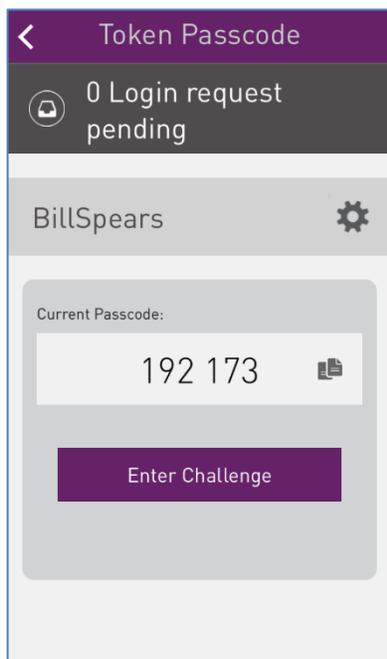
To generate a passcode with a challenge-response token:

1. Open the SafeNet MobilePASS+ app.
2. If there is more than one token, tap the required token.
3. Enter the provided challenge code in the **Challenge Code** field.



4. Tap **Generate Passcode**.

The passcode is displayed.



5. To generate another passcode, tap **Enter Challenge**, and then repeat the process.

Using Push OTP

Introduction to Push OTP

Support for the Push OTP feature depends on the configuration of your SafeNet MobilePASS+ token.

Push OTP simplifies the process of accessing a protected resource, such as a webpage, cloud or VPN. A push notification is sent from the login page to your mobile device and can be viewed as follows:

- An iOS locked-screen notification.
- A Pending Notification bar displayed on the SafeNet MobilePASS+ application.

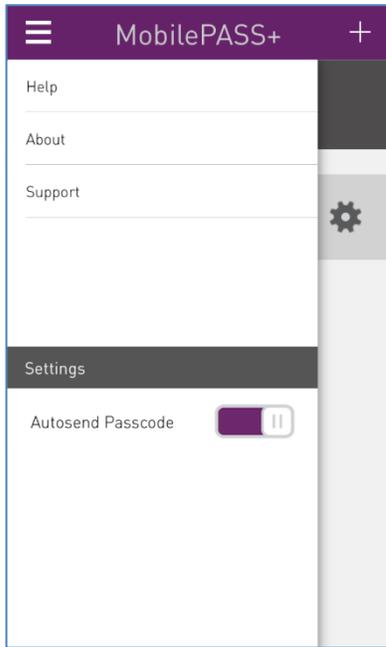
After you have approved the login request with a tap of a button, and entered a PIN (if required according to your tokens' settings), a passcode is generated by your SafeNet MobilePASS+ app and sent to the login page, logging you in automatically. This eliminates the need to generate a one-time passcode (OTP) on your mobile device or to enter it into the login page.

You may be required to enter a PIN after approving the push notification.

Activating and Deactivating Push OTP

To activate/deactivate Push OTP:

1. Open the SafeNet MobilePASS+ app and tap the **Menu Icon** 
2. Do one of the following:
 - a. To activate Push OTP, slide the **Autosend Passcode** button to the right. The Purple color indicates the Push OTP is activated. 



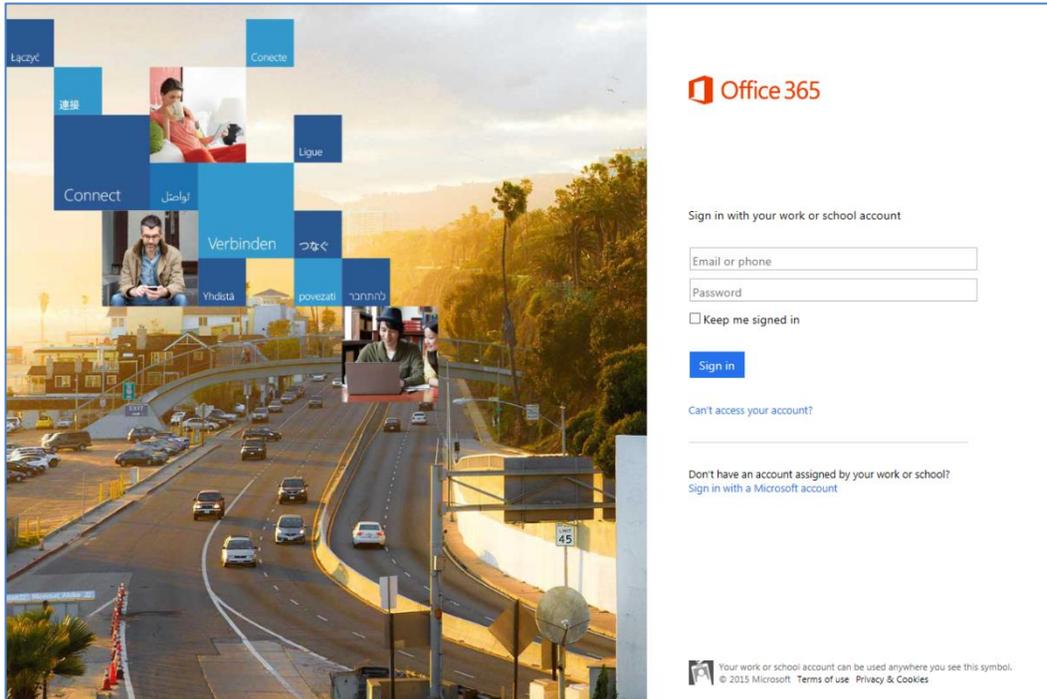
- b. To deactivate Push OTP, slide the **Autosend Passcode** button to the left.  The grey color indicates the Push OTP is deactivated.

