



CitiDirect BE[®] MobilePASS[™] Token

Frequently Asked Questions



1. What is MobilePASS?

MobilePASS is the mobile application version of the SafeWord[®] card physical token. Once your Security Manager adds MobilePASS to your CitiDirect BE[®] entitlements, you can download the application on your smartphone and create a MobilePASS Token for your CitiDirect BE login. Once the MobilePASS Token is activated, you will be able to login to CitiDirect BE, CitiDirect BE[®] Mobile and CitiDirect BE[®] Tablet using the mobile application on your Android, Apple, Windows or Blackberry device. If your organization is enabled for MobilePASS, you may also initiate the credential request directly via CitiDirect BE "My Settings," and your Security Manager simply needs to authorize the request.

2. What are the benefits of a MobilePASS Token for my CitiDirect BE login?

A MobilePASS Token is a more convenient login method than the SafeWord card:

- You no longer need to carry a physical device to access CitiDirect BE, but rather can use the MobilePASS Token on your smartphone
- You no longer need to enter a host number for every login, once you specify your token's host during the one-time activation process
- Upon assignment by your Security Manager, you can set up and begin to use your MobilePASS Token within minutes, as opposed to waiting for a SafeWord card in the mail that may take days to arrive
- Citi is maintaining strong security and protection for your daily login

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 provided by SafeNet®. Download the application and follow the set-up instructions sent to you via email by Citi.

4. Which applications stores can I download MobilePASS from for CitiDirect BE login?

Citi is supporting MobilePASS in the App Store®, BlackBerry® World®, Google Play™ and Windows Store.

5. I did not receive an email with the MobilePASS set-up instructions. What should I do?

Please contact your Security Manager to confirm that you have been entitled to login on CitiDirect BE with a MobilePASS Token. If so, you may consult the [MobilePASS Reference Guide](#) which includes the same information in the email.

6. How can I get an Activation Code for the MobilePASS application?

You may retrieve your activation code on CitiDirect BE by logging in with your SafeWord card. If you don't have a SafeWord card, the activation code will be sent to you in two parts via email and SMS.

In order to retrieve an Activation Code, you need to login on CitiDirect BE with your existing SafeWord card. Once in CitiDirect BE, click on "My Settings," go to "Authentication" and locate your "MobilePASS Activation Code" on the Authentication Settings screen.

When a user without a SafeWord card is assigned the MobilePASS Token, the activation code is delivered in two parts via email 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 email address and the mobile number, provided by the Security Manager, may not be associated with any other CitiDirect BE user.

The user will then enter the two codes as one combined code in order to proceed with the MobilePASS token activation.

Please refer to the [MobilePASS Reference Guide](#) for additional information.

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- 7. 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.
- 8. Can the SafeWord card and MobilePASS be used simultaneously?** Yes. Users set up for both SafeWord and MobilePASS may use the two credentials interchangeably.
- 9. What do I do if I forget my MobilePASS PIN, mistakenly delete the app, or switch to a new mobile device?** You must request new MobilePASS activation/enrollment via your Security Manager or contact the Citi Help Desk for assistance. Upon completion, you can repeat the activation steps to set-up your replacement MobilePASS Token.
- 10. What changes can be made within the MobilePASS application?** Within the app, you can change your token pin (four digits long) and token name as well as disable and enable a token. Please refer to [SafeNet MobilePASS User Guide](#) for further instructions.
- 11. Can I use my MobilePASS Token for transaction authorization when prompted by CitiDirect BE?** Yes. Transaction authorization where required may be completed with either MobilePASS or SafeWord card.
- 12. Does my MobilePASS Token require a data connection to work?** During the initial set up of the application, an internet connection is required to download the app and to perform first time activation as specified in the [MobilePASS Reference Guide](#). Once the activation is complete however, MobilePASS Token no longer requires a Wi-Fi or any Cellular connection to generate dynamic passwords for CitiDirect BE login.
- 13. 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, and backend processes are updated to 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.
- 14. Who can use the MobilePASS Token for CitiDirect BE login?** All CitiDirect BE, CitiDirect BE Mobile and CitiDirect BE Tablet users eligible for the SafeWord card today are also eligible for a MobilePASS Token as soon as the MobilePASS solution is launched for the respective country.
- 15. For what solutions can the MobilePASS Token be used for login?** The MobilePASS Token can be used to login to CitiDirect BE, CitiDirect BE Mobile and CitiDirect BE Tablet just like the Safeword card today.

- 16. What is the configuration of dynamic passwords for the MobilePASS Token and for how long is it valid?** Exactly the same as your Safeword card.
- 17. How many tokens can I use on my MobilePASS application?** You can use multiple tokens (up to ten) 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, as well as tokens for other banks that support MobilePASS.
- 18. Can I delete a token on my MobilePASS application 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 needed, going through the activation process again.
- 19. Are the login screen options for MobilePASS and SafeWord card the same?** Yes. You don’t need to select login via the MobilePASS Token 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 your MobilePASS Token instead of your Safeword card to generate the dynamic password for each of these CitiDirect BE login options.