Logging in with Push OTP

The following description uses Microsoft Office 365 as an example. The login steps may vary for other resources.

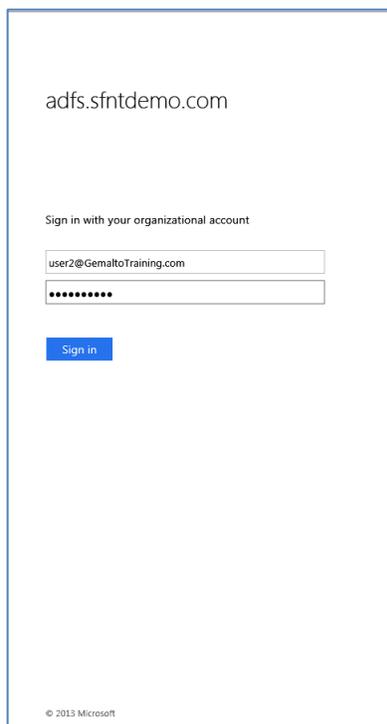
To log in with Push OTP:

1. Open the login page of the resource you wish to access and enter your organization username and password.



You are redirected to your organization's login page.

2. Enter your login credentials and click **Sign in**.



adfs.sfntdemo.com

Sign in with your organizational account

user2@GemaltoTraining.com

Sign in

© 2013 Microsoft

3. Select **Use my mobile to autosend a password** and click **Submit**.



Gemalto Training ADFS

Welcome GEMALTOTRAINING\user2

For security reasons, we require additional information to verify your account

gemalto
security to be free

Your request timed out. Please try again.

I want to :

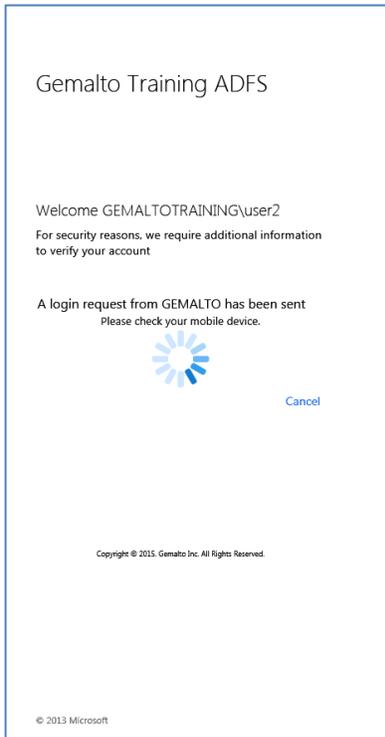
Use my mobile to autosend a passcode

Enter a passcode manually

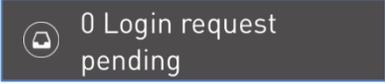
Submit

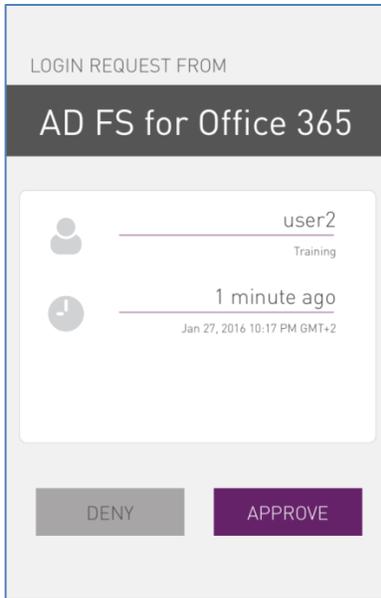
Copyright © 2015. Gemalto Inc. All Rights Reserved.

A notification of the login request is sent to your mobile device.



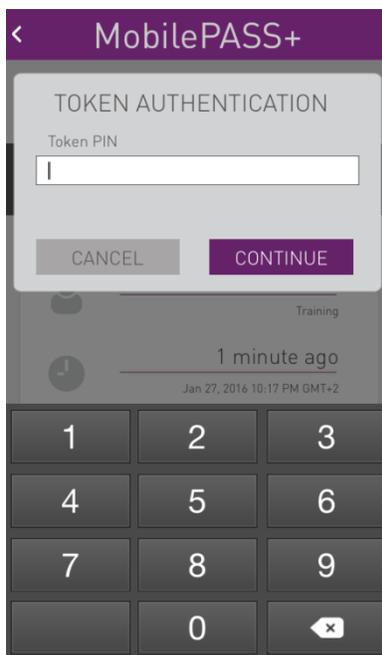
4. When the login request notification arrives on your mobile device, you can respond in one of the following ways:

Notification Location	Action to approve the Push OTP login request
<p>iOS Locked Screen</p>	<p>Do one of the following:</p> <ol style="list-style-type: none"> 1. Swipe the notification from right to left to expand it, and tap APPROVE. 2. Single tap on the notification to open the login request in SafeNet MobilePASS+, review the login request information, and tap APPROVE.
<p>SafeNet MobilePASS+ Application (Available in iOS 10 and later)</p>	<ol style="list-style-type: none"> 1. Tap the Pending Notification bar. <div data-bbox="532 1409 917 1493" style="border: 1px solid black; padding: 5px; margin: 10px 0;">  </div> 2. Tap APPROVE. <p>Note: If there are multiple login requests pending, tapping the Pending Notification bar will prompt the user to approve or deny the most recent notification. Earlier notifications will remain in the bar.</p>

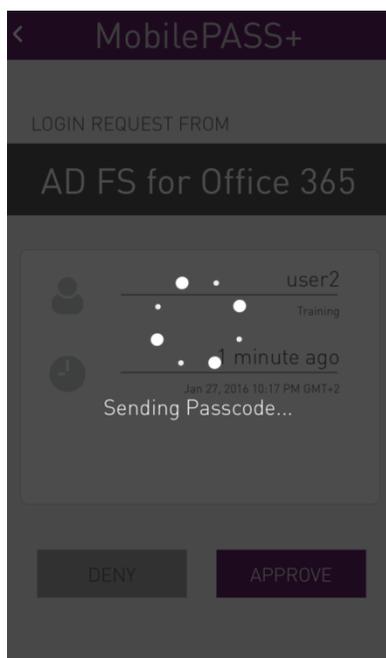


NOTE: The Login Request screen includes information about the request, such as the application initiating the request, the location from where the request was sent, and its IP. If this information is unfamiliar and not expected, then tap **DENY**, and then tap **'It wasn't me!'** This will send a notification of the unauthorized login attempt to your organization's authentication management system

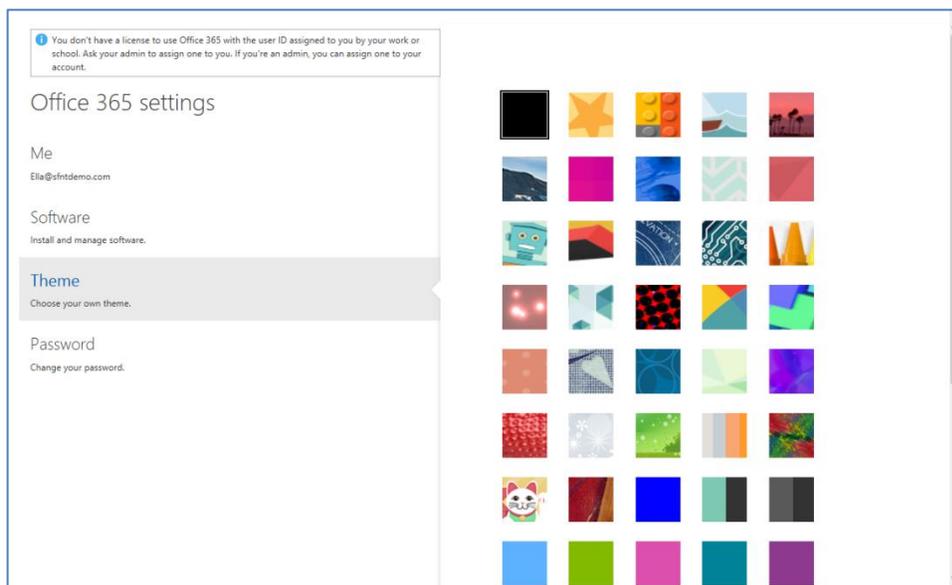
3. If prompted, enter the Token PIN and tap **CONTINUE**.



SafeNet MobilePASS+ sends a passcode to the login page.



You are now logged in.



Changing a Token PIN

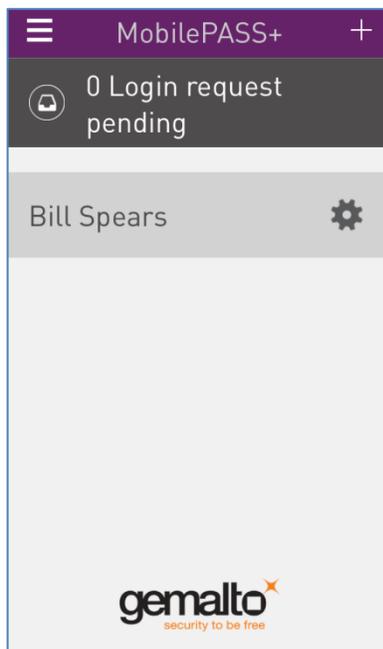
Changing a Token PIN



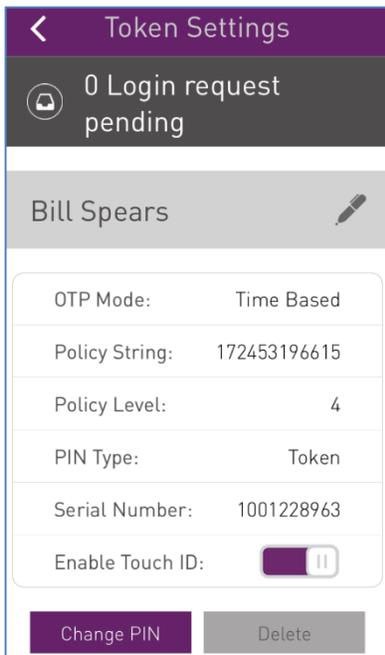
NOTE: The **Change Token PIN** option is available only if your SafeNet MobilePASS+ token has been configured for user-selected PIN protection. You are allowed only a certain number of attempts to enter the correct PIN (depending on how many permitted retries your administrator has defined). If you exceed the number of allowed retries, your token must be re-enrolled. The PIN entered must be in accordance with the policy set by your system administrator. For example, the minimum length and character types required.

To change the PIN:

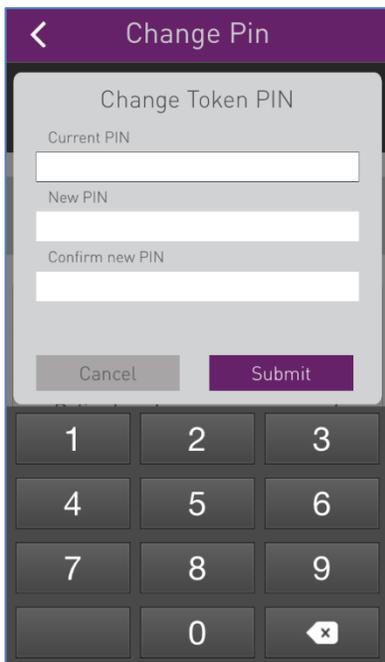
1. Open SafeNet MobilePASS+ app.
2. Tap the Settings icon 



3. Tap **CHANGE PIN**.



4. In the **CHANGE TOKEN PIN** screen, enter the **Current PIN**.
5. Enter the new PIN in the **NEW PIN** field, enter again in **Confirm new PIN**, and then tap **SUBMIT**.



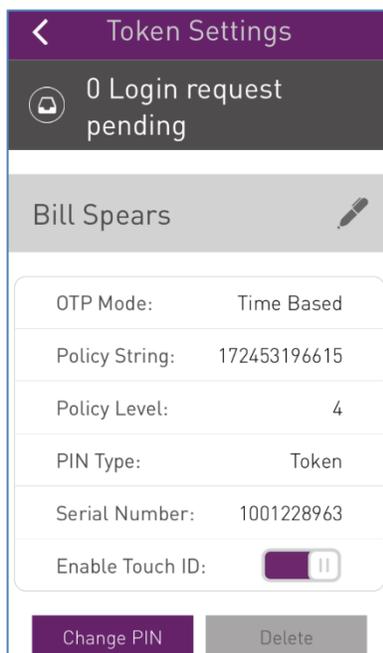
The token PIN has been changed.

Renaming and Deleting a Token

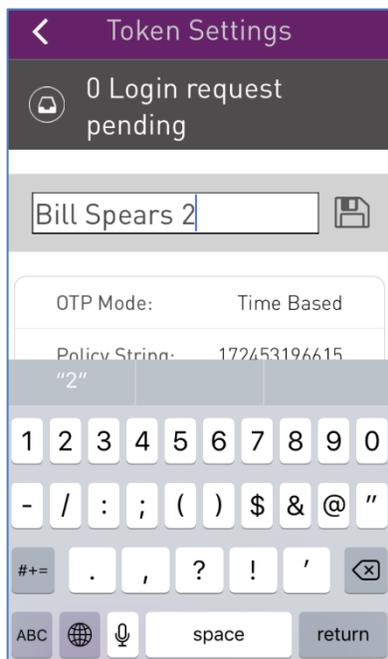
Renaming a Token

To rename a token:

1. Open the SafeNet MobilePASS+ app.
2. Tap the Configuration icon  next to the token you want to rename.
3. Click the Edit icon 



4. Type in the new name.



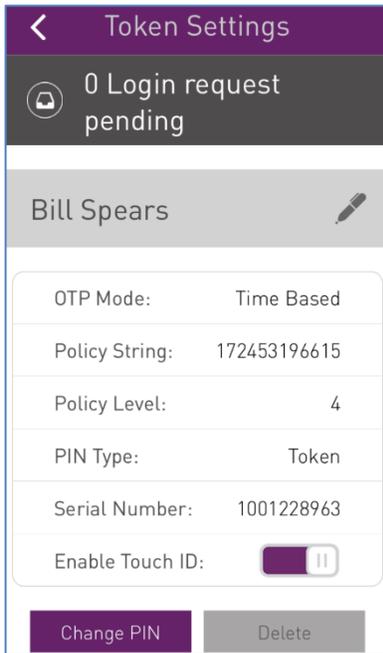
5. Click the Save icon



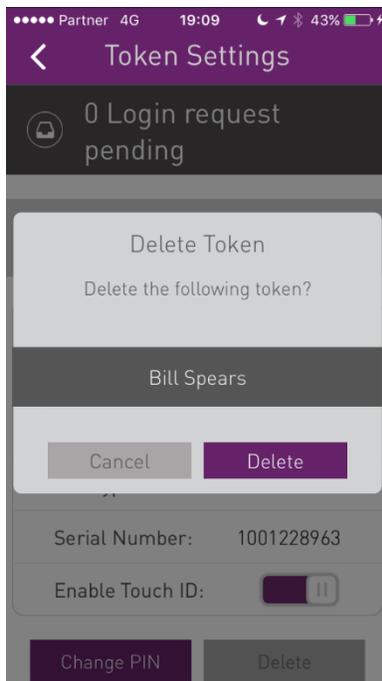
Deleting a Token

To delete a token:

1. Open the SafeNet MobilePASS+ app.
2. Tap the Configuration icon  next to the token you want to delete.
3. Tap **DELETE**.



4. Tap **DELETE** again to confirm the deletion.



Viewing Token, App, and Log Information

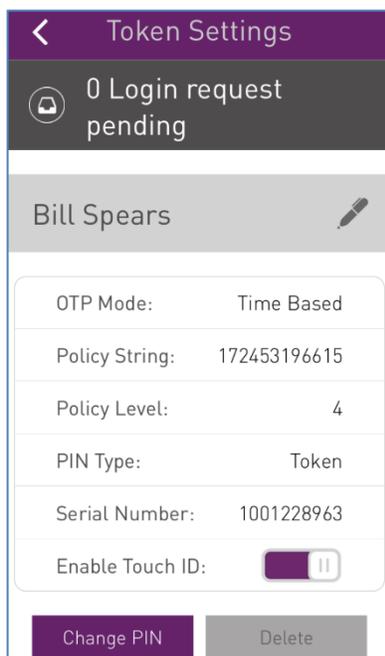
Viewing Token Information

To view token information:

1. Open the SafeNet MobilePASS+ app
2. Tap the settings icon  next to the token.

The following token information is displayed:

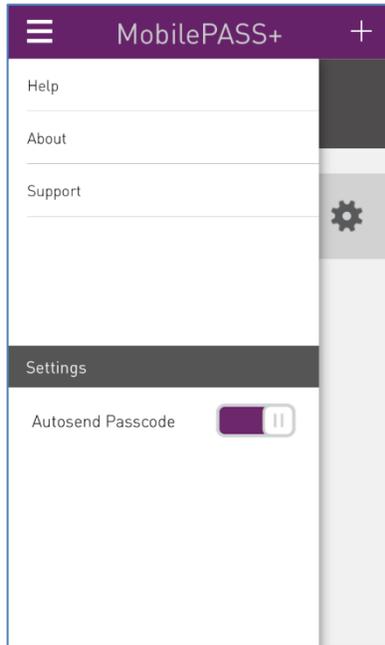
- **OTP Mode** - displays the system for passcode generation (Time-based or Event-Based).
- **Policy String** - identifies the SafeNet MobilePASS+ policy.
- **Policy Level** - represents the token generation, reflecting changes in the token structure and characteristics.
- **PIN Type** - indicates the type of PIN (None/Token/Server)
- **Serial Number** - a unique identifier for the token
- **Enable Touch ID** – Purple color indicates that Touch ID is activated (slide to activate/deactivate)



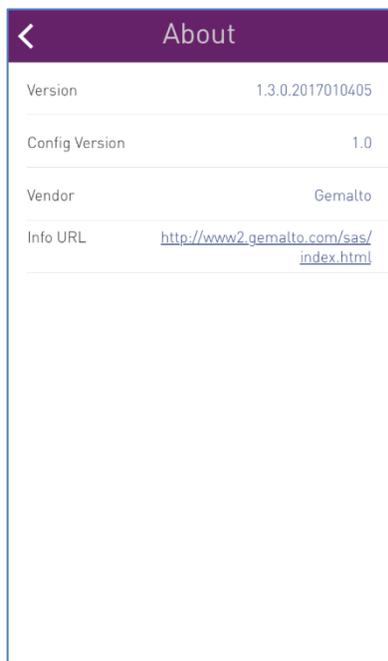
Viewing SafeNet MobilePASS+ App Information

To view SafeNet MobilePASS+ app Information:

1. Open the SafeNet MobilePASS+ app and select the **Menu Icon** 
2. Tap **About**.



Information about the SafeNet MobilePASS+ app is displayed.

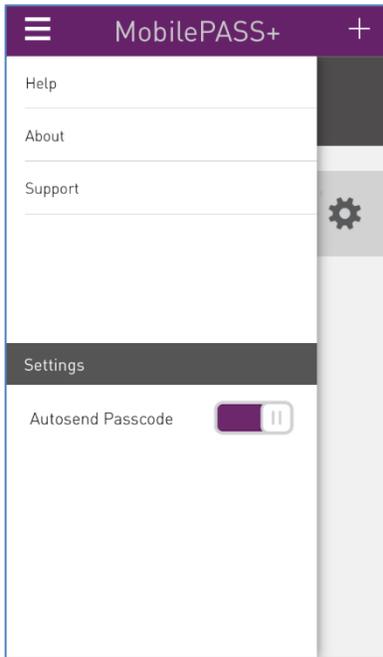


Viewing Event Log

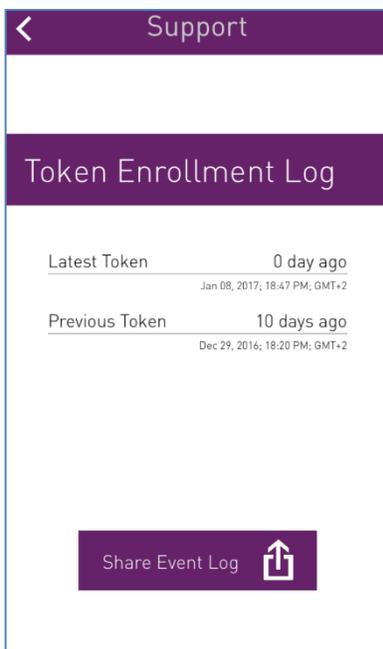
You can view a log of SafeNet MobilePASS+ events, and can send a file of the log to a recipient. Typically, this may be requested by your Help Desk to assist in resolving an issue.

To view the event log:

1. Open the SafeNet MobilePASS+ app and tap the **Menu Icon** 
2. Tap **Support**.



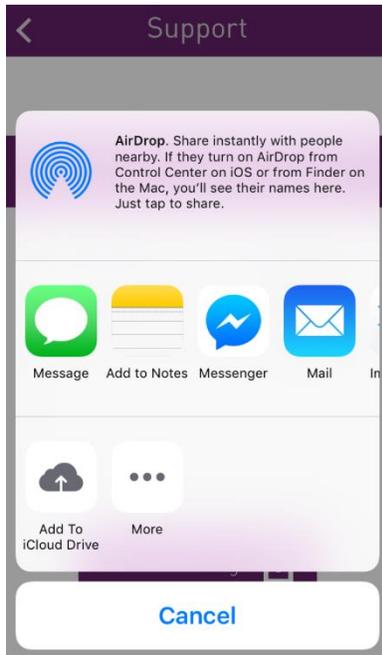
3. To share the Event log, click **Share Event Log**.



4. Select an email application.

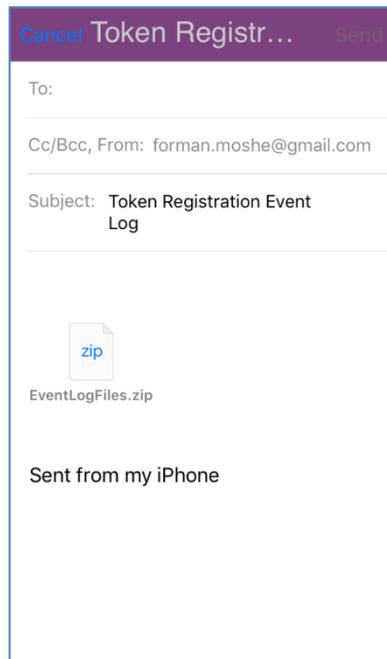


NOTE: Use an email application to send the log file. Other types of applications are not supported for this purpose.



A zip file of the log is attached to the email message.

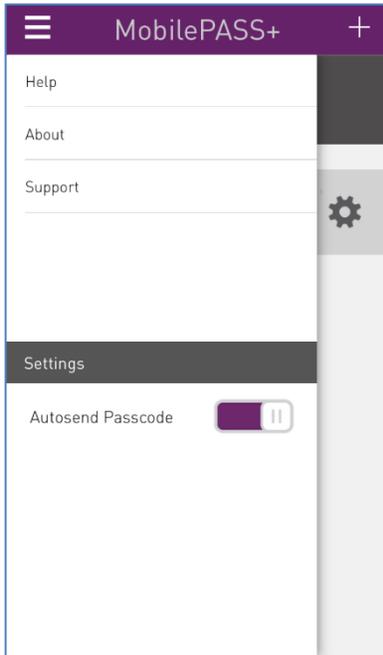
5. Enter the email address, type a message (if required), and send.



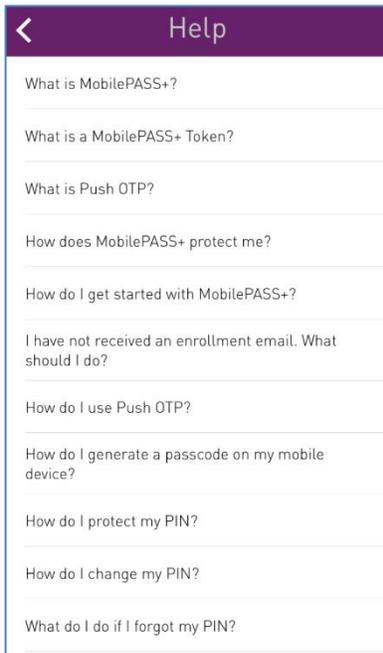
Viewing Help Topics

To view Help topics:

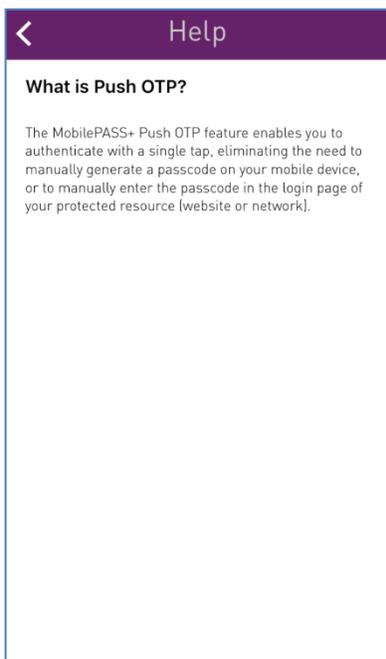
1. Tap the Menu Icon 
2. Tap **Help**.



A list of help topics describing the use of the SafeNet MobilePASS+ app and token are displayed.



3. Tap on the required topic to display the information.



Frequently Asked Questions

As a SafeNet MobilePASS+ user, you can generate passcodes on your device, and use those passcodes to authenticate to protected corporate and web-based applications.

SafeNet MobilePASS+ allows secure remote access to corporate and web-based applications. An integrated support feature allows your company's system administrator to manage it directly from a token management application.

What is a SafeNet MobilePASS+ Token?

SafeNet MobilePASS+ is a mobile application that generates an OTP (One-Time Password), also referred to as a passcode, to use for secure remote access to corporate and web-based applications. It works independently of mobile network connectivity.

How does SafeNet MobilePASS+ protect me?

Password theft is the method used most frequently by thieves and hackers to steal identities and gain unauthorized access to computer networks. While they have many ways to steal a password, success depends on the stolen password being valid, in much the same way that credit card theft relies on the card being usable until you report it missing. SafeNet MobilePASS+ prevents the stolen password being used to log in to the protected network, even if you and your company's security professionals are unaware that it has been stolen, because immediately after logging on, the generated passcode stops being valid. Any attempt to login by reusing the passcode will fail, and will alert your network security professionals to the possibility that your identity has been stolen.

How do I generate a passcode on my mobile device?

After installing SafeNet MobilePASS+ on your mobile device, use the application to generate a passcode. You may be required to enter a PIN before generating the passcode.

How do I get started with SafeNet MobilePASS+?

After the installation of the application on your mobile, the first operation is to activate a token. There are two possible ways to do that:

Automatic self-enrollment - you will receive a self-enrollment email from your company which contains a link to the self-enrollment web site and instructions for installing, enrolling and activating your token.

Automatic enrollment - copy an activation code included in the self-enrollment email and paste it to your SafeNet MobilePASS+ app.

I have not received an enrollment email, what should I do?

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

For how long will my token continue to operate?

Your token will be able to generate passcodes until it is revoked by your security administrator.

What is self-enrollment?

Self-enrollment is the process of activating your token. You must complete this process before using your SafeNet MobilePASS+ token to login.

What are the benefits of using the token?

SafeNet MobilePASS+ enables you to access corporate and web-based resources securely. In addition, it will reduce or eliminate the need to remember or periodically change your login passwords, as your token will do this for you.

How do I protect my security PIN?

If your SafeNet MobilePASS+ token is configured to use a PIN, protect it as you would the PIN for your credit card. Never share it with anybody. 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 should I do if I cannot log in using my token?

The most common cause of failed login is entering an incorrect passcode. Ensure that you enter the code exactly as displayed on the token, including any punctuation, and upper and lower case letters. Never attempt to reuse a passcode. Your account will automatically lock for a period if you exceed the allowed number of consecutive failed login attempts. You must wait for the required period of time before your account becomes active again. Contact your company's help desk to resolve login problems.

What is Push OTP?

The SafeNet MobilePASS+ Push OTP feature enables you to authenticate with a single tap, eliminating the need to generate manually a passcode on your mobile device, or to enter the passcode manually in the login page of your protected resource (website or network).

How do I use Push OTP?

To use Push OTP, enter your username in the login page of your protected device and select Autosend. You will receive a login request on your SafeNet MobilePASS+ app. After you tap the Approve button, a passcode is automatically sent to your protected resource and you are logged in.

Terminology

Term	Description
Activation String or code	The activation string is sent to the SafeNet MobilePASS+ user, who uses it to activate the application and add tokens.
Autosend	The term used to identify push notification based passcode delivery.
Challenge-Response or OCRA (OATH Challenge-Response Algorithm)	A family of protocols in which one party presents a question ("challenge") and another party must provide a valid answer ("response") to be authenticated. If SafeNet MobilePASS+ is configured to work with Challenge-Response, the user is sent the challenge code. The user then enters the code into the token, taps the Challenge-Response button, and the passcode (the response) is displayed
Enrollment	Enrollment is the process of adding a SafeNet MobilePASS+ token to the SafeNet MobilePASS+ app and making it active.
Event-Based Tokens	Event-based tokens generate passcodes when a particular event occurs; typically, when the user presses a button or taps an icon. The passcode generated by an event-based token is valid until another passcode is generated.
SafeNet MobilePASS+ App	The SafeNet MobilePASS+ application turns a mobile phone into a two-factor authentication device, removing the need to carry an additional hardware token. As a SafeNet MobilePASS+ user, you can generate passcodes on your mobile device, and use those passcodes to authenticate to protected corporate and web-based applications.
SafeNet MobilePASS+ Token	A SafeNet MobilePASS+ token is related to an account and its associated parameters, such as name, user PIN, enrolled keys, and PIN policy. Each SafeNet MobilePASS+ app can manage multiple SafeNet MobilePASS+ tokens. For example, a user may require several tokens, each one related to a different web service.
OTP (One Time Password)	An OTP is an automatically generated numeric or alphanumeric string of characters that authenticates the user for a single transaction or session. Passcode is the preferred term in SafeNet MobilePASS+ applications and documentation, and is identical to OTP.

Term	Description
Passcode	The Passcode is the password generated by the SafeNet MobilePASS+ token for authenticating to a protected web or network resource. If the token is configured for a time-based OTP, the password is active for a limited period, and can be used once only, preventing access to unauthorized users, even if stolen. If the token is set up as event-based, the passcode is valid until another passcode is generated
PIN (Personal Identity Number)	If so configured, SafeNet MobilePASS+ app requires the user to enter a PIN to use the application. This provides an additional layer of protection, preventing unauthorized users from using the application.
Protected Resource	A Protected Resource is any part of a computer system or network, such as a web, cloud, or VPN, requiring authentication to enable access.
Push OTP	With Push OTP technology, when accessing a protected resource, a push notification is sent to the user's device. The user approves the request with a single tap of a button. A new OTP is automatically generated by the SafeNet MobilePASS+ app and sent to the protected resource, eliminating the need to generate manually a one-time passcode (OTP) on a mobile device or to enter the OTP passcode in the login page.
QR Code	Quick Response (QR) Code is a two dimensional barcode, a machine readable optical label. SafeNet MobilePASS+ can use the smartphone's camera as an imaging device to scan a QR Code containing the information required to perform token enrollment.
Software Token	A software token is a two-factor authentication security application that is used to authorize the use of computer services. SafeNet MobilePASS+ application is an example of a software token. By contrast, a hardware token is a physical device that needs to be connected to the computer by, for example, a USB connection, to enable authentication.
Time-Based Tokens	Time-Based tokens generate passcodes at pre-set time intervals. When a new passcode is generated, the previous passcode is no longer valid. SafeNet MobilePASS+ token can be configured to operate as a time based token.
Touch ID	Touch ID is a fingerprint identity sensor built into the Home button on iPhone and iPad devices. After enrolling one or more fingerprints on the device, Touch ID can be used instead of a password when unlocking devices and logging onto applications and websites. SafeNet MobilePASS+ for iOS can be configured to use Touch ID as a convenient alternative to manual entry of the PIN in PIN-protected tokens.

12

References

Related Documents

The following documents contain related or additional information.

SafeNet MobilePASS+

SafeNet MobilePASS+ for iOS Customer Release Notes (CRN)

SafeNet MobilePASS+ for Android Customer Release Notes (CRN)

SafeNet MobilePASS+ for Android User Guide

SafeNet Authentication Service (SAS)

<http://www2.safenet-inc.com/sas/implementation-guides.html>